

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

HALL GREEN DISTRICT COMMITTEE

TUESDAY, 22 SEPTEMBER 2015 AT 14:00 HOURS
IN COMMITTEE ROOM 6, 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.

3 MINUTES

To confirm the Minutes of the meeting of Hall Green District Committee on 14 July 2015.

4 DECLARATIONS OF INTERESTS

Members are reminded that they must declare all relevant pecuniary interests and non-pecuniary interests relating to any items of business to be discussed at this meeting. If a pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

5 DISTRICT EDUCATION - NEXT STEPS FOR BCC & BEP

Presentation by Councillor Martin Straker-Welds, Member Champion, Carolyn Snaith, BEP Link with Hall Green Schools (Head of Wheelers Lane Technology College) and Emma Leaman, Assistant Director (Infrastructure).

5 - 20

21 - 44

6 **HALL GREEN DISTRICT JOBS & SKILLS PLAN - DRAFT - JULY 2015**

Mr Andrew Barnes, Employment Commissioning Manager to present.

7 **DISTRICT APPOINTMENT FOR 2015/16**

Member appointment for a Jobs and Skills Champion.

45 - 48

8 **HALL GREEN POLICY STATEMENT WORKING TOWARDS THE DISTRICT COMMUNITY PLAN**

Councillor Claire Spencer to present.

9 **COMMUNITY GOVERNANCE BRIEFING**

Ms K Cheney, District Head Selly Oak (Interim Cover for Hall Green District) to report.

49 - 52

10 **BALSALL HEATH NEIGHBOURHOOD DEVELOPMENT PLAN - DECISION STATEMENT**

Report of the Director of Planning and Regeneration - For Noting.

53 - 58

11 **CONSULTATION ON THE BIRMINGHAM DEVELOPMENT PLAN EXAMINATION INSPECTOR PROPOSED MODIFICATIONS**

As part of the 6 week consultation period to consult with District Committees on the proposed modifications recommended by the Birmingham Development Plan Examination Inspector.

Please see the link to the report and check the size of the appendices to the report before printing.

<http://consult.birmingham.gov.uk/portal/ps/bp/bdpmods/>

59 - 96

12 **PLACE DIRECTORATE PERFORMANCE REPORT QUARTER 1 2015/16**

Report of the Service Director, Housing Transformation.

97 - 162

13 **HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT QUARTER 1 2015-16 & HALL GREEN DISTRICT NARRATIVE**

Report of the Service Director, Housing Transformation.

14 **PETITION(S)**

To consider petitions relating to planning applications submitted by Councillors on behalf of local residents.

15 **DATES OF FUTURE MEETINGS 2015/16**

All meetings held in Committee Rooms 3 & 4:

Tuesday 17 November at 1400 hours

Monday 18 January at 1000 hours

Tuesday 15 March at 1000 hours

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'.

BIRMINGHAM CITY COUNCIL

**HALL GREEN DISTRICT
COMMITTEE
TUESDAY, 14 JULY 2015**

**MINUTES OF A MEETING OF THE HALL
GREEN DISTRICT COMMITTEE HELD ON
TUESDAY 14 JULY 2015 AT 1000 HOURS, IN
COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE,
BIRMINGHAM**

PRESENT: - Councillors Mohammed Azim, Barry Bowles, Sam Burden, Jerry Evans, Kerry Jenkins, Tony Kennedy, Victoria Quinn, Habib Rehman, Claire Spencer and Martin Straker Welds.

ALSO PRESENT: -

Mike Davis – Erdington District Lead-
Pete Hobbs – Service Integration Head, Housing Transformation
Parmjeet Jassal – Head of City Finance, Place
Errol Wilson - Committee Manager

NOTICE OF RECORDING

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

MEMBERSHIP OF THE COMMITTEE

154 The membership of the Committee was noted as follows: -

Councillors: - Barry Bowles, Sam Burden and Kerry Jenkins (Hall Green Ward).

Councillors: - Claire Spencer, Martin Straker Welds and Lisa Trickett (Moseley and Kings Heath Ward).

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Councillors: - Mohammed Azim, Tony Kennedy and Victoria Quinn (Sparkbrook Ward).

Councillors: - Jerry Evans, Mohammed Fazal and Habib Rehman (Springfield Ward).

CO –OPTED MEMBERS – Superintendent Bas Javid – West Midlands Police West Midlands Police; West Midlands Fire Service; and Housing Liaison Board Representatives

LEAD OFFICER ARRANGEMENTS

155 The Chairman introduced the item and stated that the lead officer arrangements were likely to be changed in a few weeks. Mick Davis Erdington District Lead who was in attendance stated that they were likely to be determined as part of the overall review of District work, but that this would be discussed later under agenda item 12.

The lead officer arrangements were then noted as follows: -
Lead Officer: - Salim Miah, District Head (Hall Green District)

Support Officers:-
District Contact Lawyer: - Rob Barker
Lead Finance Officer: - Parmjeet Jassal
Area Democratic Services: - Errol Wilson/Marie Reynolds

APOLOGIES

156 Apologies for non-attendance were submitted on behalf of Councillors Fazal Mohammed and Lisa Trickett.

MINUTES

Councillor Spencer commented that the minutes did not mention that they had looked at the Housing data they had made comments as to how they would like this to be changed in the minutes which was not featured. She added that it would be good if the minutes were changed to reflect that and that she was happy to send the critic she made of the data if this would help.

157 **RESOLVED:** -

That subject to the above amendment the Minutes of the meeting held on 17 March 2015 and 16 June 2015 having been previously circulated, were confirmed and signed by the Chairman.

DECLARATION OF INTERESTS

158 No declarations of interest were submitted.

CODE OF CONDUCT FOR DISTRICT COMMITTEE MEETINGS

The following Code of Conduct for District Committees was submitted:-

(See document No. 1)

159

RESOLVED:-

That the Code of Conduct for meetings of the District Committee be noted.

