

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

LADYWOOD DISTRICT COMMITTEE

THURSDAY, 14 JANUARY 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/WEBCAST

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

To receive any apologies.

5 - 12

3 MINUTES

To confirm and sign the Minutes of the last meeting held on 10 November 2015

13 - 22

4 CORPORATE PARENTING

Presentation from Andy Pepper

23 - 24

5 EDUCATION AND VULNERABLE CHILDREN

Note attached.

25 - 32

6 EARLY YEARS REDESIGN CONSULTATION EXERCISE

For information only.

- 33 - 34**
- 7 **PRIMARY CARE LISTENING EXERCISE**
- Update on the listening exercise on general practice (GP) Services - Kally Judge, Commissioning Engagement Manager
- 35 - 36**
- 8 **SANDWELL AND WEST BIRMINGHAM NHS TRUST**
- Community Engagement Programme for 2015/16. Ruth Wilkins, Director of Communications Sandwell & West Birmingham Hospitals NHS Trust.
- 37 - 38**
- 9 **REGULATION 33 VISITS TO ADULT ESTABLISHMENTS - LADYWOOD DISTRICT**
- List Attached.
- 10 **NEIGHBOURHOOD CHALLENGE**
- A. Private Rented Sector - Cabinet Member to attend
B. Homelessness and Allocations Policy - Jim Crawshaw
C. Local Residents - Submissions received
- 39 - 70**
- 11 **LANDLORD SERVICES ANNUAL VISITS**
- Report of the Head of Landlord Services attached.
- 71 - 146**
- 12 **HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT - QUARTER 2 2015-2016**
- Report attached.
- 147 - 156**
- 13 **BIRMINGHAM CYCLE REVOLUTION PHASES 2 AND 3 CONSULTATION - LADYWOOD**
- Item Description
- 14 **WARD UPDATES**
- 15 **DATE OF NEXT MEETING**
- To note the dates of future meetings at 1400 hours in the Council House as follows:-
Tuesday, 8 March, 2016
- 16 **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.
- 17 **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'.

Ladywood District Committee –
10 November, 2015
BIRMINGHAM CITY COUNCIL

LADYWOOD DISTRICT COMMITTEE – 10 NOVEMBER, 2015
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**MINUTES OF THE LADYWOOD DISTRICT COMMITTEE HELD ON TUESDAY 10
NOVEMBER, 2015 AT 1400 HOURS IN COMMITTEE ROOM 3 & 4, COUNCIL
HOUSE, BIRMINGHAM**

PRESENT: - Councillor Ziaul Islam in the Chair;

Councillors Tahir Ali, Sir Albert Bore, Kath Hartley,
Nagina Kauser, Chaman Lal, Yvonne Mosquito, Chauhdry
Rashid, Sybil Spence and Sharon Thompson.

ALSO PRESENT:

Jacob Bonehill, Senior Development Planning Officer
Nicci Collins, Community Safety Co-ordinator
Kate Foley, Acting Senior Service Manager
Pete Hobbs, Integrated Services Head
Simon Hodge, Area Planning Manager
David Newman, West Midlands Fire Service
Louisa Nisbett, Area Democratic Services Officer
Lesley Poulton, Head of Ladywood District
Mark Rodgers, Housing Manager

NOTICE OF RECORDINGS

- 256 The Chairman advised that the meeting would be webcast for live or 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 were confidential or exempt items.

APOLOGIES

- 257 Apologies were submitted on behalf of Councillor Afzal and Carl Rice for their inability to attend the meeting and Councillor Rashid for lateness.

MINUTES OF THE LAST MEETING - LADYWOOD

Councillor Sybil Spence to be added to the list of Councillors present.

- 258 **RESOLVED:-**

That the minutes of the meeting held on 22 September, 2015 having been previously circulated, were agreed and signed as a correct record.

TERMS OF REFERENCE WEST AND CENTRAL LOCAL COMMUNITY SAFETY PARTNERSHIP

The following Terms of Reference for the West and Central Local Community Safety Partnership was submitted:-

(See document no. 1)

- Nicci Collins, Community Safety Co-ordinator was in attendance also David Newman, West Midlands Fire Service. During the discussion the purpose, objectives, structure and membership of the group was outlined.
- David Newman stressed the importance of the support group including supporting vulnerable people in the community. Councillor Sharon Thompson added that some good results had been achieved mentioning in particular partnership work with CRI and newly arrived communities. She thanked Nicci Collins for the way in which she had led the group.
- Councillor Kath Hartley asked that she be considered as the Ladywood Ward representative on the group.
- Councillor Mosquito queried the membership of the Violence Against Women Forum. She said that parents were concerned about the recent number of firearms and discharges and deaths in the District. Nicci Collins responded that there was a big project in the summer commissioning local groups who would target young people with prevention work. Some work would be carried out with EDF Funds for Youth Employment including work for NEETS. She would report back to the Committee.
- Councillor Spence was not sure the issue was being tackled in the correct way and said that prevention work should be carried out rather than work following incidences. Councillor Spence was concerned about the incidences of gun crime in her Ward that was not public knowledge unless someone was injured. She referred to the lack of police presence in the area.
- Councillor Sharon Thompson gave feedback on the community tensions meeting in the District facilitated by a number of people in the community. The Police were leading on the meetings and Councillors were invited. They were tracking and looking at patterns of behaviour
- In response to Councillor Nagina Kauser, Nicci Collins said that the Domestic Violence Forum met twice a year. It consisted of 30 or 40 organisations, people and as a mixed group supporting victims of violence. Councillor Nagina Kauser commented that organisations and local people were not aware of the groups.
- Councillor Lal referred to the issue of rising gun crime which had resurfaced and the budgetary cuts to the police service. He said that a programme was needed to deal with all gun related issues. Nicci Collins mentioned the Think Families Programme that provided support for troubled families. They were identifying people by other means and the CSP was engaging with youths to do prevention work. Quarterly updates were provided. It was requested that school bullying be fitted into the agenda. Nicci Collins replied that there were a number of partners

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involved and there was a Police Schools Panel in schools looking at issues of bullying in and outside of schools.

RESOLVED:-

That the report be noted

TERMS OF REFERENCE FOR HOUSING PANEL

The following briefing note was submitted:-

(See document no. 2)

- Kate Foley explained the overall purpose of the Housing Panel. The District had been engaged with the agenda for some time and the background was set out in the paper. Some meetings had already been held and the District Convention on 7 March had picked up some of the issues such as homelessness, the Private Rented Sector, Hostels and affordability. It was noted that Councillor Carl Rice was the Housing Lead for the District.
- Some recent developments were set out on page 14 of 66 on the agenda including the work of the District Panel. The District Committee was looking at their role, resource reductions, the new allocations scheme and changing patterns of tenure. The proposed objectives were set out. Some work had been done to ensure the correct contacts were involved and how to work with the Private Rented Sector Landlords.
- Councillor Sir Albert Bore suggested that the panel be renamed Ladywood District Housing and Neighbourhood Management Panel so that the context was always there when looking at specific housing issues and to ensure that the District did not lose sight of the Neighbourhood Management agenda. He referred to the roles of the Place Manager and the Neighbourhood Manager in supporting the approach and said that other Districts, mentioning Perry Barr District in particular, had worked with one of the Housing Associations to look at how others could be involved or take over from the Council on Neighbourhood matters. He suggested that an additional bullet point be added with the next steps.
- Councillor Lal added that some mapping was needed.
- Kate Foley supported the suggestions made. During the coming weeks Councillors would receive an invitation to discuss the plans. There would be an increased level of discussion regarding how the Place plans were emerging. She agreed that looking at the Housing need agenda in the context of the Neighbourhood Management agenda was correct.

RESOLVED:-

That the report be noted.

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

(See document no. 3)

An amended copy of appendix 2 was submitted:-

(See document no. 4)

- Kate Foley and Mark Rodgers attended and gave an update on the programme of works for 2014/15. The work had now been completed.
- Kate Foley thanked Mark Rodgers for supporting her team. The projects for approval were set out in Appendix 2. The quote for Cambridge Tower had been higher than expected. It was clarified that it had been removed from the list.
- It was noted that there were a lot of flooring projects focussed on areas and blocks in Nechells. The officers had worked with Councillors outside meetings to look at the options and priorities.
- There were already a number of projects emerging through the Place Management agenda.

RESOLVED:-

- i) That the progress in connection with the projects initiated in 2014/15 be noted;
- ii) That the projects outlined at Appendix 2 be approved; and
- iii) That the budget position statement provided at Appendix 3 be noted.

NEIGHBOURHOOD CHALLENGE

The following documents were received and noted:-

(See document nos. 5)

- The District Head reported that it was the launch of the start of the Neighbourhood Challenge, a priority for the District. Some guidance had been received from Scrutiny and a draft brief was attached for comment. Some of the Ward Committees were discussing the subject and would feed back to the Committee.
- It was confirmed that Councillor Cotton would be attending the District meeting in January.
- Pete Hobbs, Jacob Bonehill and Simon Hodge gave a summary of the Information Briefing reporting that there were a significant number of empty properties in the Ladywood District. The majority of the Private Rented Sector (PRS) operated satisfactorily and there was a Landlord Forum in the City. The Government was proposing the introduction of new powers to tackle Rogue Landlords.

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- Councillor Lal referred to licensing powers and commented that in parts of Soho Road and Soho Hill there was a concentration of HMO's. Tenants in these properties caused problems for Neighbours and powers were needed to deal with irresponsible landlords. It was noted that some planning applications had been refused. There were some retrospective powers to deal with these.
- In reply to a query representation on different Landlord Forums was varied. They had tried to get a representative sample of Landlords. BCC facilitated the Forums and there was a Landlord Steering Group and also a website. Owners of HMO's or properties with 5 or more tenants needed to be registered. Not all private landlords were registered however they could become a landlord without being registered.
- Councillor Nagina Kauser spoke about the responsibility for dumped rubbish as there had been problems with some tenants in Aston dumping rubbish outside the properties. She added that some private landlords were renting out rooms to newly arrived people and charging rent for each individual person in the room. Councillor Kauser asked how this could be monitored. Pete Hobbs explained that a key issue on the consultation was to extend licensing powers. They needed to know where there were specific problems to put together a business case.
- Councillor Tahir Ali noted that with the relocation of Birmingham City University the student population could move leading to empty properties in the Ward.
- Councillor Mosquito spoke about the signs that modern day slavery could be taking place in a shared house.
- Councillor Rashid asked what action could be taken to ensure there was the appropriate number of people in a house. Concerns were raised about bad letting agents. Information on addresses where people were being exploited could be used to take action to protect vulnerable people.
- Lesley Poulton advised that it is proposed that a number of residents be invited to the next meeting to give evidence.

HOMELESSNESS AND ALLOCATIONS POLICY

Jim Crawshaw was not in attendance. The item was deferred to the next meeting.

LADYWOOD NEIGHBOURHOOD FORUM GRANTS

The following report of the Head of Ladywood District was submitted:-

(See document no. 6)

RESOLVED:-

- i. That the Committee recognises the City Centre Neighbourhood Forum and notes its annual report and accounts;

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- ii. That the Committee requests the Neighbourhood Forum to continue to provide representation to the Ladywood Ward Forum and other consultative group and partnership bodies, as appropriate;
 - iii. That the Committee authorises the award of a grant of £900 to be paid to the City Centre Neighbourhood Forum to help with running costs for the 2015/16 financial year. The award of grant is subject to City Centre Neighbourhood Forum meeting the Council's Condition of Grant Aid terms and conditions;
 - iv. That the Committee requests the Neighbourhood Forum to provide advance notification of its next Annual General Meeting to the Neighbourhood Forums' Link Officer so that assistance can be given in advertising the meeting to all residents; and
 - v. That the District Committee authorise the Neighbourhood Forum Link Officer to process the grant in accordance with the Conditions of Grant Aid procedures and the City Council's Financial Regulations, as appropriate.
-

WARD UPDATES

- It was noted that no date had been arranged for a meeting in Aston Ward.
- Councillor Hartley requested details of the under allocated Community Chest Funds. She said that a breakdown on funds allocated and spent was required.
- Councillor Thompson reported that the Schools Council had been invited to the Council Chamber for discussions on issues such as litter. A local group had adopted a stretch of canal in Soho Ward. Councillor Sharon Thompson thanked the community also Ladywood Arts Forum and Wasifa Inspire for their work done during Heritage. They had also represented the District at the House of Commons. 20 Bikes had also been received from Cycle Revolution. Councillor Islam said that some information on the Cycle Revolution had been distributed.
- Councillor Hartley referred to the Ladywood Forum meeting. There were 2 controlled parking zone consultations at present with the closing date of 11 December. Councillor Hartley questioned who would pay the costs associated when the community (some of whom were hard to reach) were invited to meetings.
- Councillor Lal reported that the Ward had held a successful litter pick in Winson Green. He expressed concerns about lack of funding. Lesley Poulton confirmed that no Community Chest Funds had been allocated for the current municipal year. Councillors should speak to her about their concerns.
- Councillor Mosquito had attended an excellent meeting the previous week for Jobs and Skills. People were being matched with jobs and given job opportunities. Councillor Penny Holbrook was the Lead for Birmingham. The Chairman added that John Lewis would employ 1,000 people.

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- Lesley Poulton undertook to re-circulate the list of Appointments and Champions.

DATES OF FUTURE MEETINGS

That it be noted that the Ladywood District Committee will meet on the following dates at the Council House at 1400 hours.

Thursday, 14 January, 2016

Tuesday, 8 March, 2016

The next agenda was focussed on Health and Well Being. Councillor Mosquito asked that Mental Health be included.

OTHER URGENT BUSINESS

Councillor Islam gave his apologies for the District Convention as he would be out of the country. Councillor Sharon Thompson would be chairing the meeting.

AUTHORITY TO ACT BETWEEN MEETINGS

RESOLVED:-

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 1606 hours.

.....
Chairman

District meetings

Corporate Parenting

Andy Pepper

Assistant Director Children in Care Provider Services

What is Corporate Parenting?

- **The Statutory definition - As the corporate parent of children in care the State has a special responsibility for their wellbeing. Like any good parent, it should put its own children first. That means being a powerful advocate for them to receive the best of everything and helping children to make a success of their lives.**
- **Having the same aspirations and commitment to children and young people in care as any good parent would have for their own children.**



Good Corporate Parenting delivers...

- Children in Care and Care Leavers are effectively supported to reach their potential through the provision of excellent parenting, high quality education, opportunities to develop their talents and skills, and effective support for their transition to adulthood.
- Good quality outcomes – narrowing the gap
- Good quality and real opportunities



Birmingham's Vision for Children in Care

- Birmingham's vision is that corporate parents will have the same aspirations and commitment to children and young people in care as any good parent would have for their own children. Birmingham is a big city with big challenges but this also provides big opportunities. Support and services provided should always make a positive difference every day to children and young people's lives.
- Children & Young People – proud of their City.
- Big city, big challenge, big opportunity

Corporate Parenting Board (CPB) - what it does

- The (CPB) acts strategically
- Considers issues for children and young people in Care.
- Champions how these issues can be addressed.
- Overview of CiC data – from which issues can be identified e.g. educational attainment
- Overview of how services are working with CiC through reports from the Corporate parenting working group and the Director of Children's Services
- Engagement with Children and Young People

What we have done

- New Board
- New Strategy
- New focused working group
- Corporate parenting champions group
- New TOR and role definition
- Working on links with scrutiny
- Working on gaining commitments
- Concentration on added value
- <http://inline/corporateparenting>



Elected Members

Local Government Association “We can’t put enough emphasis on the role of elected members to ensure the Council acts as an effective Corporate Parent”

To be able to do this:

- Be supported to understand the Care system
- Have clear briefings on performance, compliance and quality
- Have the opportunity to listen to children and young people’s voice and the voice of those caring for the City’s Looked After Children
- Be supported to understand the application of threshold and risks

Regulation 44

- Get local elected member supporting Reg 44 visits
- Basic training with members of the commissioning team
- A fresh pair of eyes
- Getting more involved with registered managers

Find out more



Visit:

<http://inline.birmingham.gov.uk/corporateparenting>

<http://www.birmingham.gov.uk/corporateparenting>

Email:

andy.pepper@birmingham.gov.uk

From: Amanda J Simcox

Sent: Monday, August 24, 2015 3:55 PM

To: Alan Porter; Councillor Anne Underwood; Councillor Ansar Ali Khan; Councillor Bruce Lines; Councillor Josh Jones; Councillor Karen McCarthy; Councillor Mahmood Hussain; Councillor Peter Griffiths; Councillor Sue Anderson; Councillor Tony Kennedy; Councillor Ziaul Islam; Gary Ladbrooke; Karen Cheney; Keith M Dugmore; Lesley Poulton; Mike Davis; Mushtaq Hussain; Neil De-Costa; Pete Hobbs; Richard Davies

Cc: Benita Wishart

Subject: Education and Vulnerable Children O&S Committee

Dear Cllrs

One of the topics on this year's work programme for the Education and Vulnerable Children O&S Committee relates to the emerging new roles for Districts in this transitional year and how districts can support the work of other Directorates of safeguarding and educating children and young people, getting them into work and improving their general well-being.

Cllr Susan Barnett, Chair of the Committee, would therefore like to invite all the District Chairs to attend a committee meeting to discuss how your District Plans are addressing education and vulnerable children, including:

- Your Corporate Parenting responsibilities
- Progress made on 'It takes a city to raise a child'
- Education and safeguarding issues
- Any relevant Neighbourhood Challenges that have been carried out
- Progress with recommendation 7 contained within the Strengthening the Birmingham Family of Schools – The Role of the City Council report that recommended that 'Elected Members commit to developing relationships with all schools in their ward and to becoming local champions for education by:
 - i) Affirming their commitment to quality Education for all Birmingham Children at City Council;
 - ii) Affirming to parents and carers in their local area that they will endeavour to represent their interests in working with local "families" of schools;
 - iii) Considering applying to become a governor of at least one school governing body and undertaking governor training as appropriate;
 - iv) Visiting every school in their ward at least once a year to build relationships and support school activities in their role as councillors;
 - v) Inviting Headteachers to present to Ward Committees on school progress in a rolling programme to raise awareness of local school safeguarding, standards and successes and;
 - vi) Approaching local businesses to form links with schools for work experience placements and apprenticeships.'

In addition it would be timely to consider issues that the Districts consider should be on the Committee's work programme for the next municipal year.

Please could you let me know your availability for:

- 23rd March 2016: between 2pm – 5pm;
- 20th April 2016: between 2pm – 5pm.

I look forward to hearing from you.

Amanda Simcox

Research & Policy Officer

Scrutiny Office, Room 331

3rd Floor Council House

Tel: 0121 675 8444

<http://www.birmingham.gov.uk/scrutiny>

<https://twitter.com/bhamscrutiny>

Early Years

Health and Wellbeing Services Consultation Document

30 November 2015 - 28 February 2016



Early Years Health and Wellbeing Services Consultation

30 November 2015 - 28 February 2016

Section 1: What do we want Early years Services to do?

Every parent wants the best for their children. We want to support this by providing every child living in Birmingham with the same chance to have a really good start in life.

We feel this will be achieved if every child has reached a good level of development by the time they start school.

Early Years Services support parents from the time a child is conceived up until the age of 5. How well a child does in their Early Years has a huge impact on how they do in the rest of their lives.

Birmingham's Early Years Services provide support to around 100,000 parents and 80,000 children at any one time.

We know that every child is different, each with their own abilities and needs. To provide every child with the same chance we need to tailor our services to fit their needs, targeting resources at those children who need them most.

To enable us to deliver the results we want for children and parents and make best use of our resources, we will need to radically rethink how we will support children and parents in the future.

Changes of this scale are not changes we can make alone. We need to be open and honest in relation to the challenges we face. The reductions to our budgets are substantial but we are confident that we can still deliver the outcomes we want for our children. However, we need your input to help us shape the future.

Section 2: How might things change?

Becoming a parent is one of the most challenging things many of us will do. We need to learn how to be a good parent. We want our children to be healthy, to learn and develop new skills. We want to know that our children are developing well and where there are problems we want to know that support will be available to help us.

We often need help with childcare so that we can manage day to day life, return to work or undertake training.

We need to be able to provide services that parents understand and value. We need to ensure that the different needs of different children can be met and that organisations work together to provide the right support for every child.

This consultation document outlines our proposals for change. We want to create Early Years services that draw together health services, services that support parents, childcare and early education services to support the 80,000 pre-school children living in Birmingham.

Our proposals are ambitious and this consultation relates to the initial step in an overall process of change.

Early Years Offer

Health & Wellbeing offer

Quality health
services from
conception to
age 5

Quality
parenting
support
services

Early Education & Childcare Offer

Quality
Early Education
for 2, 3 & 4
year olds

Quality
Childcare

Quality Improvement and Safeguarding

This step is to ask for your views on our proposals for creating a new joined up Health and Wellbeing Offer for parents by changing the way we deliver the following services:

- Children's centre services;
- Health visiting and family nurse partnerships;
- Parenting support services;
- Pregnancy and breastfeeding support services.

Once we have got your views on the principles of how this should work we may then develop more detailed proposals for services. We would hold a second period of consultation once we have these proposals to check we have heard you correctly and got the detail right.

In addition to the formal consultations there will be opportunities for people to get more involved in working with us to develop the proposals.

If you would like to be involved in these more detailed discussions, please tell us on the consultation questionnaire.

We know it will take time to deliver this well, it will be September 2017 before our work on the Health and Wellbeing Offer has been completed.



Section 3: Why Do We Need to Change the Early Years Services?

Currently fewer children in Birmingham are assessed as having a good level of development just before they start school (the foundation stage) than the national average. We have been working to improve this and we are now better than some other big cities. We have some examples of where services are well joined up and when this happens more children who use them do well. This doesn't happen enough and we want to extend this by joining up services across the city.

There is much more that we can do. We are concerned that the number of eligible two year olds taking up their free early education in Birmingham is much lower than in other areas. We also know that outcomes for our children are currently variable with some doing really well, whilst others fall behind. We want to improve outcomes for all children and ensure that those most at risk of falling behind do not do so.

Good outcomes for infants are affected by whether children are breastfed or exposed to tobacco smoke. We know that children who talk well are more likely to do well at school. We also think that parents need to be good role models especially by learning themselves or being in work.

By better supporting parents we would expect children to eat well, play well and have reduced rates of childhood obesity and tooth decay. This should also lead to improved wellbeing for parents.

Section 4: Our Proposal

We have ambitious plans for a new model for delivering more joined up health and wellbeing services to support parents and young children.

The chart opposite shows our proposed new way of working.

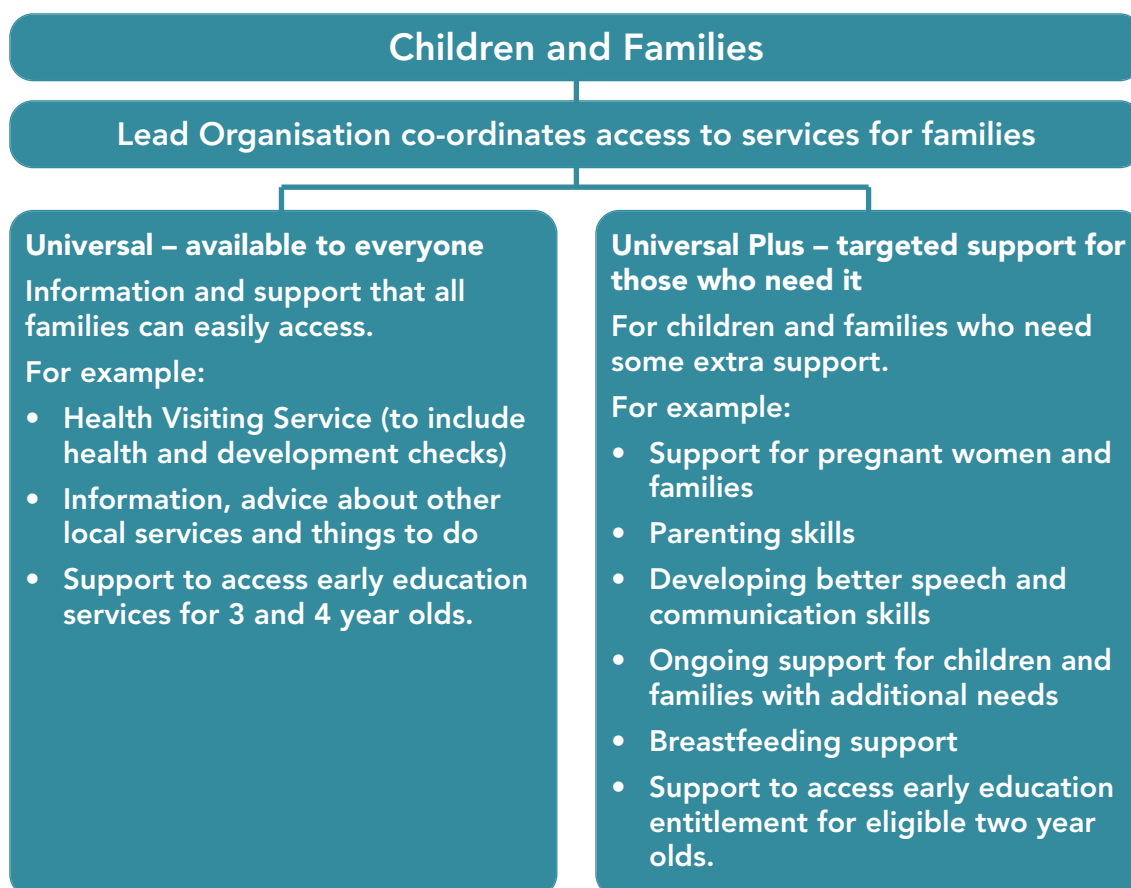
4a: The Right Amount of Support for Each Family (Targeted Approach Proposals)

We know that every parent and every child is different; each has their own abilities and needs.

We know that the outcomes that a child achieves are related to their needs, and the abilities of their parents to help them learn and develop.

To help every child to have a good outcome we need a new way of planning services, within which the amount of support a family receives is related to the amount of help they need.

We believe that all parents benefit from a little help and reassurance during their child's early years. Many value the reassurance provided by health and development checks, others want information about local support groups and parents networks.



We are therefore proposing a new way of organising services so that every child would continue to receive a basic level of service. We have referred to this as the **‘universal offer’**

Through checks and services delivered via the **‘universal offer’**, parents and children requiring additional support will be identified early so that additional support can be put in place.

Through our proposed new model additional help will be made available to those parents and families who are identified as needing it. Services which can provide additional support are shown in the model and are referred to as **‘universal plus’** services.

We are aware that there are some groups of children and families who are more likely to require additional support these may include children with disabilities or children living in poverty.

By targeting our services in this way the types of services individual children will get in the future will be different. Some children who require additional support will get more, whilst others who are doing really well may find services they previously accessed like stay and play services are no longer available to them.

To complement the services provided through our proposed model we will work to support the development of locally run self-help services provided by families for families.



4b: The Lead Agency Proposals

Families have told us that the ways services are currently arranged is confusing. It can be hard to find out about and use services and as a result children do not always get the services they need – it's too complicated

In some places there are lots of services all doing the same thing. This is expensive. In other areas there are not enough services for children and parents to use.

We believe there is a better way to deliver services.

We know that no one organisation can deliver all the things we want to provide.

We are therefore proposing to bring together all Early Years health and wellbeing services to work in a '**single system**' under a lead organisation.

This single system would:

- ✓ Advertise local Early Years services
- ✓ Help children and families to use Early Years services
- ✓ Provide high quality advice and information to children and families
- ✓ Ensure that services are available to meet the needs of local children
- ✓ Support the development of local self-help services run by families for families
- ✓ Ensure local services work together for children and families
- ✓ Listen and respond to the views of local children and families
- ✓ Refer children and families to other services as required.

We think this proposal is a good idea because:

- ✓ Bringing services together in this way would improve the outcomes for children and families and be simpler and less confusing to use.
- ✓ A lead organisation would help parents to find out about and use services.
- ✓ The more co-ordinated approach to services would make sure the needs of individual children are better met as it will be easier to put support in place packages By working together we believe that we can prevent parents and children from having to repeatedly ask for help or tell their story more than once.



4c: Proposals to deliver services in the places children and families use most often

We want to ensure that children and families are able to find and use services easily. To achieve this we want to develop new ways of working.

We propose to have services in the places that children and families use most often. We might share space with other services or develop drop in sessions at a range of places within the community.

As a consequence we may need fewer buildings in the future and may be able as a consequence to invest the money we have in services for children rather than maintaining these buildings.

We also believe that these proposals would allow more people to access services.

Where these proposals develop into firmer ideas in relation to the closure of specific buildings, such as Children's Centres, further consultation would happen.

4d: Quality Service Proposals

Earlier in this document (**Section 3. Why Do We Need a New Approach?**) we set out the outcomes that we want to achieve for children and parents. These outcomes are focused around:

- ✓ Increasing the number of children who are a healthy weight
- ✓ Reducing tooth decay amongst under 5s
- ✓ Reducing the number of hospital visits due to injury
- ✓ Increasing breastfeeding amongst mums at birth and 6 weeks
- ✓ Increasing self-reported wellbeing amongst parents
- ✓ Reducing smoking during pregnancy and in parenthood
- ✓ Improving communication, speech and language skills for children
- ✓ Increasing the percentage of parents in work or training.

To deliver these outcomes we will need high quality services which focus their support on delivering these outcomes as a priority.

This is important because children's outcomes are strongly related to the quality of services they receive.

A quality improvement function will be developed.

Proposals for how this might be delivered are being developed.



Joint Commissioning Team
P.O. Box 16467
Birmingham
B2 2DR

email: earlyyearsreview@birmingham.gov.uk

We want to hear your views on GP services



...in Sandwell and West Birmingham

- What works well?
- How could we improve services?
- How can we support you to choose the best health service when you're feeling unwell?

Have your say before the listening exercise closes on Friday 9 October 2015

You can get involved in our listening exercise, by:

- Attending one of our events:
Thursday 24 September 2015, 6pm at Elim Church, Victoria Street, West Bromwich, B70 8EX
Wednesday 30 September 2015, 10am in the main meeting room, Tower Hill Surgery, 433 Walsall Road, Perry Barr, Birmingham, B42 1BT
- Responding to our online survey at www.sandwellandwestbhamccg.nhs.uk

We are also holding a range of local community events, to find out more please contact our Engagement Team.

To find out more or to request a paper copy of the survey contact our Engagement Team: phone 0121 612 1447, email swbccg.engagement@nhs.net or visit www.sandwellandwestbhamccg.nhs.uk

We want to hear your views on GP services



...in Sandwell and West Birmingham

- What works well?
- How could we improve services?
- How can we support you to choose the best health service when you're feeling unwell?

Have your say before the listening exercise closes on Friday 9 October 2015

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List of Establishments in Ladywood District and
Dates of Last Visit
June 2015 – May 2016

Name of Establishment	Ward	Category	Date of Last Visit	Visiting Members
Advance Enablement 134 Church Lane Aston B6 5UG	Aston	Day Centre Adults/LD		
Commercial Services Kitchen Hockley ATC 28 All Saints Rd Hockley B18 5QQ	Soho	Adults/LD		
Heartlands Resource Centre Inkerman Street Nechells B7 4SB	Nechells	Resource Centre LD		
Hockley Skills Development Centre 27 All Saints Road Hockley B18 5QB	Soho	Skills Development Centre LD/A		
Magnolia Day Centre 73 Conybere St Highgate B12 OYL	Nechells	Day Centre Elderly		
The Norman Power Centre Skipton Road Ladywood B16 8JA	Ladywood	Residential Elderly		
Shakti Asian Elders 117 Highgate St Highgate B12 OYR	Nechells	Day Centre Elderly Asian		
St. Stephens Day Centre 171 Nineveh Rd Handsworth B20 OSY	Soho	Day Centre Elderly		
Summerhill 18 Summerhill Terrace, Ladywood	Ladywood	MH/HIV Services		

Establishments indicated with * are Page 37 of 56
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 Establishments which do not receive a visit within the previous monitoring year.

Report to:	Ladywood District Committee
Report of:	Tracey Radford – Head of Landlord Services

Subject:	Landlord Services Annual Visits
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1	Purpose of report
<ul style="list-style-type: none"> To provide an update on the outcomes of Phase 1 of the Annual Tenancy Visit programme including the number of completed visits. To outline the details for Phase 2 of the programme. 	

2	Decision(s) recommended
<ul style="list-style-type: none"> To approve the implementation of Phase 2 of the programme, re-named as 'Tenancy Visits' with a focus on three key areas of business: Tenancy and Estate Management, Street Scene and Welfare Reform. 	

3	Background
<p>The Annual Tenancy Visits were the first time that we have carried out a visiting programme of this type and on this scale, attempting to visit each of our 63,000+ properties. We currently house approximately 100,000 tenants in these properties and, as a social landlord, a significant number of these will have additional needs including vulnerabilities due to age and/or ethnicity, mental health issues, ASB including domestic violence and health issues. In addition to this, our tenants are not static and will move between tenancies, along with a number of tenants who leave our properties with new tenants joining.</p> <p>Therefore management of social housing cannot be just about the management of our stock, but also understanding our tenants, their needs and how we respond to these. Annual Tenancy Visits do not <i>create</i> demand, they <i>uncover</i> existing demands; if left these will only result in further, more challenging demands for Landlord Services and Birmingham City Council. This programme allows us to be proactive, engaging in meaningful interactions and demonstrating to our tenants that we are invested in providing an efficient landlord service, at the same time reinforcing our tenancy conditions. The impacts of not continuing with a visiting programme are:</p> <p><u>Reputational</u></p> <p>Whilst we currently visit our tenants for a number of different reasons, this programme is the first time that we have attempted to visit our tenants with the sole purpose of understanding them better, to gather information to improve services, to support our vulnerable tenants and enforce our tenancy conditions.</p> <p>Through our daily business, we will likely visit 10% of our tenants, 100% of the time, leaving a significant number of our tenants managing their tenancies with little interaction with us, their landlord. It is those tenancies which we have limited understanding of what their needs truly are and limit us to delivering a reactive rather than a more effective proactive service. Our reputation is that as we are an arm's length landlord with limited interaction with them. Without question this results in some resentment, disillusionment from our tenants at the same time that it presents the image that we have no further interest in them or their tenancies. For a number of our tenants, this causes no issues as they are managing their tenancies properly and are able to reach out to us; however it is</p>	

those tenants who take this to mean that they feel less responsibility to abide by their tenancy conditions which could ultimately result in properties falling into disrepair, increased ASB and Tenancy and Estate Management problems and rent arrears.

Financial

One of the main responsibilities as tenants is to maintain their properties by taking suitable care of them and reporting repairs where necessary. However, we also have a responsibility as a landlord to provide safe and secure homes to our tenants and carry out inspections and repairs when they are reported to us. There is a cost to the council in disrepair litigation.

We provide our tenants with our most valuable asset; their property. The first that we often become aware of tenancy breaches are when they are at the stage of expensive enforcement. By being pro-active and visiting our tenants in their homes we are able to identify and respond to these types of issues directly.

Customer

These visits also have a social value. It is a changing landscape of social housing where our tenants will be given more choice, freedom and responsibility therefore it is important that we are building better relationships with them at a time when we are both facing challenges. This programme of visits means that we are able to gather valuable information to help us shape our services, which in turn will provide better services for our customers, which as informed phase 2 of the visits and also the current service improvement approach in Landlord Services.

Phase 1 Completed visits

We have now completed approximately **52,269** successful annual tenancy visits during Phase 1 (this figure continues to increase as further successful visits are carried out); this is approximately **82%** of our current eligible tenancies. A 'successful' visit is classed as a visit where we have gained access and completed the script of questions with the tenant. Any visit which had to be prematurely ended had a further visit re-booked and is not classed as a successful visit.

Phase 1 of our programme formally commenced in October 2014. Visits had begun prior to this however these were limited due to a smaller workforce which had not been released from their service area, no mobile solution so visits were being carried out as a paper exercise and delays in formalising the visiting script as a result of the demand from other service areas to have questions included.

Benchmarking

Leeds City Council are also carrying out their own programme of Annual Tenancy Visits and are a Local Authority with a similar number of housing stock to Birmingham (54,817 properties with 50,629 classed as general need). In the financial year of 2013/14 they successfully completed 73% of their visits. In March 2015 Leeds carried out their own review, highlighting a number of recommendations around the scope and purpose of the programme moving forward including moving the focus of their visits to understanding their tenant's needs and not as a tool to detect housing fraud.

Phase 1 Trends

1. Safeguarding/ Vulnerable Tenants

Phase 1 has identified approximately **3,768** tenants where a form of vulnerability has been identified. These have ranged from low-level additional support needs (emotional support requested) through

to more serious and complex safeguarding concerns (hoarding, ASB). All of these have resulted in either a referral to external support agencies or emergency action being taken to prevent further vulnerability.

Example 1: Vulnerable tenant living in a property with no utilities.

Visit to a tenant where no issues identified from preliminary checks of Northgate (no safeguarding or notes suggesting there were any concerns). During the visit it was noted that the property was in a poor state of repair, very dark and cold. When challenged, the tenant stated that the gas meter had been capped and that he had had no electricity or gas at the property in 14 years. The tenant was visiting local bookmakers and takeaways for food and warmth as he was also isolated with no family. The Visiting Officer immediately completed a referral to the Adult Safeguarding Panel to identify support for the tenant and arranged for the gas meter to be un-capped and utilities to be re-supplied as a matter of urgency. *Had this action not been taken: Our tenant would have been increasingly vulnerable*

Example 2: Vulnerable tenant due to hoarding

Tenant was highlighted by repairs contractor who had refused to carry out work in the property. Annual Visit took place with immediate concerns identified by the Officer (see photo's below). The Officer noted that in the event of a fire, the tenants would not have been able to easily escape the property due to the build-up of belongings in the main hallway. The property also did not have working smoke alarms fitted. The tenant stated that they were resolving this issue themselves; however it became clear that additional support would be required. The Visiting Officer made a referral to West Midlands Fire Service and the Tenancy Estate Management team who identified and referred the tenant to a hoarding specialist to ensure that a home fire safety assessment was carried out and the tenant was supported to safely remove the collection of items. *Had this action not been taken: The tenant would continue to live in a property which was known to be unsafe, endangering both theirs and their neighbour's lives by posing a significant fire risk.*



Example 3: Tenant experiencing Domestic Violence

During the visit, the tenant has disclosed to the Visiting Officer that they are experiencing domestic violence at the hands of her partner. Their children had witnessed this and the Police had previously been involved but the tenant was too frightened to take any action. During the visit, the Officer informed the tenant of what support could be offered and details of Women's Aid were discretely shared with them. An immediate referral was made to the Ward team who supported the tenant to seek alternative accommodation, away from her partner. *Had this action not been taken: The tenant chose to make this disclosure because they felt safe with the Officer and at that moment; had the visit not taken place, the alleged DV had not been reported to us, we are unlikely to have become aware of this until a serious incident had occurred. We were able to support the tenant to seek their own accommodation away from this risk.*

2. Social Housing Fraud

634 visits were completed where a potential/suspected fraud was identified by the Officer. These will have resulted in referrals being made to Birmingham Audit for investigation. In some cases, where the suspected fraud was of a low level i.e the Officer believed that this could have been a genuine error on behalf of the tenant which has resulted in an issue being identified, this has resulted in them communicating with the local team to attempt to resolve this. At this time, no recorded enforcement action has been taken by Birmingham Audit as a result of these referrals. In addition to these referrals, a significant proportion of these were referred back to the local Tenancy Estate Management teams to investigate possible sub-letting, abandonments or other discrepancies identified during the visit. These were as result of Birmingham Audit identifying that there was insufficient evidence for further investigation.

As our housing stock becomes more valuable due to RTB and Welfare Reform, it is vital that as a landlord we actively engage with our tenants. This is a means of ensuring that our assets are managed but also that our tenants are in the correct properties and are not engaged in social housing fraud. All Visiting Officers were given training in supporting them to identify potential Social Housing Fraud which was delivered by Birmingham Audit.

The visits completed during Phase 1 brought a much lower number of referrals to Birmingham Audit than was anticipated. This is attributed to the fact that, despite a general viewpoint that a high number of our tenants are engaged in social housing fraud, it is in now our position that they are a minority. It is also acknowledged that the outstanding visits where we have not successfully gained access, a higher number of referrals are likely once these are targeted.

Example 1: Tenant not using their property as their main and principal home

Visit to a property (1 bed bungalow); identified that the tenant may not actually be living in the property and had not for 2 years prior to the visit. Rent arrears had also accrued. The Visiting Officer has referred to Social Housing Fraud who conducted investigations and identified that the property was not being lived in. Tenant was met with who confirmed this and subsequently signed a Notice To Quit. *Had this action not been taken:* The tenant would have continued to hold on to a property which they were not using, limiting opportunities for an applicant on a waiting list to live in, property would have likely fallen into a state of poor repair/upkeep (the gas meter was capped in Oct 2014), rent arrears would have continued to be accrued on the property.

Example 2: Tenant attempting to complete RTB whilst sub-letting

Tenant applied for RTB which initiated an Annual Tenancy Visit. When the Visiting Officer completed the visit, the tenant advised them that they had a job at a school and as a result they were now living in the school house and unintentionally sub-letting their council property. This was referred to Birmingham Audit at the same time as the Tenancy and Estate Management Team who carried out their own investigations resulting in the tenant completing a Notice To Quit and returning their keys. As a result of this, the RTB application was refused. *Had this action not been take:* The tenant would have continued to sub-let our property, making a profit, before purchasing it and further reducing our available housing stock.

3. ASB

Asking this question is key to understanding whether our tenants are reporting issues of ASB if they are experiencing it, or if tenants are concerned about reporting ASB and therefore, don't.

Where ASB was identified during the visit (loud music, aggressive or abusive tenants) the officer conducting the visit will attempt to address this directly with the tenant responsible. These are reported back to the local teams to ensure that this behaviour is recorded. If appropriate a risk

indicator marker is placed on the tenancy file to ensure that colleagues are aware of any risk. This type of action will reinforce that we will work to address ASB and resolve these issues, improving confidence in tenants to report.

Where a tenant reports that they are currently experiencing ASB, further information will be taken to understand whether this does constitute ASB and understand how best to respond. Where it is identified that it is not ASB, advice and signposting will take place. Where an ASB case is identified, if the officer believes the tenant is able to, they are provided with the relevant information and signposted to our customer service hubs to formally report this. Where they may be vulnerable and unable to carry this out themselves, the officer will assist by reporting this on their behalf (at the same time providing the customer with the details of how to carry this out themselves).

This ensures that customers are also made aware of the correct processes for reporting tenancy issues and works alongside the approach to channel shift. In the medium to long term this improves how our tenants can communicate with us and access our services.

Example 1: Tenant engaging in ASB at the time of visit.

Visit to a property where no issues were flagged in advance. As the Officer approached the address they became aware of very loud music – based on the volume they perceived that this was not an isolated incident. A male has answered the door and stated the tenant was not available; the Officer has reminded the male about the Conditions of Tenancy and the volume of the music. The male and a friend have become abusive so the Officer has reported the incident and left. A risk marker has been identified and put in place and the tenant issued with a warning letter about the noise and conduct of their friend. An investigation has also commenced to identify any further enforcement action to address this behaviour. *Had this action not been taken:* The tenant would have continued to behave in this way unless it had been reported to us (there is no recorded ASB at the location) and potential risk to staff and neighbours would have been undocumented.

4. Tenancy Breaches

2,019 tenancy breaches were identified during these visits. Ranging from the tenant not requesting permission for a satellite dish to serious breaches where gardens have not been maintained, unauthorised alterations have been carried out to the home or the tenant has abandoned the property.

It is vital that we are able to visit our tenants in addition to when they request a visit, or when one is required due to a reported issue. This reduces the number of RTB applications that successfully go through where they could have been prevented or transfers to our BMHT properties where there has been ASB or TEM breaches.

There remain approximately 10,000 visits left to be completed. Of these remaining visits, as with the Social Housing Fraud, we are likely to encounter a higher number of tenancy breaches from these visits as we are able to identify those tenants who are refusing access.

Example 1: Tenant of a 4 bed property but was not using this as main and principal home

During an attempted visit, there has been no answer and neighbours have commented that the tenant hadn't been living there for a considerable amount of time and had not been seen there recently. The property also looked run down. Referral was made to Birmingham audit who confirmed that the HB claim had been cancelled a number of months prior to the visit and the tenant did not respond to any letters. Abandonment process was also started by the local team with the tenant ultimately evicted due to substantial rent arrears. Whilst this created a void property, this is a valuable 4 bed home that the tenant was not living in.

5. Customer Satisfaction/ Involvement

The successful visits have re-enforced that the significant majority of our tenants found these visits to be a valuable opportunity to engage with Landlord Services. One Officer was greeted by the tenant with "At Last!" having lived in the property for 46 years and never being visited by us in this way. **26,509** rated the visits as 'Good', **1,089** 'Average' with only **71** finding them to be 'Poor'. The remaining **24,600** did not to answer this question.

It has also been a valuable opportunity to collect customer feedback in relation to their homes, where they live and the services they receive. **14,374** rated the home they lived in as 'Very' or 'Fairly Good', **1,985** as 'Neither Good nor Poor', **2,855** as 'Fairly' or 'Very Poor' with the remaining **24,033** having 'no opinion' or not answering the question.

Of the neighbourhood they lived in, **3,806** rated this as 'Very' or 'Fairly Good', **531** as 'Neither Good nor Poor', **505** as 'Fairly' or 'Very Poor' with the remaining **47,427** having 'no opinion' or not answering the question.

Of the road, block or grove they lived in **3,694** rated this as 'Very' or 'Fairly Good', **531** as 'Neither Good nor Poor', **647** as 'Fairly' or 'Very Poor' with the remaining **47,397** having 'no opinion' or not answering the question.

