

Housing Transformation Board Performance Report

Quarter 4 2014-15

Report produced by Place Directorate Performance and Support Services Team

Version 1.2 04/06/2015

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Number of Households in Temporary Accommodation	No Target		13
Number of Households in B&B	Red		14
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<u>Landlord Services (Tracey Radford)</u>			
Antisocial Behaviour			
Number of new ASB cases received	No Target		19
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Percentage of A cases responded to on time	Amber		22
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ASB Total cases closed	No Target		23
Percentage of cases closed successfully	Green		24
Number of Live ASB Cases (Snapshot)	No Target		25
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Estates and Tenancy Management:

Percentage of high-rise blocks rated good or better	Green	27
Percentage of low-rise blocks rated satisfactory or better	Green	28
Number of lodgers in occupation for more than 12 weeks	No Target	29
Percentage of introductory tenancies over 12 months not made secure	Red	30
Condition of Estates - average score from bi-annual estate assessments	No Target	31
Condition of Estates - year to date by category	No Target	32

Voids and Lettings:

Average days void turnaround - excluding void sheltered properties	Amber	33
Average days void turnaround for all voids	Amber	34
Average days void turnaround for sheltered voids	No Target	35
Average calendar days to repair a void property	Green	36
Average time to let a property (from Fit For Let date to Tenancy Start Date)	Red	37
Percentage of properties let first time	Green	38
Customer satisfaction with letting staff	Green	39
Customer satisfaction with new home	No Target	40

Services for Older People:

Number of new sheltered voids	No Target	41
Number of current sheltered voids	No Target	42
Percentage of support plans completed within 4 weeks	Amber	43
Percentage of Careline calls answered within 60 seconds	Green	44

Housing Customer Service Hubs:

Number of calls handled	No Target	45
Average time taken to answer calls (in seconds)	Green	46
Percentage of calls answered	Green	47

Asset Management and Maintenance (John Jamieson)

Responsive Repairs:

Right To Repair repair jobs completed on time	Green	CBP	48
Percentage of appointments kept	Amber		49

Gas:

Percentage of gas servicing completed against period profile	Green	50
Percentage of gas repairs completed within 7 days	Amber	51

Customer Satisfaction:

Customer satisfaction with repairs	Green	52
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Independent Living:

Number of Households assisted by independent living	Green	53
Number of Wise Move completions	No Target	54

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation (HMO) Licencing:

Number of Houses in Multiple Occupation licences issued	No Target	55
Number of Licenced and Unlicensed Houses in Multiple Occupation inspected	No Target	56

Private Tenancy Unit:

Number of Requests for assistance	No Target	57
Number of Cases assisted through advice	No Target	58
Number of Cases assisted through intervention	No Target	59

Empty Properties:

Number of empty properties brought back into use	Green	CBP	60
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Housing Development (Clive Skidmore)

Number of affordable homes provided	Green		61
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Housing Transformation Board

Exception Report Quarter 4 2014-15

The following measures missed their quarterly targets and scored a 'Red' rating.

The services responsible have provided the following exception report.

Supporting People, Homeless/Allocations (Louise Collett/Jim Crawshaw - People Directorate)

Measure: Number of Households in B&B

Page: 14

Target 40

Performance: 80

Commentary provided by: Jim Crawshaw

At the end of March 2015 the Bed and Breakfast figure was 80, this missed the target by 40. This was primarily as a result of the closure of one of our Homeless centres in March 2015 due to an extensive refurbishment agreed by cabinet. Lydia Rogers House could house up to 40 households on any given night.

Supporting People, Homeless/Allocations (Louise Collett/Jim Crawshaw - People Directorate)

Measure: Number of Homeless preventions

Page: 15

Target 11000

Performance: 9102

Commentary provided by: Jim Crawshaw

The number of homeless preventions achieved for 14/15 is 9,102 which is significantly less than the 11,000 target. This target, in hindsight was overly ambitious, and was set due to the performance achieved during 2013/14 and the desire to strive towards continuous improvement. There has been a reduction in the number of preventions recorded by some of the commissioned partners during the previous 12 months.

Estates and Tenancy Management:

Measure: Percentage of introductory tenancies over 12 months not made secure

Page: 30

Target 8%

Performance: 24.3%

Commentary provided by: Natalie Potter

There has been a marked improvement when you compare the year end of 37.9% in 2014, to the year end of 16.7% at the end of 2015, showing an improvement of over a half.

The data demonstrates that for quarter 4, there has been an increase in the amount of Intro tenancies over 12 months old. It is worth noting however that Intro tenancies cannot be made secure if there is a pending legal action or there are rent arrears and whilst the data may demonstrate an under performance, it can also be argued that we are proactively managing the intros by not creating a secure tenancy until any issues have been thoroughly investigated. The raw data has been reviewed and there have been a number of intro tenancies with rent arrears which have not been made secure, and this is a clear contributor to the increased figure. This performance report is under consideration as to whether the data and target are in an accurate and meaningful format.

Voids and Lettings:

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

Page: 37

Target: 10

Performance: 22.4

Commentary provided by: Gary Nicholls

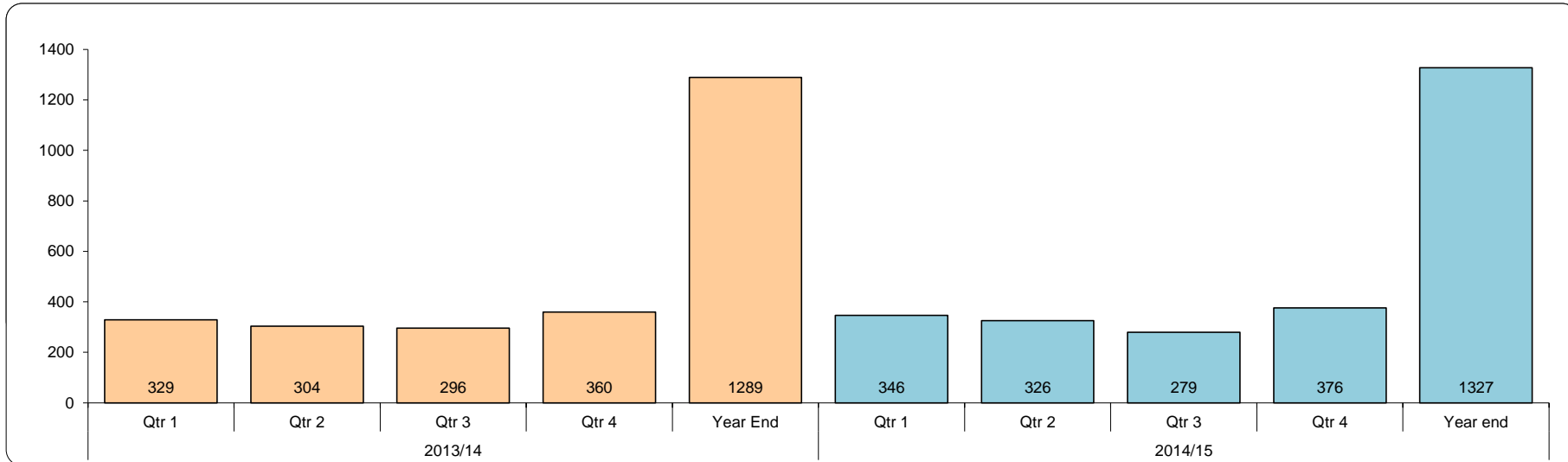
The 10 days target from Fit For Letting to Tenancy Start Date is extremely challenging. The impact of Hard to Let Properties and Low Demand Sheltered properties often results in properties being advertised and viewed several times before they are finally accepted.. This is a particular issue with Sheltered properties in tower blocks which are very low demand following welfare reforms which mean that single people or childless couples face a 14% benefit shortfall for having 1 too many bedrooms. We are unable to offer these properties to younger people or families as there are age restrictions on sheltered accommodation. Therefore it is an on- going challenge to meet this timeline.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



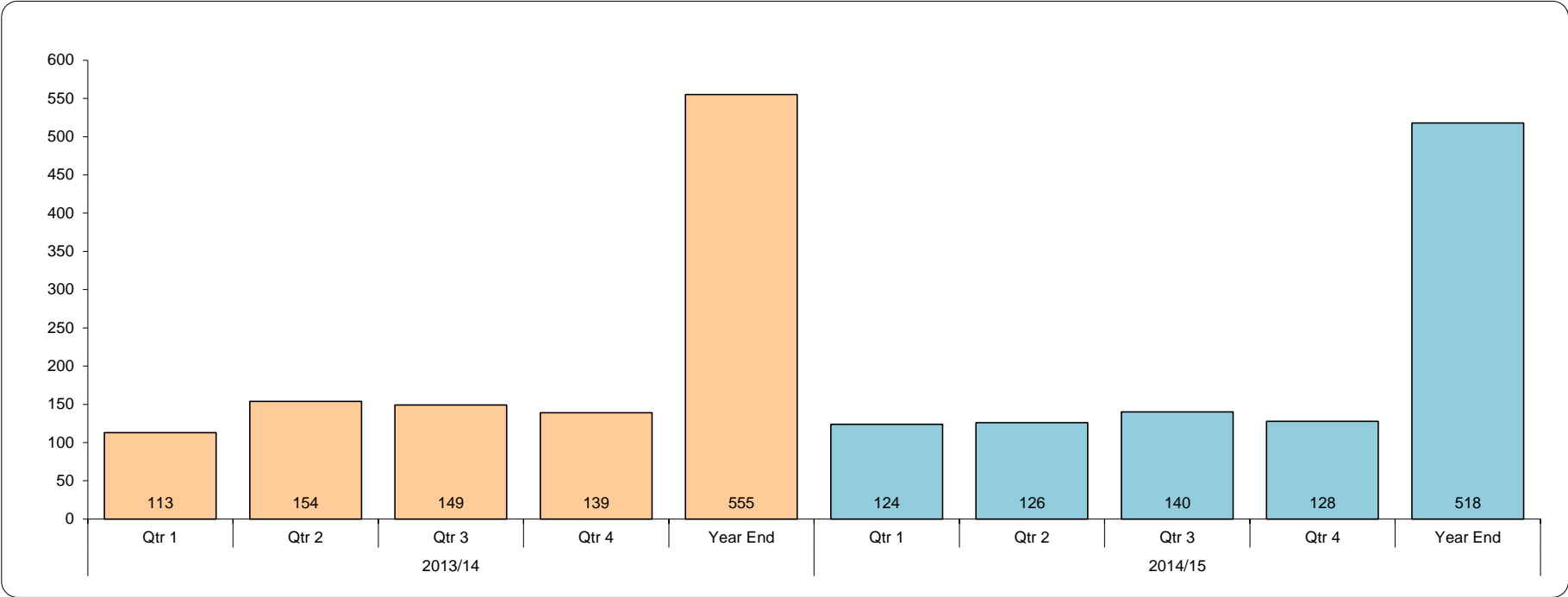
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Right To Buy applications received	329	304	296	360	1289	346	326	279	376	1327

Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	39	27	32	57	62	37	30	32	5	55

RB01

Number of properties sold under Right To Buy

RAG Status	No Target
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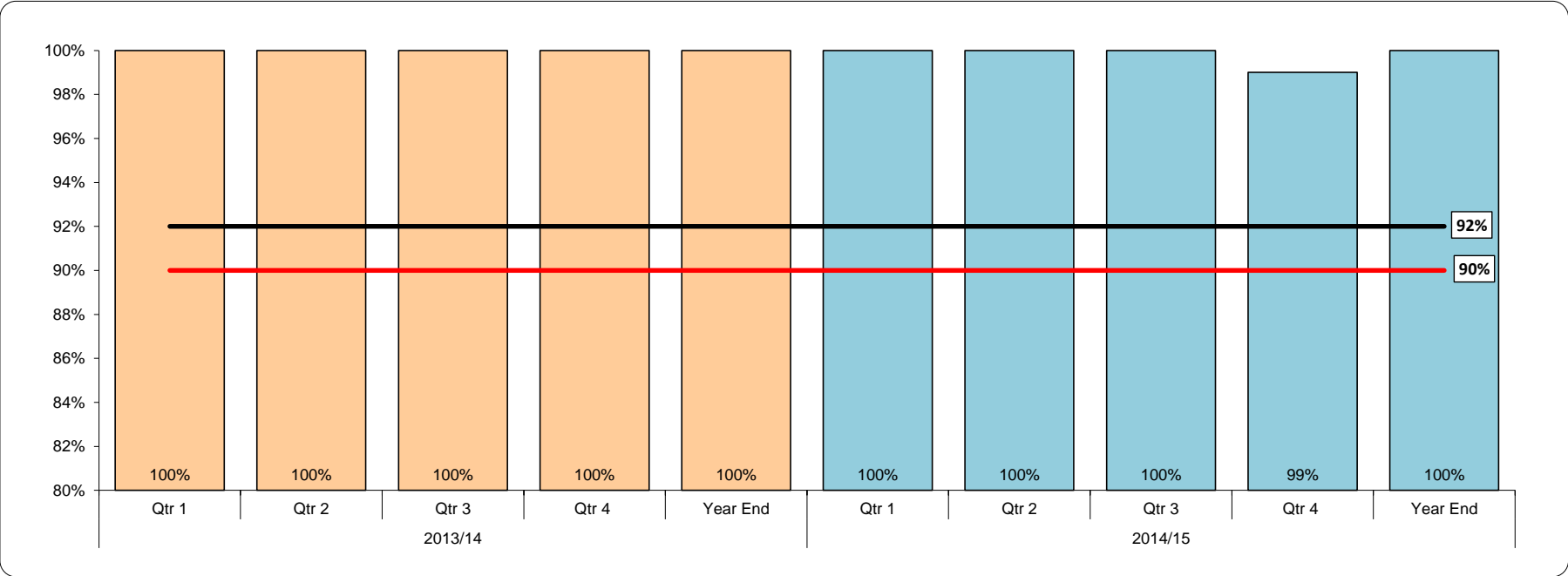


	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Properties sold under Right to Buy	113	154	149	139	555	124	126	140	128	518

Properties sold under Right to Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	23	11	19	9	18	14	5	9	3	17

Right to Buy compliance to statutory timescales

RAG Status	Green
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Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
% compliance to statutory timescales	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

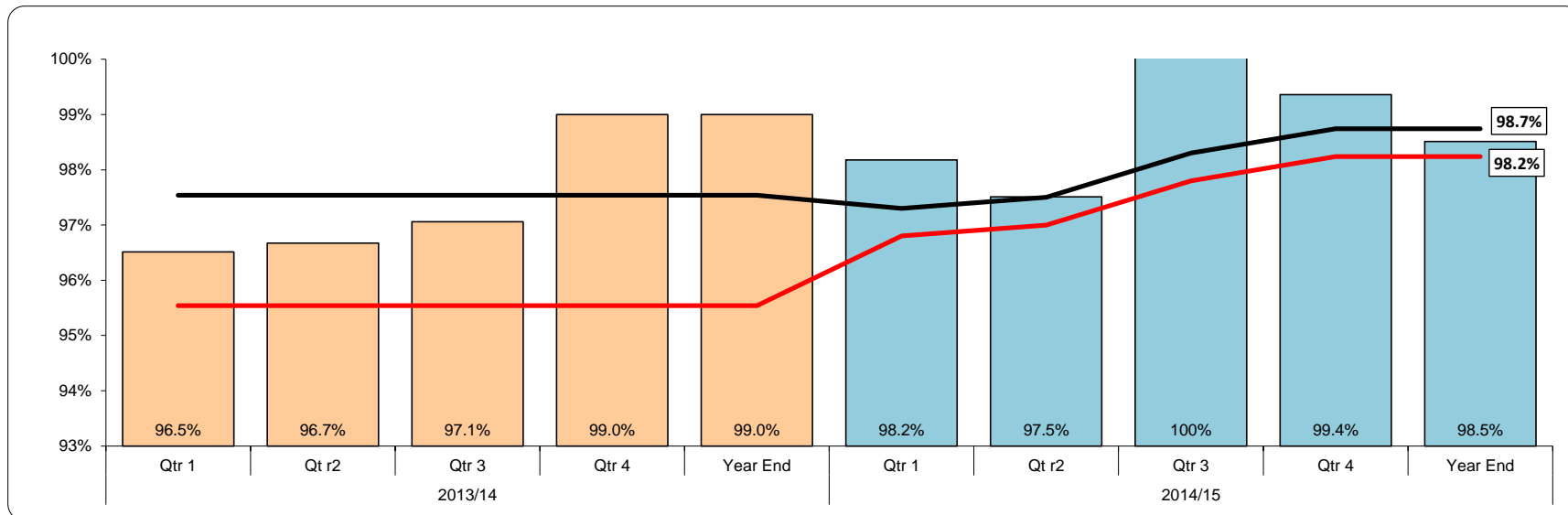
% compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	100%	100%	100%	99%	98%	100%	97%	100%	100%	100%

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

Green



Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Percentage of rent collected	96.5%	96.7%	97.1%	99.0%	99.0%	98.2%	97.5%	100%	99.4%	98.5%
Target	97.5%	97.5%	97.5%	97.5%	97.5%	97.3%	97.5%	98.3%	98.7%	98.7%
Standard	95.5%	95.5%	95.5%	95.5%	95.5%	96.8%	97.0%	97.8%	98.2%	98.2%

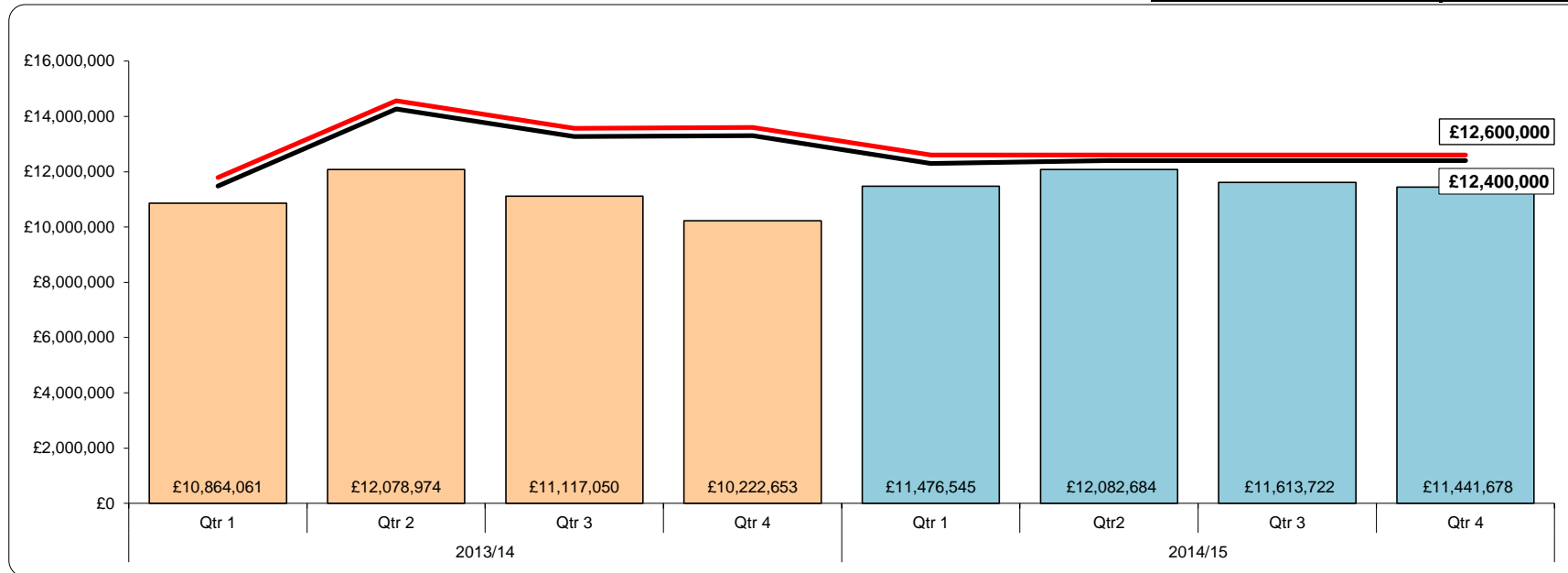
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	99%	100%	100%	99%	99%	99%	101%	99%	101%	99%

R01

Current amount of rent arrears

RAG Status

Green



Smaller is better

	2013/14				2014/15			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr2	Qtr 3	Qtr 4
Amount of rent arrears	£10,864,061	£12,078,974	£11,117,050	£10,222,653	£11,476,545	£ 12,082,684	£ 11,613,722	£ 11,441,678
Target	£ 11,483,810	£ 14,270,216	£ 13,273,339	£ 13,304,125	£ 12,300,000	£ 12,400,000	£ 12,400,000	£ 12,400,000
Standard	£ 11,783,810	£ 14,570,216	£ 13,573,339	£ 13,604,125	£ 12,600,000	£ 12,600,000	£ 12,600,000	£ 12,600,000

Citywide rent arrears figure includes **£101,860** arrears from Bloomsbury TMO not included in district breakdown below.