DISTRICT COMMITTEE APPOINTMENTS

There was a brief discussion concerning the appointment of the District Champions. After consideration the following appointments were made:-

I. Housing Champion

160

RESOLVED:-

That Councillor Victoria Quinn be appointed as the hall Green District Housing Champion

II. Education, Corporate Parenting and Special Educational Needs Champion

161

RESOLVED:-

That Councillor Martin Straker Welds be appointed as the Hall Green District Committee's Education, Corporate Parenting and Special Educational Needs Champion.

III. Arts Champion

162

RESOLVED:-

That Councillor Lisa Trickett be reappointed as the Hall Green District Committee's Arts Champion.

IV. Young People

163

RESOLVED:-

That Councillor Kerry Jenkins be appointed as the Hall Green District Committee's Young People Champion.

V. Community Safety Champion

164

RESOLVED:-

That Councillor Barry Bowles be appointed as the Hall Green District Committee's Community Safety Champion.

VI. **Sustainability Champion**

165

RESOLVED:-

That Councillor Claire Spencer be appointed as the Hall Green District Committee's Sustainability Champion.

DISTRICT COMMITTEES FUNCTIONS AND GUIDELINES

The following schedule of District Committee Functions and Guidelines were submitted:-

(See document No. 2)

166

RESOLVED:-

That the Functions and Guidelines be noted.

FUTURE WORKING ARRANGEMENTS/DISTRICT WORK PROGRAMME

167

Mike Davis, Erdington District Lead introduced the item and gave the following verbal presentation: -

1. The driver for change was Sir Bob Kerslake's report that made a number of recommendations about the role of Districts. It suggested that a new model of devolution be established, particularly that District Committees should not be responsible for the direct delivery of services, or for the budgets associated with delivering those services either directly or via Service Level Agreements (SLA).
2. The report recommended a refocus role for District Committees around influencing, shaping the whole Place making agenda.
3. A review of governance was already being considered, but, this was galvanised by the petition from Sutton Coldfield residents which led to a wider review of governance across the City. This was being reflected by some of the new thinking around District Committees. There was a Cross Party Governance Review which includes a cross party working group on devolution and a report was to be submitted to Cabinet later this month.
4. In terms of District Committees, it was worth reminding that apart from the 12 Members from the 4 Wards, they had the opportunity which was reinforced in the Constitution to co-opt up to five members onto the District Committee.

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These would be non-voting members of the Committee to help in the Place shaping role moving forward.

5. The oversight of devolved budget had ceased, with the exception of the Local/District Innovation Budget which would be made available in the 2016/2017 financial year. This would be a District budget rather than a Ward by Ward budget which was the case with Community Chest. The decision concerning the Innovation Budget spend would be decisions of the District Committee. Whilst the Districts did not have budget responsibility, they had responsibility for that particular budget. The only other exception was the approval of any Neighbourhood Forum Funds grant operating within the District.
6. With regard to the work programme for District Committees, there was a requirement to produce a District Policy Statement. The District Policy Statement would be a short document that sets out the priorities on the work that would be undertaken in the District. As part of the District Committee work programme, there was an expectation that they would take the Policy Statement into a Community Plan. This would take into account the priorities and have a section on each of those i.e. some clearly identified actions with timescales.
7. There was a requirement to produce a Community Governance Framework document, about how decisions would be made within the District, who the Members were engaging with, which partnerships/groups they were working with and how this had come together in a cohesive way. This was the idea behind the Governance Framework document for Districts which would need to be included in the Work Programme for the year. There was also the District Challenge duty.
8. In relation to Ward Committees/Forums, these were about community leadership as per Sir Bob Kerslake's report. This was to encourage the strengthening of the relationship between Ward Members.
9. Ward Committees/Forums would not have any budget responsibilities as the decisions with regard to the Local Innovation Fund would be made at the District rather than Ward level. Meetings could be held in the format that they currently were as formal Committees or in a more relaxed and informal way. This was about giving Members the opportunity to bring people together from their Ward to engage with them, to understand what their issues were, to speak with officers regarding various issues that would be of interest and concern in their Wards.
10. It may not be possible for the meetings to be formally minuted in the way they had been in the past. There would still need to be actions and a clear record of those actions which would need to be distributed to the relevant sections etc. with a report/feedback on the issue or someone reporting on the actions progressed between meetings.
11. There would not be lengthy minutes of future meetings and rather than a Committee Manager taking the minutes, it could be a local officer, partner or member of the public who had the skills that could be entrusted to take notes of the meeting in future. There would perhaps be a local officer to assist with

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preparing agendas and the booking of venues for the meetings. There was a new emphasis on officers attending meetings and providing information verbally that was easily understood by members of the public rather than by a formal report being submitted.

12. District Committees would need to develop a Neighbourhood Challenge programme with one or two challenges for this year. This could be an outline produced in terms of the purpose, the key questions, and the people to be interviewed as part of the evidence gathering and then they could have a session where people could be called to give evidence. A report would then be produced with some recommendations. It was important that the recommendations be monitored and followed through.
13. In terms of the local officer support for all these arrangements, this was yet to be determined, but there were discussions taking place.
14. Whilst the 10 districts would be retained, there would not be 10 district teams, but it was more likely that they would have 4 area teams with a Quadrant Head for two/three districts.

Councillor Spencer gave the following updates: -

- i. Even when the Districts had budgets, there was a huge part that they could not influence such as the Amey contract, which had affected the residents in a profound way.
- ii. What was vital was that of the two training sessions so far was how they put themselves in a position where they could influence what was happening at the Centre.
- iii. In terms of the Neighbourhood Challenge, there was a need to have a quick win on Neighbourhood Challenge. There was a need to find something that was a priority for the District that they could scrutinise effectively which they could conclude within the year.
- iv. If the District assets were to be part of the future that they wanted for the District, there was a need for them to be proactive in saying what role they would play.
- v. There was a need to formalise how they communicate with people into the structure.
- vi. Finally, there were five places to co-opt people onto the District Committee, but there was nothing to say that this had to be the same five people every year. If they were running a particular Neighbourhood Challenge, there would be value in inviting a certain number of people on certain occasion, but not so valuable on others.