We were also able to identify tenants who were interested in becoming more involved in where they live. **458** showed an interest in their HLB, **255** in Estate Walkabouts/Assessments and **1,151** in becoming involved as a Block or Neighbourhood Champion. These tenants' details are referred to their local Tenant Participation Officer or TEM team to make contact with the tenant.

This information is also feeding into the Street Scene Review to look at ways to improve on these ratings and identifying the trends. There have also been opportunities to identify specific neighbourhood issues which have resulted in tenants being dissatisfied with services, taking appropriate action to resolve these.

Example 1: Tenants reporting longstanding dumped rubbish on communal area

During a visit, tenant highlighted an area of communal land that had been used to dump a large amount of rubbish, making the quiet area look untidy. It had been reported but had not been cleared up. Visiting Officer followed this issue up resulting in the area being completely cleared a short time later which they confirmed with the residents. *Had this action not been taken: The area would have remained an eyesore and potentially attracted further dumped rubbish*



6. Gardens

2,185 of the visits highlighted 'poor' or 'average' front and rear gardens. Each officer has taken a 'common sense' approach to how they assess gardens for example, where the grass or hedge appear to have been cut recently but are just starting to become untidy as opposed to a garden that has clearly not been maintained at all. The officer will approach the tenant about to understand why they have not been maintained, reminding them of their responsibilities and where appropriate

identify support or signposting to assist them in maintaining their gardens.

There are a number of reasons for poorly maintained gardens; tenants that can't due to vulnerability, age, disability and cost, and the tenants that won't.

Whilst a very small number rated as 'poor', a high number were rated as 'average' – it is these gardens which are likely to deteriorate further if not addressed. These have been referred back to the TEM team to investigate and to support the Street Scene review.

We have strict Conditions of Tenancy to enforce tenancy breaches with gardens and need to make sure that this message is clearly shared with our tenants. However we also need to incorporate this with support for those that aren't able to manage their gardens (through the Vulnerable Tenants Gardening Scheme and the Trainee Programme) or by identifying more suitable accommodation.

Learning from Phase 1 of visits has identified the need for Landlord Services to identify an example of what we expect a garden to look like, and how they should be maintained. This is a piece of work currently being carried out through the Street Scene review and will support a clear and measurable approach to our tenant's gardens that will assist us and our tenants.

Example 1: Overgrown garden

During a visit, the Officer has inspected the property and identified that the garden is extremely overgrown. The tenant is unable to tackle such a large garden as they are suffering from some mental health issues and had allowed the garden to become progressively more overgrown, making it now unmanageable. The tenant has previously been warned about the state of the garden but support is being identified to bring the garden to a manageable state and more suitable accommodation is being sought for the tenant, releasing a valuable family home.



7. Rent

18,171 visits covered the financial implications of welfare reform with a further **965** requiring welfare or debt advice. This information was used by the Welfare Reform Team to identify the data sets of those affected, supporting the approach to identify high-risk tenancies and the approach to engaging with these tenants.

Initial data suggests that 80% of our tenants had a Direct Debit facility but only 13% were using this to pay rent. Welfare Reform is putting the responsibility back in the hands of the tenants, many of whom have never had to budget for this. The result is likely to be an increase in rent arrears (**13,333** required advice regarding arrears arrangements) unless we can support the programme to educate our tenants around the consequences of Welfare Reform

8. Repairs

3,684 visits highlighted where a tenant has reported to the officer that there are overdue repairs at the property. This will often be the tenant's perception that their repair is overdue. It is not always possible for the officer to verify this information whilst out on the visit; however the officer will endeavour to understand whether the repair is overdue, is simply outstanding or if it has been reported correctly through our contact centre. Where the latter is identified, the tenant will be reminded of the process for reporting repairs and, where necessary, supported to do this during the visit. Upon further investigation, if a genuine overdue repair is identified, the officer will carry out follow-up enquiries to attempt to resolve this.

Based upon the extent of the repairs work being reported, or the potentially health and safety consequences, tenants were signposted or the Visiting Officer took immediate action to attempt to address the blockage. The visits also provided us with an opportunity to remind customers how to correctly report a repair and what they could and should not be reporting. This ultimately will reduce demand on the Repairs service by limiting incorrectly reported repairs.

The learning from Phase 1 is the need to improve and maintain how we update and communicate with our tenants in relation to their reported repairs. This should seek to reduce the demand on our contact centres and improve customer satisfaction.

Example 1: Tenant experiencing difficulty as a result of overdue repairs

Tenant visited in February 2015; it was identified that they were not able to use their living room due to a lack of suitable heating in the room. The tenant was vulnerable as they had health needs which were impacted by the lack of suitable heating. There were also a number of issues where the tenant had been attempting to get this resolved but due to some blockages (tenant had a form of heating in place although it was not suitable for them) and confusion over previous attempts to resolve it. The visiting officer followed this through with our repairs team who agreed to carry out an inspection and the property was fitted with a larger radiator which has enable them to again use their living room. *Had this action not been taken:* The tenant would have continued to not be able to use their living room, impacting further on their health needs, which could have resulted in a compensation claim.

9. Health and Safety

513 Health and Safety issues were identified during visits, with **5,302** requesting a Fire Safety Check (this will have resulted in a referral being made to West Midlands Fire Service). This is closely linked to the identification of vulnerability as a number of the health and safety issues are as a result of tenant's inability to maintain their property.

Smoke alarms are the responsibility of the tenant, unless there are mains operate alarms that we have installed in the property. This is a major health and safety risk to those tenants who choose not to maintain or install a smoke alarm – and also to surrounding properties.

The referrals made to WMFS allow us to identify vulnerability (age, mobility), request a Home Fire Safety Assessment and have working smoke alarms fitted. The feedback from WMFS is that those tenants referred have engaged positively- we have identified further improvements to this process which will enable us to track individual referrals in Phase 2, improving the partnership arrangement.

Any health and safety issues are recorded and reported to the teams responsible for maintenance or to the Tenancy Estate Management team.

Example 1: Health and Safety issues highlighted due to the state of the property

Visit completed September 2015 and the property was in extremely poor condition as a result of the tenant's mental health issues and failure to maintain property. The tenant has never reported any repairs. Immediate referral has been made to the Tenancy Estate Management team to investigate, identify work to bring the property back into suitable condition and engage with support workers to support the tenant in finding more suitable accommodation. If the tenant does not engage then enforcement action will be taken as this is a 3 bed home.



Example 2: Tenant has raised H&S issue with their toilet being accessed through the kitchen

During the visit the tenant has raised that their child suffers from Type 1 Diabetes and has been told by their health worker that the toilet being accessed from the kitchen is unsanitary and could impact on her child's health. This was referred to the Contracts Work Officer who carried out an assessment and identified that this could be moved. This has been agreed and placed on the programme for the Kitchen and Bathroom refurbishment programme. *Had this action not been taken:* The health of the child could have been further affected and potentially resulted in an unnecessary Void property (as the tenant will have looked to move to another, more suitable property)

10. Channel Shift

The tenants were asked 'Are you aware of the BCC Self Service Web Site?'. **21,130** of the completed visits highlighted that these tenants were aware of the BCC Self Service Website and were able to access Council services online. **24,115** did not answer this question, however **7,024** informed us that they were not aware. This gave us the opportunity to discuss this with them and actively promote the channel shift to accessing Council services online. It also reinforces the

importance of getting out to our customers in their homes to ensure that we do not miss those tenants with less access to/ knowledge of the internet.

The learning from Phase 1 is that this is an important area of our business that will lead to better connected tenants and also reduce demand through channel shift. In Phase 2, the focus will be on directing tenants to use the online repairs service and the BCC 'One Account' for the management and payment of their rent accounts. It remains a focus that we are ensuring that our tenants understand their responsibility in managing key areas of their tenancies.

Phase 2 – A Targeted approach

Phase 1 has provided us with a solid foundation to look to move the focus from an 'annual' visit to targeted visits. Whilst the goal of one visit to our tenants every 12 months is desirable, the pressures faced by Landlord Services and the impact of welfare reform on our tenants mean that the programme has had to adapt for Phase 2. However, this does not move away from the ethos of visiting our most vulnerable tenants or tenancies which will create demand for us. A more focused approach will allow us to target these tenancies with a greater understanding of what we want to achieve from these visits. We do, however, want to ensure that those properties that we have yet to successfully complete a visit are also addressed. In the North quadrant we have sent second stage appointment letters to all remaining visits, and are preparing for the third and final letter before enforcement action is considered. In the South, East and West quadrant we are currently in the process of sending the second letter and third letters out to the outstanding visits.

It is important to note that these 'unsuccessful' visits are not solely the tenants' refusal to allow us access but a combination of the tenants availability (difficulty in co-ordinating a visit with work, school, other commitments), some teams taking a ward based approach (looking to complete visits in one ward before moving on to another) and also a lack of engagement (due to language barriers, misunderstanding the purpose of the visit, abandonment, tenancy breaches). It is the latter group which we will be aiming to target through enforcement as a priority once we are able to clearly identify them.

How we approach the timing of these visits will also be more flexible, taking into consideration our tenant's circumstances. This will enable us to further drill down to those tenants who are flatly refusing to allow us to visit and who we will pursue through a Conditions of Tenancy breach.

Mobile Solution/ Kirona Scripts

Phase 2 will also deliver an upgraded mobile IT solution alongside 'Task Manager' which will allow us to track the work generated by these visits more effectively from visit to local teams through to completion. A series of working groups will be programmed with colleagues in the Rent and Repairs service to understand the links with their service areas and promoting the concept of 'one visit for 10 reasons'. The implementation of Opti-Time will further support this by enabling us to co-ordinate a cross service approach, maximising resource availability and managing Officers time.

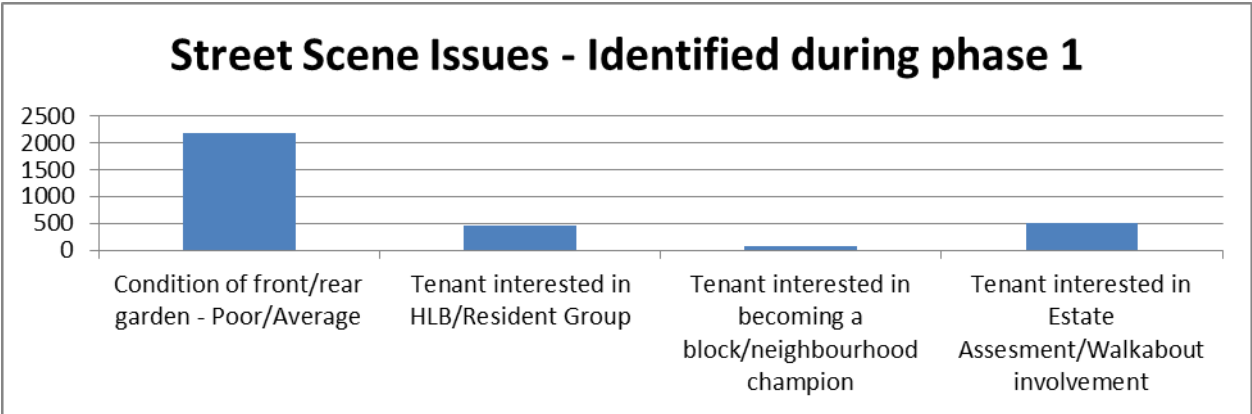
The scripts for these visits have also been updated, following evaluation of the Phase 1 script.

Whilst Phase 1 asked a number of important questions, none of these were mandatory.

The new script contains **48** mandatory questions covering tenant details, rent account details including if the tenant has a Direct Debit, ASB, suspected Social Housing Fraud and also includes additional safeguarding questions. This will ensure that Officers are asking all of these important questions and that there is improved consistency across the visits. There is an understanding that, initially, this may result in an increase in demand (number of abandoned properties, tenancy breaches being identified) however these issues already exist and need to be addressed.

The key focus during Phase 2 will be in three, key business areas for Landlord Services; Street Scene, Tenancy and Estate Management and Welfare Reform. It is envisaged that this approach will run until approximately March 2015 in preparation for another series of programmed tenancy visits.

1. **Street Scene**

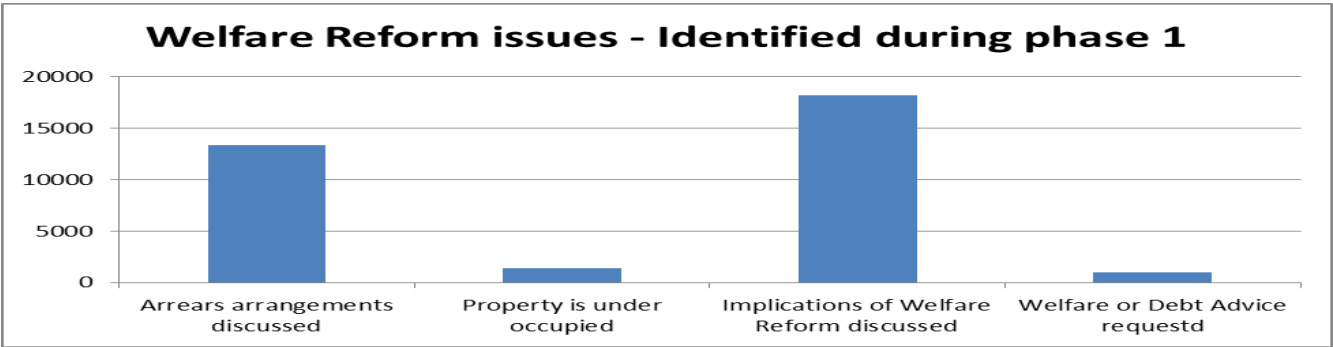


Building upon the work carried out through the Environmental Quality Surveys, this approach will compliment Place Based Management and focus on the tenancies where enforcement action may be required if issues are not addressed (Gardens and or/communal areas). During Phase 1, **4,787** of the successful visits involved the tenant being reminded of their responsibility to maintain their gardens and trees with **2,185** rating the front/rear gardens as ‘average’ or ‘poor’ with a further **4,787** advised about their responsibility to maintain gardens/tress . We will be able to actively target those addresses where gardens are not being maintained or the general appearance of the area is being brought down due to a tenant’s property. This will involve face to face engagement with these tenants and tackle these concerns at the earliest opportunities, before expensive legal action is required and seeking to improve how our estates look.

This will work alongside the Vulnerable Tenant Garden Scheme (**564** of the visits identified a tenant who qualified) and the Trainee Programme to support those tenants who aren’t able to maintain their gardens.

How will this be measured: Environmental Quality Survey scores improved, reduced demand on the local housing teams, expensive litigation prevented (number of tenancy breaches resolved within the team), numbers of tenants referred to the Vulnerable Tenants Garden Scheme.

2. **Welfare Reform**



Welfare reform will impact on a significant number of our tenants, and us as a landlord. We

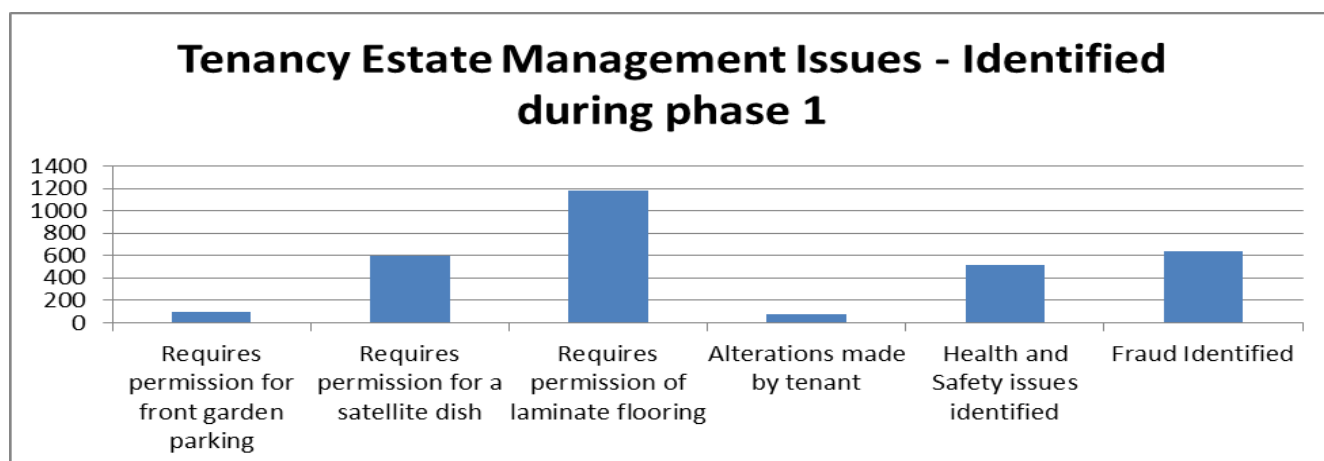
know that **6,348** of our tenants are currently affected by under-occupation, **13,279** council tax support, **40%** of all referrals for Universal Credit support from the DWP are from our tenants, and a further **7,441** are impacted by the Summer Budget (benefit cap and changes to tax credits). Reinforcing these numbers, **33,259** of the successful visits highlighted arrears, under-occupancy and the implications of Welfare Reform being raised by the tenants.

For the first time tenants will be responsible for making their rent payments, will experience multiple reductions in the amount of benefit they can claim and reduction in Housing Benefit claims. Current learning suggests that 58% of our tenants have no experience of maintaining clear rent account. Each of these will have significant impact on BCC unless we are pro-active in supporting our tenants. Impacts will be felt by increased rent arrears, increase the number of void properties where tenants are not able to or don't pay their rent and are evicted and further impacts on our already vulnerable tenants.

Tenants will also have more choice and freedom to access the private rented sector or buy their homes. If we are not supporting our tenants, they will simply seek housing elsewhere leaving us with a situation where we are housing only the most vulnerable tenants in properties which are not fit for their purpose. Unlike Phase 1 of the programme, we are able to highlight those households most affected by welfare reform and target them directly to carry out assessments, identify support and triage.

How will this be measured: reduction in number of rent arrears enforcement action (legal actions, evictions), increased number of tenants signing up to pay rent by Direct Debit.

3. Tenancy Estate Management



Our stock is our most valuable asset and is a limited resource. We therefore need to ensure that our tenants are maintaining them and we are actively managing their tenancy agreements. During Phase 1, **2,463** of the successful visits highlighted where the tenant had not obtained permission for satellite dishes, parking on a front garden, laminate flooring or other health and safety issues relating to the property. The majority of these issues would not come to our attention until expensive remedial works are required at void stage or when a tenant applies to transfer.

This approach will allow us to actively target those tenancies where a change is being requested, a transfer application is made, there is reported ASB or other services are requested by the tenant (we have analysed the remaining visits of which **1,610** of those we have not yet successfully visited, are also on the transfer waiting list.). This gives us the earliest opportunity to identify under-occupancy, lodgers in occupation, Social Housing Fraud

or other tenancy breaches. We will also be in a position to potentially stop a transfer application being made until the tenant resolves any tenancy breaches – something we are currently unable to do resulting in properties often being left in a poor state of repair and leaving BCC with the cost of making the property habitable.

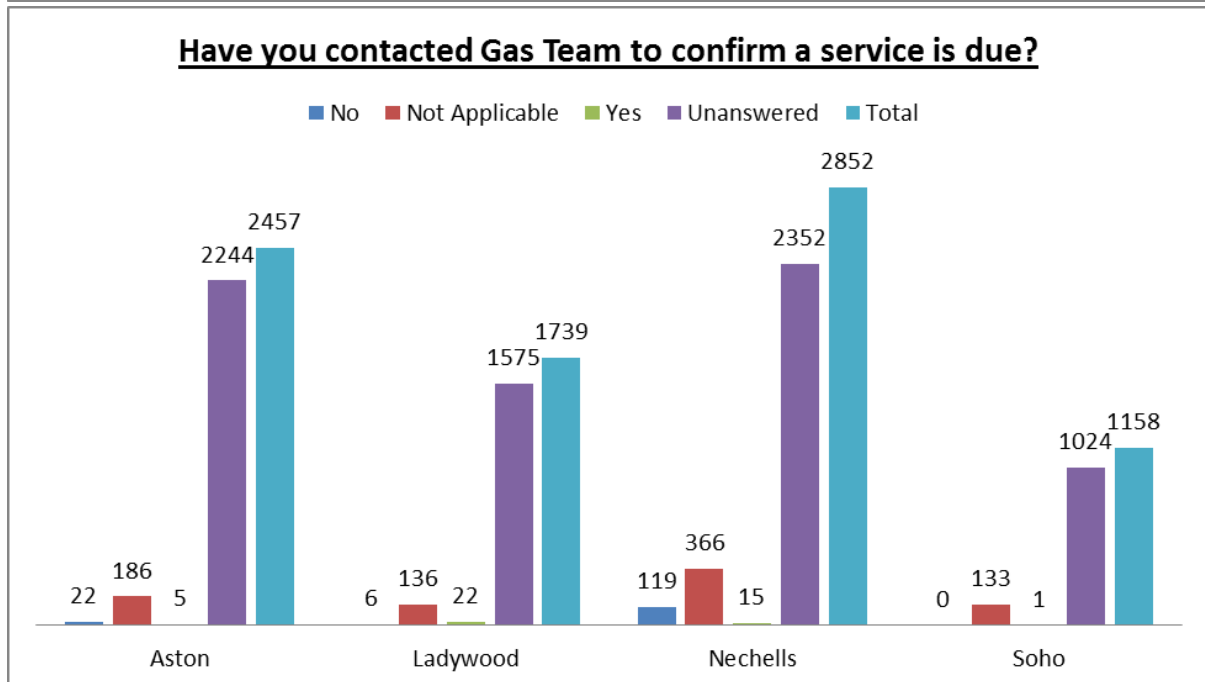
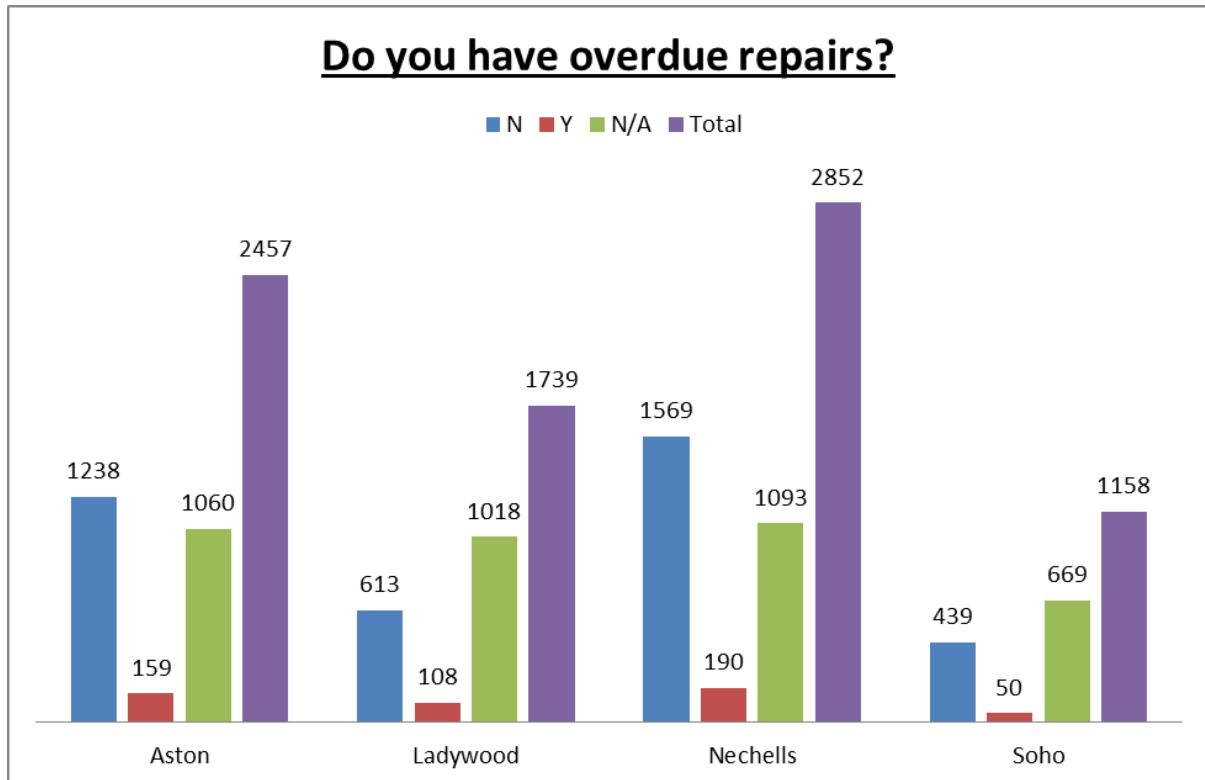
How will this be measured: Number of Transfer Applications stopped due to identified tenancy breaches, expensive litigation prevented (number of tenancy breaches resolved within the team).

Contact Officer(s)
Tracey Radford Head of Landlord Services 0121 303 3334

Ladywood District

Outcomes from Annual Visits, Phase 1

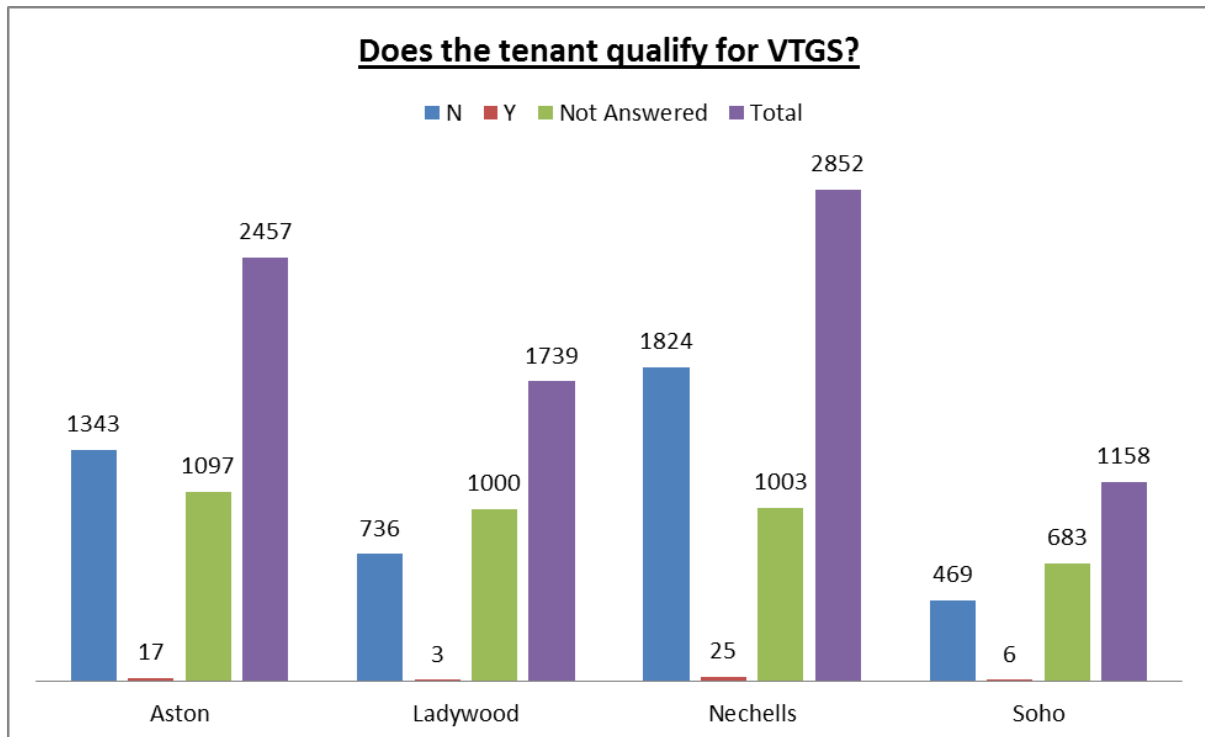
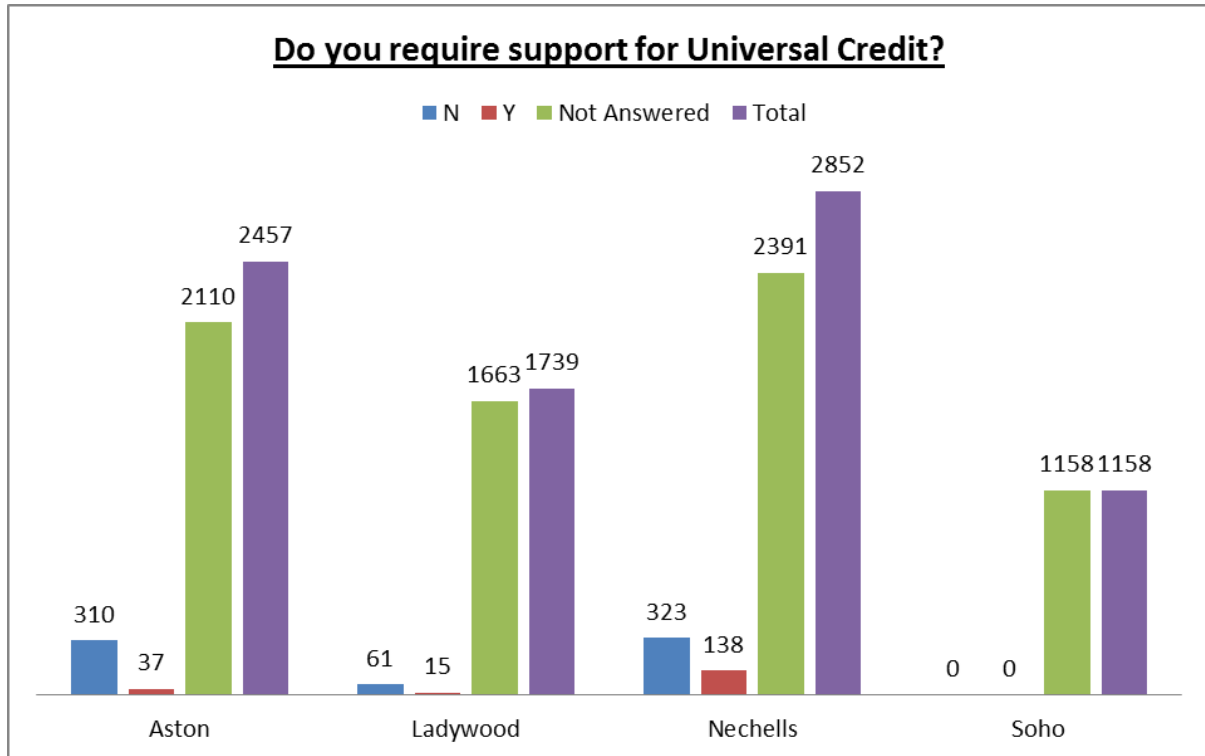
Repairs and Gas



Ladywood District

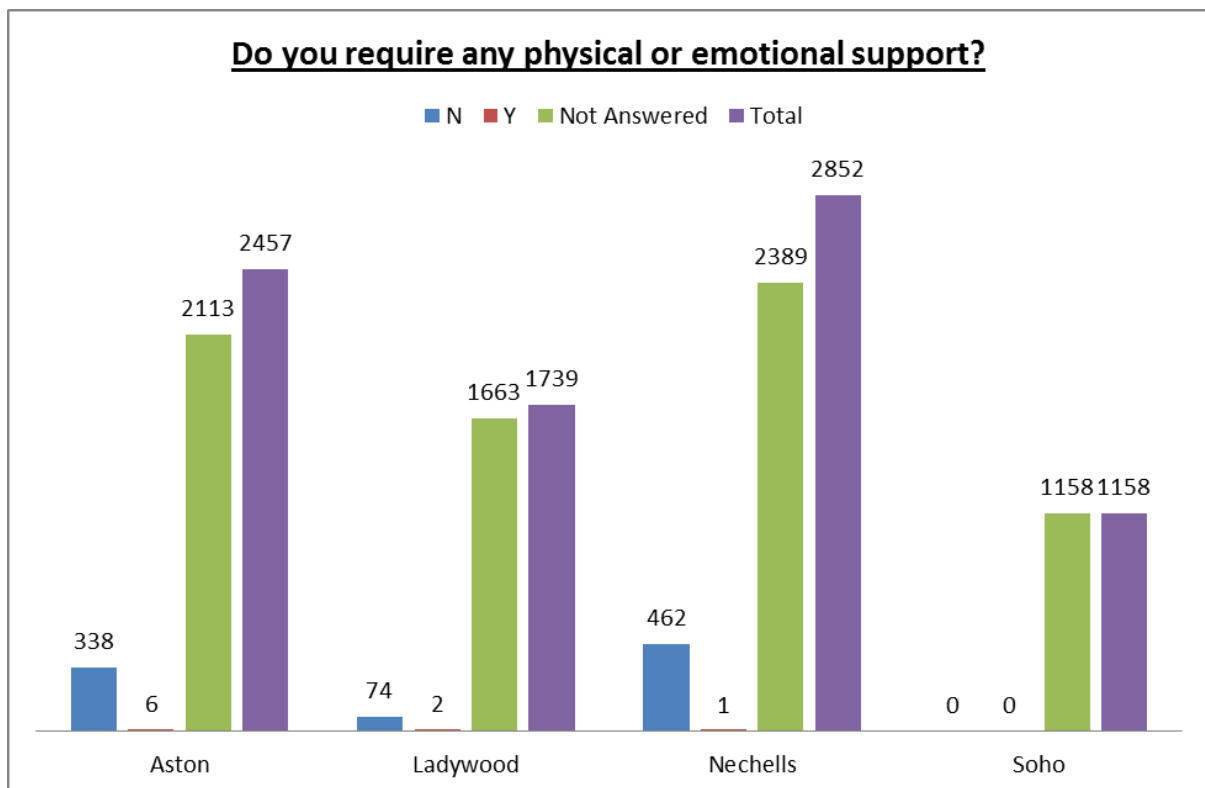
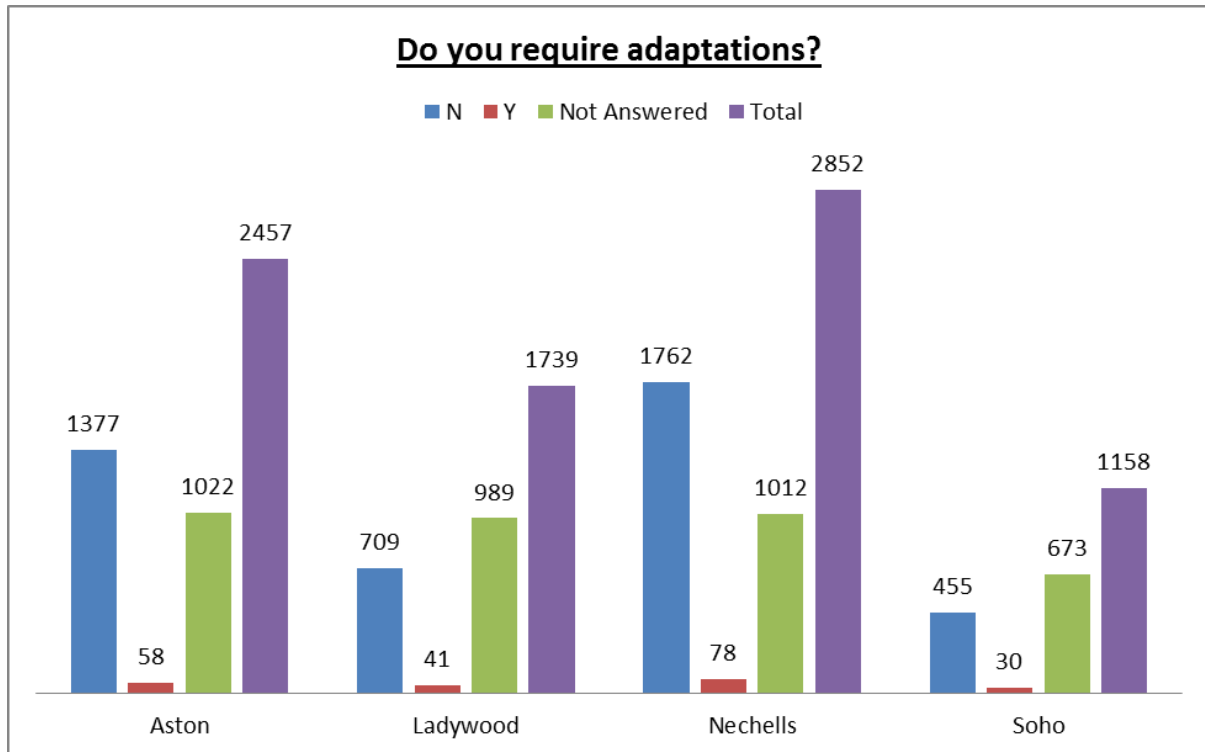
Outcomes from Annual Visits, Phase 1

Vulnerable Tenants



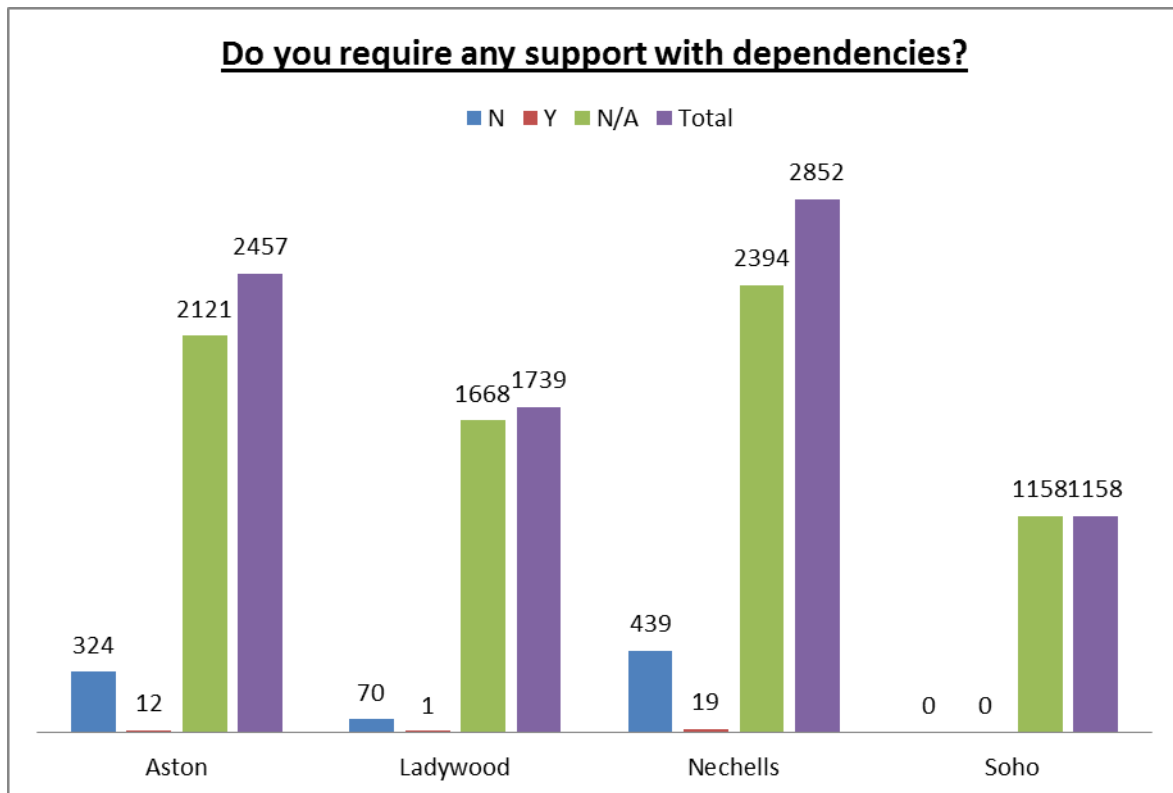
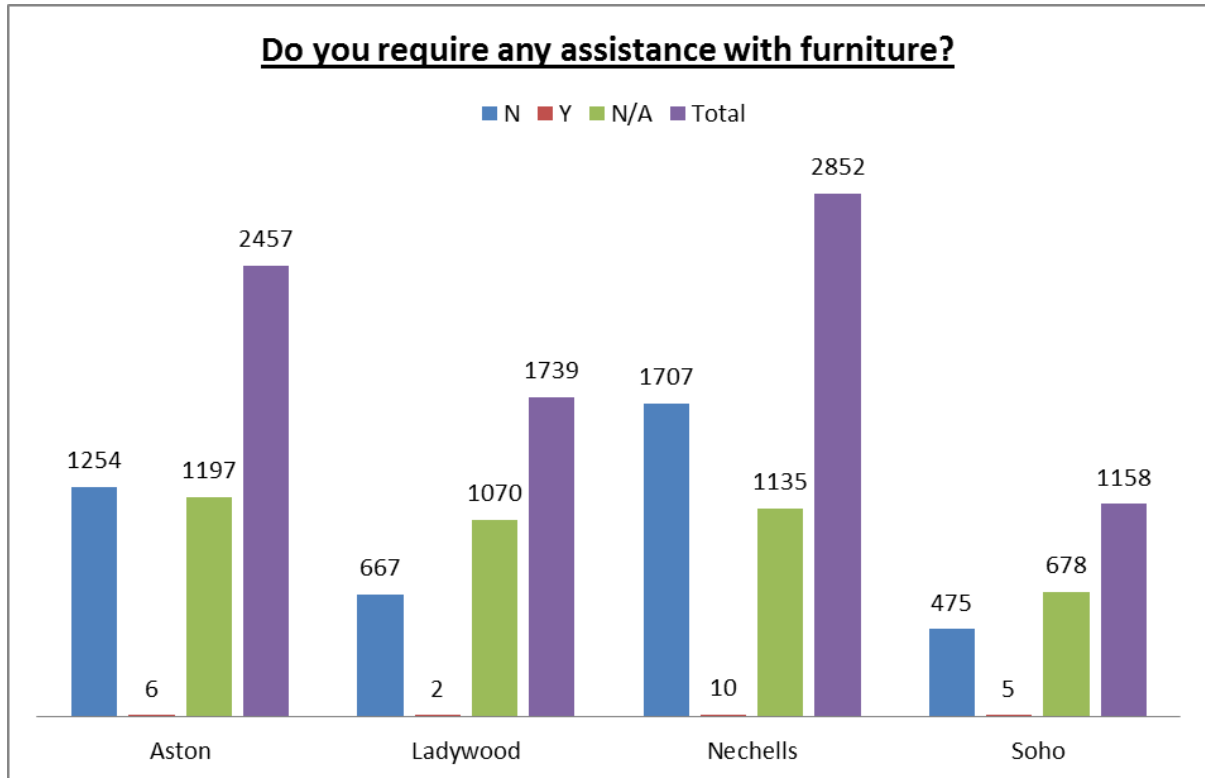
Ladywood District

Outcomes from Annual Visits, Phase 1



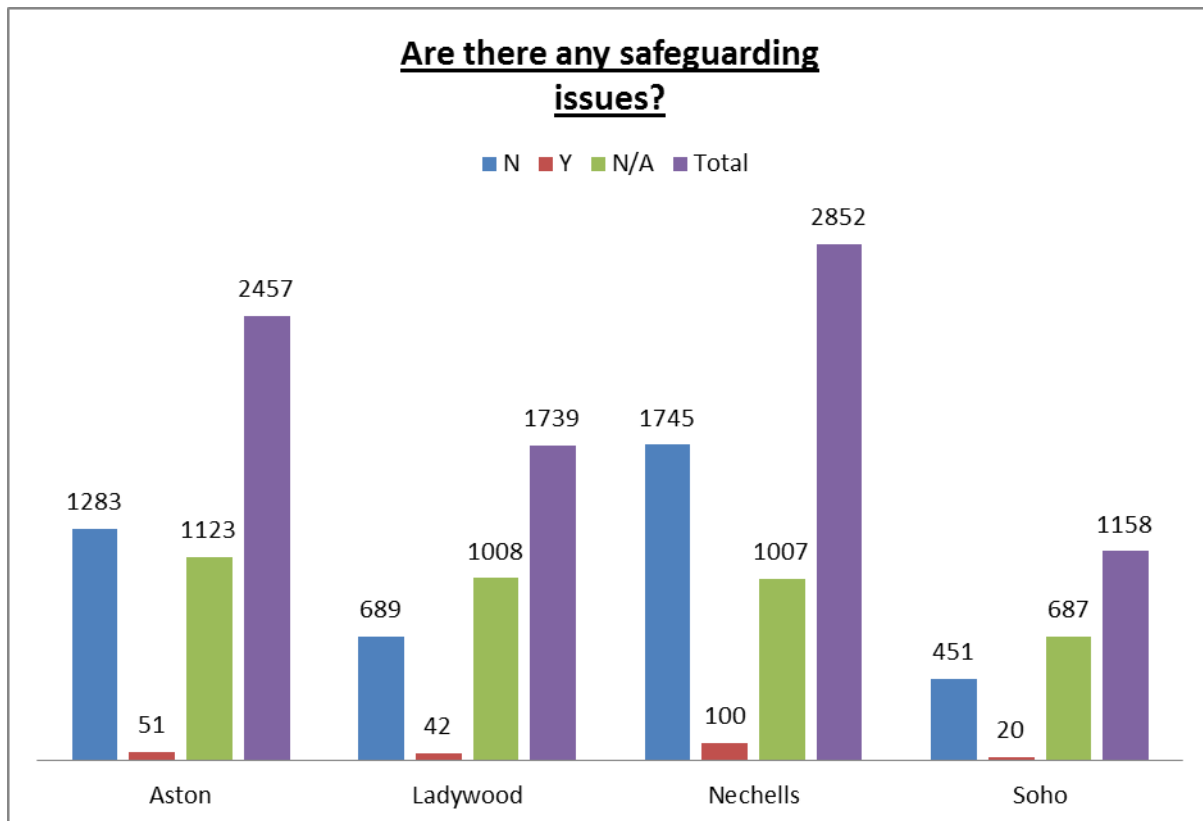
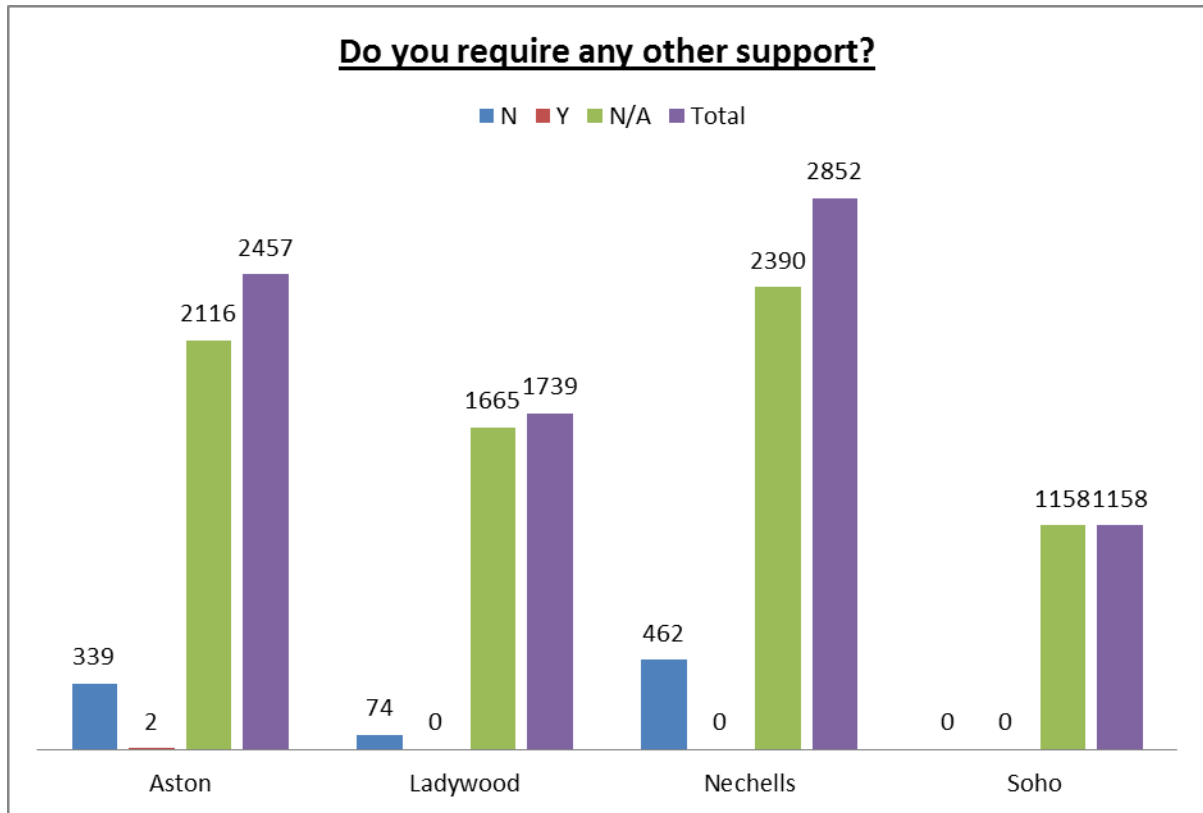
Ladywood District