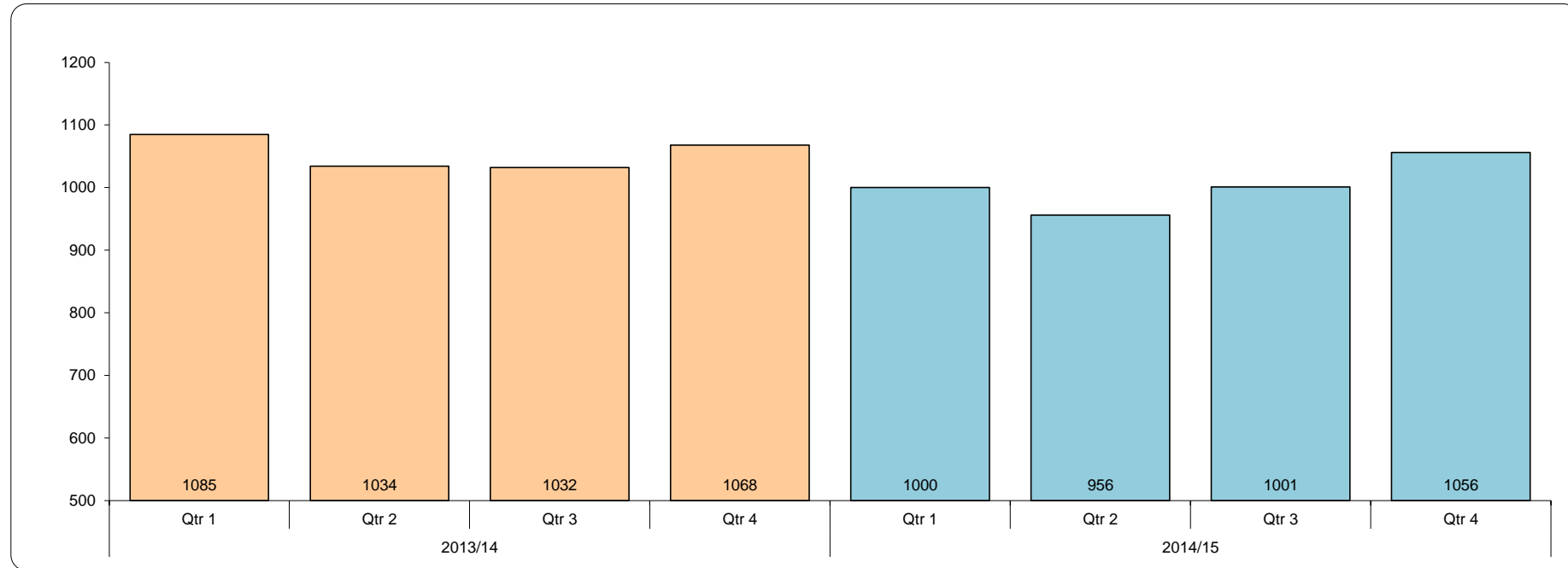
Amount of rent arrears	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	£ 1,489,254	£ 1,240,681	£ 316,752	£ 1,552,518	£ 2,097,484	£ 1,734,036	£ 381,027	£ 938,298	£ 254,122	£ 1,335,646

Supporting People/Homeless Service/Allocations (Jim Crawshaw)

Number of households in temporary accommodation - Snapshot figure

RAG Status

No Target



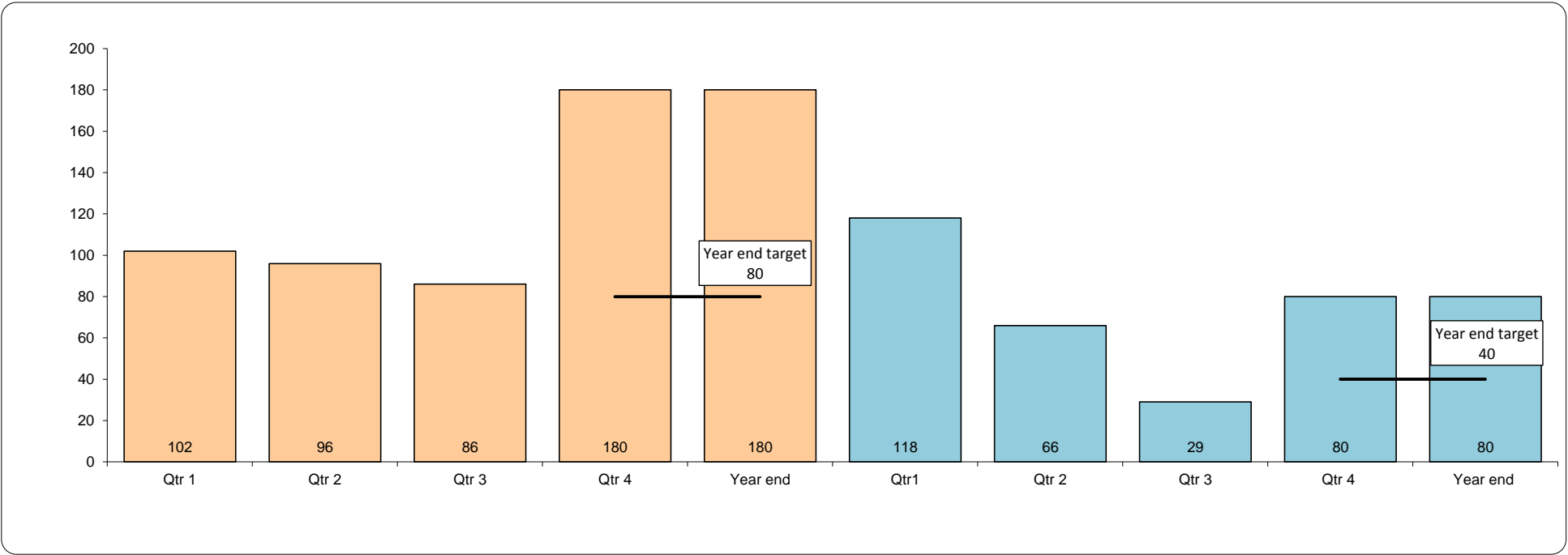
	2013/14				2014/15			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Households in Temp Accommodation	1085	1034	1032	1068	1000	956	1001	1056

SP01

Number of households in B&B - Snapshot figure

RAG Status

Red



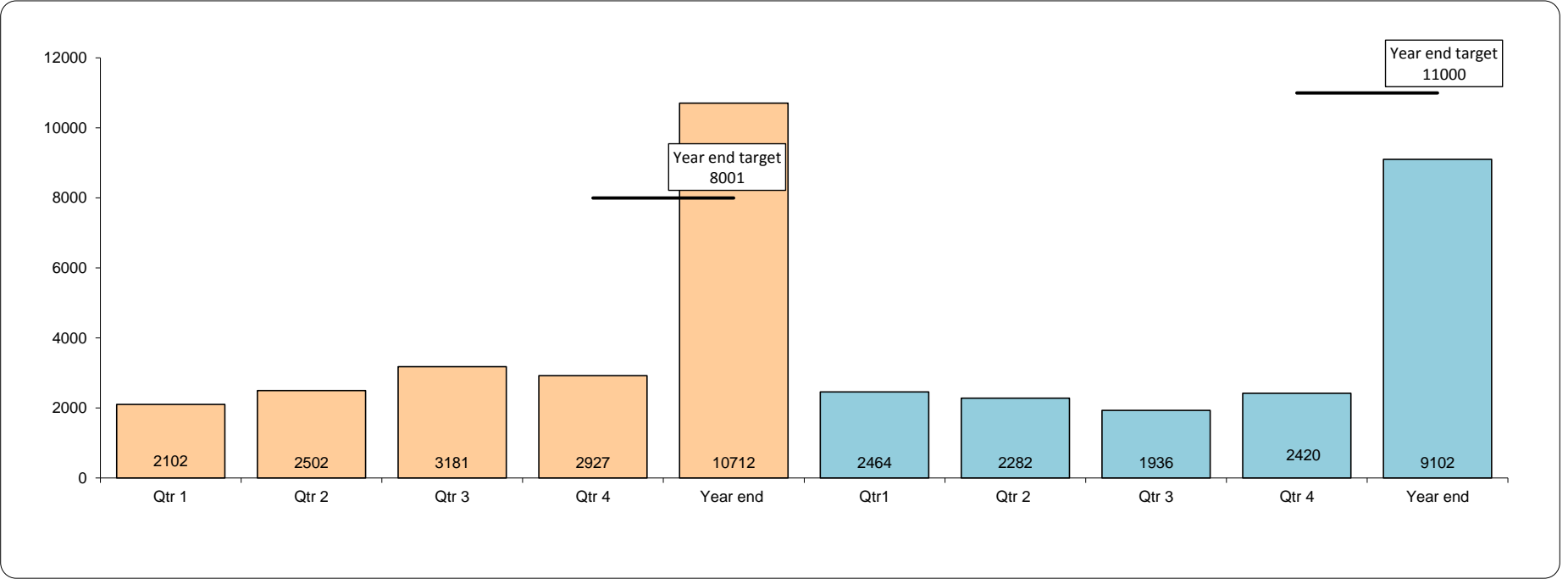
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	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of households in B&B	102	96	86	180	180	118	66	29	80	80
Year end target					80					40

Number of homeless preventions

RAG Status

Red

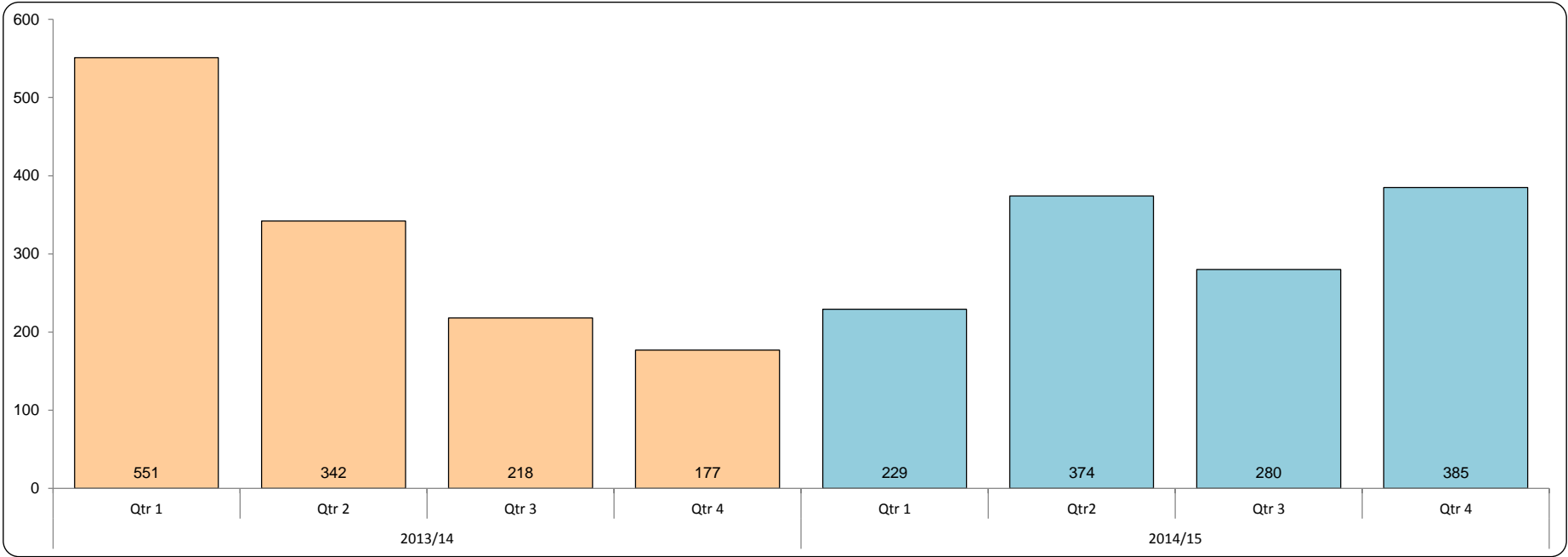


Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr1	Qtr 2	Qtr 3	Qtr 4	Year end
Homeless preventions	2102	2502	3181	2927	10712	2464	2282	1936	2420	9102
Year end target					8001					11000

Number of health and housing assessments outstanding - Snapshot figure

RAG Status	No Target
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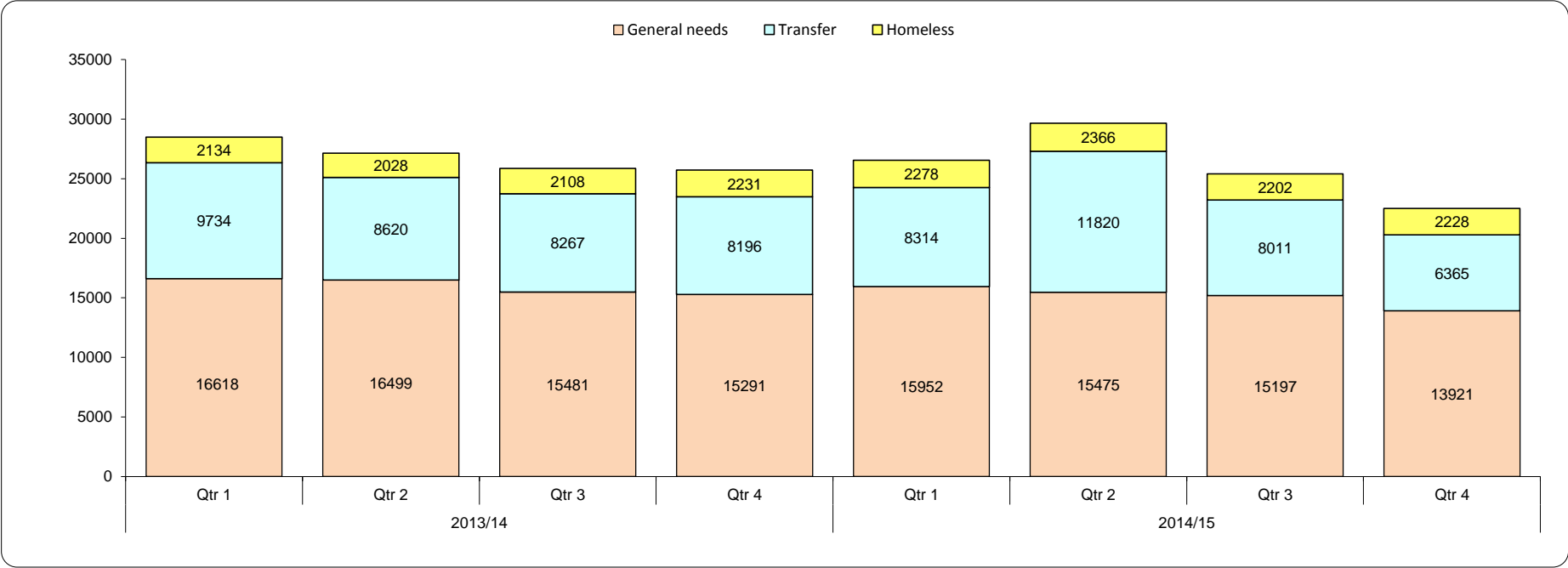
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	2013/14				2014/15			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr2	Qtr 3	Qtr 4
H&H assessments outstanding	551	342	218	177	229	374	280	385

SP04

Number on housing waiting list - snapshot figure

RAG Status	No Target
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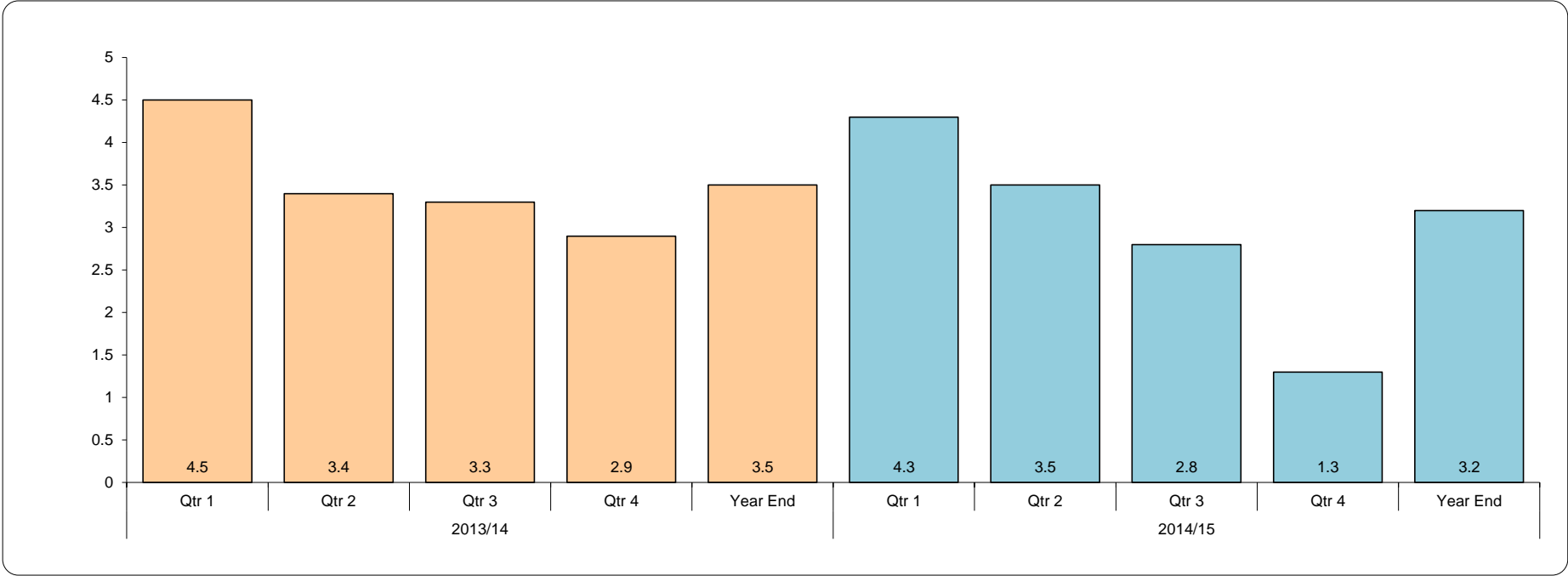


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	2013/14				2014/15			
Housing need category	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
General needs	16618	16499	15481	15291	15952	15475	15197	13921
Transfer	9734	8620	8267	8196	8314	11820	8011	6365
Homeless	2134	2028	2108	2231	2278	2366	2202	2228

Average number of weeks families in B&B

RAG Status	No Target
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Smaller is better

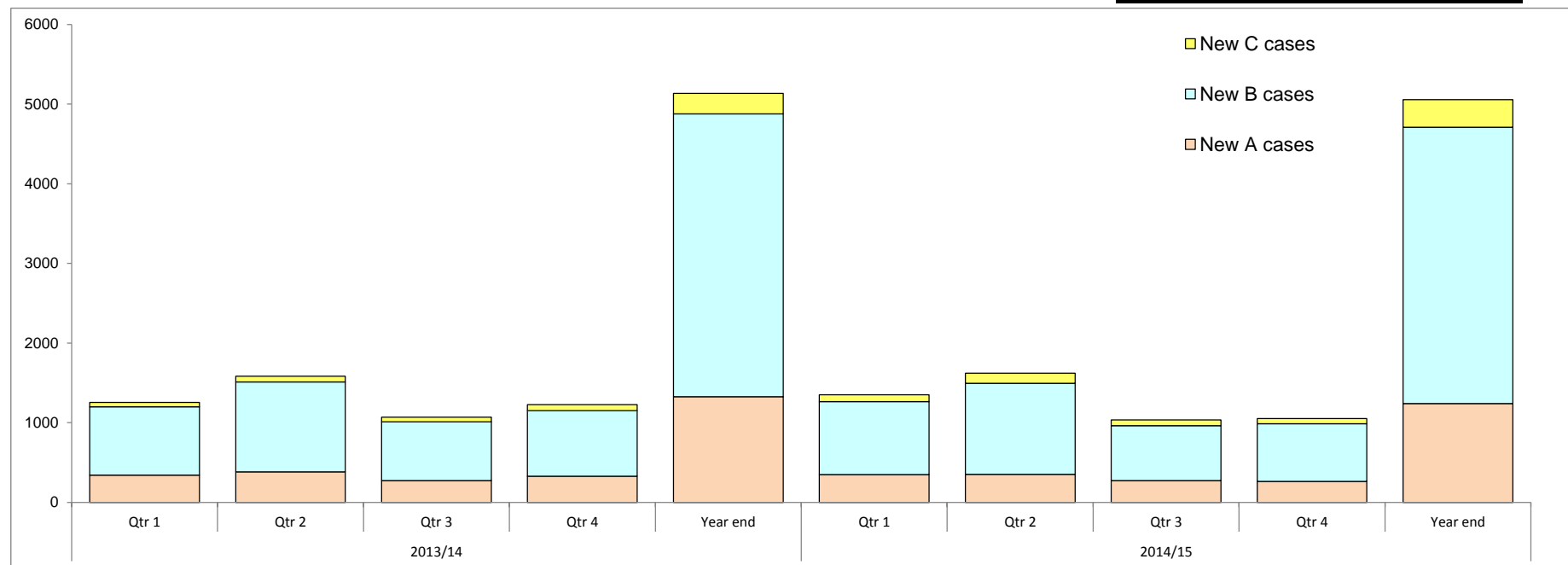
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Average number of weeks families in B&B	4.5	3.4	3.3	2.9	3.5	4.3	3.5	2.8	1.3	3.2

Antisocial Behaviour (Tracey Radford)

Number of new Antisocial Behaviour cases received - A, B and C

RAG Status

No Target



	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
New A cases	341	382	274	329	1326	350	352	273	264	1239
New B cases	858	1130	738	823	3549	916	1141	690	723	3470
New C cases	56	72	57	74	259	83	128	71	65	347
Total number of new ASB cases received	1255	1584	1069	1226	5134	1349	1621	1034	1052	5056

New ASB cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	138	149	46	119	119	166	41	126	38	110

continued on next page...