The Chairman highlighted that there were other processes that were taking place such as the District Strategic Housing Panel (DSHP). It was noted that the next meeting of the DSHP was the 24 August 2015. It was hoped that during that week they would have a follow up Boot Camp to put together some of the discussions that were on-going within the different Wards so that they could look at these in

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September 2015. It was hoped that all colleagues would be involved in this in due course.

An extensive discussion then ensued and the following was a summary of the principal points raised: -

- a. As a District they would be holding meetings in the future with a skeletal team and minimal budget or resource. Concerns were raised at the number of documents that they had struggled to produce in the past and that it was unrealistic in terms of what they could achieved with the people and resources they had. This was the real challenge for the District going forward and the danger was that they would become talking shops.
- b. Recognition of where they were and how they were working through the reductions in finance in comparison to previous years. A view had been expressed that as Councillors they should not be preparing policy documents. They should be reviewing and having an input into these, but they should be put together by officers.
- c. It was useful to have some initial commentary on Ward Committees, but the same challenge applies. The danger was that they could become a talking shop. It was encouraging to hear that there was going to be some support in having these, but they needed to get dates in diaries so that they could plan for the future.
- d. The Chairman noted the comments and suggested that they could discuss the issues outside the meeting in terms of how it was proposed to support things. There was a wide range of offers of support from skilled social organisations and individuals who lived in the District.
- e. Reference was made to the proposed Innovation Fund for the Districts and that a lot of things they might want to support would not be there the following year as they would have disappeared.
- f. With regard to the partners, a number of partners were being supported by the City Council by way of the Community Chest and hopefully by the proposed Innovation Fund, but if they did not receive it this year they might not be there the following year.
- g. It was uncertain that one officer covering up to 400,000 people, in terms of Quadrants, would be able to cope with the work load.
- h. In terms of Ward Committees the issue had been discussed with Sir Bob Kerslake that the statement that there had been no engagement at Ward level between Councillors was unfounded.
- i. There were no assets in Hall Green and people would only be protecting their interest for their Wards and Districts. The demographics and the situation in Sparkbrook were different from that of Hall Green for example.
- j. As Members, they had to start doing something. This would not be just a talking shop. People had elected them as Councillors and they did not expect Members just to talk, but also to deliver.

- k. In terms of co-option, this could be an action point. The Committee could suggest co-opting representatives from the Housing Liaison Board (HLB) onto the District Committee and that there could be merits in considering the members of the Birmingham Educational Partnership (BEP) from schools within the District by inviting a member from them. Equally, the Early Years community which was different to the BEP. There was perhaps a role to put together all the District's Neighbourhood Forums and get a representative from one or another to attend each of the District Committee meetings.
- l. Over the last two years enquiries had been made as to how many jobs the District had received from the 50% top-slicing of the Community Chest that was made in relation to Birmingham Jobs Fund with no response.
- m. The Policy Statement, Community Governance etc., was confusing and that these could be called 'The Plan'. Too much of the Council's work was locked up in fancy language which loses the meaning of what was intended.
- n. The District Challenge idea was to be saluted as they could get something to happen, but it should be noted that of the 10 Districts, Hall Green District had been the District that had lost the most officers.
- o. As districts were being reconfigured into Quadrants, there was a need for more resource to be put into Hall Green as in the last four years the District was disproportionately penalised.
- p. In terms of Ward Committees, they have not had a Ward Committee meeting in Sparkbrook for over a year. It was now perceived that the City Council had cancelled Ward Committee meetings, which in theory was not true. The issue was raised at Full City Council, the Labour Group and every potential level. They could work with the Police at the Police Tasking meetings in their communities and they did not necessarily need to be live-streamed. The question was how much was this also costing as there was a financial cost to the live-streaming of meetings.
- q. When District Challenge meetings were being held and witnesses were being brought in to give evidence, this was what was needed to be captured and recorded as was the case with Scrutiny inquiry. What they talk about had to be publicly transparent to people outside as this was what Sir Bob Kerslake alluded to as this was the future Council. The question was what should the role of a Councillor in the changing context of local government be.
- r. It was noted that the BEPs formation was now District led. They could get the BEP to engage with the District Committee by having one of their members attending future District Committee meetings.
- s. That the rules with regard to RB28 should be changed as it relates to the funding of Neighbourhood Forums and that it be referred back to the Executive.
- t. There was a need to have dates in diaries in terms of Ward Committees/Forums before September 2015. In terms of co-option, someone from the Youth Service could also be co-opted on to the District Committee.

- u. It was up to Elected Ward Members for each Ward to come up with their own arrangements.
- v. The District Champions should have the opportunity at some stage to pick up things and work with partners/bring partners and officers with that particular commitment to a meeting to declare what was happening and to also invite greater participation.

It was noted that Councillor Straker Welds would be delighted to work with people in this area particularly; special educational needs with Early Years and make that an item on the agenda for a future Hall Green District Committee meeting. For each of the Championship areas there was an issue for a meeting where people could come together with the local Members and form a common purpose in delivering a presentation of some sort.

Mr Davis stated that the comments were insightful and thoughtful with some positive suggestions. The answers were not all there to do everything that the Members and officers recognised. Resources would be a challenge as some of the resources were not all there. It was good to be ambitious as they had a programme to work through all year as Officers and Members and within the area teams they would be doing their best to take things forward. It was hoped that the arrangement being put in place by Mr Ifor Jones for District Services were affordable and sustainable to take us forward.