Outcomes from Annual Visits, Phase 1



Ladywood District

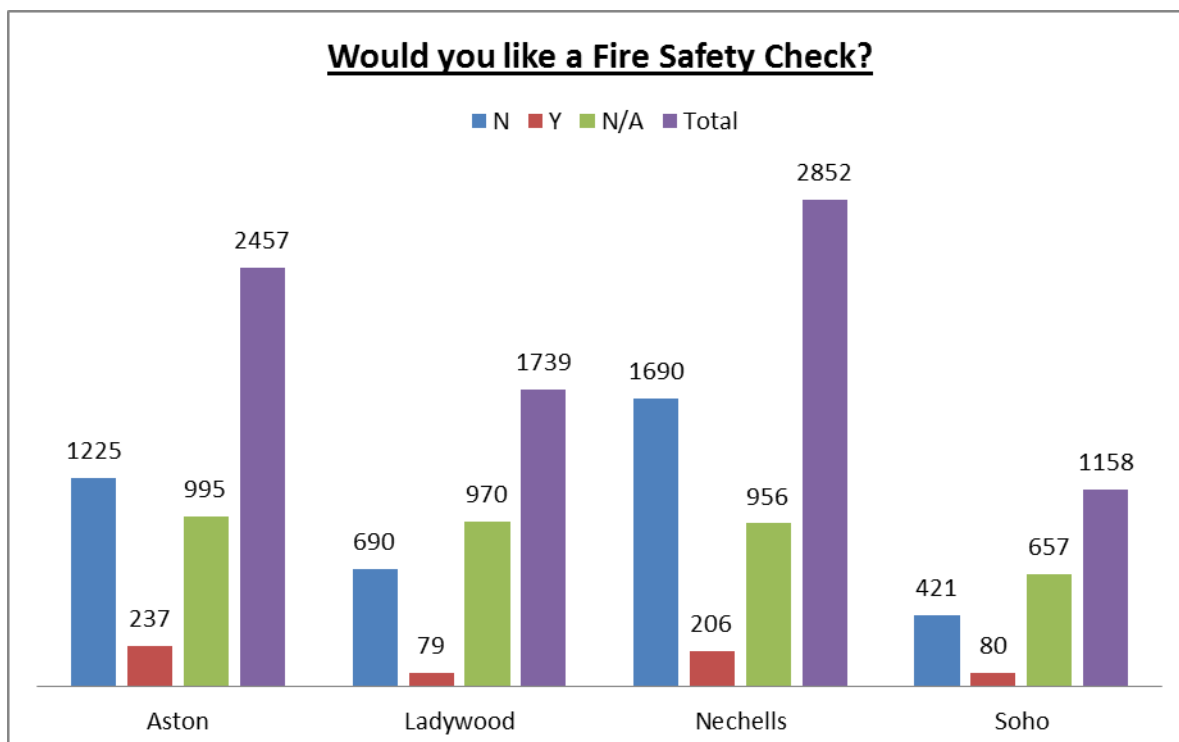
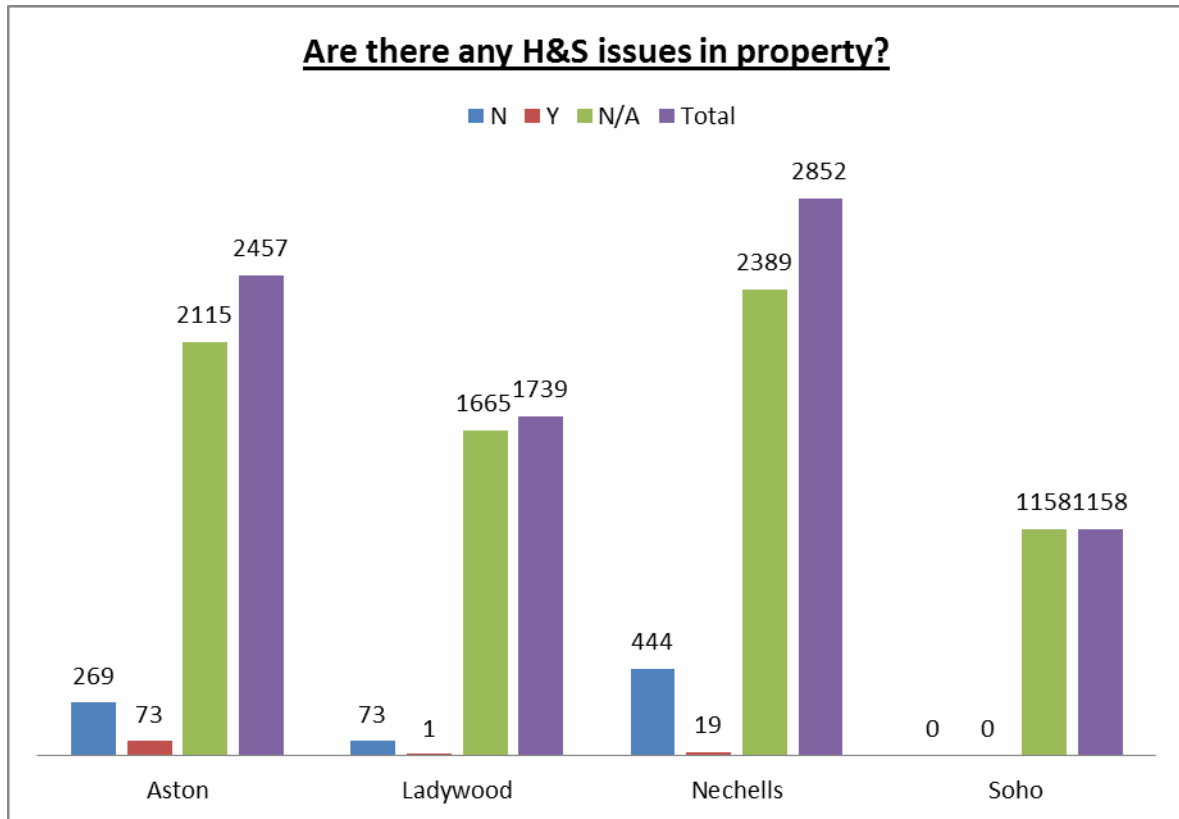
Outcomes from Annual Visits, Phase 1



Ladywood District

Outcomes from Annual Visits, Phase 1

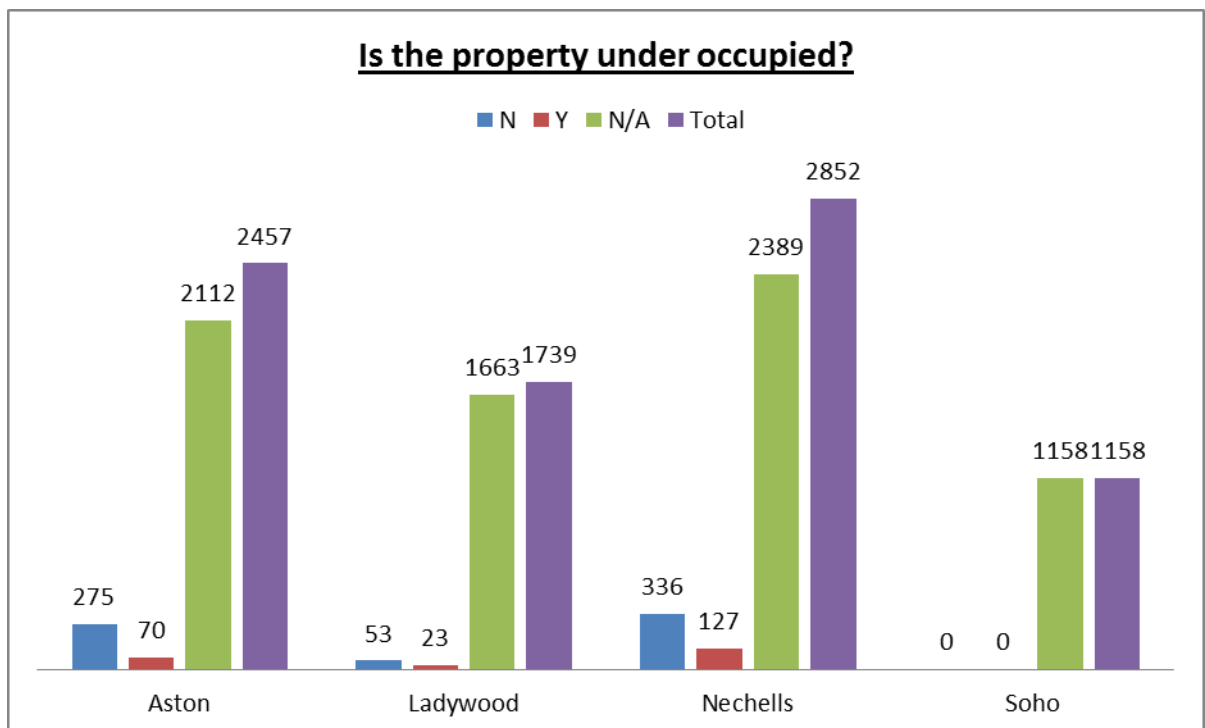
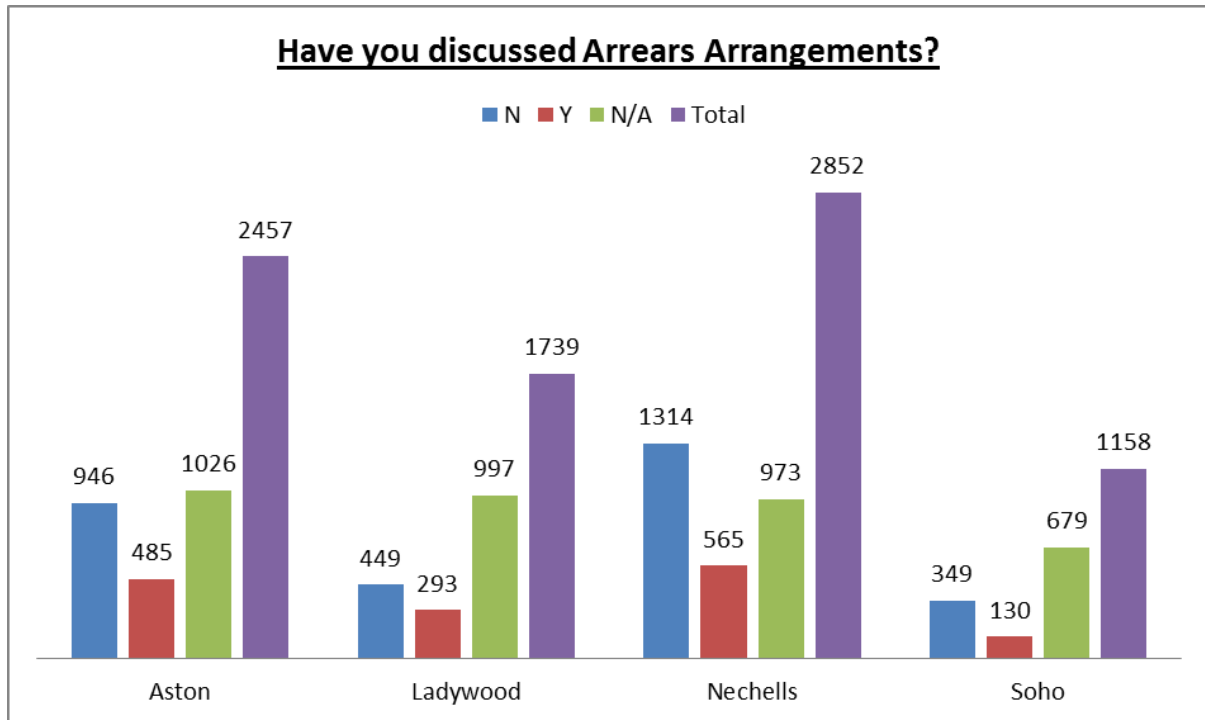
Health and Safety



Ladywood District

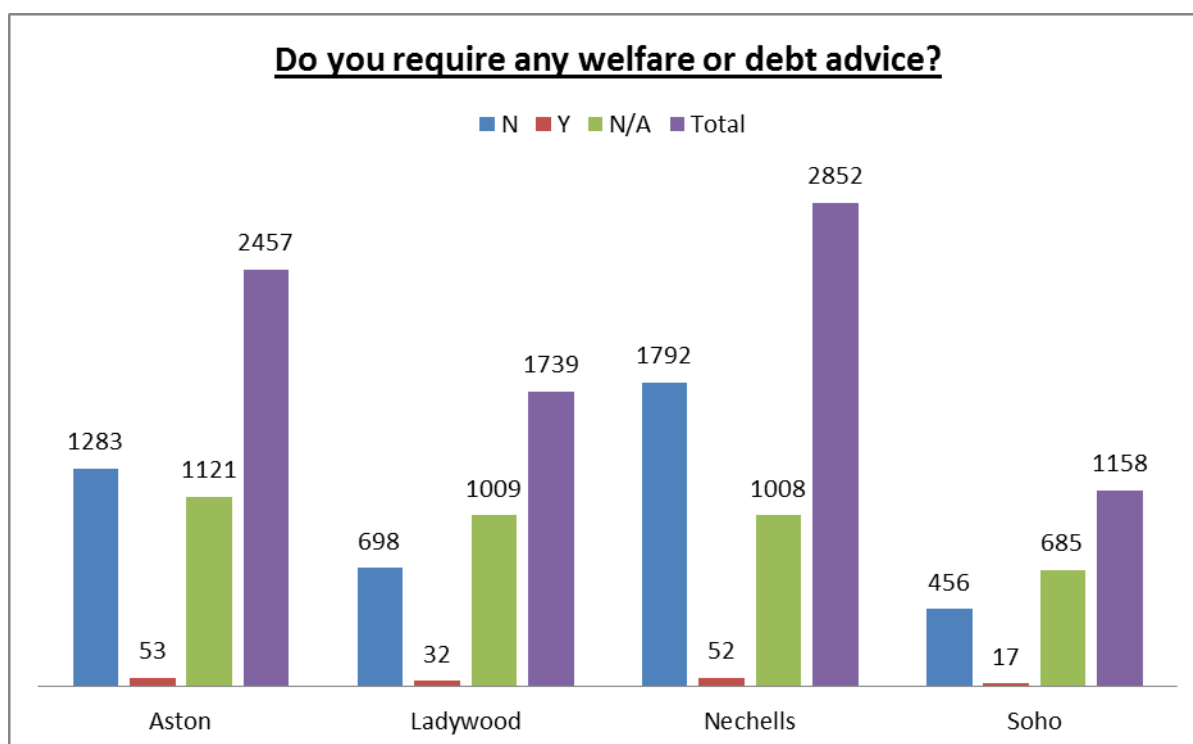
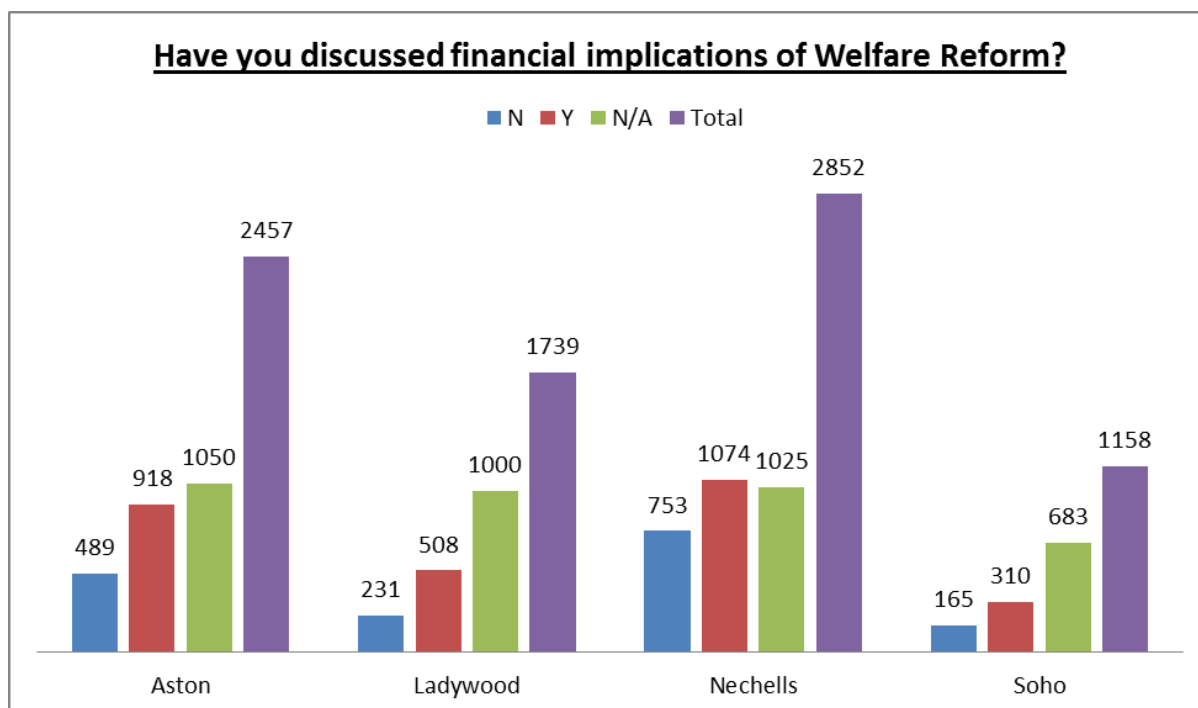
Outcomes from Annual Visits, Phase 1

Welfare Reform



Ladywood District

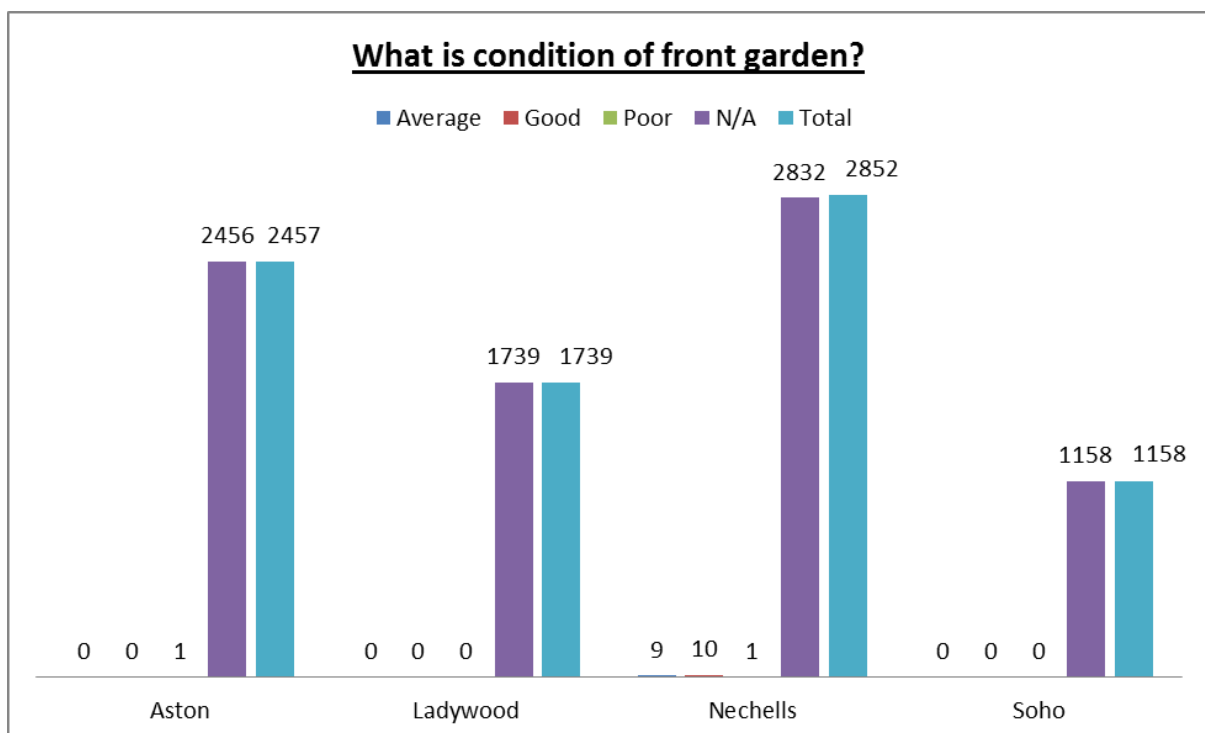
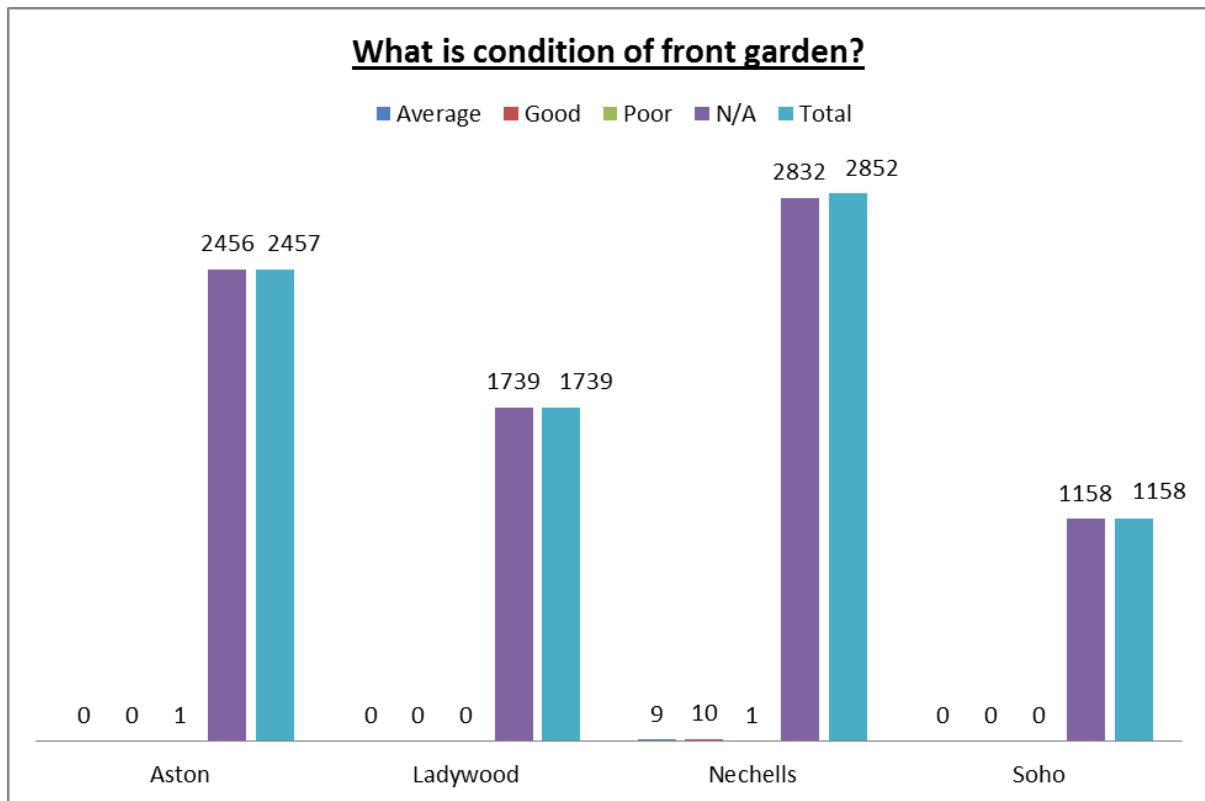
Outcomes from Annual Visits, Phase 1



Ladywood District

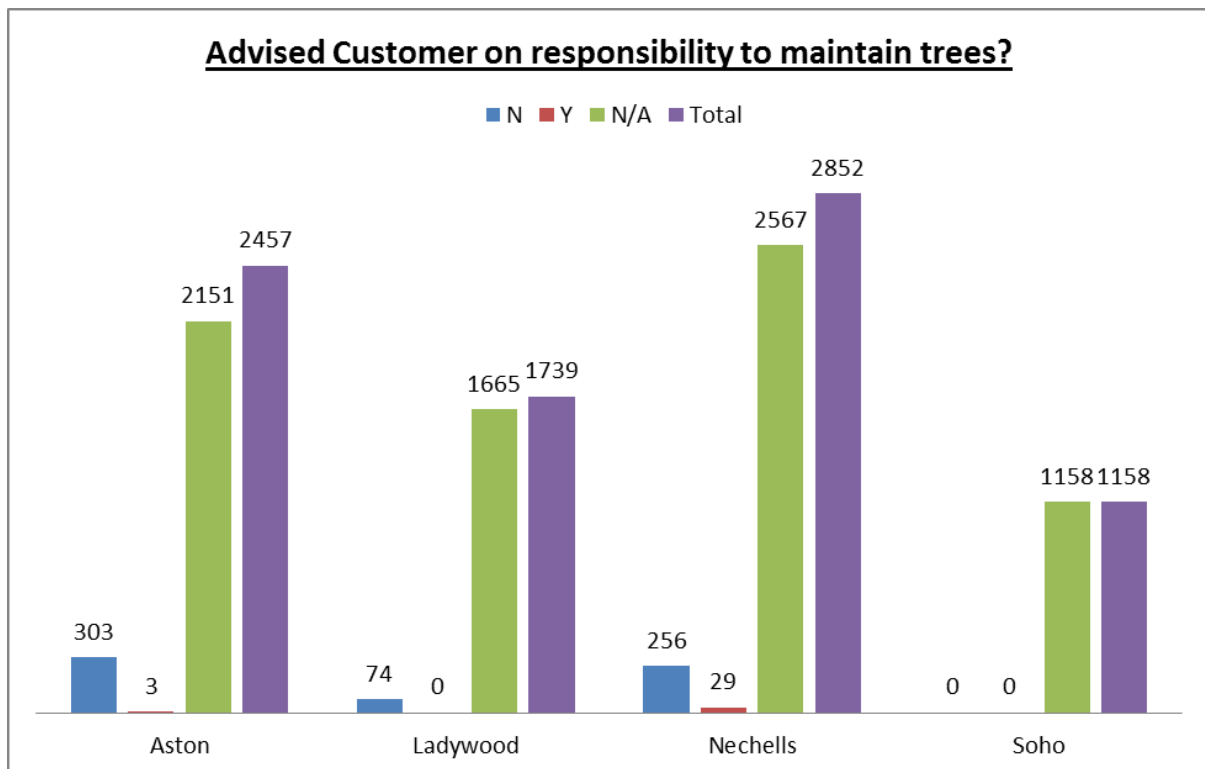
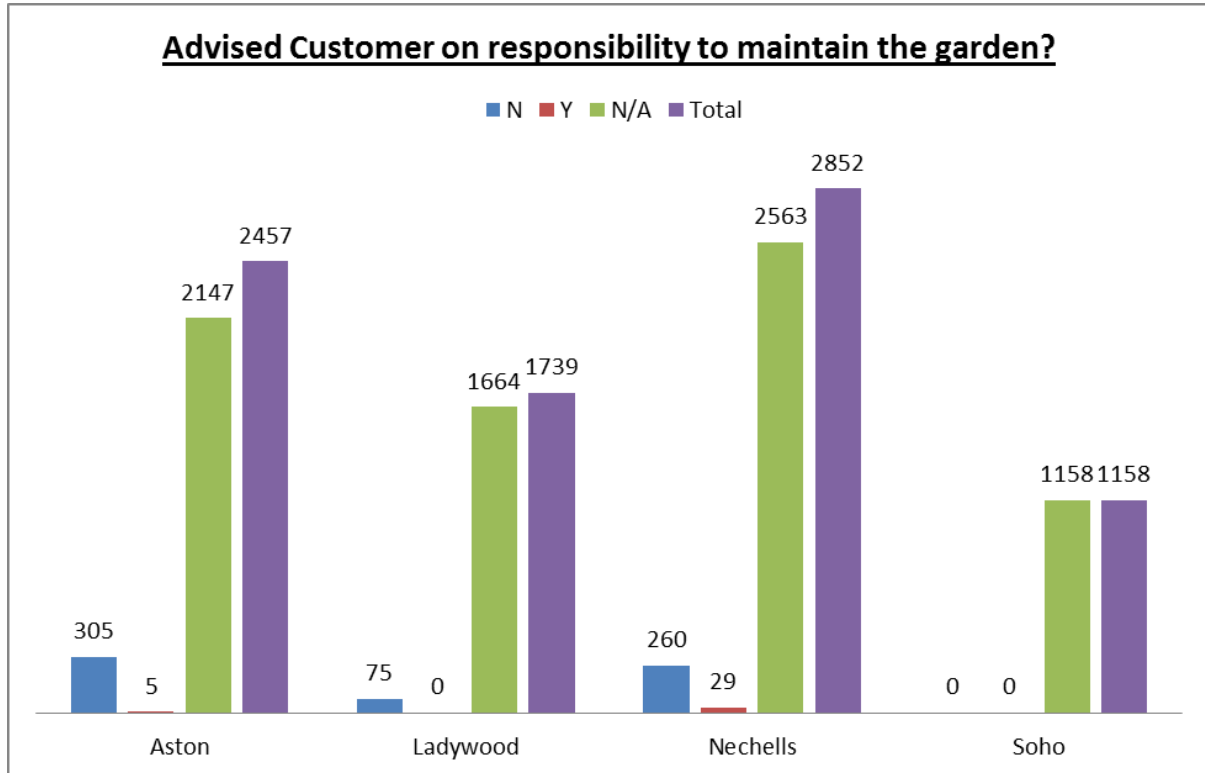
Outcomes from Annual Visits, Phase 1

Tenancy Breaches



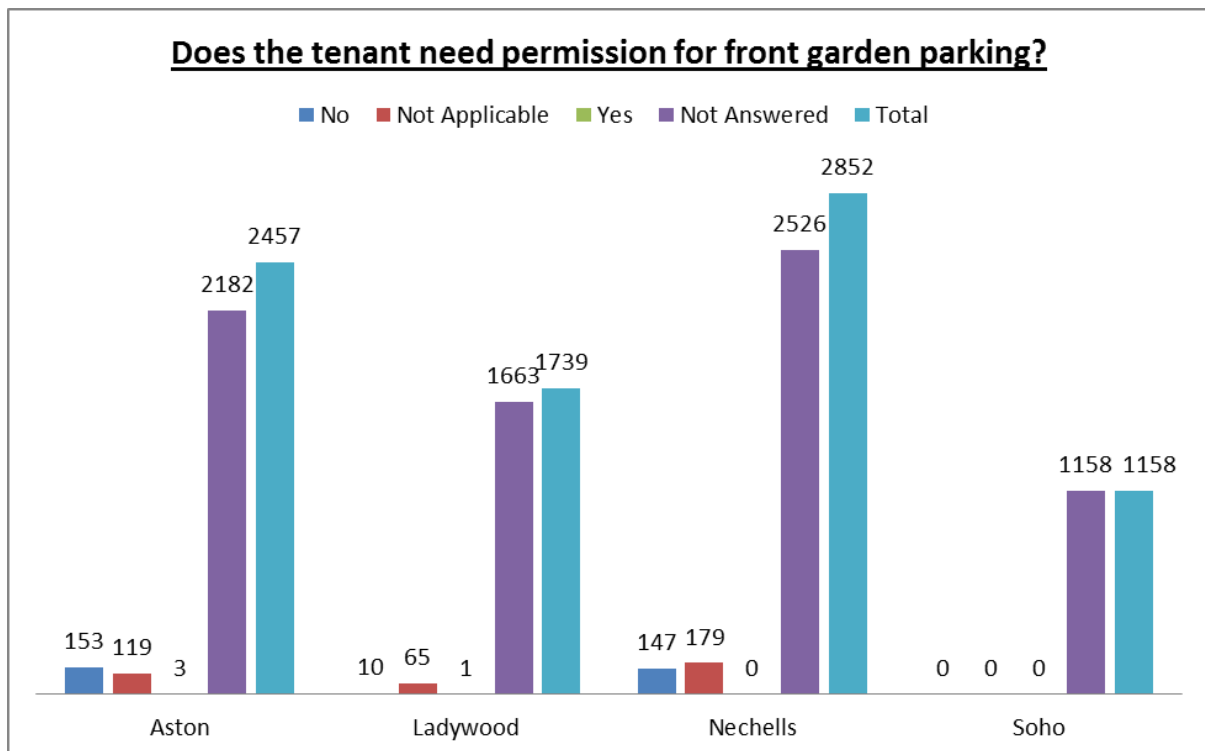
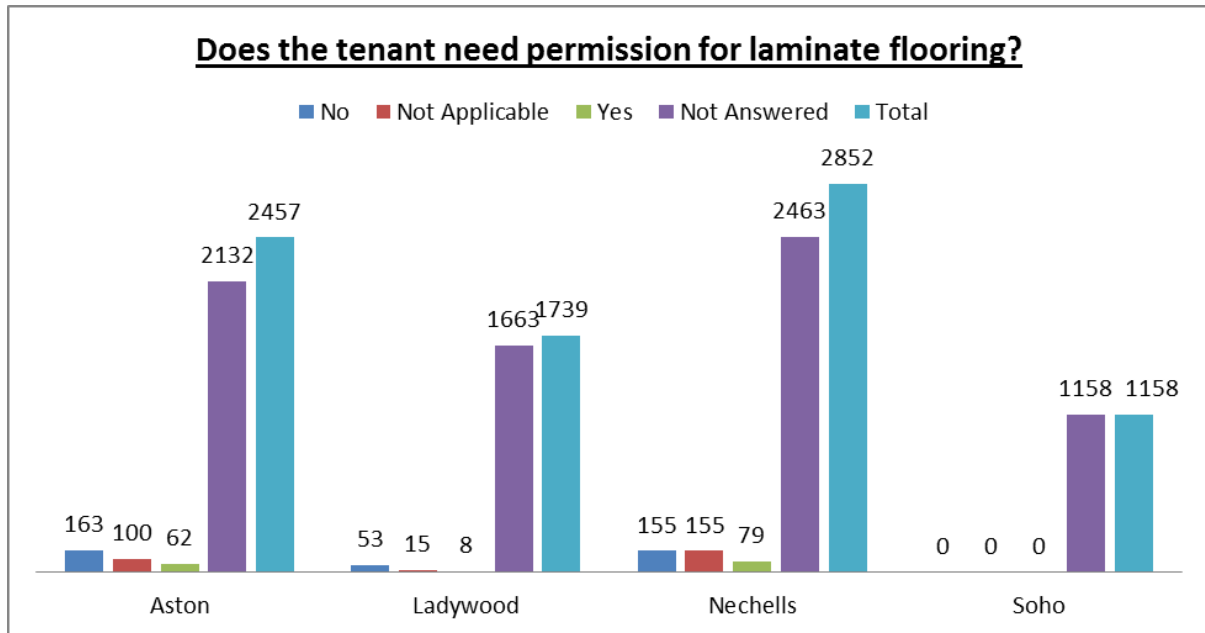
Ladywood District

Outcomes from Annual Visits, Phase 1



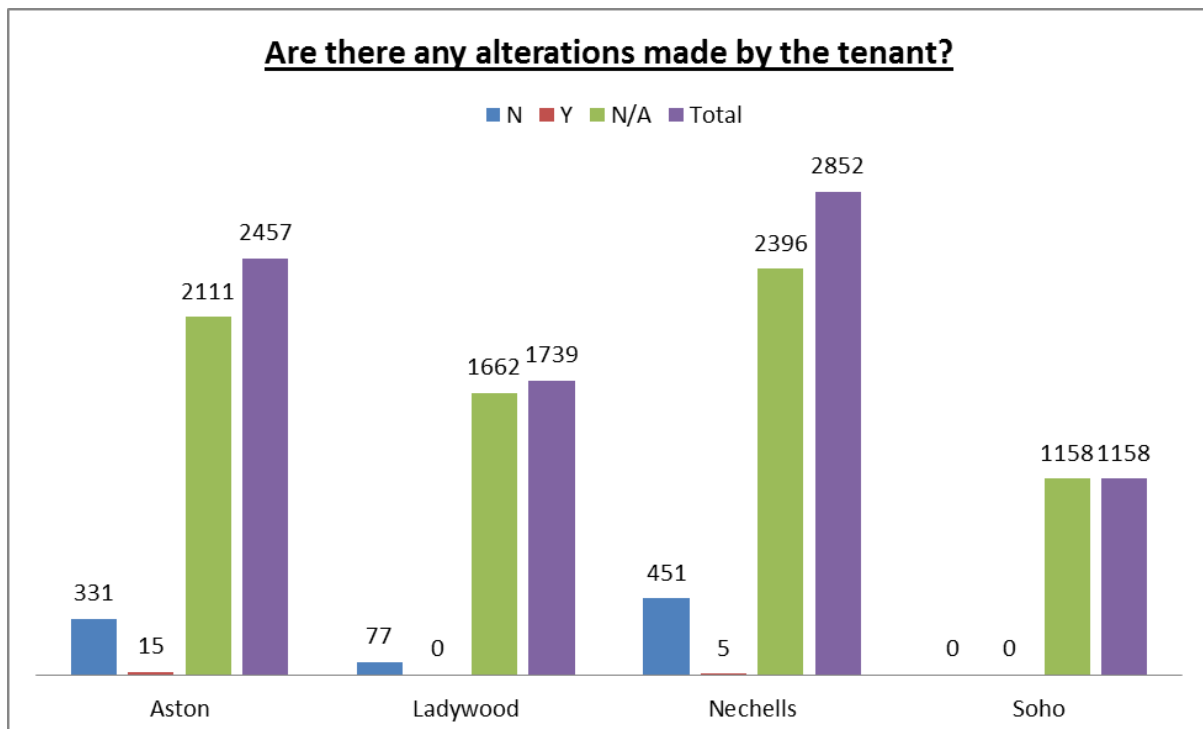
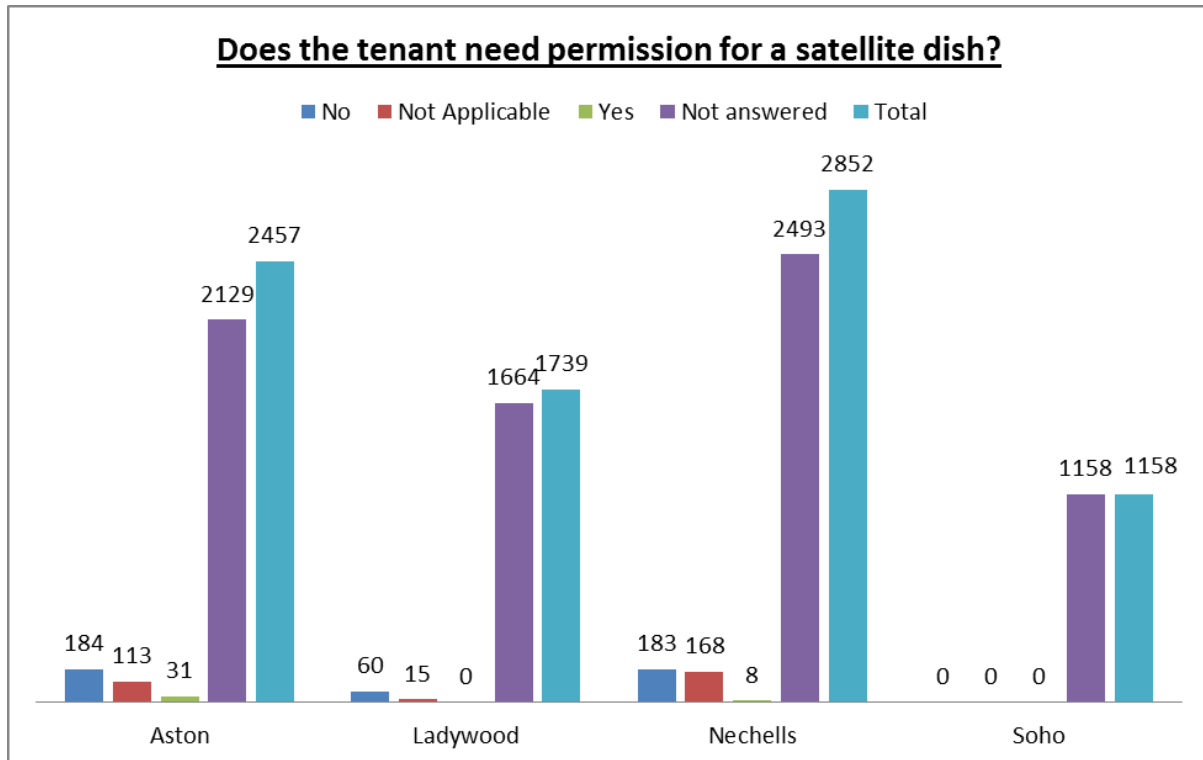
Ladywood District