ASB01

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

Category A – Very Serious

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

Category B - Serious

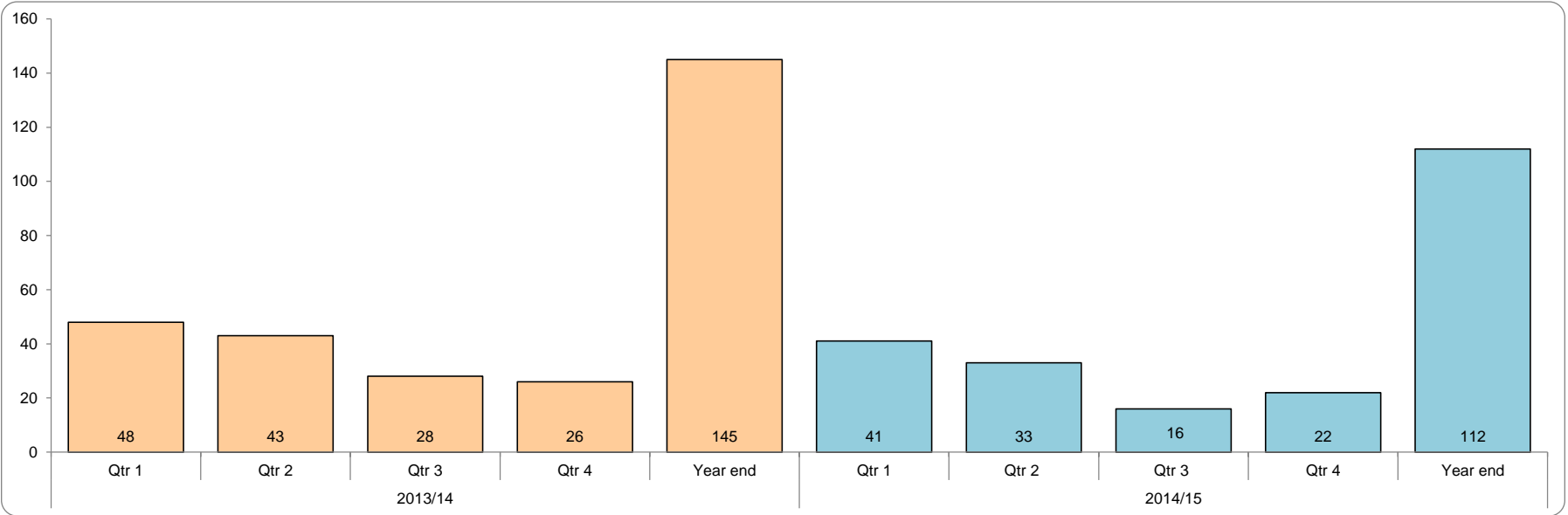
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

Category C - Minor

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

Number of new hate crime cases received

RAG Status	No Target
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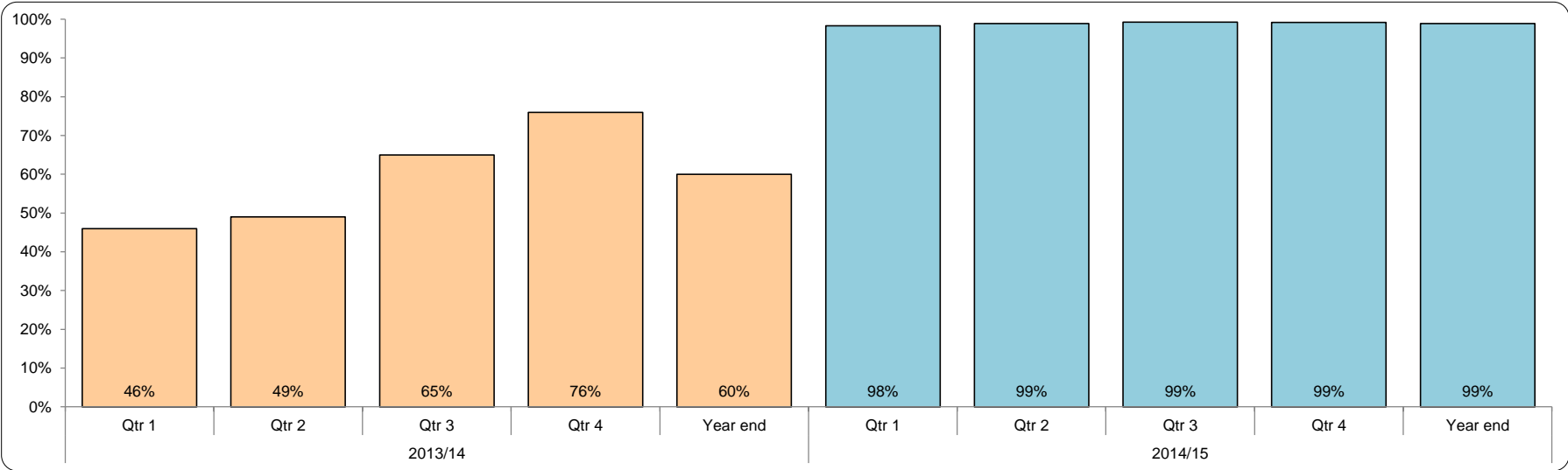
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	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
New hate crime cases	48	43	28	26	145	41	33	16	22	112

New hate crime cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	4	3	0	4	2	5	1	2	0	1

Percentage of cases responded to on time

RAG Status	See Below
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Bigger is better

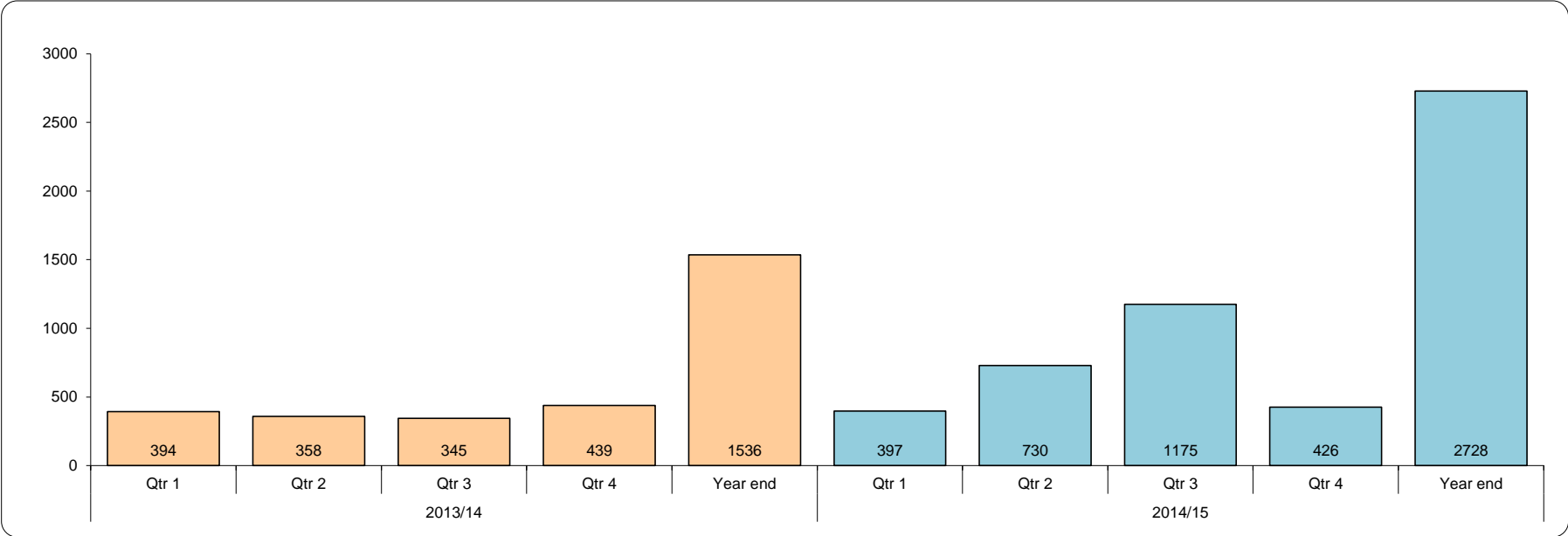
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of cases responded to on time	46%	49%	65%	76%	60%	98%	99%	99%	99%	99%

Qtr 4 2014-15	Cases	% of total cases	Target	Standard	RAG Status
A priority cases responded to on time	262	99%	100%	95%	Amber
B priority cases responded to on time	716	99%	95%		Green
C priority cases responded to on time	65	100%	95%		Green

% total new cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	99%	99%	98%	99%	99%	100%	98%	100%	100%	98%

ASB total cases closed

RAG Status	No Target
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Bigger is better

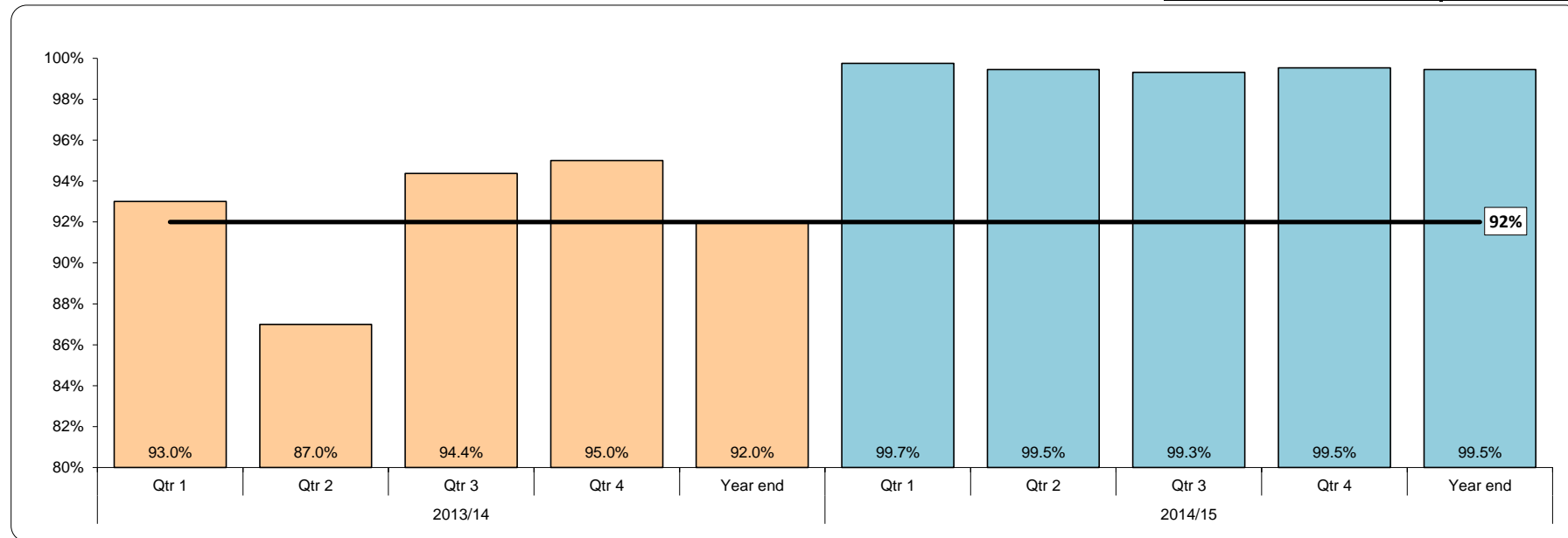
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
ASB cases closed	394	358	345	439	1536	397	730	1175	426	2728

ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	61	40	27	67	32	74	13	43	11	58

Percentage of cases closed successfully

Rag Status

Green



Bigger is better

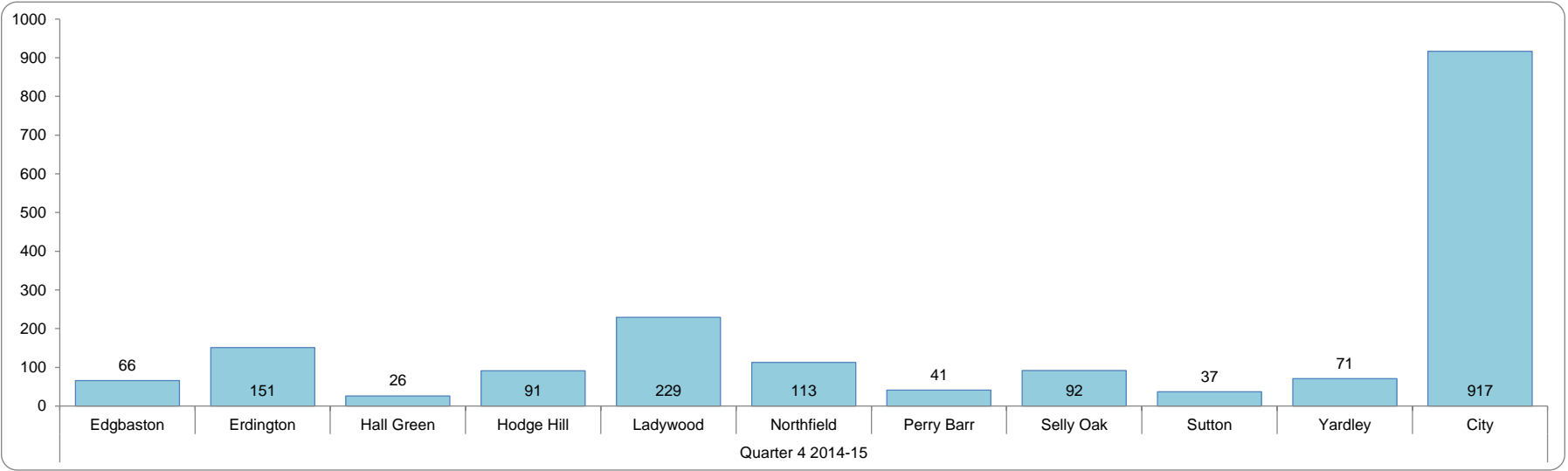
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of cases closed successfully	93.0%	87.0%	94.4%	95.0%	92.0%	99.7%	99.5%	99.3%	99.5%	99.5%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

Percentage of cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	100%	100%	100%	100%	97%	100%	100%	98%	100%	100%

ASB07

Number of live ASB cases by district - snapshot figure

RAG Status	No Target
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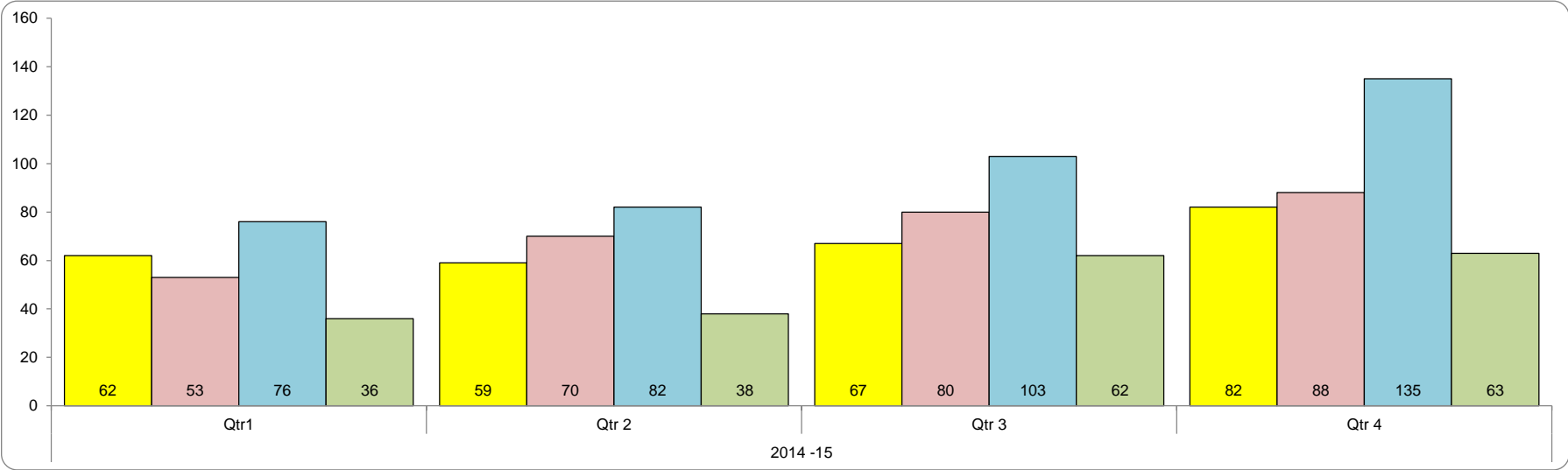


No of live ASB cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 4 2014-15	66	151	26	91	229	113	41	92	37	71	917
Quarter 3 2014-15	76	155	41	110	239	120	53	115	39	92	1040
Quarter 2 2014-15	304	340	147	333	454	408	119	335	99	238	2777

ASB22

Number of live 'Think Family' cases by quadrant - snapshot figure

RAG Status	No Target
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Quadrant	2014 -15			
	Qtr1	Qtr 2	Qtr 3	Qtr 4
North	62	59	67	82
East	53	70	80	88
South	76	82	103	135
West	36	38	62	63