The Chairman thanked Mike Davis and Councillor Claire Spencer for presenting the information

HALL GREEN DISTRICT HOUSING ISSUES

a) Review of Housing Reporting Format

168 The Chairman stated that they had made many comments in the past about the format of the Housing reporting. The KPIs and the information that appeared in the report was unusable for the purpose of looking at Place Management, Neighbourhood Management and the wider homes and housing issues in general. He added that from this Committee, he was requesting support for the review of the Housing reporting format so that it become more usable for all. Councillor Quinn advised that they had requested this at 6 separate meetings of this Committee, but this had proved futile.

b) Extending Licensing for the Private Rented Housing Sector

Pete Hobbs, Service Head, Housing Transformation gave the following verbal presentation. He advised that the local authority by approval of the Cabinet Member for Health and Wellbeing, Councillor John Cotton, was consulting on whether the City Council needed to consider using additional selective licensing powers for the Private Rented Sector (PRS) in the City.

He highlighted that in the 2004 Housing Act, the Government introduce the power to licence Houses in Multi Occupation (HMO) of a certain type. This was five or more people who share facilities in a three storeys or larger property. This did not include

self-contained flats or Registered Social Landlord (RSL) properties. It was estimated that 2,500 properties in the City would fall within mandatory licensing.

Within the legislation, there was the power to consider additional or selective licensing. Additional licensing would be where there were significant issues in an area or community that relates to the private rented sector. These could be issues around increase in fly-tipping, refuse, decline in terms of the local environment where this was having a significant impact and the use of these additional powers would help to tackle this. Selective licensing was where there may be issues of low demand or anti-social behaviour that relates to the private rented sector. These powers could be used in order to try to control the activities of landlords and tenants.

With regard to selective licensing, additional guidance had come from the Government to restrict the volume and number of PRS property in the local authority's area, which could be subject to selective licensing. Prior to this a number of local authorities had introduced selective licensing across the board to deal with specific issues - Newham was an example where they had bedsits in sheds as per press reports which was a problem in their area. The powers and guidance had been amended, but Birmingham was not looking to do something citywide. A consultation exercise was being done to phase this in.

The first phase was to gather the information on what the impact of the PRS might be. This was whether they might be related to the problem across the City and this was being done in a number of ways:-

- ❖ A letter from the Cabinet Member for Health and Wellbeing, Councillor John Cotton to Members;
- ❖ There was a community resident's questionnaire that was placed on the Be Heard website encouraging people to go on to the website and complete the licensing questionnaire. It was hoped that this would give a view of where there were neighbourhoods where the PRS may be an issue; and
- ❖ This would then be followed up with the local information and intelligence they had from their partners and Housing Strategy and Planning colleagues across the City to try and correlate what the residents were telling them and the information they had on the PRS.

The PRS was part of the housing offer in the City and was the only housing sector that had seen an increase in the last 10 years by over 3000 properties. Over 68,000 properties in the City was privately rented. With all of the types of services, they had a proportion of that sector that failed standards and dealt poorly with their tenants. There were tenants who were vulnerable and could be challenging in communities.

In the Cabinet Member's report that was approved in February 2015 in relation to the consultation, it was identified that 3 priority areas were Stockland Green and Selly Oak Wards where there were perceived instances about concentration of PRS properties and the hostels market, where not all the hostels in the City was covered by mandatory licensing. They had some vulnerable people living in hostels in the City that were privately managed. From officers' point of view, these vulnerable people would be better suited within a licensing regime in terms of control, but this had to be demonstrated by the evidence they needed to collect.

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This was the initial briefing for Members, the Districts and local residents to be aware that they were interested to know about the PRS, to be able to evidence the impact they had. They were working with their Community Safety Partnership colleagues particularly around issues of anti-social behaviour which was a lot of data gathering.

All of the information would then be taken back to the Cabinet Member and colleagues in order to build up the picture of where they think licensing powers may or may not be appropriate. One of the challenges was from landlord colleagues where there were Landlord Forum Steering Group in the City who were the responsible part of the PRS in the City. They had a view concerning the role of licensing and were concerned that a lot of the perceptions that may not be in their district, but in other parts of the City where the challenges of the PRS was. The problem was that the private providers were registered providers.

The Homes and Communities Agency registered landlords under their own regulatory regime. Registered Social Landlords (RSL) and Housing Associations had their own mechanisms. If they received enquiries concerning these with regard to disrepair etc., the tenants were referred back to the Housing Association or RSL. A number of landlords and managing agents were registered by the Homes and Communities Agency and were excluded from licensing. In parts of the City there were some registered providers and it was alleged that those properties were cause for concerns, but they would not fall within the licensing regime.

There was a need to build the evidence and fix the right problem as the Landlord Forum Steering Group would like them to do. If there was a Business Case in parts of the City or in relation to a category of properties, they would then submit a formal Business Case setting out the reasons for doing it, the evidence collected for the reasons they were doing it, the alternative arrangements they could have and the alternative powers. Licensing was seen as part of a framework of powers rather than it been a sole problem. The Business Case would be subject to a formal consultation of about 12 weeks. Some of the formal cases across the country were subject to challenge both at the local level in the courts and the High Court.

In response to questions from Members, the following were amongst the points made:-

- In terms of the gathering of local information, where they were able to identify some of the key issues, colleagues in Strategic Housing had produced the Strategic Housing Assessment for each District. The information for Hall Green District was circulated to the Elected Members which sets out what they knew about housing in the area and the tables that were attached also sets out the information.
- In Hall Green District it was shown that there was a high proportion of the PRS of 22% in comparison to the City average which was 18%. There were 2,968 private rented properties in the District between 2001 and 2011. It also gives information on the service that was managed on request for assistance in terms of housing options, disrepairs which was a significant issue as was possession proceedings advice.
- Of the properties in the area when the information was produced, there were 1,800 licensed HMO's of which 151 were in the Hall Green District, which was a small proportion of the District's private rented sector.