Outcomes from Annual Visits, Phase 1



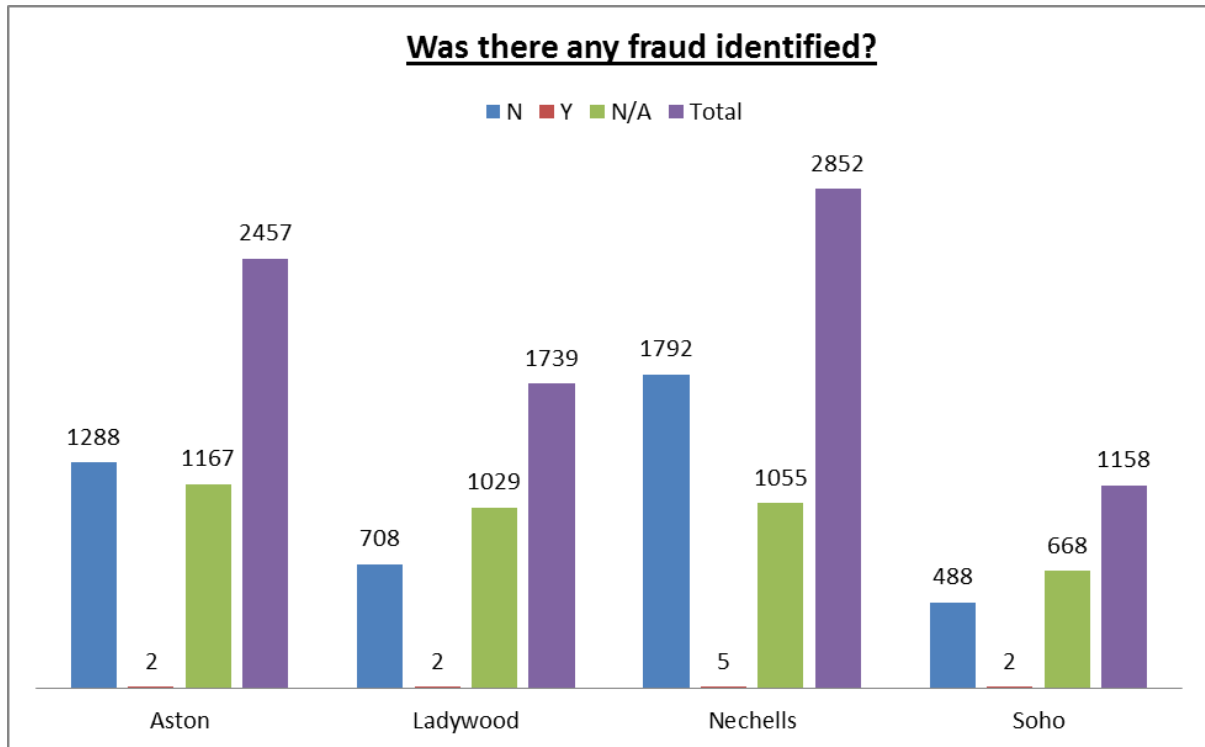
Ladywood District

Outcomes from Annual Visits, Phase 1

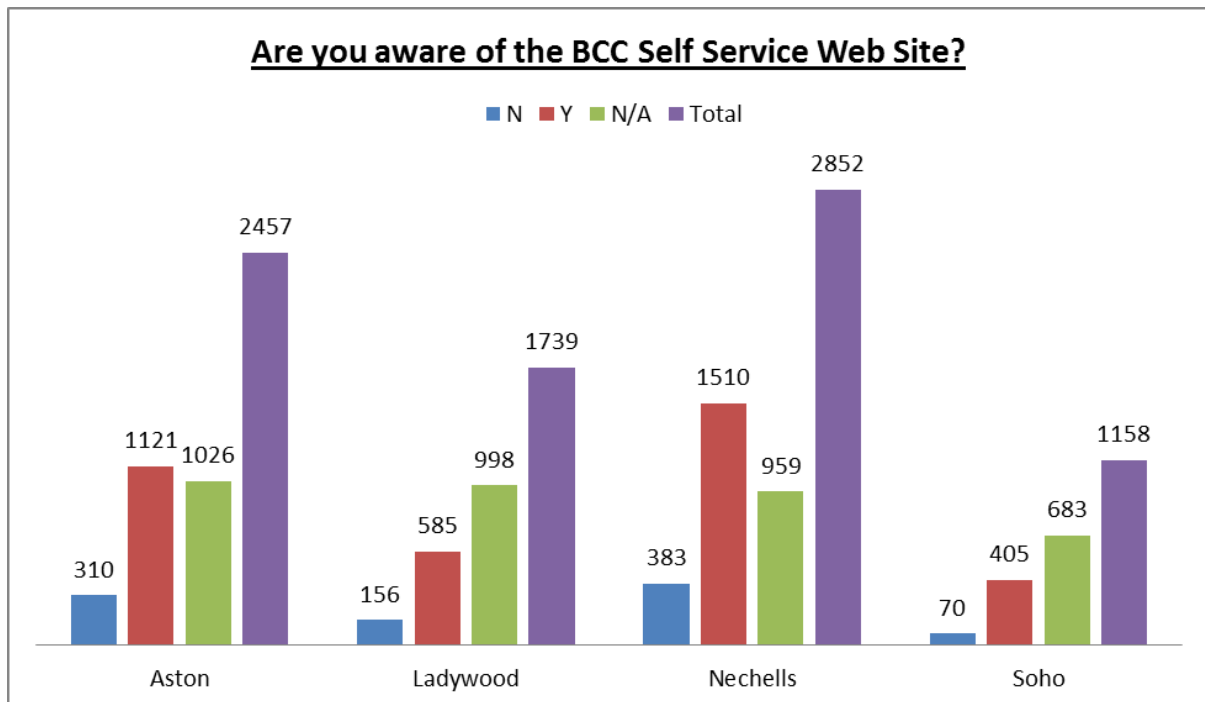


Ladywood District

Outcomes from Annual Visits, Phase 1



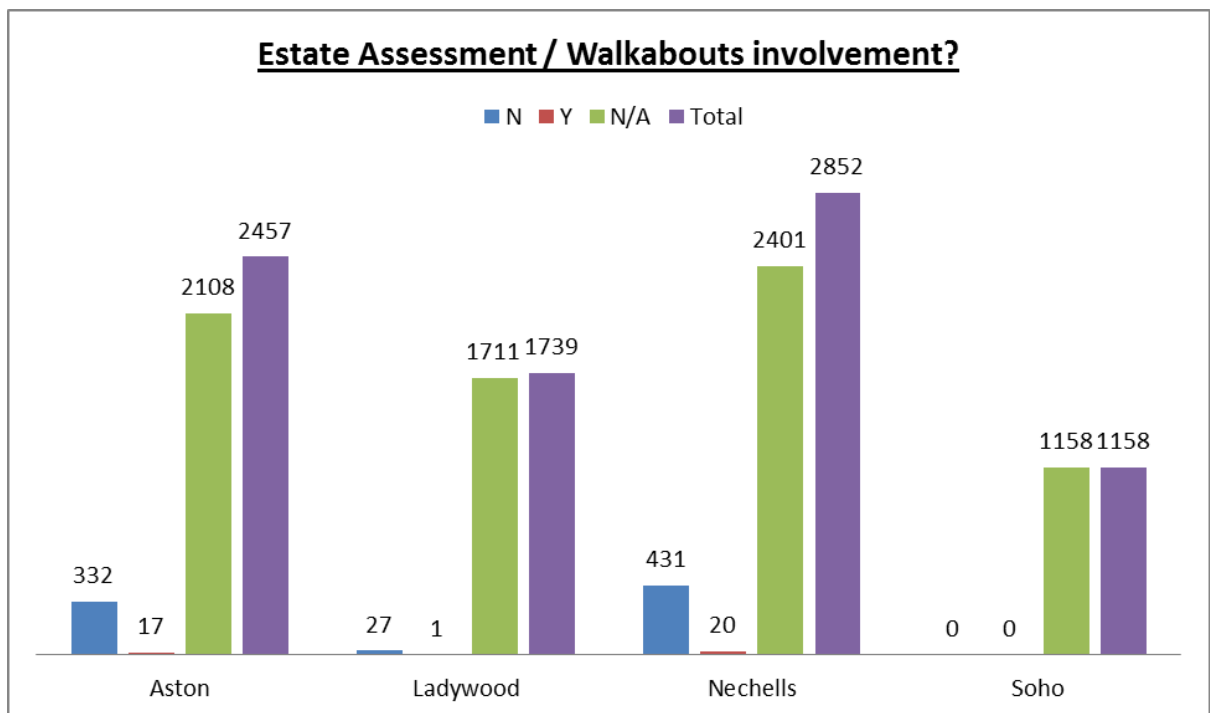
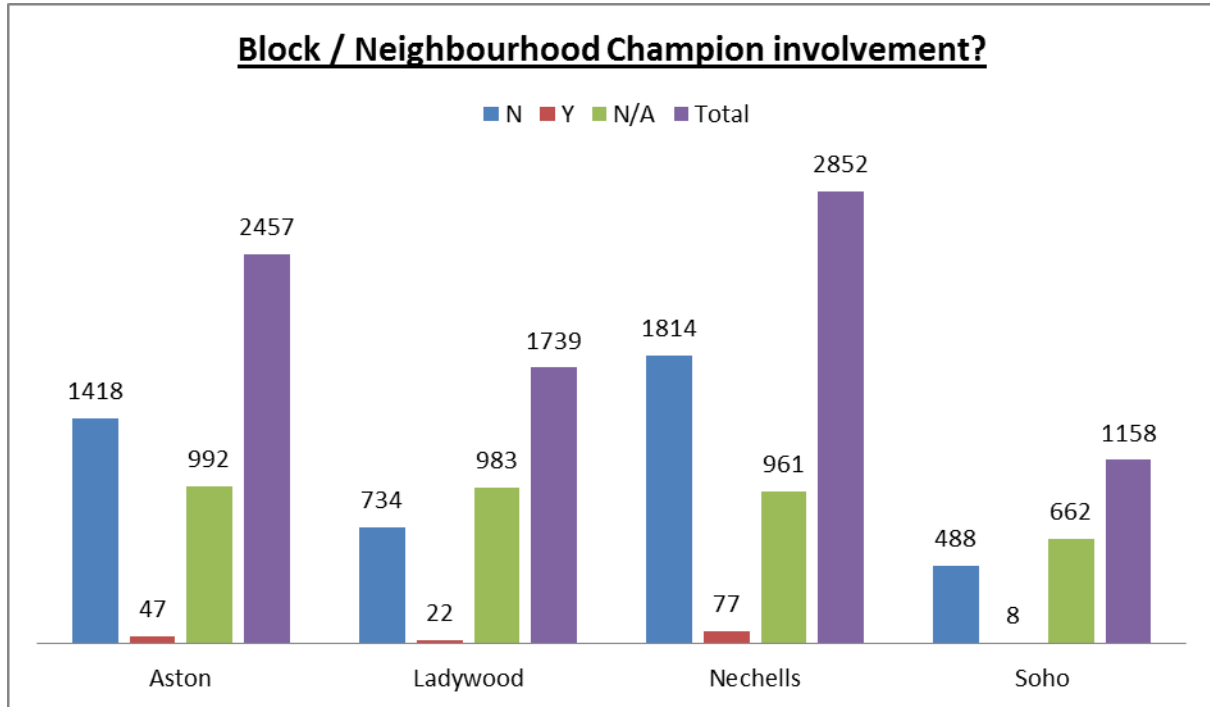
Channel Shift



Ladywood District

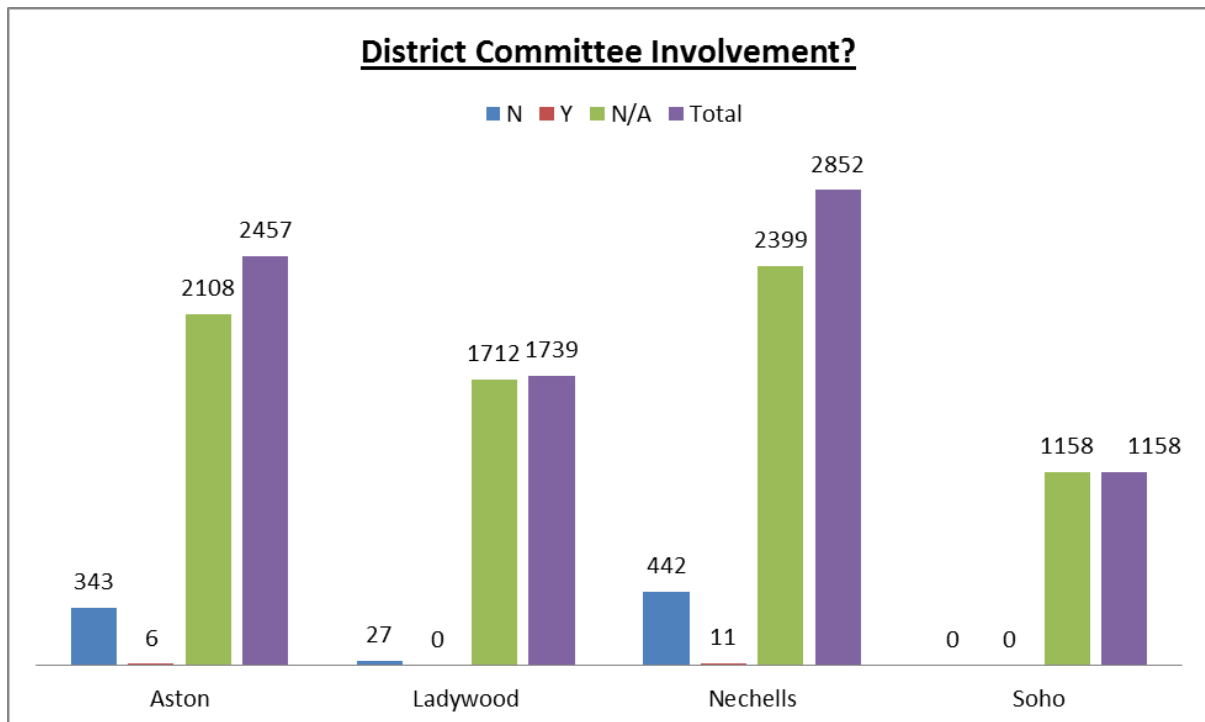
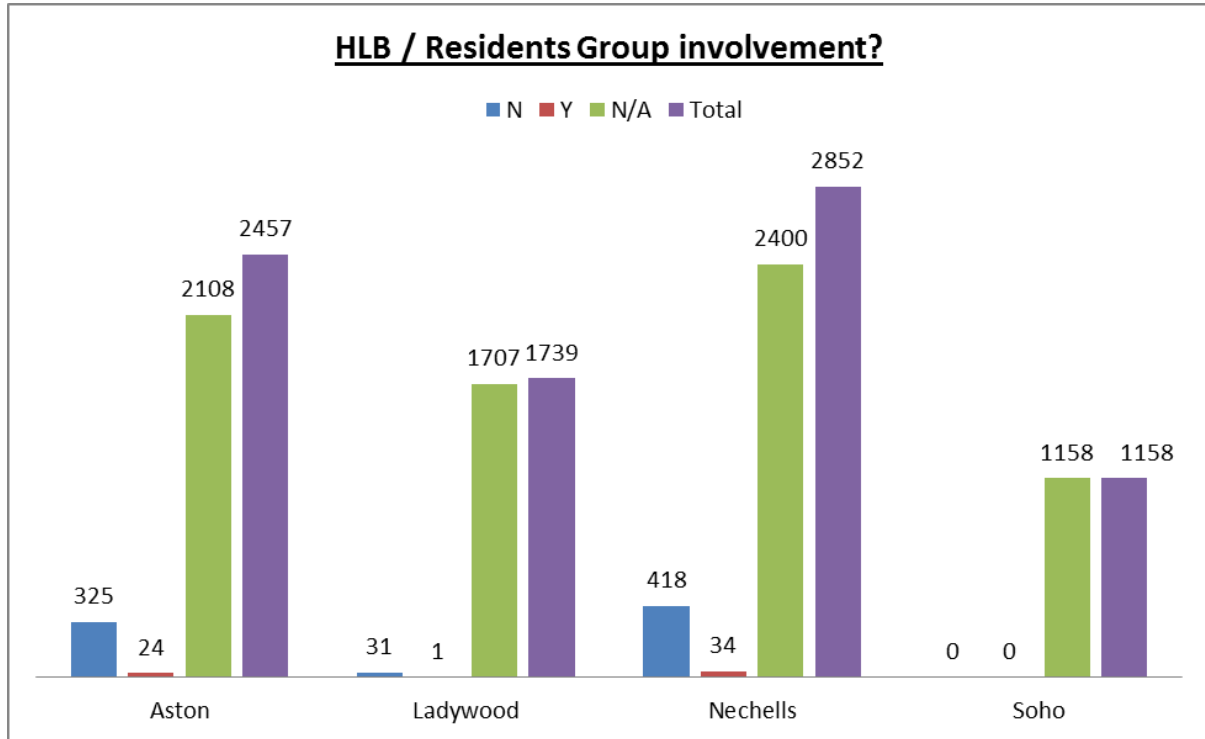
Outcomes from Annual Visits, Phase 1

Customer Involvement



Ladywood District

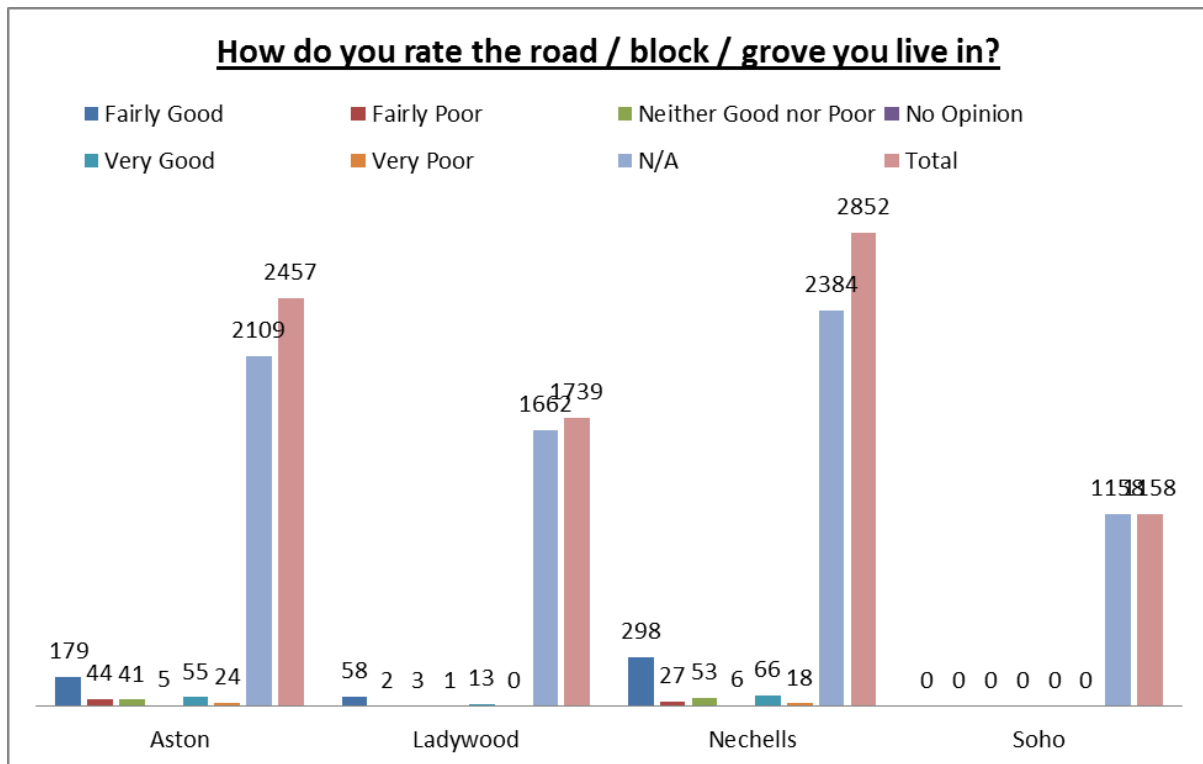
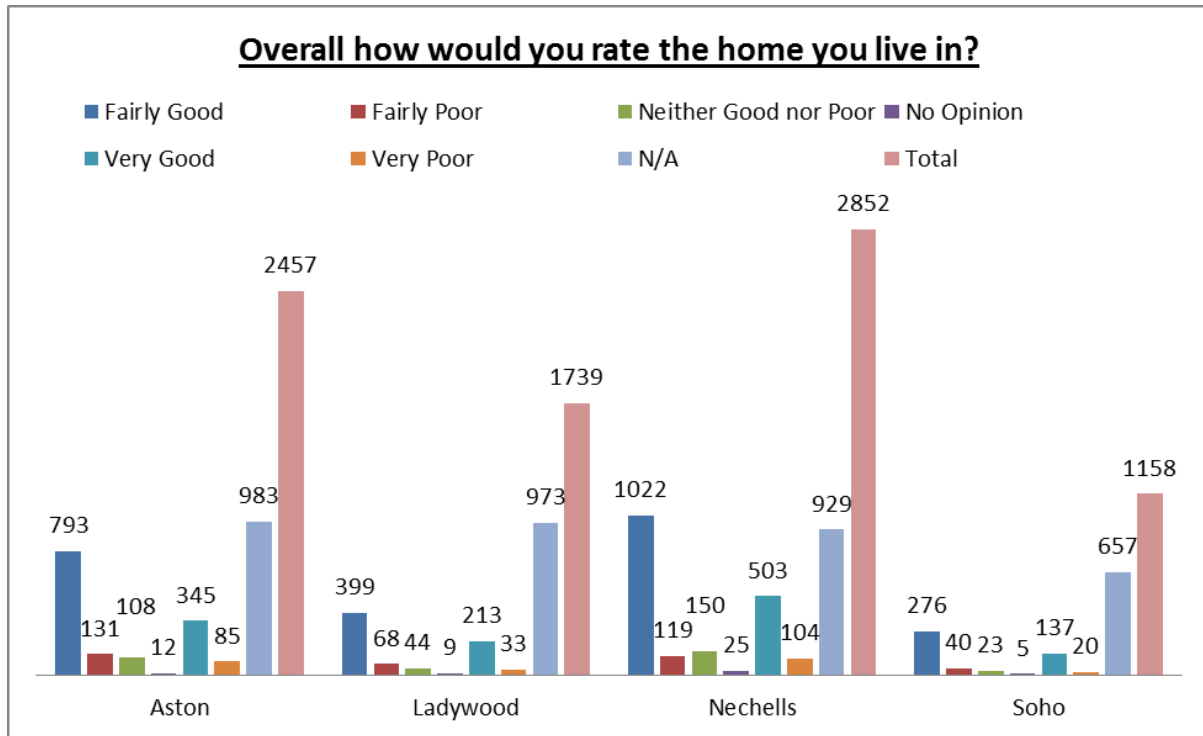
Outcomes from Annual Visits, Phase 1



Ladywood District

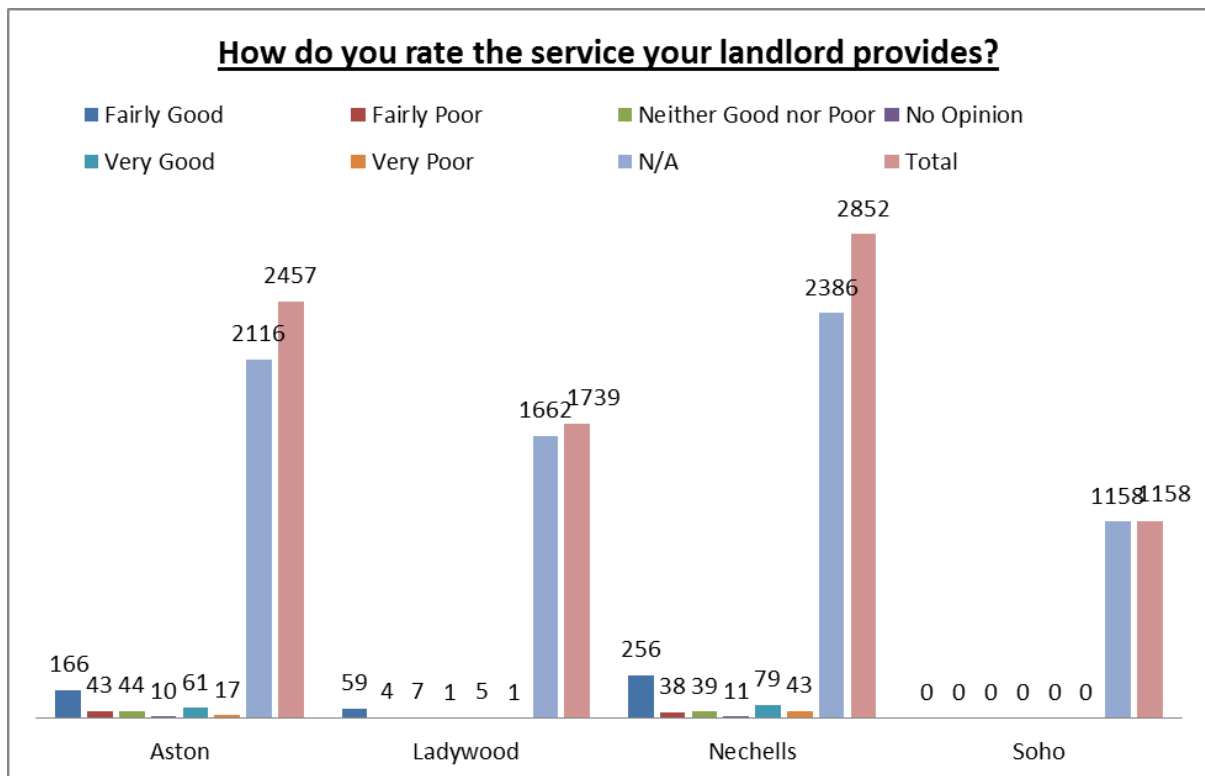
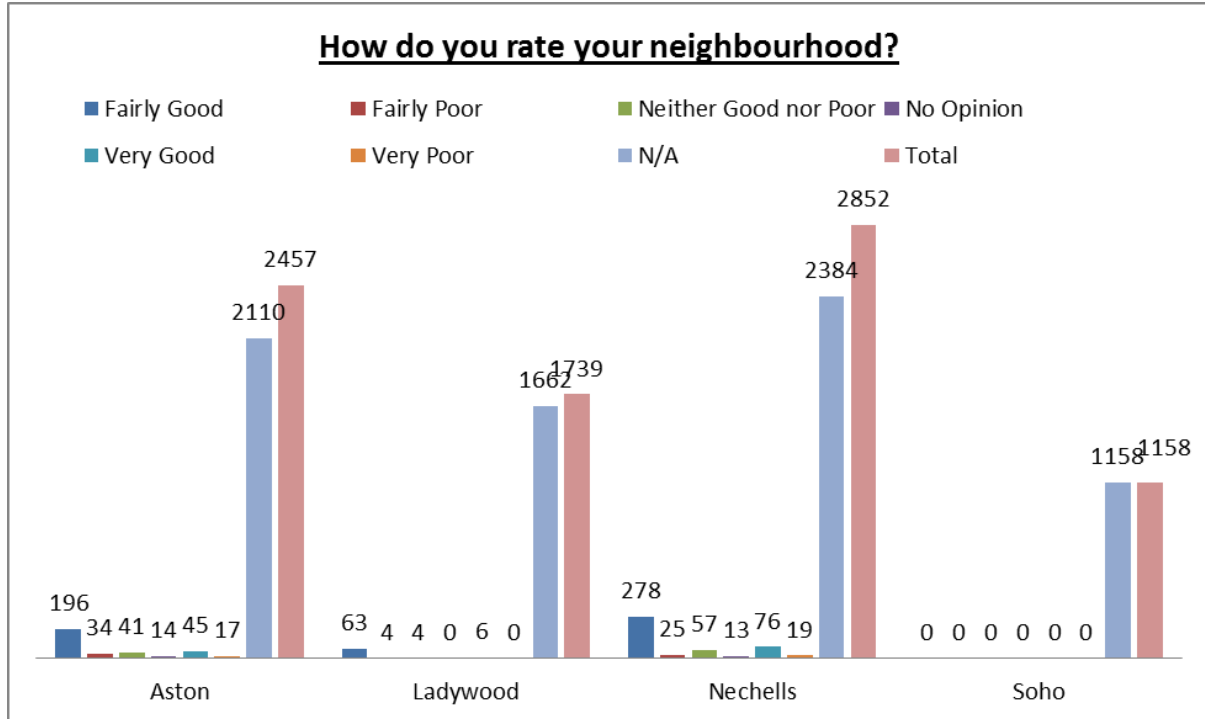
Outcomes from Annual Visits, Phase 1

Customer Satisfaction



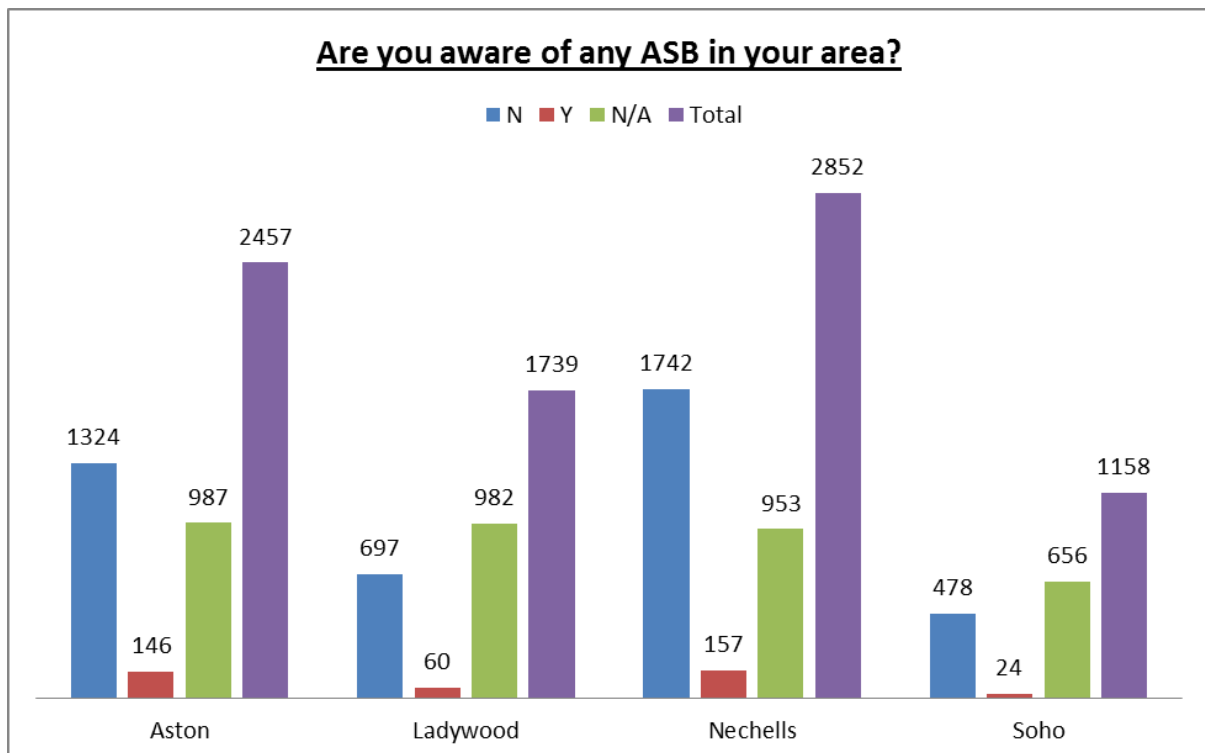
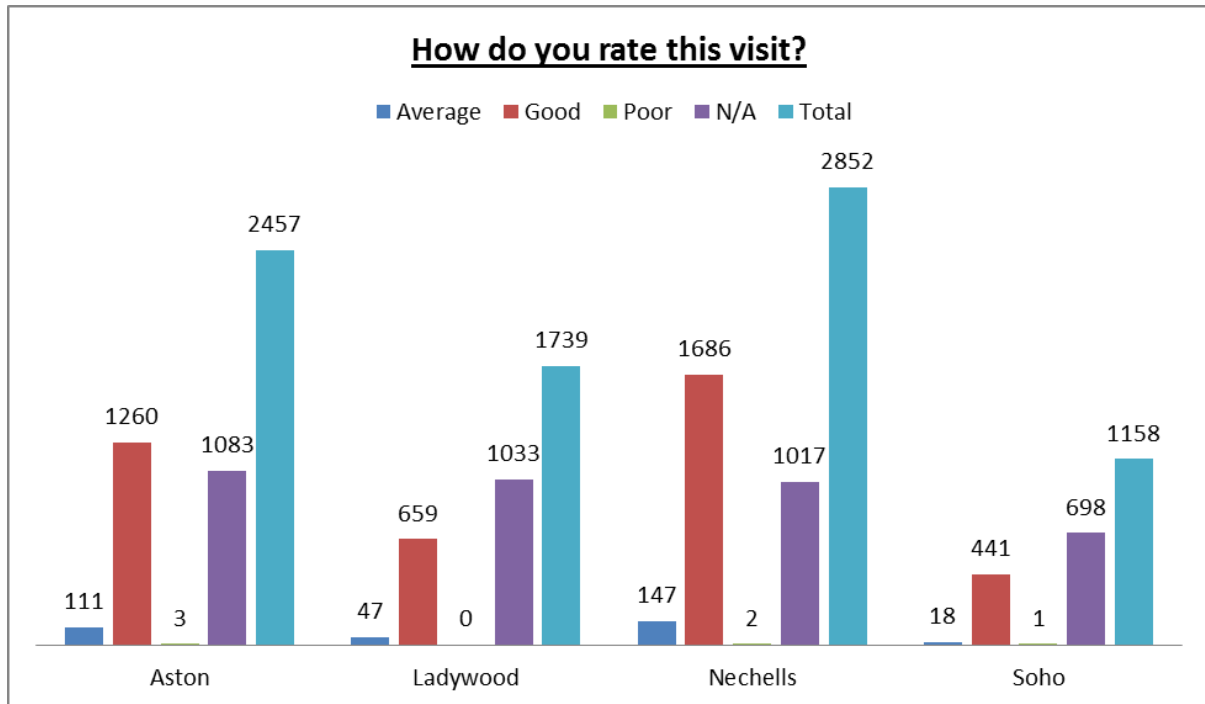
Ladywood District

Outcomes from Annual Visits, Phase 1



Ladywood District

Outcomes from Annual Visits, Phase 1



Housing Transformation Board Performance Report

Quarter 2 2015-16

Report produced by Place Directorate Performance and Support Services Team

Version 1.0-13/11/2015
Page 71 of 156

Contents	RAG status (based on Q2 data unless stated)	Page
<u>Exception Report</u>		6
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>		
Number of Right To Buy applications received	No Target	9
Number of properties sold under Right To Buy	No Target	10
Right to Buy compliance to statutory timescales	Red	11
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	Green	12
Current amount of rent arrears	Green	13
<u>Supporting People/Homeless Service/Allocations (Jim Crawshaw)</u>		
Number of households in Temporary Accommodation	Red	14
Number of households in B&B	Red	15
Number of homeless preventions	Year end target	16
Number of health and housing assessments currently outstanding	No Target	17
Number of households on housing waiting list	No Target	18
Average number of weeks families in B&B	No Target	19
<u>Landlord Services</u>		
<u>Antisocial Behaviour (Tracey Radford)</u>		
Number of new ASB cases received - A, B and C categories	No Target	20
Number of new hate crime cases	No Target	22
Percentage of A cases responded to on time	Amber	23
Percentage of B cases responded to on time	Green	
Percentage of C cases responded to on time	Green	
Total ASB cases closed	No Target	24
Percentage of ASB cases closed successfully	Green	25
Number of current ASB cases	No Target	26
Number of Live Think Family cases	No Target	27

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	28
Percentage of low-rise blocks rated satisfactory or better	Green	29
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	30
Percentage of introductory tenancies over 12 months old, not made secure	Green	31
Condition of estates - average of bi-annual estate assessment scores	No Target	32
Condition of estates - number of excellent, good and poor ratings to date	No Target	33

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties	Green	34
Average days void turnaround - all voids	Amber	35
Average days void turnaround - void sheltered properties only	No Target	36
Average calendar days to repair a void property	Amber	37
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red	38
Percentage of void properties let first time	Green	39
Customer satisfaction with letting staff	Green	40
Customer satisfaction with new home	No Target	41

Services for Older People (Carol Dawson)

Number of new void sheltered properties	No Target	42
Number of current void properties - sheltered only	No Target	43
Percentage of support plans completed in 4 weeks	Green	44
Percentage of Careline calls answered within 60 seconds	Green	45

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled	No Target	46
Average time taken to answer calls (in seconds)	Green	47
Percentage of calls answered	Green	48

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Green		49
Percentage of appointments kept	Amber		50
We will respond to emergency repairs in two hours	Red	Bham Promise	51
We will resolve routine repairs within 30 days	Red	Bham Promise	52

Gas:

Percentage of gas servicing completed against period profile	Green		53
Percentage of gas repairs completed within 7 days	Amber		54

Customer Satisfaction:

Customer satisfaction with repairs	Green		55
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Independent Living:

Number of households assisted by independent living	Green		56
Number of Wise Move completions	No Target		57

Capital Works (Martin Tolley)

Capital Works:

As per contractor assessment the percentage of capital improvements completed within timescale	Amber		58
The percentage of capital improvements works completed and audited by BCC with no defects on handover	Red		59
Percentage of customers satisfied with contractor performance	Green		60
Percentage of customers satisfied with the quality of their home improvement	Green		61
Percentage of customers satisfied with Birmingham City Council's overall process	Green		62
Percentage of actual spend as a proportion of revised annual budget - year to date	Green		63
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		64

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation (HMO) Licencing:

Houses in Multiple Occupation licences issued	No Target	66
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target	67

Private Tenancy Unit:

Private Tenancy Unit - Requests for assistance	No Target	68
Private Tenancy Unit - Cases assisted through advice	No Target	69
Private Tenancy Unit - Cases assisted through intervention	No Target	70

Empty Properties:

Empty properties brought back into use	Green	CBP	71
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Housing Development (Clive Skidmore)

Number of affordable homes provided		72
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Housing Transformation Board

Exception Report Quarter 2 2015-16

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

Leasehold and Right to Buy (Sukvinder Kalsi)

Measure: Right to Buy compliance to statutory timescales Page: 11
Target: 92%
Performance: 64%
Commentary provided by: Louise Fletcher

Right to buy 2 documents to admit or deny applications are being issued within target deadlines. However the issue of S125 Offer Notices has been delayed again this month, due to additional money laundering and social housing fraud checks, as the increase in checking more robust information and subsequent queries from tenants is impacting on workloads. There are also delays in receiving supporting information such as valuations and Energy Performance certificates from other service areas. Process are being reviewed with other service areas to ensure they are as effective as possible. These delays have not resulted in any complaints from tenants, or their legal representatives, but there has been an increase in the number of telephone queries from tenants which is also having an impact.

Supporting People/Homeless Service/Allocations (Jim Crawshaw)

Measure: Number of households in Temporary Accommodation Page: 14
Target: 980
Performance: 1127
Commentary provided by: Jim Crawshaw

The number of households in Temporary Accommodation has increased to 1,127 households. This exceeds our proposed target by 147. Work continues to support households in temporary accommodation to bid through Birmingham Home Choice and to consider alternative options. However, there has been an increase in homeless presentations to the city and as a result the number of households in temporary accommodation has increased accordingly.

Supporting People/Homeless Service/Allocations (Jim Crawshaw)

Measure: Number of households in B&B

Page: 15

Target 70

Performance: 82

Commentary provided by: Jim Crawshaw

For September 82 households were accommodated. This is a decrease of 3 households on the previous month's figure and exceeds our proposed target by 12. Work continues to mitigate the impact the homeless centre closures on the bed and breakfast numbers. Significant work is ongoing via Procurement exercise and partnership working to significantly reduce B&B by end of November 2015.

Voids and Lettings (Gary Nicholls)

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

Page: 38

Target 10

Performance: 19.7

Commentary provided by: Gary Nicholls

The FFL to TSD is a component part of the overall void turnaround time, which is currently in green at 27.9 days(YTD). Although performance from FFL to TSD is currently above the 10 day target, performance against this KPI has improved significantly from 20 days in the previous year.

Asset Management and Maintenance (John Jamieson)

Measure: We will respond to emergency repairs in two hours

Page: 51

Target 100%

Performance: 96.9%

Commentary provided by: John Jamieson

Performance remains within contractual targets and has improved overall in the 2nd Quarter (versus 95.7% in 1st Quarter).

Measure: We will resolve routine repairs within 30 days

Page: 52

Target 100%

Performance: 92.5%

Commentary provided by: John Jamieson

Performance continues to improve by contractors with a focus on completing minor non-urgent repairs. This compares to 1st Quarter performance of 91.6%.

Capital Works (Martin Tolley)

Measure: The percentage of Capital works completed and audited by BCC with no defects on handover.

Page: 59

Target 97%

Performance: 86.5%

Commentary provided by: Pat McWilliam

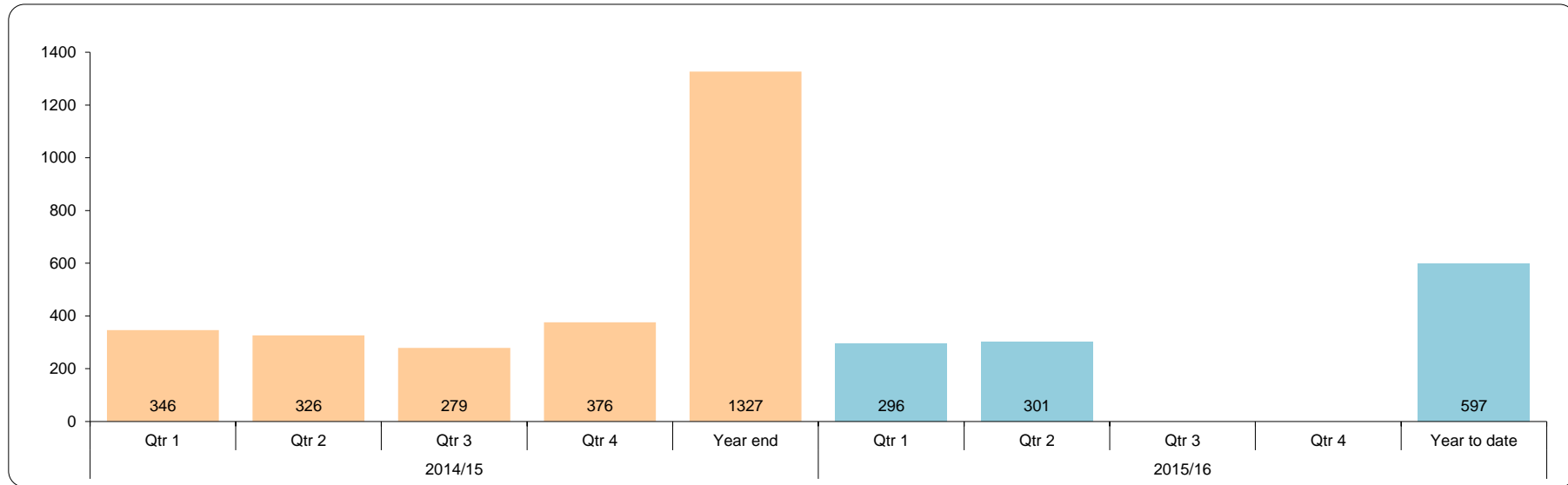
Due to comprehensive auditing of capital works completed, we are working with service providers to improve the level of completed works that is handed over with no defects - in particular on the completion of a kitchen and bathroom refurbishment.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



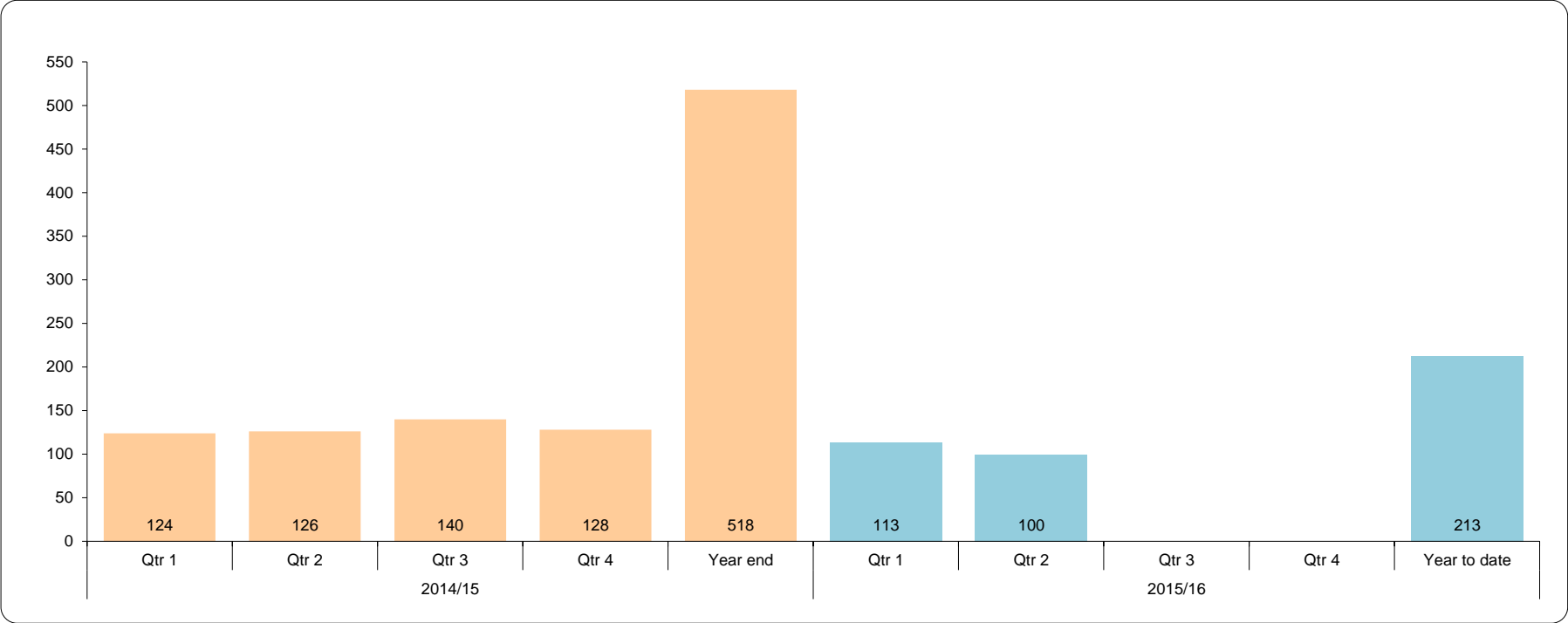
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of Right To Buy applications received	346	326	279	376	1327	296	301			597

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	32	29	30	53	45	28	13	22	4	45