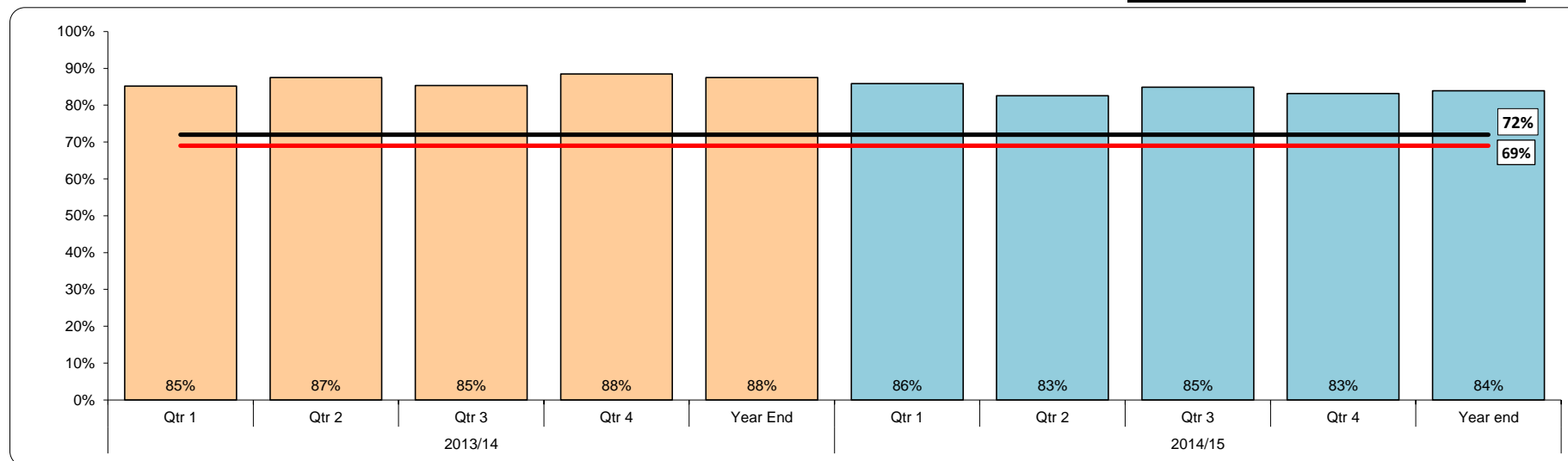
ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated 'Good' or better

RAG Status

Green



Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
High-rise blocks rated good or better	85%	87%	85%	88%	88%	86%	83%	85%	83%	84%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

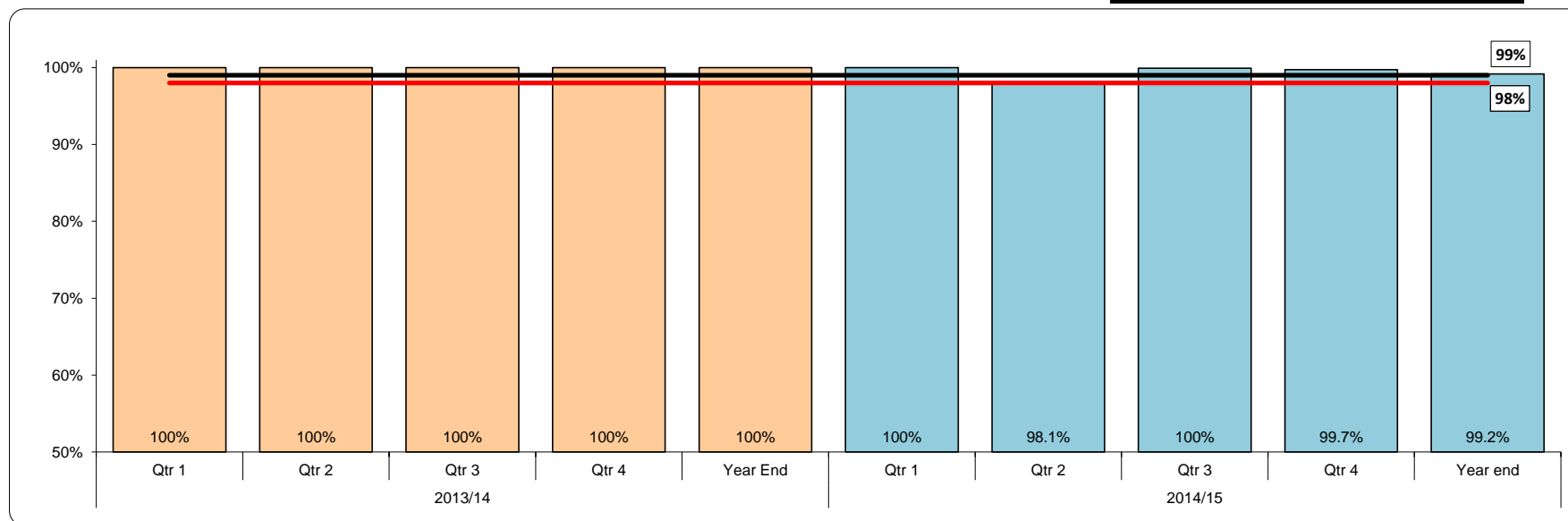
High-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	93%	77%	no high rise	82%	79%	97%	100%	73%	92%	82%

ETM01

Percentage of low-rise blocks rated 'Satisfactory' or better

RAG Status

Green



Bigger is better

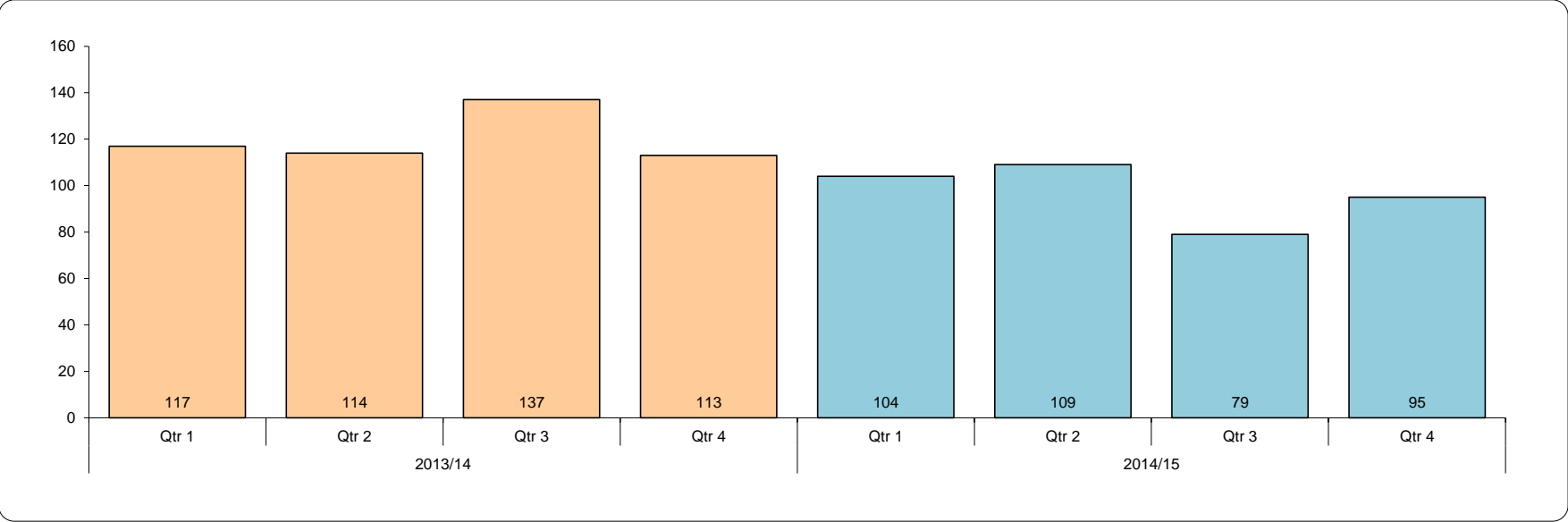
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Low-rise blocks rated Satisfactory or better	100%	100%	100%	100%	100%	100%	98.1%	100%	99.7%	99.2%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

Low-rise blocks rated Satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	100%	98.0%	100%	100%	100%	100%	100%	100%	100%	99%

ETM02

Number of lodgers in occupation for more than 12 weeks - snapshot figure

RAG Status	No Target
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Smaller is better

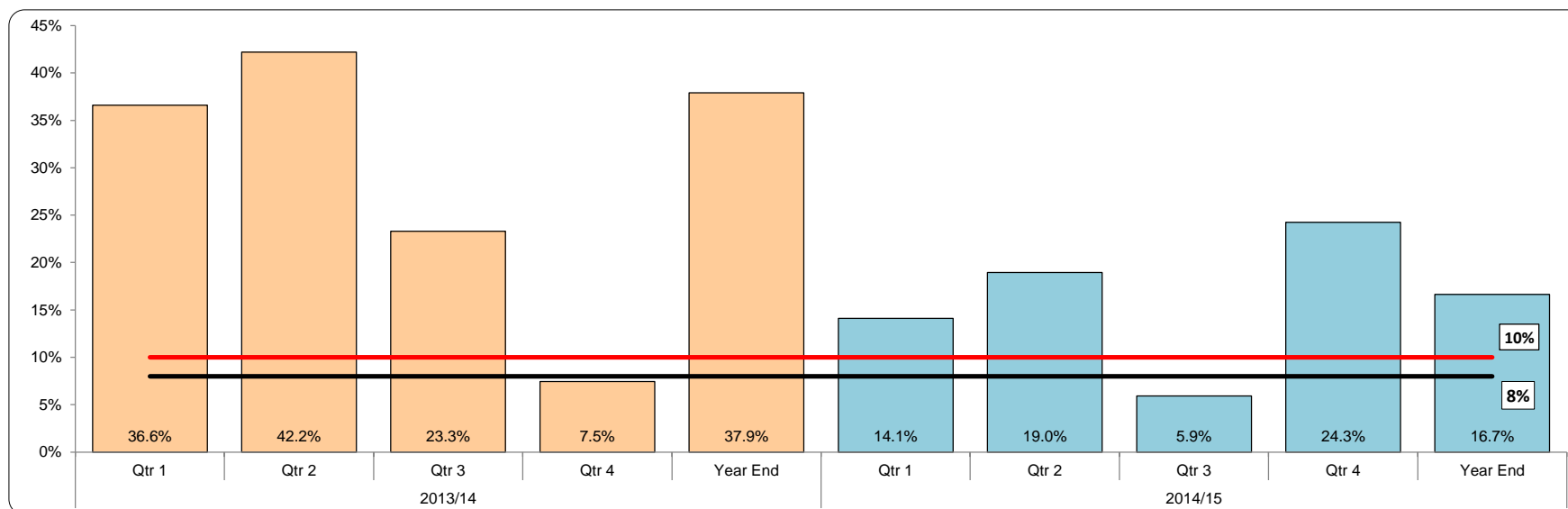
	2013/14				2014/15			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Lodgers in occupation	117	114	137	113	104	109	79	95

	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	Bloomsbury
Quarter 4 2014-15	25	5	0	7	8	23	5	15	0	4	3

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

RAG Status

Red



Smaller is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
% of unsecured tenancies over a year old	36.6%	42.2%	23.3%	7.5%	37.9%	14.1%	19.0%	5.9%	24.3%	16.7%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

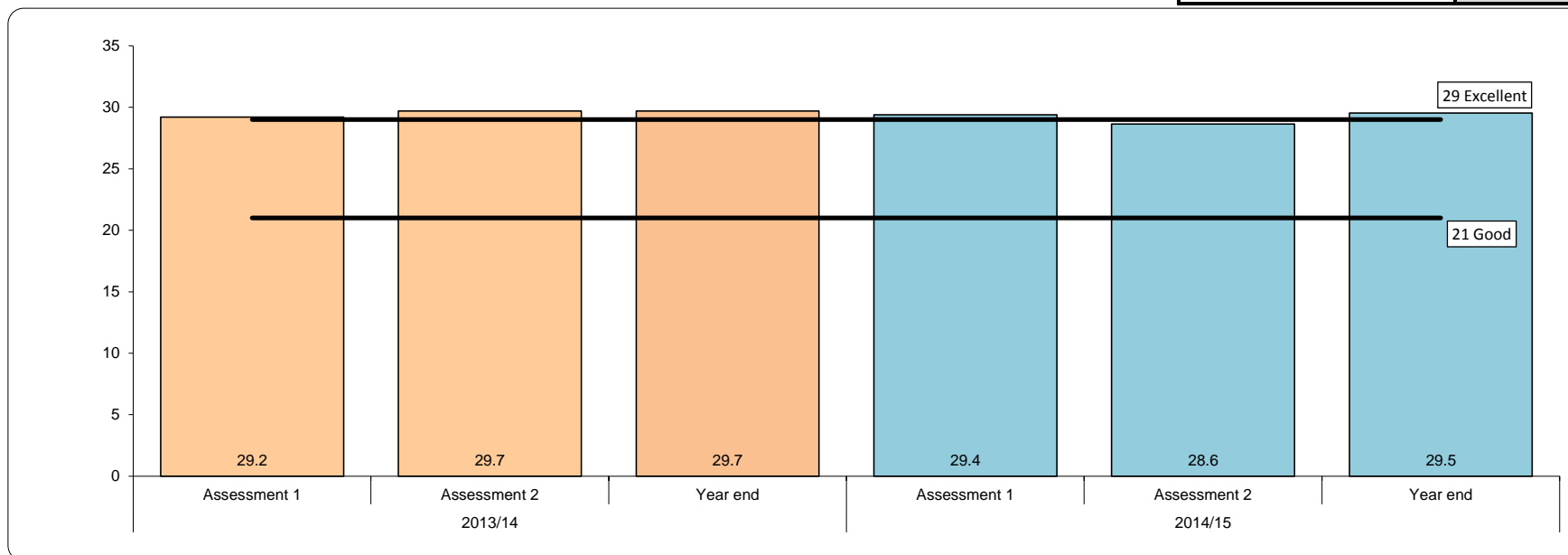
% of unsecured tenancies over a year old	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	30.2%	27.6%	0.0%	16.0%	16.0%	35.4%	20.5%	40.5%	10.0%	5.4%

ETM04

Condition of estates - average score from bi-annual estate assessments

RAG Status

No Target



Bigger is better

	2013/14			2014/15		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates following 2 assessments completed	29.2	29.7	29.7	29.4	28.6	29.5
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.

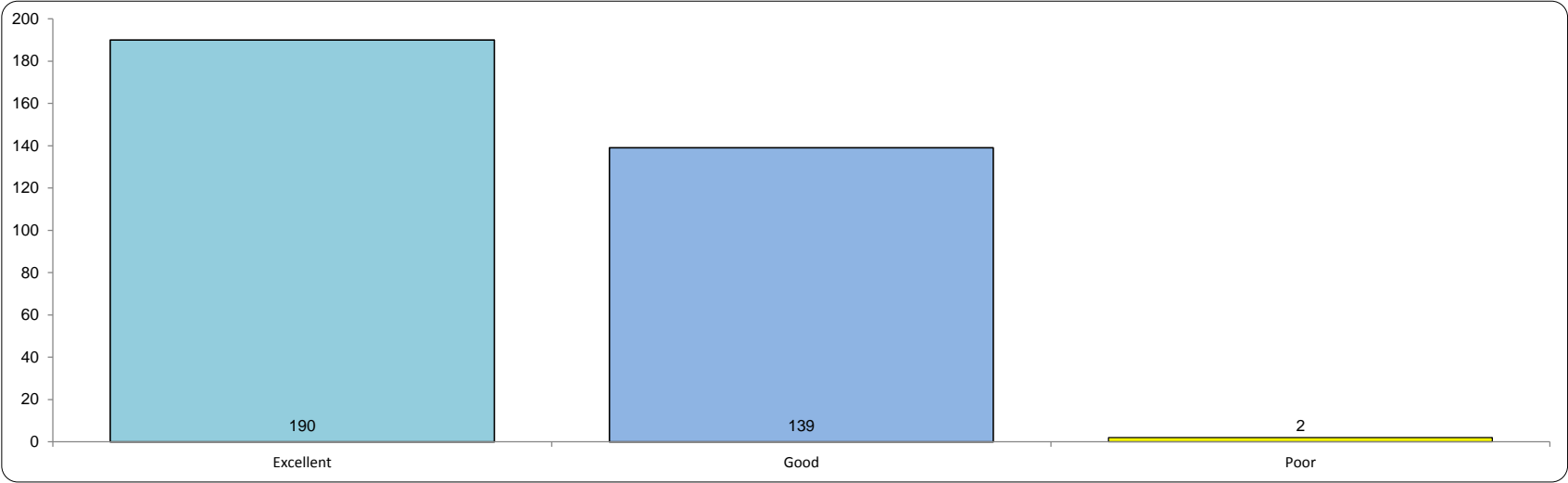
Score: 1-20 = Poor, 21-28 = Good, 29+ = Excellent

Condition of estates	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
2014-15 Year End	28.4	32.5	33.0	29.4	26.4	27.8	25.9	26.8	32.2	32.9

ETM05

Condition of estates - Year End, by category

RAG Status	No Target
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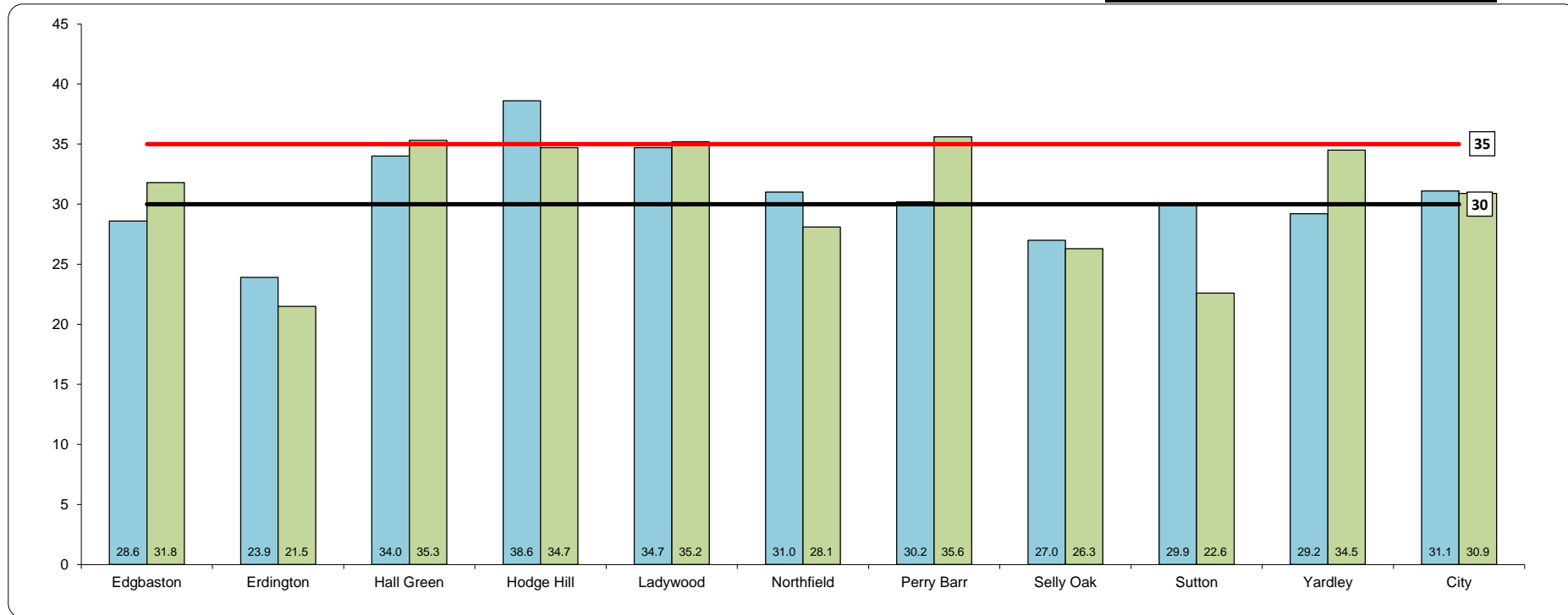
Assessments 2014-15	Condition category		
	Excellent	Good	Poor
Condition of estates according to two assessments completed	190	139	2

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

RAG Status

Amber



Smaller is better

Average days void turnaround - excluding void sheltered properties	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 3 2014-15	28.6	23.9	34.0	38.6	34.7	31.0	30.2	27.0	29.9	29.2	31.1
Quarter 4 2014-15	31.8	21.5	35.3	34.7	35.2	28.1	35.6	26.3	22.6	34.5	30.9
Target	30	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35	35