- Although they had the statistics, there were others from other parts of the local authority that they need. There were issues in terms of the Data Protection, but they were interested in broad information on the PRS and properties per se rather than the individual. They were confident that they could build up a better picture at a local level.
- The Stockland Green and Selly Oak issues were those where the original areas came forward to say that they were having these issues and they were aware of the additional powers. Having looked at these issues they considered the option to consult on the development of these, but it was clear that these were not exclusive areas they would consider and as a result of the consultation they may well identify other areas. It was known that there were other parts of Hall Green where they had a high concentration of the PRS which gives rise to issues.
- In terms of the size of the licensable area there was none. It could have a street or a series of houses. From the landlords point of view the question was whether the City would do something on a Ward basis. If they got the information and licensing was appropriate to tackle the issue it could be as small as that. They were not bound that a significant number had to be in a licensable area. Similarly, it could not be extended beyond what was reasonable as it would get caught in the Business Case. The Business Case acts as back up as to how they take this forward.
- It was a lengthy process and in terms of resources, the Cabinet Member was clear that they wanted to get it right and that they were not just doing this as a thing, but were doing it to see what were the issues and if there were issues, whether licensing was the right fix, or do they need to fix the problem in other ways. If the problem was with a registered provider in the area where the tenants and the registered provider was deemed the issue, licensing would not fix that and they were in contact with the Homes and Communities Agency with issues concerning registered providers and the regulatory regime that fits alongside that as part of the challenge.
- It was noted that the PRS had grown as a significant number of people were using it. The majority of the PRS operates successfully and was a choice for some people. There was still core services around the PRS as the majority of things they deal with was around advice for tenants, but they had statutory power which they could still use if there was significant problems around these issues.
- In terms of the combined approach, if they go down the licensing route, this had to sit alongside all the regulatory regimes. The Regulatory Services dealt with fly-tipping and rubbish and colleagues in Fleet and Waste Management, Planning etc. where they had issues in certain areas of the City concerning unregulated planning development, infringement of party wall acts by landlords who were looking to develop and increase in capacity of properties to let. It was a combined approach in areas.
- The Government was talking about rogue landlords, but they did not keep a register of rogue landlords as this was not their role as a local authority. What Strategy did was that they had maps which could be used for census

information to map where there were concentrations of properties in the private rented sector.

- It was accepted that using Elected Members at Election time or otherwise was a useful task in getting the information. A number of streets were identified where potential they needed to be considering where the evidence was.
- Mr Hobbs noted Councillor Quinn's comment concerning people who were referred by the Home Options Team to the PRS and advised that it was correct that people were referred to the PRS if they were unable to access enough points under Home Options. He was not aware whether the Homeless Team refers people specifically to the private rented sector.
- They had 'Let to Birmingham' which was a private organisation set up to access the PRS formally, which was a partner organisation which landlords could put their properties into 'Let to Birmingham' which was an option. They did not keep a list of accredited landlords, but they advise tenants who were looking to rent was that there were accredited landlords both nationally and locally through the National Landlords Association.
- There were also a number of accredited bodies and Residential Landlords Associations who they would recommend if someone was looking for a landlord. As a local authority, they did not operate an accreditation scheme.
- The Place Managers as and when identified will be important, whether it goes in this consultation or in future where they identify the need for licensing, that those people who had that local intelligence Members have will be important in joining up some of these issues and identifying where the priorities were.
- In terms of short-term tenancies, licensing will not resolve this, but the high turnover of people in and out of properties leads to issues of either cleaning and furniture renewal or just neglect i.e. such as the advancement of refuse. If landlords were not on top of this it leads to problems in the local neighbourhoods.
- They were writing to the Government to ascertain whether the recommendations concerning Tenants Charter and other things, to encourage the landlords to give longer term tenancies. Licensing will not address the issue.
- There were good practice and different ways of doing things across the country such as a pilot approach which was being done in Doncaster. Their approach was for people to be in an accredited landlord scheme

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

RESOLVED:-

That the verbal report be noted.

c) Housing Transformation Board Performance Report

The following report of the Service Director, housing Transformation was submitted: -

(See document No. 3)

It was noted that no officer was in attendance to present the report and therefore consideration of the report be deferred to a future meeting. Pete Hobbs undertook to take back members questions and concern to colleagues for a response to be submitted to a future Committee

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RESOLVED:-

That consideration of the report be deferred to a future meeting.

**HALL GREEN DISTRICT - INCOME AND EXPENDITURE FOR THE YEAR
ENDING 31 MARCH 2015**

The following report of the Service Directors (District Services and Housing Transformation) and the Director of Finance was submitted:-

(See document No 4)

Parmjeet Jassal, Head of City Finance, Place introduced the item and advised that the report was the final in the cycle and that it identified the financial performance for Hall Green District for the 2014/15 financial year. She drew the Committee's attention to the information in the report and responded to the detailed questions from Members concerning the report.

It was

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RESOLVED:-

- (i) That the net overspend of £0.721m for Directly Managed and SLA Services, as detailed in report Appendix 1, compared to a projected overspend of £0.815m at month 10, after taking into account the write off of prior year overdrawn reserves and debit balances from 2013/14 of £0.205m. The net overspend had been written off corporately as approved by Cabinet on 16 March 2015 be noted;
 - (ii) that the financial position of the Community Chest projects of an underspend of £0.092m, as detailed in report Appendix 2, which will be carried forward into 2015/16 to fund approved commitments be noted.
-

DATES OF FUTURE HALL GREEN DISTRICT COMMITTEES

172

RESOLVED: -

That the District Committee note the schedule of meetings for 2015/16: -

2015

2016

Hall Green District Committee - 14 July 2015

Tuesday 14 July
Tuesday 22 September
Tuesday 17 November

Tuesday 18 January
Tuesday 15 March

All meetings will be held at 1000 hours in Committee Rooms 3 & 4 at the Council House, Victoria Square.

OTHER URGENT BUSINESS (REPORTS BY OFFICERS)

173

Colgreave Avenue Car Park

The Committee agreed for this matter to be dealt with in private due to the commercially sensitive nature of the information.