RB01

Number of properties sold under Right To Buy

RAG Status	No Target
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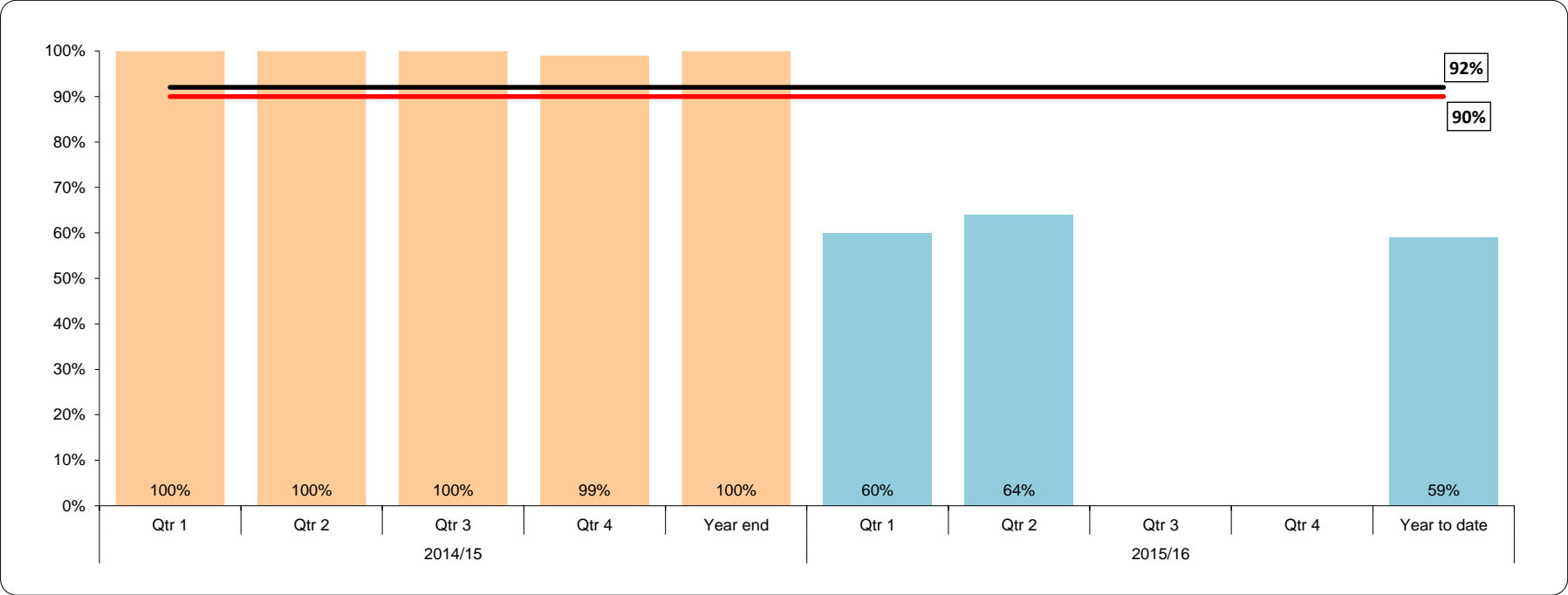
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of properties sold under Right To Buy	124	126	140	128	518	113	100			213

Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	9	5	11	18	15	13	4	10	1	14

Right to Buy compliance to statutory timescales

RAG Status

Red



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%			59%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

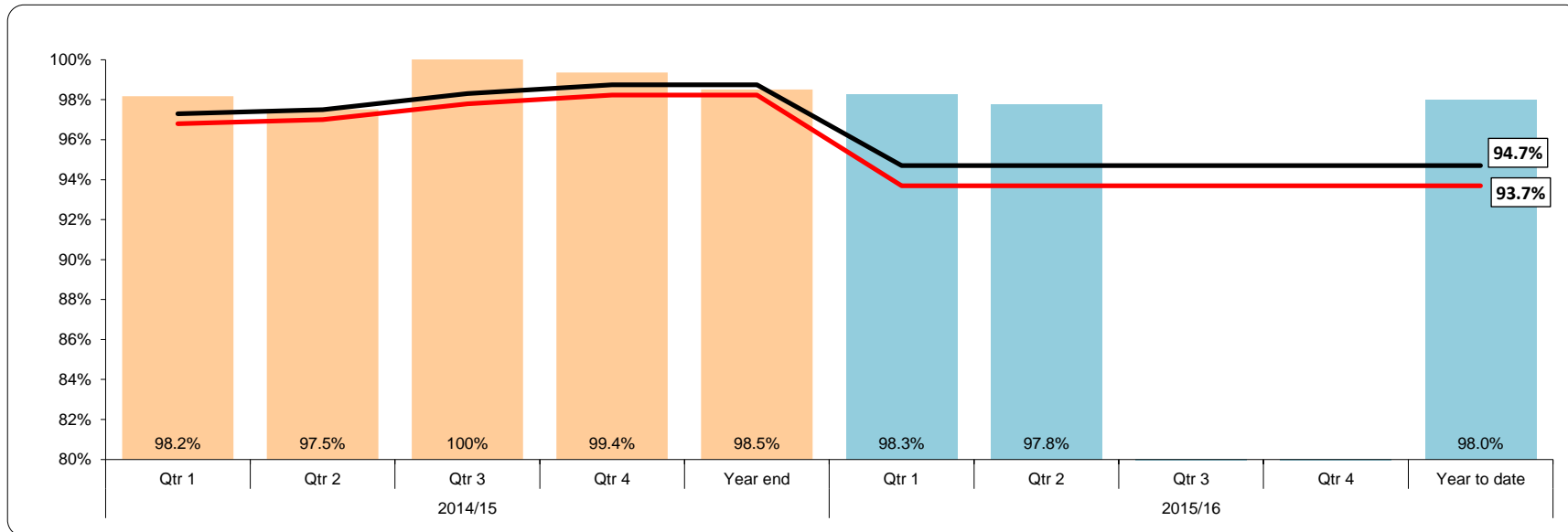
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	58%	81%	68%	62%	59%	70%	65%	74%	43%	61%

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of rent collected	98.2%	97.5%	100%	99.4%	98.5%	98.3%	97.8%			98.0%
Target	97.3%	97.5%	98.3%	98.7%	98.7%	94.7%	94.7%	94.7%	94.7%	94.7%
Standard	96.8%	97.0%	97.8%	98.2%	98.2%	93.7%	93.7%	93.7%	93.7%	93.7%

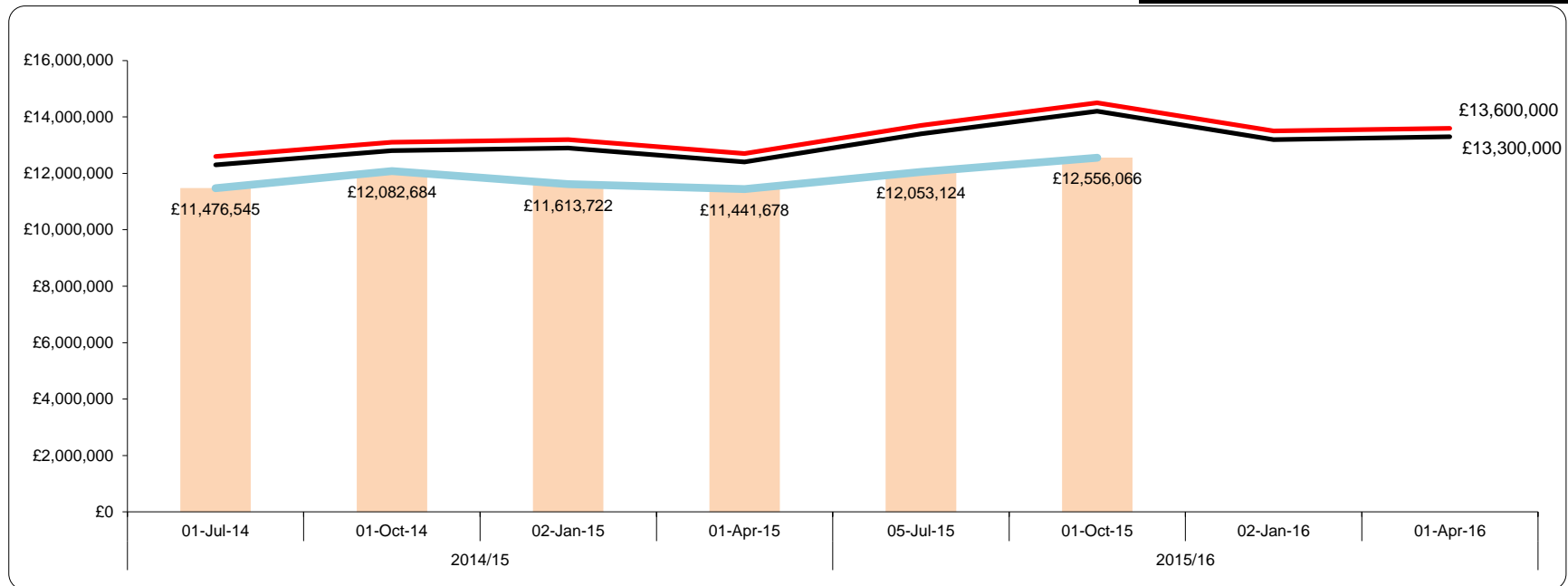
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	97.5%	97.7%	98.4%	98.2%	97.1%	98.2%	97.8%	97.7%	99.3%	98.1%

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		
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 £129,375 arrears from Bloomsbury TMO not included in district breakdown below.

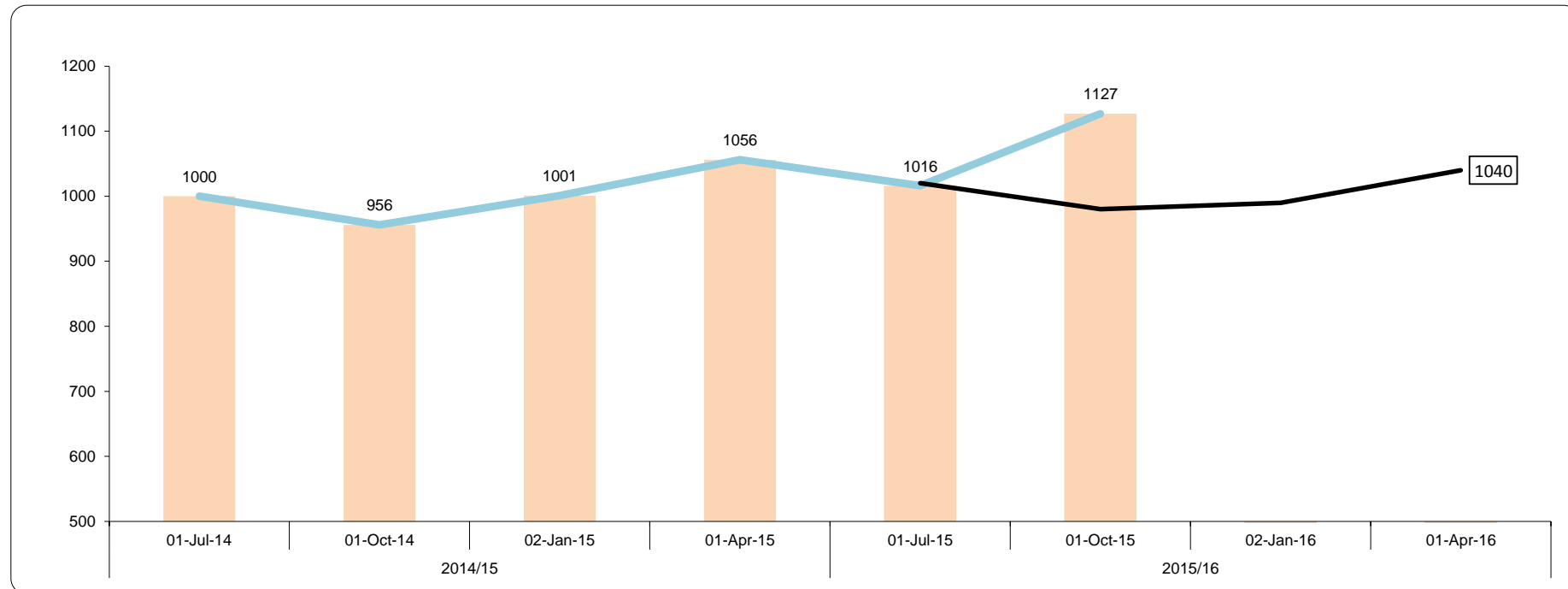
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 October 2015	£ 1,608,566.0	£ 1,376,648.0	£ 368,819.0	£ 1,701,964.0	£ 2,290,878.0	£ 1,814,451.0	£ 425,732.0	£ 1,067,289.0	£ 284,132.0	£ 1,488,212.0

Supporting People/Homeless Service/Allocations (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

Red



Smaller is better

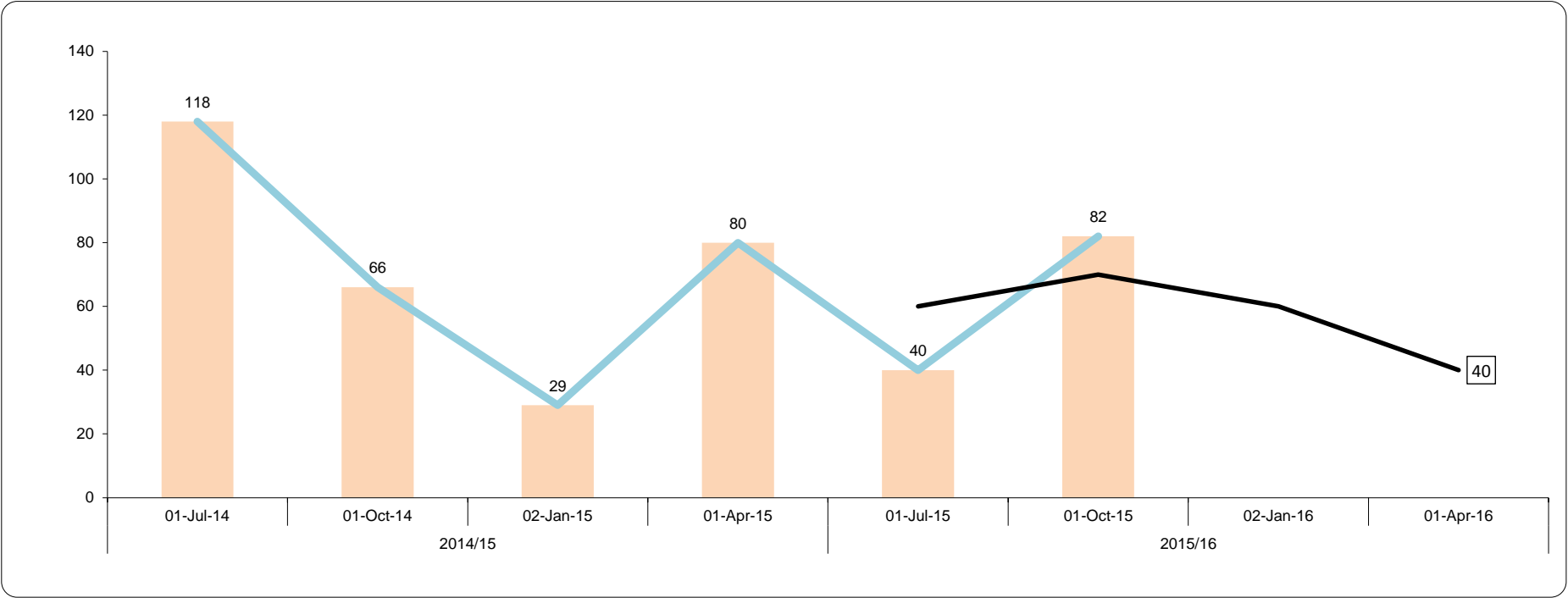
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in Temporary Accommodation - Snapshot figure	1000	956	1001	1056	1016	1127		
Target					1020	980	990	1040

SP01

Number of households in B&B - Snapshot figure

RAG Status

Red

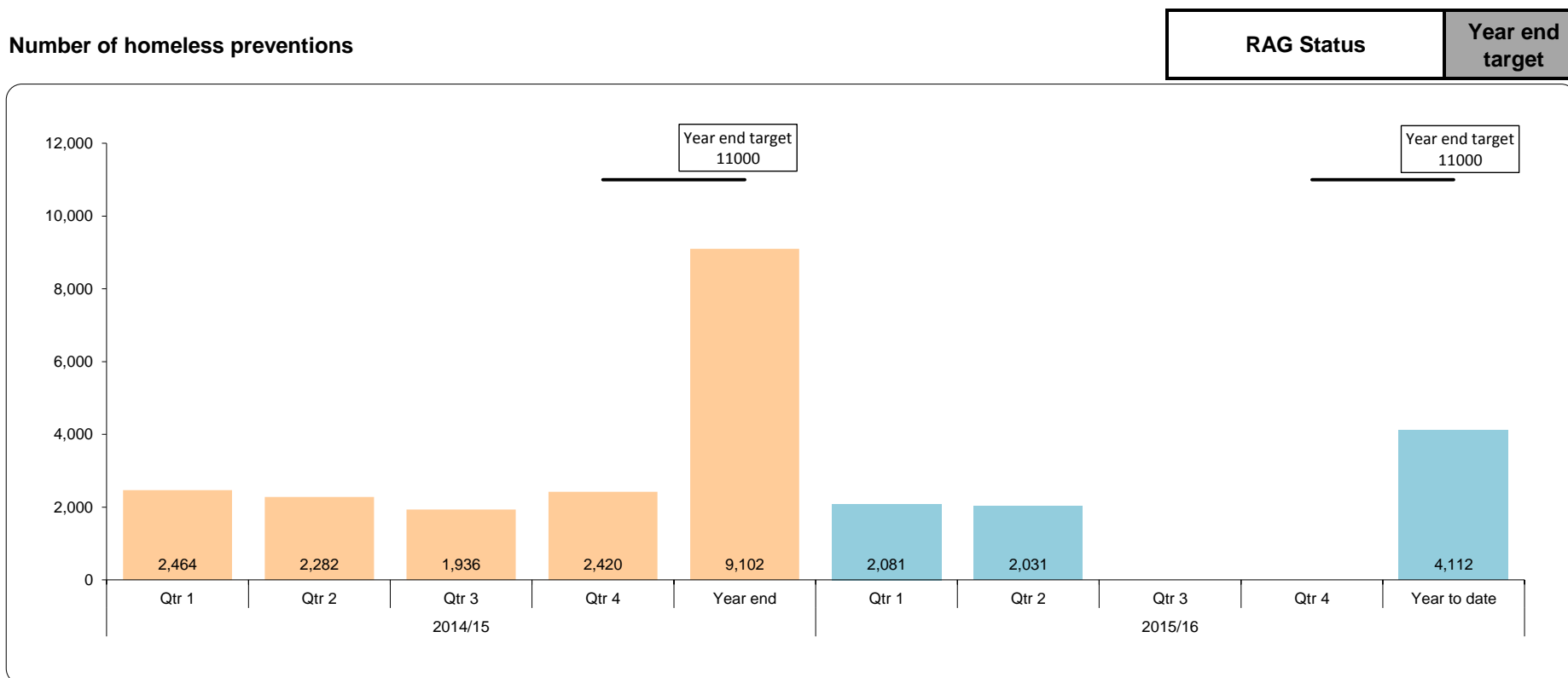


Smaller is better

	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 B&B - Snapshot figure	118	66	29	80	40	82		
Target					60	70	60	40

SP02

Number of homeless preventions



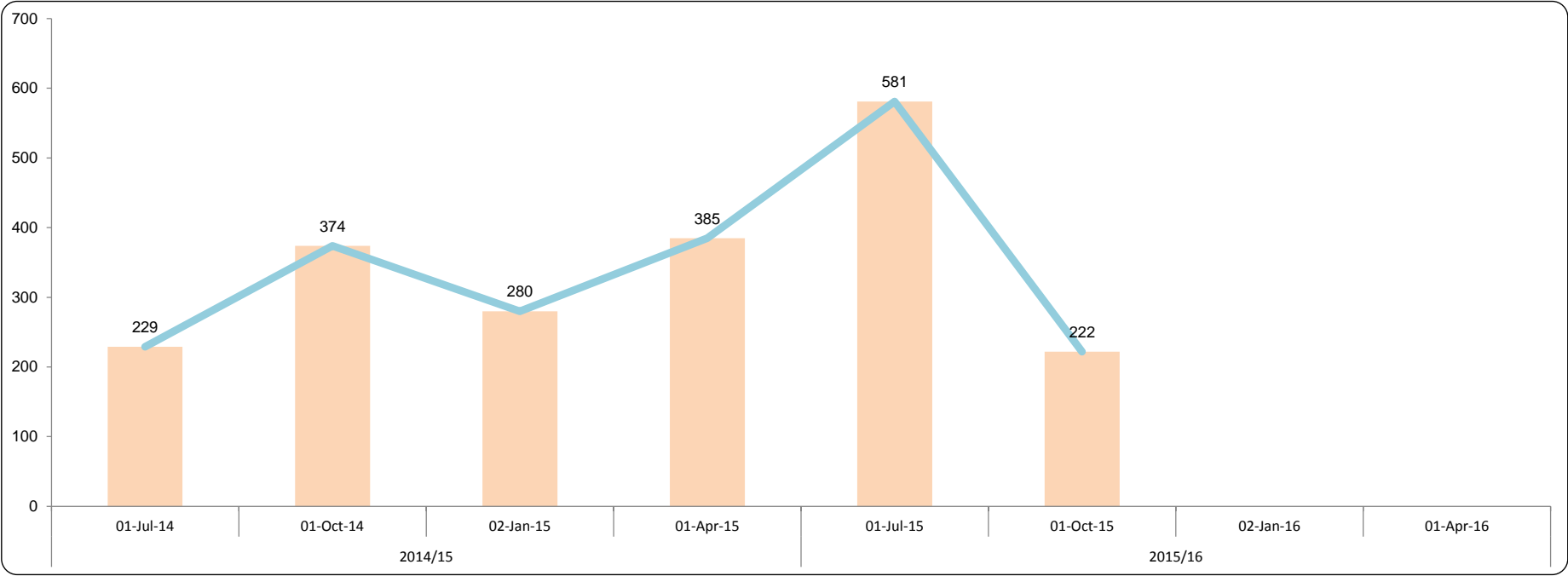
Bigger is better

	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 homeless preventions	2,464	2,282	1,936	2,420	9,102	2,081	2,031	0	0	4,112
Year end target					11,000					11,000

SP03

Number of health and housing assessments currently outstanding - Snapshot figure

RAG Status	No Target
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Smaller is better

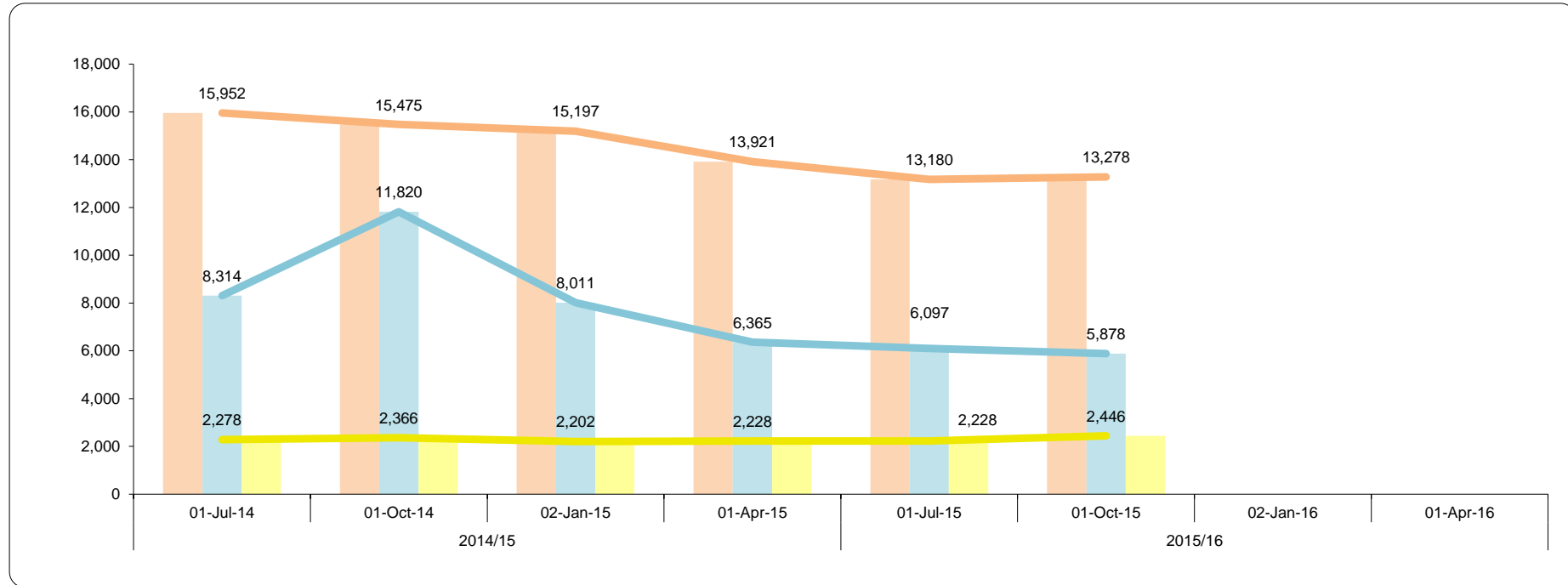
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of health and housing assessments currently outstanding - Snapshot figure	229	374	280	385	581	222		

SP04

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



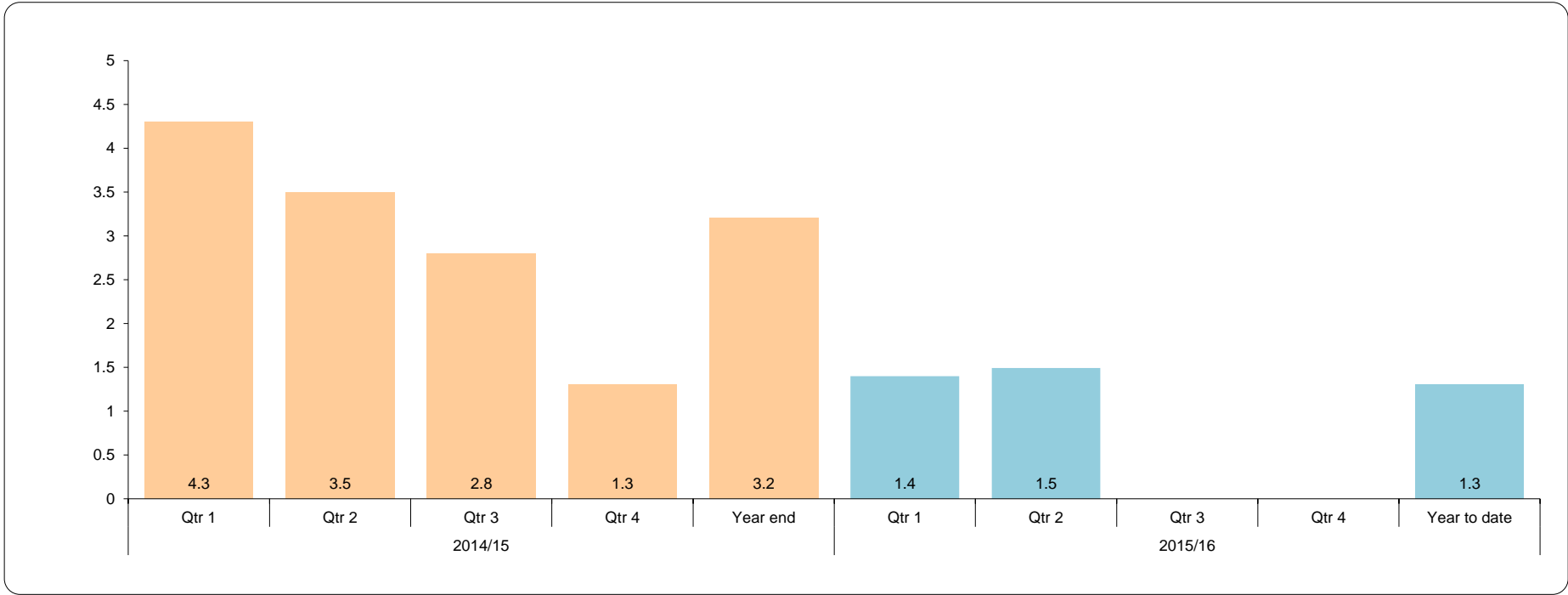
Smaller is better

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	02-Jan-16	01-Apr-16
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

	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 number of weeks families in B&B	4.3	3.5	2.8	1.3	3.2	1.4	1.5			1.3

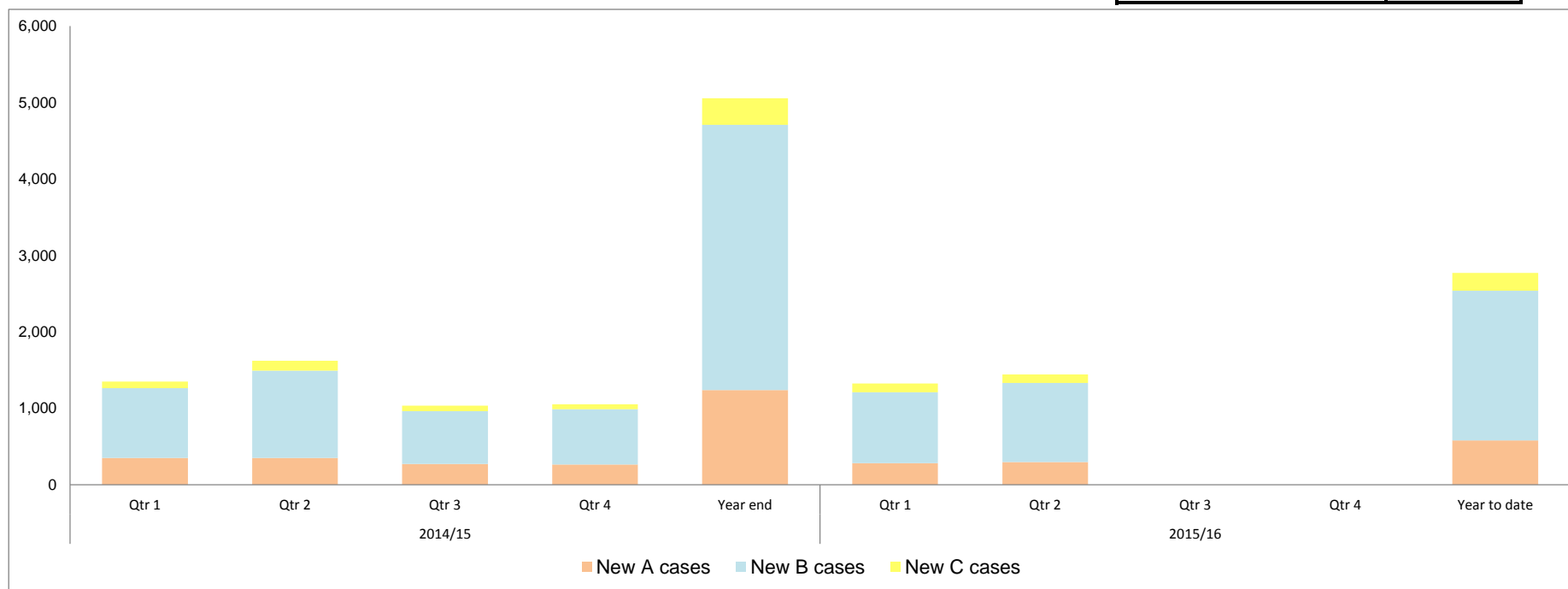
SP08

Antisocial Behaviour (Tracey Radford)

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

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
New A cases	350	352	273	264	1,239	283	298			581
New B cases	916	1,141	690	723	3,470	926	1,033			1,959
New C cases	83	128	71	65	347	117	114			231
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			2,771

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 2 2015-16	188	145	73	175	162	267	86	160	36	153

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.

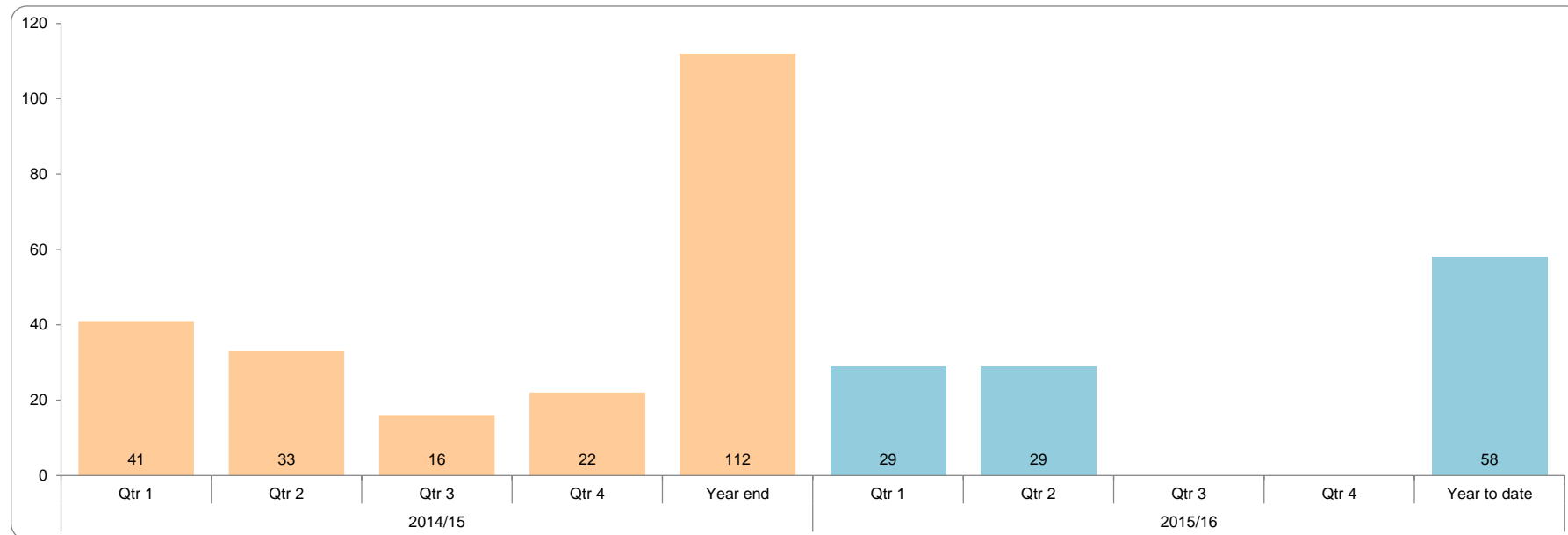
Category C - Minor

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

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 hate crime cases	41	33	16	22	112	29	29			58

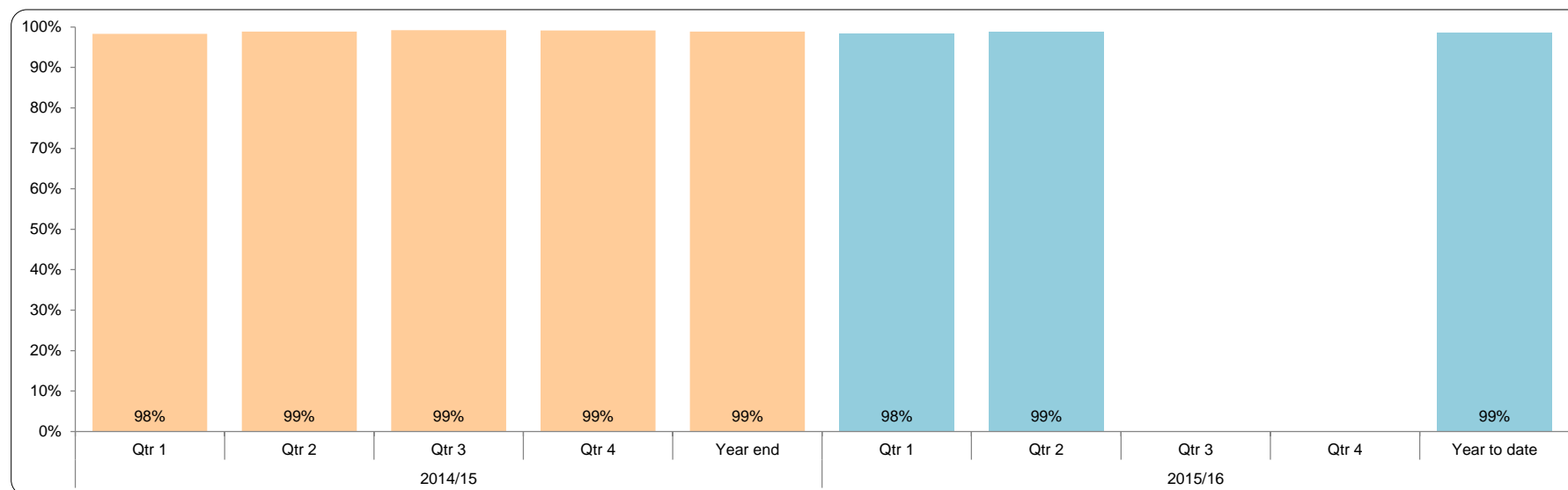
Number of new hate crime cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	5	3	1	3	2	8	0	1	0	6

ASB05

Percentage of cases responded to on time

RAG Status

See below



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%

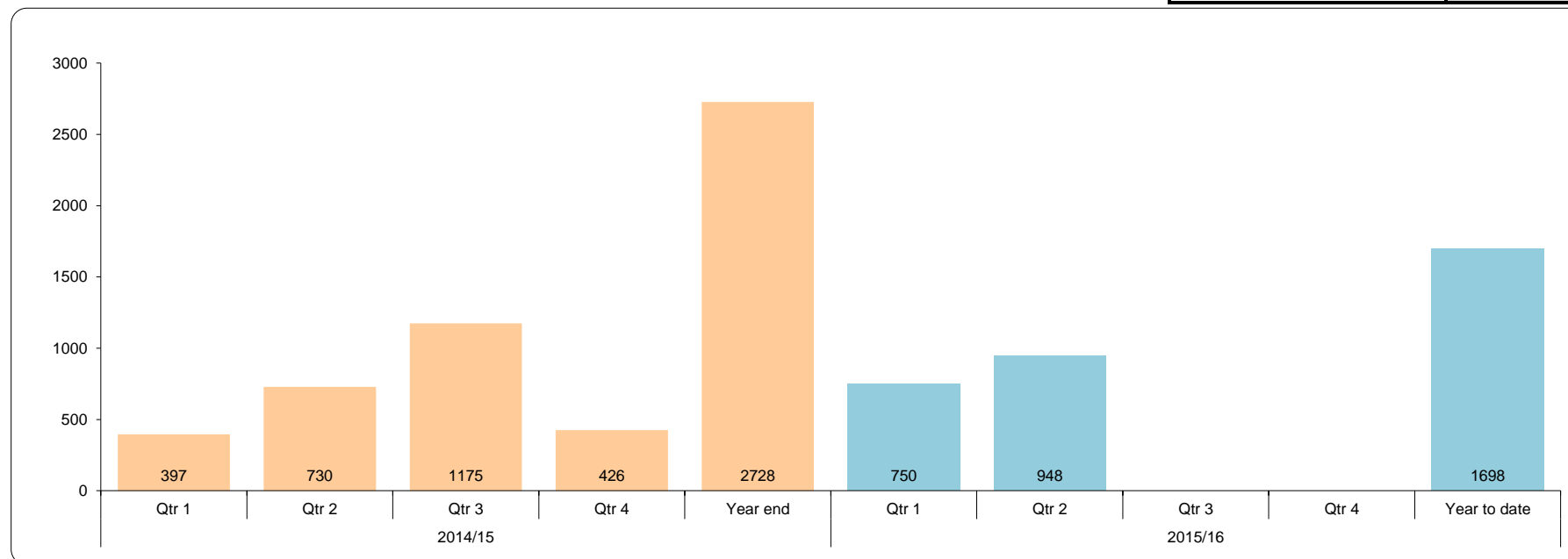
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	293	98%	100%	95%	Amber
Percentage of B cases responded to on time	1023	99%	95%		Green
Percentage of C cases responded to on time	114	100%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	99%	100%	99%	97%	100%	99%	100%	98%	100%	99%

Total ASB cases closed

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
Total ASB cases closed	397	730	1175	426	2728	750	948			1698

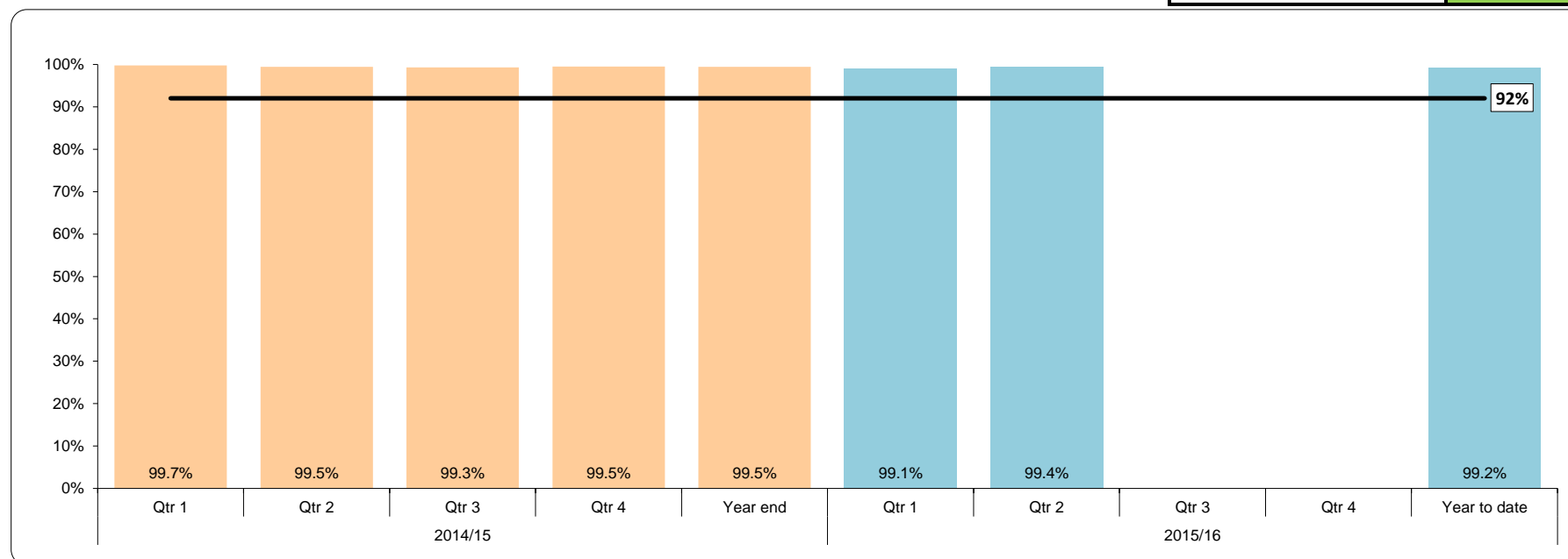
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	138	92	38	96	81	205	47	115	31	105

ASB06

Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of ASB cases closed successfully	99.7%	99.5%	99.3%	99.5%	99.5%	99.1%	99.4%			99.2%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

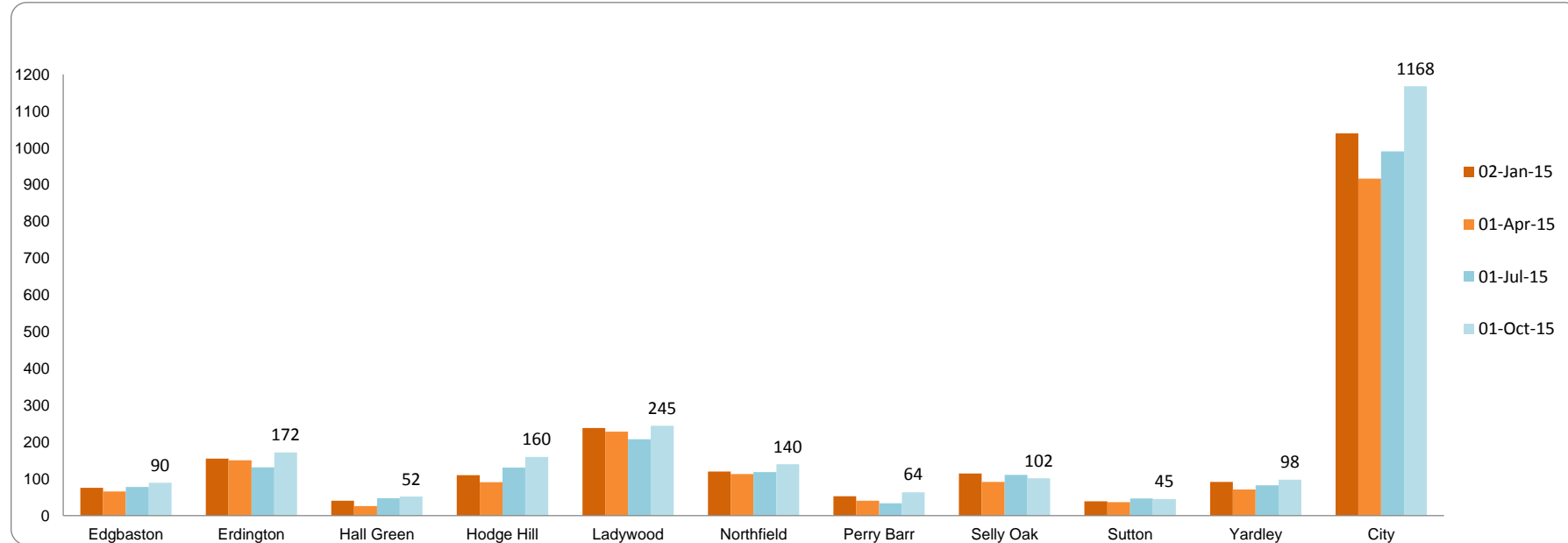
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	99%	99%	100%	99%	100%	100%	98%	99%	100%	100%

