

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

NORTHFIELD DISTRICT COMMITTEE

FRIDAY, 18 MARCH 2016 AT 14:00 HOURS
IN COMMITTEE ROOMS 3 & 4, 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 MINUTES

3 - 36

To confirm and sign the Minutes of the meetings held on 20 November 2015 and the 22 January 2016.

4 BIRMINGHAM CYCLE REVOLUTION PHASES 2&3 CONSULTATION

37 - 46

This item is for information only.

5 NORTHFIELD POOL AND FITNESS CENTRE - UPDATE

Paul Walls, Leisure Project and Client Manager and Jamie Bryant, Partnership Manager, Birmingham Community Leisure Trust will give a verbal update on the item.

6 HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT
QUARTER 3 2015/16

47 - 124

Report of the Strategic Director, Place.

7 **NORTHFIELD DISTRICT ANTI-SOCIAL BEHAVIOUR:
NEIGHBOURHOOD CHALLENGE**

Councillor Steve Booton: Lead Member will present the item.

8 **DISTRICT YOUTH CHAMPION - UPDATE**

Councillors Brett O'Reilly and Eddie Freeman will give an update on the item.

9 **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.

10 **DATE OF NEXT NORTHFIELD DISTRICT COMMITTEE**

To note that the next Northfield District Committee meeting will be held on Friday 24 June 2016, at 1400 hours in Committee Rooms 3&4, Council House, Victoria Square, Birmingham.

11 **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

**NORTHFIELD DISTRICT
COMMITTEE
FRIDAY, 20 NOVEMBER 2015**

MINUTES OF A MEETING OF THE NORTHFIELD DISTRICT COMMITTEE HELD ON FRIDAY 20 NOVEMBER 2015 AT 1400 HOURS, IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, BIRMINGHAM

PRESENT: - Councillor Peter Griffiths in the Chair. Councillors Andy Cartwright, Peter Douglas Osborn, Simon Jevon, Jess Phillips, Valerie Seabright, Randal Brew, Debbie Clancy and Steve Booton.

ALSO PRESENT: -

Ruth Bowles, Place Manager, Northfield Ward
Richard Burden, Member of Parliament, Northfield Constituency
Kam Hundal, Employment Manager, Economy
Paul Phillips, Senior Employment Engagement Officer, DWP
Councillor Samuel Goodwin, Frankley in Birmingham Parish Council
Errol Wilson, Committee Manager

NOTICE OF RECORDING

- 223 The District Committee were advised that the meeting would be webcast for live or subsequent broadcast via the Council's Internet site and members of the press/public may record and take photographs except where there were confidential or exempt items.

APOLOGIES

- 224 Apologies for non-attendance were submitted on behalf of Councillors Ian Cruise, Brett O'Reilly and Eddie Freeman.

MINUTES

The following amendments were noted: -

Minute No. 212

Page 3 of 142

The last paragraph on page 8 line 2 "... Plan was drawn up if they had significantly ..." should read "... Plan was drawn up they had significantly ..."

Page 9, second paragraph line 4, "... Levy y comes ..." should read "... Levy comes ..."

Minute No. 213

The title of the item should be "Birmingham Council Housing Investment Programme ..." not "Birmingham Council Hopusing Investment Programme ..."

Page 10, paragraph 5, line 3 "... Thorough Grove ..." should read "... Farrell Grove ..."

Minute No. 215

The second paragraph line 3, "... straining on the ..." should read "... training on the ..."

225

RESOLVED: -

That, subject to the inclusion of the amendments, the minutes of the meetings held on the 18 September 2015, having been previously circulated, were confirmed and signed by the Chairman.

Councillor Seabright made reference to the first paragraph in relation to the Ward by Ward breakdown on page 14 of the minutes and advised that this had not happened. She added that no progress had been made on the speed visors. She enquired whether a letter was sent to Police Constable Marjorie Levy. The District Convention was not included on this agenda.

Councillor Brew referred to page 14 of the minutes in relation to Councillor Cartwright's request for the Youth Service to be placed as an item on a future agenda and requested that this be done for a substantive debate. The Chairman suggested that this be included as an item on the agenda for March 2016. Councillor Douglas Osborn stated that the Square Club had been destined for sale. He enquired when it would be placed on the market and whom it would be sold to.

The Chairman undertook to pass the enquiry onto the estates section for guidance. He advised that as far as he was aware the letter had not been sent to Constable Levy, but that he would speak with Richard Davies, Northfield District Head concerning the issue.

Councillor Clancy referred to the template for the community governance structure and enquired when this could be expected. The Chairman advised that Mr Davies undertook to arrange for this to be done as soon as the template.

Richard Burden, MP raised the issues of the North Worcestershire Golf Course (NWGC) and advised that he had received an email earlier this week, which had suggested that apparently, the Golf Club had written to their members confirming that the Golf Club would close in March 2016. He advised that the resident who had informed him of this had stated that if the Golf Club was closing, this could mean that

the land had been approved to be developed. Mr Burden advised that this did not mean anything of the kind as it was two separate processes. He added that it was worth the Committee logging that information and that the position as outlined in the previous minutes remained the case i.e. planning assumption was that there was still no development. The Inspector had not changed this and no planning application was submitted by Bloor Homes.

The Chairman commented that this was the position as he understood it and that he and Councillor Douglas Osborn were members of the Planning Committee and they did not receive an application for consideration.

Councillor Brew commented that his understanding was Bloor Homes was subsidising the Club by a substantial amount year-on-year and wondered whether that had now ceased.

The Chairman advised that in relation to the speed visors, he had read an email today that was sent to the District Engineer from the Northfield office, requesting that he substantiate where the expenditure from the Community Chest went. He added that he did not feel that the bill had been paid yet and that it had been held where Kings Norton was concerned as there was no evidence to suggest that it had been spent in Kings Norton.

Councillor Cartwright stated that with regard to NWGC, it was vital that they get Bloor Homes to attend a meeting in the District especially as there were a number of residents who lived in close proximity of NWGC who had concerns. This was something they could not pull the wool over, especially with the road consultations that were being undertaken. This would have an effect on the consultations concerning road, parking in the area schools, health centres etc. Councillor Cartwright added that pressure needed to be placed on Bloor Homes and for action to be taken concerning the issue.

The Chairman advised that they were not in a position to take any action as no planning application was submitted. It was just hearsay at present. Councillor Brew stated that this was correct, but that like Councillor Cartwright, he had concerns and residents were entitled to have a repeat of the consultation as the last meeting with Bloor Homes was two years ago. Bloor Homes had promised to come back with the basics and they needed to be held to that promise.

CHANGE TO ORDER OF BUSINESS

- 226 The Chairman advised that he would take agenda item 5 ahead of the remaining reports.
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NORTHFIELD DISTRICT JOBS AND SKILLS PLAN

The following report was submitted:-

(See Document No. 3)

Northfield District Committee - 20 November 2015

Kam Hundal, Employment Manager and Paul Phillips, Senior Employment Engagement Manager, DWP, presented the item and drew the committee's attention to the information contained in the draft document.

Councillor Seabright stated that she welcomed the initiatives, but voiced concerns at the level of unemployment in Northfield District, particularly in Kings Norton where there was a lot of poverty, unemployment, a number of Not in Education Employment or Training (NEET). She added that having looked at the report; they were not giving enough focus on these areas.

Councillor Seabright advised that some of the premises being put forward in the Plan concerning the improvements, skills, training etc. were out of touch with the real world. The Government was cutting funding to Further and Higher Education. If you look at one off these premises, you would think it was great, but if you live in Kings Norton or Longbridge, it takes 35 minutes to get to the University Hospital Birmingham (UHB) who were cutting staff and wanted skilled and higher level staff, which they did not have sufficient numbers for. This was a catch 22 situation, unless you have the training and the courses on offer for those lower skilled, you will not get the improvement in that employment.

Looking at the further education issues where Birmingham was concerned, there was going to be some drastic cuts where they were considering a reduction in the number of colleges. A large proportion of colleges cut their more substantive courses at the end of which was now leisure and tourism etc. and they had lost out on technology which was the one thing they wanted in this area.

Kings Norton Ward had a massive promise of serious investments a number of years ago which seemed to have disappeared following the New Deal. The £150m was less than half of what they were originally promised. The idea was that they would regenerate the area, reintroduce the community that was there. People who lived there could not get a place to live and it was not being built for the local people and was for anyone else who could get in. The policy of how people were allocated properties back into the area needed to be looked at.

Councillor Jevon made reference to the lack of work experience for young people and enquired how the businesses were being sought out to create these places. He further enquired whether there was anything that the Committee could do to help getting the extra places.

Mr Phillips stated that a number of ways both locally and pan-district, in March 2015, his District manager, Nigel Kinton launched a challenge together with Birmingham City Council Leader, Sir Albert Bore, to find 10,000 work experience places across Birmingham. They were currently well over that target within the 12 month period. Essentially, what the Department for Work and Pensions (DWP) was doing on the ground was engaging with employers not only to talk about vacancies, but to broker those relationships around work experience.

Work experience for some employers had been a scary prospect as there was paper work to complete. There was not in fact one form to complete and they support the employers with and would talk through and support by being on site for the first period of work experience to facilitate the process and to make suggestions as to what that work experience individual might benefit from for the 2 – 8 week period that they were spending on work experience.

Virtually every intervention/conversation with an employer they had, they would talk to them about work experience, how to get individuals out of a vicious circle where they were applying for a job, but they were immediately sifted out because they do not have any work experience. They had seen how valuable the experience could be. They did not have any issue on persuading people how valuable work experience could be. If somebody was taking a young person or a person of any age on, for a period of work experience, there was an investment there for the employer. There was a social responsibility aspect with that, but the benefits of the parties were explained by the DWP.

They had a database of employers that they were working with in Birmingham and Solihull and they were growing that database daily. They would shortly be working with another part of the organisation that would pass their employer leads to them that would build on the database. Every organisation they were talking to, they were underlining the merits of work experience. They presently have 600 agreements in Birmingham and Solihull from large and medium sized organisations that were following the work experience programme. Some of this was on Birmingham City Council's website and was informing them of what the individuals thought about their time of employment and were getting positive feedback from the individuals.

Mr Burden endorsed the context that Councillor Seabright mentioned and commented that the elephant in the room around all of this was a lot of what was happening around Further Education (FE) and adult skills etc., which was serious and had threatened to hit Birmingham hard. There was a review currently being done and it was important that the District kept a close eye on that as it could be serious. Looking at the report he felt schizophrenic, but the thing that was good about it was that the data confirms what they knew about skill levels in the area; educational achievement and employment profile and giving the up to date figures on all of that.

Mr Burden advised that as he carried on through the Plan his heart sank as it then when on to say what do you do about this, it was sketchy. In terms of the Action Plan a number of the actions were setting targets and promoting things. You then look at ownership of those actions and this was incredibly sketchy and a number had no ownership. The progress update was not there and there was no timescale for a number of things. He remarked that this was not a Plan but a good list of problems and issues to address and some ideas of things that might need to happen in order to help address them, but was not an Action Plan. He stated that this needed to be changed in two ways – on the implementation mechanism; and what it was trying to address.

Mr Burden stated that he was pleased about the shift in the DWP away from the obsession of sanctioning, towards proactively matching people with the labour market and this was to be welcomed. However, there was a sense of what was being said i.e. how people could be matched with the opportunities to be there in the area, but the opportunities that were in the area was limited. If you look at numbers, a lot of jobs were produced in retail and whilst it was important to get local people employed, retail could not be the sum of a Jobs and Skills Plan for Northfield. They needed to look at issues of supply and demand of jobs and skills and at the moment the Plan did not do this. There was a need to look at aspiration and expectation and what it was that if there was a young person at school.

Mr Burden referred to page 7 of the document regarding a reluctance of local people to travel outside of Northfield to find work. He added that behind this were some profound issues about how people saw their life chances, how far they thought Birmingham was and how far they thought the University and Selly Oak was and how the change this around. He stated that the Project Board would be important and that it needed to be action focused and it was important that on there were people and institutions that could deliver the programme. Discussions needed to be had as to who would deliver it, ownership as to who makes things happen and how it reaches out to private sector employers and others to take things forward.

Councillor Douglas Osborn commented that he welcomed the renewed interest in unemployment and that in the last 4 years unemployment was reducing steadily. They had 14,000 directly employed people in Northfield Constituency ... in the main these were unskilled which meant high value skill for people who did not have the qualifications. They had to work their way through the conception as to why it was important to have the qualification. One of the ways it was done was by the Youth Opportunities Programme (YOP).

Work experience was a way of subsidising youngsters to learn as in many cases their contribution. It was negative when they start but they need to get over that problem. Subsidising their employment every six month period was an ideal way of getting experience. All these reports were in the DWP to tell people how to do it. They were now in a position if they could access those old records to see how it was done as it was successful. What they needed was that combined with the vocational skills which they could get from Bournville College and to offer that more economically with other colleges so that they were not competing with a duplicate set of managers, lecturers, staff associated with them and they get a more directly related service from the different colleges. It was hoped that they would not lose that individual touch which a college like Bournville manage to do.

Councillor Cartwright stated that he liked the fact that local jobs were going to local people in Longbridge. He echoed Councillor Douglas Osborn's comments concerning the Longbridge Plant, but that he would like to manufacturing on the Longbridge Plant as it was next to the rail network and the motorway connections. He added that this was a prime target and that he felt that they were missing something. Councillor Cartwright questioned why they were not talking to the local schools if there was work experience. Work experience, whether it was in Sainsbury's or in manufacturing was experience for a young person to get into a job to meet people and to learn. There was a need to look at what the City need and consider places like Longbridge where there was a site to build things and putting that there so that the next generation could have a job in the future.

Councillor Clancy made reference to page 15 of the document in relation to *Priority, Action, Milestones/Targets etc.* and commented that she gets a number of complaints from parents concerning the quality of the work experience particularly for years 10 -13. Speaking with parents, the issues were that some parents were quite willing to contribute by finding the places themselves. If they get back too late or the child fails to deliver the letter, there were so many placements they could do. Some parents took it on themselves to do this. Councillor Clancy enquired how far they were with *businesses engaging with schools* she further enquired how experienced the people who offered the advice to the children were as this was sometimes a 'wishy washy area' with people in schools. This did not always joined up with that

particular individual and this was a weakness which was not taking forward the issues being discussed.

Mr Phillips stated that there were two separate issues, but they were linked as they were talking about work experience. He advised that he was talking about work experience for people who were claiming primary benefits. They did not broker a work experience placement with employers on behalf of schools. The DWP would shortly be moving some of their work coaches into schools, but they had not yet made a decision as to which schools these would be. They did not have a mandate to do this in the DWP up until recently, but they had now. The point about the quality of work experience was important and if anyone this was a box ticking exercise this was wrong. It had to be quality work experience where the individual is mentored throughout that period and they could develop their competency and skills and confidence. A lot of people who started on work experience find it difficult to make eye contact on the first day, but by day 3 or 4 they were part of the team. This was what they wanted work experience to give to people.

Councillor Brew referred to admin and stated that across the district's border was Bournville School – he sees the document as the Jobs and Skills Plan for Northfield District, but a number of children attending Bournville School were from Northfield. He enquired whether these children would be covered by the Northfield Jobs and Skills Plan or the Selly Oak District Jobs and Skills Plan and whether they talk with each other. Councillor Brew stated that he would like to see more quality opportunities being given to people. He added that he did not want to see them all in retail and that they needed to acknowledge that there were jobs with skills to be had and they were needed in this area. He stated that he had undertaken some research recently and that he was amazed to find that within the City of Birmingham, there were 34,000 businesses and a significant material help in reducing unemployment would be with small businesses as it was small businesses that would employ 1, 2 or 5 people. He added that there was a need to devise a scheme where they engage with small businesses as they had the skills to engage young people.

Councillor Brew made reference to section 5 of the document – Jobs and Skills Action Plan and expressed disappointment as to where this was leading them to. He voiced concerns that they were not addressing the issues stated on page 15 as aggressively as they should. He added that he would like to see this as being more robust and challenging and that an action tracker be included and that a report be submitted to the Committee in 6 months' time indicating what they had done and being honest about it. It was recognised that they would not achieve everything, but they needed to be honest about this and tell the Committee what has happened who would then look at it. Councillor Brew further referred to page 16 – the milestone target and stated that he would welcomed a short report of individual cases so that they could see what was being achieved. He added that he would love to hear from young people to come and share their experience if this was possible.

Mr Phillips advised that in terms of the breakdown of employer size, approximately 45% of the employers that they engaged with had 1 – 10 employees which were micro and a similar figure for those with 11 – 250 employees. The larger employers were in the minority and it was important to them as they had a smaller medium business strategy which was important in terms of the District Jobs and Skills Plan. What the Plan meant for the DWP, particularly the Jobcentre Plus was that they needed to alter their position in the community rather than being seen as the building

on the corner that people could come to sign on for money. They needed to get out into the community and this was the reason they were around the table with other organisations.

Ms Hundal advised that in terms of schools with pupils from neighbouring districts, this was something that as officers they would be picking up within the Project Jobs and Skills Board to ensure that children were given similar opportunity across boundaries, it was about joining up. With regard to moving forward the District Leads would also be joining up in terms of the work programme moving forward in terms of a quadrant style. This lends itself to doing some combined work across the District boundary.

The Chairman agreed for the Committee to accept the Plan with a proviso that they revisit the action plan, develop an action tracker and regularly review it on a 6 monthly basis; support the establishment of a Project Board to oversee the work; and that they work jointly with neighbouring areas particularly with jobs and skills and NEET. This meets with the points in the minutes of the previous meeting when the Committee requested that he speaks with the neighbouring Districts. Selly Oak District had agreed to work with Northfield concerning the jobs and skills as this was one of their Neighbourhood Challenge.

The Chairman thanked Kam Hundal and Paul Phillips for attending the meeting and presenting the information.

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RESOLVED:-

That the report be noted.

DISTRICT COMMITTEE APPOINTMENTS

228

District Champion for Jobs and Skills

RESOLVED:-

That Councillors Brett O'Reilly and Simon Jevon be appointed as the District Champions for Jobs and Skills for the Northfield District.

CORPORATE PARENTING

229

The following corporate parenting presentation was submitted:-

(See Document No.1)

Councillor Valerie Seabright introduced the item and advised that Andy Pepper, Assistant Director, Children in Care Provider Services was at an event where the Children in Care Council had taken over the diaries of the senior people this afternoon. Councillor Seabright added that a lot of work had been done over the last 12 months in developing corporate parenting and were moving forward in terms of the improvement plan. Mr Pepper was appointed the Assistant Director and was doing a good job. The Head of a Virtual School was also appointed which deals with the additional support of education access for all children in care.

As corporate parenting champion, the City and Corporate Parenting Champion Board had asked that she chaired that Board. This was not set up with the same statutory meaning as other governing bodies, but it focuses on children in care with representatives from KPMG amongst others who were hosting some of those meetings. This links in with the discussion on the previous item in terms of employment for children in care. As Elected Members they all had the role of corporate parenting as well as the officers of the City Council who had that role also.

Councillor Seabright then drew the Committee's attention to the information in the document. She highlighted that part of the role was to get Member colleagues from the other Districts to be involved in the Regulation 44 visits and training events were being planned concerning what the visits were about and what needed to be done. They had a new strategy which meant they could start getting data that could be looked at closely. She advised that she had requested that the data be broken down on a Ward by Ward basis and that it was agreed that this would be done. They needed to know what was happening and the number of children in the area and monitoring the children in the schools in the area to ensure that they were getting a good deal and were progressing.

There were a number of people who were working on different areas of interest for children in care. There were two issues that the children in care were working on – pocket money and overnight stay. Pocket money was a big issue and in Birmingham they were not as good as in some other areas. There were issues particularly for girls who had to purchase intimate things that the pocket money may not cover. There were serious issues and proposals were put forward for the next agenda. In terms of overnight stay, a sleep over for a child in care was more bureaucratic due to the area of safeguarding and duty of care etc. This was something the children had looked at. One of the things they were trying to involve was scrutiny. It was noted that corporate parenting was on the next scrutiny agenda.

Councillor Clancy committed that they all had to be committed with regard to children in care. She added that all Elected Members had to be involved as this was the way forward. She stated that she echoed Councillor Seabright's comments and looked forward to the training.

The Chairman suggested that perhaps they could have District training as in theory they could attend the Regulation 44 visits in pairs. Councillor Cartwright commented that he had worked in a number of Care Homes and that he could remember that when they had spoken with a number of vulnerable children it was amazing what they came up with. He added that a number of them had suggested what the Council could do for them. He enquired whether this could be done at the district level as there were a number of care homes in the area or on the boundary, what they expect them to be doing as corporate parents.

Councillor Booton enquired what Regulation 44 was. Councillor Seabright advised that this was visits to establishments who had children in care. She added that they could get access to residential care where they had children in care. There was some children's home in the City where the children were from other places and they did not have the same right to visit these homes. This was something that needed to be sorted out nationally as those children were still vulnerable and it was know what the resources were like across the big cities.

Northfield District Committee - 20 November 2015

Councillor Seabright voiced concerns about how many of the Council's social workers had time to visit these children in Cornwall and other areas of the country. This was a national issue as children were at risk. In relation to Councillor Cartwright's question, the first Corporate Parenting Board she attended everyone was asked and the answers were incredibly different. Even the Committee as Elected Members were not necessarily doing what they wanted. A district level training would be useful. Originally they had arranged for the training to be done before Full Council meeting, but the Future Council Programme took over those times and this had dropped off the agenda.

The Chairman commented that they did not know where all the children's homes were in the Wards. If there was district focused training this could focus on Members and the work that needed to be done in the area.

Councillor Seabright undertook to get the data of how many children were in care in the area including the number of fostered children. She added that there were a lot of fostered children in the City and it would be useful to support those who were fostering children. Foster parents did not get the recognition they deserved and it would be nice if they did something for the Foster parents living in Northfield. She suggested that a rewards event could be held liked the one held for children in care who had achieved good GCSE results, organised by Andrew Wright, the new Virtual School Head.

In response to Councillor Booton's query, Councillor Douglas Osborn advised that the 1989 Children's Act gave the protection order to children. Councillor Brew endorsed Councillor Seabright's suggestion concerning an awards ceremony and commented that it would be excellent. He added that when he had the privilege of being Lord Mayor, he had 5 -6 'Stars Shining Party' in the Chamberlain Room and they had young people who were either adopted or being Fostered; they had natural parents; Foster and Care parents and he could still see the faces of some of the children he had presented with awards – one because she smiled every day and another who had received an award for not running away from home for three months.

The Chairman commented that it was an excellent idea that they could develop some award that could be given by the District. He suggested that Richard Davies along with the Corporate Parenting Champions could work on the awards programme.

Councillor Cartwright advised that there was a plaque that would be erected in the Youth Centre in recognition of the work undertaken by the Late Darren Brettle. He added that if any award was made that his name be put forward as the Darren Brettle Award. The Committee agreed for this to be done.

BIRMINGHAM COUNCIL HOUSING INVESTMENT PROGRAMME ENVIRONMENTAL WORKS BUDGET 2015/16

Ruth Bowles, Place Manager, Northfield Ward introduced the item and drew the Committee's attention to the information in the Northfield District Capital Environmental Budget Position Statement 2015/16.

(See document No. 4)

Councillor Seabright enquired about Bentmead Grove. She added that as part of the regeneration there, they did not want to spend too much, but the state of the properties was in a diabolical condition. She stated that this was the third time at the District Committee she had asked that someone looked at those properties in the interim as they were taking rent. Ms Bowles undertook to arrange with the Place Based Manager to investigate the issue.

Councillor Douglas Osborn stated that only 3% had been spent in Weoley Castle and that it was hoped that this would be rectified. The Chairman advised that he had discussed this previously and that they need more equanimity in terms of the bids coming forward, but it was for the Housing Liaison Board (HLB) and officers in those areas to make recommendations. This will be considered for next year's budget.

Councillor Phillips stated that all the numbers seem arbitrary and that in her opinion she could get some lights cheaper. She added that this was public money of which they had very little and that she would like to see the workings behind what it was that in internal decoration the Block cost £6k. She further stated that this seemed a lot of money and appeared to be standardised. Councillor Phillips stated that 3% for Weoley was good seeing that Longbridge had even less.

Councillor Clancy made reference item 31 - the upgrading of the communal lighting to Block 95a 107 Coney Green Drive and stated that anything to do with lighting internally was a safeguarding issue and they did not want anything bad to happen.

Councillor Cartwright expressed disappointment that no one had put forward things for Longbridge than he had done, especially in Frankley. He questioned whether it was because the residents in Frankley did things for themselves why they did not get any help. He advised that he had put forward things particularly the car park on the Roundabout, lighting within Farmdale Grove in Rednal, a car park that was covered with trees and was dark.

Councillor Jevon enquired what a *Maxi Pizza ASD Light Fitting* (item 28) was

Mr Burden enquired how the report got to this stage and how the bids came in and how it was that there were gaps in particular Longbridge and whether there had been any strategy for the approval process i.e. what was approved, how it was approved, whether there was any assessment and what the impact of a particular thing was going to be and the relationship to the project in terms of the point raised by Councillor Phillips, how the projects worked and where were the areas this was not working either in terms of things not coming in, or bids coming in but not being judged to be sufficient.

Councillor Goodwin enquired whether it was possible to get a wider approved contractor list as this would bring the price down.

Ms Bowles advised that regarding the contractors, they used the Housing Service repairs contractors and these were the costs that were previously agreed. Tenders were being taken for the new repairs contract for the coming years. This would be announced shortly, so whether or not those prices would change as these were 'bucket like' prices. Ms Bowles advised that quotes were had from the Contract Works Officer. She undertook to submit a report on the process at the next District Committee meeting.

Councillor Brew commented that in terms of equality amongst the Wards he would like to see it closer and that it needed to be based on need and the number of properties. He questioned whether they were funding things with the Housing Investment Fund programme that should be paid for from the Housing Revenue Account budget. He added that the HRA was underspent for the year ending 31 March 2015 by £699k in Northfield District. Councillor Brew echoed Mr Burdens' comment regarding having a report as to how this was generated and some explanation on each scheme and why it was not being done by the normal repairs budget within the HRA.

The Chairman requested that the report identifies which category the repairs fall into i.e. the Housing Investment Fund programme or the Housing Revenue Account budget. Councillor Seabright suggested that the City representative on the City HLB could be asked to progress this to the City HLB as this was for environmental improvement. She added that there was money elsewhere that could also be spent on this. Councillor Brew stated that when they were assessing, going forward, how the 'cake was cut', but would also like to look at where the spending was over the last four years as it obscured the previous year for Kings Norton. A brief discussion concerning the issue then ensued.

The Chairman thanked Ruth Bowles for attending the meeting and presenting the information.

It was

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RESOLVED:-

That the Committee approved the report.

UPDATE ON NEIGHBOURHOOD CHALLENGE

231

Councillor Steve Booton presented the item and advised that when they discussed the Neighbourhood Challenge at the last District Committee meeting, there were concerns raised about raising expectations that they could not deliver. Anti-social behaviour (ASB) was a huge issue. They looked at setting the target and the purpose of the project was simple. He highlighted the following: -

The purpose of the project was to improve performance
Dealing with ASB across all tenure by sharing information and working together.
Use the resources of the Police, social landlords, private landlords and the City Council effectively and to share ideas.

In order to do this he had met with the Chief Officers of the four major Housing Associations that work in the area. (He had not yet met with the 5th housing Association). The idea was to meet with the Housing Associations to discuss the problem they were facing and the potential solutions. It was agreed for a Workshop to be held on the 14th January 2016, at Northfield Library, from 1:00pm to 5:00pm. The four Housing Associations with the City had bought into the process and had offered to deliver some of the workshop events etc.

Councillor Booton advised that having spoken with the Housing Associations, the following points were raised that it was felt should be improved upon: -The Police –

he had spoken with the Police at length about the situation who advised that one of the problem was that if they were working on a particular case and were making good progress, and someone goes on holiday or leaves their post etc., the process then 'hits a brick wall'. The Police suggested that if someone went on holiday or leaves the post, that someone automatically steps in to follow the process through.

Councillor Booton stated that he had spoken with Midland Heart regarding the question of getting new tenants into properties. It transpired that they had been in situations where they had rehoused tenants with little or no knowledge as to what happened to that tenant before. Often it was not that they would not house the tenant, but they would be housing the tenant elsewhere and under a different type of tenancy agreement etc. Midland Heart had used mediation in terms of ASB by getting the tenants to sit and talk through the issues with the mediator. This had proved successful. He highlighted that he had spoken with Bournville Village Trust (BVT) who had a specialist team working in and around the area of ASB. BVT had also agreed to attend the event on the 14th January 2016.

The Workshop event organised for the 14th would look at sharing information. Another point that was raised was to discuss the nature of ASB itself. ASB was a catch all phrase and could mean anything from someone annoying a resident by the way they park to something more serious that involve violence. The general feeling amongst the social landlords that he had spoken with was that there was a need for a general idea about what was accepted as far as ASB was concerned. The idea was to have some witnesses from the meeting on the 14th January 2016 attend the District Committee meeting on the 22nd January 2016 and then to produce a report. The Registered Social Landlords were keen to be involved with the proposal. They were meeting on Monday 23 November 2015, to put together a draft programme for the Workshop and the Workshop would feed directly into the District Committee meeting on Friday 22nd January 2016.

The Chairman advised that he and Councillor Brew had attended a Housing Health Workshop Organised by the Primary Care Team (PCT) which was useful and they had provided them with some links and feedback from service users and had raised some issues that could be fed into the meeting on the 22nd January 2016. This meant that they had some contact with the PCT and was charged with contacting the Primary Care Commissioner, Dr Coward as a result of the meeting.

The Chairman thanked Councillor Steve Booton for presenting the information and requested that the Committee keep the dates in their diaries. He added that the questioning for the next scrutiny committee, Members needed to think about what they wanted to ask.

OTHER URGENT BUSINESS

District Convention

232 The Chairman advised that a mini-convention was scheduled for Tuesday 22 December 2015, from 1:00pm to 3:15pm, at the Factory. The launch of the Place Plans for each of the four Wards would take place. All Members were welcome to attend. The full convention would be held in the New Year.

The Square Club/Youth Provision in Weoley Ward

233 Councillor Douglas Osborn referred to the reduction of youth provision in Weoley resulting from the problems with the Square Club in that the City's evaluation of the repair to the heating system amounts to £125k. There were also problems as it deteriorates with the wooden floor, they would start to rise in this weather which was an expensive process and was getting worse. Councillor Douglas Osborn advised that his understanding was that the City Council had taken the decision that the club was to be placed on the open market for sale. He requested through the Chairman that an absolute necessity must be the retention of youth provision within that area as they would not go to the Factory

Councillor Booton stated that his understanding was that the youth provision would be met by the Community Church and the Youth Service was providing the staff to take this on. His concern was that if the Square Club was to be sold, that the Ward be given some of the money from the sale for youth provision within the Ward

Councillor Douglas Osborn stated that the concerns the Ward Members had was that the Estate Department would not see it that way and this was where the help of the Chairman was needed

The Chairman commented that there was a provision with the sale of any property for some of the funds to be given to the locality by negotiation and agreement, but this had been a diminishing amount. He undertook to discuss the issue with Councillor Ian Ward, Deputy Leader of the City Council to ascertain whether the appropriate agreement was had. He added that this was the same situation in Kings Norton and that these were two areas where they needed to keep youth provision going.

Councillor Cartwright commented that young people lived on postcode barriers and would not go past them. He added that they go where they live and love.

Richard Davies – Northfield District Head

234 Councillor Brew expressed best wishes to Richard Davies, Northfield District Head for a speedy recovery on behalf of the District Committee. The Chairman undertook to convey the Committee's good wishes to Mr Richard Davies.

AUTHORITY TO CHAIRMAN AND OFFICERS

235 **RESOLVED: -**

Chairman to move:-

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

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The meeting ended at 1540 hours.

CHAIRMAN

BIRMINGHAM CITY COUNCIL

**NORTHFIELD DISTRICT
COMMITTEE SCRUTINY
FRIDAY, 22 JANUARY 2016**

MINUTES OF A MEETING OF THE NORTHFIELD DISTRICT COMMITTEE SCRUTINY HELD ON FRIDAY 22 JANUARY 2016 AT 1400 HOURS, IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, BIRMINGHAM

PRESENT: - Councillor Peter Griffiths in the Chair; Councillors Booton, Brew, Cartwright, Clancy, Cruise, Freeman, Jevon and Seabright.

ALSO PRESENT: -

Richard Burden, Member of Parliament, Northfield Constituency
Councillor Samuel Goodwin, Frankley in Birmingham Parish Council
Ruth Cooke, Midland Heart Housing Association
Richard Davies, Northfield District Lead
Inspector Dean Gordon, West Midlands Police
Robert James, Housing, Place
Mark Rogers, Contract Team Manager, Capital Investment Team
Errol Wilson, Committee Manager

NOTICE OF RECORDING

- 236 The District Committee were advised that the meeting would be webcast for live or subsequent broadcast via the Council's Internet site and members of the press/public may record and take photographs except where there were confidential or exempt items.

APOLOGIES

- 237 Apologies for non-attendance were submitted on behalf of Councillors Peter Douglas Osborn, Brett O'Reilly and Jess Phillips.

NORTHFIELD DISTRICT ANTI-SOCIAL BEHAVIOUR NEIGHBOURHOOD CHALLENGE

1. Terms of Reference and Workshop Feedback

- 238 Councillor Steve Booton (Lead Member, ASB Neighbourhood Challenge) stated that it was felt that by taking up the issue of Anti-social Behaviour (ASB), it may help to

improve services, performance and peoples' lives in Northfield by doing simple and effective things. One target from the Challenge was to bring together social housing providers which include the Council and various housing associations to try and solve the problem by sharing information, resources etc. He added that he had spoken with housing associations, the police and others to *drum up* support for the Workshop that was held on Thursday 14 January 2016. The Workshop was a success as there were 28 people in attendance, a number of housing associations and the Police. The discussion was centred on ASB, but the aims of the Neighbourhood Challenge were relatively limited and were as follows:

- The purpose of the project was to improve performance in respect of dealing with ASB across all tenures, sharing information and working together.
- To use the resources of the Police, social and private landlords and the City Council more effectively and to share ideas and examples of good practice. In speaking with social housing providers, one of the things that came through before the Workshop was held, was the idea of defining what ASB was and what social landlords could and could not do concerning ASB.
- Discussions were held concerning the issues at the Workshop and a report would be submitted later.