AUTHORITY TO CHAIRMAN AND OFFICERS

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RESOLVED: -

Chairman to move:-

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

The meeting ended at 1220 hours.

CHAIRMAN

Hall Green District Jobs & Skills Plan July 2015

Overview of Hall Green District¹

Hall Green District is situated to the south of the city centre with Selly Oak District to the south. It is composed of 4 wards – Hall Green, Moseley & Kings Heath, Sparkbrook and Springfield.

Overall, **Unemployment claimant rates** are above the city average and **Worklessness** is similar to the city average. But there are wide variations across the district in terms of labour market status and skills, with Sparkbrook, and to a lesser extent Springfield, wards experiencing very challenging conditions, but Hall Green and Moseley & Kings Heath wards generally performing better than the city average.

Hall Green has a similar, but slightly younger **age profile** to the city centre. The proportion of working age adults (64%) is the same as for Birmingham, but this rises to 70% in Moseley & Kings Heath ward. There are 12,131 residents aged 18-24, equating to 10% of the population, compared to 12% for Birmingham. Sparkbrook (31%) and Springfield (29%) wards have a higher proportion of 0-15 year olds than the city average (23%) and a significantly smaller proportion of those aged over 45.

The **ethnic profile** of the working age population differs to that of the city, with a much lower proportion of white working age residents (38%) compared to the city average (59%). But this masks ward variations, with the proportion only 15% in Sparkbrook and 22% in Springfield, but 64% in Moseley & Kings Heath. Overall, the largest non-white groups are Pakistani (31%) and Indian (9%). The Pakistani group forms 42% of the population in Sparkbrook and 47% in Springfield wards, and the proportion is above the city average in all wards.

Overall **deprivation levels** are slightly higher for the district than for the city as a whole. But Sparkbrook ward has very high levels of deprivation, with 74% of the population living in LSOAs in the 5% most deprived in England and 93% in the 10% most deprived. There are also high levels of deprivation in the north of Moseley & Kings Heath and particularly, Springfield, wards, and a small pocket of high deprivation in Hall Green ward around the Pitmaston estate. The remainder of this ward has very low deprivation levels. (See Appendix Table 1 and Map 1 for details).

Strategic District Assessments contain contextual information and provide a broader assessment of the district, including crime, health and housing data; as well as detailed maps showing worklessness, unemployment and youth unemployment rates by LSOA. These are updated annually and can be downloaded from <http://fairbrum.wordpress.com/about/district-strategic-assessments/>

It is also important to put this plan in the context of the ongoing work of the locally led partnership vehicle established as a result of the recommendations of the review undertaken by Sir Bob Kerslake, to address the systemic problems of unemployment and skills in the East of Birmingham Including Sparkbrook ward

District Employment & Skills Champion:	
BCC District contact:	Salim Miah Salim.miah@birmingham.gov.uk
BCC Employment and Skills Service Contact:	Andrew Barnes 0121 303 3740 andrew.barnes@birmingham.gov.uk
BCC Regeneration Contact:	James Betjemann 0121 303 4174 James.betjemann@birmingham.gov.uk
BCC Data Contact:	Lesley Bradnam 0121 464 2114 Lesley.bradnam@birmingham.gov.uk
DWP Contact:	Donna McNamee Donna.mcnamee@dwp.gsi.gov.uk

¹ For definitions please see glossary

Section 1: District Data

1.1 Economic Activity, Employment & Unemployment in Hall Green District

Economic activity and employment rates are slightly below the city average with 65% of residents being economically active and 54% employed, compared to 69% and 57% respectively for Birmingham. 32% are full time employees, 13% part-time employees and 9% self-employed (*Census 2011*). Economic activity and employment is above the city average in Hall Green and Moseley & Kings Heath wards, but is only 54% and 39% respectively in Sparkbrook and 60% and 48% in Springfield. 35% of residents are economically inactive, but this rises to 46% in Sparkbrook and 40% in Springfield. Looking after home or family (10%), and students (10%) are the most common reason for economic inactivity. A full data table can be found in the Appendix Table 2.

In September 2014 there were 3,746 **Job Seekers Allowance (JSA) Claimants** in Hall Green District equating to a rate of 9.8%, above the city rate of 7.2% and the UK rate of 3.0%. The district has the second highest rate of all the districts. There were 2,409 male claimants and 1,337 female claimants. 1,365 residents had been claiming for more than 12 months. The rate is highest in Sparkbrook ward (15.7%) where the rate is over twice the city average, and lowest in Hall Green and Moseley and Kings Heath wards where the rate is below the city average.

The rate has fallen by 12.9 percentage points over the past year, more than the decrease in the city (2.2pp). The rate has fallen most in Sparkbrook (- 3.8pp) and Springfield (-2.9pp)

A full data table can be found in the Appendix Tables 3 & 4. The most up-to-date unemployment data by ward can be found in the Unemployment Briefing which can be downloaded from www.birmingham.gov.uk/birminghameconomy This includes a map of the city showing unemployment by LSOA.

Youth Unemployment² (JSA claimants) In September 2014 there were 950 residents aged 18-24 claiming JSA, equating to an unemployment proportion of 7.7%, well above the city average of 6.0%. Of these 555 were male and 395 female. 130 had been claiming for over 1 year. Hall Green has the third highest youth unemployment proportion of all the districts. Over the year to September 2014 the proportion has fallen by 2.8 percentage points (the city proportion fell by 2.7pp over the same period).

There are significant differences between the wards, with Sparkbrook (10.8%) and Springfield (7.2%) wards having the highest youth unemployment proportions but only 4.9% in Hall Green ward.

A full data table can be found in the Appendix Table 5. The most up-to-date youth unemployment data by ward can be found in the Unemployment Briefing which can be downloaded from www.birmingham.gov.uk/birminghameconomy This includes a map of the city showing unemployment by LSOA.