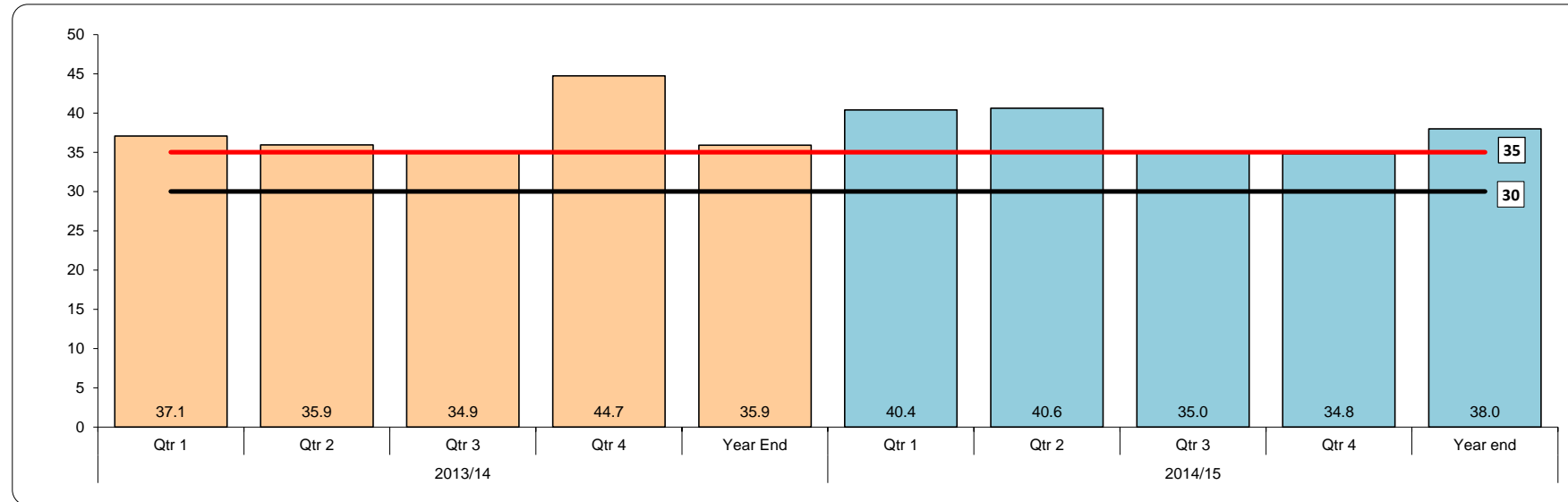
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL02

Average days void turnaround - all voids

RAG Status

Amber



Smaller is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Ave days void turnaround	37.1	35.9	34.9	44.7	35.9	40.4	40.6	35.0	34.8	38.0
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35

Ave days void turnaround	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	36.0	21.7	38.0	43.4	39.0	29.9	45.4	28.4	30.8	38.8

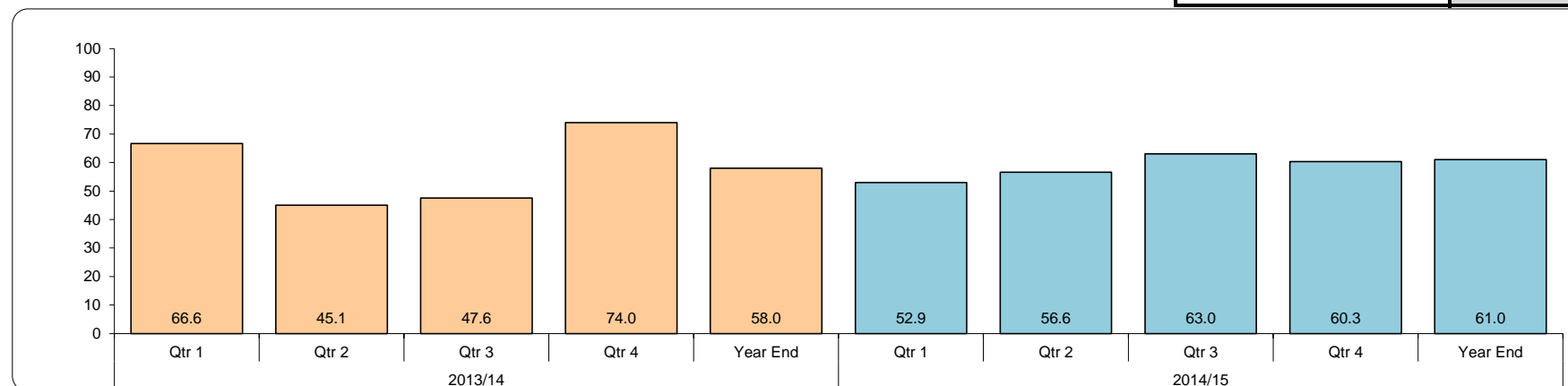
Definition: From date property becomes void to date it has a tenancy start date. Turnaround excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

Average days void turnaround for sheltered voids

RAG Status

No Target



Smaller is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Ave days turnaround for void sheltered properties	66.6	45.1	47.6	74.0	58.0	52.9	56.6	63.0	60.3	61.0
Ave days turnaround for void sheltered properties	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	57.3	23.1	49.7	115.6	75.4	47.7	91.8	59.2	44.0	50.9

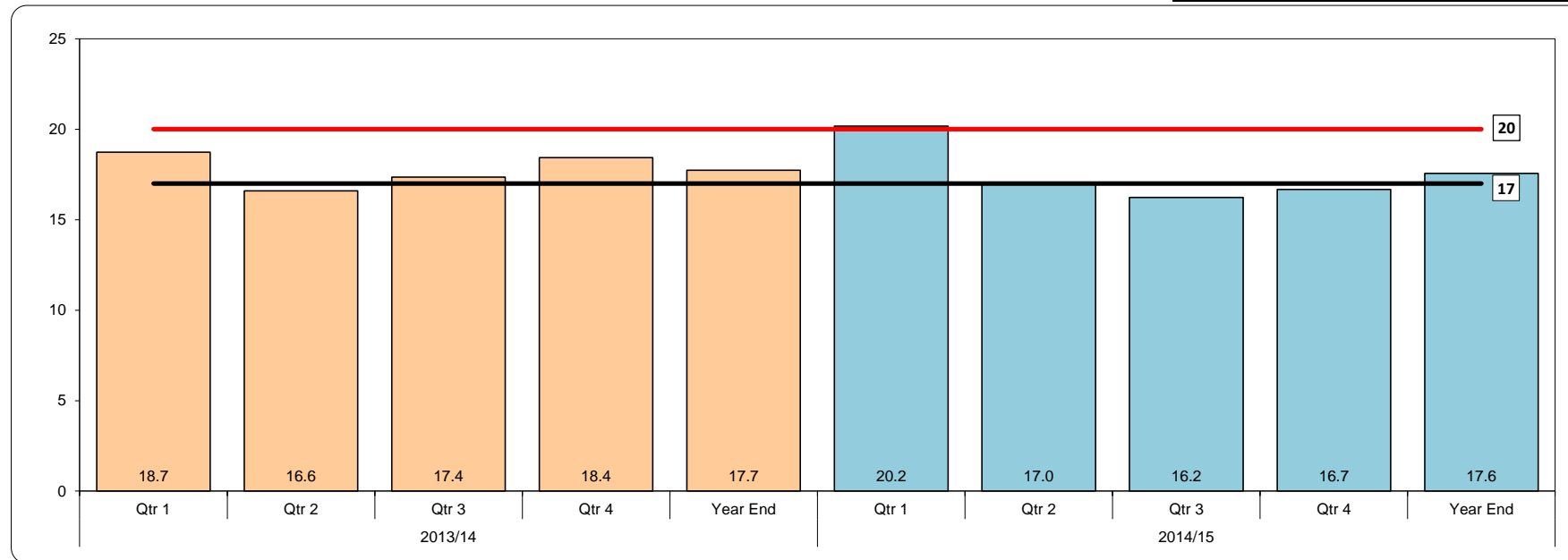
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

VL03

Average calendar days to repair a void property

RAG Status

Green



Smaller is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Average calendar days to repair a void property	18.7	16.6	17.4	18.4	17.7	20.2	17.0	16.2	16.7	17.6
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 4 2014-15	12.5	16.2	20.2	19.6	20.2	14.4	17.6	13.3	14.3	19.0

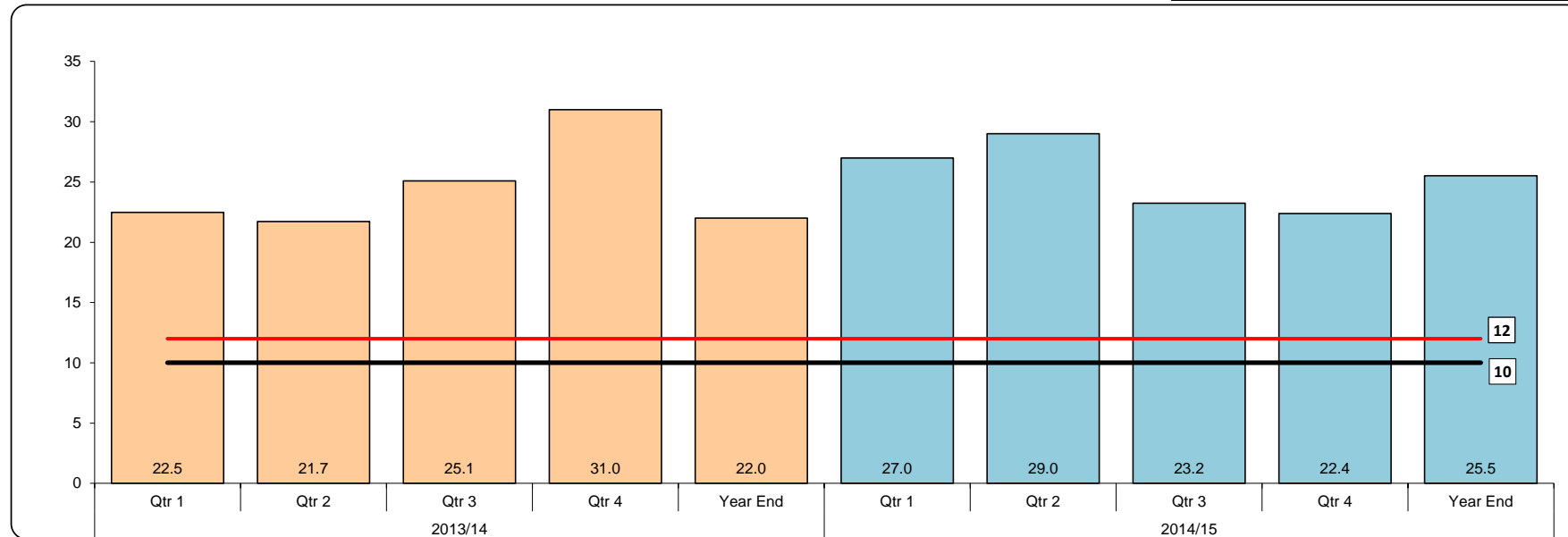
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

VL04

Average time to let a property (from Fit for Let Date to Tenancy Start Date)

RAG Status

Red



Smaller is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Ave time to let a property	22.5	21.7	25.1	31.0	22.0	27.0	29.0	23.2	22.4	25.5
Target	10	10	10	10	10	10	10	10	10	10
Standard	12	12	12	12	12	12	12	12	12	12

Ave time to let a property	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	24.9	12.2	23.5	27.9	20.1	24.7	32.9	20.9	17.5	22.0

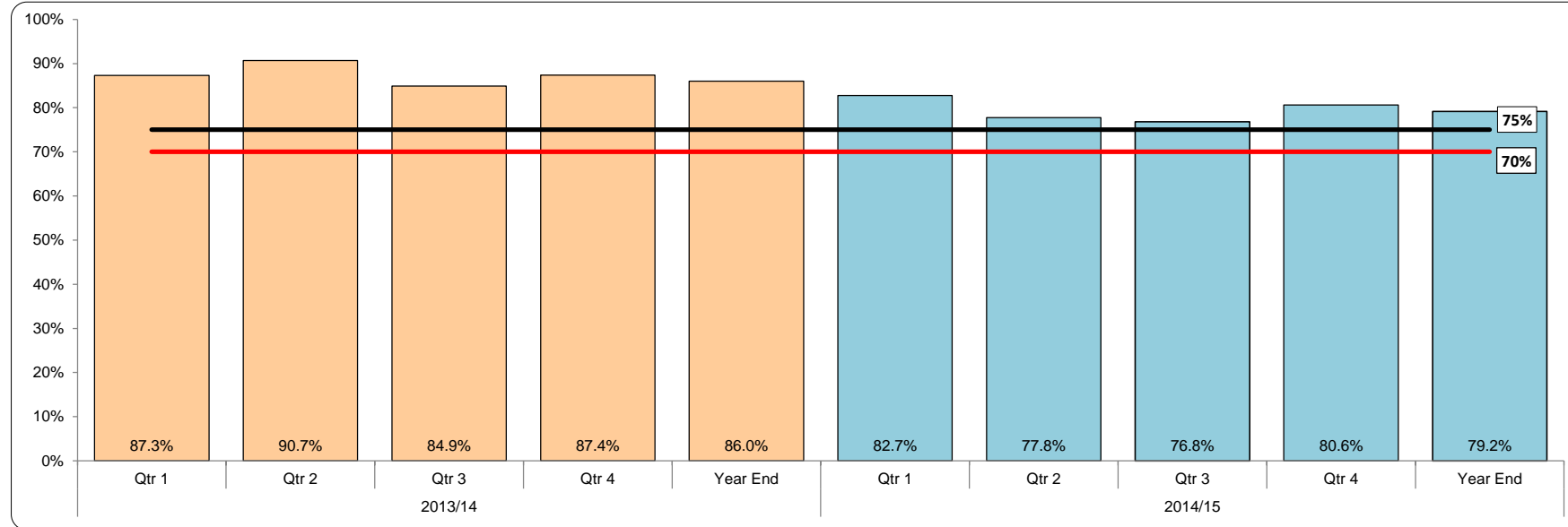
Definition: From date property becomes FFL to date it has a tenancy start date. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc.

VL05

Percentage of properties let first time

RAG Status

Green



Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
% of properties let first time	87.3%	90.7%	84.9%	87.4%	86.0%	82.7%	77.8%	76.8%	80.6%	79.2%
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Standard	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%

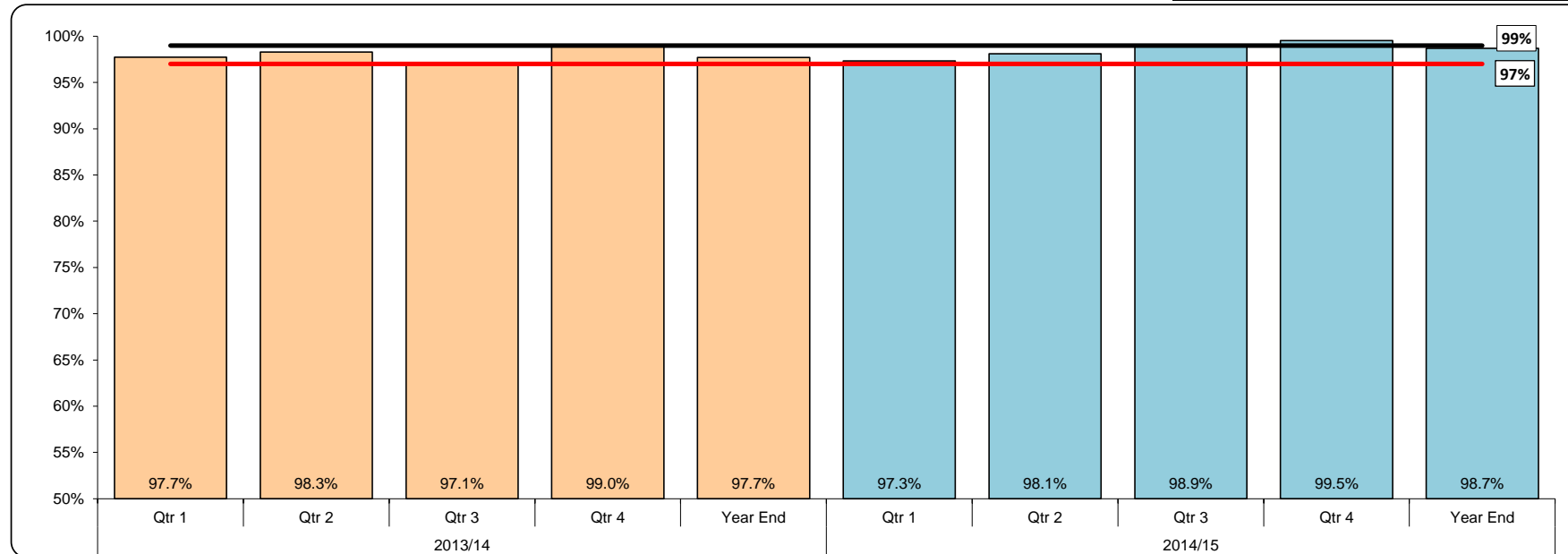
% of properties let first time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	83.5%	79.5%	87.5%	86.3%	77.2%	80.7%	60.9%	76.3%	61.9%	84.0%

VL06

Customer satisfaction with letting staff

RAG Status

Green



Bigger is better

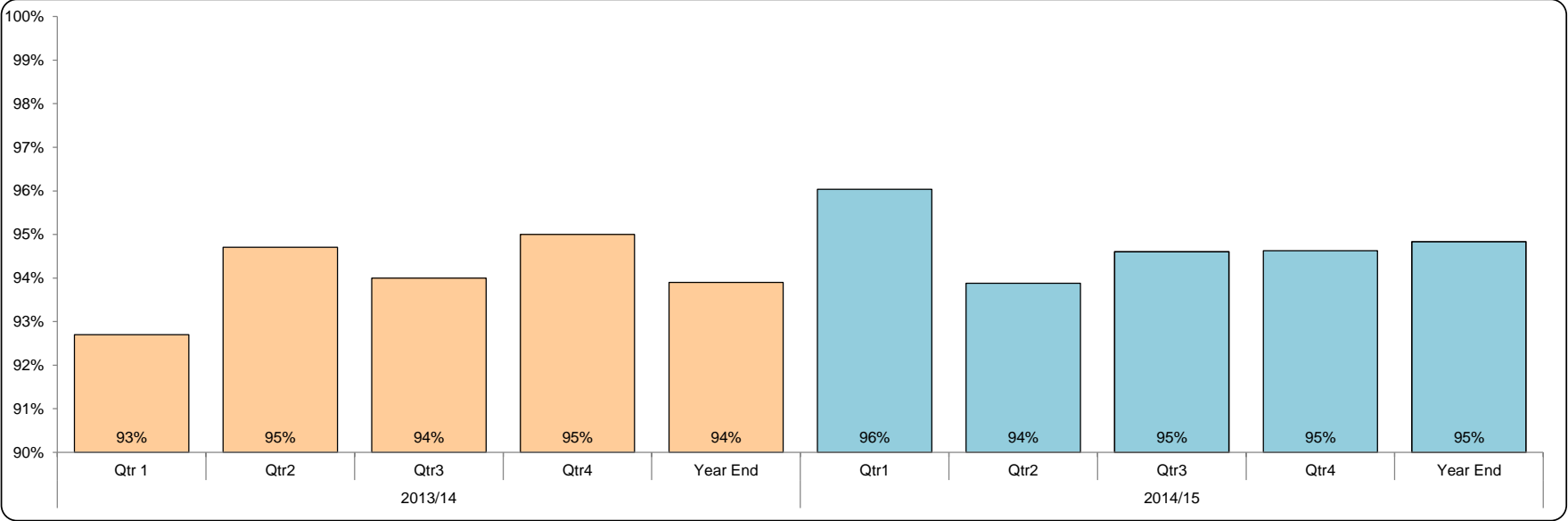
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Customer satisfaction with letting staff	97.7%	98.3%	97.1%	99.0%	97.7%	97.3%	98.1%	98.9%	99.5%	98.7%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%

Customer satisfaction with letting staff	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%

VL14

Customer satisfaction with new home

RAG Status	No Target
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Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr2	Qtr3	Qtr4	Year End	Qtr1	Qtr2	Qtr3	Qtr4	Year End
Customer satisfaction with new home	93%	95%	94%	95%	94%	96%	94%	95%	95%	95%