2. Witnesses: -

a) West Midlands Police

Inspector Dean Gordon, West Midlands Police made the following statements: -

1. From the Police point of view on the south Birmingham area, ASB had been a priority for a number of years and it had been a local priority. As a result of this the Police had developed a clear strategy by the way the Police had dealt with ASB in that area which had allowed them to reduce the demand for ASB over the last four years.
2. The key message was what the Police had learnt and what they knew. Working together and sharing information together helped to address ASB. This was the only way it had effectively been dealt with. When they received report that came to the Police, the variety of these reports would entail different things from low level nuisance behaviour to those bordering on criminal behaviour. There was no *one cap fits all* approach in dealing with ASB.
3. The Neighbourhood Teams took ownership of all ASB related reports which were attended, recorded, investigated and assessed in terms of risk. Often, these would be dealt with in the first instance by using a tactical approach and gathering information to ascertain who was responsible.
4. It was at this point that they would need to work with others, ascertain which housing association was involved, what the background information was from the partner agencies concerning the individuals involved. Often, the things that were reported to the Police, they could not arrest for unless they fall within the arena of a criminal offence.

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5. The Police could not arrest their way out and they needed to share the information that came in to the Police. Quite often it was found that they would have weeks or months of data coming from others about the same issue from other people that had contacted the City Council about the same issue, but had given different information. By putting this information together, they were able to formulate an objective as to where they were looking to go with the problem.
6. At the Workshop that was held on the 14 January 2016, it was easy to see how this could be provided as a vehicle. A case study was discussed as a typical one in relation to an address in Northfield where there were countless reports of ASB.
7. The local Neighbourhood Sergeant received 15 – 20 emails per week concerning the issue from residents. This was not just from the Police, but it was going to the Council by separate reports. It was only by contacting the local Housing and the Council and putting this together and then identifying a single point of contact for these that the Sergeant involved was able to get a clearer idea of who was responsible. Three families were involved and what they did in the pass and what they were going to do, the outcome being that some of those families were diverted into alternative employment assistance and others who were hardliners. With the Police and Councils involvement others would stop behaving in an anti-social way.
8. The key message from the Police was that there was a clear strategy for dealing with ASB and this would only start to work once it was known who were involved so they could start sharing that information and working on it.
9. In terms of best practice, where there were criminal offences, clearly, they had to be dealt with and the Police had to ensure that their partners were aware that the Police had taken the lead concerning the criminal matters and were getting those resolved. They ensure that they identify opportunities that may have incorrectly being classed as ASB and were criminal matters that needed to be dealt with.
10. Where there were no criminal matters, it was about ensuring that they had the right pathways for people involved, working closer with Offender Management regarding any programmes that they had in place that could divert people involved in that area. Anything the Police could not resolve, the Safer Communities Group meeting had been very effective in ensuring that if nothing else, the information discussed was openly available to everyone who could pick it up and say you may not be aware, but we knew about this and would be willing to contribute or offer their assistance around it. There was a clear strategy, but it was about working together.

Inspector Gordon, Mr James and Ms Cooke in response to questions from Members, made the following points:-

- (a) Neighbourhood Watch was important to the agenda of Community Safety and ASB. They had an opportunity that when they review their operations, they tried to join up the various meetings. Rather than creating meetings, and layers of walkabouts, and attempt to tackle Community Safety and ASB, they needed to join some of these things up.

- (b) There was currently a review of the Birmingham Community Safety Partnership and the local delivery aspect was part of this review and this would be picked up. It was not suggest that any of these meetings be stopped as they were created by residents, but they needed to find a mechanism by which they could support them. The information concerning ASB was shared with each other.
- (c) Meetings such as these were useful for Housing Association officers to attend, but they could not promise that they could send an officer to every meeting. They were a useful way to get engaged in understanding what happened and to share information.
- (d) Information was shared and was one of the standard procedures they conduct on pre-tenancy. Their experience was that this was one of the reasons evictions was only ever a last resort for ASB as so often this could result in a problem just being shifted about. It was thought that there were better ways to intervene.
- (e) In terms of the case study mentioned earlier, the Neighbourhood Watch was instrumental at the early stage to take on what was just being termed as noise and that it did not make sense to having just one single point of contact. That point of contact was the Neighbourhood Watch in that area that had proved valuable.
- (f) Neighbourhood Watch was something the Police should get involved with and that perhaps the message could be passed to officers. It may have started off with a Sergeant attending, then a Constable and then a PCSO and then there were meetings where no one had attended. A request was that this be emphasised as it was valued by Members and they would wish to continue.
- (g) Regarding the Safer Group meetings, he was invited to a number of meetings but on checking with colleagues they could not recalled being invited to a Safer Group meeting. This would be something that they would be interested in as they were interested in playing their role as partners in trying to solve the ASB problem in the area.
- (h) Sharing information was important as an ASB offender could offend in one particular tenure and then move onto another. There was a need to have open dialogue with all the partners who provide housing in the area to ensure that all the facts were known. They needed to identify those who move around. They had a duty to rehoused them, but not in a luxury property. The sharing of information was important.
- (i) As Councillors, they were conscious of the fact that people came to them and had had dealings with the Housing Association or Housing Officers of the City Council and they feel that they had been dealt with poorly or unfairly. Often, they had been dealt with fairly, but as they did not like the decision, they would contact their Elected Representative thinking that they might be a *soft touch*.
- (j) It was needed to speak with each other more to ensure they did not get drawn into that situation and that they were working in concert with partners, rather than sometimes against them.

- (k) Mr James stated that dealing with the expectations of the outcome of the report of the ASB, was important. They had dealt with ASB cases on vulnerability and the seriousness of the offence. This was the matrix being used when they could have the most impact on their neighbourhoods and communities. Partners would welcome some dialogue with Members concerning some of their responses to constituents.
- (l) The Data Protection Act was not an issue for sharing information with partner agencies. They had data sharing agreements which they had all signed and agreed to sharing that information and they did this on a daily basis. Concerns were with private landlords as they did not know what tenants were coming in or had information about them, before offering them a tenancy.
- (m) In a number of places, there was the Safer Estates Groups that worked with the Police effectively. If this was not happening locally, there was a problem, but one thing that this area had pioneered that worked, but was of a different context, the question was whether they could learn something from the Police and School's Panel in Northfield.
- (n) All the schools were involved and met on a quarterly basis. They were task focused and had picked up the trend on what was happening in schools, what the issues were that were coming out whether they be issues of difficulty that affected young people or good practice amongst schools and young people. Things that the Police was trying to get across in relation to drugs etc. The question was whether there was a lesson they could learn from something like tackling ASB on a network similar to this.

(Councillor Cruise declared his non-pecuniary interest in HMP Birmingham in terms of releases from courts and prisons)– Resources for dealing with ASB

- (o) Ms Cooke advised that in terms of sharing best practice and information, like all Housing Associations in the City, they were members of Birmingham Social Housing Partnership which did a number of good works to bring together a number of Housing Associations and the City Council and operates at a strategic level.
- (p) Birmingham Social Housing Partnership had a number of sub-groups and working groups which operates effectively at that operational level, but involved the officers who worked on the ground. They came together to share information and best practice. The measure of success of these groups was that people keep coming back to them because they knew that they had achieved something. They were happy to learn from other sectors if there were things they could do to improve that.
- (q) Inspector Gordon stated that in terms of releases from Prisons, the local Police Neighbourhood Team was always notified of all releases onto their area. They assessed the threat risk and harm and there was information sharing depending on the type of threat or risk posed.
- (r) Regarding the Schools Panel this was an excellent vehicle as it worked well and would be good to have something similar. The only question was the practicality of how this would work and who would attend as it was simpler in

terms of the schools as the Panel was represented by each school in the local area. The question was whether if this was replicated who would attend as they were talking about a similar thing for all Housing Associations in the area or something different to that. It was felt that this could only exist with the Safer Community Group meetings.

- (s) Rob James advised that they had some mechanism for engaging with the Schools Panel through the local Safety Community Partnership and to learn from the information given. With regard to resources, the south of the City probably had the most Social Housing stock, closely followed by the east and then Central and west then the north. In relation to resources in dealing with ASB, it was dependent on the number of cases they had, but Northfield had more resources than the other four areas.
- (t) A member of the HLB stated that there were different issues to different people some of which were trivial and some which were important. There was also the matter of to whom they were reported, example, violence. When you got onto noise, the question was who would deal with this and bikes on footpaths.
- (u) It was decided that as a Housing Liaison Board (HLB), enough was not known and they had to clarify what those issues were, to whom they should be reported etc. They were looking to get this information and would be putting this on their websites. They were well supported by their Police Sergeant who had attended all their Neighbourhood Watch/Tasking meetings. This issue would be raised at the next District Strategic Housing Panel.
- (v) Inspector Gordon advised that in terms of mediation, the feedback was that where this was used, it worked well. This was offered early on as they knew that it works, but people did not always take the opportunity and had taken the position that they would not get involved.
- (w) What they were asking people to do was to iron out their differences by sitting them together in a room and asking them through the agencies. Whether or not they could enforce this was probably less of a question as to whether they could be effective. If people were not engaged to come forward the question would be what the point was in confronting them with each other. The result may not be effective if people were forced into mediation and would build up resentment, than if they were given the opportunity to speak with each other in a controlled environment.
- (x) In relation to Community Trigger, this was effectively a way if people had reported matters to the Police or local Council (subject to whole list of criteria) and they did not feel satisfied with the service from the Police or Council, they could request a Community Trigger. This was effectively calling the agencies together – the Police local Council and anyone else involved to review the case. This was mandatory if the Community Trigger criteria were met, they had to review the case. This was a well laid out path in terms of resolving the issue to their satisfaction. There was an appeals process that followed this.

b) Midland Heart Housing Association

Ruth Cooke, Chief Executive, Midland Heart Housing Association made the following statements: -

- i. Midland Heart was one of the larger Housing Associations working in the City and was operating across the Midlands with 35,000 properties. They had looked at the past two years at the number of cases of ASB they had reported to them and this was just over 2,000 cases.
- ii. Currently officers across the patch had just over 200 open cases encompassing a complete range of incidences from very low littering, low level noise, neighbour nuisances, neighbours who could not get on with each other through to serious criminal behaviour. They had a range of ways of dealing with those levels of behaviour.
- iii. Eviction was a last resort and of the 2,000 cases they had reported to them in the last two years, 12 of these had ended up in an eviction order due to the risk of shifting the problem elsewhere.
- iv. In their experience, the things that could help to deal with ASB were some of their Housing Management policies and procedures. They were looking at a range of processes at the first stage of how they dealt with the report of ASB. If it comes into them and they recognised that for many of their tenants and neighbourhoods, not all reports were coming to them in the first instance. Where they did, it was recognised that there were a number of things that they could do.
- v. A lot of what they did was about being clear as to what was and was not ASB. When they had looked at what was and was not ASB, if it was deemed to prove a breach of tenancy conditions and what was simply inconsiderate behaviour which was not a breach of tenancy condition.
- vi. They owe it to their customers and to those living in the neighbourhood to be clear whether this was ASB, whether this was a case where they thought they could do something to help or whether they should emphasise peoples' personal responsibility for some issues.
- vii. There were some issues that people needed to be supported to deal with themselves. There was something at being very clear and up front and there was a huge body of evidence that speaks of early intervention as being by far the best way to deal with things.
- viii. The power of having a Housing Officer point out to a customer that their behaviour was causing annoyance and stress to their neighbour and neighbourhood should not be understated. This could work effectively at some low level cases.
- ix. Where there were more entrenched problems they were now looking at two areas of work. They did not have dedicated ASB officers; they had officers working in their Tenancy Standard Team who deal with breaches of tenancy which might be justified in severing the tenancy.

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- x. They were in the process of introducing two teams – A People Team and a Place Team. Each of these teams would look at different aspect of ASB. The People Team would look at the complex people issues that could manifest themselves into ASB that may be caused by a range of underlying factors. They would look at neighbour nuisance, disputes and the most serious manifestation of ASB.
- xi. Their role was to work with statutory agencies where this was appropriate to deal with the underlying issues that were causing ASB. It was this team that had been doing the work around the *Restorative Justice Pilot* Midland Heart was involved in that was discussed at the Workshop on the 14 January 2016.
- xii. What Restorative Justice did in appropriate cases was to look to rebuild relationships with those who had been harmed by ASB and those who had caused the harm and to seek to resolve the matter in that way. It was not a panacea and was not suitable in all cases of ASB, but where appropriate, it could deliver some remarkable result. They were looking at having run a pilot how they mainstreamed this into their service which was the people aspect of ASB.
- xiii. The Place Team was designed to deal with some of the issues on the neighbourhood such as littering, graffiti etc. This team was looking at how they could manage a neighbourhood effectively that people wanted to live in and one that people take pride in and did not contribute to some of the problems that could arise.
- xiv. They were looking at a range of things including whether it was appropriate for Midland Heart as a Housing Association to have Community Protection Notice Powers to deal with such things as the Take-Away whose customers caused littering problems in the area amongst a range of interventions as ASB was such a broad topic.
- xv. They were willing to train staff in helping and developing Restorative Justice in Northfield District if funding was available.

c) Housing

Robert James, Service Director, Housing Transformation, Place gave the following context: -

- a) ASB means different things to different people. They had to deal with ASB and categorise it. The City Council's Customer Contact Centre received on average around 40,000 calls relating to ASB every year. The Police probably received similar amounts of calls. This was the context around what people considered to be ASB. These range from simple low level environmental type issues to serious criminal activities that go on within our communities.
- b) From a Housing perspective in Birmingham City Council Housing, they probably dealt with 6,000 of the 40,000 calls per year. The rest was around noise issues, environmental type issues dealt with by Fleet and Waste Management, littering etc. At any one time staffs in Housing were dealing with 900 – 1,200 cases.

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- c) In Northfield District there were currently 131 live cases. They work on the basis of case management per ASB and they try to identify and assess at the earliest possible stage the risk to individuals and the impact of ASB on the wider community and neighbourhood. They had developed an ASB risk matrix jointly with West Midlands Police that they were both using to determine how they should deal with a case.
- d) They had integrated the handling of ASB into the Housing Officer remit. They no longer had a separate team that deals with just ASB, but they had subject matter experts within each of the four areas within the City and more serious cases could be escalated to the subject matter experts.
- e) Key to dealing with this problem was working together and in partnership. There were good examples of where they work in partnership with Birmingham Social Housing Partnership and Birmingham Community Safety Partnership. Locally the Safer Communities Groups had the most effective partnership arrangements when dealing with specific cases of ASB. These groups were chaired by Peter Henrick, West Midlands Police. West Midlands Fire Service was a good attendee at the Safer Communities Group and they deal with individual cases at that group.
- f) One of the good things that came out of these partnership arrangements across the City was that they also used the shared IT database for case management. The Police, Fire Service, Birmingham Housing and Social Housing Partnership providers had access to the IT database so that they knew who was dealing with an individual or family when they came to any issues.
- g) Safer Communities were the multi-agency route for dealing with cases in terms of improving things. How they determine which agency would deal with what first was something that would come out of the Neighbourhood Challenge. The publishing of who would deal with what in the first instance which was important.
- h) There were various levels of ASB, Neighbourhood Tasking meetings where there were particular issues in neighbourhoods, whether this was from the low level littering to serious ASB or criminal activity. This was the opportunity for Elected Members and members of the community to get involved and to report things through to the neighbourhood tasking group. On a wider community safety delivery aspect, the local community safety partnership i.e. Local Delivery Groups were supported by housing officers.
- i) At the higher end of ASB and criminal activity, they operate jointly with West Midlands Police an initiative called Tackling Families Undermining Neighbourhoods (TFUN) which was a mechanism for getting together to deal with more serious criminal activity. This had been successful in dealing with a number of injunctions at a citywide level and organised criminal activities that operates within the neighbourhoods. Early interventions were important before the ASB became a problem.
- j) From a City Council Housing perspective, they had signed up to deliver part of the City Council's Think Family programme and were engaged with over 500 families currently and were putting in early intervention mechanisms for those

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families in an attempt to ensure that they did not escalate into serious ASB or criminal activities.

- k) In relation to Community Trigger, this was developed in October 2013 with Birmingham Community Safety Partnership, West Midlands Police and Birmingham City Council Housing. From this meeting they would ensure that Elected Members were reminded of the Community Trigger process. The process allows members of the public or local Councillors to alert them to activity or where they feel ASB had been reported, but was not dealt with.
- l) There were criteria that activate a Community Trigger and the first Community Trigger that was activated was in Northfield. If the constituent or the Elected Member was not happy with the outcome of that, there was an appeal mechanism which goes in the first instance to the South Communities Group for a review and if the outcome was not satisfactory, it would be escalated to the Birmingham Communities Safety Partnership.
- m) They could always improve, they did not always get things right, but they do on a number of occasions picked up a lot of things that they did to the benefit of communities.
- n) In Northfield District, they were successful in getting 4 injunctions against young males who were consistently causing nuisance and annoyance to a large part of the community. Any enforcement action of this kind always rely on witness statements and if they needed to do more was probably getting confidence in the community that when they report these serious ASB incidence, that they would be supported in providing that witness statement and giving evidence to Housing or to the courts.
- o) They had an incidence with a tenant who had substance misuse and they had provided a raft of support for that individual, which unfortunately did not prevent a reoccurrence of his ASB. As a last resort, the individual was evicted and Housing had repossessed the property.
- p) A private tenant had caused ASB over a number of years to various tenants of Birmingham City Council and was subject to an injunction and committal proceedings. This took a lot of perseverance, but it was discovered at the end of the support process that the individual did not had the mental capacity to live independently. The result was that through support workers, they were able to rehouse the individual into supported accommodation.
- q) One of the new initiatives they did in Northfield was on a new estate under a new development by Birmingham Municipal Housing Trust (BMHT). There was no real community spirit there and it could be seen that if that community was left alone, they could get some tensions in there as nobody knew each other. They developed a good neighbourhood agreement with the tenants in that area which worked well in bringing the community together to understand where people had come from and to determine what it was to be a good neighbour.
- r) There were 63,000 Council houses in Birmingham. There were 68,000 houses in the private sector which was a growing market. There were 40,000 Housing Association properties within the City. If they wanted to tackle key

priority issues such as ASB, they could only do this together. It was known that in the main the private rented sector landlords, they also knew who their colleagues were from the Housing Associations and they worked well together as housing providers.

- s) They worked well with West Midlands Police in tackling some of the issues and they were pleased to say that they had submitted a bid to the Government to assist with dealing with some of the not so good landlords – private or otherwise – and they were given a share of the £5m that had been made available nationally to tackle some of these rogue landlords. There was a limit of £90k plus to local authorities, but Birmingham had £110k as they thought that Birmingham's bid was worthy of pursuing. They had the funds today and would be pursuing the rogue landlords and the ASB their tenants were causing.

In response to questions from Members, Mr James made the following statements: -

- i. In relation to the Community Trigger, he was disappointed that this was not in the public domain as much as it should be. He undertook to ensure that this information was sent to all Elected Members. He noted Councillor Brew's comment concerning the Market Place event prior to City Council and that this would be used to alert Members in March 2016 around the new Repairs and Maintenance Contract. If they could schedule something in for April 2016 for this he would try and get this done.
- ii. When newly Elected Members come on board, they always do a New Members Induction programme to ensure that new Members would be made aware who was dealing with what.
- iii. In terms of noise nuisance, this would go to Environmental Health in the first instance. The Environmental Health officers would normally deal with noise issues, but the suggestion would be taken on board to look at the one point of contact. The reason Environmental Health could be dealing with this was that it could be industrial noise nuisance etc. and they were the experts with dealing with noise nuisance.
- iv. In relation to case management and what got dealt with, cases were dealt with both on vulnerability and risk. The vulnerability of individuals was taken into account when dealing with cases. Example was where someone with a health issue and they had to find another route to deal with that individual.
- v. TFUN and Think Family were two separate initiatives. TFUN was funded through the Birmingham Community Safety Partnership and was an initiative between West Midlands Police and Birmingham Housing. What TFUN did was to disrupt organised crime and high level criminal activity in the community by working with a number of agencies that include HMRC, Benefit Services, Border Agency Control in some instances and was operation that was Police led, but utilising City Council resource and the system and knowledge as to who lived in the City Council properties who was claiming benefits, Council Tax etc.
- vi. Think Family was part of a Government funded initiative for troubled family. This was to create early intervention to help families before they get into

difficulties and before they get as far as enforcement and sanctions being applied. This was very effective for families that wanted to sign up for support and assistance. Where the City Council had identified families who had difficulties and did not sign up to the support and help being offered, the City Council would take it down to the enforcement route and had done so.

- vii. With regard to unannounced visits, a series of annual visits were undertaken throughout all their neighbourhood programmes. They were trying to get to the 63,000 properties at least once per year. Through Housing's contractors, they had visited all their properties for gas servicing as they had to do this by law every year, but they also wanted to do an annual visit to all their Council tenants to assist where they could to ensure that the right amount of support was given and to pick up issues around rent arrears and any vulnerable or safeguarding issues; assist with benefit claims where necessary.
- viii. They were successful in identifying other issues with tenants and on this agenda they had discovered through the annual visiting programme a number of cannabis factories in Northfield which they had had some success with the Police in closing these down.
- ix. They would take account of any previous behaviour in case management of any tenant. What they could do in case management was to look at not only the property and the events at the property, but also the events that surround an individual. They had a lot of success working in partnership, but there was always more that they could do and learn.
- x. Inspector Morgan stated that the Neighbourhood Tasking meetings had not stopped in terms of cart Blanche. He advised that he was aware that in some areas there was some organisation change and it was uncertain whether this was the reason behind it. He stated that what he was aware of was that in some areas there was zero attendance whilst in others, the Tasking meetings were well attended and this was what had dictated whether they carried on or not. He could not say that these meetings would be reinstated. When it came to ASB as a matter of course they visit people if they had a report of ASB in a particular road in a particular area.
- xi. They would target and canvas that area and would go to people and say that they had report of ASB in that area and all the local residents would be given the opportunity to say whether or not they concur or not on what their impression of this was. They were getting the same, but better information as they were effectively taking the meeting to them.
- xii. Where the Tasking meetings still exist there was still an appetite and he was happy to keep the meetings in place if there was an appetite. He had heard some great things about the Neighbourhood Watch Coordinators in the first week and it would be disappointing to think that was being missed somewhere as a result of those going. This would be taken back to ensure there was some where for people to contact and ensuring continuity.
- xiii. Bruce Pitt, Housing Liaison Board (HLB) representative stated that there were things which the voluntary sector could do which the Council could not do. The local HLB, Neighbourhood Watch, Police and Street Champions had on a

project they were working on currently, whereby using HLB money they were hoping to put up bollards, trip rails etc. to stop a particular problem.

- xiv. Another thing they were looking at was the refuse bins. If they could persuade Housing, they would put some waste bins on their walkways and would empty them. They would use HLB money to buy these bins. This was the sort of thinking they were considering. They were aware that there were rules and regulations but they would do this from the voluntary sector. Voluntary mediation for some of the low level stuff was another idea that they could perhaps develop.
- xv. Inspector Morgan noted Councillor Goodwin, Frankley in Birmingham Councillor's concerns regarding the rogue motor cyclist and advised that the Police was aware that this was an issue in Frankley concerning these off road motor cycle in a number of parks in south Birmingham. He stated that this was a difficult thing to Police and that there were rules. In short they could turn up at the location and where they were was not always the best way to deal with the issue as it becomes a sport for these rogue cyclists. What works was finding out through community information who they were, where they live so that they could go to their home addresses and deal with the issue. They needed a better way to say who was responsible for this and would take it back to work out what they could do.
- xvi. In terms of the travellers there were some processes in place which worked well when travellers go onto land that they should not be on. This was a hybrid response and if there were any crime reported in the area that falls under the Police who would deal with the issue. The City Council was effective in dealing with the land issue side of things.
- xvii. Mr James advised that they had legal processes to follow concerning the eviction of illegal encampments. The officer responsible liaises with the travelling community and was effective in moving them on within the period stipulated in the legislation.
- xviii. In terms of the Private Rented Sector (PRS) as Director of Housing, he did not just have the responsibility for Council houses for the City Council, but also the responsibility for PRS and the local delivery of ASB and Community Safety. He valued the contribution they received from the voluntary sector.
- xix. In terms of putting the information out to the wider community concerning the rogue bikes, this was what they did i.e. finding them and crushing them. They will not be seen scrambling around on the fields. They did not get the rogue bikes at the scene, it was going back. It was about getting the publicity out to the public that if they were going to use the rogue bikes they were going to lose them. Social media was one of the strands that they were looking at in terms of putting the message out around discouragement of their use.
- xx. With regard to ASB on Northfield high Street, the issue was what constitutes ASB and what did not. The issues picked up on the High Street were usually a criminal offence or a public order offence or some drunken related activity which had led to a criminal offence. This would not automatically go back to Housing as the Police would deal with this issue immediately. What would come under the greater ASB was if there were on-going issues on Northfield

High Street with particular people. The Police would then look at taking this back to look at who they were, where they live, the problems they were causing in the local area. This was what they would take back and starts working with Housing etc., to look at why they were causing issues in the local area.

- xxi. There had been reports of people drinking in Northfield High Street and whether there was the appetite to deal with these individuals were the cases the Police picked up and took back to the businesses which the Police would deal with. Equally a request was made to provide some support and that support was not there. There was no appetite to give any statement as they did not wish to get involved, which had led to the question as to whether they were causing issues. The Police tied to deal with this as an ASB issue.

3. Summing Up and Next Step: -

Richard Davies, Northfield District Head stated that the Neighbourhood Challenge was an important piece of work and was a new piece of work following the constitutional changes that were instituted in May 2015. It was about reviewing and improving the delivery of services and this role was linked to the new role of District Committees in terms of providing leadership and facilitating improved partnership working at a local level.

Councillor Booton advised that there was a fantastic amount of good work that was going on in Northfield in terms of ASB. The Workshop event that was held on the 14 January 2016 had 28 people in attendance from a number of organisations – to discuss one issue and new outcomes together and try to find the way forward. These organisations include:- Birmingham City Council, Midland Heart, Sanctuary Housing Association, Circle Housing, Bournville Village Trust, Bromford Housing, Northfield Community Partnership, West Midlands Police and voluntary groups.

A number of ideas came out of the Workshop and some of the things that had been mentioned this afternoon about what were ASB, dealing with expectations from residents etc. was one of the first points that were raised at the Workshop. There needed to be a move across social landlords, Police etc. to have a more standard approach towards things, not that things were not being done and shared, but it needed to be shared in a more thoughtful and better way.

There were organisations that did not always take references for housing and it was felt strongly by a number of participants at the Workshop that references for new tenants and background checks were essential as to whether people were involved in ASB. This information needed to be shared. If they had background information they may still have housed these tenants but in different areas with a lot more thoughts.

Training and information was also one of the things that was being discussed for Members of Parliament and Councillors as they needed to be keyed into what was and was not possible, what was a reality and not a reality.

A mapping exercise was also discussed and that particularly the Police and Housing Associations and the Council knows who owns what property and in what areas. If there was something that was taking place, that information would be on the spot. It

Northfield District Committee - 22 January 2016

should be up to date and shared. It would be valuable to share new initiatives whether they were successful or unsuccessful. The *Restorative Justice Initiative* from Midland Heart was one of the things that came to mind.

An interim report would be drawn up as it was important having done all this work with partners that those partners were asked what should happen next. The interim report would be presented to the District Committee and it was hope to have some input from partners. One of the recommendations discussed at the Workshop, was to have follow up workshops to ensure that some of the issues discussed was acted upon and seen to a conclusion.

The Chairman commented that it had been a useful afternoon and that they had explored the topic in great depth, adding to the Workshop that they had. He expressed thanks to Inspector Dean Morgan, Ruth Cooke and Robert James on behalf of the Committee and for the commitment they had made to work together in the future.

BIRMINGHAM COUNCIL HOUSING INVESTMENT PROGRAMME ENVIRONMENTAL WORKS BUDGET 2015/16

Mark Roger, Contract Team Manager, Capital Investment Team introduced the item and drew the Committee's attention to the information in the Northfield District Capital Environmental Budget Position Statement 2015/16 and the appendices attached to the report.

(See document No. 1)

Councillor Cruise referred to the New Frankley Parish Council in Birmingham the Frankley Centre; approximately £1m worth of funding was spent on refurbishing the Centre in 2010/11. It was currently Housing land and there had been a spate of ram raids on that site. He enquired whether it was possible to spend some of the Environmental Works Budget funds on putting in security bollards to protect the properties and businesses that were currently in occupation at Frankley Centre.

Councillor Brew thanked Mr Rogers for the report and stated that he shared his concerns regarding the slow way in which the money was being dispensed. He was used to seeing report with Appendix 1 having totals on it. He had done a quick calculation, but could not get the figure of £355k that was on Appendix 4. Regarding whether they had a split on a Ward basis, he was not particularly championing subdividing the money down to Wards, but it was necessary to see the Wards where they were spending the money.

Northfield Ward in 2014/15 was the main beneficiary. In the previous year Northfield Ward was down the list and Councillor Seabright stated that they were quite low in 2015/16. Councillor Brew stated that he would personally like to see that they look where they were spending the funds on a year by year basis. He added that it was recognised that there were schemes in Wards that needed more money in one particular year, but they needed to look at the total picture.

Richard Burden, MP referred to the figures in the report and stated that the figures appeared not to have been correct. In terms of distribution of the funding, in his opinion he was not sure that devolving the funds to Wards would be a good idea, but

that he think that there was an issue about double check on the communities. A quick look through the information showed that there may be areas where he could not be expected to spend, but it could be because it had funds the previous year, or it could be that something was coming. There appeared to be concentration in particular areas. This may be the right prioritised scheme, but the issue was whether maybe there was an argument, or may be at each year end to have a review of what had happened, whether there were gaps and then to check if something had been missed. The level of community infrastructure in an area could mean that a neighbourhood needs was not being picked up as they were not sufficiently being plugged into the network that was available.

The Chairman stated that it was recognised that this year the figures had been *skewed* due to the applications that had been submitted and areas that did not submit an application.

In response to a comment by Councillor Freeman, the Chairman stated that the issue in Weoley Ward was whether the Members had liaise with Ruth Bowles, Place Manager and the HLB to get a programme put through. With regard to whether they devolved funds down to the Wards, this could be discussed at the next Committee meeting, but if this was done it would cut the option of investing the money into two or three schemes that was seen as important.

Councillor Clancy stated that when they look at where the money was being spent, the decisions would have been made at the HLBs and some people would link in to where they wanted the work to be done.

The Chairman stated that a lot of the proposals emanated from the HLBs but also from officers and the walkabouts in the areas. It was clear that some areas had missed out in this process and this needed to be rectified.

Mr Davies advised that the key contact was the Place Managers for the Wards. Members needed to speak with their Place Managers and then go from there in considering what might be a relevant scheme and what was already on the list of options of things that might take place.

Bruce stated that as an HLB member, they had to be a bit sharper on what they were doing in terms of the projects. If this was put to the HLB members they needed to be much sharper on what was happening.

The Chairman stated that the critical thing was that it was not decisions being made by the HLB members except for the proposals. The decisions were made by the District Committee. If the Committee was not happy with the decisions they were making, they needed to be doing earlier in the process to ensure that what was presented to the Committee was balanced in the right way.

Councillor Freeman advised that the HLB in Weoley Ward had spent £1000 which would be transferred over to next year's. They had a bigger project for next year that would cost more than what they would receive.

The Chairman advised that the Capital budget had been brought forward in the past when they had an underspend. They had told the officers that they wanted to spend it and they had come up with a proposal which had led to the Committee to be the first District to have actually spent the money within the appropriate time.

Mr Rogers advised that the Frankley Centre project proposal could be considered for next year. He undertook to recalculate the figures and circulate them to Members. In terms of the Capital budget, any work that was in progress, he could request that his finance colleagues accrue this to be carried forward to the next year. The Chairman thanked Mark Rogers for attending the meeting and presenting the information.

It was

239

RESOLVED: -

1. That progress in connection with the projects initiated in 2014/15 and 2015/16 (Appendix 1) be noted.
2. The process for carrying out improvements using the Environmental Works budget (Appendix 2) be noted.
3. The criteria for carrying out work via the Environmental Works budget (Appendix 3) be noted.
4. The budget position statement provided at Appendix 4 be noted.

AUTHORITY TO CHAIRMAN AND OFFICERS

240

RESOLVED: -

Chairman to move:-

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

The meeting ended at 1610 hours.

CHAIRMAN

Birmingham Cycle Revolution

District Committee Meeting
January 2016

Ciaron Morgan / Joanna Spencer-Smith
Project Manager – BCR South

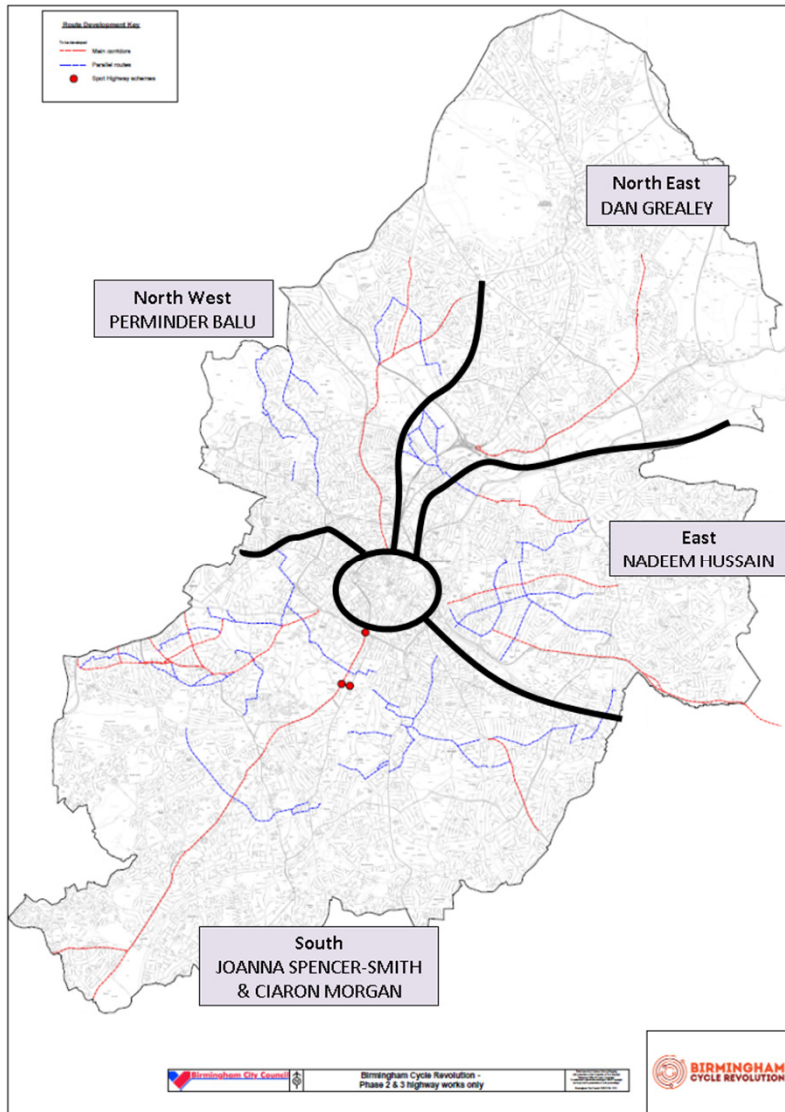


What is Birmingham Cycle Revolution?