ASB07

Number of current ASB cases - Snapshot figure

RAG Status

No Target



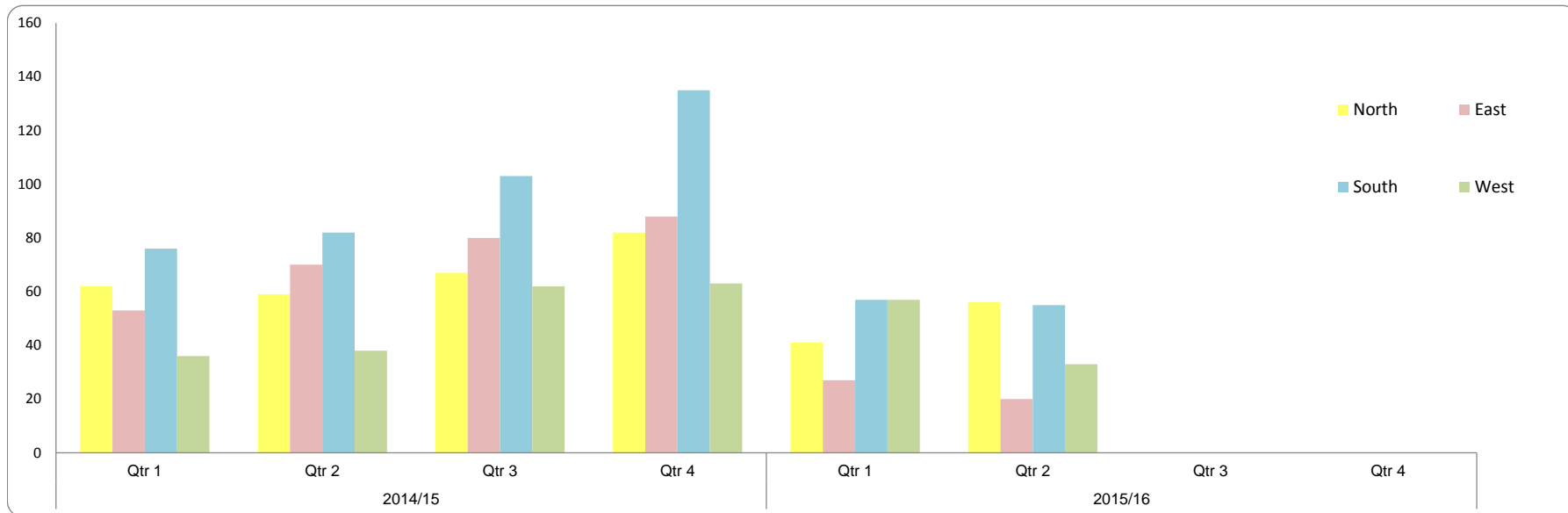
Number of current ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
02-Jan-15	76	155	41	110	239	120	53	115	39	92	1040
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15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

ASB22

Number of Live Think Family cases

RAG Status

No Target



Quadrant	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	62	59	67	82	41	56	0	0
East	53	70	80	88	27	20		
South	76	82	103	135	57	55		
West	36	38	62	63	57	33		

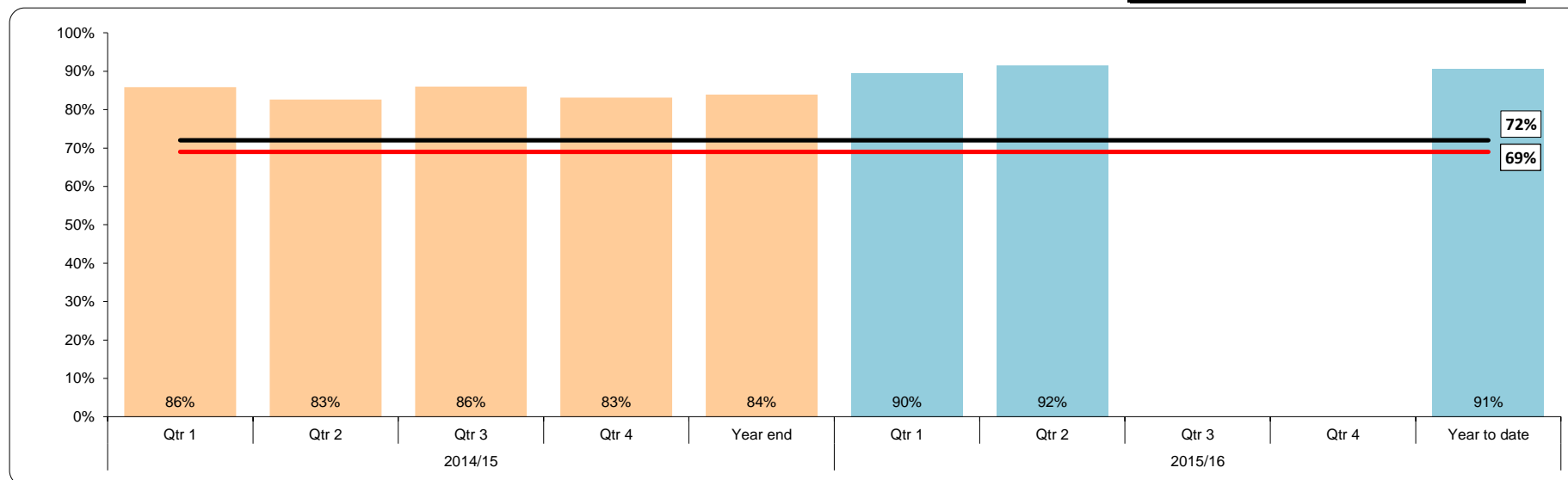
ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

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

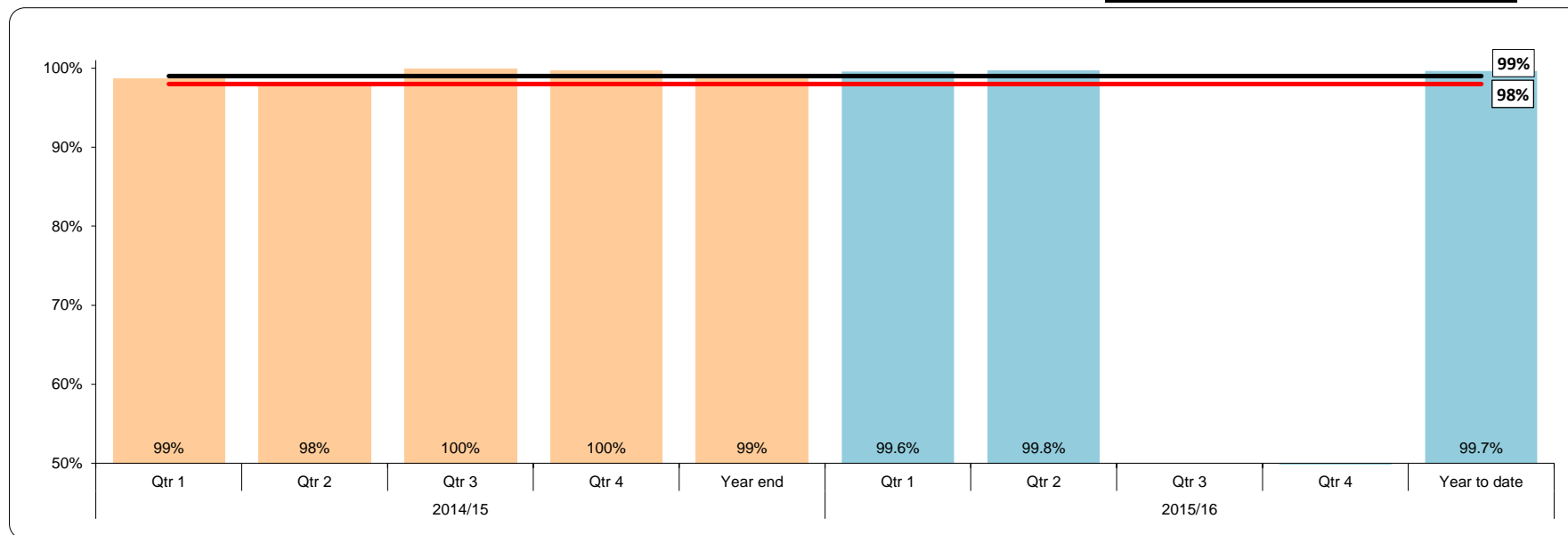
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	87%	93%	no high rise	96%	84%	96%	100%	98%	100%	98%

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of low-rise blocks rated satisfactory or better	99%	98%	100%	100%	99%	99.6%	99.8%			99.7%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

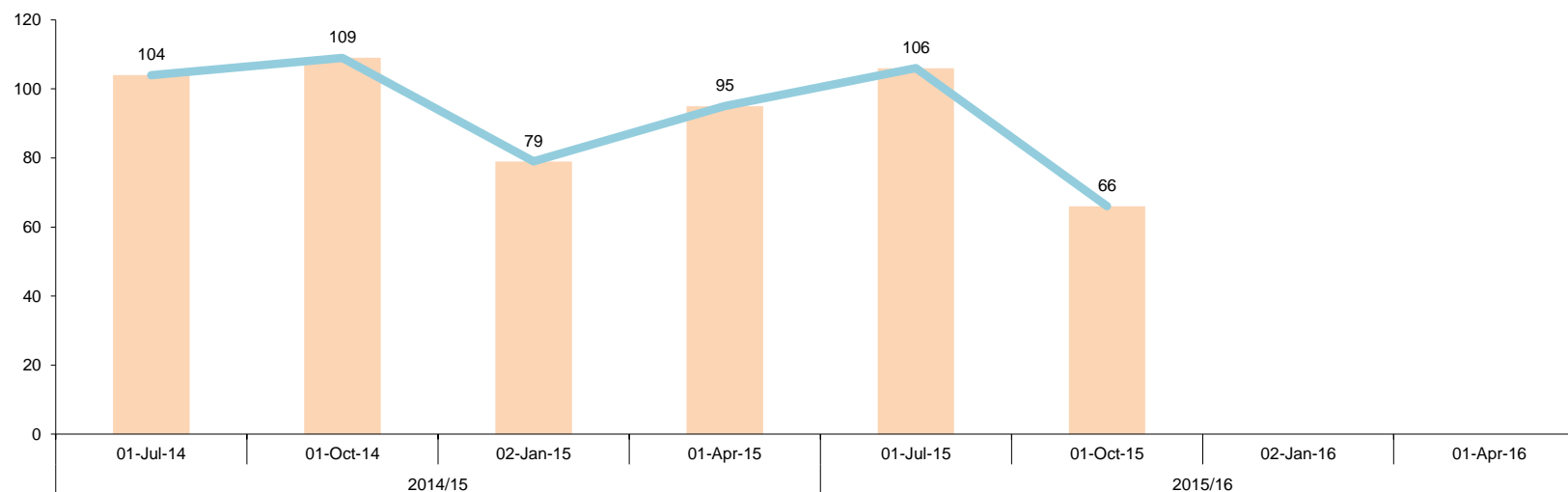
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	100%	100%	98%	99%	100%	100%	100%	100%	100%	99%

ETM02

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

RAG Status

No Target



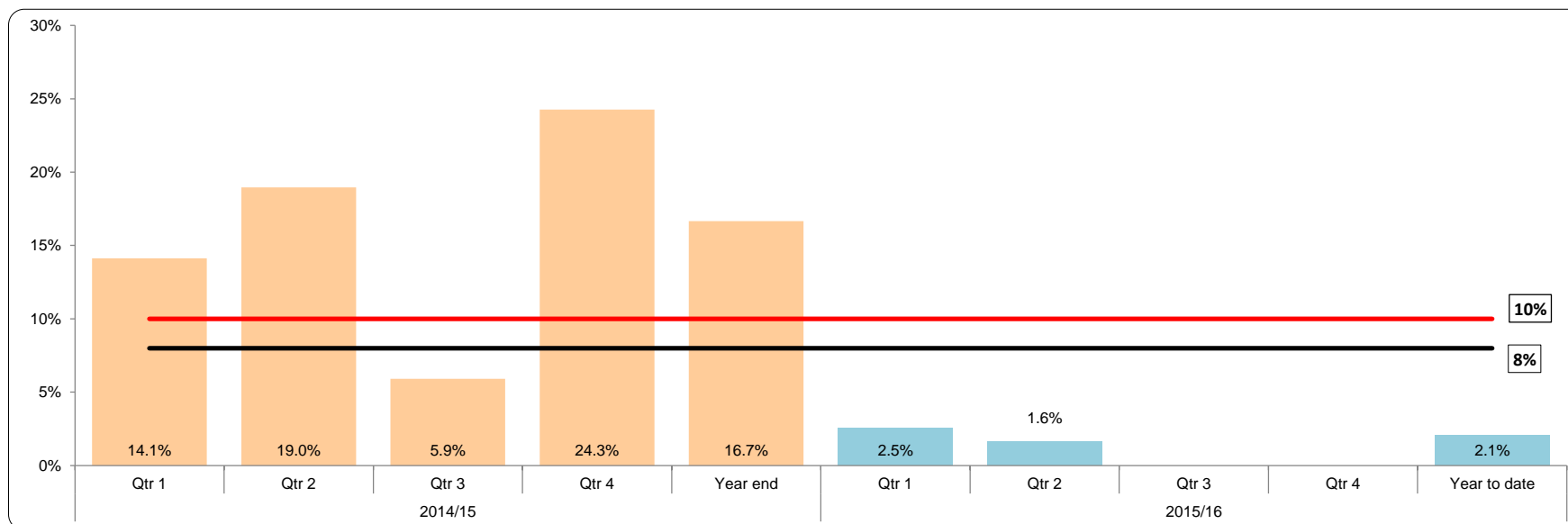
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	66		

Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	Bloomsbury
01-Oct-15	19	7	0	7	4	13	4	8	0	2	2

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

RAG Status

Green



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of introductory tenancies over 12 months old, not made secure	14.1%	19.0%	5.9%	24.3%	16.7%	2.5%	1.6%			2.1%
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 2 2015-16	3.0%	2.0%	-	0.8%	0.0%	0.8%	-	4.3%	0.0%	2.9%

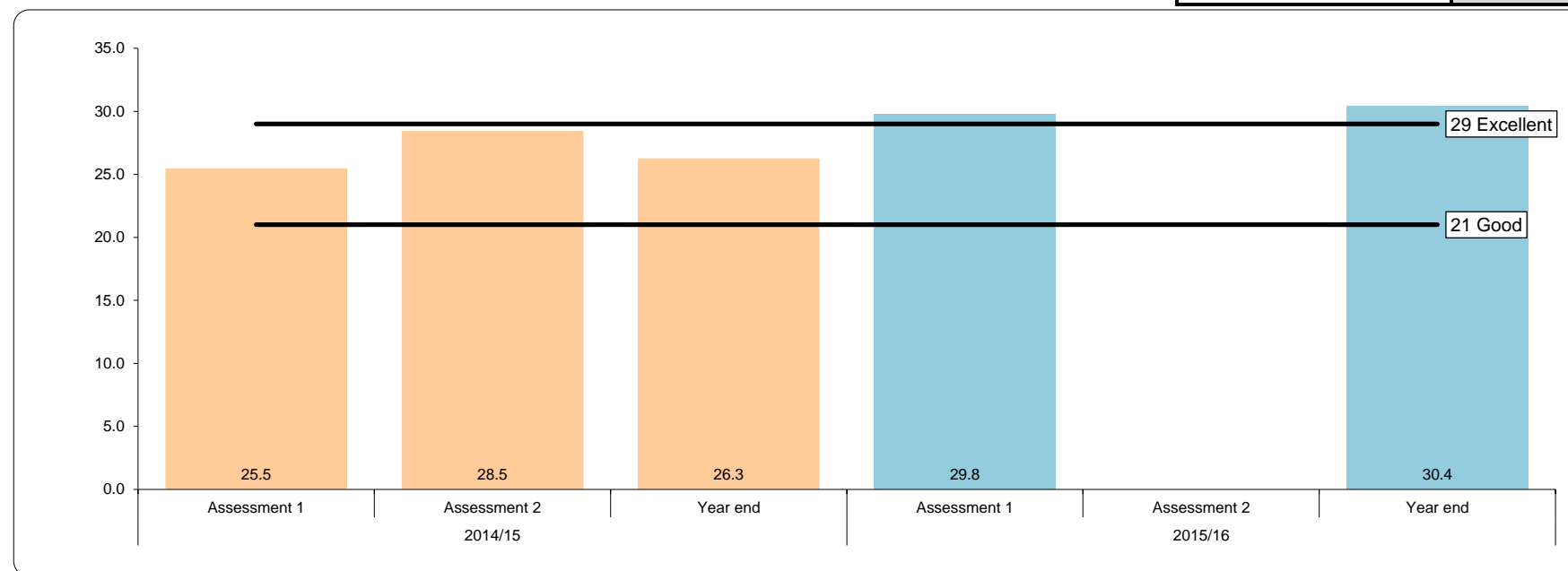
From Quarter 1 2015-16 only Introductory Tenancies that are at least 30 days overdue are included in this measure. This provides a more accurate figure and accounts for the improvement in performance.

ETM04

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

RAG Status

No Target



Bigger is better

	2014/15			2015/16		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	25.5	28.5	26.3	29.8		30.4
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

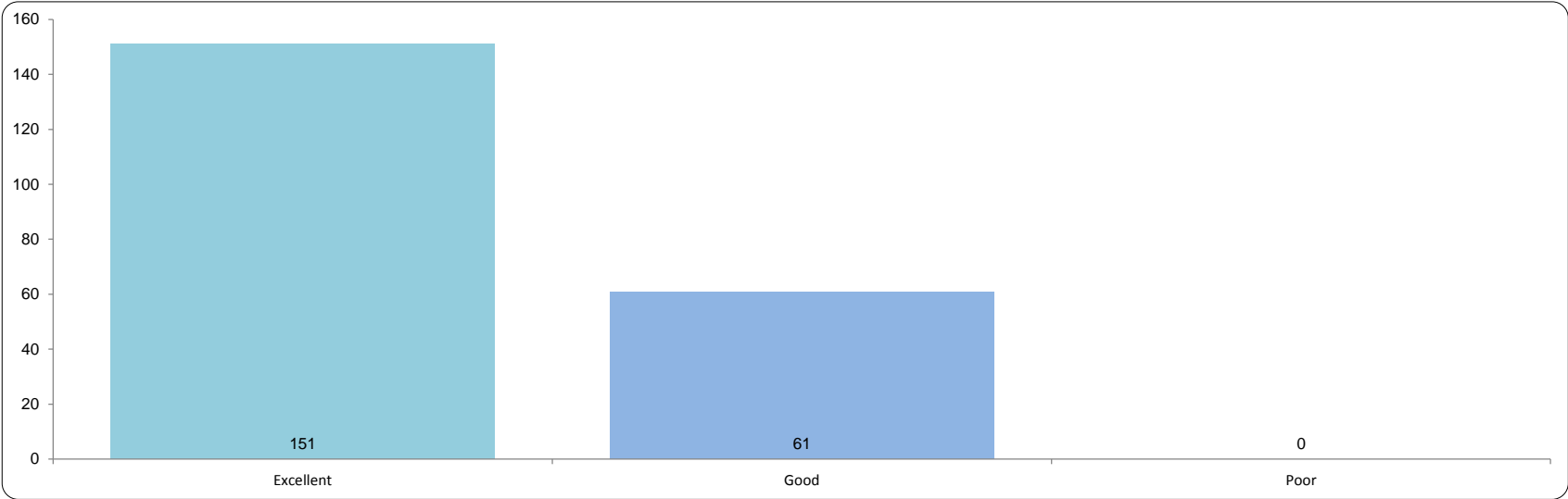
Each estate is required to have two assessments during each year.

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 2 2015-16	28.7	32.6	31.2	30.8	25.6	28.4	27.2		33.1	32.8

Condition of estates - number of excellent, good and poor ratings to date

RAG Status	No Target
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	Condition category		
2015/16	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	151	61	0

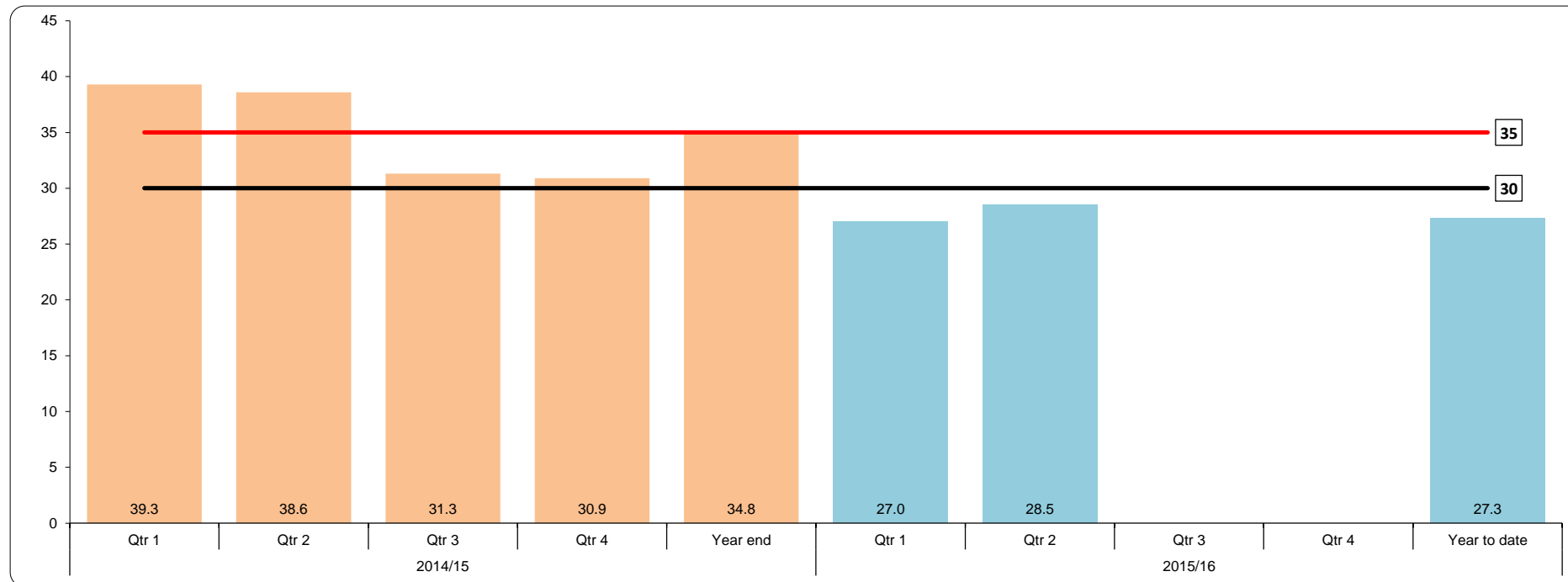
ETM06

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

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
Average days void turnaround - all voids	39.3	38.6	31.3	30.9	34.8	27.0	28.5			27.3
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35

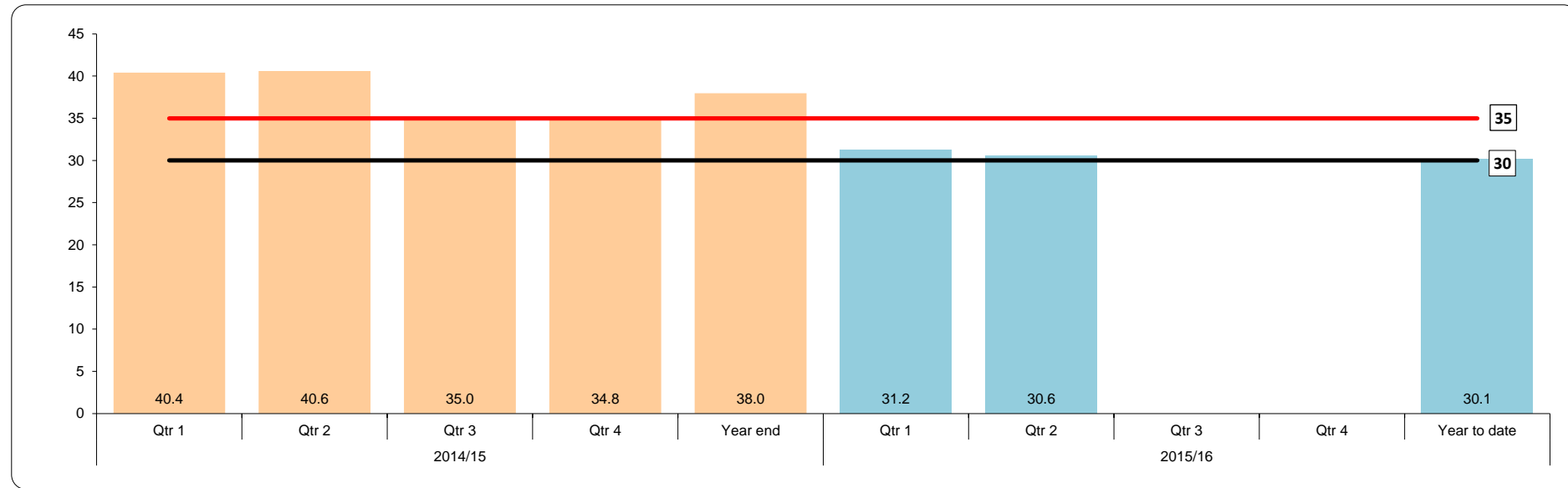
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	33.1	23.0	27.3	23.6	26.8	33.4	29.0	32.7	27.3	24.1

Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are unlettable 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 - all voids

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 days void turnaround - all voids	40.4	40.6	35.0	34.8	38.0	31.2	30.6			30.1
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 2 2015-16	34.5	27.1	25.8	24.6	28.4	34.5	31.0	34.9	27.8	29.7

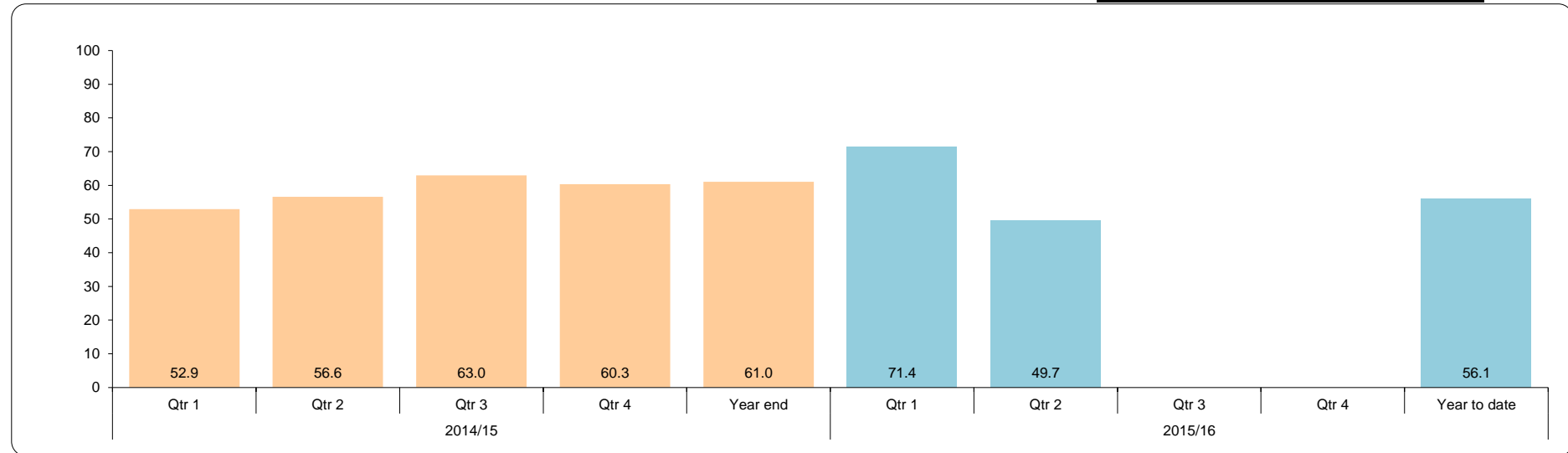
Definition: From date property becomes void to date it has a tenancy start date. Turnaround excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

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			56.1
Average days void turnaround - void sheltered properties only	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	52.1	68.2	6.7	35.5	44.8	58.3	39.0	55.4	32.3	56.1

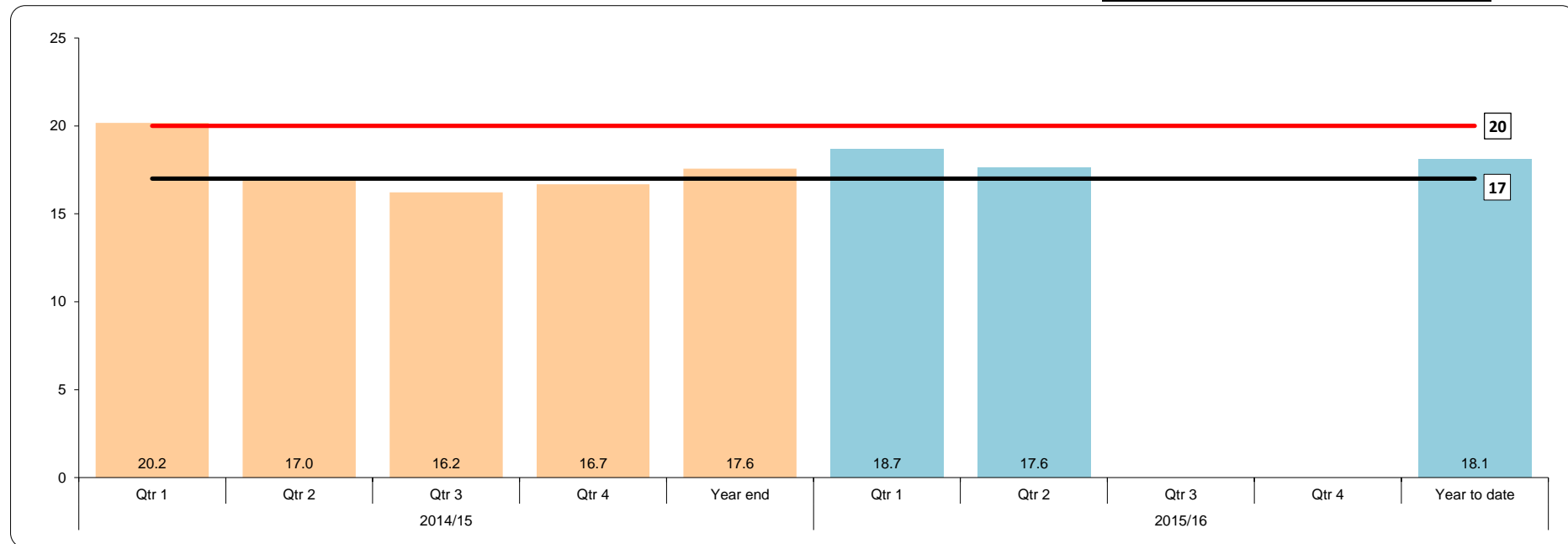
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

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			18.1
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 2 2015-16	13.3	19.0	29.6	18.0	20.0	16.1	17.5	13.9	19.5	18.6

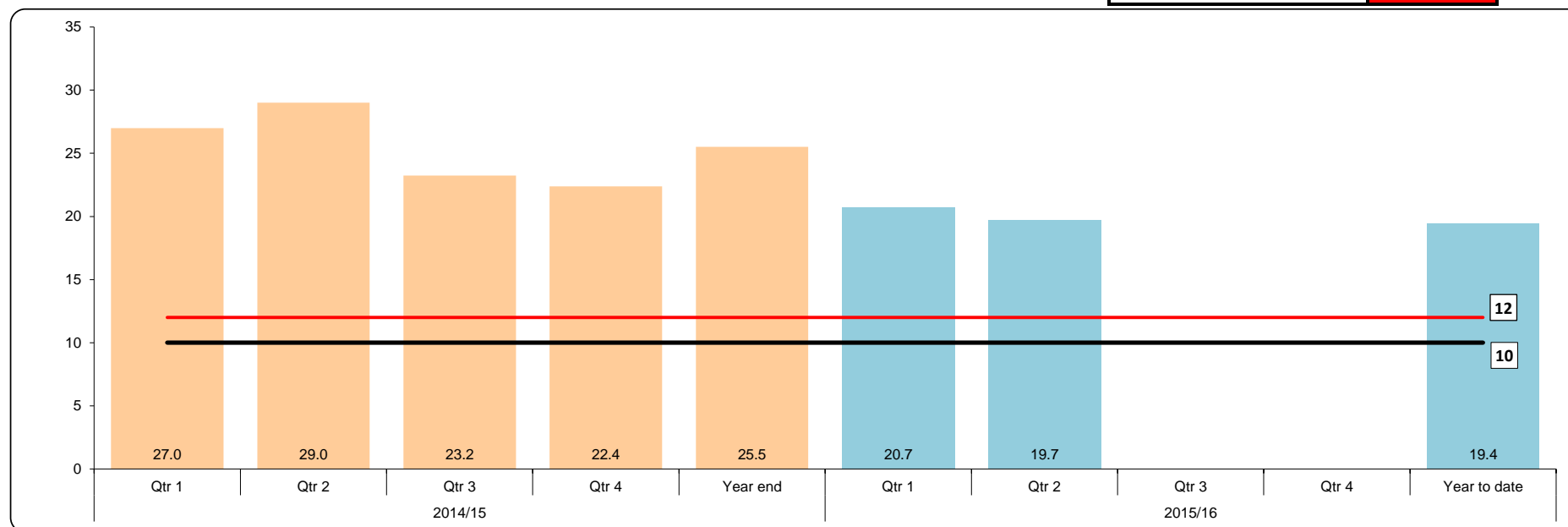
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

VL04

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

RAG Status

Red



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	27.0	29.0	23.2	22.4	25.5	20.7	19.7			19.4
Target	10	10	10	10	10	10	10	10	10	10
Standard	12	12	12	12	12	12	12	12	12	12

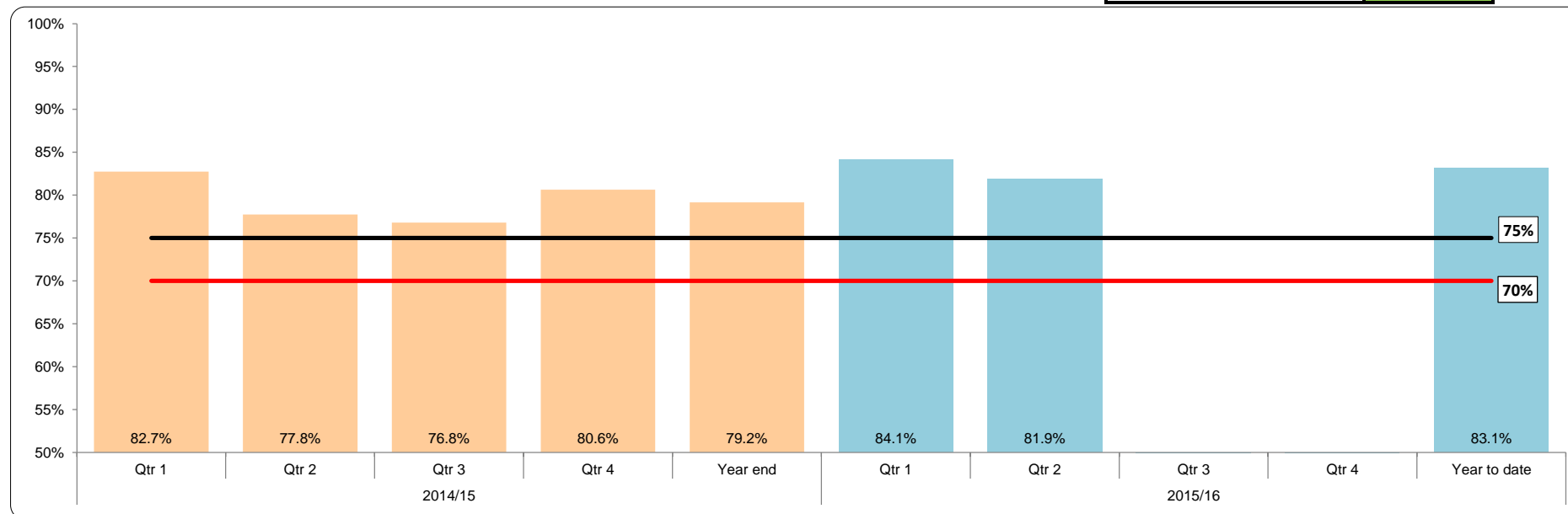
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	23.5	18.1	12.2	12.9	14.1	24.5	18.4	27.5	12.4	20.0

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

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of void properties let first time	82.7%	77.8%	76.8%	80.6%	79.2%	84.1%	81.9%			83.1%
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Standard	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%

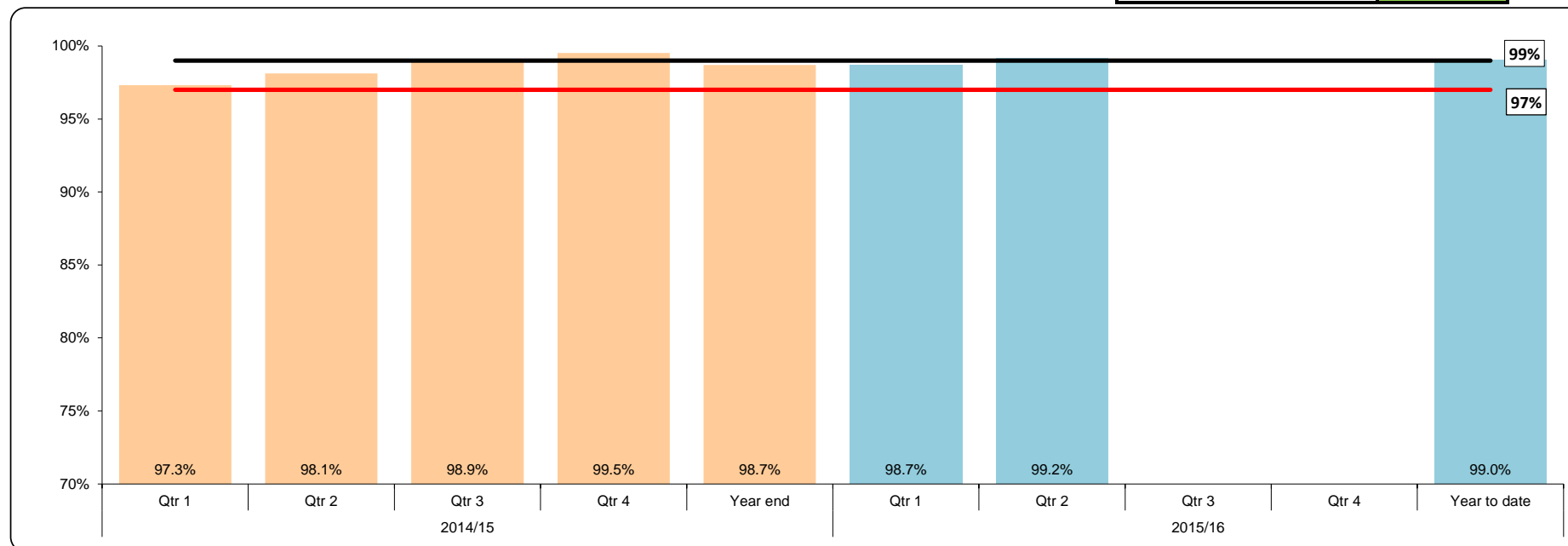
Percentage of void properties let first time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	81.6%	85.6%	83.3%	84.6%	77.5%	83.0%	73.5%	80.0%	86.5%	82.6%

VL06

Customer satisfaction with letting staff

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
Customer satisfaction with letting staff	97.3%	98.1%	98.9%	99.5%	98.7%	98.7%	99.2%			99.0%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%

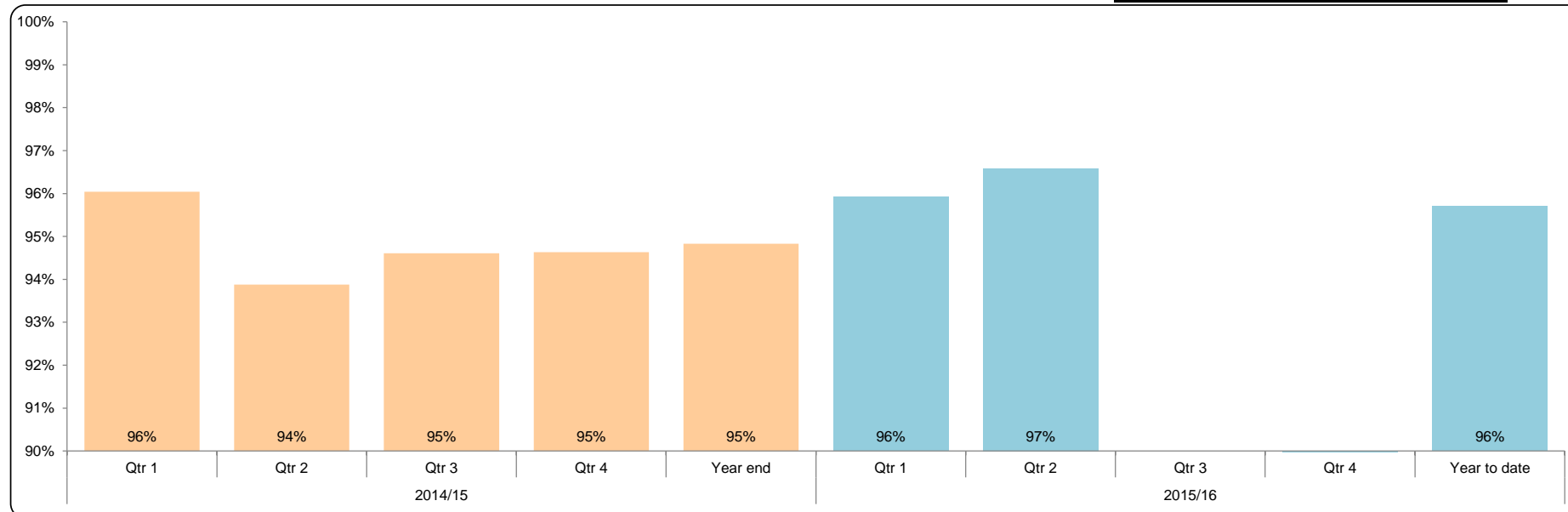
Customer satisfaction with letting staff	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	86.7%	97.3%	90%	no data	99.5%	100%	100%	no data	100%	100%

VL14

Customer satisfaction with new home

RAG Status

No 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
Customer satisfaction with new home	96%	94%	95%	95%	95%	96%	97%			96%

Customer satisfaction with new home	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	100%	100%	67%	100%	98.1%	100%	92.9%	no data	100%	100%

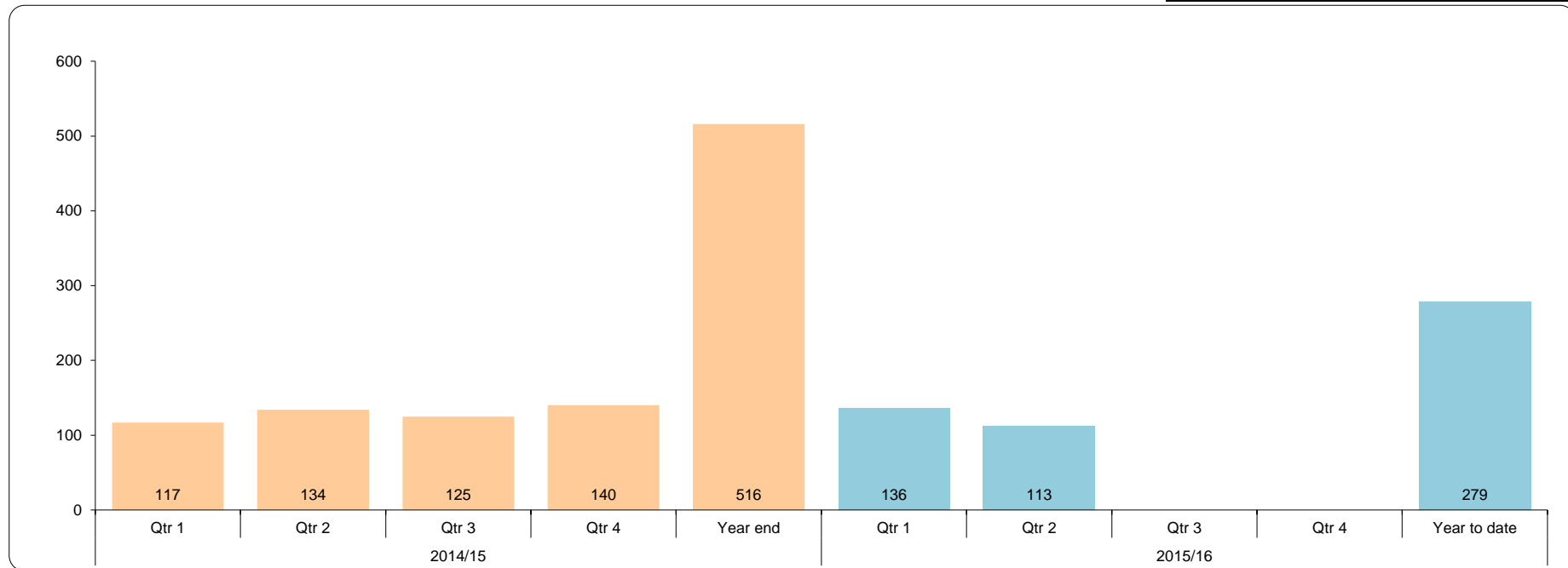
VL15

Services for Older People (Carol Dawson)

Number of new void sheltered properties

RAG Status

No Target



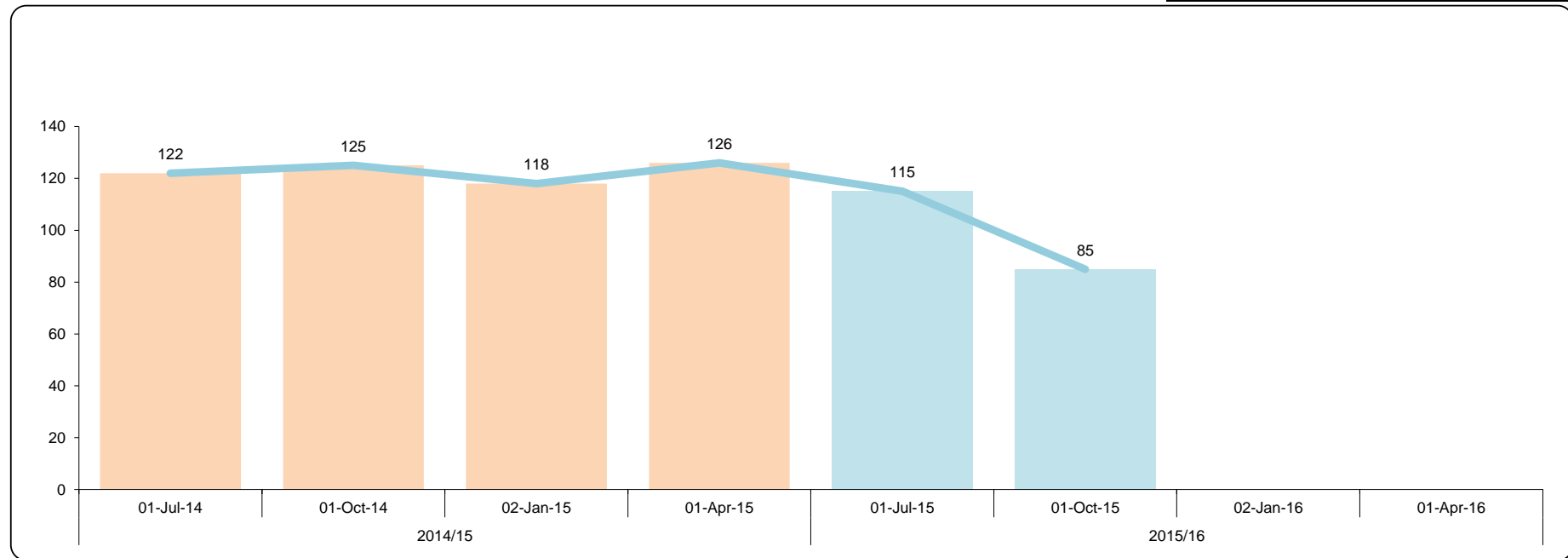
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of new void sheltered properties	117	134	125	140	516	136	113			279