The number of young people (aged 16-19) estimated to be **Not in Employment, Education or Training (NEET)** in Hall Green District was 307 in November 2014. This is the fifth lowest number of all the Districts. Springfield and Sparkbrook wards have the highest numbers within the District at 105 and 94 respectively. Numbers have been adjusted to account for outstanding returns from providers.

² Unemployment is usually expressed as a rate i.e. the percentage of the *economically active population*, but for those aged 18-24 it is calculated as a proportion, i.e. the percentage of the *total population aged 18-24*. Proportions are lower than rates and are not comparable.

1.2 Skills Levels in Hall Green District

School Attainment (as measured by 5 or more GCSEs A*-C including English and Maths) is just below the city average, and attainment levels are static, although the district average hides wide ward differences. In 2013 59% of pupils resident in the district and attending Birmingham schools achieved 5 or more GCSEs A*-C including English and Maths compared to 60% for the city. The rate has remained unchanged since 2011. The city's rate increased by 2 percentage points over the same period.

Attainment is low in Sparkbrook ward (52%) and has fallen by 1 percentage point since 2011. Attainment is also low in Springfield (55%), but has risen by 4 percentage points since 2011. Attainment in Hall Green and Moseley & Kings Heath wards is well above the city average. A full data table can be found in the Appendix Table 6.

Overall, **adult attainment** is similar to the city average at all levels, but again the district average masks wide ward differences. 15,895 (22%) of residents have no qualifications, compared to 21% for the city as a whole. At level 2 and 3 and above rates are similar to the city average. 56% are qualified to Level 2 and above compared to 58% for Birmingham, and 41% to Level 3 and above (Birmingham = 40%) (*Census 2011*).

There is a high proportion of adults with no qualifications in in Sparkbrook (31%) and Springfield (26%). Only 42% of Sparkbrook residents and 48% of Springfield residents are qualified to Level 2, and only 28% and 33% respectively qualified to Level 3. Around 10% of residents in both these wards have 'Other' qualifications, above the city average of 7%. These may include foreign qualifications. Attainment in Hall Green and Moseley & Kings Heath wards is well above the city average.

A full data table can be found in the Appendix Table 8, along with definitions of the different Levels.

Language: English is the main language of only 73% of the working age population, but 91% can speak it well. However 9% (6,633 residents) cannot speak it or cannot speak it well. This compares with 5% of Birmingham residents who cannot speak English well. The proportion who cannot speak English or cannot speak it well is 16% in Sparkbrook and 13% in Springfield.

1.3 Key Issues

From the data presented in this section it is possible to identify key issues that can be used to help identify jobs and skills priorities for Hall Green District. These include:

- Levels of economic inactivity are particularly high in Springfield and Sparkbrook wards.
- The districts Job Seekers Allowance (JSA) unemployment rate is high and is the second highest of all the districts. This is largely due to the influence of Sparkbrook ward, which has a rate of over twice the city average.
- Youth unemployment is high in the district, particularly in Sparkbrook and Springfield wards
- The number of NEETs is above average in Springfield and Sparkbrook wards.
- At Key Stage 4 attainment at school is below the city average in Sparkbrook and Springfield wards.
- Adult qualifications are well below the city average in Sparkbrook and Springfield wards.
- Over 6,000 working age residents cannot speak English well or cannot speak it at all. The majority of these live in Sparkbrook and Springfield wards.

Section 2: Employment Opportunities

Where known, business contact information can be found in the appendix Table 10

2.1 Birmingham Economy –future prospects

Research has shown the Greater Birmingham area has a competitive offer in the following sectors – both in terms of inward investment and indigenous growth. Employment growth will be achieved principally through the development of the Economic Zones and other GBSLEP initiatives:

- Advanced engineering – automotive and aerospace
- Business, financial and professional services
- ICT& Digital Media
- Life Sciences
- Food and Drink

In addition, the development of the city centre Enterprise Zone and improved connectivity between HS2 and the wider LEP will not only create large numbers of jobs directly, but will also offer significant opportunities for attracting further investment and jobs growth.

Current economic forecasts, which exclude the impact of the proposed initiatives, forecast only modest employment growth for the city. They also suggest that the occupational mix of jobs will change with a move towards higher skilled occupations such as corporate managers and professional and technical occupations. The occupations that are forecast to decline most are lower skilled occupations such as plant and machinery operatives and admin and secretarial roles. However, there will still be 250,000 job opportunities in the local economy between 2013 and 2025, due to replacement demand e.g. job churn created by retirement, people leaving jobs etc. But, of these, only 15,000 will be for those without qualifications. This clearly has implications for the city's relatively low skilled workforce.

2.2 Business Base in Hall Green District

There are around 2,600 VAT and PAYE registered enterprises located in the district (*BIS 2013*) employing around 27,000 people (*ONS/BRES 2013*). Of these 10 employ 10-249 people and a further 5 employ 250 or more. 210 enterprises have an annual turnover of £1million or more and of these 30 have a turnover of £5million or more. Public administration and retail and leisure each account for one third of all employment in the district. Employment is fairly evenly split across the four wards, although there are fewer jobs in Springfield than the other three wards. A full data table can be found in the Appendix Tables 8 & 9.

Major employers in the district include Rolls Royce and Specialist Computer Services. Major supermarkets include Sainsbury's, Tesco, ASDA Information on major employers is very limited and should be expanded using local district intelligence.

The city centre is accessible by public transport in under 30minutes from the majority of the district during the morning rush hour. (*Mott McDonald 2013*).

2.3 Development and Regeneration in Hall Green District

Development and Regeneration in the District includes:

Denso - 2.35 hectare site has planning permission, granted in 2012, for a food store with car parking and petrol station and retirement village with 270 apartments.

Signal Point – 22,000sqm development of industrial units with the potential to create over 600 jobs and 200 construction jobs.