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

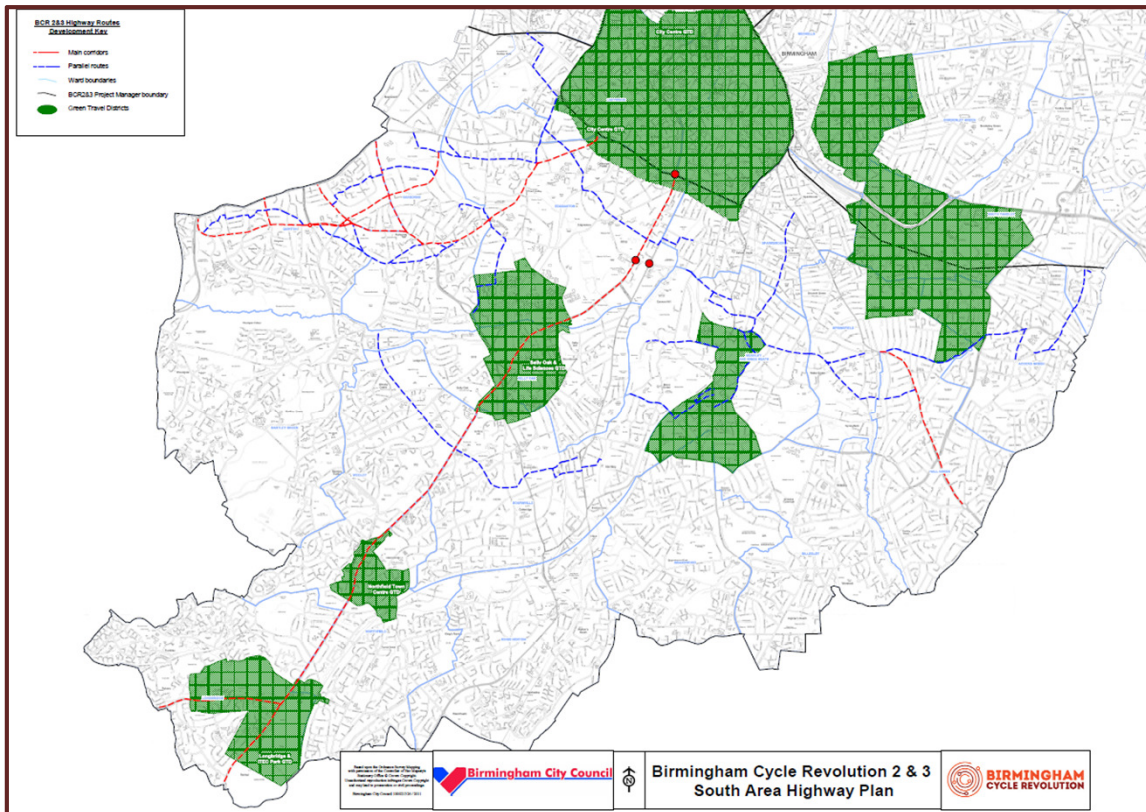
Other Elements:

- 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)








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 CO₂ 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

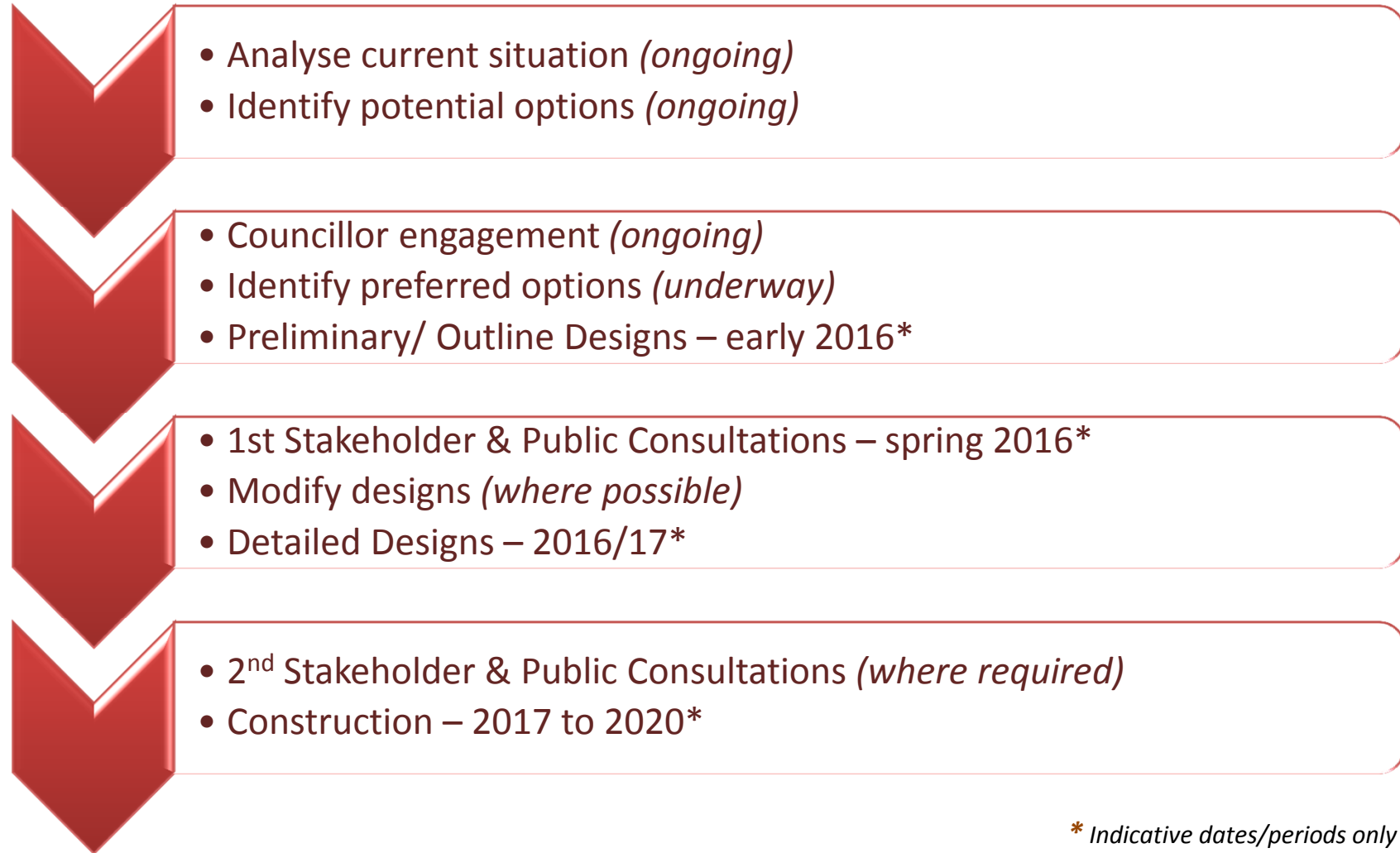
OTHER ROAD USERS

Road capacity

On-street
parking

Traffic flow
management

Outline Process



* Indicative dates/periods only

What's needed from Councillors



Performance Narrative – Landlord Services
Quarter 3 2015 / 2016

Anti-Social Behaviour	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <ul style="list-style-type: none"> • Northfield received 226 new enquiries of ASB in the Quarter. This is the highest number of received enquiries in the City. 240 cases were closed in the same period of which 98% were closed successfully. • The ASB Initial contact performance is 100% of initial contacts have taken place within the target time against. • As at 17/2/16 the local teams are currently working on 95 ASB cases these range from low level nuisance to more serious issues such as cannabis factories. There are currently 5 Cat A and 90 Cat B cases • As at 17/2/16 the Kings Norton ward has 25 cases (26.3%), Longbridge ward 19 cases (20%), Northfield ward 30 cases (31.6%) and Weoley ward 21 cases (22.1%) ASB cases open.
Estates and Tenancy Management	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <p>The Northfield District has 10096 local authority Housing Properties this has increased from previous figures by 68 properties due to new BMHT properties being completed.</p> <p>Kings Norton ward 2841 tenancies Longbridge ward 2632 “ Weoley ward 2526 “ Northfield ward 2097 “</p> <p>The District has 33 high rise blocks managed by three local Housing teams.</p> <p>The city target for cleaning of high rise blocks is for 100% to achieve a 'satisfactory' score rating of 45 points and above. 72% are expected to achieve a 'good' score rating of 60 points or above.</p> <p>In the quarter, 93% of our high rise blocks achieved a 'good' rating or better.</p>

	<p>Low Rise Blocks</p> <p>Within the District there are currently 186 low rise blocks which are covered by either neighbourhood caretaking schemes or external contract cleaners.</p> <p>For the quarter the Northfield District achieved 100%. Of the blocks audited were found to be cleaned to a satisfactory standard or higher.</p> <p>Lodgers in Occupation also known as Unlawful Occupiers</p> <p>For the quarter, the District had 15 open cases more than 12 weeks old. 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>Introductory tenancies</p> <p>The Northfield District had 2.2% of introductory tenancies older than 12 Months This is well below the city target of 8%.</p> <p>Average of bi-annual estate assessment scores</p> <p>Northfield average of estate assessments is 28.3 which rates the District as Good and needing only a 0.3 increase to be rated excellent</p>
Voids and Lettings	<p>Voids is managed by Gary Nicholls (Senior Service Manager) and Lettings by Karen Markall (Acting Senior Service Manager)</p> <p>For the Quarter the average days turnaround to re-let all properties in Northfield was 21.5 days. This puts Northfield district within the City target of 30 days.</p> <p>The number of days to turn round a sheltered property for the quarter was 13.9 days. This is the best performance for the City. However this figure does fluctuate widely due to the figure not being calculated until a property is let. Hence it may only take 1 long term void to adversely affect the performance such as the figure for Ladywood.</p> <p>The Northfield district average time taken to repair an</p>

	<p>empty property by the Repairs provider Willmott Dixon South was 15.2 days per void. This is within the City standard of 20 days and is the third best figure in the City.</p> <p>The % of properties advertised and re-let 1st time was 88.3%. Again this is above the City target of 75%</p> <p>Customer satisfaction with their new home was 91.7%.</p> <p>As a snap shot the Northfield District had 8 Sheltered Housing Void properties at the end of the Quarter.</p>
Achievements – Quarter 4	These will be reported verbally during the meeting

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	50
Amber	51
Red	52
Red	53

Bham Promise
Bham Promise

Gas:

- Percentage of gas servicing completed against period profile
- Percentage of gas repairs completed within 7 days

Green	54
Green	55

Customer Satisfaction:

- Customer satisfaction with repairs

Amber	56
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Independent Living:

- Number of households assisted by independent living
- Number of Wise Move completions

Green	57
No Target	58

Capital Works (Martin Tolley)		
Capital Works:		
As per contractor assessment the percentage of capital improvements completed within timescale	Amber	59
The percentage of capital improvements works completed and audited by BCC with no defects on handover	Red	60
Percentage of customers satisfied with contractor performance	Green	61
Percentage of customers satisfied with the quality of their home improvement	Green	62
Percentage of customers satisfied with Birmingham City Council's overall process	Green	63
Percentage of actual spend as a proportion of revised annual budget - year to date	Green	64
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets	65
Private Sector Housing (Pete Hobbs)		
Houses in Multiple Occupation (HMO) Licencing:		
Houses in Multiple Occupation licences issued	No Target	67
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target	68
Private Tenancy Unit:		
Private Tenancy Unit - Requests for assistance	No Target	69
Private Tenancy Unit - Cases assisted through advice	No Target	70
Private Tenancy Unit - Cases assisted through intervention	No Target	71
Empty Properties:		
Empty properties brought back into use	Green	72
CBP		
Housing Development (Clive Skidmore)		
Number of affordable homes provided	Green	73

Housing Transformation Board

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

Leasehold and Right to Buy (Sukvinder Kalsi)

Right to Buy compliance to statutory timescales

92%

51%

Louise Fletcher

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.

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Homeless Service/Allocations (Jim Crawshaw)

Number of households in Temporary Accommodation

990

1191

Jim Crawshaw

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.

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 58

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%

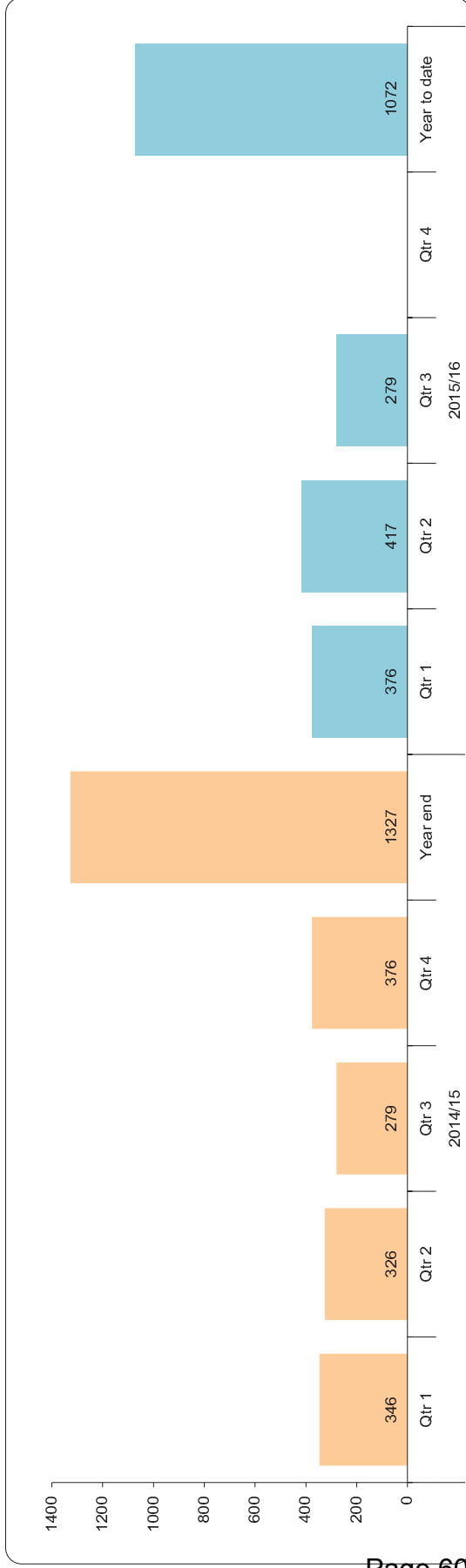
Commentary provided by: Pat McWilliam

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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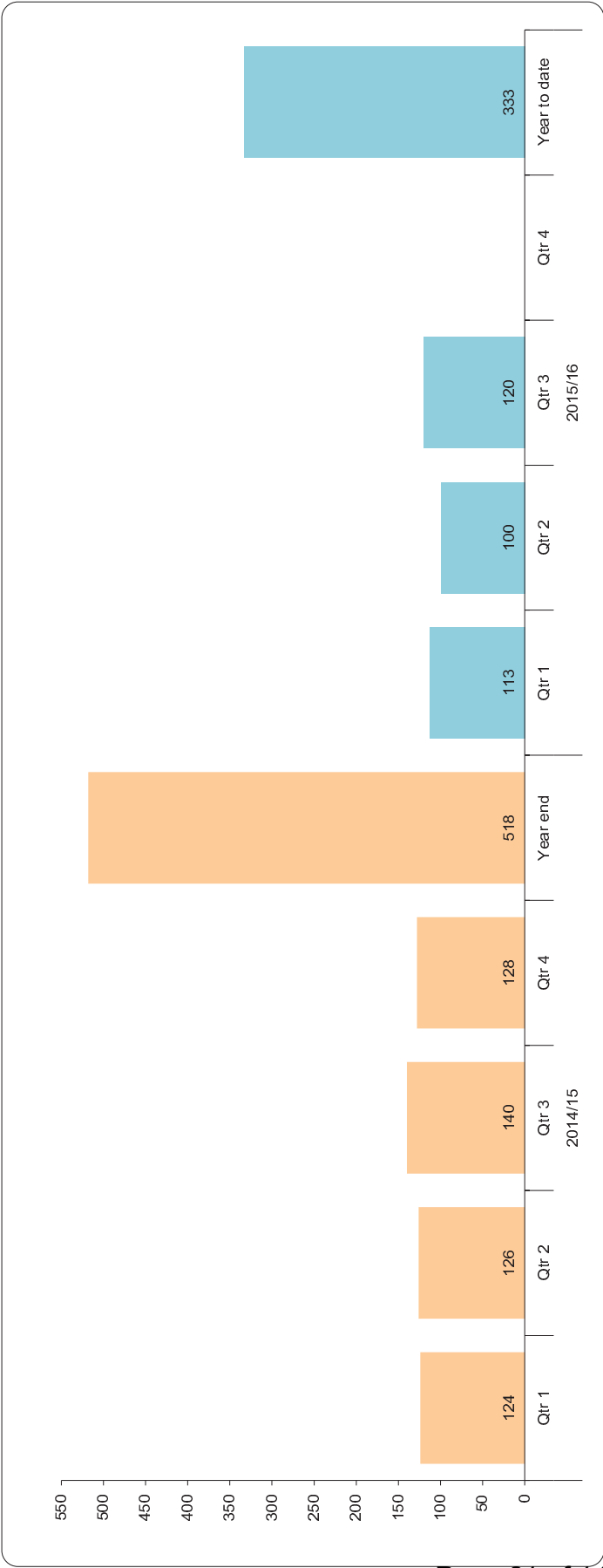
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of Right To Buy applications received	346	326	279	376	1327	376	417	279		1072

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	34	26	25	44	41	22	16	23	10	38

RB01

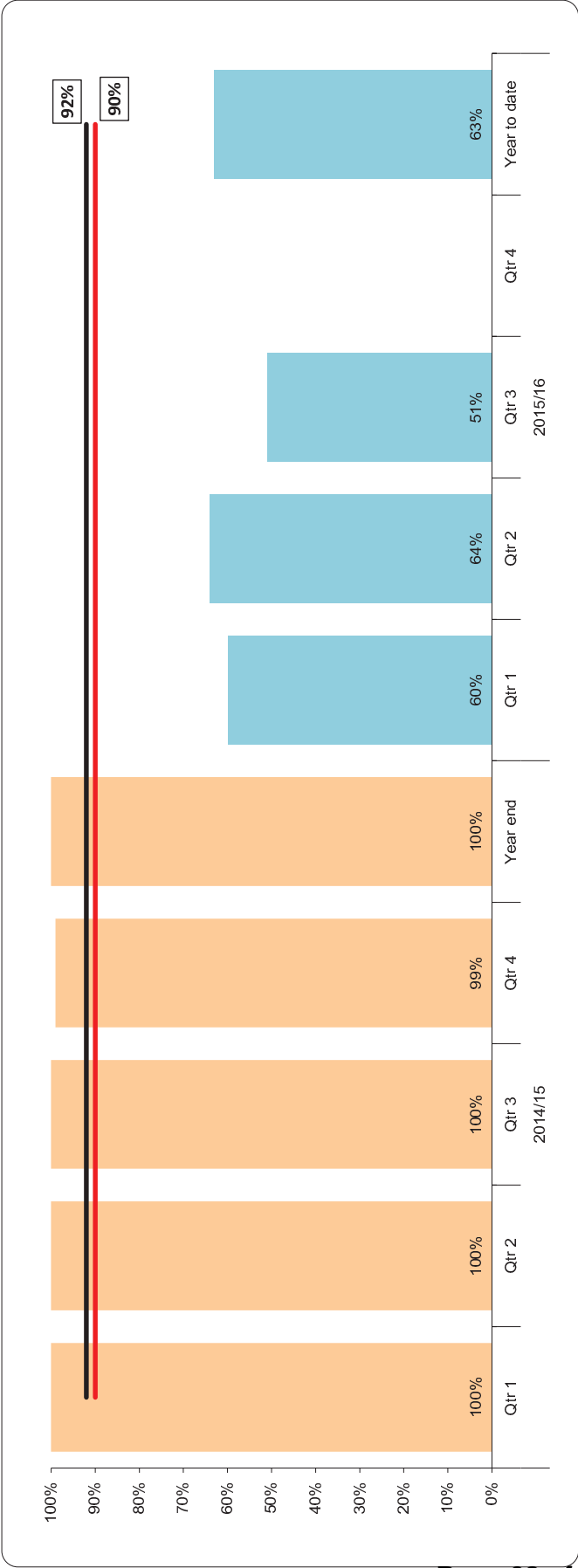
RAG Status	No Target
------------	-----------

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

Right to Buy compliance to statutory timescales



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
Right to Buy compliance to statutory timescales		100%	100%	100%	99%	100%	60%	64%	51%		63%
Target		92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
Standard		90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

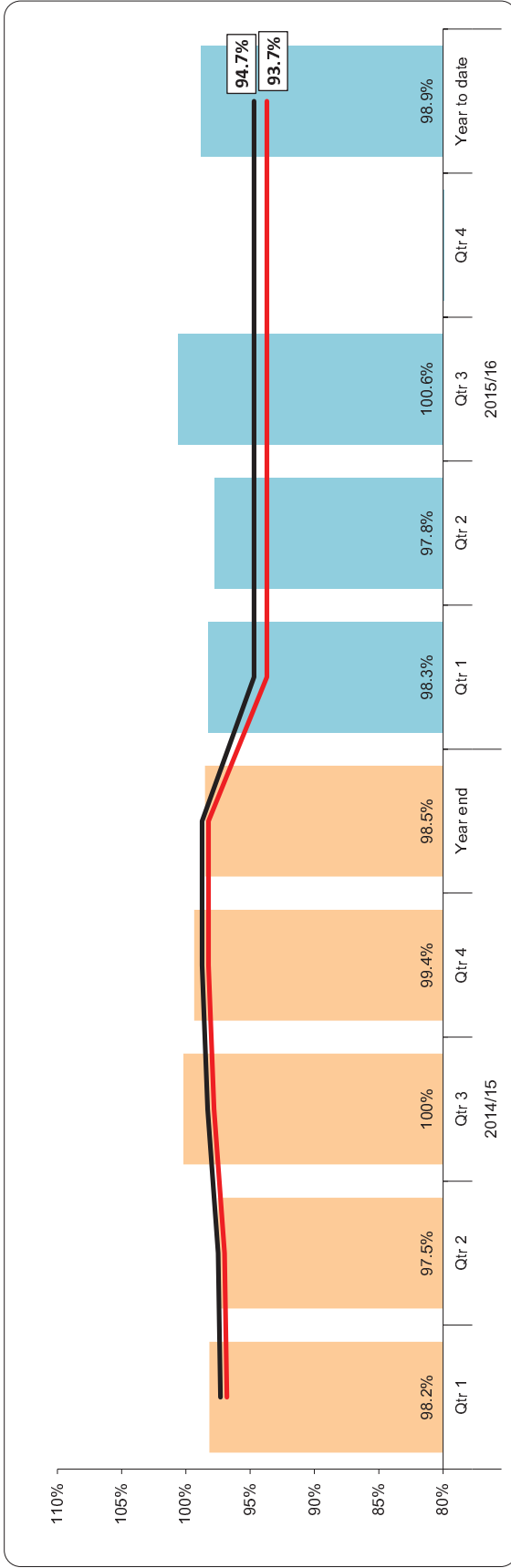
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	67%	69%	44%	65%	49%	62%	50%	64%	60%	48%

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

Green



Bigger is better

Percentage of rent collected	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
Target	98.2%	97.5%	100%	99.4%	98.5%	98.3%	97.8%	100.6%		98.9%
Standard	97.3%	97.5%	98.3%	98.7%	98.7%	94.7%	94.7%	94.7%	94.7%	94.7%
	96.8%	97.0%	97.8%	98.2%	98.2%	93.7%	93.7%	93.7%	93.7%	93.7%

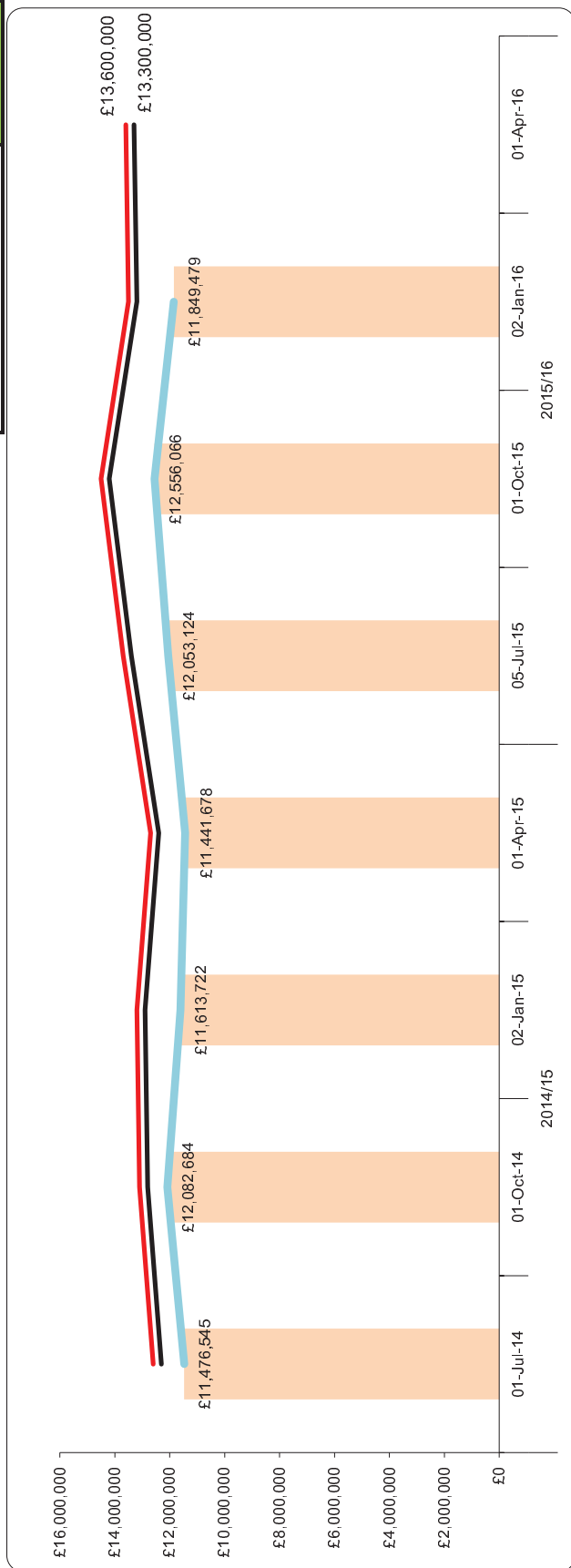
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	99.96%	101.07%	103.40%	100.57%	98.60%	100.68%	102.42%	100.66%	101.26%	101.44%

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.

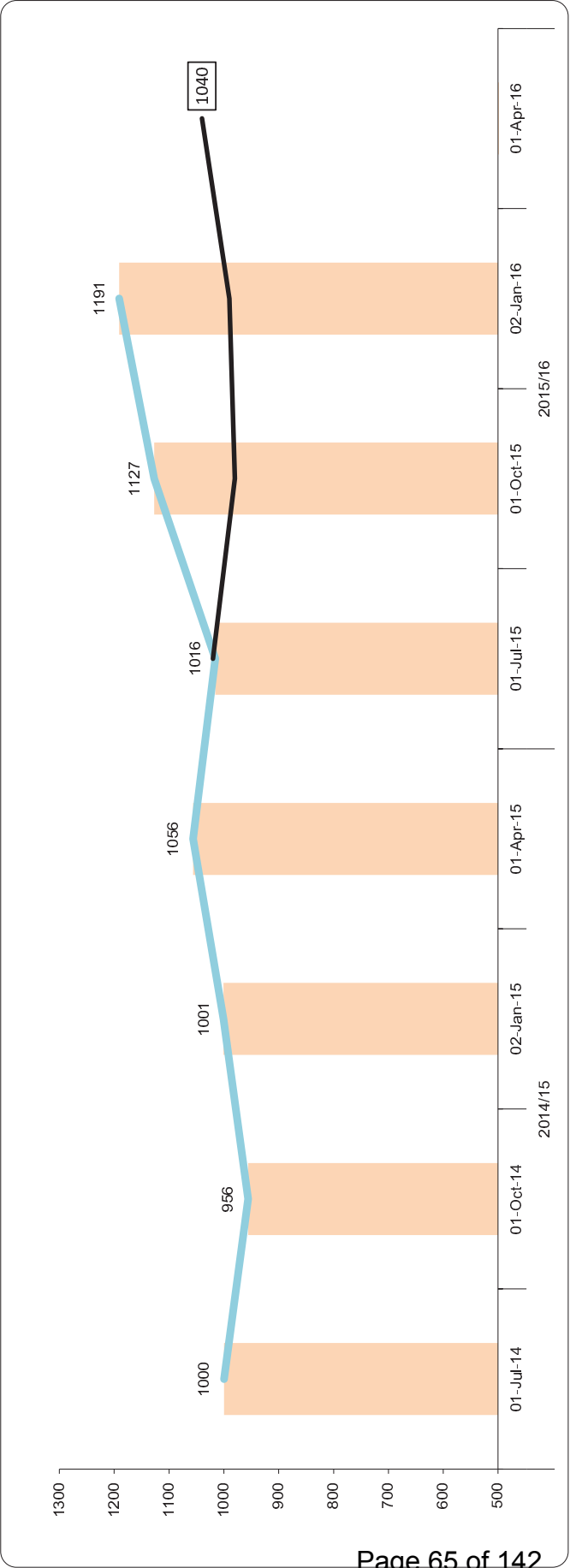
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
02 January 2016	£ 1,501,430.0	£ 1,309,835.0	£ 345,815.0	£ 1,589,191.0	£ 2,205,282.0	£ 1,749,699.0	£ 386,650.0	£ 1,006,226.0	£ 269,764.0	£ 1,364,694.0

R02

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

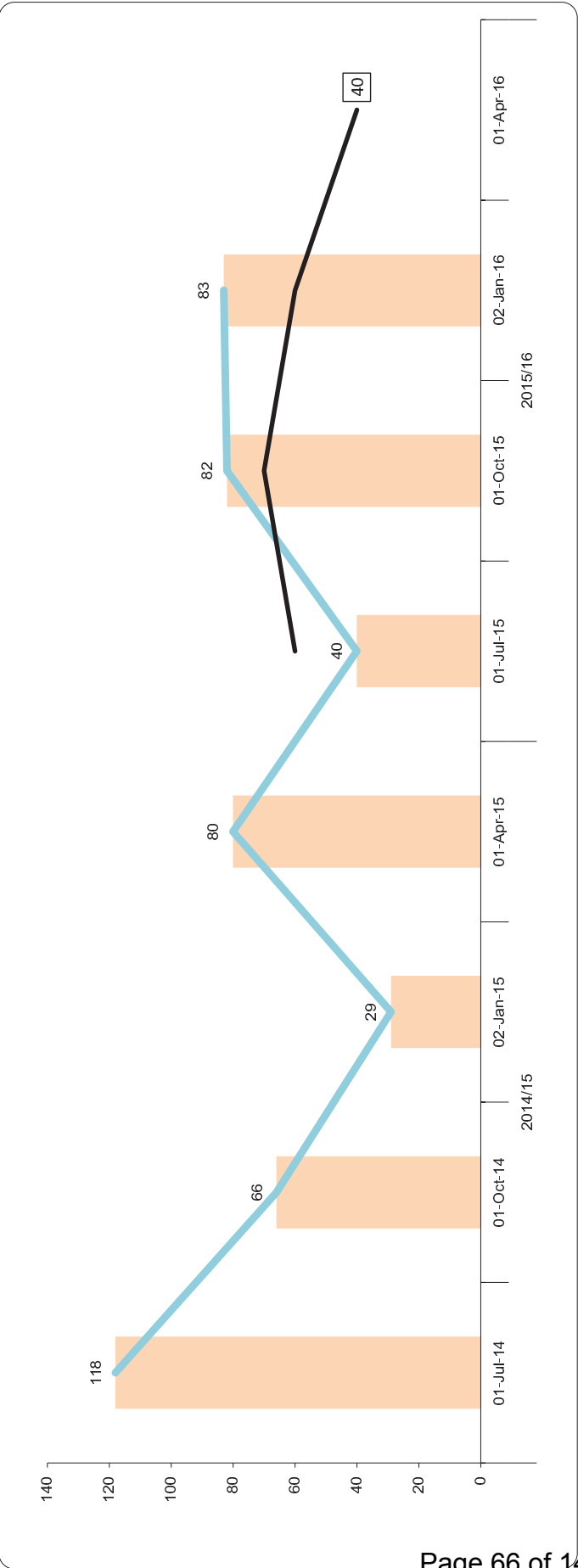
Red



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

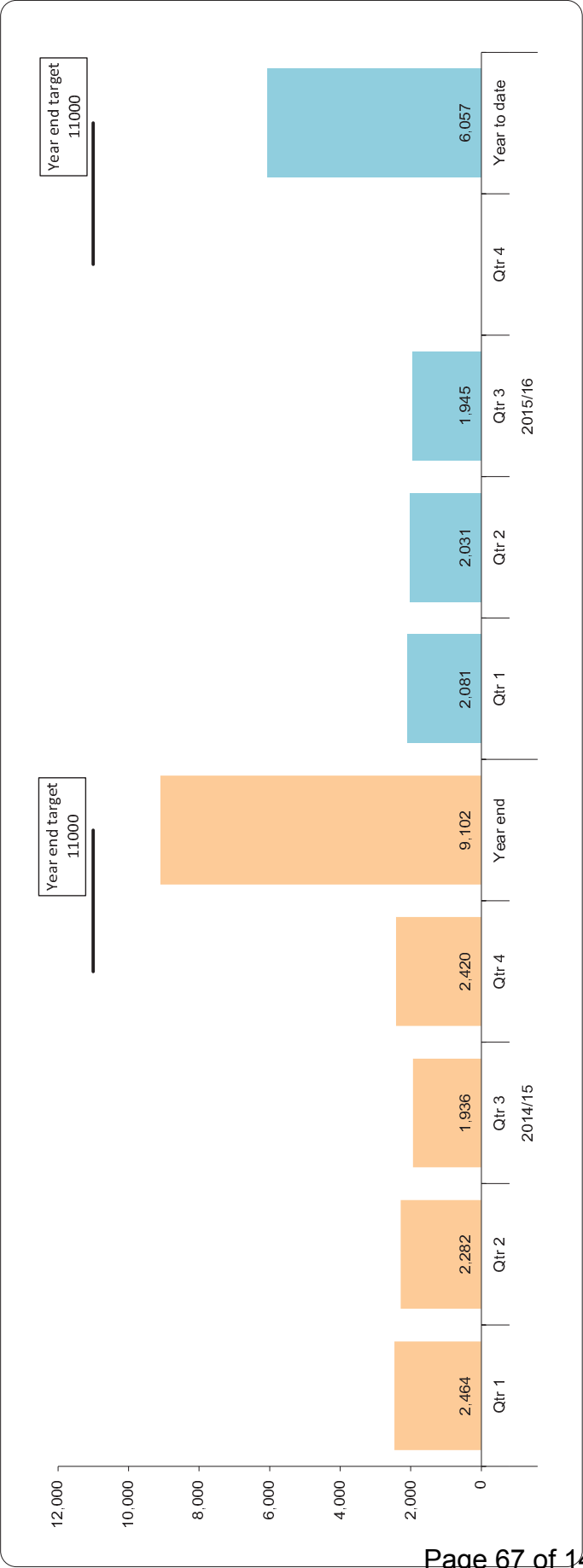
Number of households in B&B - Snapshot figure