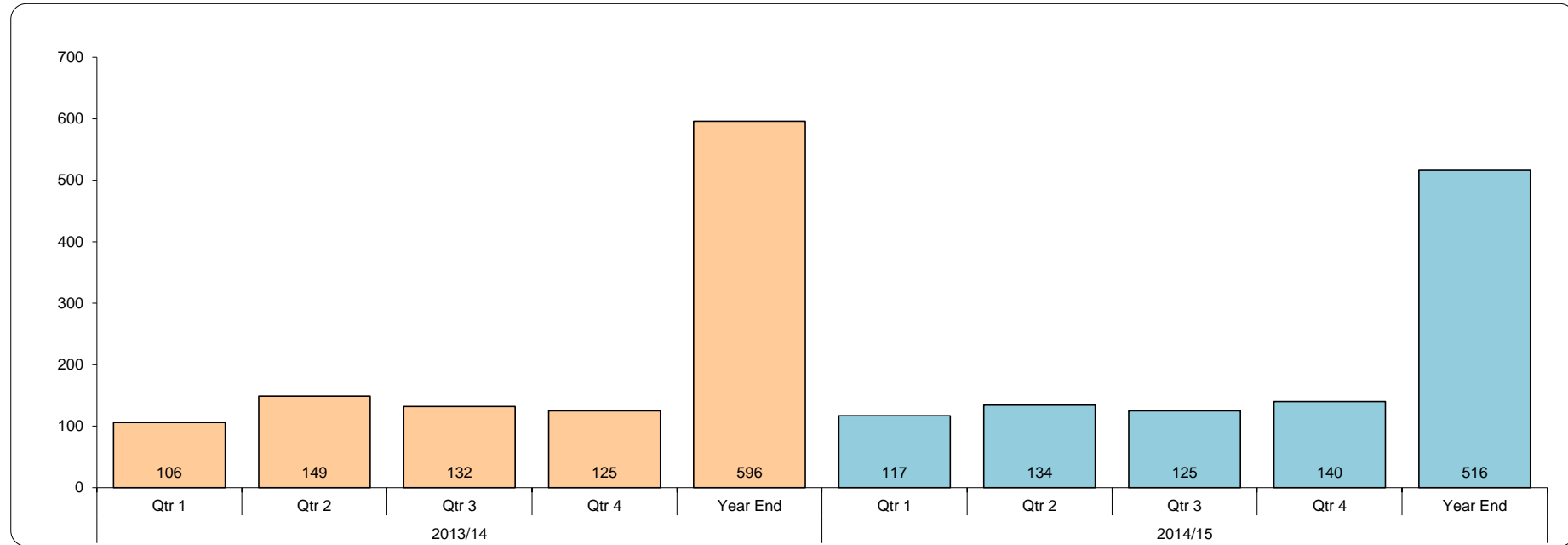
Customer satisfaction with new home	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	86.7%	0.0%	100.0%	100.0%

Services for Older People (Carol Dawson)

Number of new sheltered voids

RAG Status

No Target

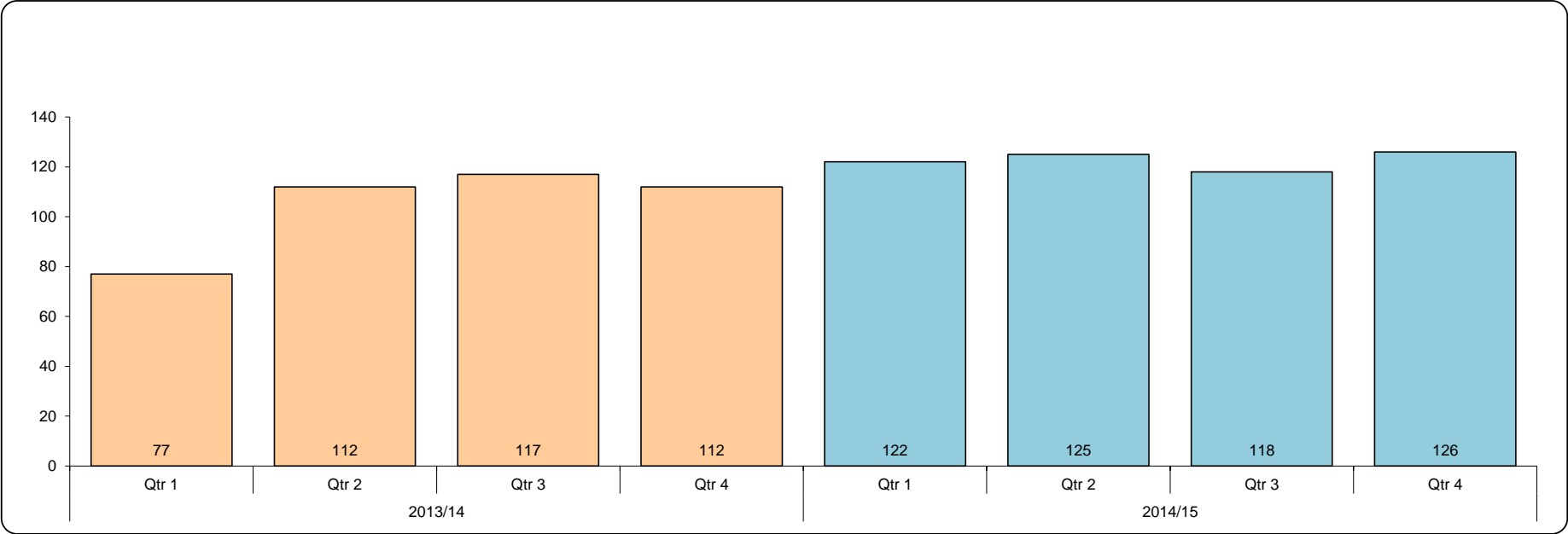


	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Number of new sheltered voids	106	149	132	125	596	117	134	125	140	516

VL07

Number of current sheltered voids - snapshot figure

RAG Status	No Target
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	2013/14				2014/15			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Number of current sheltered voids	77	112	117	112	122	125	118	126

	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Number of current sheltered voids	12	12	3	14	14	10	17	7	17	17

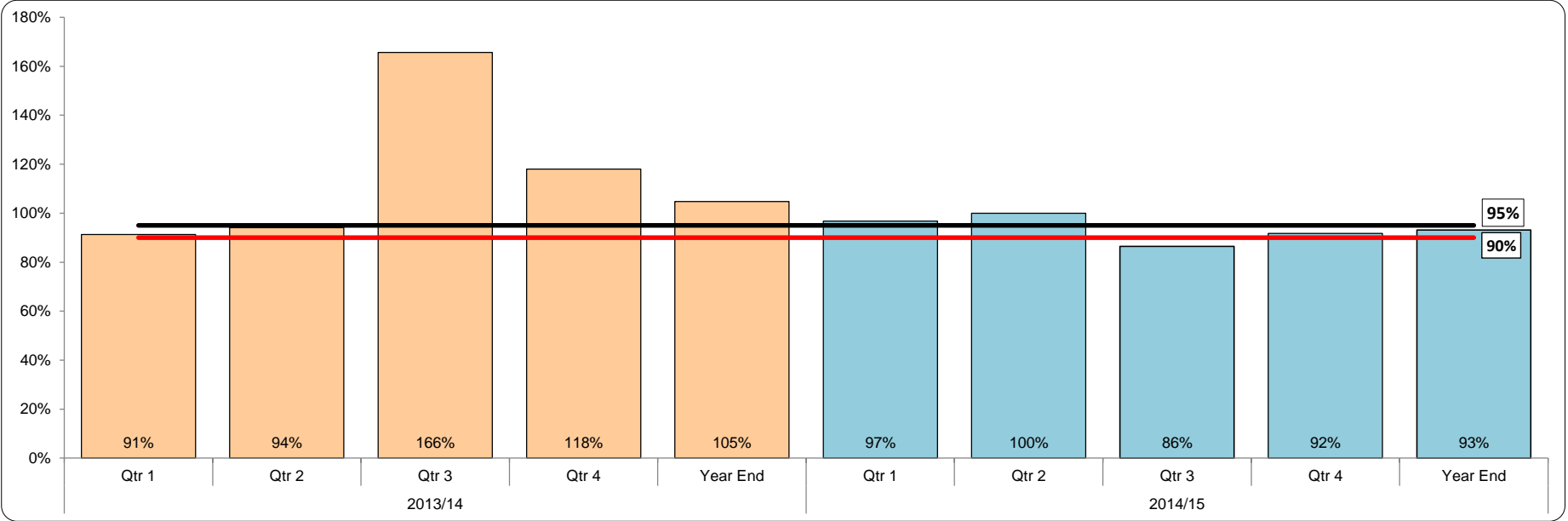
The quarter 4 city figure includes 3 properties managed by TMOs, which accounts for the discrepancy between the city figure and total of the district figures.
 From 2015/16 TMOs will be excluded from the city figures.

VL08

Percentage of support plans completed within 4 weeks

RAG Status

Amber



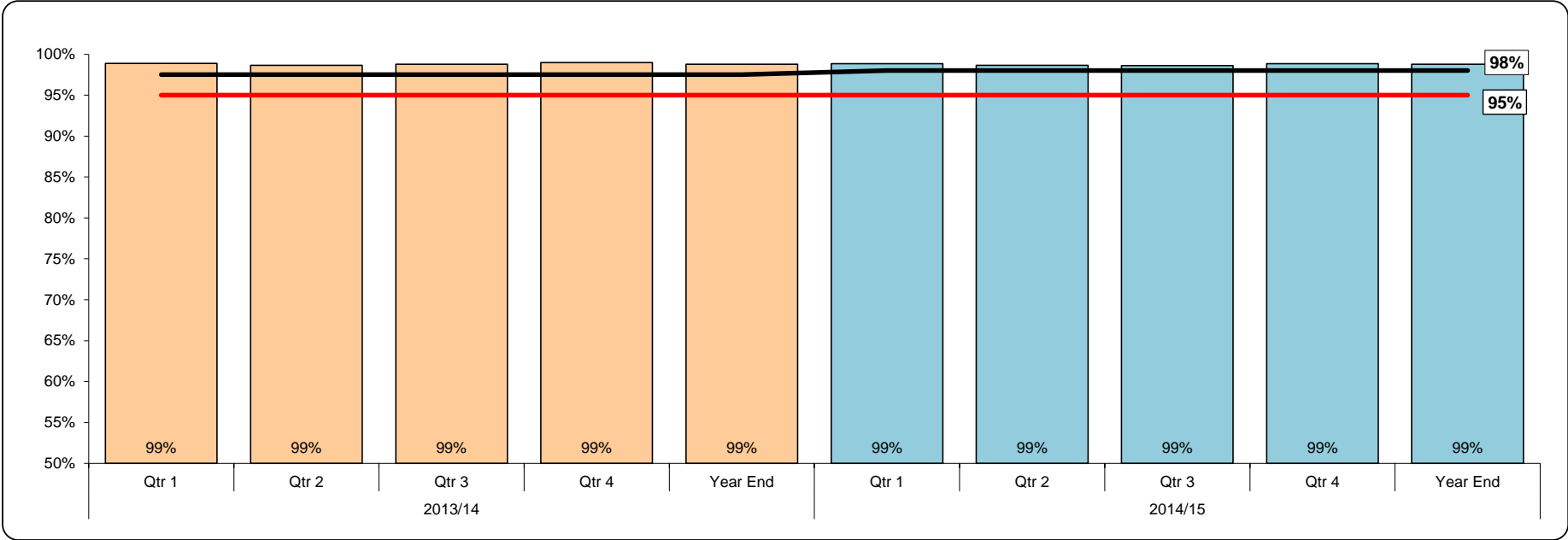
Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
% of support plans completed within 4 weeks	91%	94%	166%	118%	105%	97%	100%	86%	92%	93%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Percentage of Careline calls answered within 60 seconds

RAG Status

Green



Bigger is better

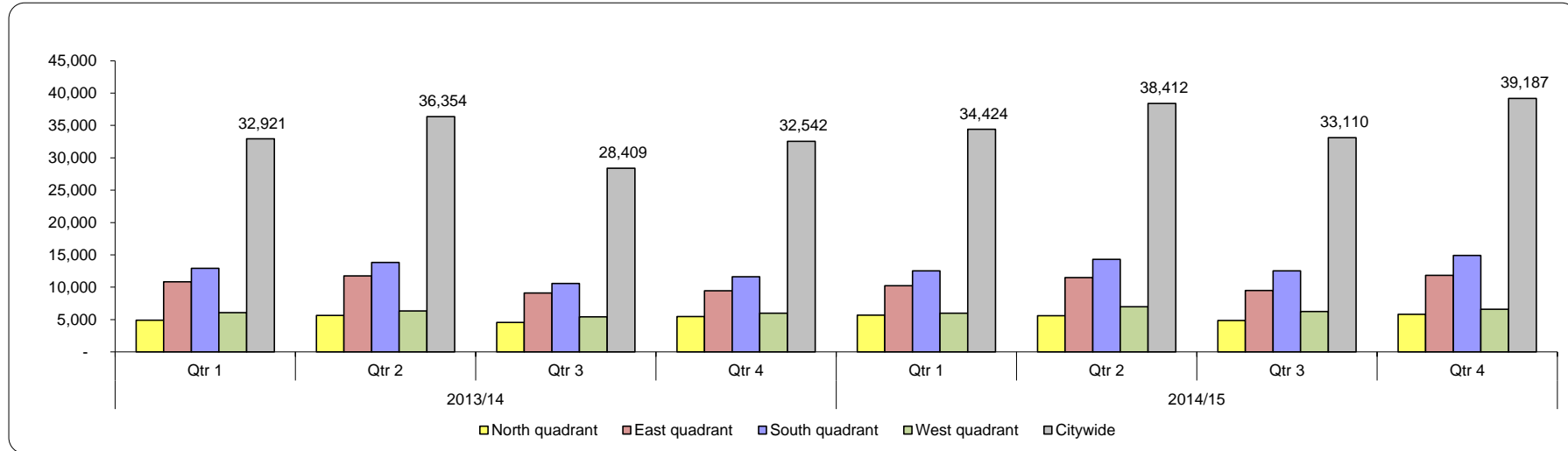
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
% of Careline calls answered in 60 seconds	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Housing Customer Service Hubs (Carl Hides)

Number of calls handled

RAG Status

No Target



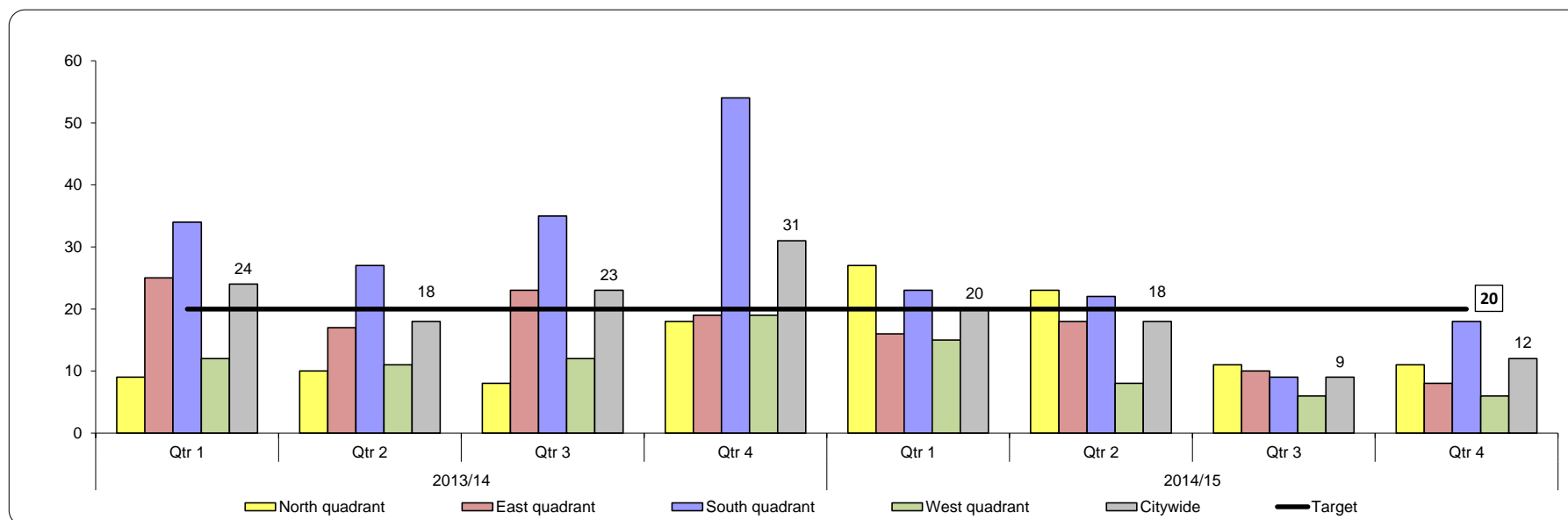
Number of calls handled	2013/14				2014/15			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	4,908	5,653	4,545	5,478	5,668	5,609	4,850	5,836
East quadrant	10,843	11,764	9,126	9,458	10,233	11,476	9,485	11,851
South quadrant	12,933	13,833	10,583	11,636	12,533	14,321	12,519	14,915
West quadrant	6,094	6,322	5,422	5,970	5,990	7,006	6,256	6,585
Citywide	32,921	36,354	28,409	32,542	34,424	38,412	33,110	39,187

HCS01

Average time taken to answer calls (in seconds)

RAG Status

Green



Smaller is better

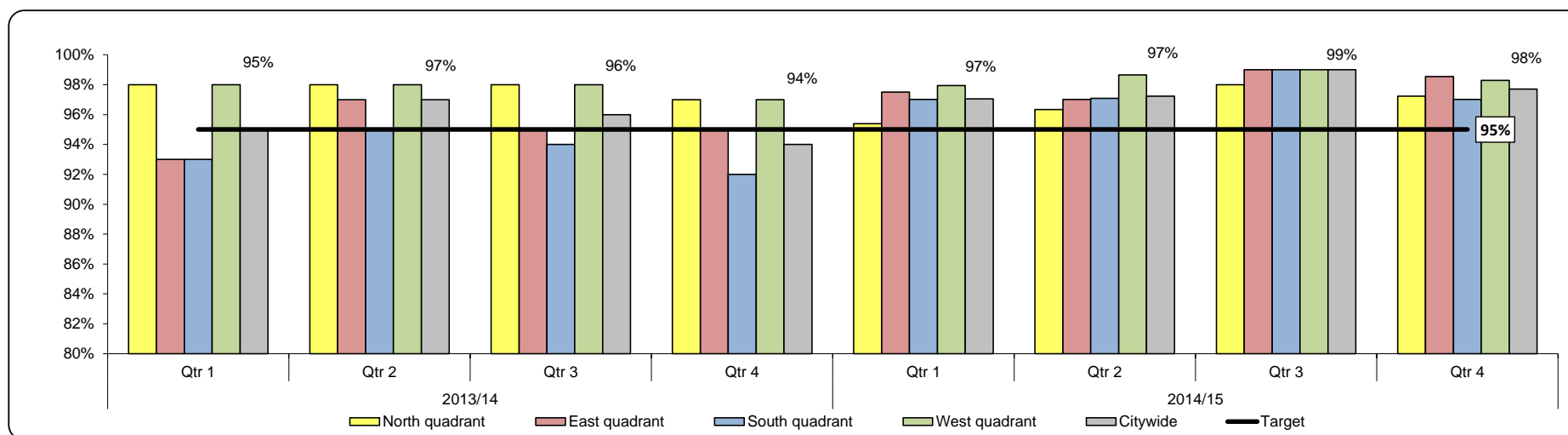
	2013/14				2014/15			
Ave time taken to answer calls	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	9	10	8	18	27	23	11	11
East quadrant	25	17	23	19	16	18	10	8
South quadrant	34	27	35	54	23	22	9	18
West quadrant	12	11	12	19	15	8	6	6
Citywide	24	18	23	31	20	18	9	12
Target	20	20	20	20	20	20	20	20