VL07

Number of current void properties - sheltered only - 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
Total number of current void properties - Snapshot figure	122	125	118	126	115	85		

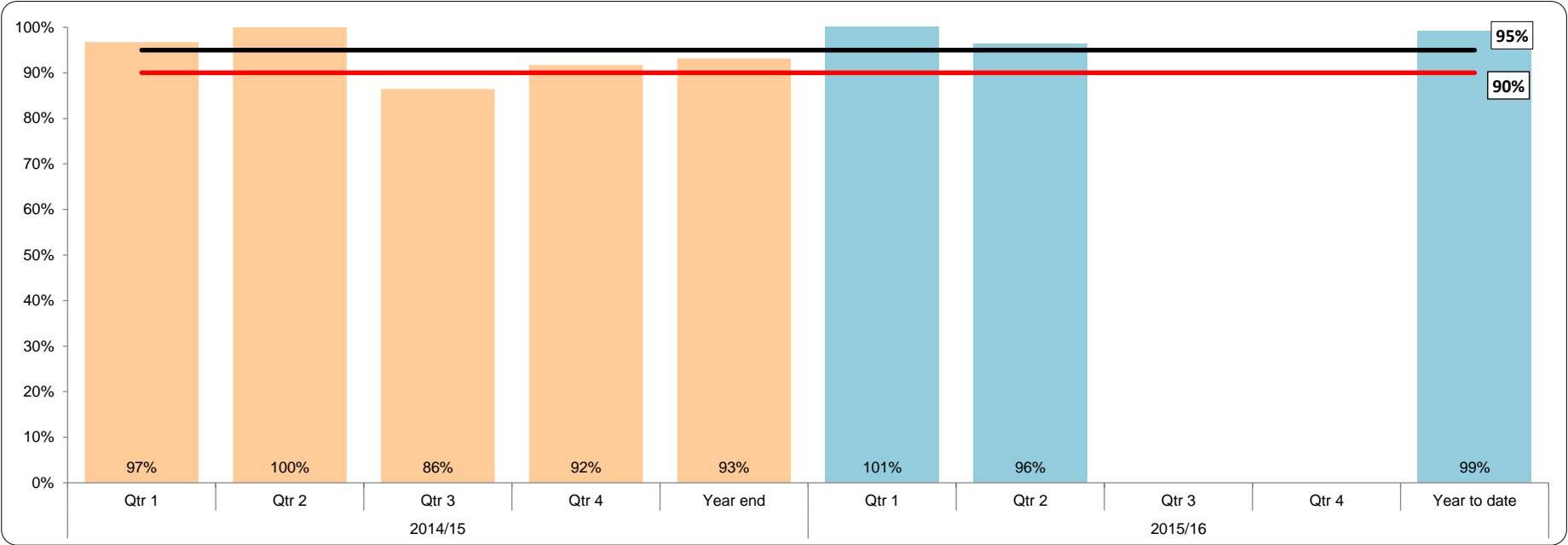
Total number of current void properties - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Oct-15	16	8	1	15	11	4	9	8	5	8

VL09

Percentage of support plans completed in 4 weeks

RAG Status

Green



Bigger is better

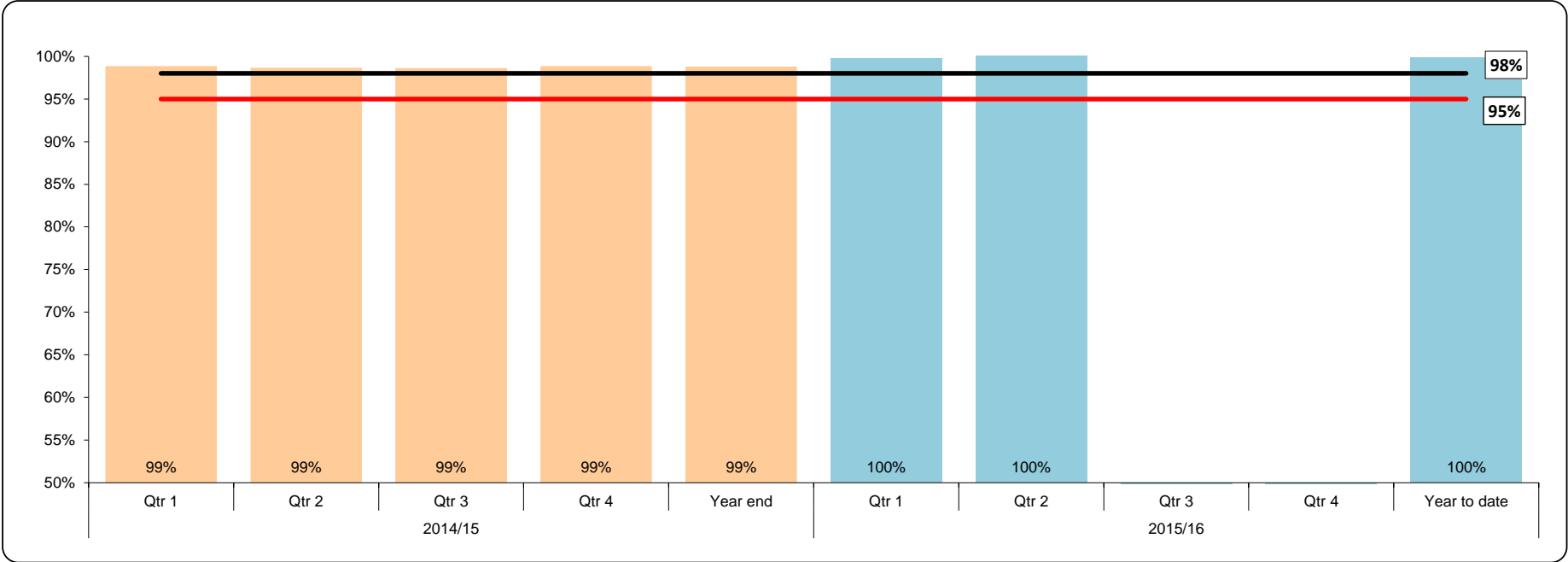
Percentage of support plans completed in 4 weeks	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	97%	100%	86%	92%	93%	101%	96%			99%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status

Green



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	Qtr 4	Year to date
	99%	99%	99%	99%	99%	100%	100%			100%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

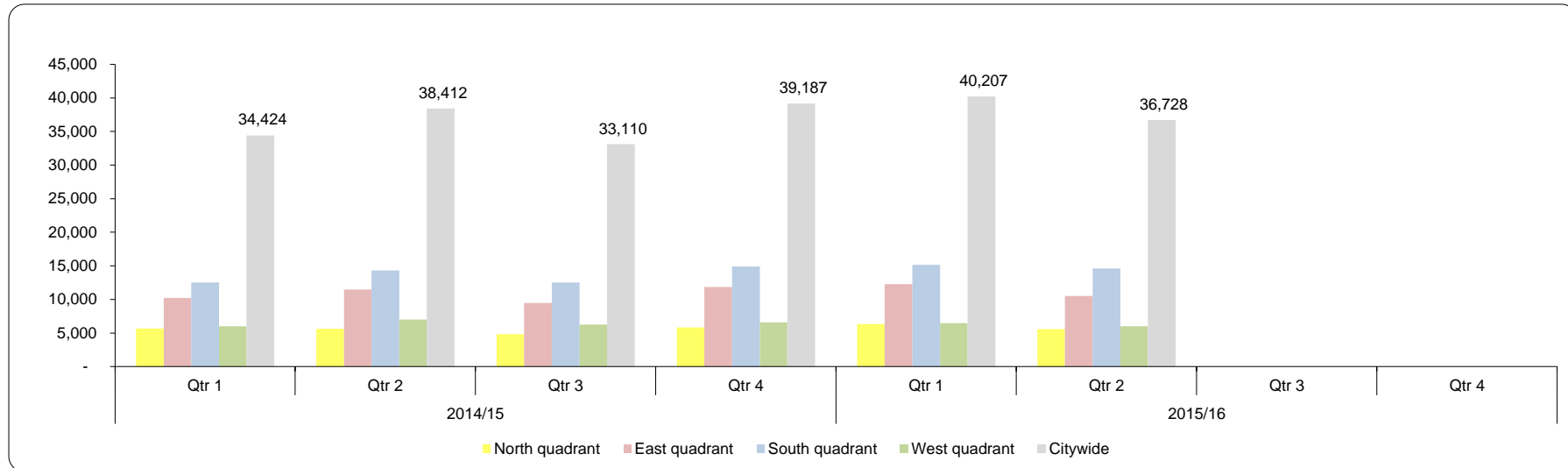
SIOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target

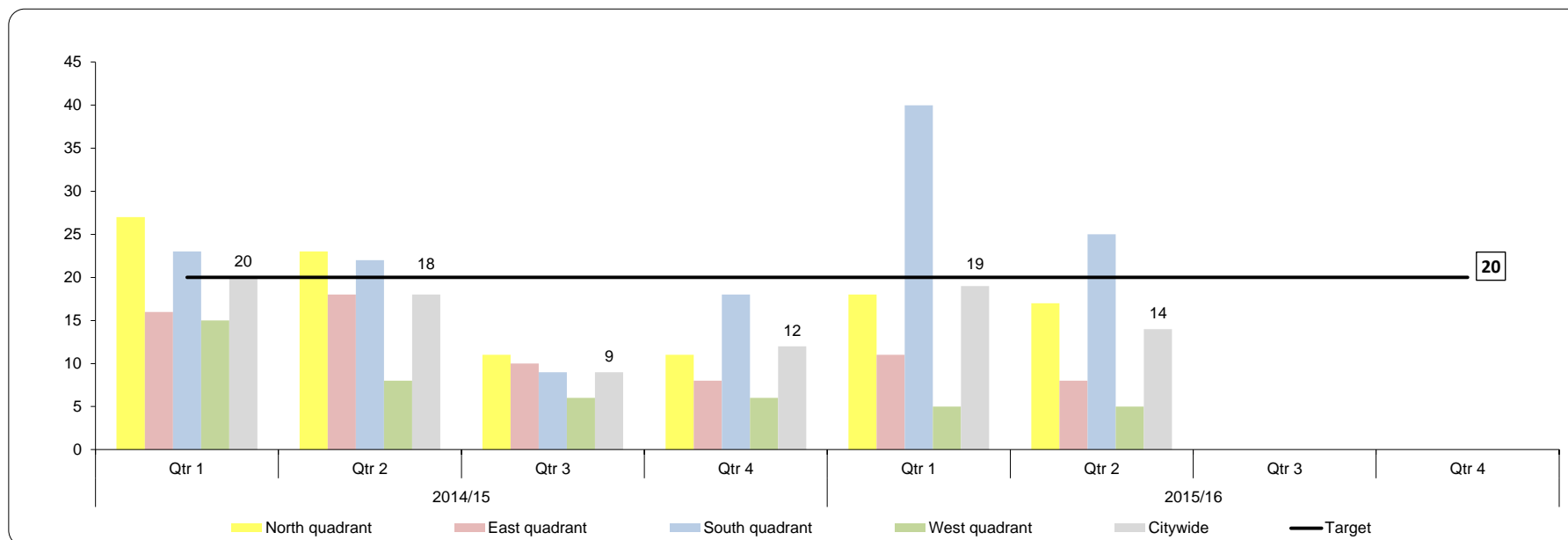


	2014/15				2015/16			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	5,668	5,609	4,850	5,836	6,320	5,581		
East quadrant	10,233	11,476	9,485	11,851	12,280	10,510		
South quadrant	12,533	14,321	12,519	14,915	15,138	14,627		
West quadrant	5,990	7,006	6,256	6,585	6,469	6,010		
Citywide	34,424	38,412	33,110	39,187	40,207	36,728		

Average time taken to answer calls (in seconds)

RAG Status

Green



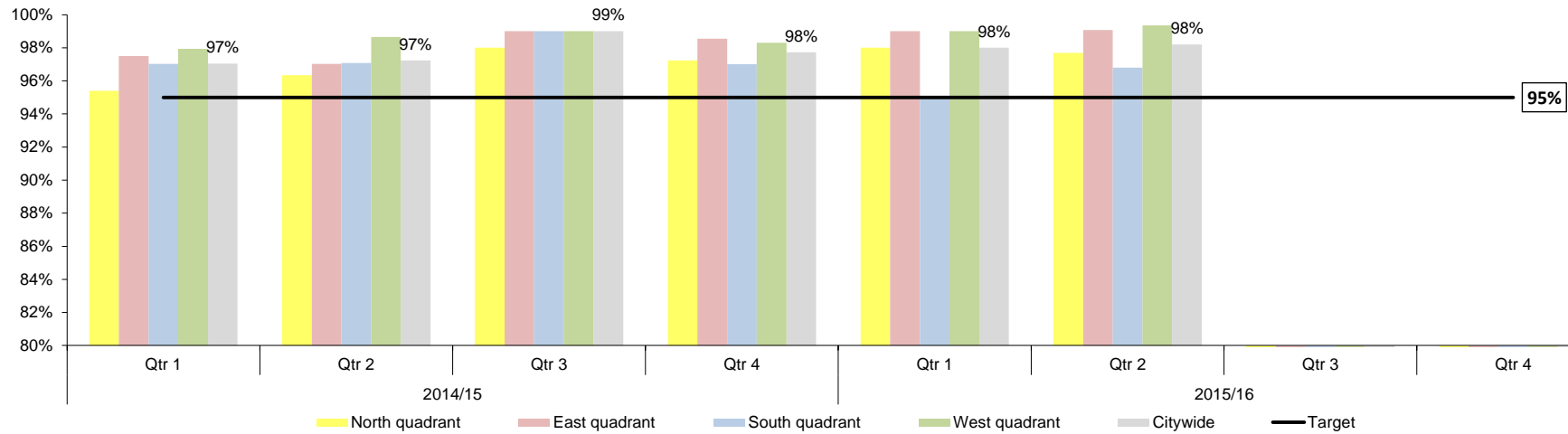
Smaller is better

	2014/15				2015/16			
Average time taken to answer calls (in seconds)	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	27	23	11	11	18	17		
East quadrant	16	18	10	8	11	8		
South quadrant	23	22	9	18	40	25		
West quadrant	15	8	6	6	5	5		
Citywide	20	18	9	12	19	14		
Target	20	20	20	20	20	20	20	20

Percentage of calls answered

RAG Status

Green



Bigger is better

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

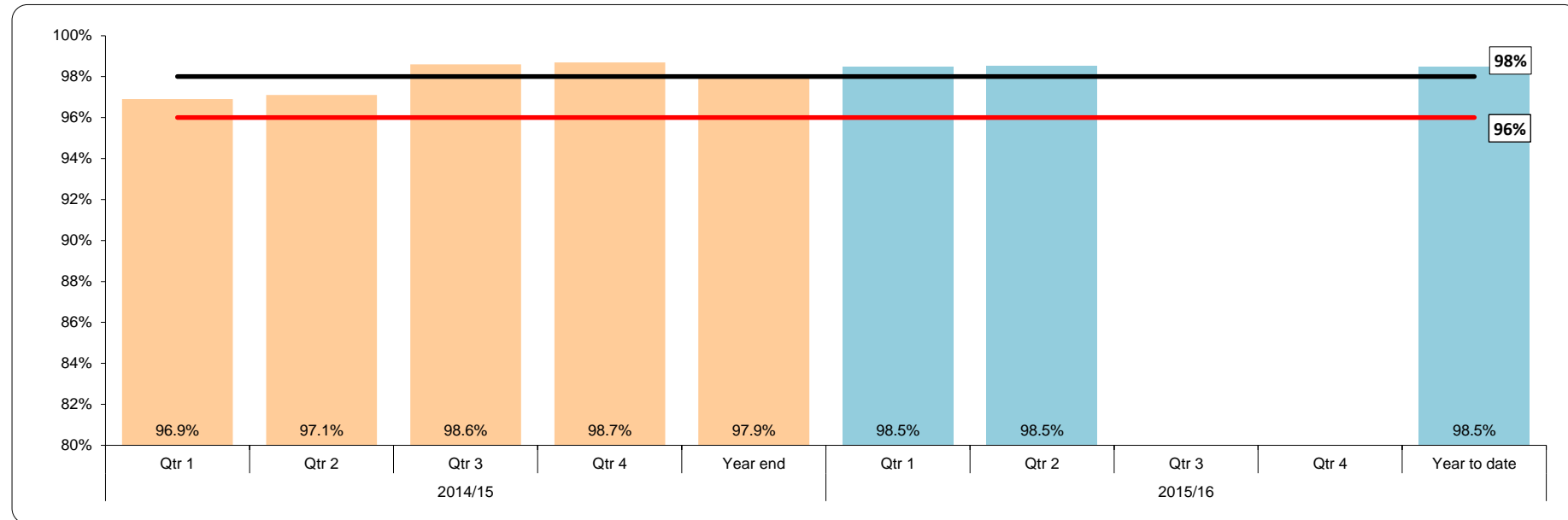
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Green



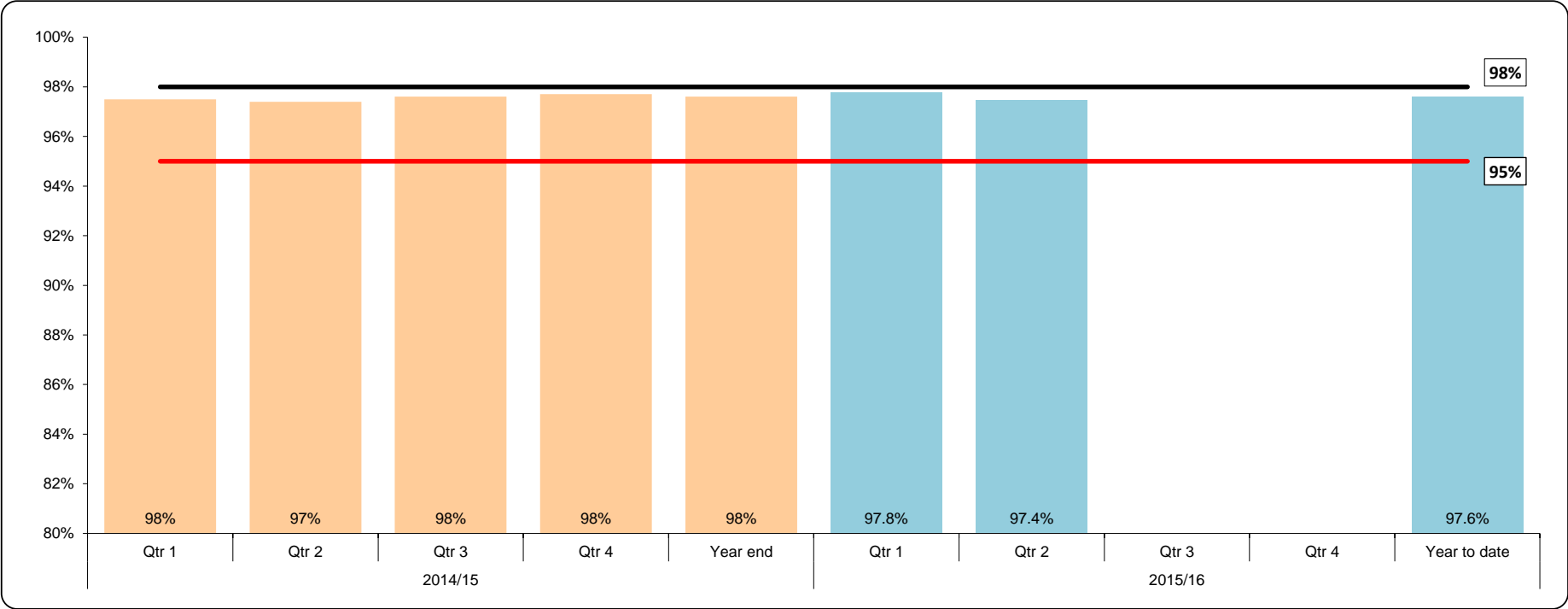
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	98.5%	98.5%			98.5%
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 2 2015-16	99.3%	97.6%	98.3%	99.5%	97.3%	98.4%	98.5%	98.4%	98.4%	99.6%

Percentage of appointments kept

RAG Status	Amber
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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 appointments kept	98%	97%	98%	98%	98%	97.8%	97.4%			97.6%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

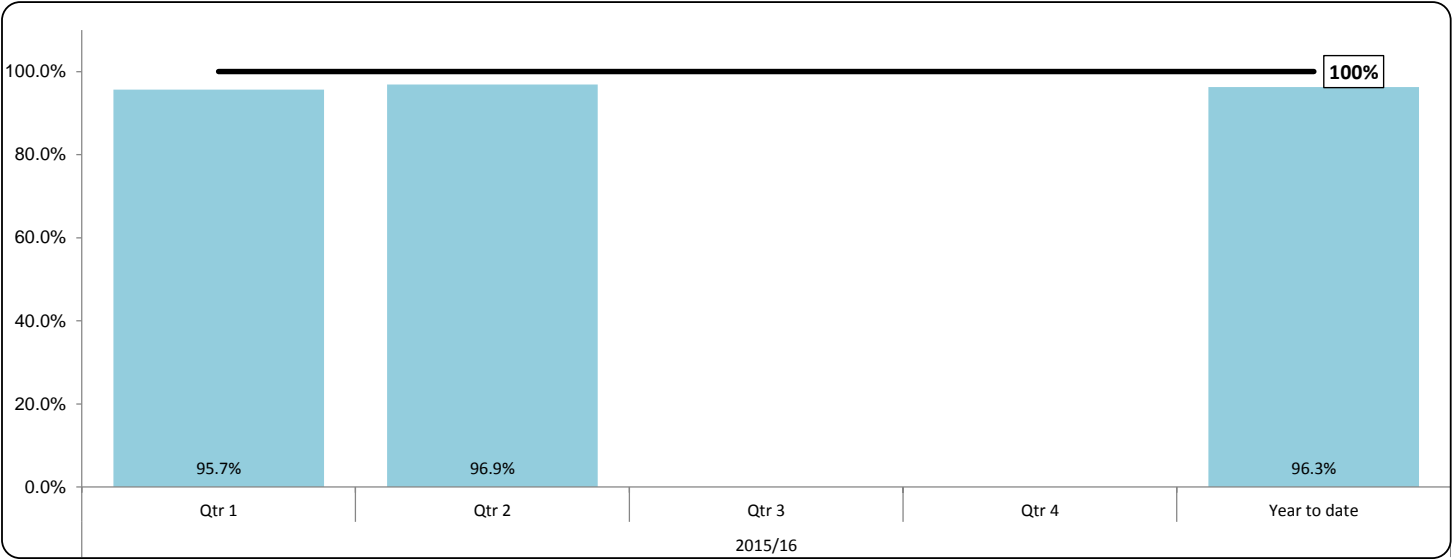
AMM03

We will respond to emergency repairs in two hours

Birmingham Promise

RAG Status

Red



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
We will respond to emergency repairs in two hours	This is a new measure. There is no historical data available					95.7%	96.9%			96.3%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

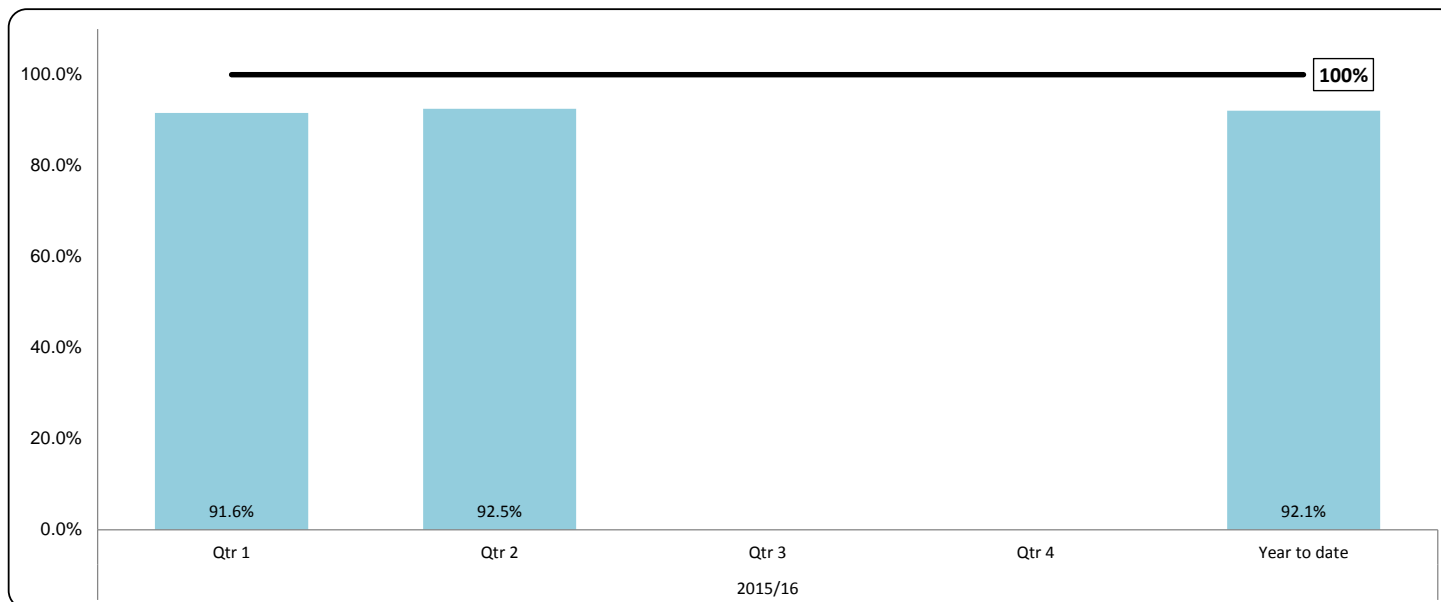
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



Bigger is better

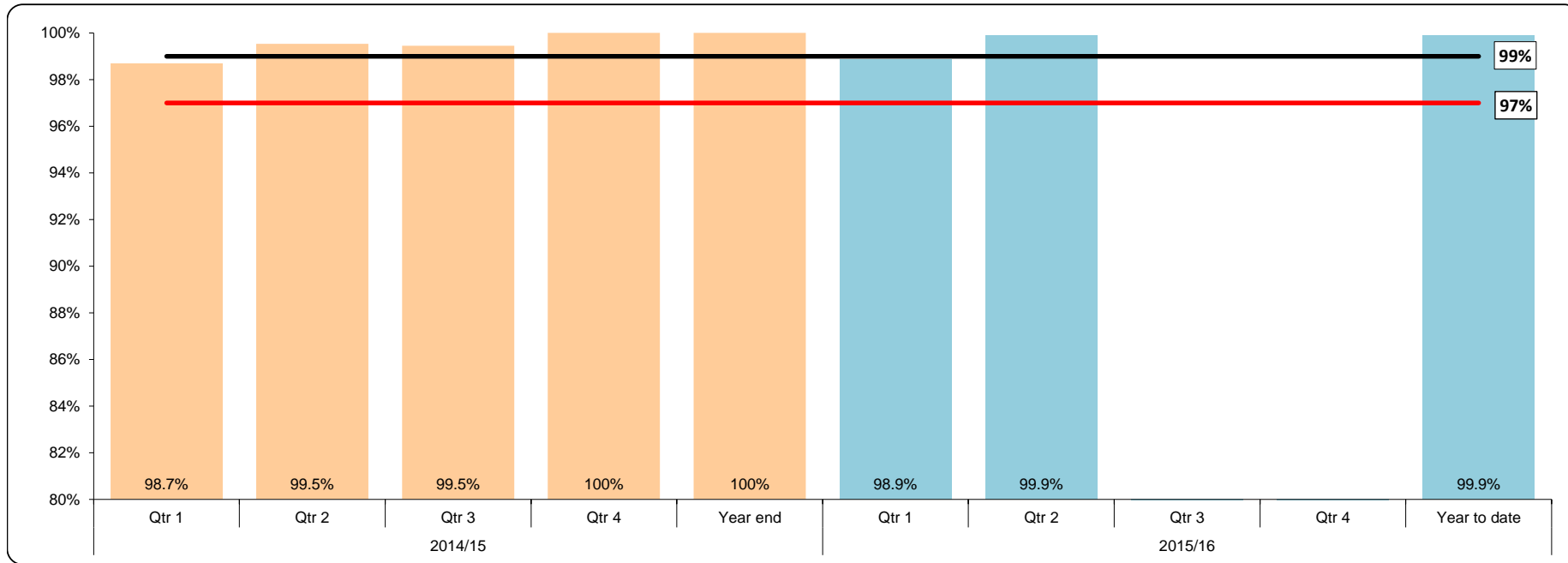
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
We will resolve routine repairs within 30 days	This is a new measure. There is no historical data available					91.6%	92.5%			92.1%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	91.0%	93.1%	89.5%	93.9%	94.3%	90.4%	91.1%	90.8%	92.7%	93.9%

AMM15

Percentage of gas servicing completed against period profile

RAG Status

Green



Target - Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of gas servicing completed against period profile	98.7%	99.5%	99.5%	100%	100%	98.9%	99.9%			99.9%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%

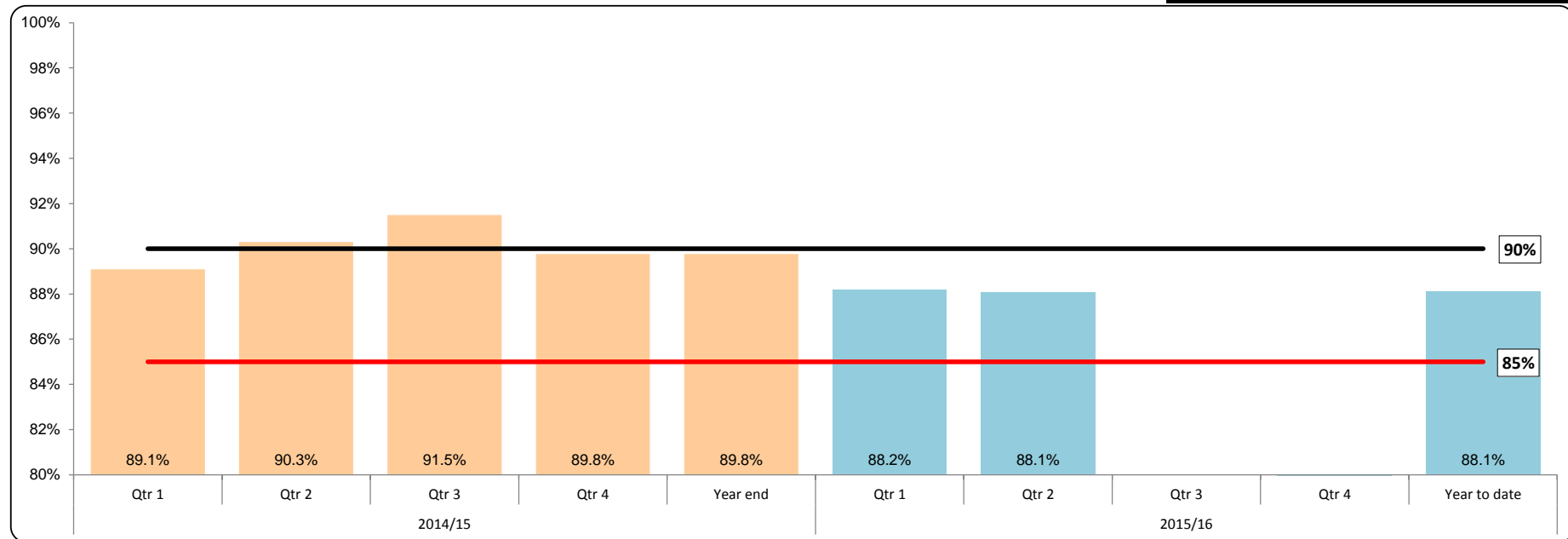
Percentage of gas servicing completed against period profile	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.7%	99.9%

From April 2015 this measure excludes voids.

Percentage of gas repairs completed within 7 days

RAG Status

Amber



Target - Bigger is better

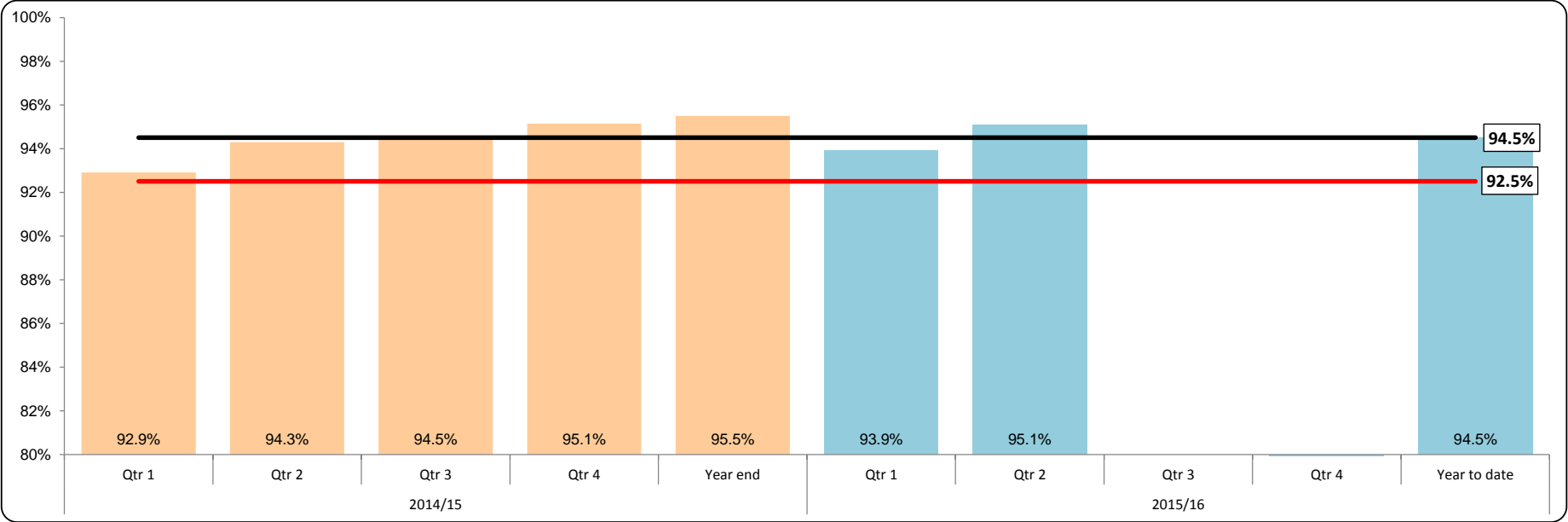
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of gas repairs completed within 7 days	89.1%	90.3%	91.5%	89.8%	89.8%	88.2%	88.1%			88.1%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

Percentage of gas repairs completed within 7 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	89.8%	85.2%	82.2%	90.5%	90.8%	84.3%	86.7%	88.4%	82.9%	91.3%

AMM10

Customer satisfaction with repairs

RAG Status	Green
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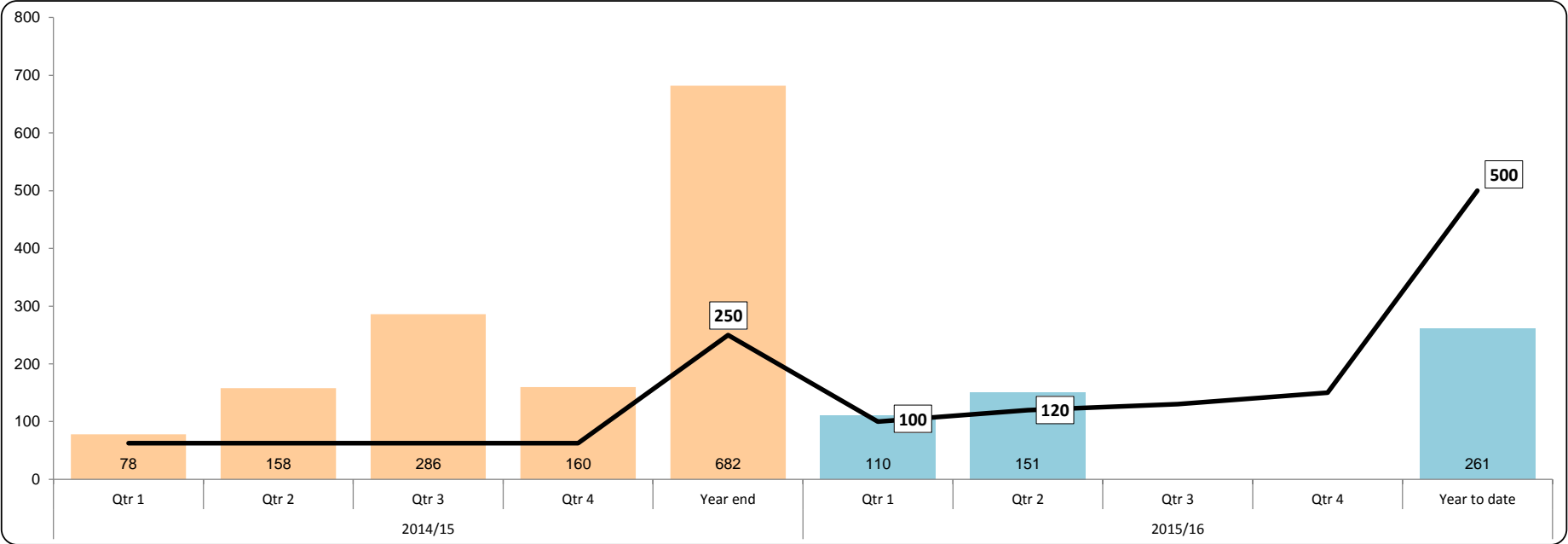
Bigger is better

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

RAG Status	Green
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Bigger is better

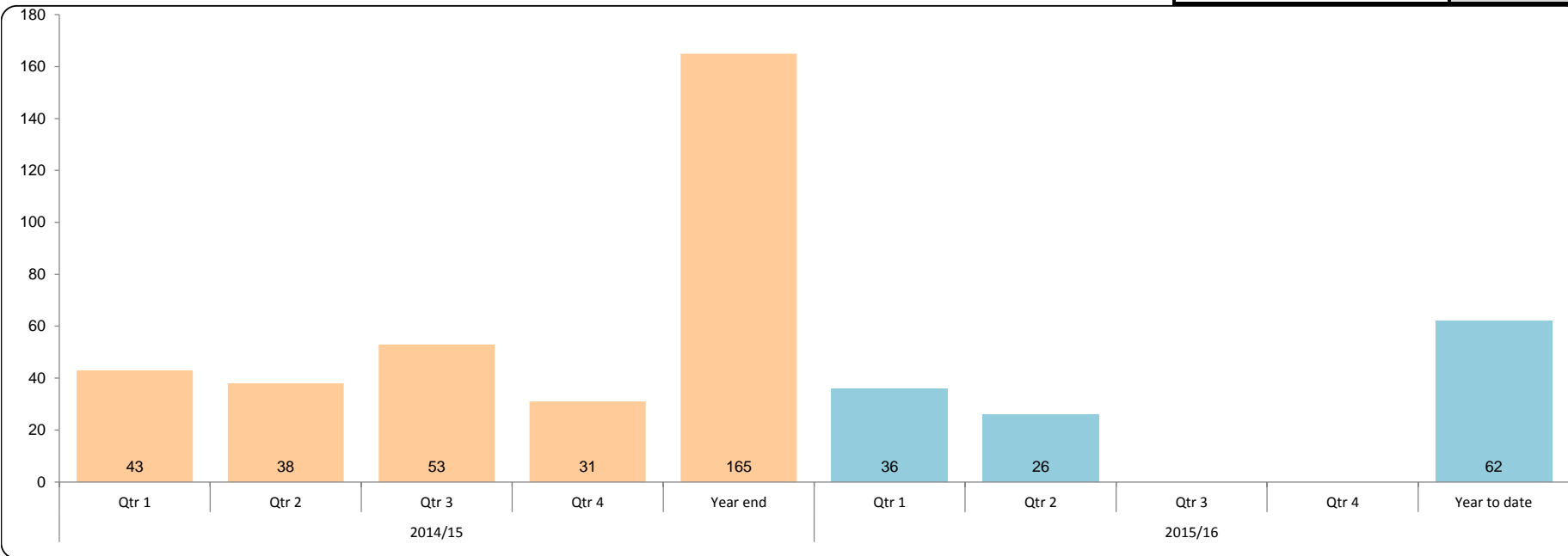
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of households assisted by independent living	78	158	286	160	682	110	151			261
Target	62.5	62.5	62.5	62.5	250	100	120	130	150	500

AMM12

Number of Wise Move completions

RAG Status

No 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
Number of Wise Move completions	43	38	53	31	165	36	26			62

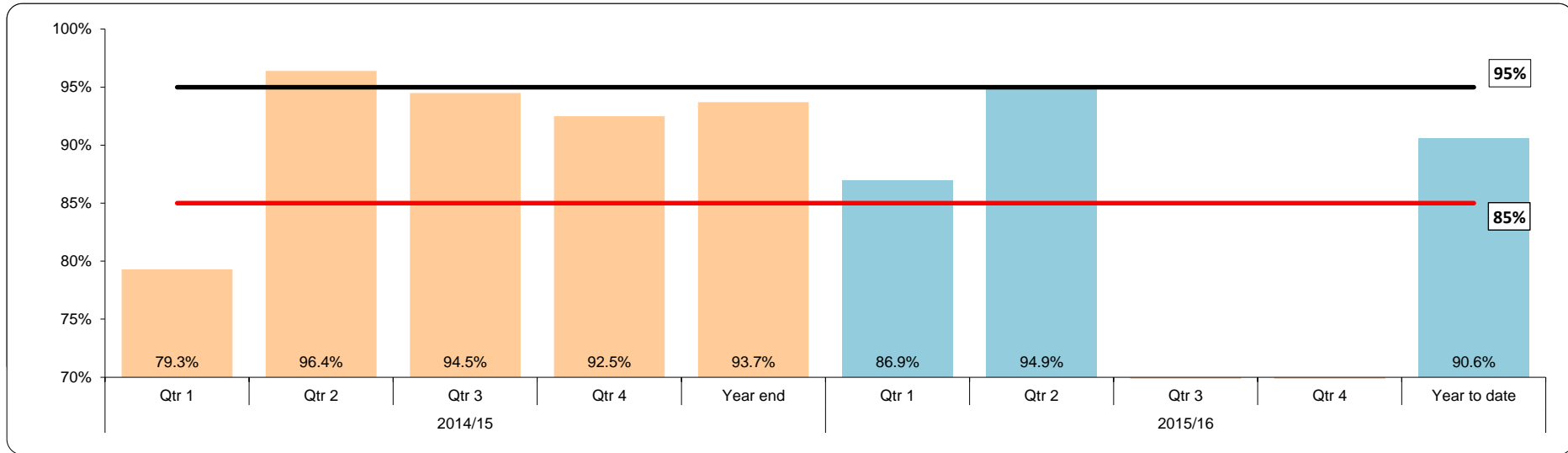
AMM13

Capital Works (Martin Tolley)

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

RAG Status

Amber



Bigger is better

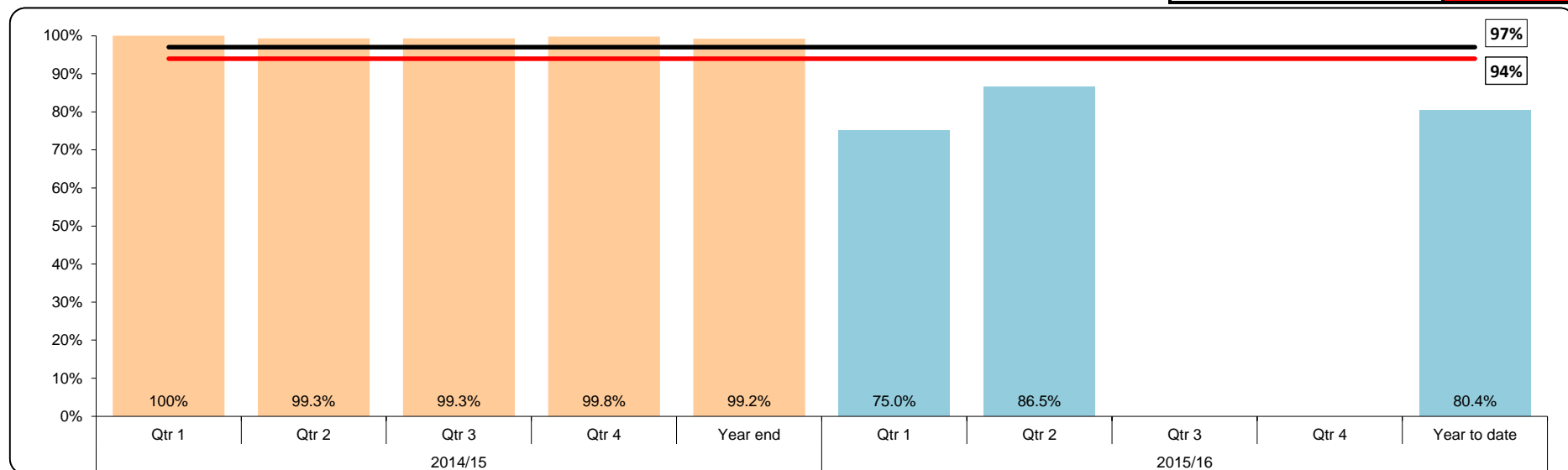
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
As per contractor assessment the percentage of capital improvements completed within timescale	79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%			90.6%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	85%	85%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