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

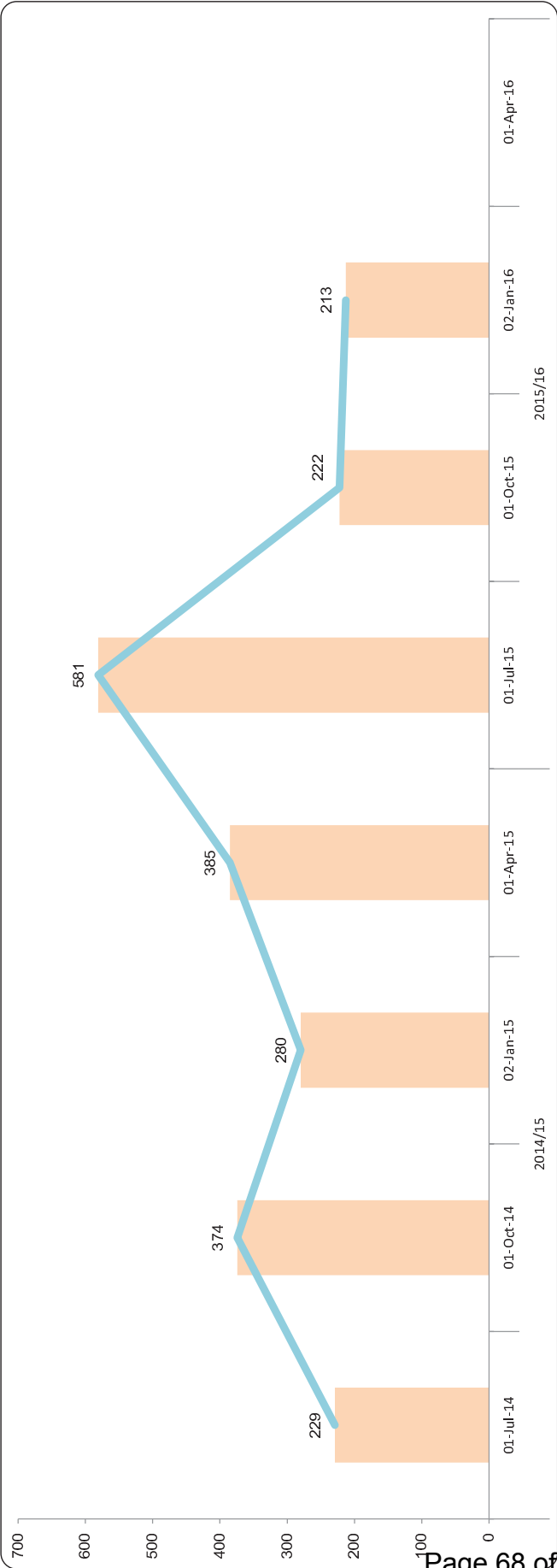


Bigger is better

	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	6,057
Year end target					11,000			11,000

Number of health and housing assessments currently outstanding - Snapshot figure

RAG Status	No Target
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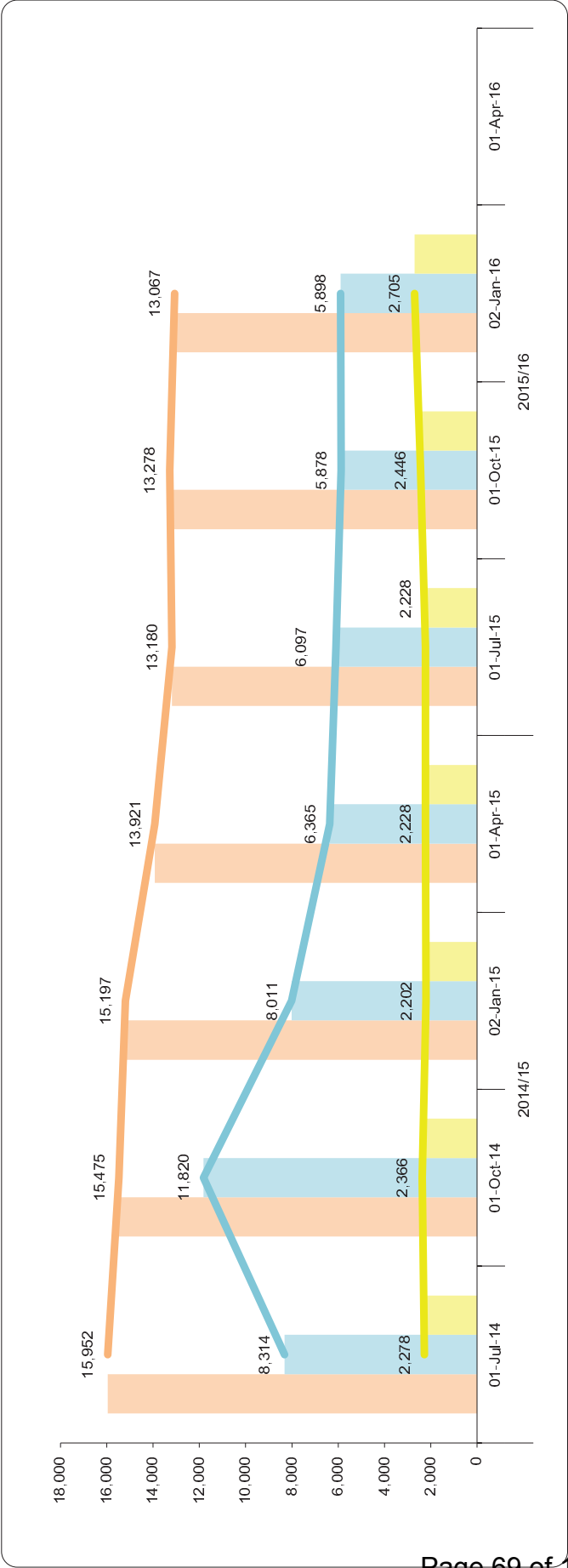


Smaller is better

Number of health and housing assessments currently outstanding - Snapshot figure	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
	229	374	280	385	581	222	213	

SF04

Number of households on housing waiting list - Snapshot figure



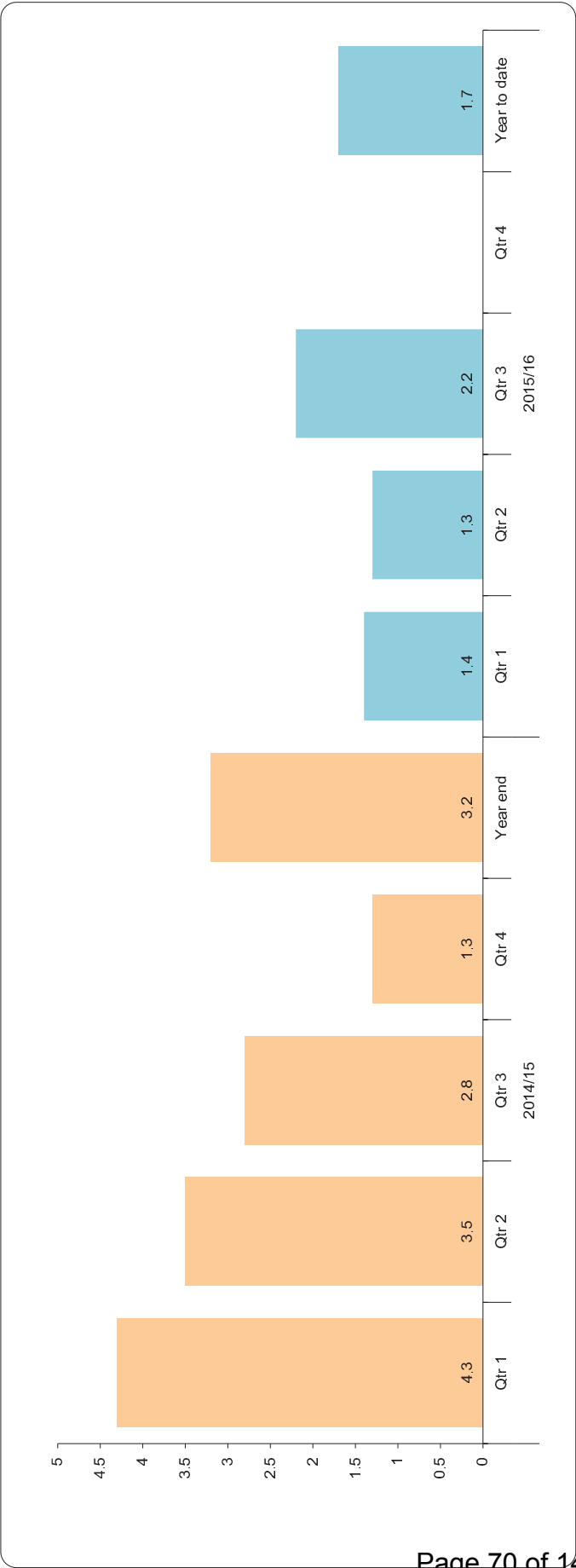
Smaller is better

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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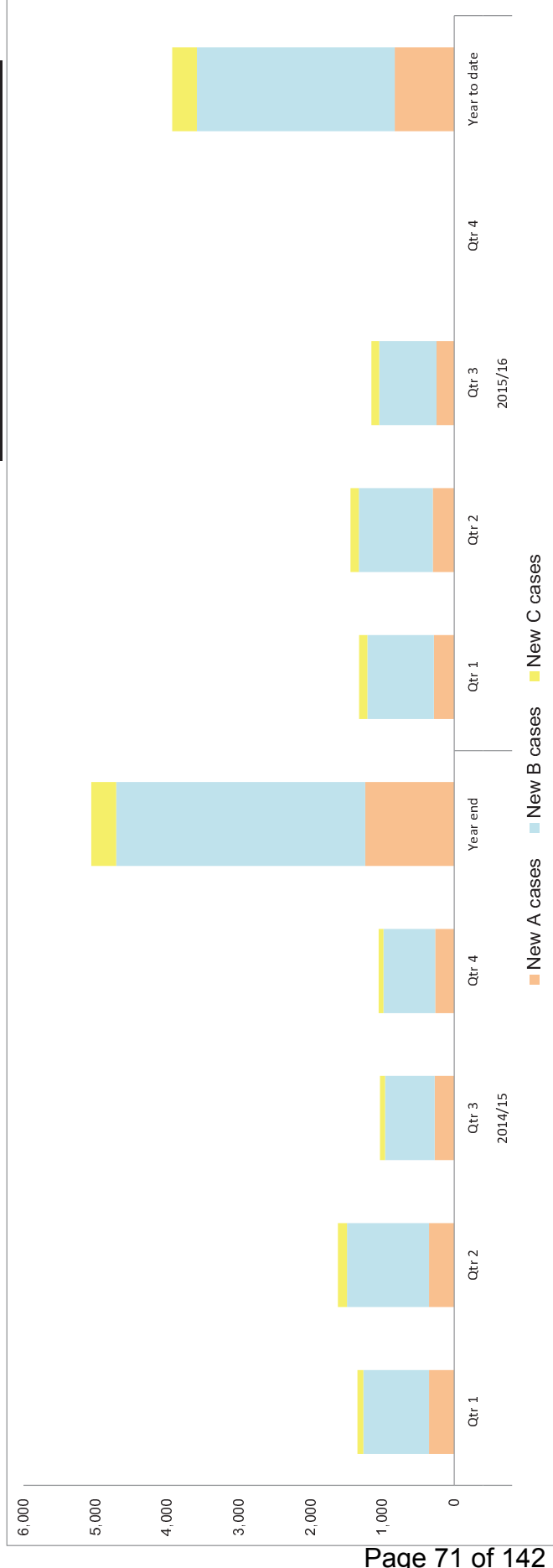
Smaller is better

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)

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

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
New A cases	350	352	273	264	1,239	283	298	248		829
New B cases	916	1,141	690	723	3,470	926	1,033	796		2,755
New C cases	83	128	71	65	347	117	114	111		342
Number of new ASB cases received - A, B and C categories	1,349	1,621	1,034	1,052	5,056	1,326	1,445	1,155		3,926
Number of new ASB cases received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	143	98	54	136	147	226	46	150	43	112

continued on next page...

ASB01

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

Category A – Very Serious

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

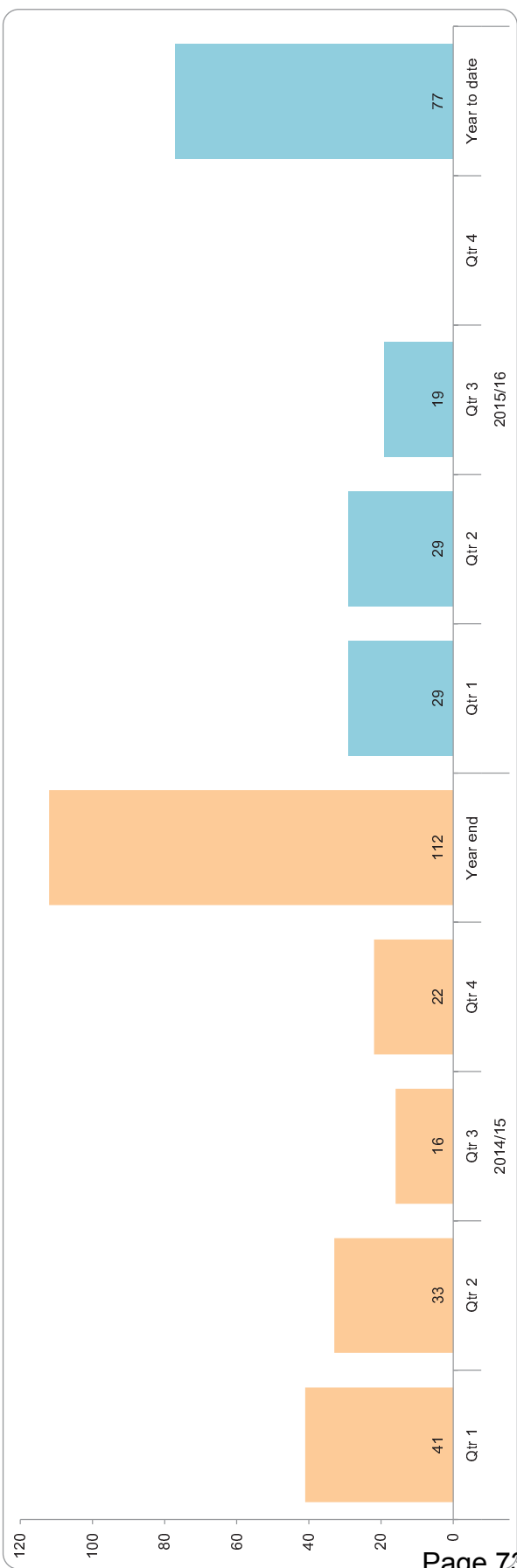
Category B - Serious

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

Category C - Minor

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

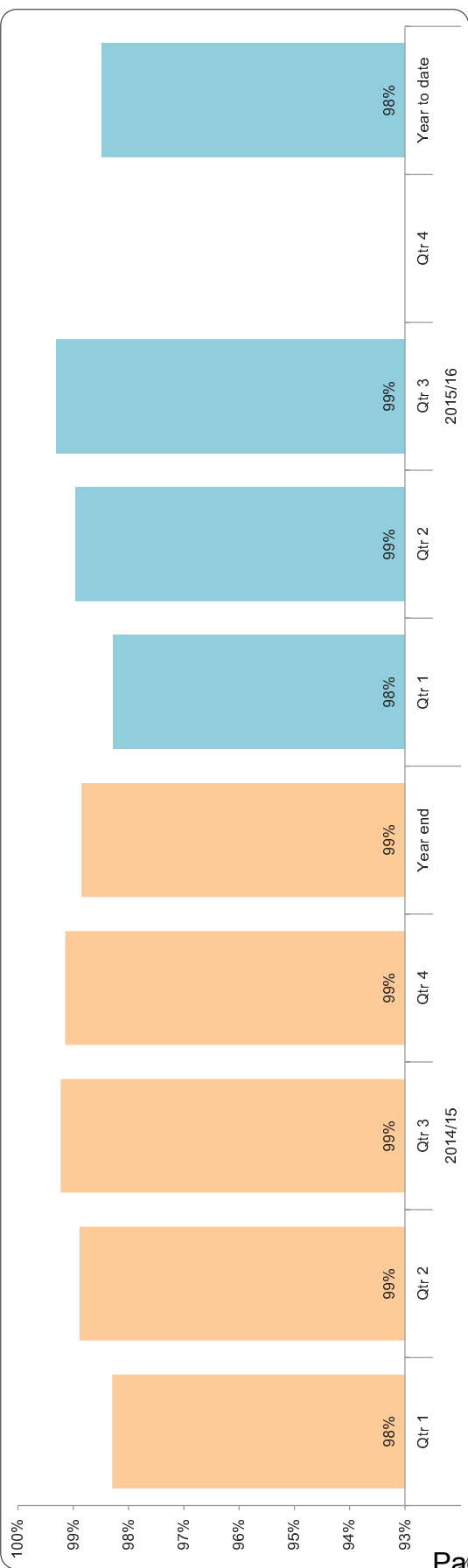
Number of new hate crime cases



	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	2	3	5	0	1	0	1

Percentage of cases responded to on time

RAG Status	See below
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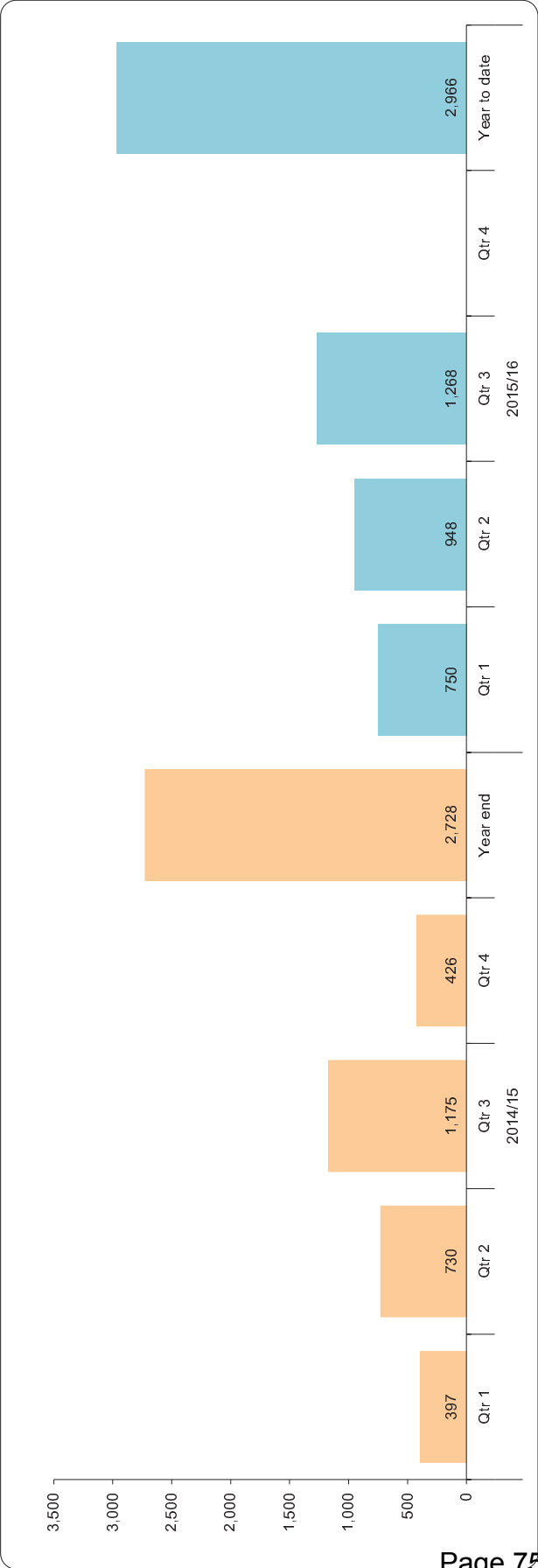
Bigger is better

	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%

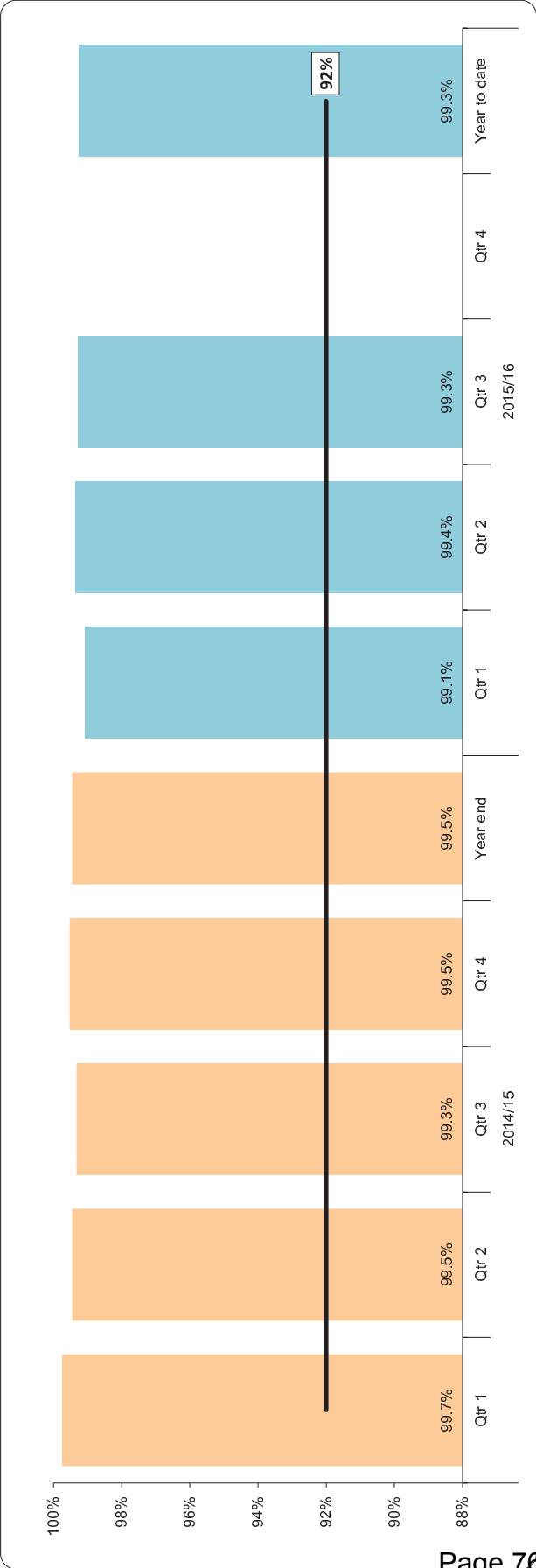
Total ASB cases closed



	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



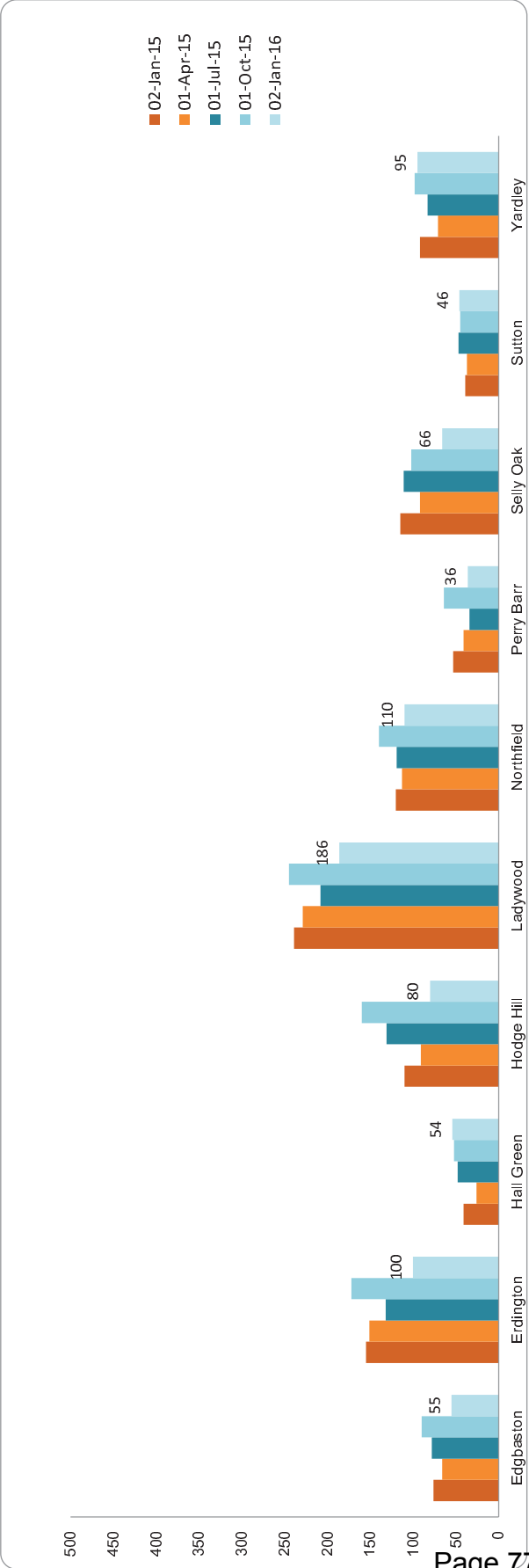
Bigger is better

		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

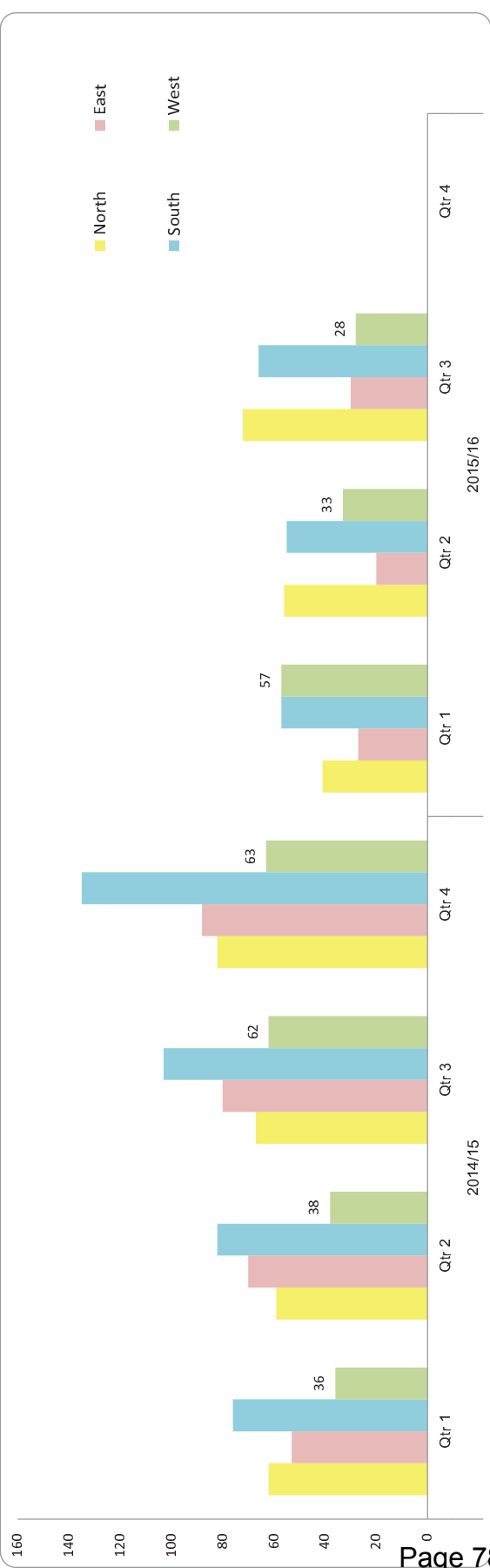


number of current ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
02-Jan-15	76	155	41	110	239	120	53	115	39	92	1040
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15	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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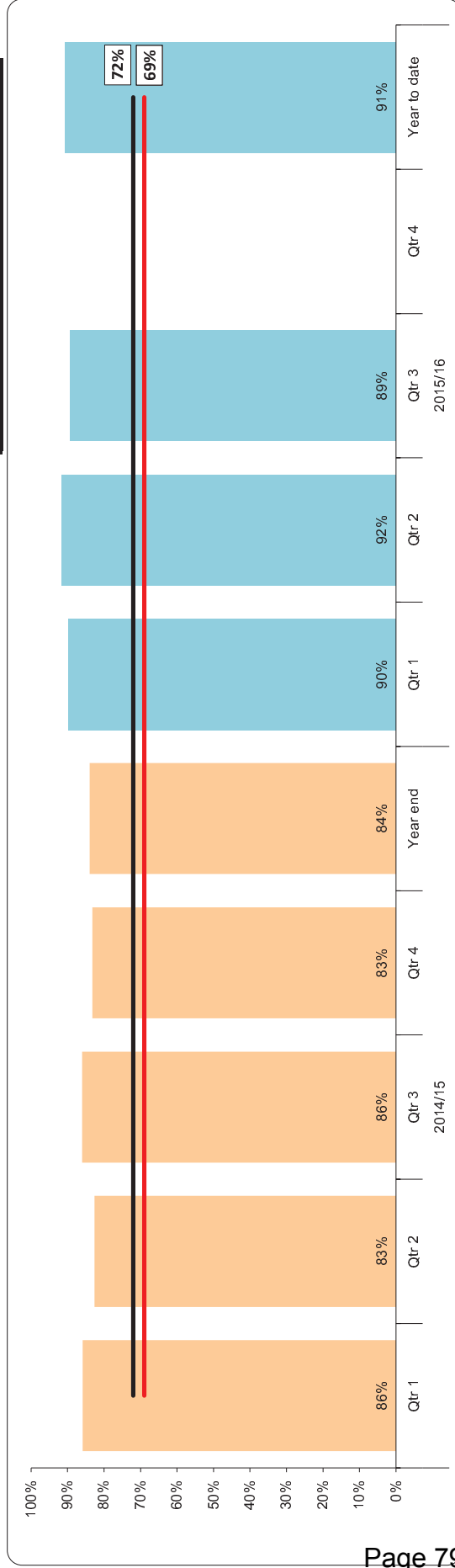


Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

42

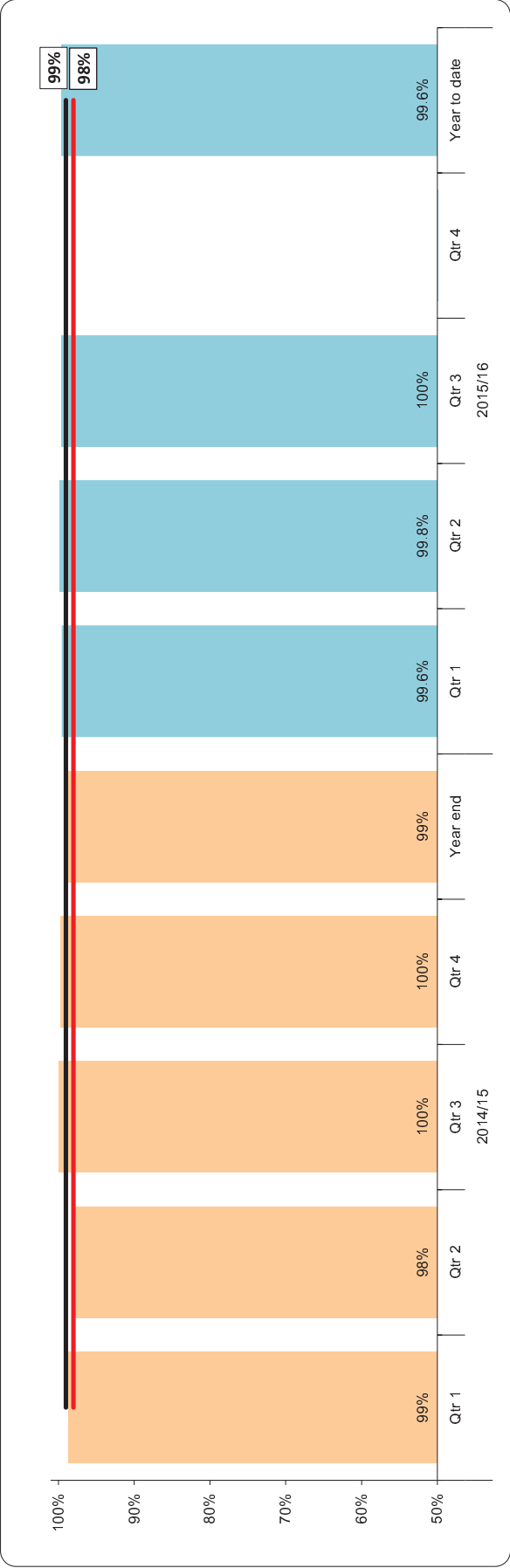
		2014/15				2015/16					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of high-rise blocks rated good or better		86%	83%	86%	83%	84%	90%	92%	89%		91%
	Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
	Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%
Percentage of high-rise 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