HCS02

Percentage of calls answered

RAG Status

Green



Bigger is better

% of calls answered	2013/14				2014/15			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	98%	98%	98%	97%	95%	96%	98%	97%
East quadrant	93%	97%	95%	95%	98%	97%	99%	99%
South quadrant	93%	95%	94%	92%	97%	97%	99%	97%
West quadrant	98%	98%	98%	97%	98%	99%	99%	98%
Citywide	95%	97%	96%	94%	97%	97%	99%	98%
Target	95%	95%	95%	95%	95%	95%	95%	95%

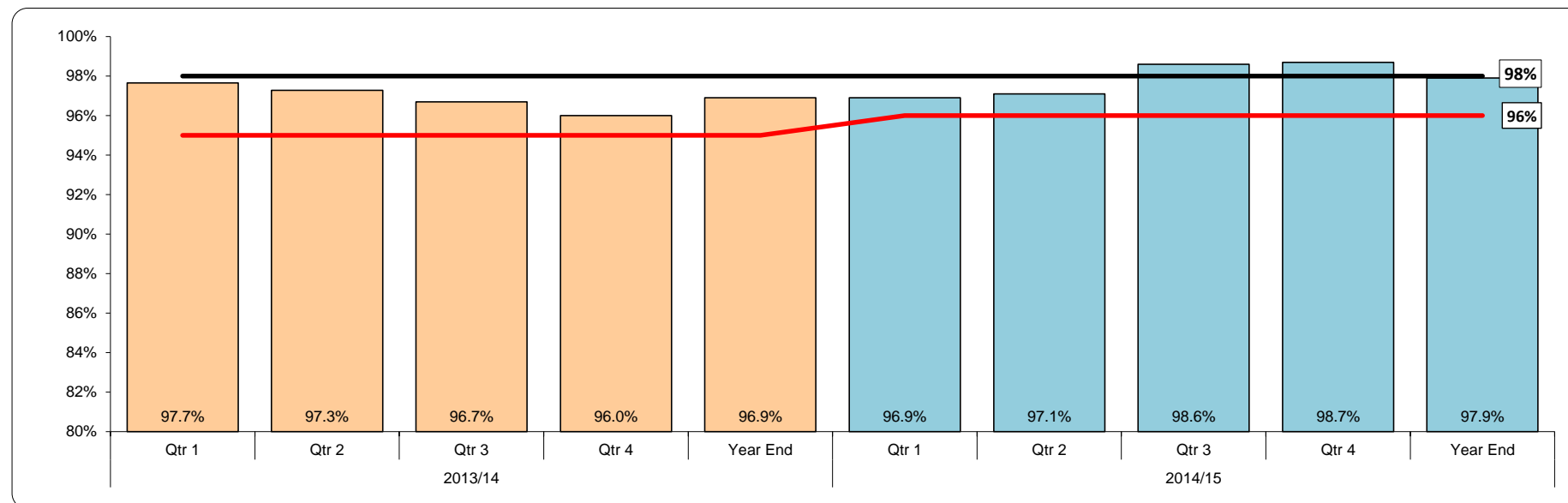
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right to Repair jobs completed on time

RAG Status

Green



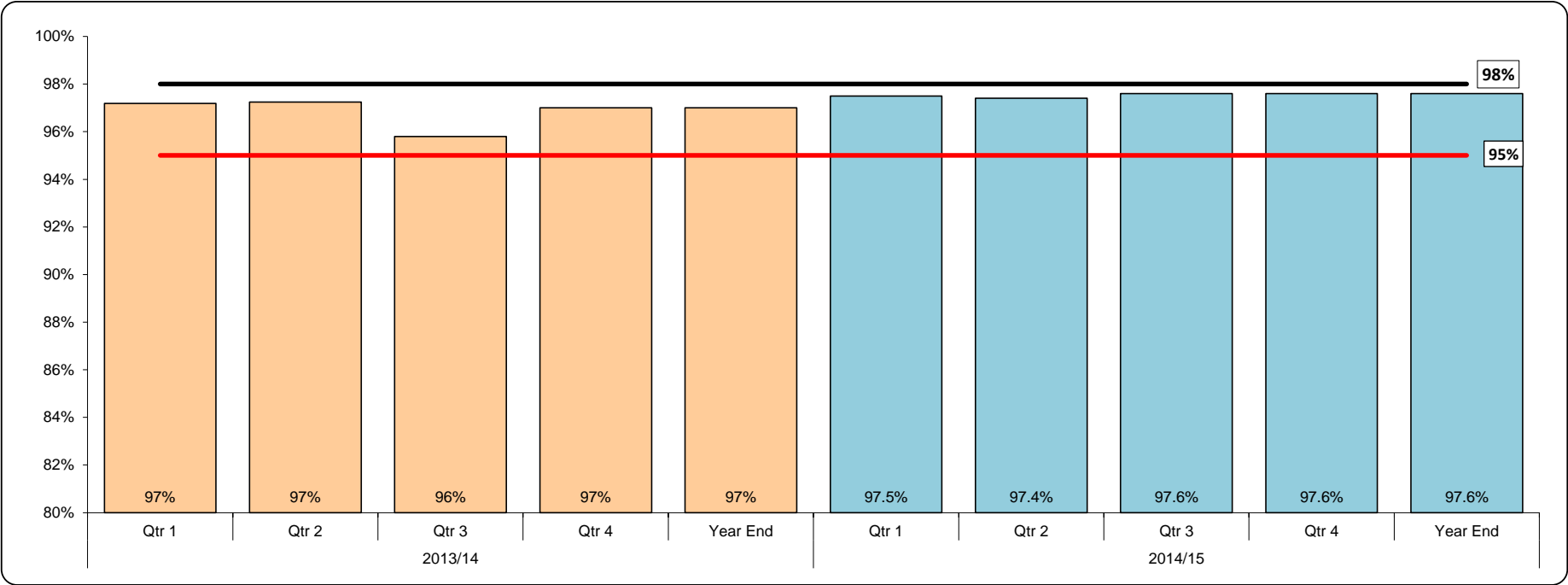
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
% of Right to Repair jobs completed on time	97.7%	97.3%	96.7%	96.0%	96.9%	96.9%	97.1%	98.6%	98.7%	97.9%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	96%	96%	96%	96%	96%

% of Right to Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	98.9%	97.2%	98.2%	99.5%	98.1%	98.6%	94.3%	98.6%	98.3%	99.6%

AMM01

Percentage of appointments kept

RAG Status	Amber
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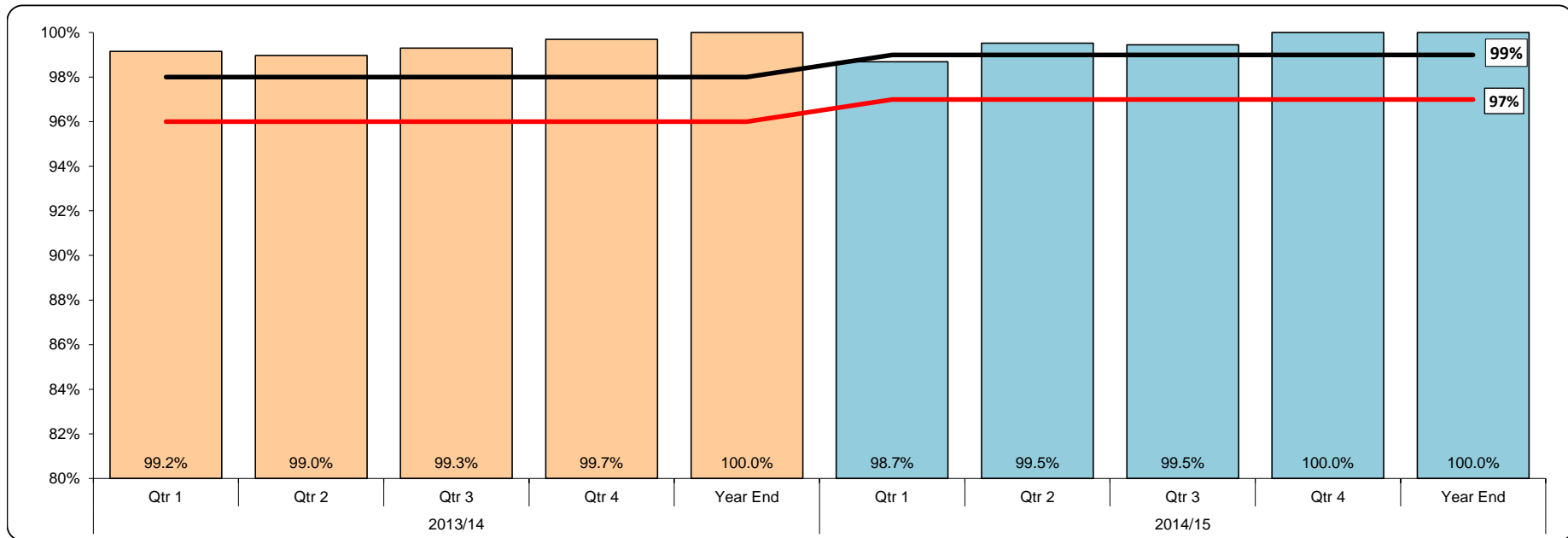


Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Percentage of appointments kept	97%	97%	96%	97%	97%	97.5%	97.4%	97.6%	97.6%	97.6%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Percentage of gas servicing completed against period profile

RAG Status	Green
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Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
% of gas servicing completed	99.2%	99.0%	99.3%	99.7%	100.0%	98.7%	99.5%	99.5%	100.0%	100.0%
Target	98%	98%	98%	98%	98%	99%	99%	99%	99%	99%
Standard	96%	96%	96%	96%	96%	97%	97%	97%	97%	97%

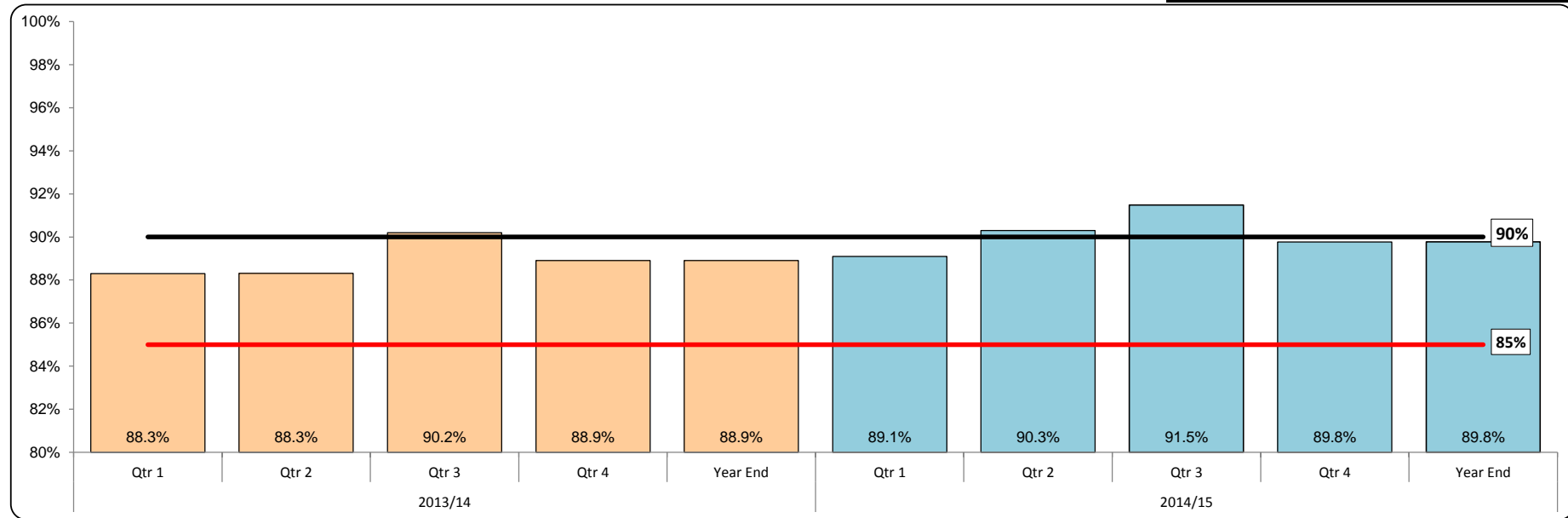
% of gas servicing completed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

AMM08

Percentage of gas repairs completed within 7 days

RAG Status

Amber



Bigger is better

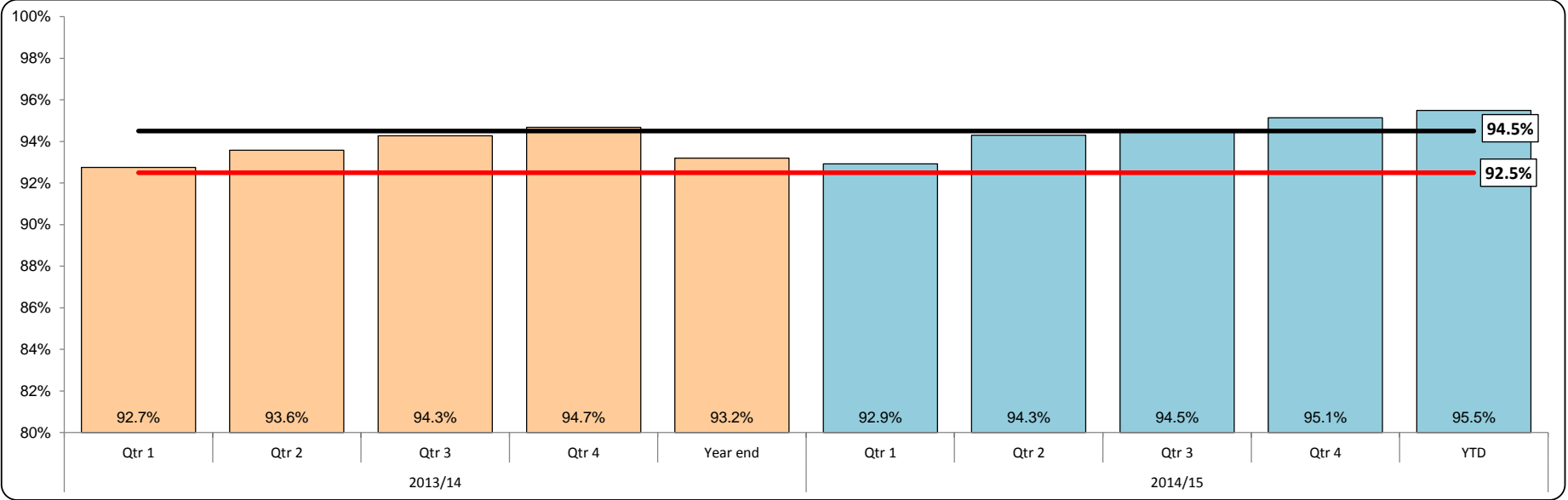
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
% of gas repairs completed within 7 days	88.3%	88.3%	90.2%	88.9%	88.9%	89.1%	90.3%	91.5%	89.8%	89.8%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

% of gas repairs completed within 7 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2014-15	90.4%	86.9%	88.2%	94.0%	84.5%	86.6%	84.0%	89.4%	78.3%	92.2%

AMM10

Customer satisfaction with repairs

RAG Status	Green
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Bigger is better

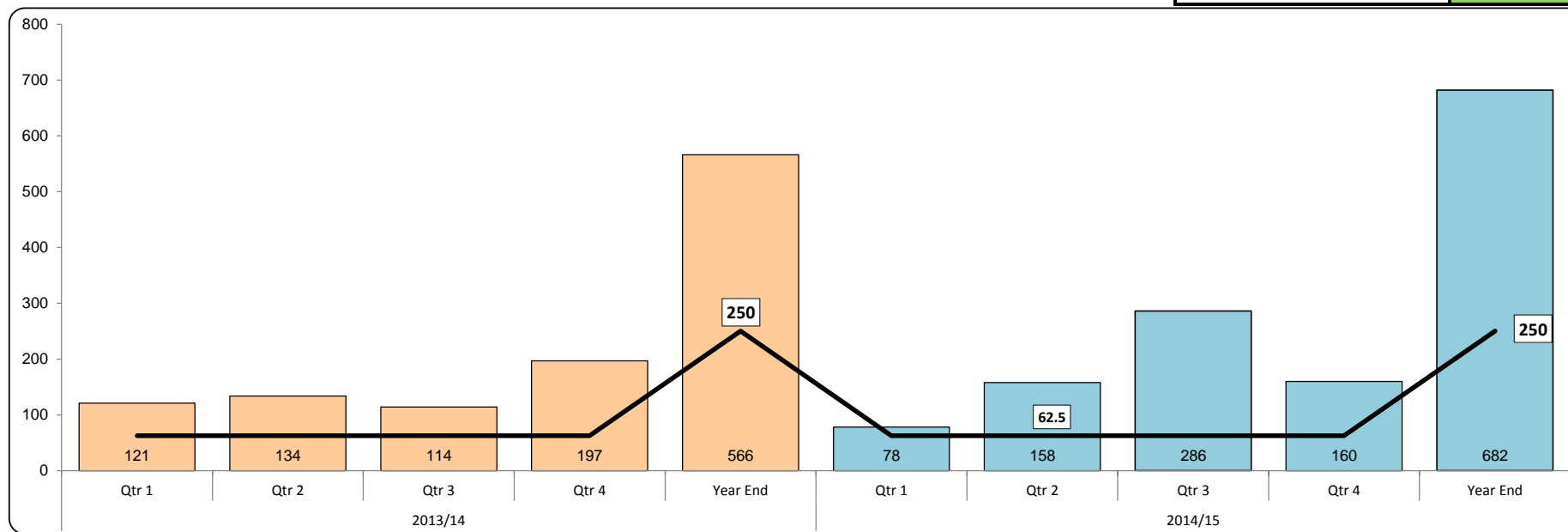
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Customer satisfaction with repairs	92.7%	93.6%	94.3%	94.7%	93.2%	92.9%	94.3%	94.5%	95.1%	95.5%
Target	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%
Standard	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%

AMM11

Number of households assisted by independent living

RAG Status

Green



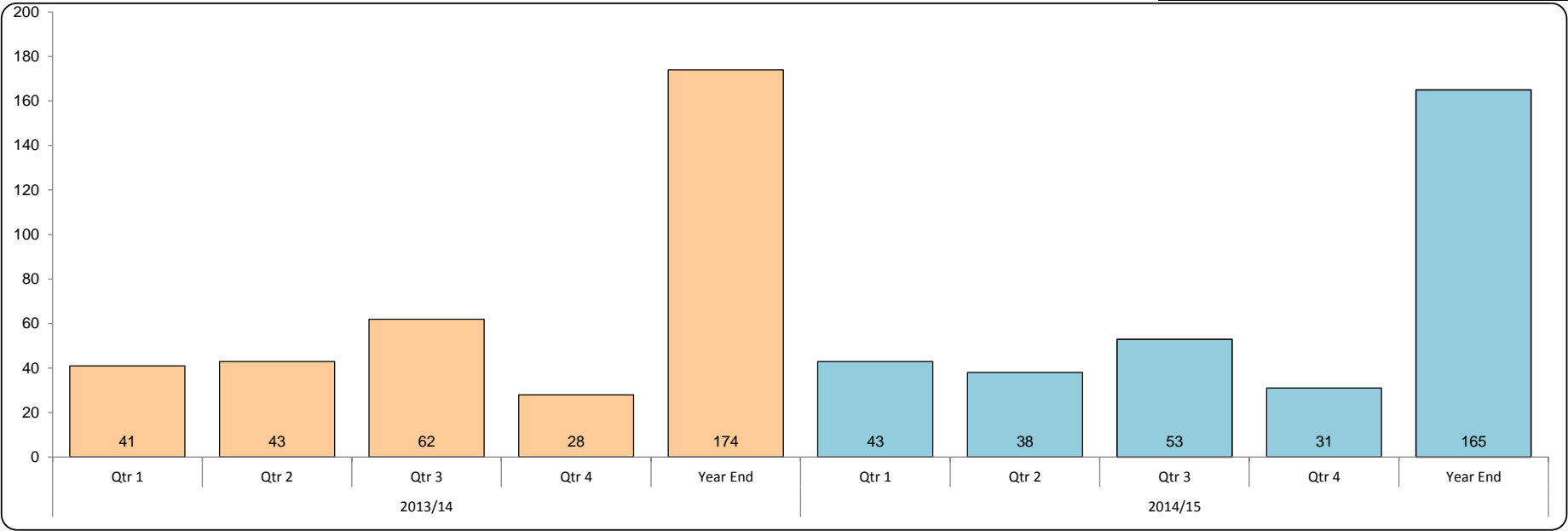
Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Number of households assisted by independent living	121	134	114	197	566	78	158	286	160	682
Target	62.5	62.5	62.5	62.5	250	62.5	62.5	62.5	62.5	250