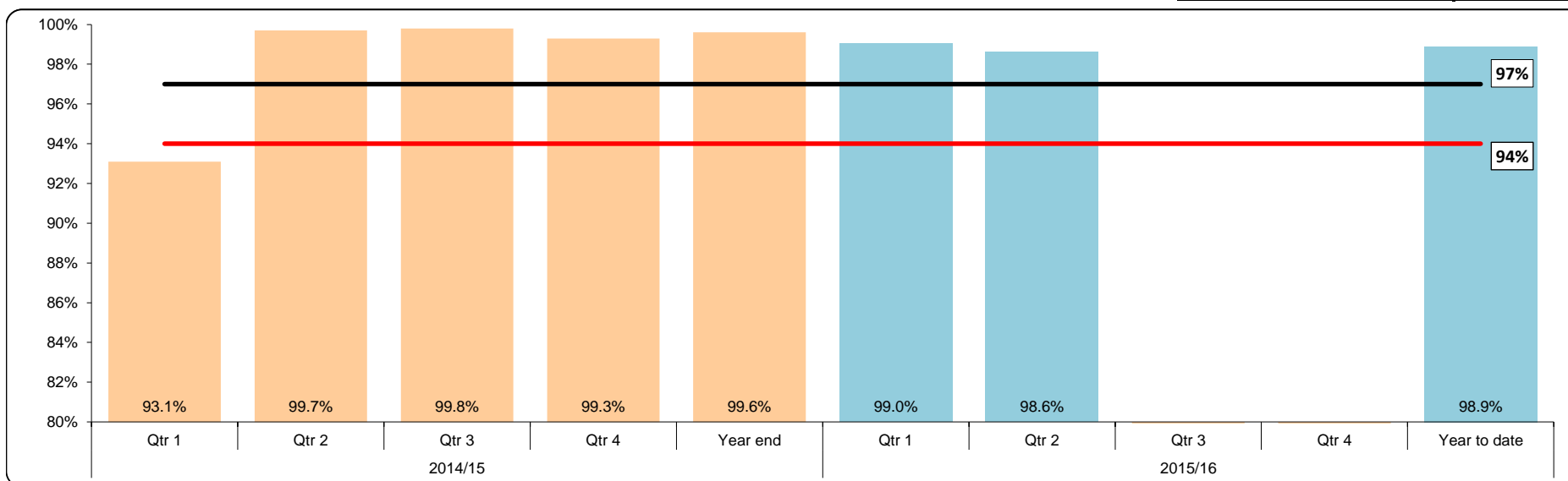
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
The percentage of capital improvements works completed and audited by BCC with no defects on handover	100%	99.3%	99.3%	99.8%	99.2%	75.0%	86.5%			80.4%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW02

Percentage of customers satisfied with contractor performance

RAG Status

Green



Bigger is better

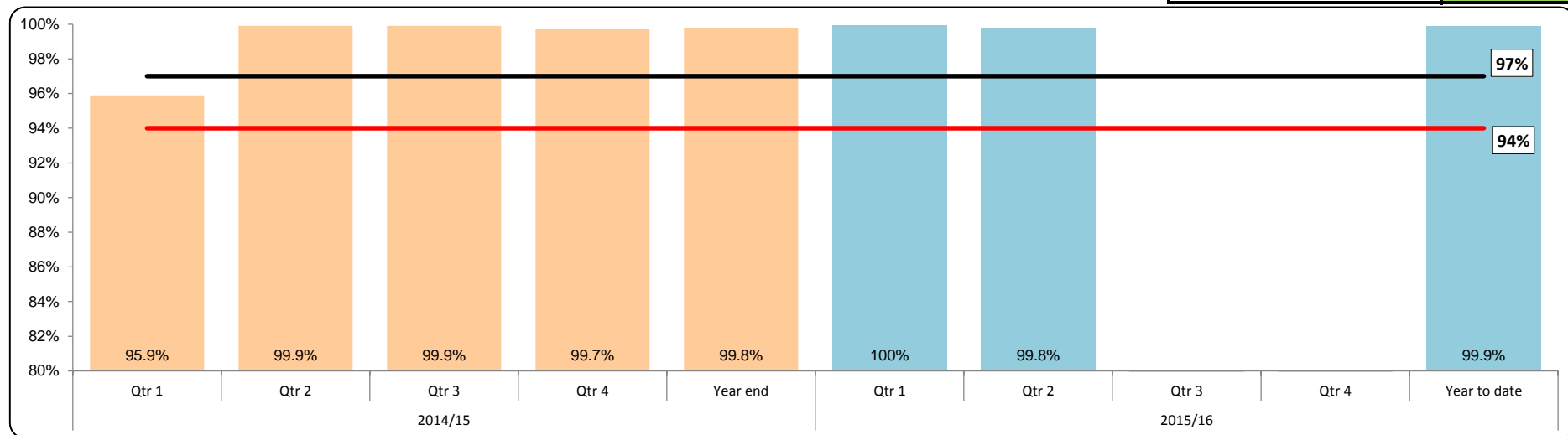
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of customers satisfied with contractor performance	93.1%	99.7%	99.8%	99.3%	99.6%	99.0%	98.6%			98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW03

Percentage of customers satisfied with the quality of their home improvement

RAG Status

Green



Bigger is better

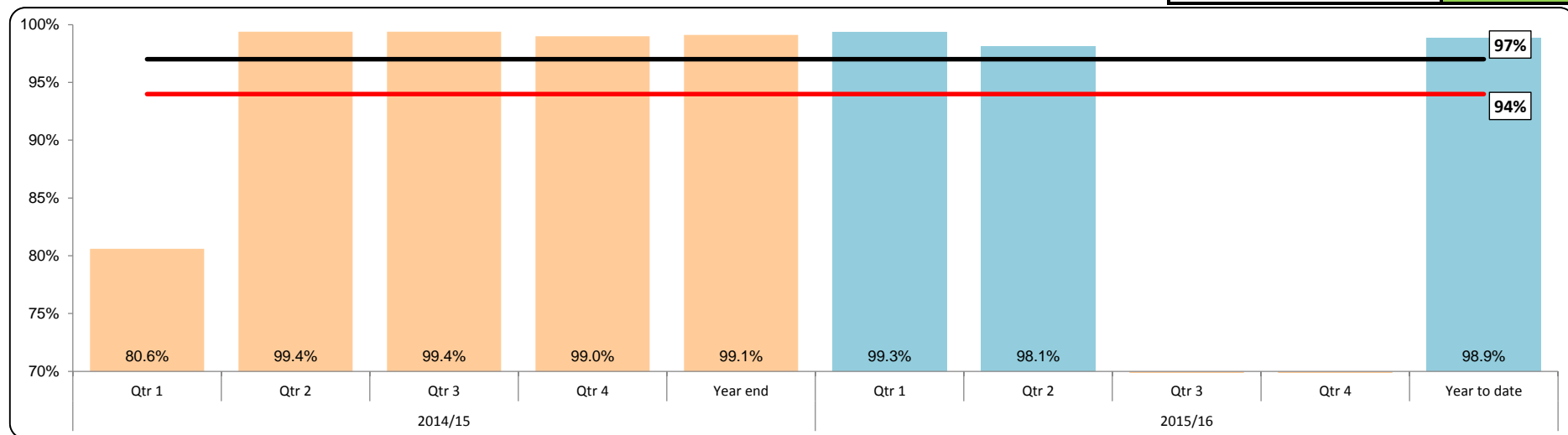
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of customers satisfied with the quality of their home improvement	95.9%	99.9%	99.9%	99.7%	99.8%	100%	99.8%			99.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%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

CW04

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

RAG Status

Green



Bigger is better

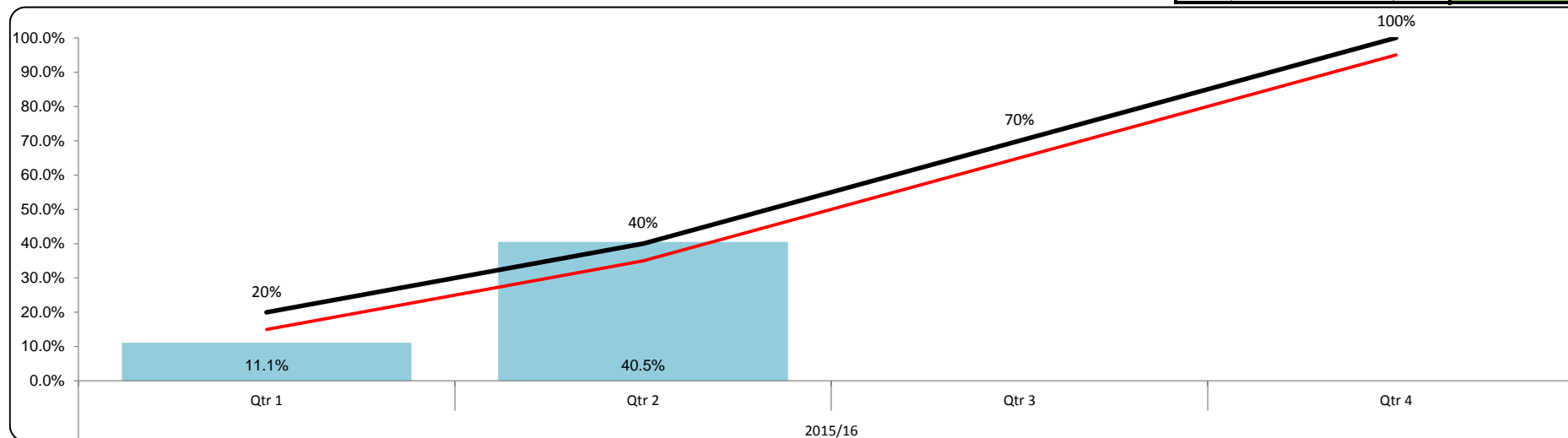
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of customers satisfied with Birmingham City Council's overall process	80.6%	99.4%	99.4%	99.0%	99.1%	99.3%	98.1%			98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW05

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

RAG Status
(based on YTD data)

Green

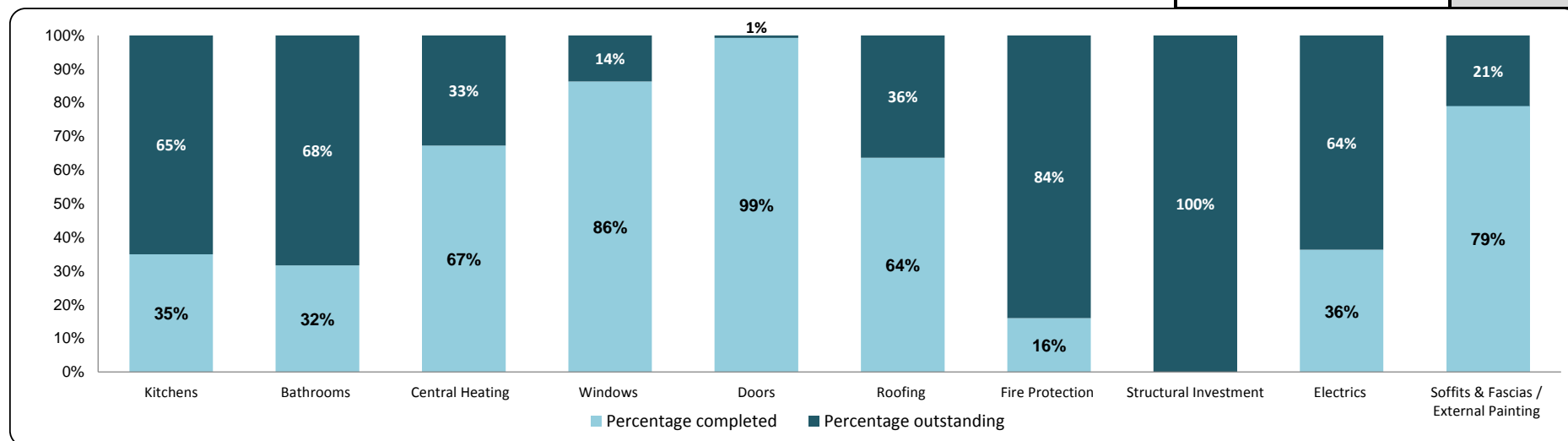


Bigger is better

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

CW06

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



Capital Works completed to date by type, as a proportion of year-end target	Cabinet Report end of year target	Revised target	Number of units completed to date	Number of units outstanding	Percentage completed	Percentage outstanding
Kitchens	445	360	126	234	35%	65%
Bathrooms	445	360	114	246	32%	68%
Central Heating	1,000	1,000	673	327	67%	33%
Windows	555	555	479	76	86%	14%
Doors	1,220	1,492	1,481	11	99%	1%
Roofing	286	286	182	104	64%	36%
Fire Protection	750	750	120	630	16%	84%
Structural Investment	16	16	0	16	0%	100%
Electrics	10,400	10,400	3,777	6,623	36%	64%
Soffits & Fascias / External Painting	100	100	79	21	79%	21%

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

CW07

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

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

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

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

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

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

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

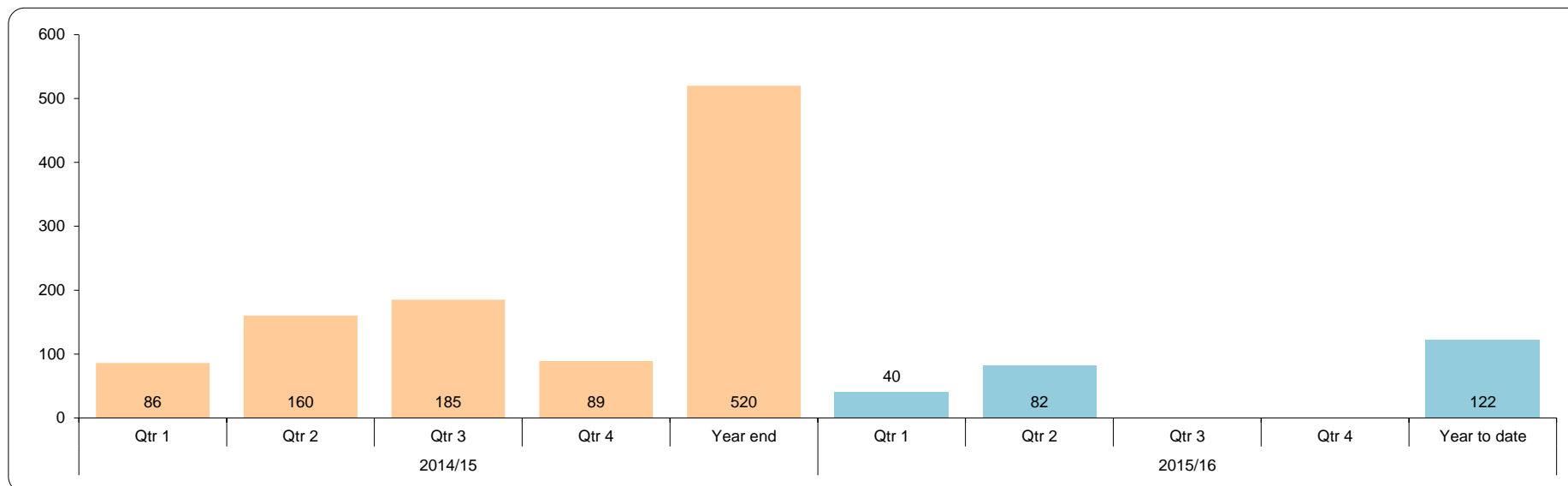
The planned structural block programme is on target.

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target

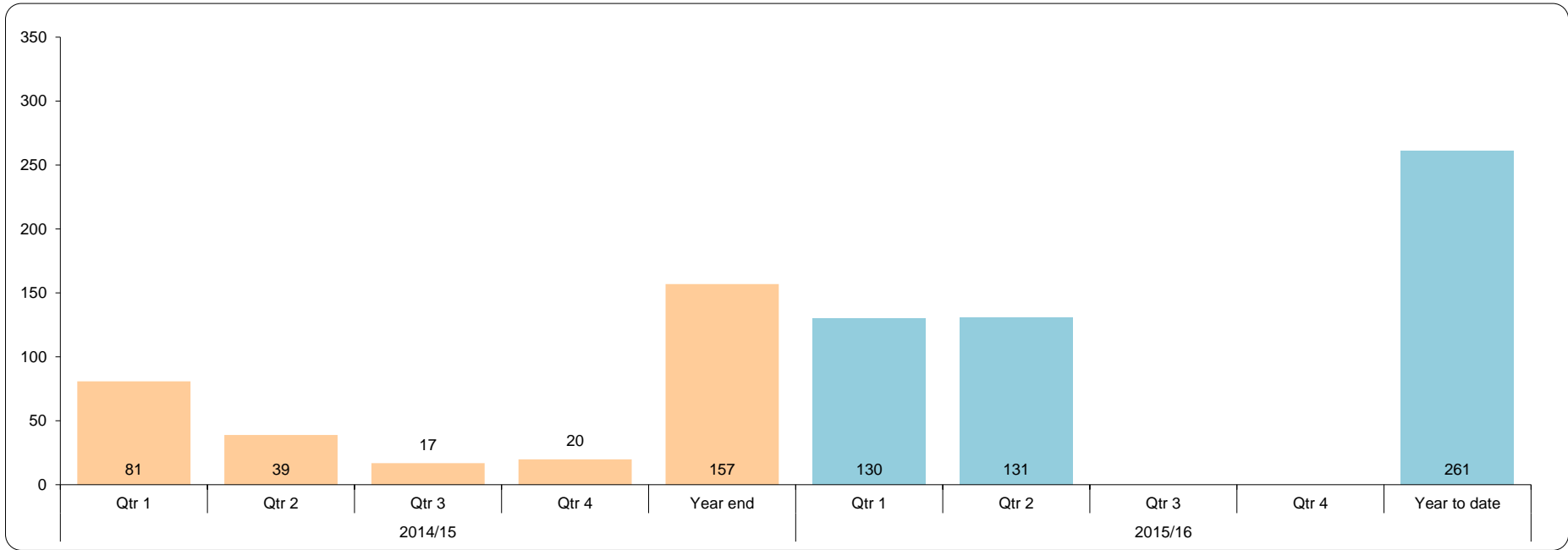


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Houses in Multiple Occupation licences issued	86	160	185	89	520	40	82			122

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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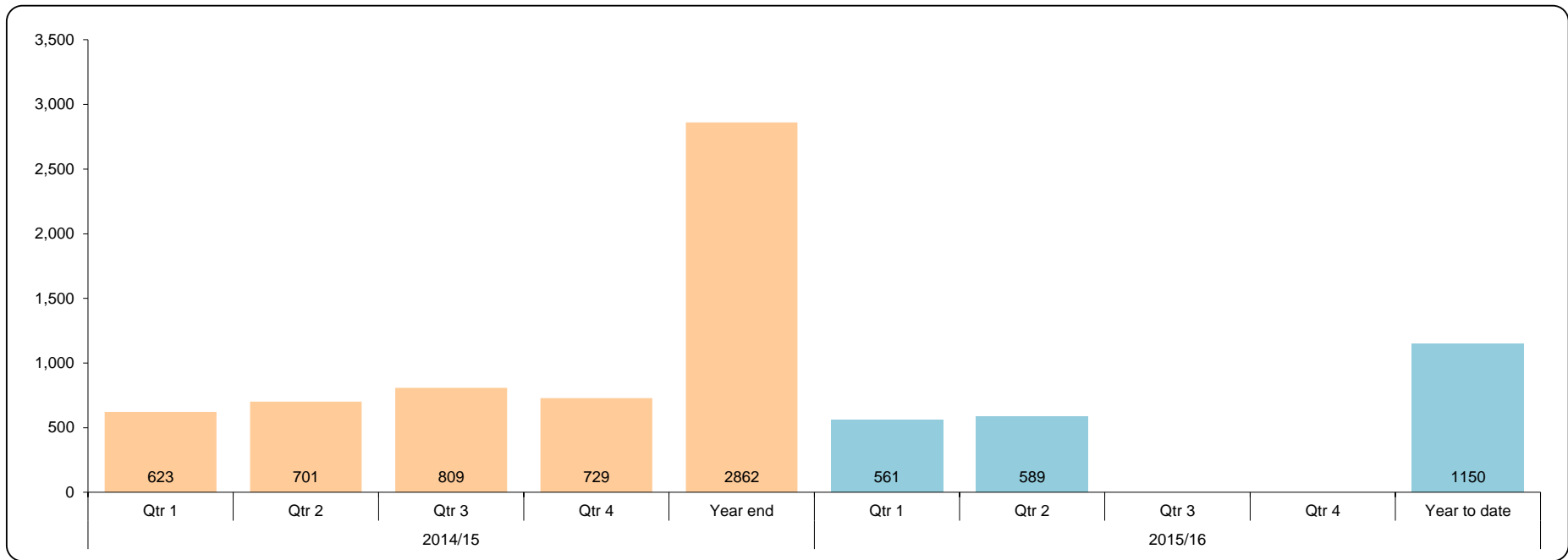


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Licenced and unlicensed Houses in Multiple Occupation inspected	81	39	17	20	157	130	131			261

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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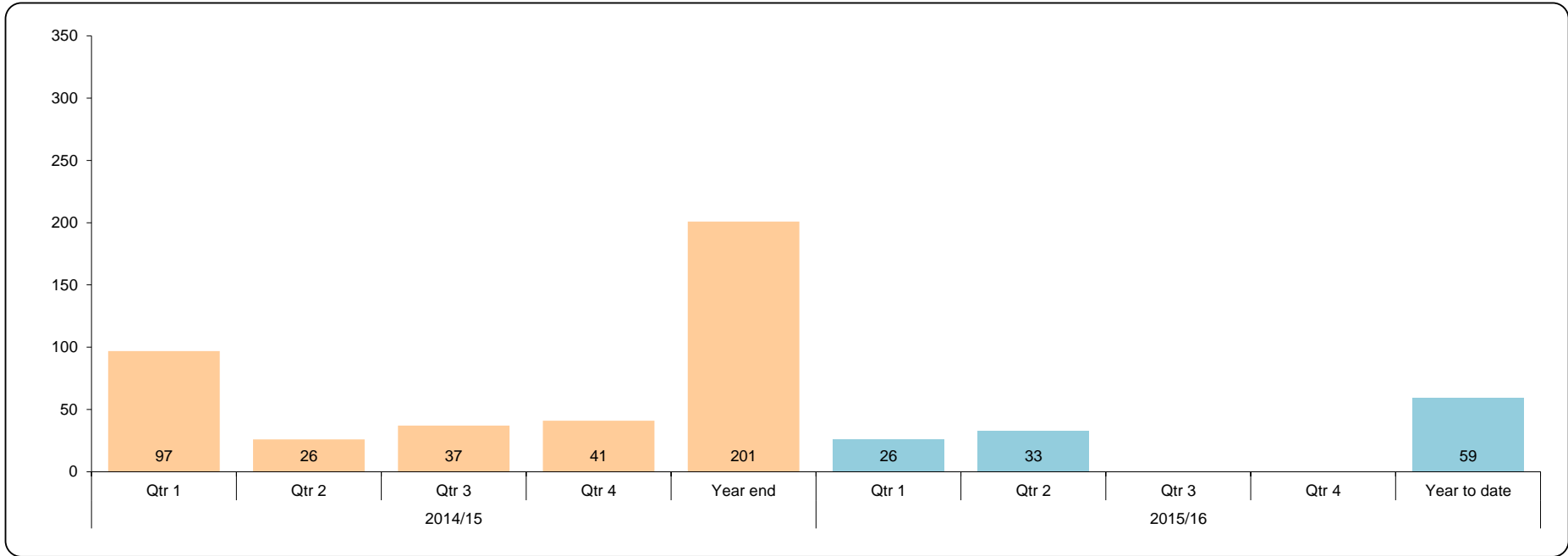


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
PTU requests for assistance	623	701	809	729	2862	561	589			1150

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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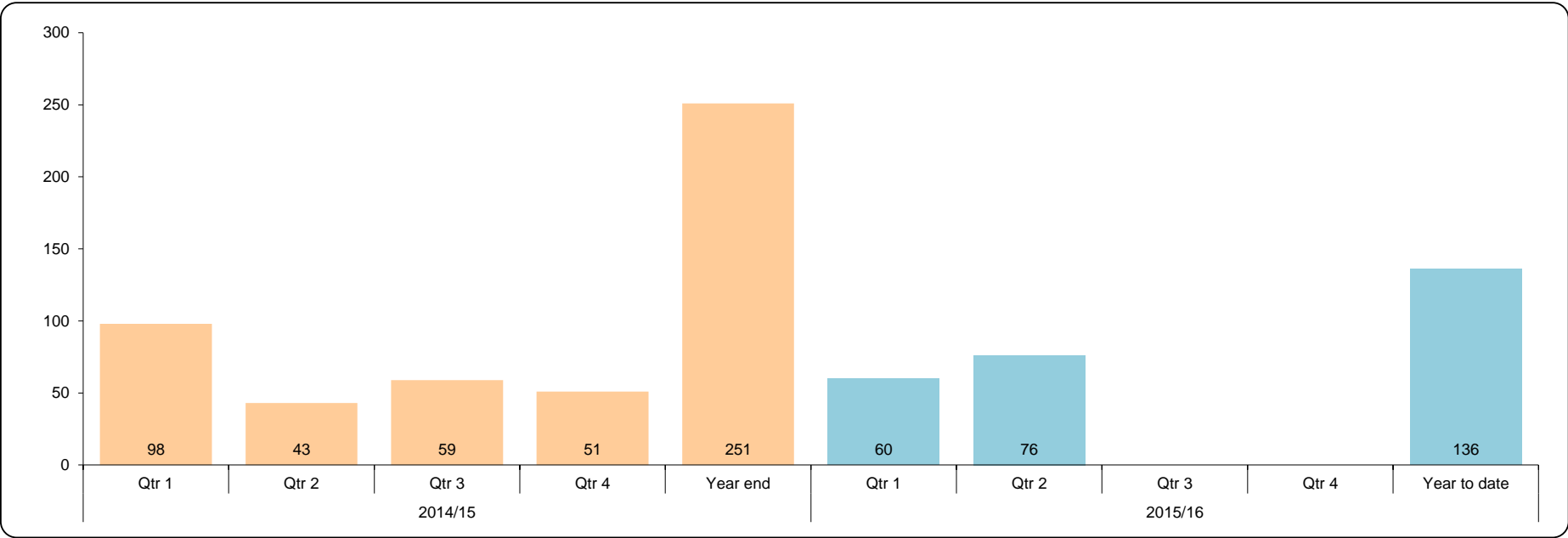


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through advice	97	26	37	41	201	26	33			59

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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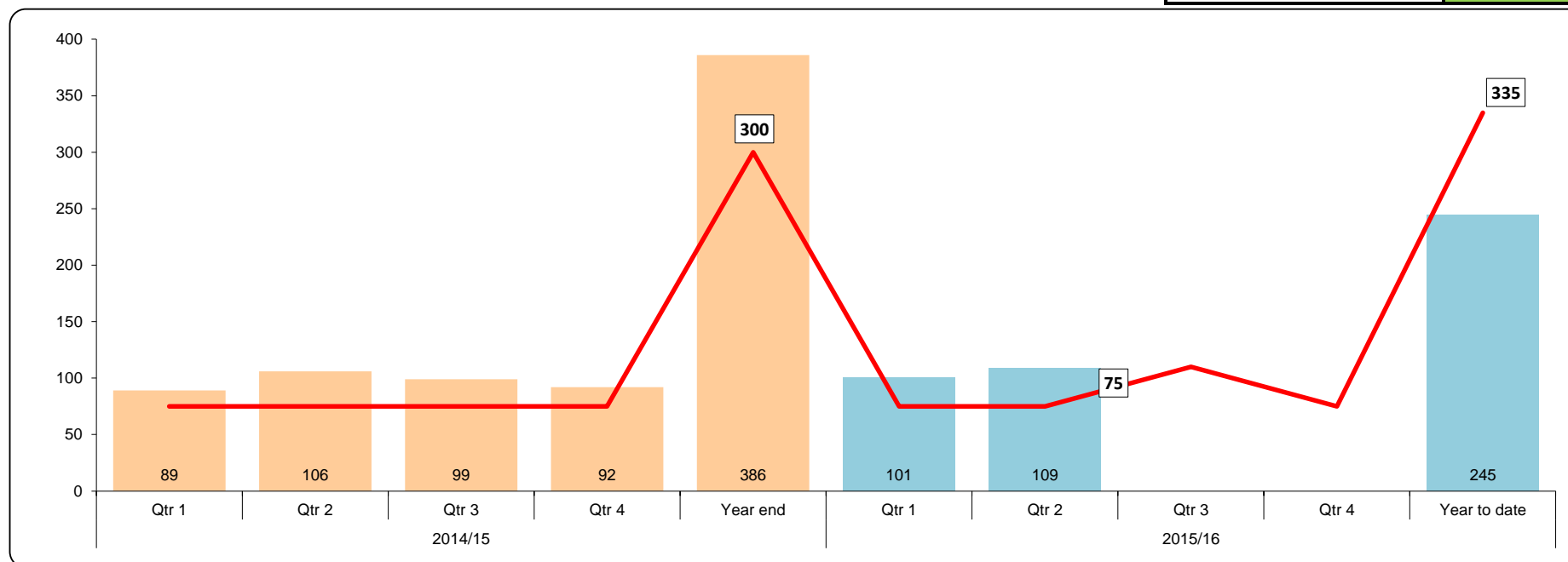
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through intervention	98	43	59	51	251	60	76			136

PRS05

Empty properties brought back into use - Council Business Plan measure

RAG Status

Green



Bigger is better

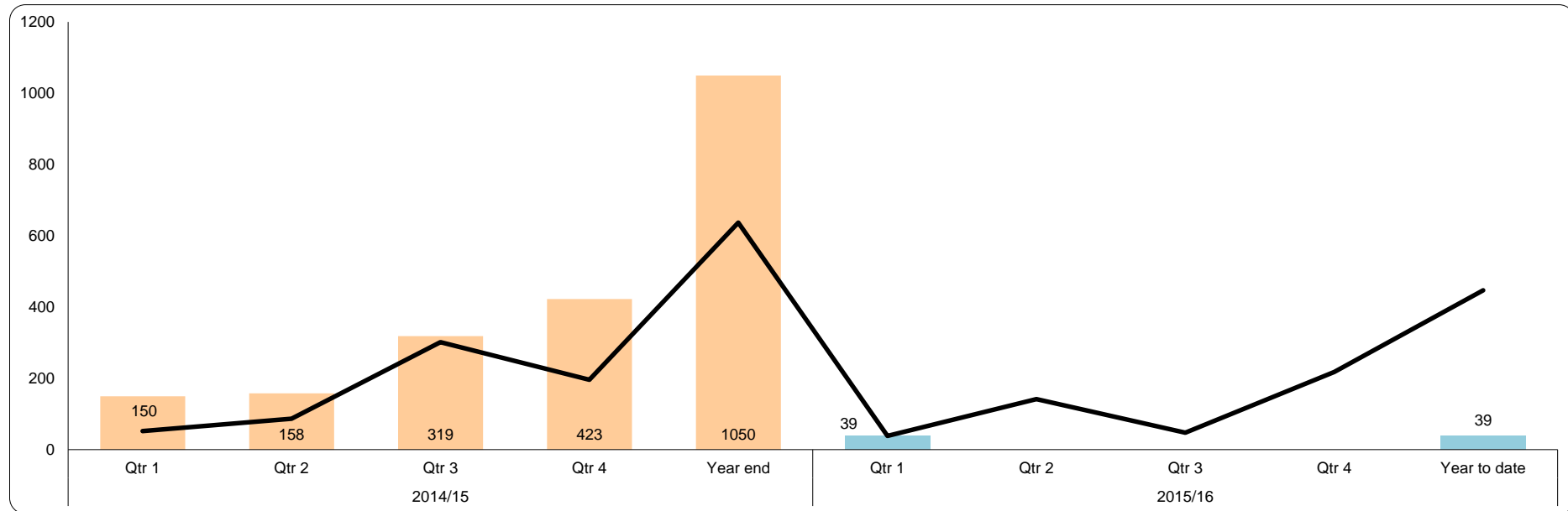
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Empty properties brought back into use	89	106	99	92	386	101	109			245
Target	75	75	75	75	300	75	75	110	75	335

PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status



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
No of affordable homes provided	150	158	319	423	1050	39				39
Target	52	87	302	196	637	39	142	48	218	447
% of target homes provided	288%	182%	105%	215%	165%	100%				9%

Data for this measure is provided to BCC by external organisations. They are unable to provide data for this quarter. Reporting will resume when the data becomes available.

HD01

Housing Transformation Report Q2 2015-15

Ladywood District Committee

The table below summarises Ladywood-specific information from the City-wide Housing Transformation report. The Chairs of Ladywood Housing Liaison Boards have been consulted in relation to the commentary on performance within the District.

<p>Management of ASB</p> <p>Ladywood continues to receive a high level of ASB cases with 162 received during period 2. 100% of cases were responded to on time and a total of 81 were closed, with 100% closed satisfactory (which indicates that all options for the management of the case were used). HLB members keep in touch with ASB service through reports to Board meetings and through their involvement with the co-regulation of the service.</p> <p>The management of ASB is also a feature of the approach being taken to Place Management across Ladywood, and officers are increasingly developing multi-agency approaches. An example of this is the work being developed at Horton Square where the HLB has supported funding for gating schemes designed to tackle issues of dumping and ASB in alleyways. Alongside this a strategy is being developed in conjunction with Birmingham Property Services (who manage the shops), rough sleeper support services and the local police.</p>	<p>No. of new cases received: 162</p> <p>No. of new hate crime cases: 2</p> <p>Percentage of cases responded to on time: 100%</p> <p>Total ASB cases closed: 82</p> <p>Percentage of cases closed successfully: 100%</p> <p>Number of current ASB cases: 245</p>	<p>Status: Green</p>
<p>Percentage of high and low-rise blocks rated good or better</p> <p>84% of blocks in Ladywood achieved the good or better score, which is above target. However, it is acknowledged that the scoring system takes account of a range of factors, including lift systems and decorations that are beyond the scope of local estate-based staff. A local programme has therefore been developed around the theme of 'How Clean is my Block'. This was launched in Nechells and is now being rolled out to blocks across the District. The approach supplements the block scores with a focus specifically on cleaning standards and drives the development of Improvement Plans for each block.</p>	<p>84% of high-rise blocks good or better</p> <p>100% of low-rise blocks satisfactory</p>	<p>Status: green</p>

Low rise blocks have achieved a 100% satisfaction score for Ladywood		
‘Lodgers in Occupation’ for more than 12-weeks This measures the number of people occupying council properties where the tenancy has ended and the status of those occupying requires further investigation. The situation normally arises when the tenancy ends either because of the death of the tenant or relationship breakdown. There are currently 4 cases in Ladywood where investigations have taken longer than 12-weeks	No of cases: 4	No target
Percentage of Intro tenancies over 12 months old not made secure There were no tenancies in Ladywood over 12-months old that had not been made secure during Q2	Percentage of tenancies over 12-months old not made secure: 0%	Status: Green
Conditions of estates – average bi-annual estate assessment scores In Ladywood the average of estate assessment scores was 25.6 which is above the ‘good’ score of 21, but below the score for excellent of 29. The estate assessments take place twice per year and lead to the development of improvement plans and help to drive the Place Management agenda. The assessments take place with local resident and HLB involvement.	Average bi-annual estate assessment score: 25.6	No target
Average days void turnaround excluding void sheltered properties The average days turnaround for void properties was Ladywood was 26.8 which was below the target of 30 days. This represents improvement on the void turnaround process which is now being managed centrally. There continue to be challenges in managing sheltered voids, with the Ladywood turnaround being 44.8 days. However, overall, the average calendar days to let a void property continues to improve from 18.7 days in Q1 to 17.6 days in Q2, with Ladywood slightly above the city average at 20 days. There continue to be challenges in managing the process from Fit For Let date to Tenancy Start Date with a target of 12 days, while Ladywood performance was 14.1 days. Work on this	Average days turnaround excluding sheltered voids: 26.8 Average days turnaround all voids: 28.4 Average calendar days to repair a void property: 20 Average days to let a void property: 14.1	Status: Green Status: Green Status: Amber Status: Red

aspect of the process is continuing with improvements being made to the bidding process and the option of daily tenancy start dates being considered.		
Repairs The percentage of right to repair jobs completed on time in Ladywood was 97.3% which was slightly below the target of 98%. The Birmingham Promise target to resolve routine repairs in 30 days achieved 94.3% which was below the target of 100%. Jobs relating to plastering and carpentry (particularly fencing jobs) have been identified as performing below target and recovery plans have been implemented with the contractors. 90.8% of gas repairs were completed within 7 days which was above the 90% target. New repairs contractors have now been procured and the arrangements commence in April 2016.	% of right to repair jobs completed on time: 97.3% % of routine repairs resolved within 30 days: 94.3% % of gas servicing completed against period profile: 99.9% % of gas repairs completed within 7 days: 90.8%	Status: Amber Status: red Status: green Status: green

Birmingham Cycle Revolution (BCR)

Ladywood District Committee Meeting
January 2016

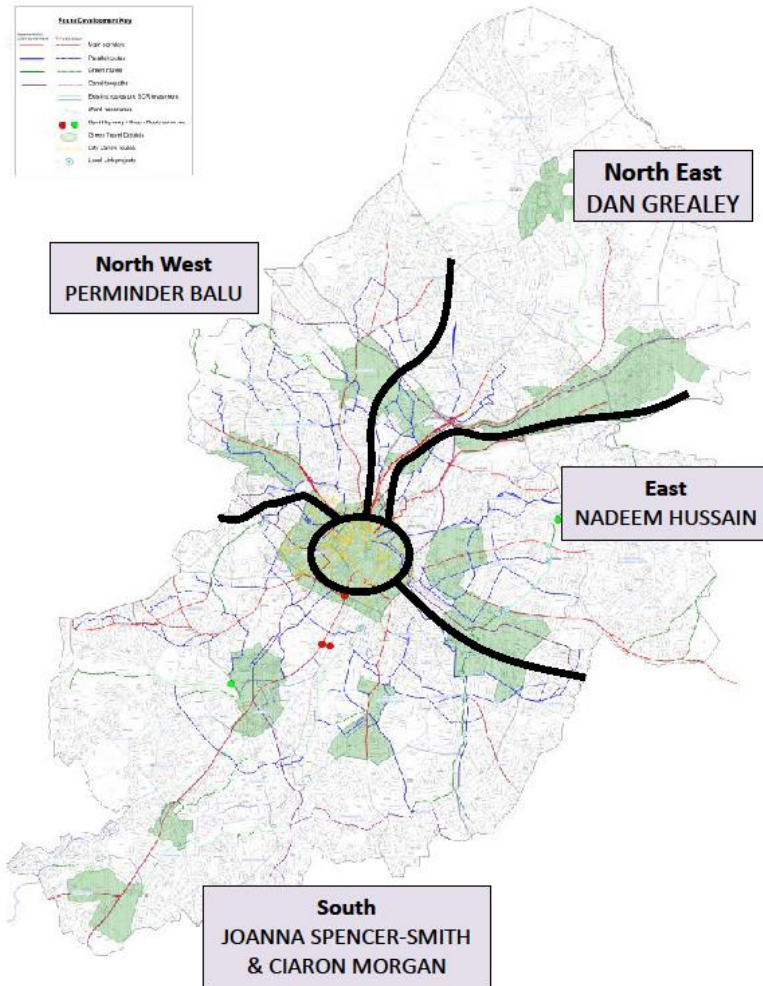
Perminder Balu
Project Manager, BCR 2&3 North West - HIGHWAYS

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



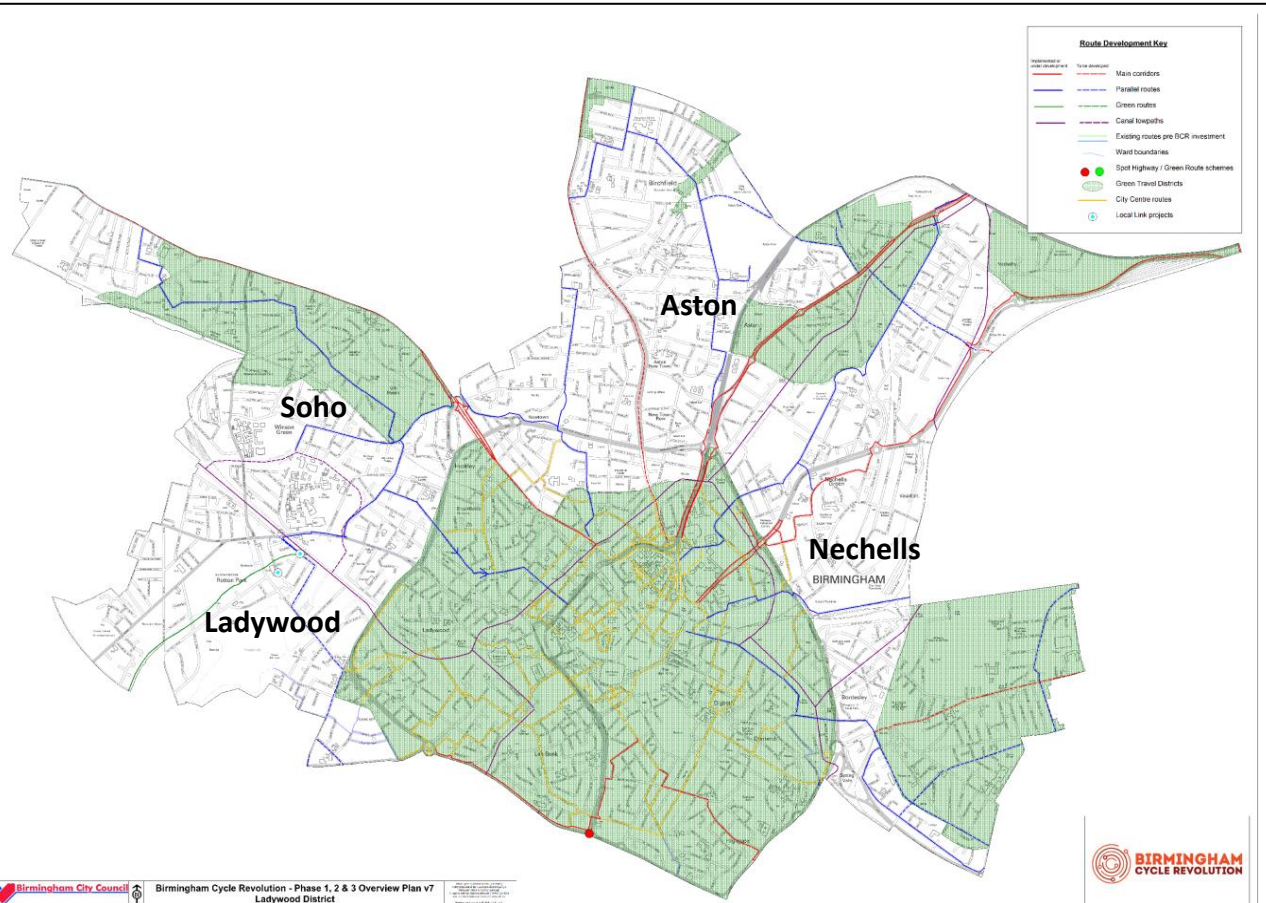
Highways:

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

Other Elements:

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

Ladywood District - Overview



Key characteristics:

- As part of Big Birmingham Bikes, within Ladywood almost 800 bikes given out, approx. 25% of total for the whole City.
- BCR Phase 1 (*Canals, Soho Rd, Lichfield Rd, Green Routes etc*) all ongoing.
- BCR 2&3 proposed Main Routes (dashed red lines) through Aston, Nechells and Ladywood.
- Series of parallel routes (dashed blue lines) to create local networks along minor roads.
- Green Travel Districts (Soho Rd Corridor, Small Heath & Bordsley Green, and Castle Vale & The Fort – shaded green)

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 assisting BCC in target of reducing CO₂ emissions
- Improving connectivity for households without a car, and
- Benefiting pedestrians, public transport users

How? The options available



On road (within existing traffic lanes)



Bus lanes with cycle use



Footpath conversions (shared or segregated)



Signs, Line, Traffic calming...



Supportive Measures:

Big Birmingham Bikes, Green Travel Districts, Canal and Parks Links)

Considerations

CYCLISTS

Safety

Quality routes

Continuous
routes


OTHER ROAD USERS


Road capacity


On-street
parking

Traffic flow
management

Outline Process

- 
- Analyse current situation (*ongoing*)
 - Identify potential options (*ongoing*)

- 
- Councillor engagement (*ongoing*)
 - Identify preferred options (*underway*)
 - Preliminary/ Outline Designs – early 2016*

- 
- 1st Stakeholder & Public Consultations – spring 2016*
 - Modify designs (*where possible*)
 - Detailed Designs – 2016/17*

- 
- 2nd Stakeholder & Public Consultations (*where required*)
 - Construction – 2017 to 2020*

What's needed from Councillors



Engagement from outset to assess & inform options



Local knowledge/ potential issues to develop mitigation



Input to process of determining measures along routes



'Champion' Birmingham Cycle Revolution