142

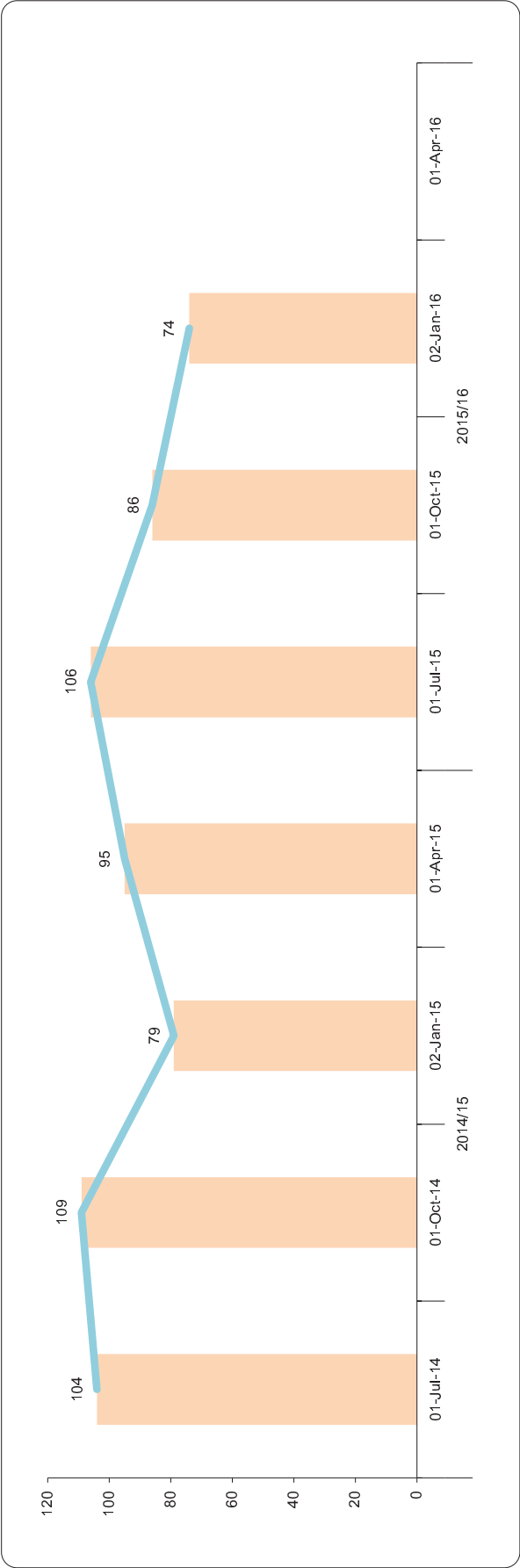
		2014/15				2015/16					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of low-rise blocks rated satisfactory or better		99%	98%	100%	100%	99%	99.6%	99.8%	100%		99.6%
	Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
	Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Percentage 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



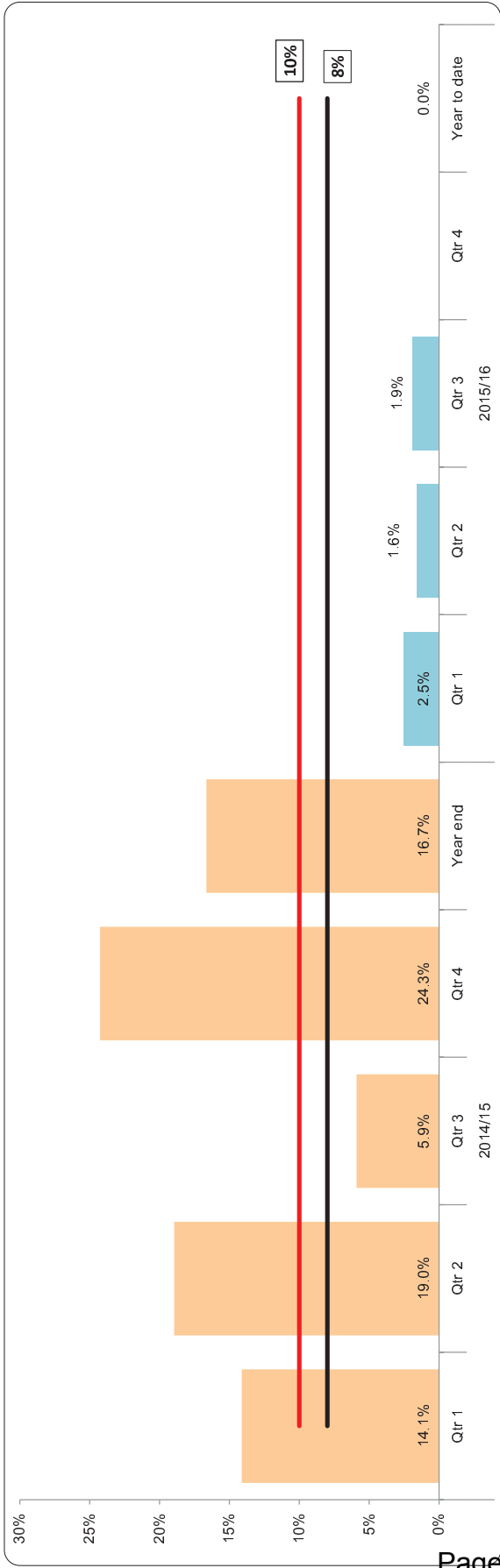
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	86	74	

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	Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
	Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

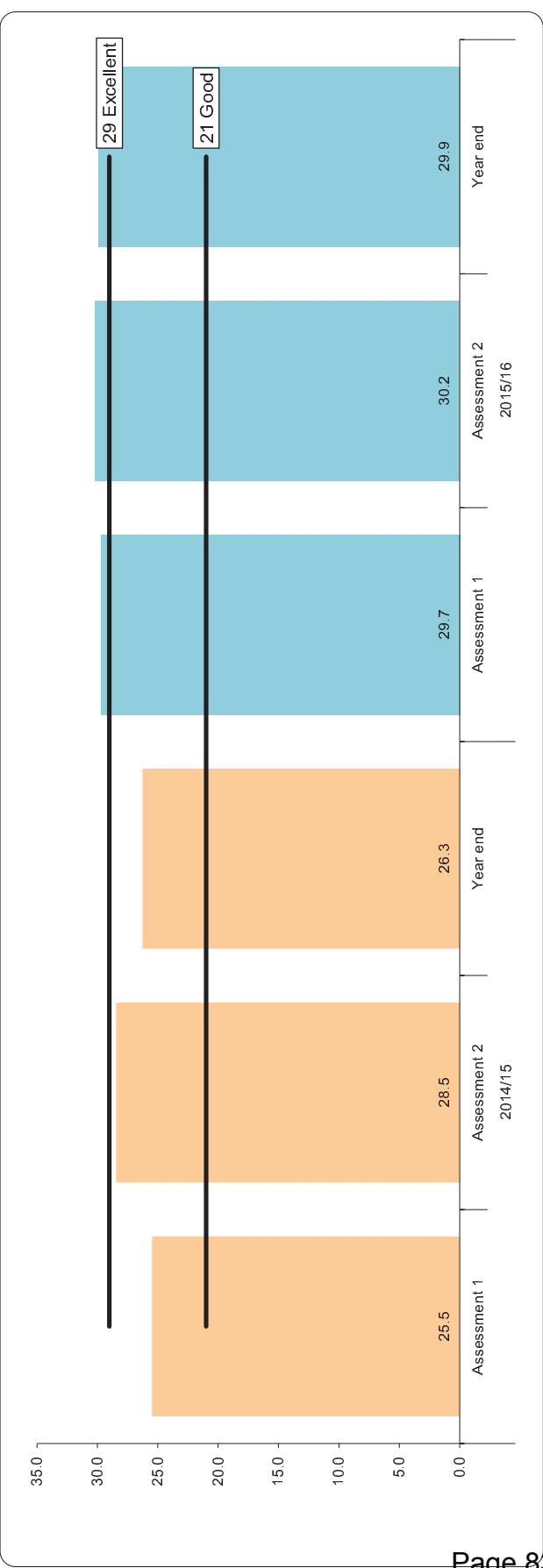
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	0.8%	5.4%		0.8%	1.8%	2.2%	3.8%	1.8%	0.0%	2.3%

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
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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

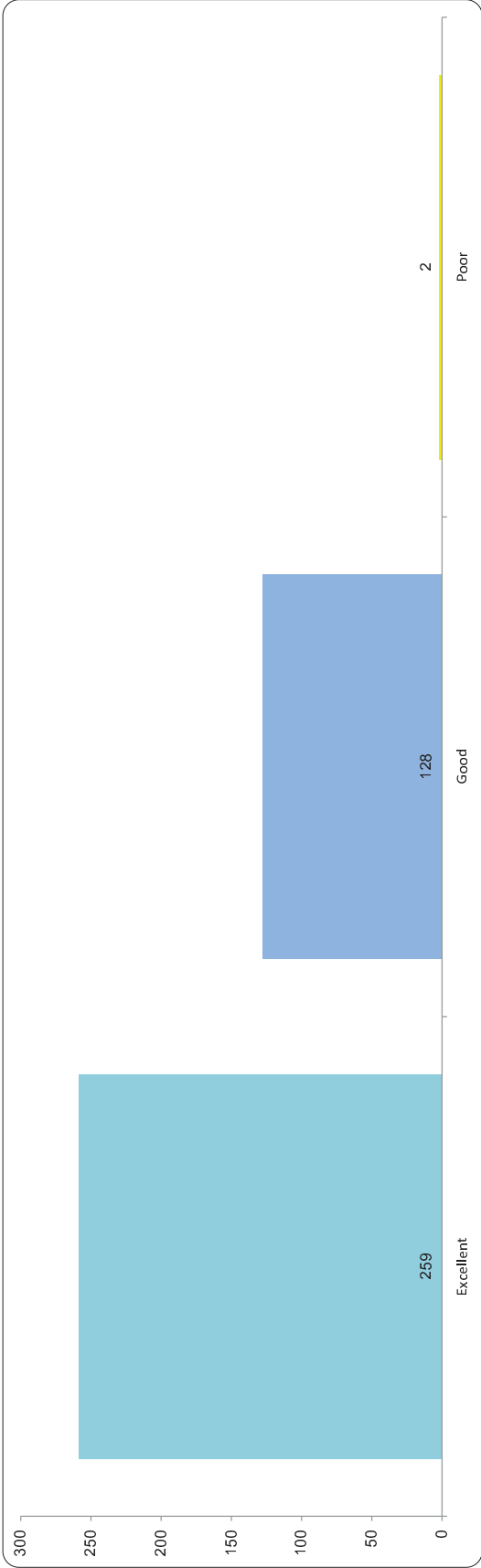
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	28.7	32.1	29.7	30.3	25.7	28.3	26.8	31.1	33.1	32.9

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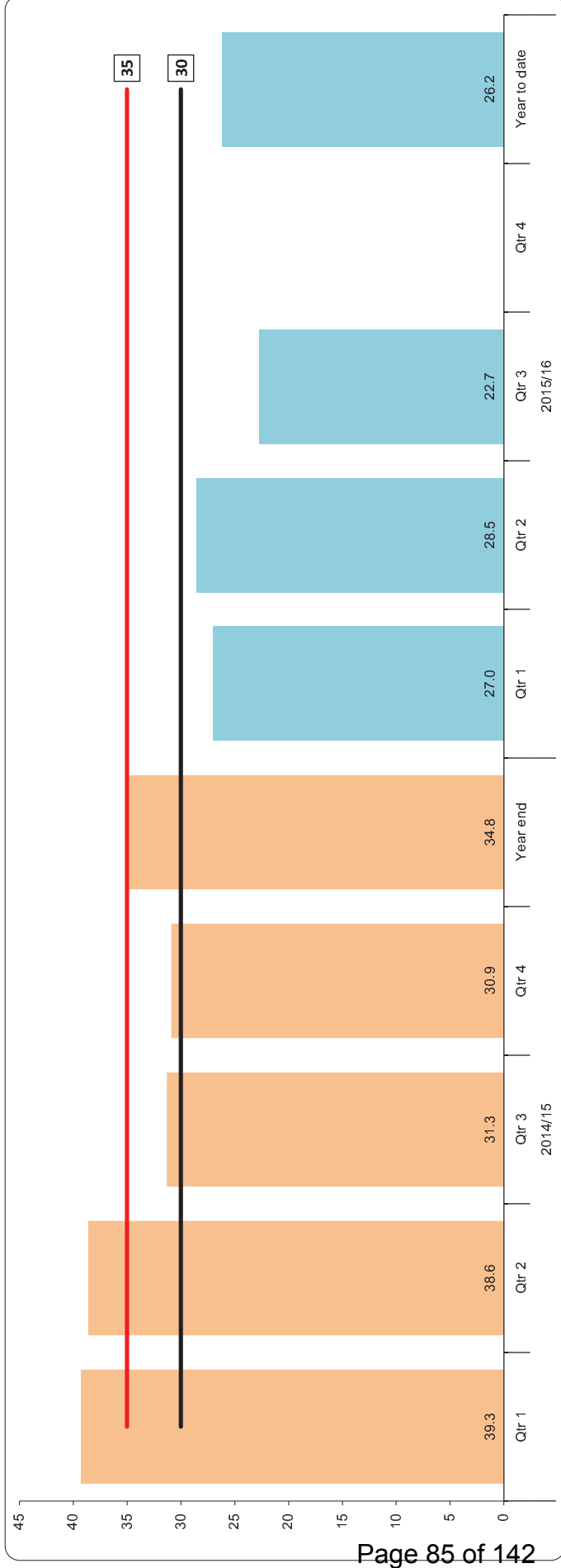
2015/16	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	259	128	2

ETM06

Voids and Lettings (Gary Nicholls)

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	25.6	26.0	24.5	21.0	22.3	22.4	15.6	21.7	28.2	20.3
Quarter 3 2015-16										

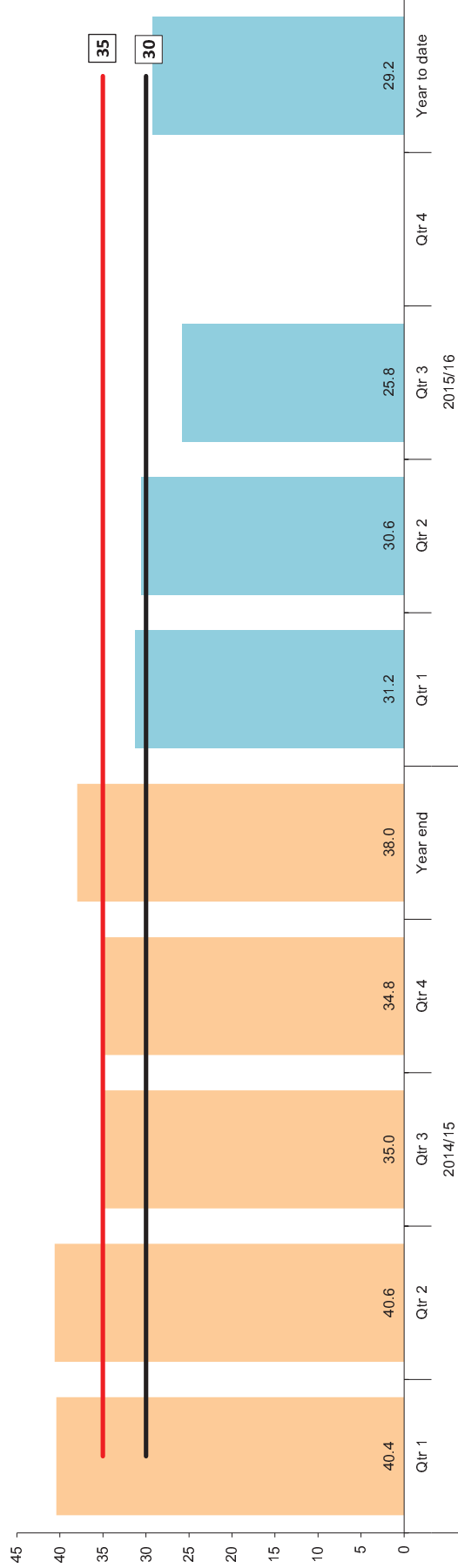
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VLUZ

Average days void turnaround - all voids

RAG Status

Green



Smaller is better

142

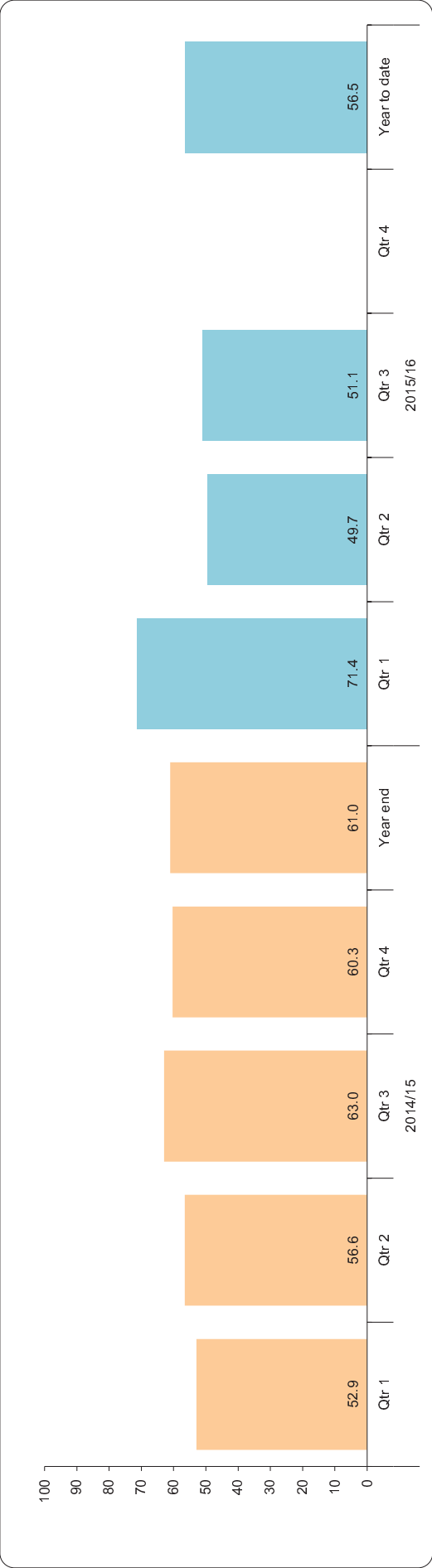
		2014/15					2015/16				
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average days void turnaround - all voids		40.4	40.6	35.0	34.8	38.0	31.2	30.6	25.8		29.2
	Target	30	30	30	30	30	30	30	30	30	30
	Standard	35	35	35	35	35	35	35	35	35	35
Average days void turnaround - all voids		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

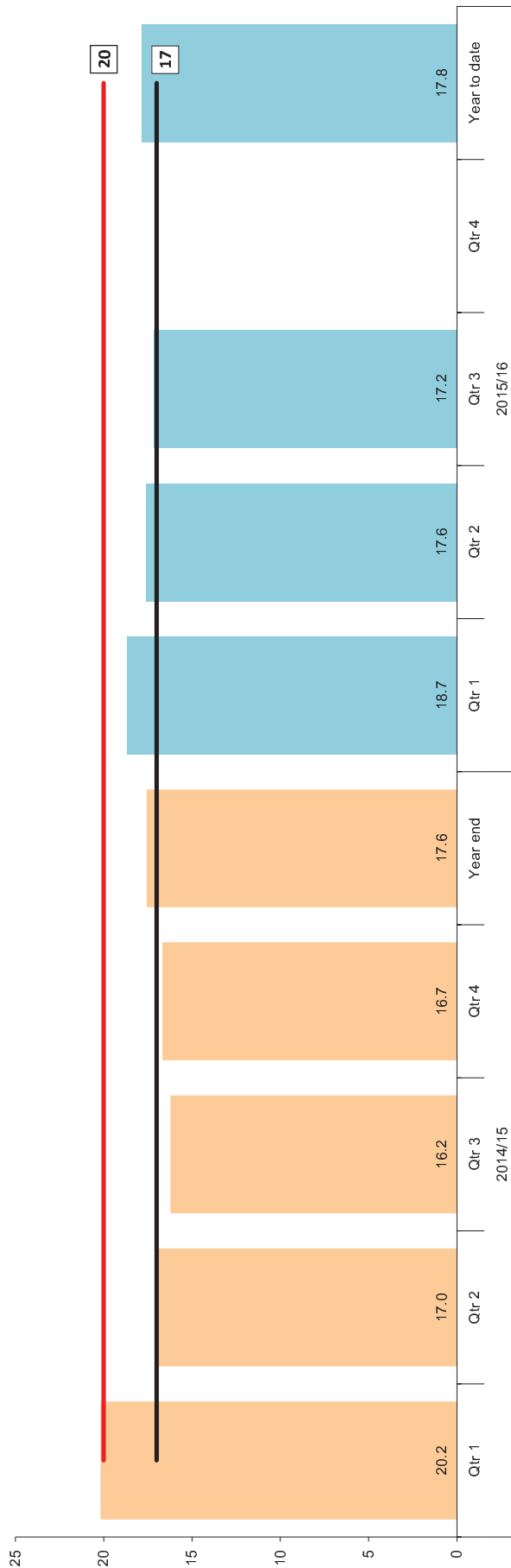
Ladywood's high figure is due to the relet of 2 sheltered accommodation voids, of which one is a long term void.
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

VL03

Average calendar days to repair a void property

RAG Status

Amber



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 calendar days to repair a void property	20.2	17.0	16.2	16.7	17.6	18.7	17.6	17.2		17.8
Target	17	17	17	17	17	17	17	17	17	17
Standard	20	20	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

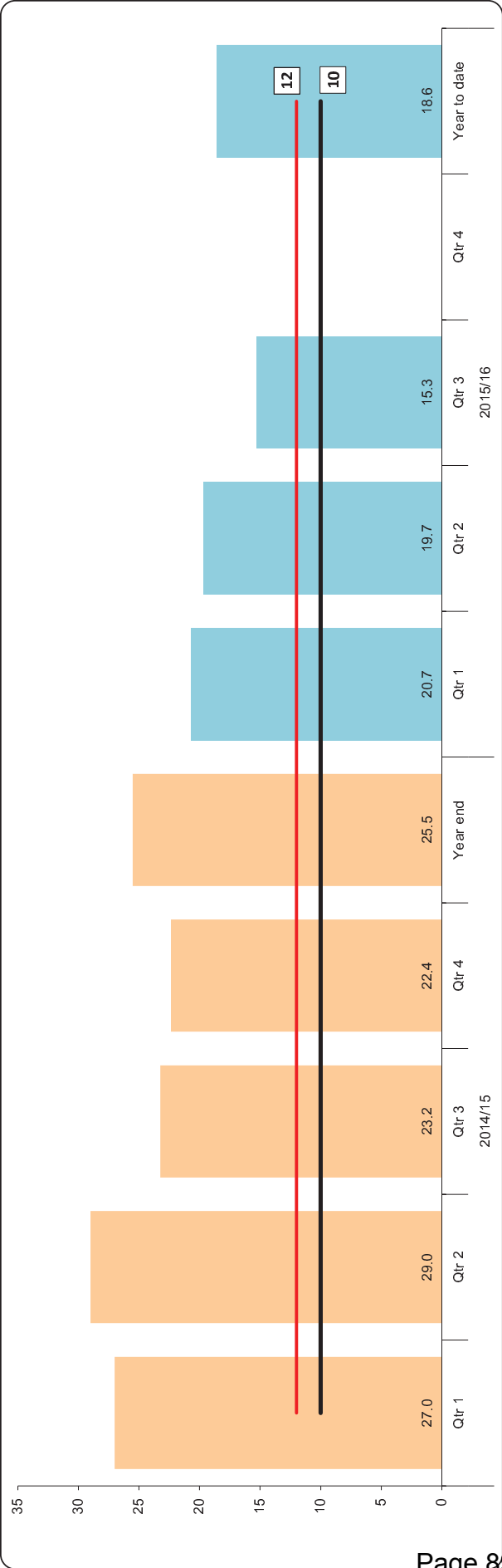
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

VL04

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

RAG Status

Red

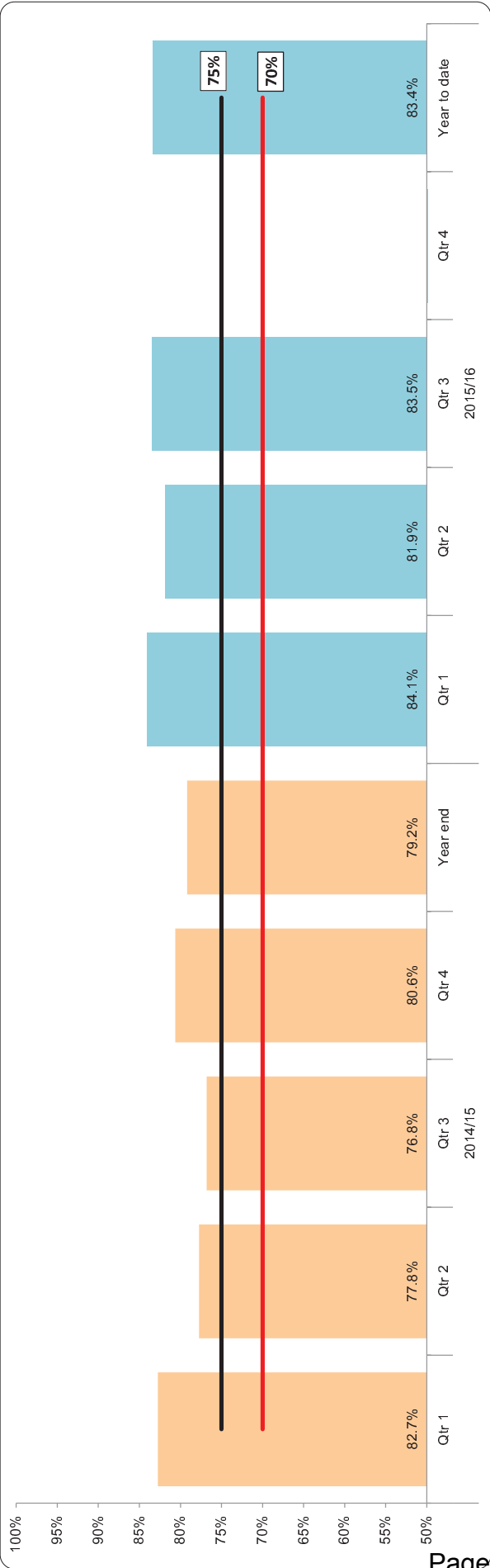


Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
	27.0	29.0	23.2	22.4	25.5	20.7	19.7	15.3
Target	10	10	10	10	10	10	10	10
Standard	12	12	12	12	12	12	12	12

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.

Percentage of void properties let first time

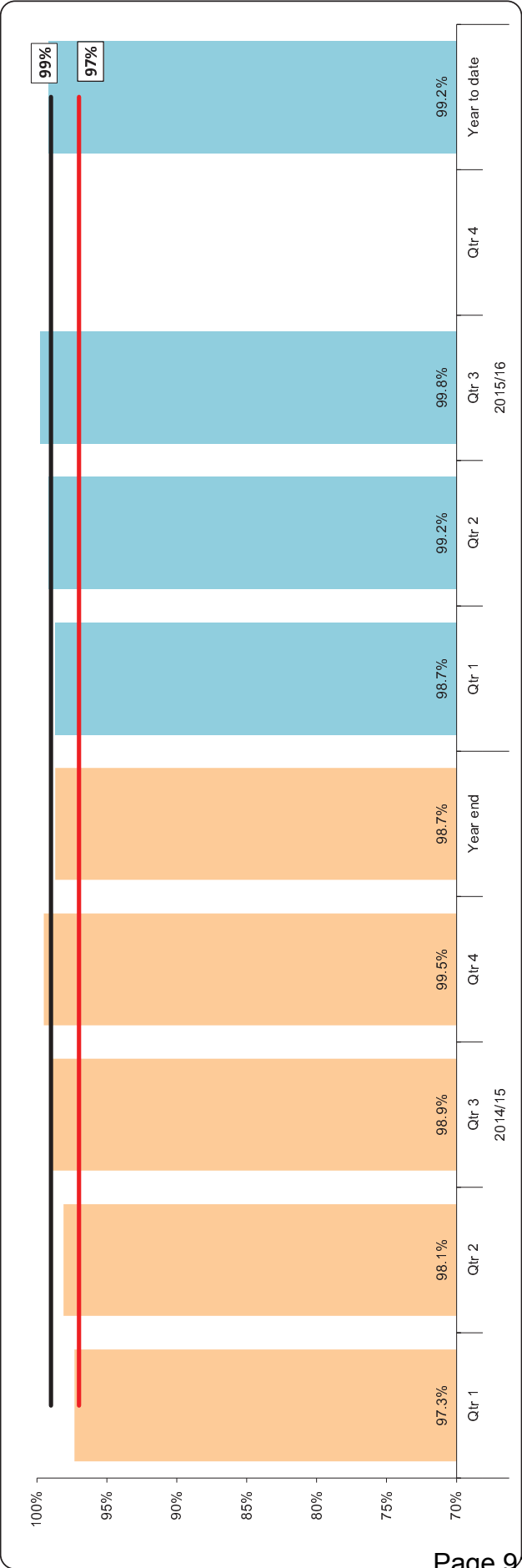


Bigger is better

Percentage of void properties let first time	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
	82.7%	77.8%	76.8%	80.6%	79.2%	84.1%	81.9%	83.5%		83.4%
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Standard	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
Percentage of void properties let first time Quarter 3 2015-16	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
	85.7%	75.9%	82.1%	86.3%	81.8%	88.3%	89.1%	77.2%	81.1%	86.3%

VL06

Customer satisfaction with letting staff

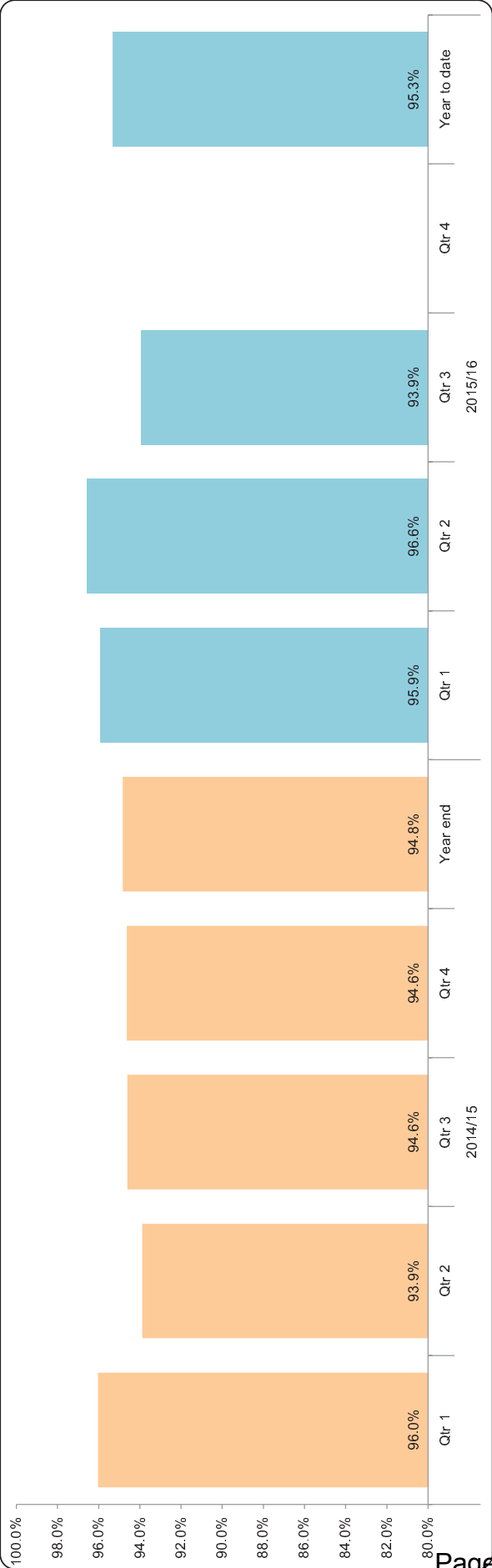


Bigger is better

Customer satisfaction with letting staff	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
	97.3%	98.1%	98.9%	99.5%	98.7%	98.7%	99.2%	99.8%
Target	99%	99%	99%	99%	99%	99%	99%	99%
Standard	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
	Quarter 3 2015-16	100%	100%	no data	99.0%	100%	100%	100%
							Sutton	Yardley
							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%	

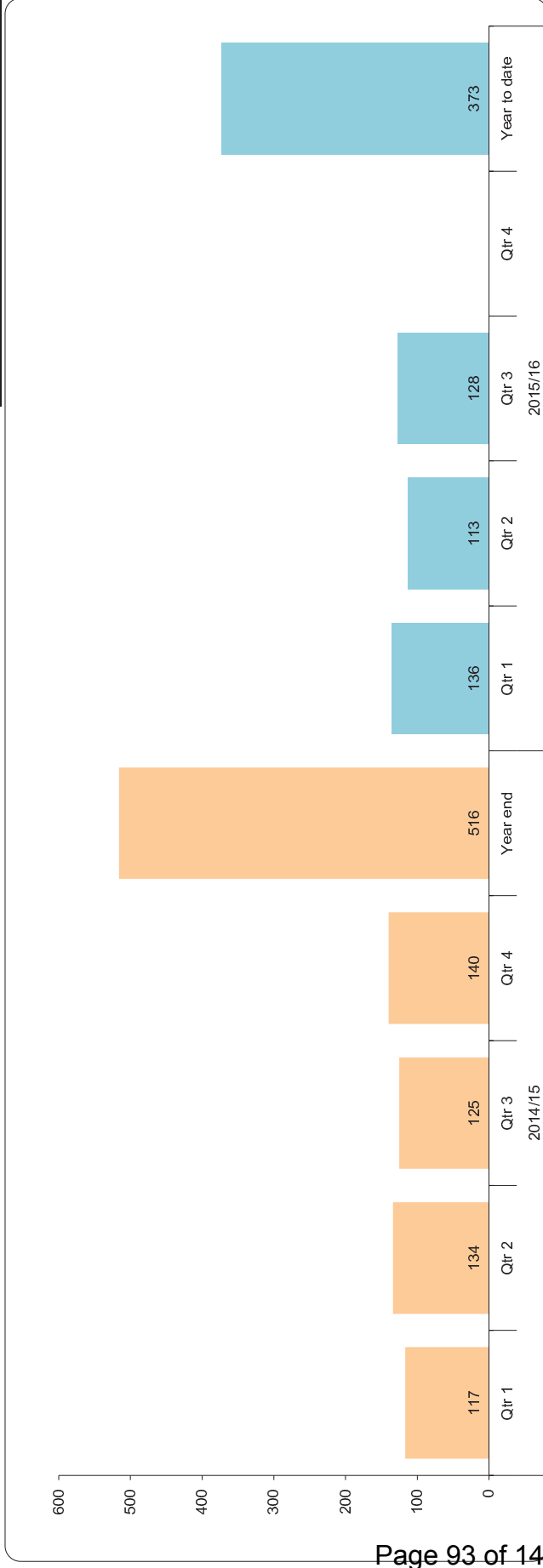
VL15

Services for Older People (Carol Dawson)