AMM12

Number of Wise Move completions

RAG Status	No Target
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Bigger is better

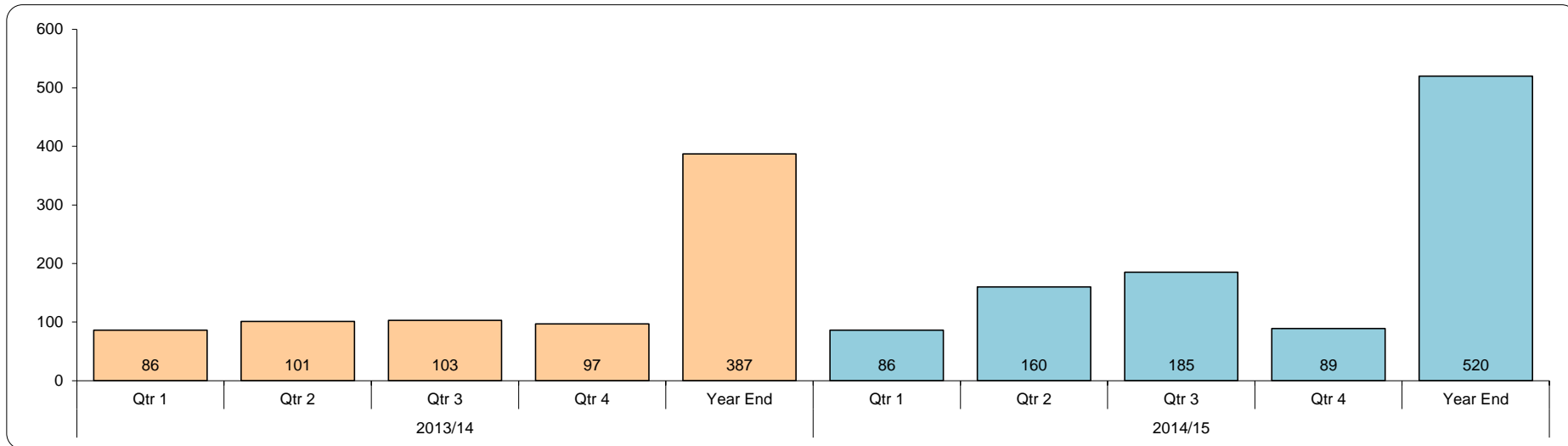
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Number of Wise Move completions	41	43	62	28	174	43	38	53	31	165

Private Sector Housing (Pete Hobbs)

Number of Houses in Multiple Occupation licences issued

RAG Status

No Target

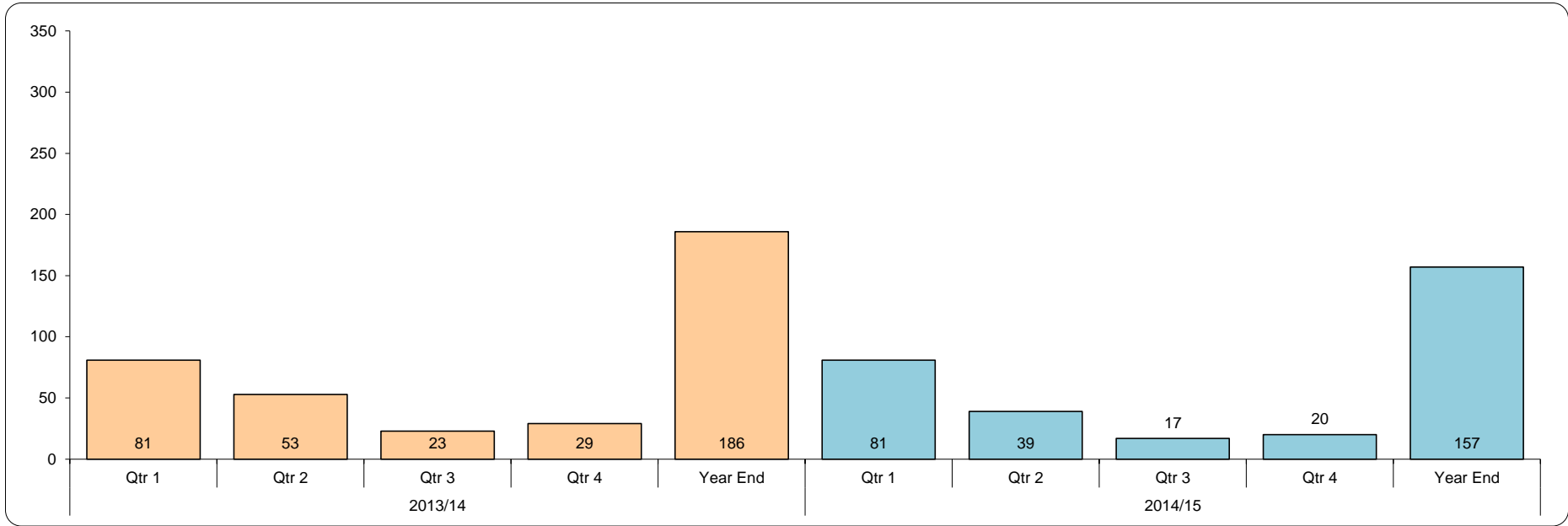


	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
No of Houses in Multiple Occupation licences issued	86	101	103	97	387	86	160	185	89	520

PRS01

Number of licensed and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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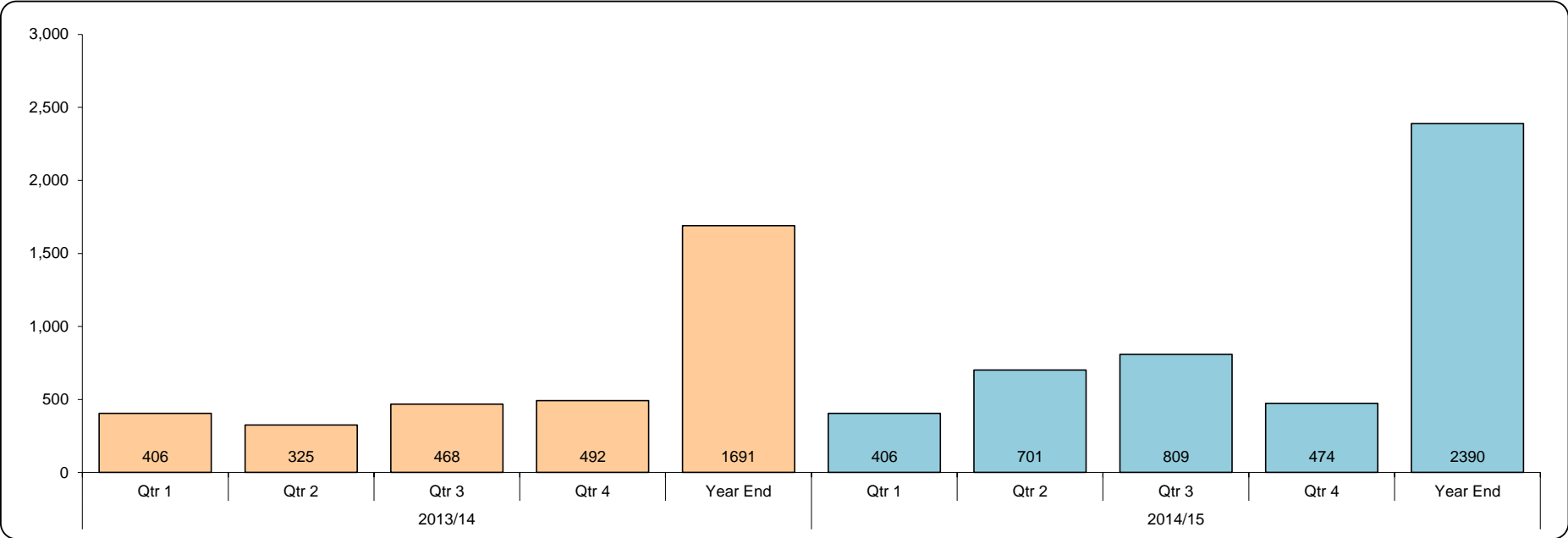


Bigger is better

Number of HMO inspections	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
	81	53	23	29	186	81	39	17	20	157

Private Tenancy Unit - Number of requests for assistance

RAG Status	No Target
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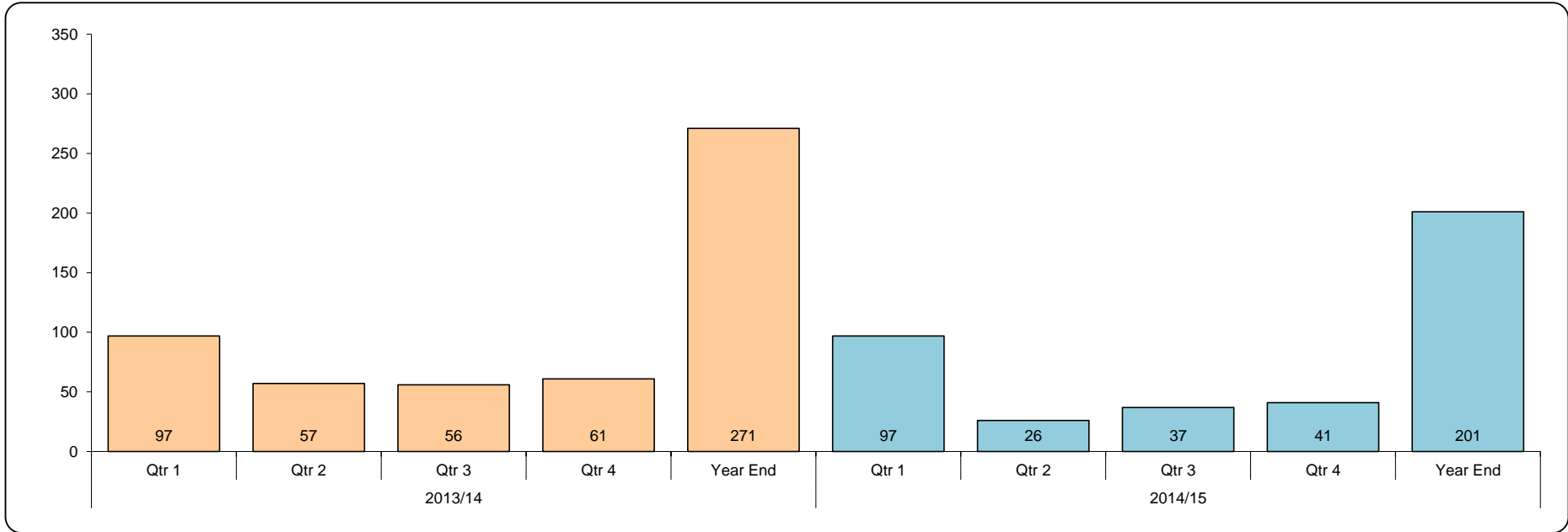


	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
PTU requests for assistance	406	325	468	492	1691	406	701	809	474	2390

PRS03

Private Tenancy Unit - Number of cases assisted through advice

RAG Status	No Target
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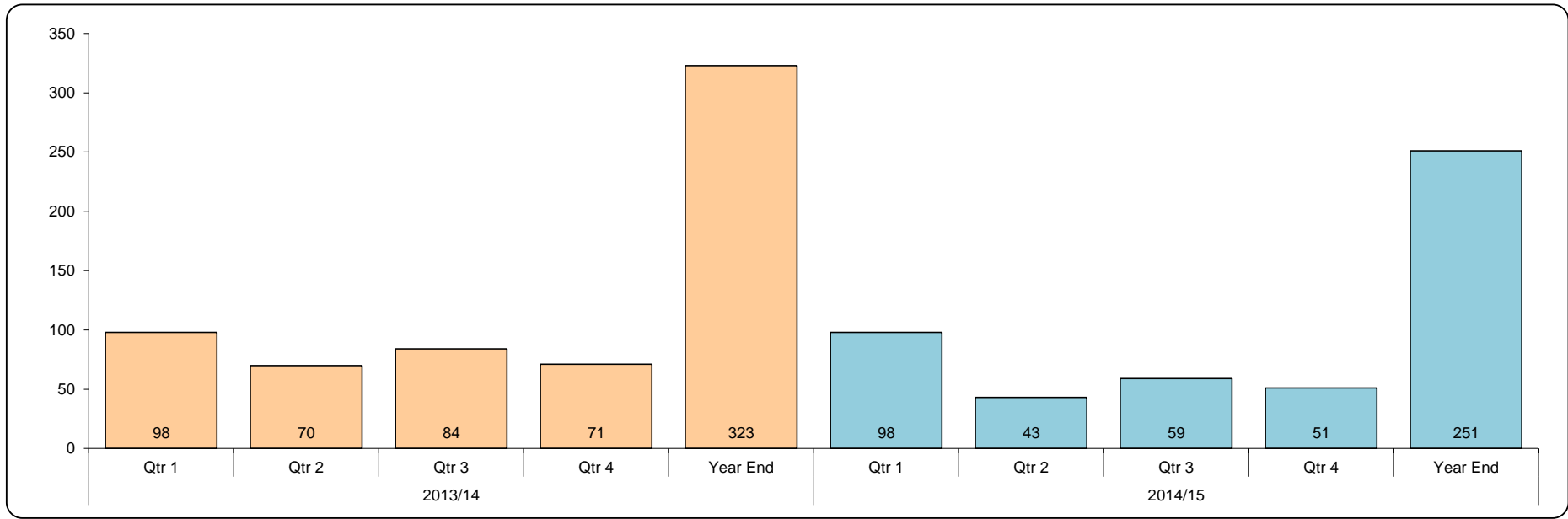


	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
PTU cases assisted through advice	97	57	56	61	271	97	26	37	41	201

PRS04

Private Tenancy Unit - Number of cases assisted through intervention

RAG Status	No Target
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Bigger is better

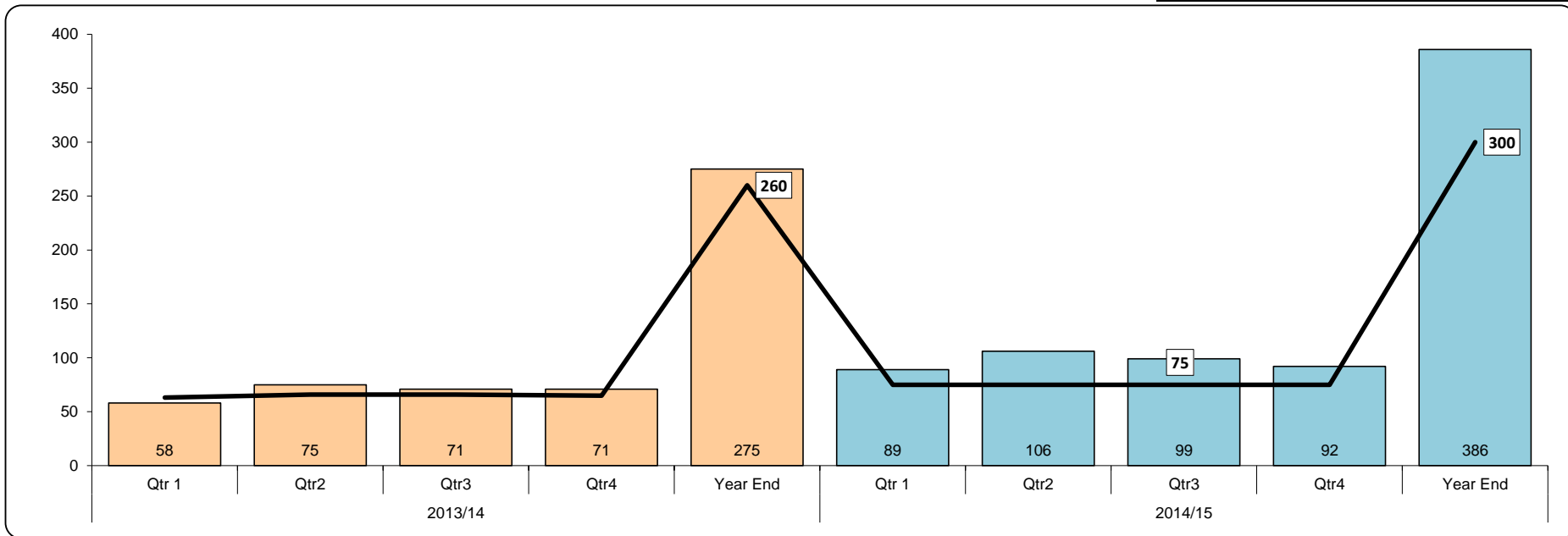
	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
PTU cases assisted through intervention	98	70	84	71	323	98	43	59	51	251

PRS05

Number of empty properties brought back into use

RAG Status

Green



Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End
Empty properties brought back into use	58	75	71	71	275	89	106	99	92	386
Target	63	66	66	65	260	75	75	75	75	300

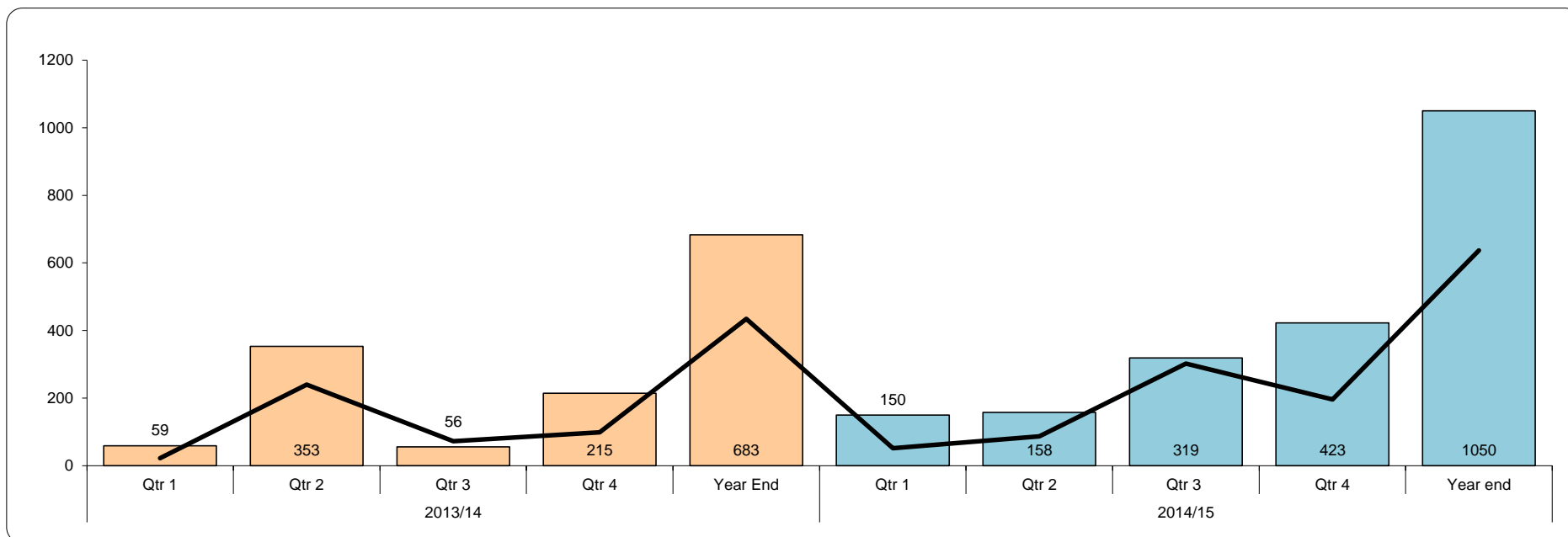
PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status

Green



Bigger is better

	2013/14					2014/15				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
No of affordable homes provided	59	353	56	215	683	150	158	319	423	1050
Target	23	240	73	99	435	52	87	302	196	637
% of target homes provided	257%	147%	77%	217%	157%	288%	182%	105%	215%	165%

HD01