Number of new void sheltered properties

RAG Status

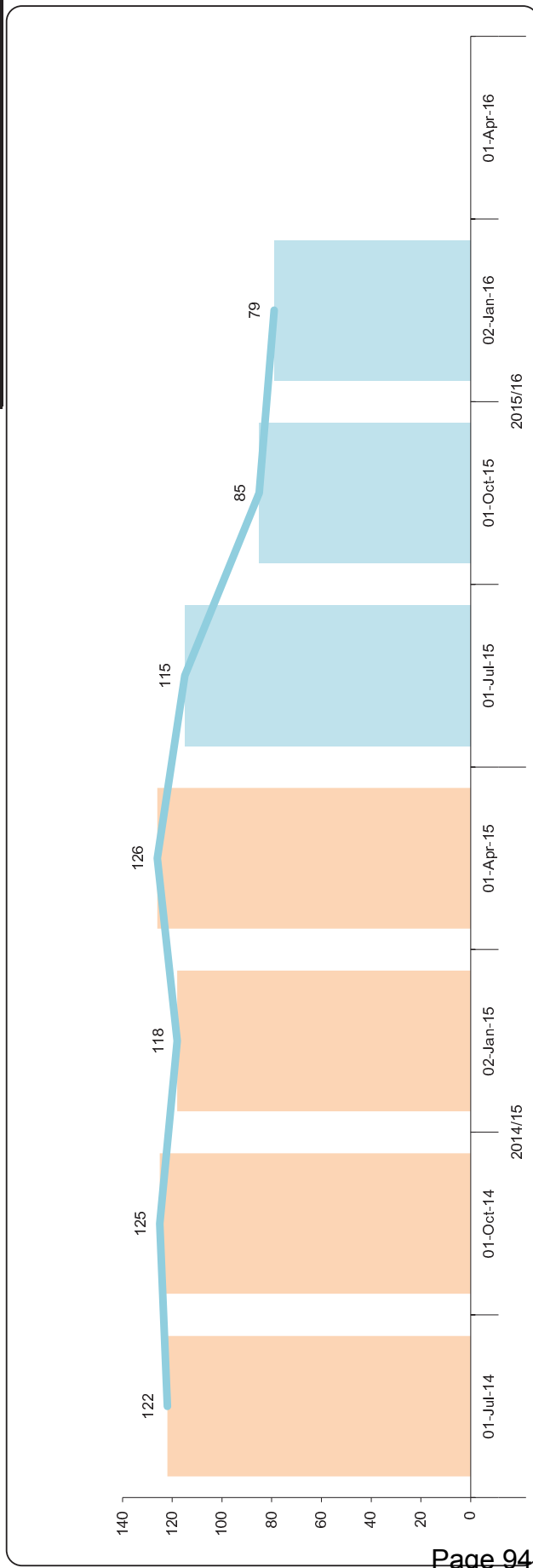
No Target



	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
Number of new void sheltered properties	117	134	125	140	516	136	113	128		373

There has been some movement with the YTD figure as Void start dates can be revised due to Landlord services updating Northgate

VL07



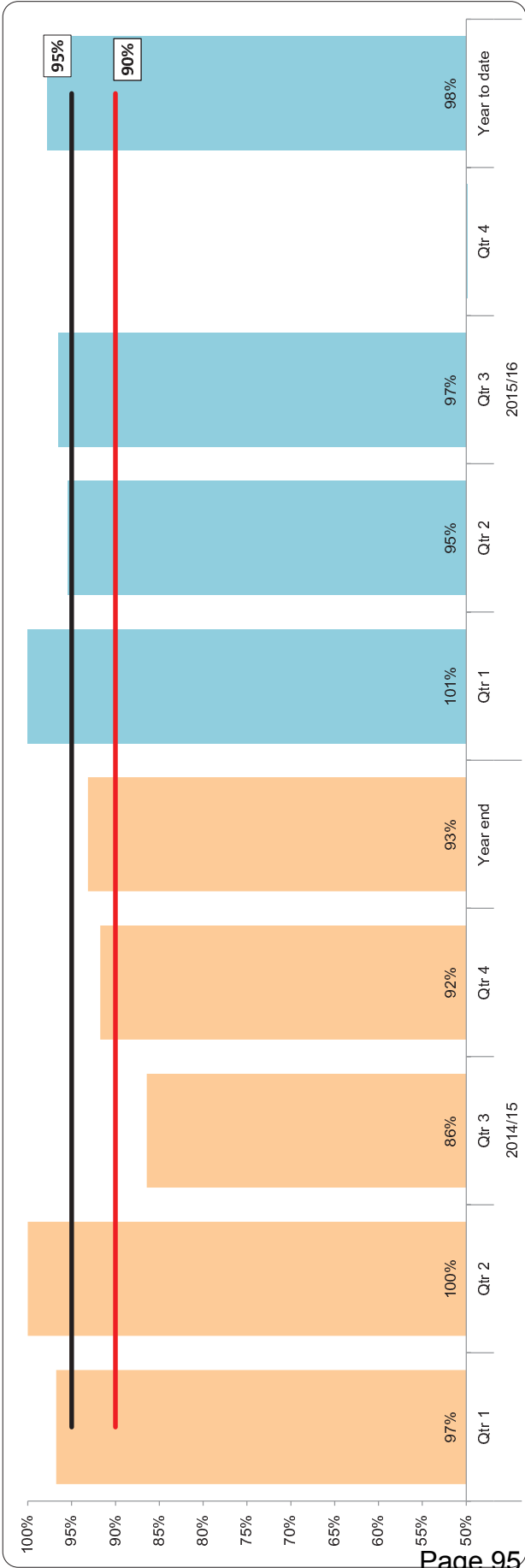
142

	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
Total number of current void properties - Snapshot figure	122	125	118	126	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

VL09

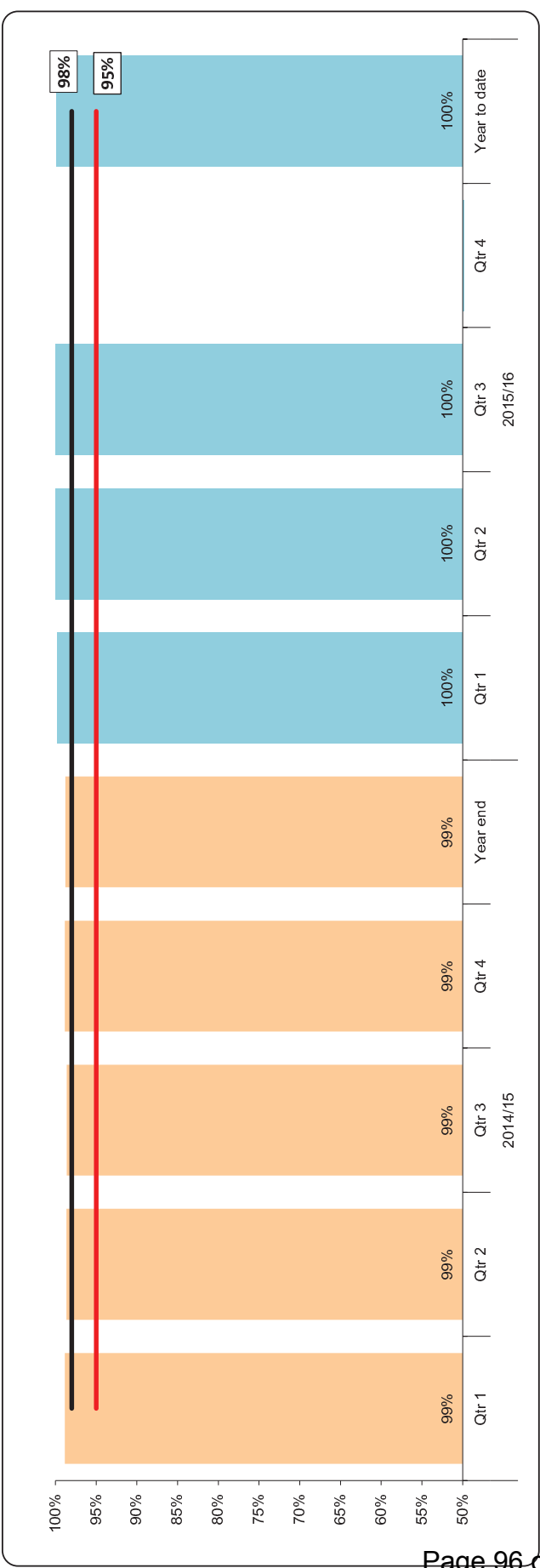
Percentage of support plans completed in 4 weeks



Bigger is better

Percentage of support plans completed in 4 weeks	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
	97%	100%	86%	92%	93%	101%	95%	97%
Target	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%
								98%
								95%
								90%

Percentage of Careline calls answered within 60 seconds



Bigger is better

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

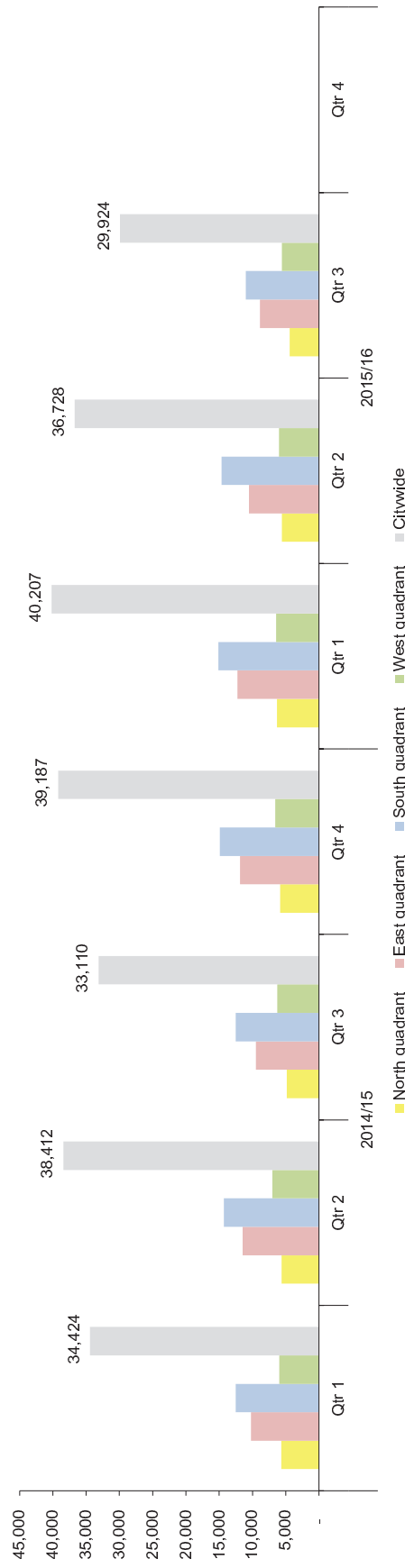
SOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

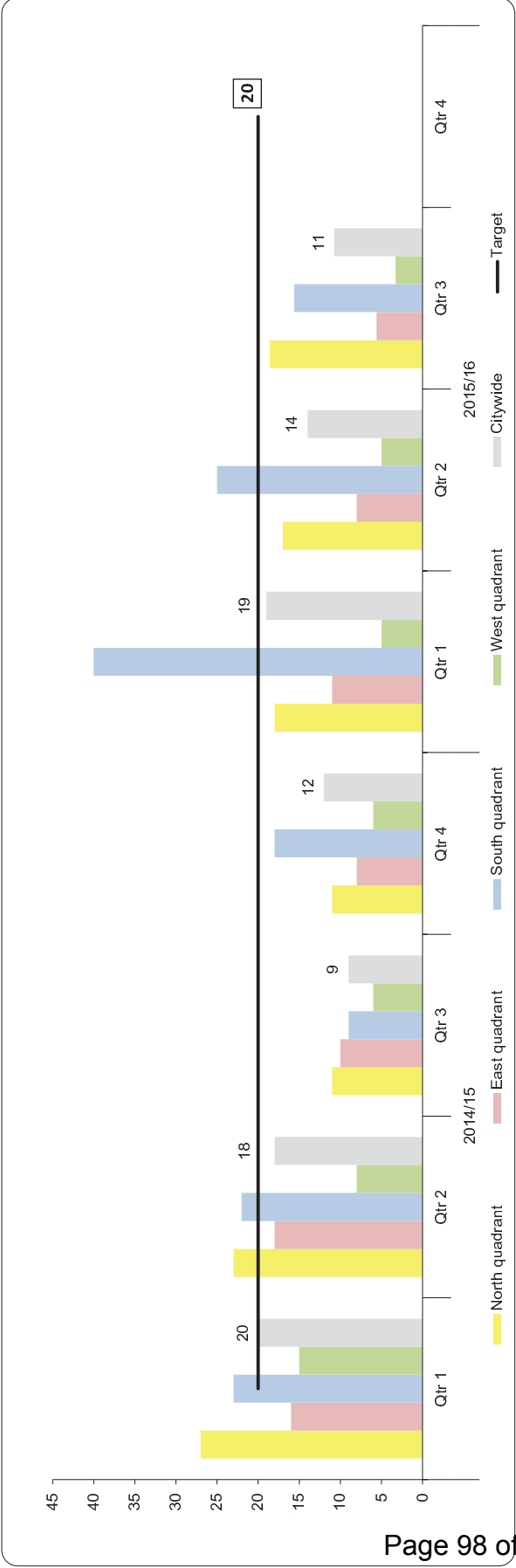
No Target



Average time taken to answer calls (in seconds)

RAG Status

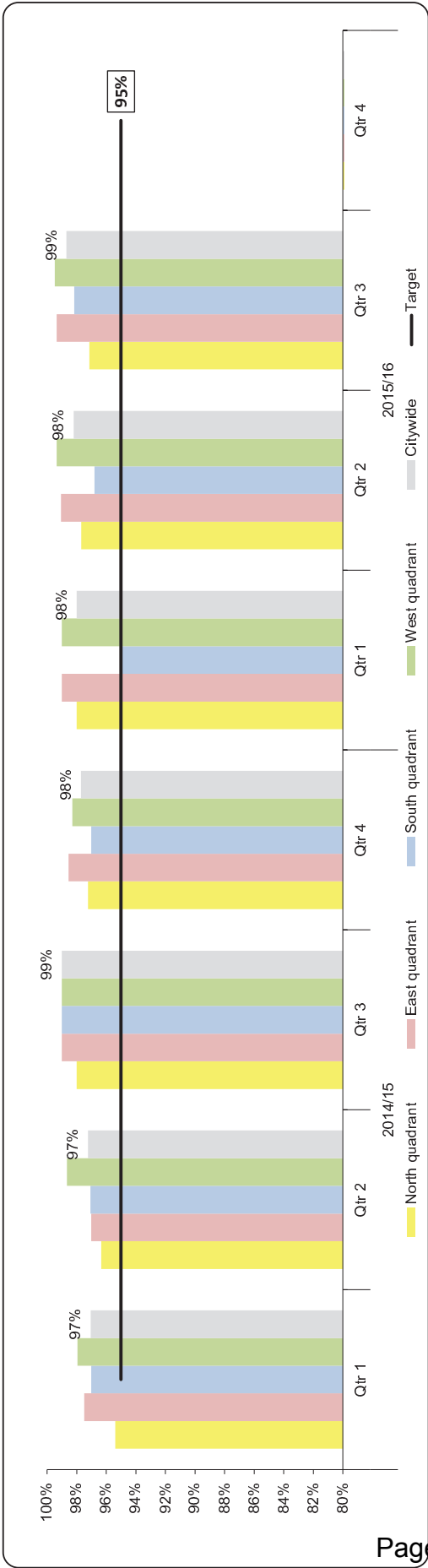
Green



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

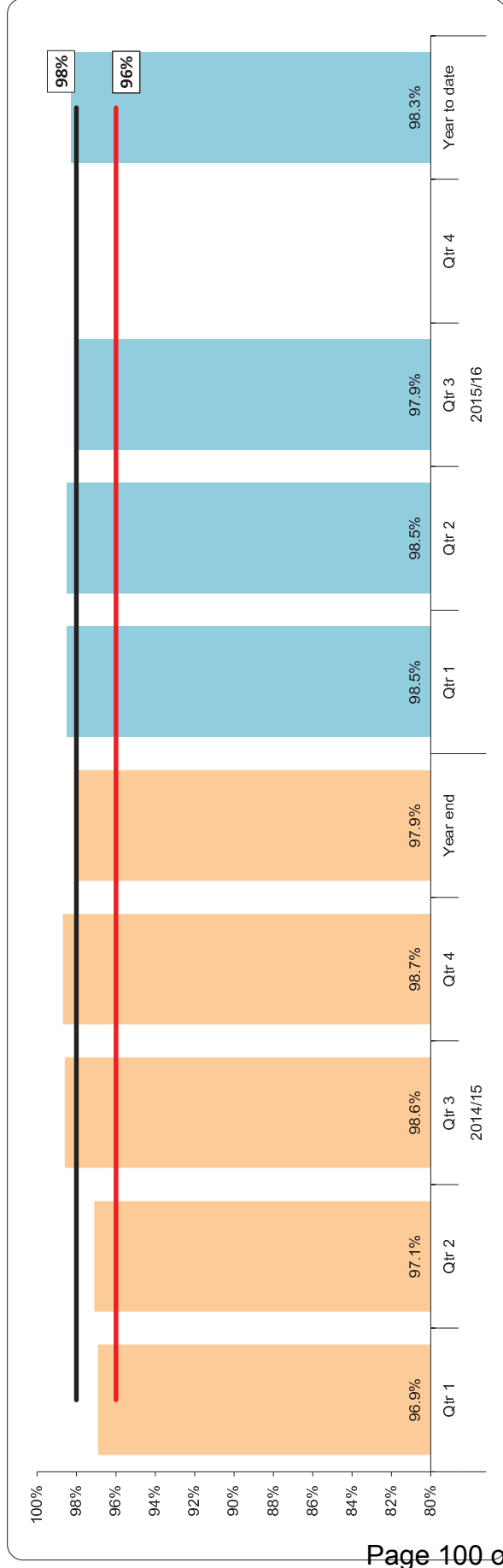


Bigger is better

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%	95%	
Target	95%	95%	95%	95%	95%	95%	95%	95%

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

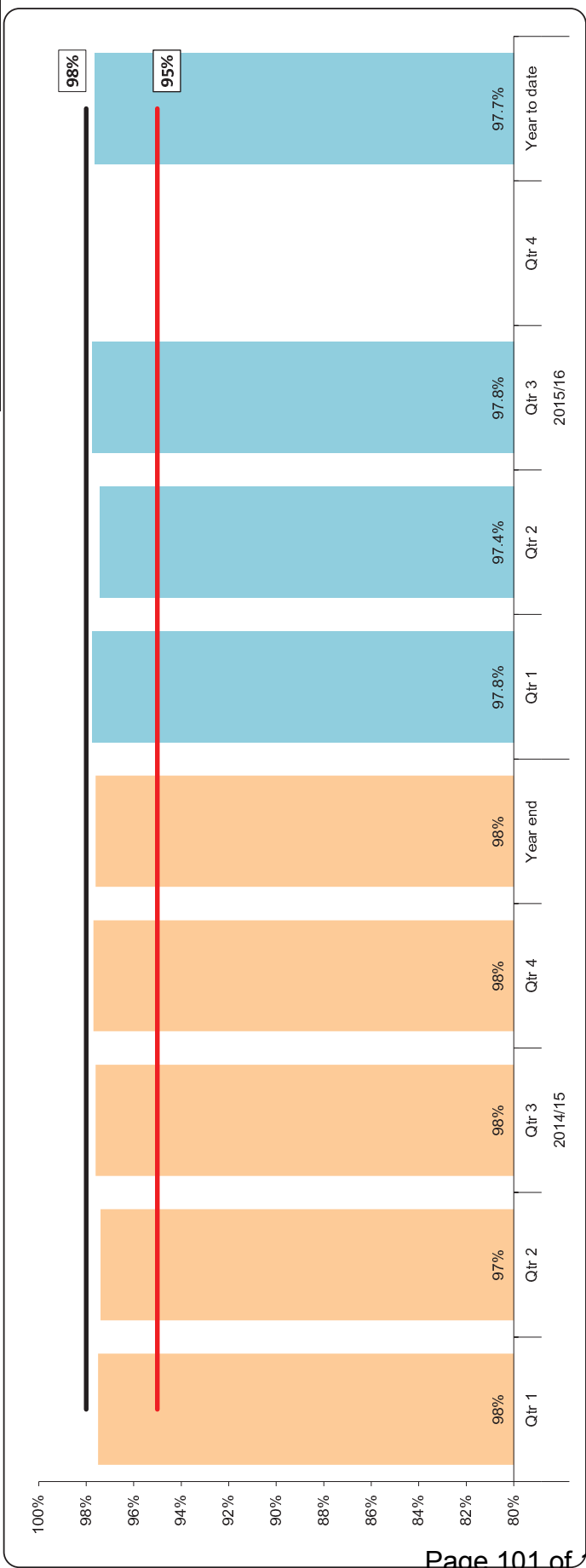


Bigger is better

Percentage of Right To Repair jobs completed on time	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
	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	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	98.5%	97.6%	97.9%	99.4%	95.8%	98.6%	96.9%	98.4%	97.8%	99.4%

AMM01

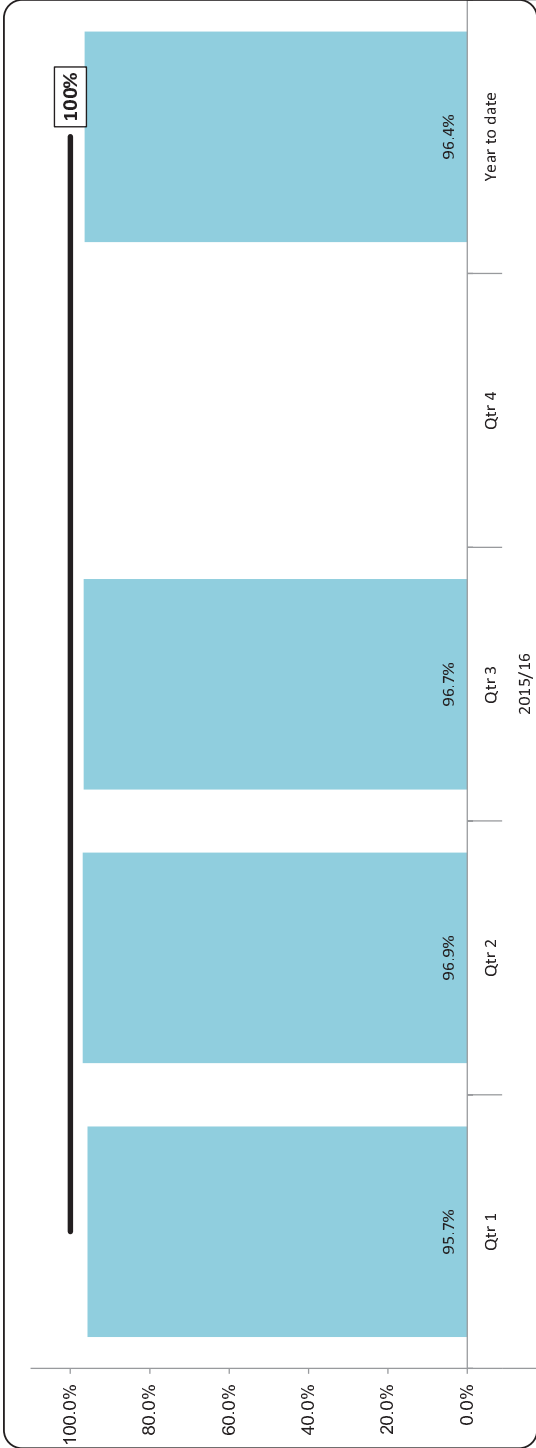
Percentage of appointments kept



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
	98%	97%	98%	98%	98%	97.8%	97.4%	97.8%
Target	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%
								Year to date
								97.7%
								98%
								95%

AMM03



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%

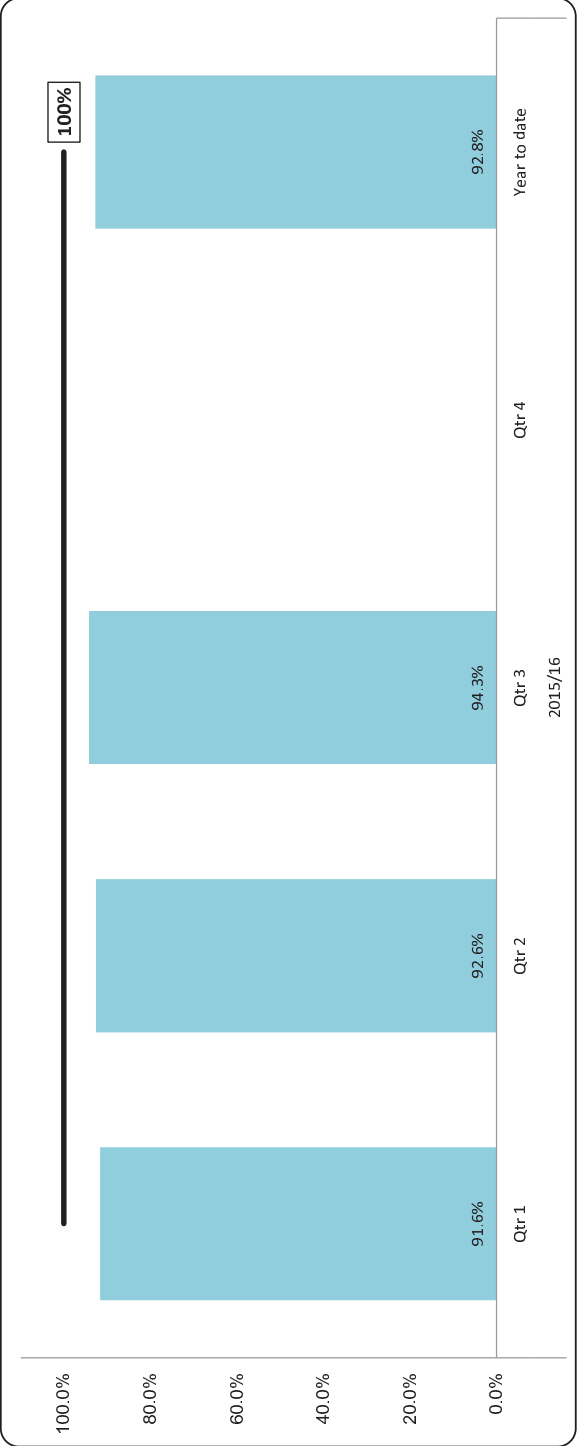
AMM14

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%

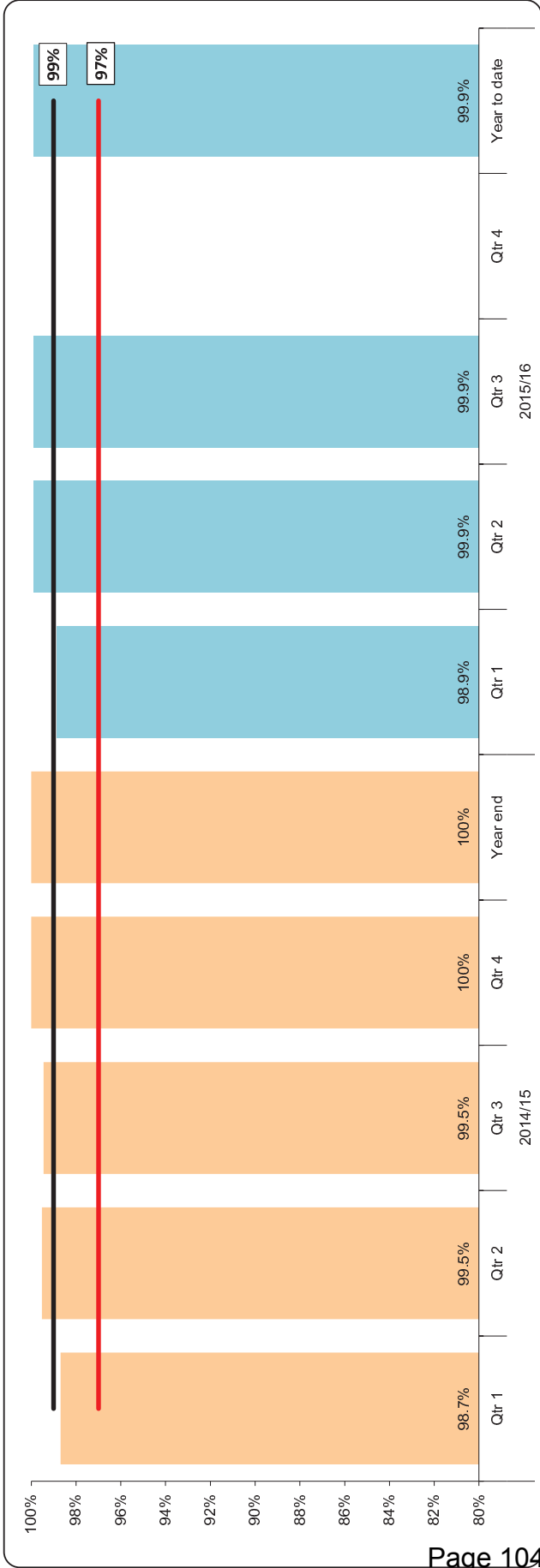
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	92.0%	96.5%	90.5%	94.0%	95.4%	92.8%	96.9%	93.2%	96.9%	94.4%

AMM15

Percentage of gas servicing completed against period profile

RAG Status

Green



Target - Bigger is better

Percentage of gas servicing completed against period profile	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
Target	98.7%	99.5%	99.5%	100%	100%	98.9%	99.9%	99.9%	99.9%	99.9%
Standard	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
	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%

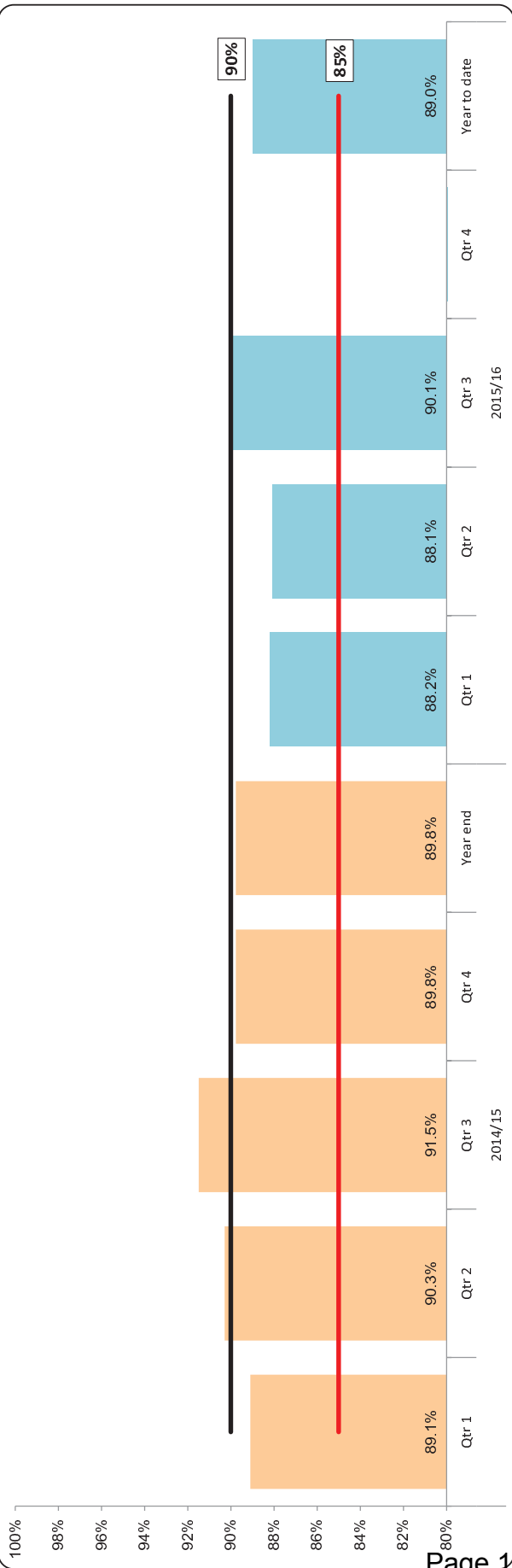
From April 2015 this measure excludes voids.

AMM08

Percentage of gas repairs completed within 7 days

RAG Status

Green

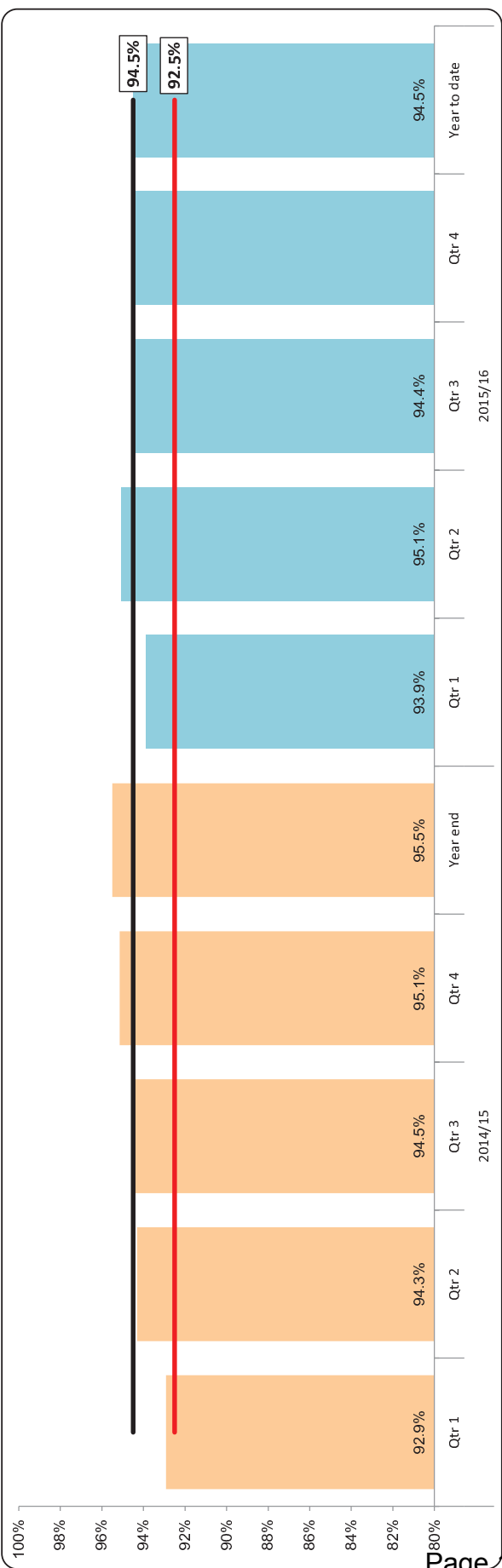


Target - Bigger is better

	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

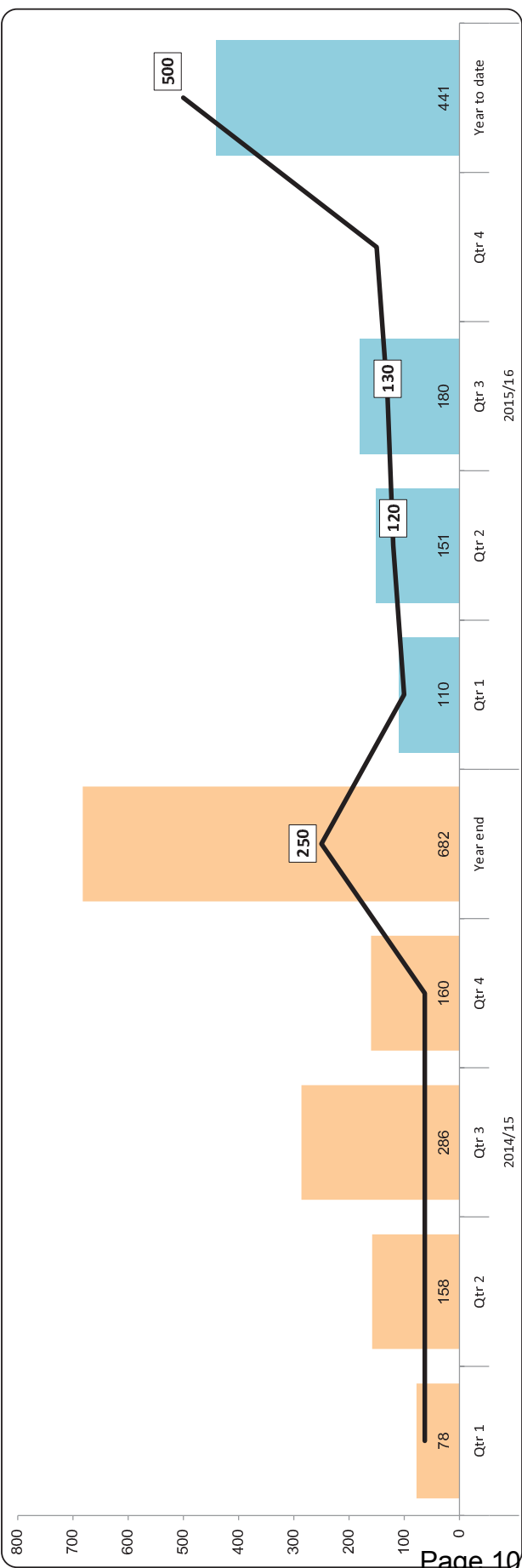


Bigger is better

Customer satisfaction with repairs	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
	92.9%	94.3%	94.5%	95.1%	95.5%	93.9%	95.1%	94.4%	95%	94.5%
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

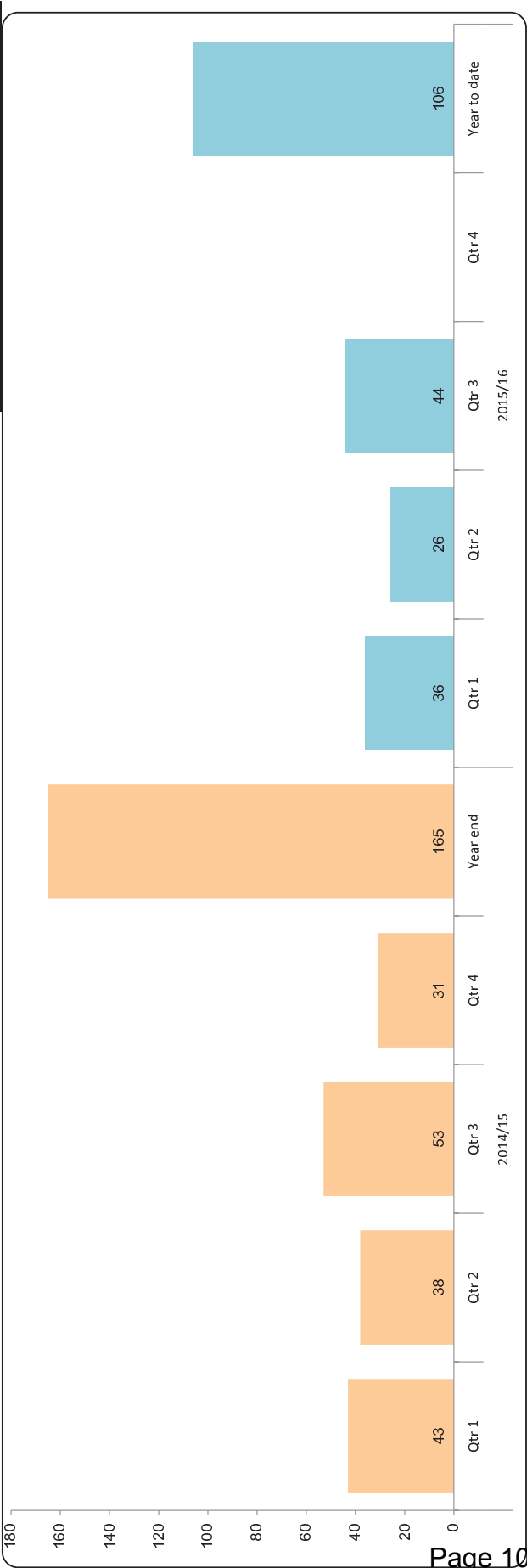


Bigger is better

42	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 households assisted by independent living	78	158	286	160	682	110	151	180		441
Target	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

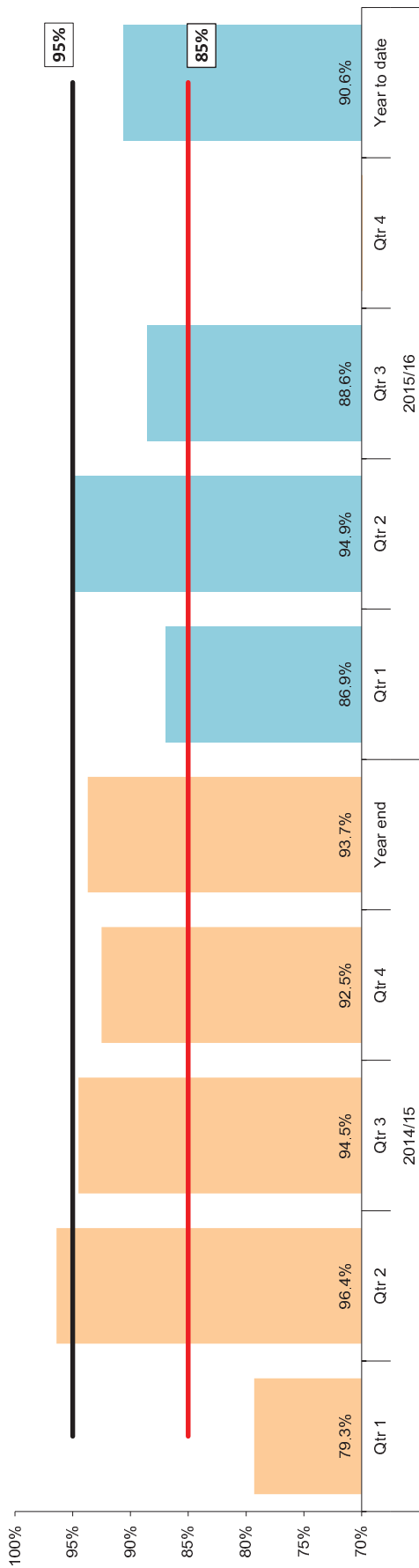
AMM13

Capital Works (Martin Tolley)

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

RAG Status

Amber



Bigger is better

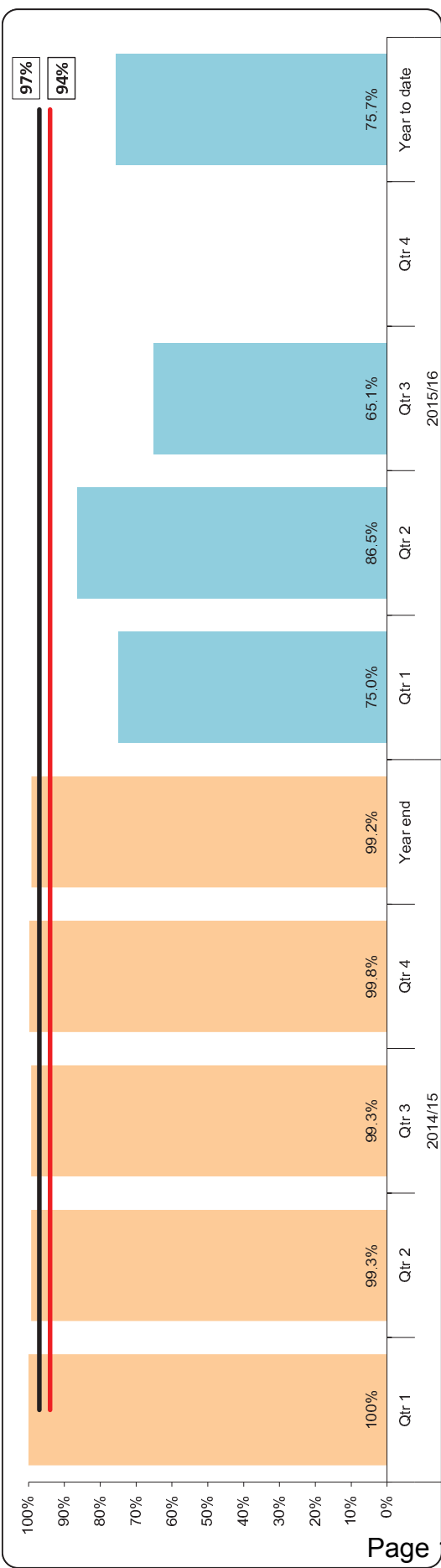
As per contractor assessment the percentage of capital improvements completed within timescale	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%	88.6%		90.6%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard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



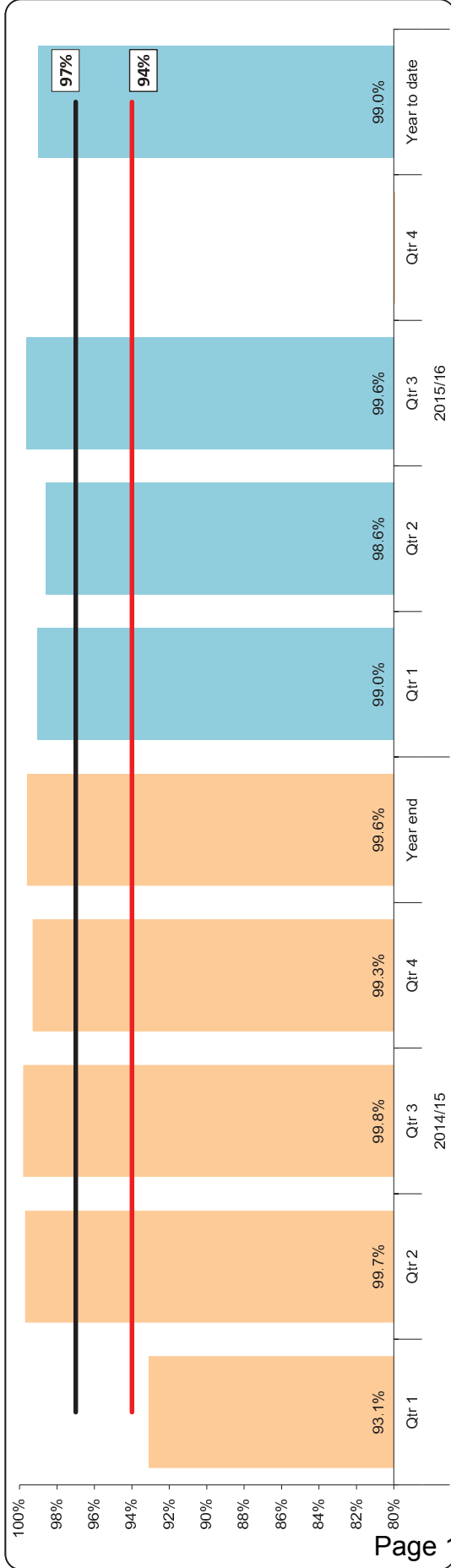
Bigger is better

	2014/15				2015/16					
					Year end					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
The percentage of capital improvements works completed and audited by BCC with no defects on handover	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
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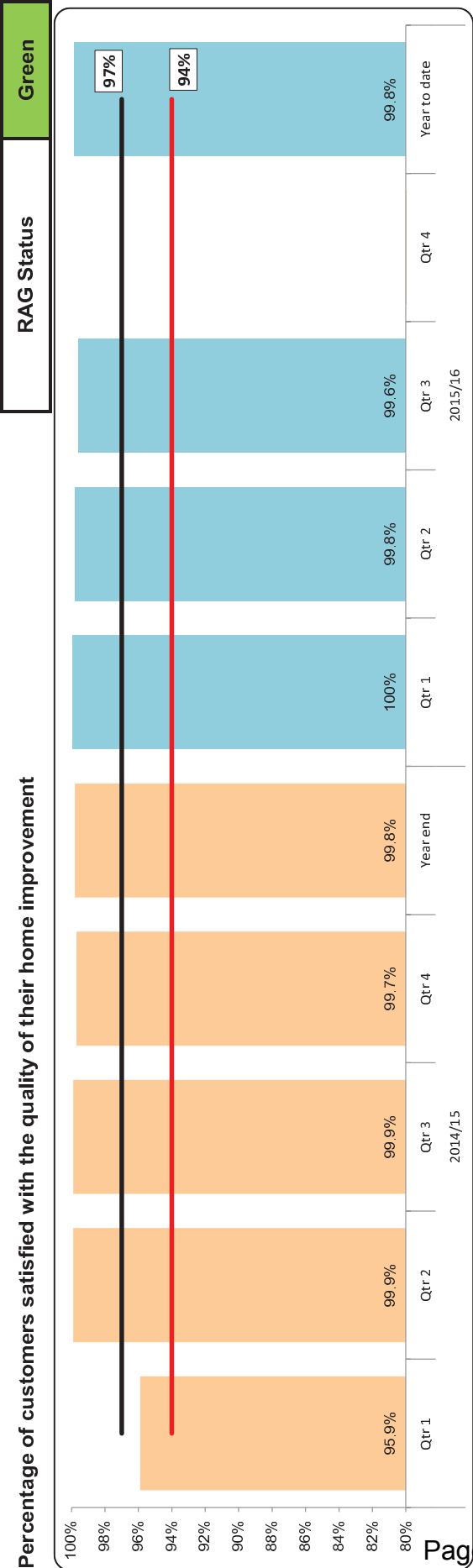


Bigger is better

Percentage of customers satisfied with contractor performance	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
	93.1%	99.7%	99.8%	99.3%	99.6%	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

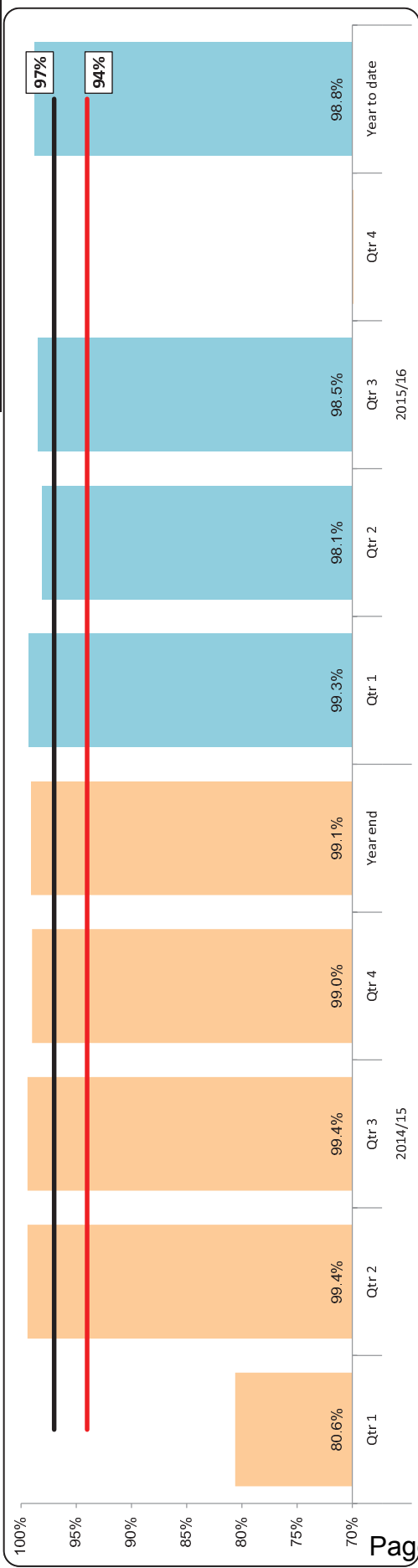
	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	Year to date	Yearend	Year to date	Yearend	Year to date	Yearend	Year to date	Yearend
Percentage of customers satisfied with the quality of their home improvement	95.9%	99.9%	99.9%	99.7%	100%	99.8%	99.6%	99.8%
Target	97%	97%	97%	97%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

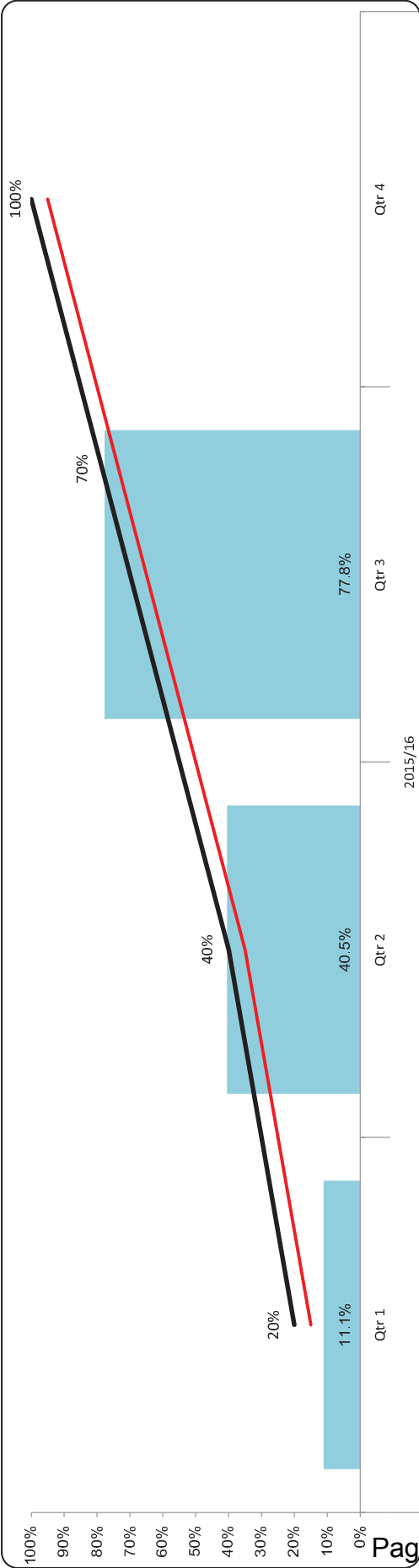


Bigger is better

3 of 14	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 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%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW05

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



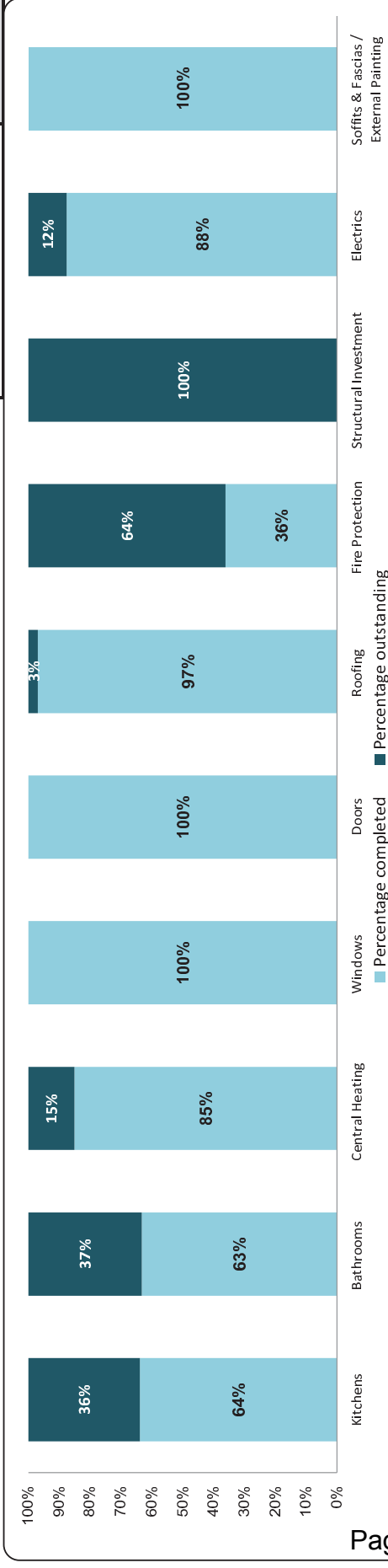
Bigger is better

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.).

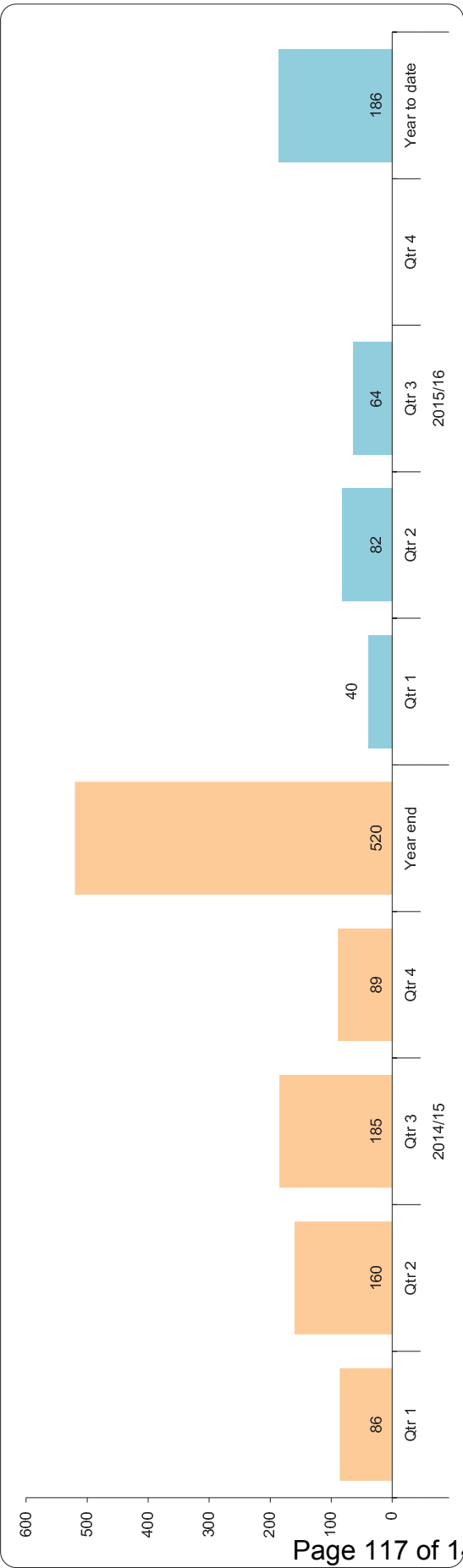
Doors - This capital programme has seen an increase in the number of units added to the programme. Where the property rear door needs replacing this is completed at the same time as the front door upgrade, hence units completed exceeding the units stated within the cabinet report.

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)

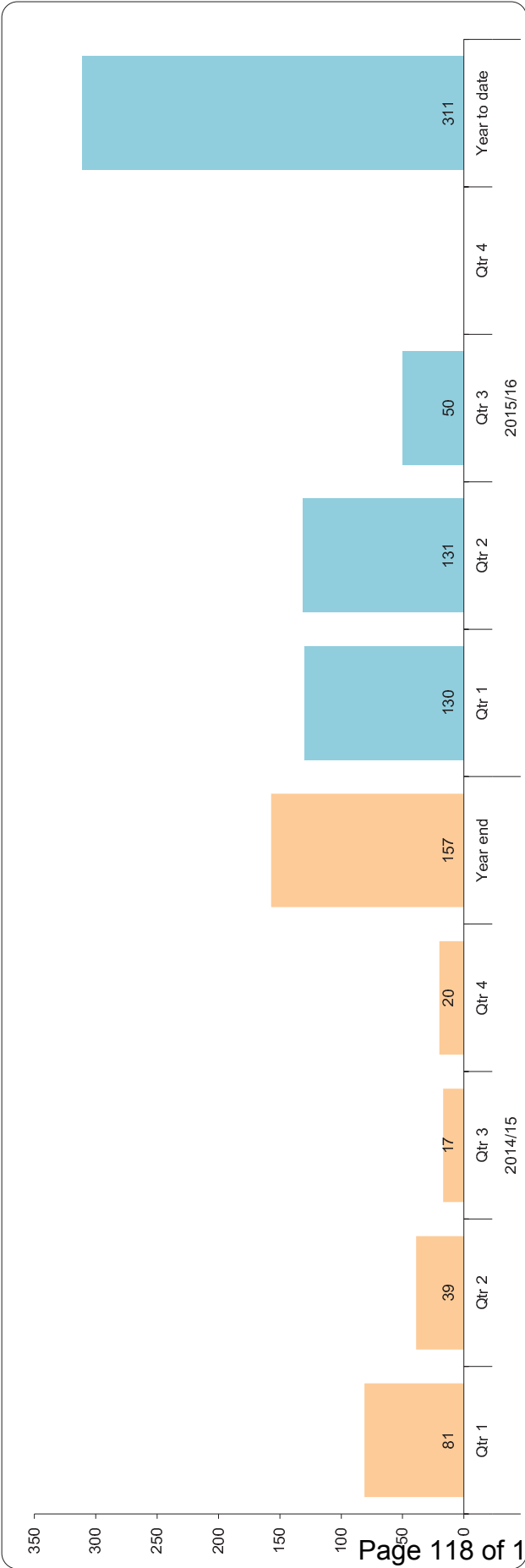
Houses in Multiple Occupation licences issued		RAG Status	No Target
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	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Houses in Multiple Occupation licences issued	86	160	185	89	520	40	82	64		186

Licensed and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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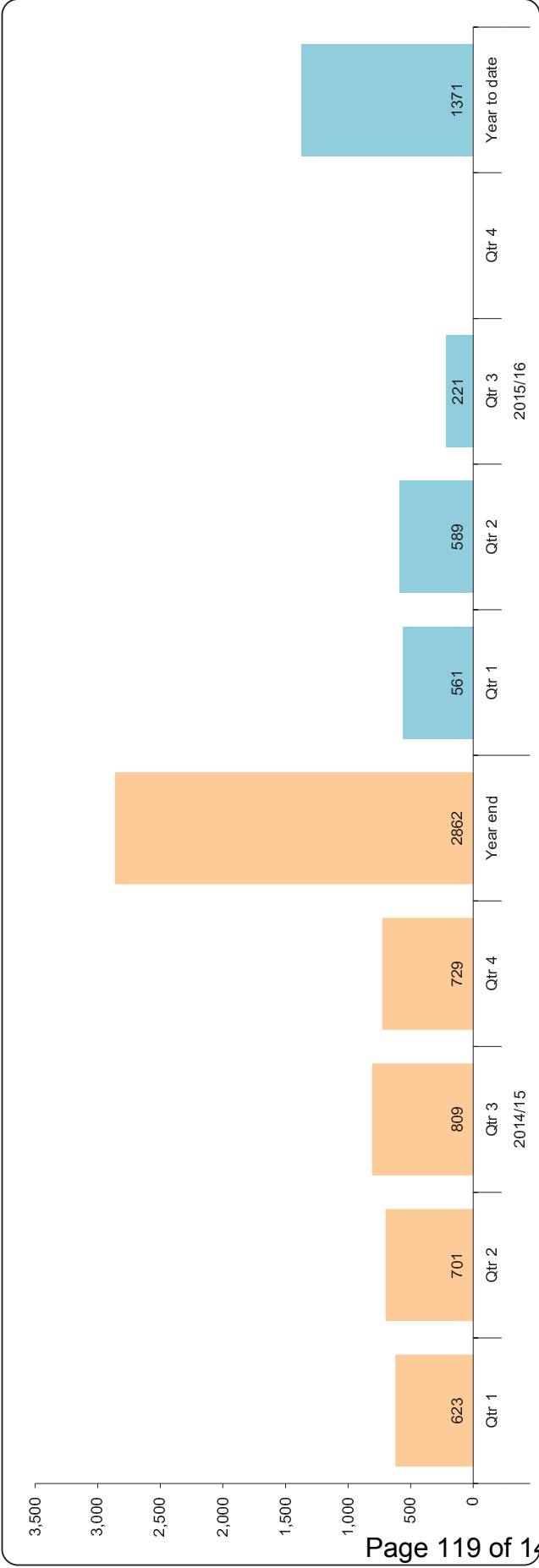


Licensed and unlicensed Houses in Multiple Occupation inspected	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	81	39	17	20	157	130	131	50		311

Private Tenancy Unit - Requests for assistance

RAG Status

No Target

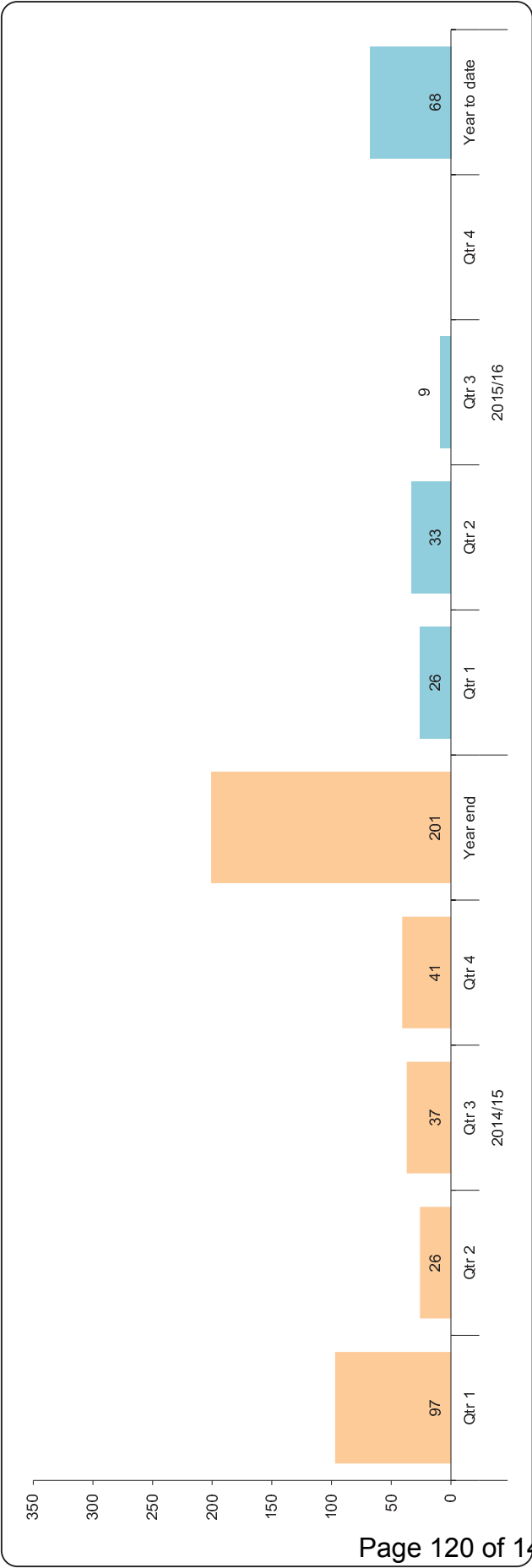


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	PTU requests for assistance	623	701	809	729	2862	561	589	221	

Private Tenancy Unit - Cases assisted through advice

RAG Status

No Target

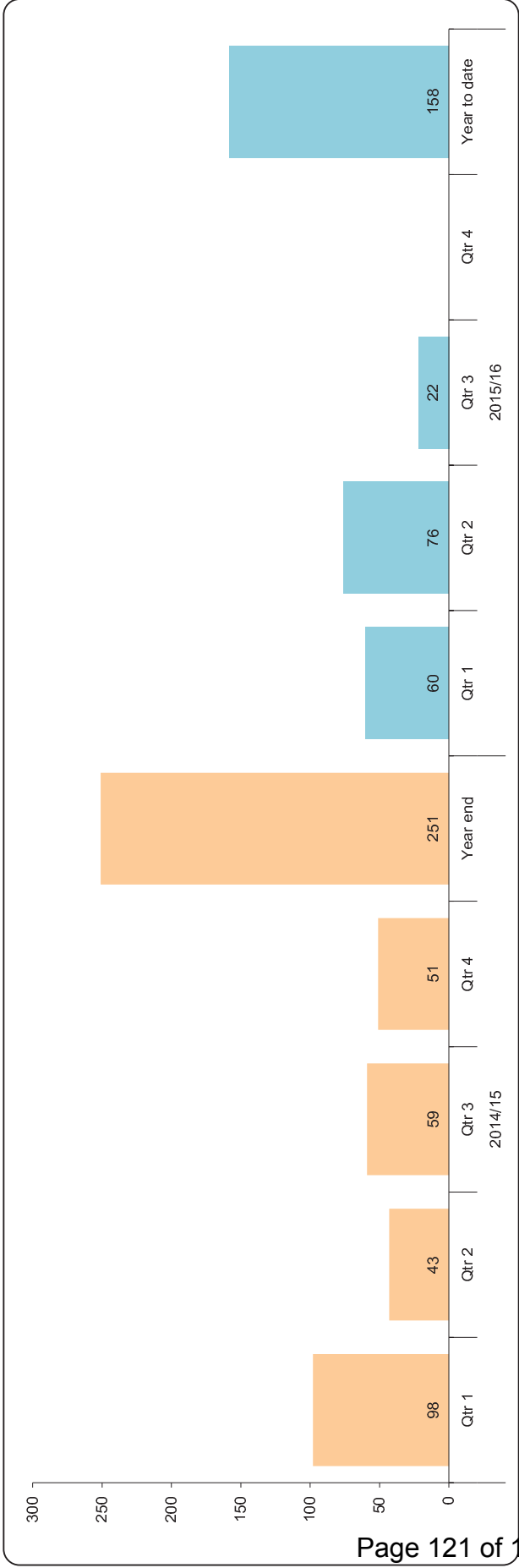


Private Tenancy Unit - Cases assisted through advice	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	97	26	37	41	201	26	33	9		68

Private Tenancy Unit - Cases assisted through intervention

RAG Status

No Target

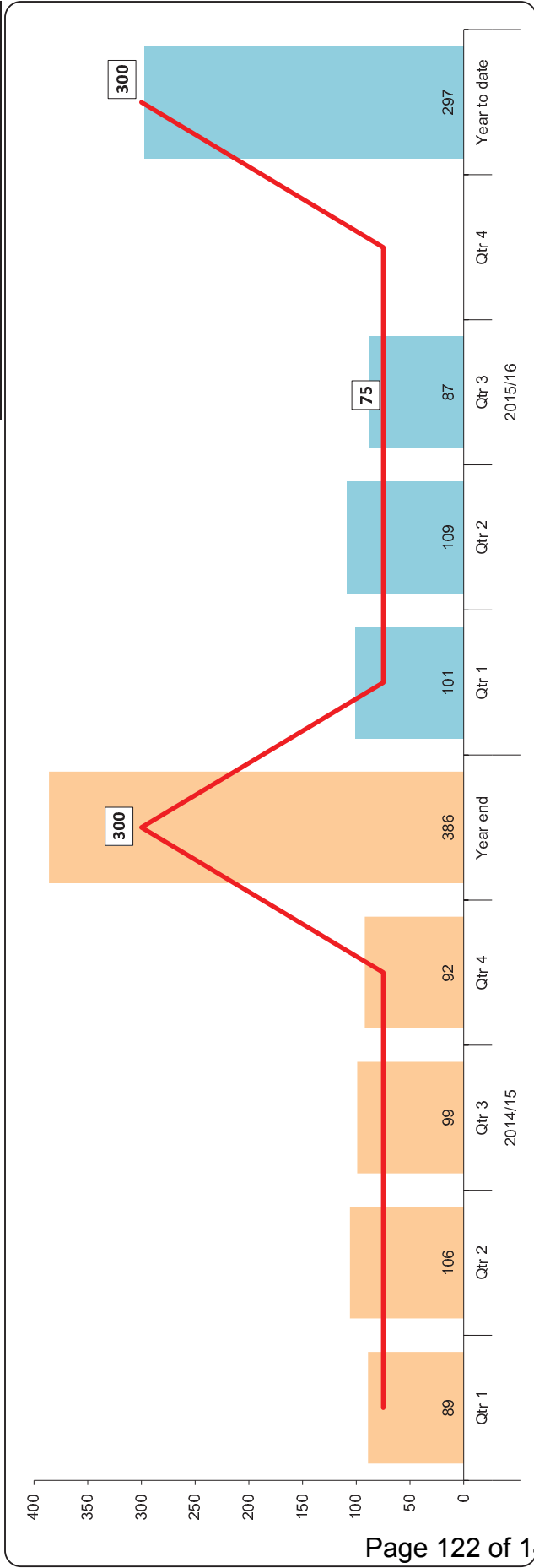


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through intervention	98	43	59	51	251	60	76	22		158

Empty properties brought back into use - Council Business Plan measure

RAG Status

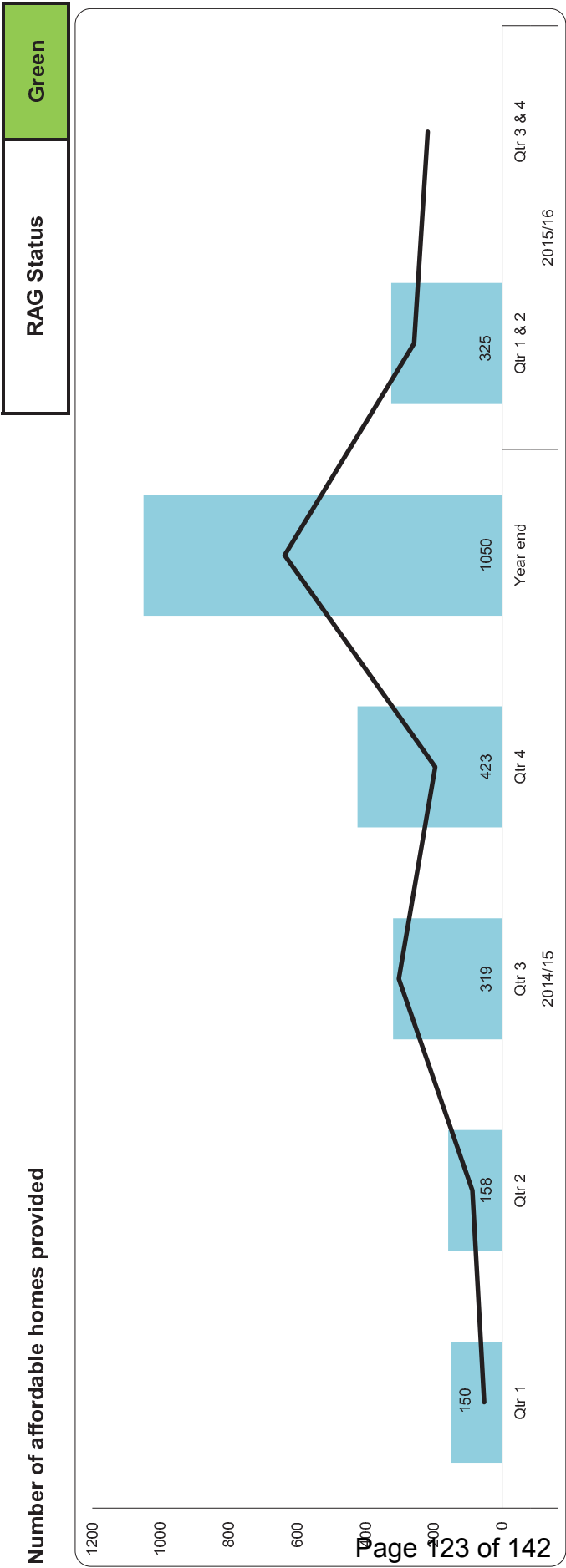
Green



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
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

REPORT TO NORTHFIELD DISTRICT COMMITTEE

Anti-Social Behaviour:
Neighbourhood
Challenge

Lead Member: Councillor Steve
Booton
18 March, 2016

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Preface

By Peter Griffiths, Executive Member, Northfield District Committee

At its Annual General Meeting in May 2015, Birmingham City Council gave a new role to the District Committee's to undertake a "Neighbourhood Challenge", looking into an issue affecting citizens in the District. Ward Committees and Neighbourhood Forums were consulted and our District chose the topic of Housing (cross-tenure) and Anti-Social Behaviour for our first inquiry.

This report and its recommendations are the result of our work and contributions of all the participants involved in the process.

My thanks go to all our partners in this process who have given so willingly of their time, offered wise advice throughout the inquiry and helped in drafting this report. Our inquiry could only be as good as the contributions made by them and the support they provided.

Special thanks to Cllr Steve Booton (Weoley) and Richard Davies, Head of Northfield District, for making everything happen to time and work so well. I would also like to thank the Birmingham Social Housing Partnership and its members for their positive contribution to this Neighbourhood challenge.

It is my expectation that the report recommendations will lead to improved partnership working locally, stimulate discussion and action across the whole City.

Peter Griffiths

Acknowledgements

Name	Organisation
Ruth Cooke, Chief Executive	Midland Heart Housing Association
Rob James, Service Director, Housing Transformation	Birmingham City Council
Inspector Dean Gordon	West Midlands Police
Alan Moorhouse, Community Safety Co-ordinator	Birmingham Social Housing Partnership

1. Our Inquiry

1a.Introduction and Background

At the District Committee (DC) held on the 18th September, 2015 we agreed our first neighbourhood challenge would be to examine aspects of anti-social behaviour (ASB) in Northfield. We set out to investigate how various agencies could co-operate to tackle problems more effectively to improve services and quality of life.

It was agreed that Councillor Steve Booton would head the challenge and report back to the November DC.

At that DC, held on the 20th November, 2015, Councillor Booton presented a 'terms of reference' and a work programme which were discussed and agreed by DC members present to include a timescale to facilitate a full discussion at the forthcoming DC, 22nd January, 2016.

1b.Purpose of the Challenge

ASB is very costly to landlords, time-consuming and troublesome for the Police and can ruin residents' lives.

When undertaking this challenge we did not seek to change the world but rather to improve responses to ASB in Northfield in a practical, deliverable way.

The objectives of this neighbourhood challenge are outlined as follows:

- To improve performance in respect of dealing with ASB across all tenures by sharing information and working together
- To use resources of the Police: social landlords; private landlords and the City Council more effectively
- To share ideas and examples of good practice
- To define what constitutes ASB; what it is and what it is not

1c.Key Questions

The initiative was framed around these five questions:

- What partnership working would be of mutual benefit to all housing providers and help improve ASB performance?
- How can information be shared more effectively to assist with improved performance?
- How can early intervention, prevention and support be maximised across all housing providers?
- What impact does ASB have on neighbourhoods?
- What are the barriers to dealing with ASB effectively?

1d.Expected Outcomes

It was anticipated that collaboration on the challenge would lead to:

- Happier and safer neighbourhoods
- A more co-ordinated and structured approach to resolving ASB issues
- A multi-agency approach to addressing ASB
- The standardisation of protocols and procedures between housing providers and the Police as appropriate

1e.Terms of Reference

Terms of reference as follows were agreed to take the challenge forward:

- The challenge would be enacted from September, 2015 – March, 2016
- Councillor Booton to take the lead on the initiative
- A verbal update report to be given to the November DC to agree the terms of reference and work programme

- The work programme to consist of individual interviews; planning meetings with Northfield Council Officers and a workshop event with an update on progress to the January, 2016 DC
- Councillor Booton to facilitate one-to-one meetings with senior housing association representatives and Superintendent Peter Henrick (West Midlands Police)
- Councillor Booton to plan a workshop with representatives of West Midlands Police; BCC Officers and housing association partners
- A draft report to be circulated to housing association and West Midlands Police partners for consultation prior to completion of the final report
- A written report by Councillor Booton prefaced by Councillor Griffiths to be presented to the March 2016 District Committee

2. Our Approach

We approached the challenge in a spirit of co-operation, information sharing and the promotion of joint ideas.

We are hoping that this initiative will lead to greater involvement in the DC by all partners associated with the challenge.

The individual qualitative interviewing technique enabled us to establish where success was being achieved in ASB strategy; where road blocks were being met and how agencies thought they could be circumvented.

Meeting and speaking to agencies on a one-to-one basis built trust and ensured that the workshop that followed on the 14th January was led by those agencies working together with openness and co-operation. This enabled new initiatives being fully scrutinised and obstacles to further progress being discussed and addressed.

3. Evidence Gathered

3a. Individual Interviews

The interviews were conducted in an open, confidential style so that participants could bring their own ideas and thoughts to the table. Interviewees were:

Superintendent P Henrick – Superintendent Local Policing Birmingham South Local Policing Unit

Annette Homer –Director of Housing & Community Services, Bournville Village Trust

Kate Giles – Community Safety Officer – Bromford Housing

John Downs – Managing Director – Circle Housing

Evidence took the form of professional views based on data, organisation's policies and practice, anecdotes, stories and reflection on new strategies and policy initiatives. While successful new initiatives were working they were not common knowledge across the sector: Insights were gathered that revealed a lack of commonality of approach.

3b. Workshop Event

The workshop was attended by 28 participants drawn from BCC; a variety of housing associations; West Midlands Police and voluntary organisations. It was conducted via four breakout groups with individuals choosing which session they preferred to participate in (see Appendix A).

3b(i).Group 1: Good Practice and Restorative Justice

This session was led by Officers from Midland Heart Housing Association who employ a restorative justice strategy with 'harmed' and 'harmers', whereby a meeting is brokered between the two parties to decide how the 'harmer' can ameliorate the damage that has been done to the 'harmed'.

Officers also explained that they were looking at setting up a 'Place' Team and a 'People' Team. The Place Team would investigate low level ASB incidents such as littering; graffiti and how to manage the neighbourhood more effectively. It may also take on community issues such as debris generated by take-away restaurants for example. In contrast, the People Team would deal with early intervention in ASB cases to avoid escalation and take serious ASB cases through to court.

3b(ii). Group 2: More Effective Ways to use Resources

Bromford Housing Association Officers led this discussion.

A full list of: what worked well, ideas for improvement and blockages that prevent us from using resources more effectively were discussed.

Refer to Appendix A for more information.

3b(iii). Group 3: General ASB

This session was led by Officers from BCC. One interesting point of discussion was to do with public perception that Officers thought was much too high e.g. a simple neighbourhood dispute over parking issues. Officers felt that one of the solutions to this may be the use of video films made available to residents' groups illustrating various scenarios around parking issues together with straight forward solutions to resolving them at neighbour level.

The group also felt reaction from Officers to ASB should be a victim-focussed response rather than a 'one-size fits all' approach. An example was given of loud music being played from a property which may have less impact on a young person living nearby but might affect the quality of life of an elderly person. Approaches therefore needed to be flexible.

Other ideas suggested by the group were the use of triage to define 'vulnerability'; 'good neighbour agreement'; 'the community trigger' and on occasions, mediation.

3b(iv).Group 4: Working Together

Senior West Midlands Police Officers facilitated this group discussion focusing on inter-agency working. The main suggestion was a central contact point as this would be advantageous in many ASB cases.

In addition early intervention was discussed and the group felt that this could minimise more severe problems and additional resources later along the line.

This group felt that the 'Safer Communities Group' should be revitalised and that SEGWEB needs to be regularly update with links being established with Social Services Mental Health Team and the NHS.

3c. January NDC meeting on 22 January 2016: Neighbourhood Challenge

Notes of this meeting are detailed in Appendix B, including questions posed to witnesses and their responses. Introducing the challenge, Councillor Steve Booton, lead member for ASB Neighbourhood Challenge gave a verbal report to the DC from the ASB workshop event held on the 14th January (see Appendix B).

3d. Summary of Witness Evidence

Inspector Dean Gordon from West Midlands Police

Inspector Dean Gordon from West Midlands Police outlined that ASB in Northfield had been a priority for a number of years and that the Police had developed a clear strategy underpinned by partnership which is the key to success. Where criminal offences are taking place the Police will act, however, early intervention by the Police can sometimes prevent escalation.

Re-establishment of the 'Safer Communities Group' is fundamental to ensuring that the Police are aware of the appropriate level of engagement that is necessary to resolve a variety of incidents.

Ruth Cooke, Chief Executive, Midland Heart Housing Association

Ruth Cooke, Chief Executive, Midland Heart Housing Association said that Midland Heart HA is one of the largest social housing providers in the West Midlands, having 35,000 properties in the region. At present they have 200 open ASB cases and over the last few years have evicted 12 tenants on account of ASB. Midland Heart is in the process of introducing two Teams, Place and People to deal with ASB perpetrators living in their properties. In partnership with West Midlands Police they are piloting a 'restorative justice' scheme (please see summary of Group 1 discussion in above section).

Rob James, Service Director, BCC

Rob James, Service Director, BCC told the DC that BCC receives approximately 40,000 calls associated with ASB each year. BCC utilise a risk matrix device in partnership with the Police to ascertain how best each case should be handled and they are working with 500 'troubled families'. The ASB, Crime and Policing Act 2014 introduced Community Triggers to enable victims to request a review of how their case was handled. Elected members will be advised on how to use this system and it will be more widely publicised.

Rob thought that it was important to encourage and support witnesses of ASB to come forward without fear of reprisals. Again, Rob thought that partnership working was essential to successful resolution of ASB in the City.

4. Findings

4a. What works

- Flexible tenancies
- Police partnerships

- Birmingham Social Housing Partnership
- Safer Communities Group
- BSHP Housing Protocol
- Task and Finish Groups
- Good partnership networks
- Restorative Justice

4b.What does not work

- Not all landlords request references
- Loop holes in ASB procedures i.e. perpetrators keeping off radar for 6 months
- Setting expectations too high – ASB needs to be clearly defined
- Accepting what we can do and what we cannot
- Relationship with ward Councillors – escalation of complaints
- Not knowing who owns what property in Northfield

4c.What could be improved

- References should be taken up by all landlords working in the sector
- The capacity for inter-agency information sharing including WM Police should be developed more fully
- A cross-sector definition and protocol for responses to ASB at all levels needs working up
- Councillor training on ASB procedures and protocols

5.Recommendations and Tracker

	Recommendation	Responsibility	Completion Date
RO1	That WM Police take the lead in exploring options for the establishment of a multi-agency case management system for the investigation of ASB across all housing providers .	WM Police	December 2016
RO2	Pilot the use of web chat to offer information and advice to tenants and share learning with other housing providers	Head of Landlord Services – BCC Place Managers	June 2016
RO3	Housing policy be reviewed within BCC to consider the benefits of all providers taking up references for new tenants as part of the drive to combat ASB	Cabinet Member Housing	November 2016
RO4	Information on evictees and those on suspended orders is shared across all housing providers	South Birmingham Community Safety Partnership /Safer Communities Group	July 2016

RO5	The 'naming and shaming' of known perpetrators in the public arena as part of a wider communications strategy	WM Police	June 2016
RO6	Improve sharing of good practice and information between partners through the Safer Communities Group	BCC ASB Partnership Manager/WM Police/housing providers	September, 2016
RO7	Training on legislation related to ASB for all elected members in Northfield Training on policy and procedures to be offered by all housing providers to staff and stakeholders	BCC: Head of Landlord Services; Democratic Services (Member Development Programme). Head of Landlord Services – BCC Place Managers; RSLs	tbc tbc
RO8	A 'market place event' in the Council House providing information on ASB and the 'Community Trigger'	BCC Housing Transformation (Safer Places)	October 2016
RO9	That training is provided for all housing providers to enable best use of SEGWEB, including regular updates etc..	BCC ASB Partnership Manager (Birmingham South)	June, 2016
RO10	That Birmingham Community Safety Partnership (BCSP) website be revised to include all named contacts in the ASB partnership network in Northfield	Birmingham Community Safety Partnership (BCSP)	September, 2016
RO11	Establish better links with Neighbourhood Watch to support ASB strategies, such as early intervention	WM Police; BCC Place Managers; local RSLs	September, 2016
RO12	Explore options for the development of trained volunteers to support action to address ASB issues, e.g. Restorative Justice project	Birmingham Social Housing Partnership; local RSLs	September 2016
RO13	The development of a Restorative Justice project in Northfield involving all partners	Birmingham Social Housing Partnership; WM Police	September, 2016
RO14	Programme of quarterly workshop events in Northfield from June, 2016 (first one "Improvements across the sector")	South Birmingham Community Safety Partnership	June 2016 ongoing
RO15	Produce information through a variety of media (e.g. videos, twitter, CDs) to raise awareness of residents and stakeholders in respect of ASB issues	Housing Providers; South Birmingham Community Safety Partnership	September 2016
RO16	Submit evidence to relevant Scrutiny Committees and advocate action to deliver improvements	Executive Member, Northfield District Committee	2016+

RO17	To develop strategies to build confidence in witnesses and victims	South Birmingham Community Safety Partnership	tbc
RO18	To explore options around all housing providers adopting a common ASB assessment matrix	Birmingham Social Housing Partnership; South Birmingham Community Safety Partnership (see RO14)	tbc

6.Appendices

6a.Appendix A: Notes from Workshop Event, 14.01.2016

6b.Appendix B: NDC Minutes, 22.01.16

NEIGHBOURHOOD CHALLENGE/ASB WORKSHOP

HELD ON 14 JANUARY 2016 AT NORTHFIELD LIBRARY

ATTENDEES

Cllr Peter Griffiths-Executive Member, Northfield District, Jonathan Antill-BCC Landlord Services, Lisa Hopkins-BCC Landlord Services, Nigel Collumbell-Midland Heart Housing, Jo Beston-Sanctuary Housing, Lynne Bridgman-BCC Longbridge & Kings Norton Place Manager, Gillian Parkes-Circle Housing, Cllr Steve Booton-Weoley Ward, Jayne Windsor-Price-BCC ASB Housing Officer, Michael McMillan-BCC ASB Partnership, Marcia Greenwood-Northfield Business Improvement District, Tracy Stafford-BCC, Wendy O'Malley-BCC Sheltered Housing, Winston White—Bournville Village Trust, M. Dolan?-West Midlands Police, D. Gordon-West Midlands Police, J. Tandy-West Midlands Police, Bruce Pitt-Voluntary Sector, Jessica Wigley-Northfield Community Partnership, Cllr Randal Brew-Northfield Ward, Cllr Peter Douglas Osborn-Weoley Ward, Diane McCall-BCC Housing, Carolyn Palmer-Midland Heart Housing, Sue Allen-Bromford Housing, Kate Giles-Bromford Housing, Cllr Debbie Clancy-Northfield Ward, Caroline Russell-Viridian Housing; Derrick Scott

NOTES OF DISCUSSION GROUPS

1. Good Practice, Restorative Justice (Midlands Heart) Discussion Group

- The group explored the difference between Restorative Justice (RJ) and Mediation and the reasons why RJ might be more effective in some circumstances. The group noted the differences centred on the identification of the harmed and harmer but that in ASB cases such definitions can often be blurred.
- The group discussed the use other housing providers outside of the project were making of RJ as a tool for tackling ASB. The group acknowledged that the focused and dedicated resource for delivery of the project was an important factor to its success but were all keen to explore options that would make better use of RJ within their organisations.
- The group discussed opportunities for future funding streams including a bid currently being prepared by the Police in conjunction with Birmingham Social Housing Partnership (BSHP) for funding from the Police Crime Commissioner.
- Housing Officers working for BCC gave practical examples of where the project had assisted them in resolving cases of ASB and reasons from a practitioner's perspective on why it was more effective than mediation. It was noted that mediation was often delivered by someone independent to the ASB case officer who would only receive feedback on whether it was successful in finding a resolution or not but without details of the agreement which prohibited future monitoring by professionals.

- A question was asked on what reparation harmers were asked to make in cases. It was acknowledged that reparation in ASB cases centred on the change to the person's behaviour which had caused harm or distress rather reparation that you may expect through the criminal justice system, for example paying for criminal damage caused to property.
- The group were interested to hear that the satisfaction levels of both the harmed and the harmer was high and that satisfaction was significantly higher than in other cases of ASB where RJ had not being used as an intervention.
- The group discussed some of the practicalities of hold RJ conferences including the time taken to obtain consent to participate, the role of the RJ facilitators & housing officers in selling the concept and the locality of RJ conferences.
- The group were advised that a mid-year report is currently in production that will answer in more detail questions about the impact of the project and some of the questions posed about whether it was particularly suited to a type of ASB or Customer demographic however anecdotal feedback suggests it can be an effective and efficient tool in a wide variety of case types and customers.
- The group were invited to view a video on the project <https://youtu.be/GxSrD6hAMnM>

Restorative Justice Project – implemented by Midland Heart

Questions over the different tools - How does RJ differ to Mediation?

Defined types of ASB – not including Crime, Domestic Violence (DV)

How do other RPs replicate this?

Will training be provided to get people up to Level 2 standard?

Police deliver the training. Currently the pilot is restricted to West and Central LPU. Police are currently putting a bid in to the Police and Crime Commissioner.

Outcomes are due to be reported in June – mid-term review is currently happening

Some people think that the RJ process is more joined up than Mediation as the Housing Officer is involved.

CPF – both sign up to an agreement

What happens if it fails? - Carry on with other ASB tools.

What happens after agreement is reached - RJ team go back within 6 weeks of the agreement

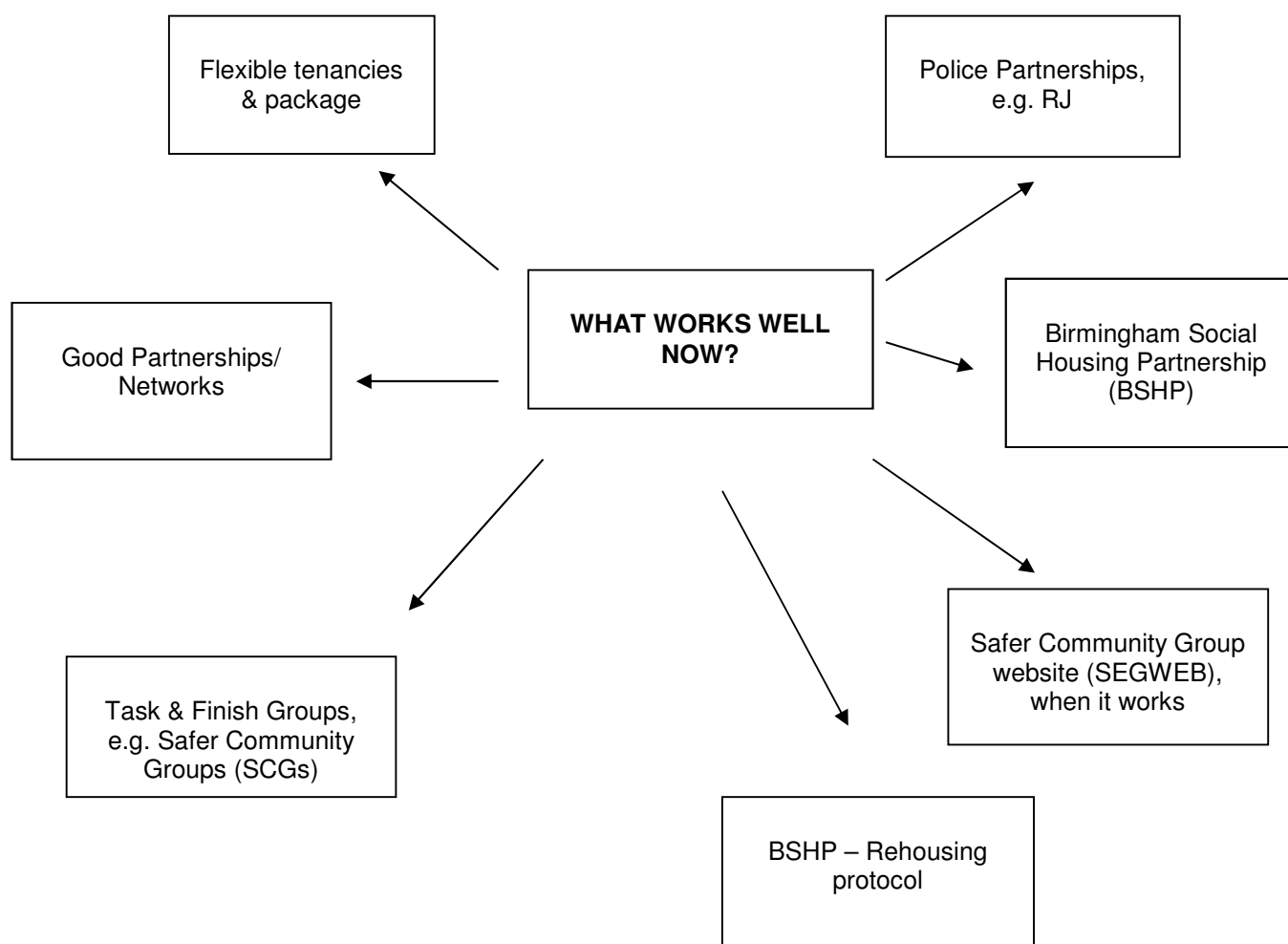
Not just 1:1 complaints, can be used across a range of age ranges.

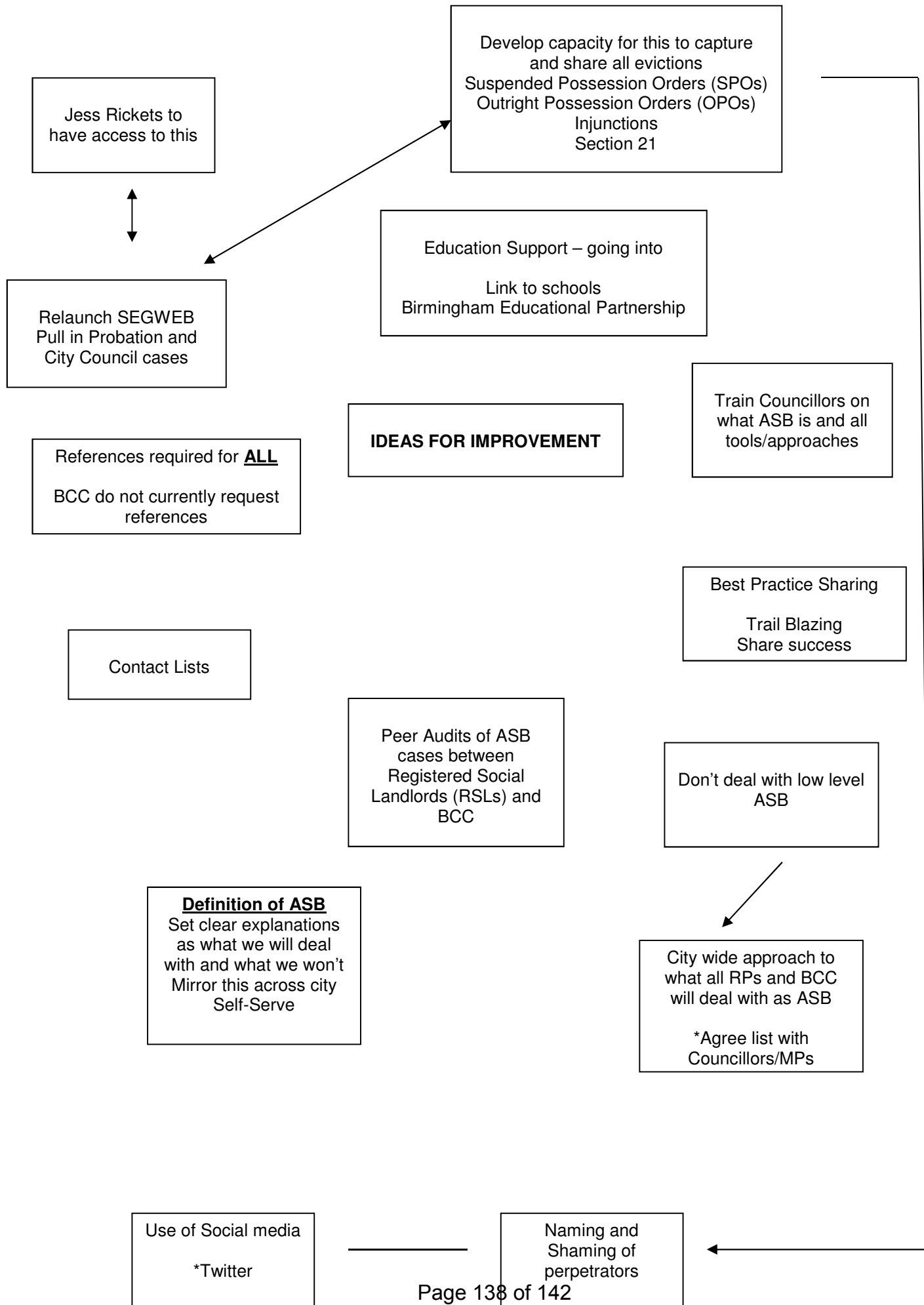
Target for resolution – 28 days

RJ approach has identified that Midland Heart need to re-organise how they manage ASB cases. MH team is 8 people ,50% split Housing Office & Police

RJ works well as an early intervention but has also been successful with some entrenched cases. Costly model - 64k from PCC, 15k from CVHT 4 officers from WMP and MH contribution too.

2. More Effective Use of Resources Discussion Group





Not all landlords
request references

Escalation of complaints to
Ward Councillors & MPs
Education programme for
Members

Loopholes in serious ASB
perpetrators
Keeping off radar for 6 months
then re-apply for tenancy.

**WHAT BLOCKAGES
PREVENT US FROM
USING OUR
RESOURCES
EFFECTIVELY?**

Set expectations too high
on what we can 'police'
eg no ball games signs

ASB

What is it?

Strip back what we accept
as ASB

3. General ASB issues Discussion Group

a) Demand

Enable local residents
Resolve
e.g. use a video on parking etc

b) Risk of Harm

Key issue, How Vulnerable? (BCC)

Town Centre – Support Businesses

BCC provide for businesses,
e.g. street drinkers – police to lead

Arrange meeting – Town Centre

c) Mediation – Does it work?

ASB – Police-has worked sometimes
Both parties need to be there
Local people, eg Parish Council
Trained

Check vulnerable - check carried out
Help or say No

d) Options

- i) What is ASB
Does mediation work?
- ii) Define vulnerable by triage
YES NO
- iii) Good Neighbour Agreement
- iv) Video on ASB issues, e.g. parking
- v) Use Community Trigger

4. Working Together Discussion Group

Some key issues:

IT; Other Agencies (SS), Devolving, Conflicting Priorities, Procedures.
Mapping – Housing

West Midlands Police – Case Study

Brookley Gr KN New Estate
15-20 e-mails weekly

Residents felt lack of support – WMP & BCC
Neighbourhood Watch (NW) re-engaged and rejuvenated
Reports - disjointed
NW Co-ordinate complaints unless emergency

1 Single Point of Contact (SPOC) – 1 Communication → WMP

1 communication shared via Neighbourhood Watch (NW) → distributed to residents
Then BCC to link up issues and problem families
Partnership – WMP, BCC (ASB) (Tenancy Estate Management (TEM) (Rents)
Youth Offending Teams (YOTs)

More joined up working enables multi strategic approach. Impact when subjects see partnership working, has positive impact. Zone in on main perpetrators. Has real impact on those on fringe

Intervention as well as enforcement to enable long term change of behaviour
Linking up the work already happening

IT solution (Data Protection)

Re-housing – Issues with previous perpetrators
Delays in communicating information

Structure required

Failing on ref. responses

(Outcome) Perf Wise Dist Committee

Receive failings reported in from RSL

Re Landlord Services

Safer Communities Group (SCG) under attended

1 cap doesn't fit all

1st point of contact + Notes – important

Utilising each partners speciality

To achieve positive outcome for community

Information on who owns property – Collect this information + have central info

Look at SEGWEB + Mapping + update maps

Allocation policy consideration

Tenancy references

Social Services, Environmental Health/Mental Health, NHS etc