Former Joseph Chamberlain College site – 4.7ha site with planning permission for bulky goods retail. The site falls within the boundary for the Balsall Heath Neighbourhood Development Plan which could impact on the proposed scheme.

Highgate Road – Council owned land between the Stratford Road and Ladypool Road local centres, which has potential for mixed community, retail and commercial uses.

Montgomery Street Corridor – A number of privately owned sites offer significant development opportunities subject to the right scheme coming forward. Ownerships are varied but include the Council and Canal and Rivers Trust.

Moseley Road Local Centre – A number of potential development opportunities such as the Moseley Road Baths, Old Print Works, Clifton Road Mosque and the proposed Balsall Heath Hub at the junction of Moseley Road and Highgate Road. All offer the potential for new jobs and investment.

Stratford Road and Ladypool Road Local Centres – Work is underway to develop a Business Improvement District for the area which in turn should help encourage new business and support existing traders, which in turn could lead to new jobs. There are also development opportunities within the centres such as Greencoat House, which has planning permission for new retail units. In addition a new Women's Enterprise Hub is also being created on Ladypool Road, which will help local entrepreneurial women start new businesses.

2.4 Key Issues

General issues for businesses in the city

Businesses, especially those within the manufacturing sector, including importers and exporters, remain sensitive to any challenges within the economy. Access to funding remains a constraint on businesses looking to expand, especially with purchasing equipment, and whilst lending is more available it is not necessarily affordable.

Recruitment of staff with the right skills is often highlighted as a constraint to those companies with vacancies, which in turn impacts on their performance.

Poor quality business space is another issue affecting companies looking to expand, there is often a need to invest heavily in their properties to make them fit for purpose, however the end value often makes the investment unviable. This issue also applies to companies and developers looking to invest in the area, many sites still remain unviable due to land values and development costs exceeding the final return.

Issues specific to Hall Green District

- The opportunity of High Speed 2, the Airport and UK Central offers a major opportunity for the area, especially with its close links to the city centre.
- Parts of the area are adjacent to Digbeth which has become a focus for creative arts and industries within the City Centre. A challenge for the area is to build on this link and encourage the outward growth of these industries along areas such as Moseley Road.
- The neighbourhood around Balsall Heath has come together to produce a Neighbourhood Development Plan, which has seen local residents set the spatial planning strategy for their area. This will be an important initiative in helping to address the opportunities and issues identified above, such as the long term plans for the Moseley Road Baths and former Joseph Chamberlain College site.
- Need to improve engagement with Small and Medium sized companies around recruitment, employment and training. Anecdotally there are reported issues around succession strategies for family owned SME's in the District which potentially threaten job sustainability and limit future recruitment opportunities.
- There are numerous organisations in the area of Sparkhill which currently support the customer base of the area which we need to develop a relationship; such as Mosques, Schools, GP & Pharmacies – see embedded documents.



Local Business,
Community and Provi



SFA List Providers -
19.03.2015.doc

- There is a lack of knowledge by local employers of the services provided by Jobcentres and an element of fear with some organisations of getting involved with authority figures.
- There are a number of small independent employers, mainly in the hospitality arena, who tend to employ family or friends only and do not openly recruit for their business.
- The District has much hitherto underutilised potential to promote enterprise around creative and reputational assets within the local community (eg: Balti Belt, Creative activity in Moseley/ Kings Heath, proximity of Social Enterprise quarter in Digbeth, the new Women's Enterprise Hub at Southside on Ladypool road; ISE (Social Enterprise development agency located on the edge of the Sparkbrook ward)

Section 3: Training Employment & Skills Provision in and around Hall Green District

3.1 BCC and Partner Employment Training and Skills Initiatives

(i) Youth Promise: Every young person living in Birmingham will have access to a Universal Offer, which guarantees young people aged 14-25 an offer of: education, training, apprenticeship, experience of work or employment within four months of leaving education, employment or training

(ii) Birmingham Jobs Fund: Financial incentives to businesses recruiting Birmingham young people aged 16 - 24 into jobs and apprenticeships

(iii) Destination Work: An enhanced package of employment support (including motivational support, mentoring and personalised budgets) to 18-24 year old JSA claimants, from 13th week of claim signing on at Perry Barr, Washwood Heath, and Chelmsley Wood Jobcentres.

(iv) Birmingham Talent Match: BVSC-led partnership of voluntary, public & private orgs from B'ham & Solihull assisting 18-24 year olds, unemployed for 12 months+, to progress into employment, education or enterprise.

(v) Support to workless families within the Think Families Project

(vi) Enterprise Catalyst: ERDF funded project, offering advice, support and finance for business start-up and growth, and entrepreneurship in key Birmingham wards, including within Moseley and Kings Heath ward. (NB: this programme time-expires in September 2015)

(vii) Disability Support / Work Choice: Specialist guidance and support for people with disabilities aged 18+ moving into employment.

(viii) Employment Access Team: Employment and training opportunities captured through procurement clauses & planning agreements and targeted at unemployed priority groups (particularly in priority wards) through joint working with partner agencies.

(ix) Building Birmingham Scholarship: Bursary scheme to help young people 18 - 24 into careers in construction / built environment sectors; support can cover work placements, internships, apprenticeship & employment.

(x) Unlocking Talent and Potential: DLCC funded programme to build capacity of schools to deliver enterprise and careers, being rolled out across schools but does not yet include any within Hall Green district

(xi) Pre and Post 16 NEET Provision: ESF to support disengaged young people and post 16 to positive progression pathways. Being delivered by Seetec Ltd across Birmingham and Solihull and targeted at specific groups and wards.

3.2 Employment Training & Skills Services/Providers (see appendix Table 10 for contact details)

(i) Secondary Schools

- *Fox Hollies School and Performing Arts College*
- *Hall Green School*
- *Queensbridge Visual And Performing Arts School*
- *St Paul's Community Foundation School*
- *Wheelers Lane Technology College*

(ii) With Sixth Forms:

- *Bishop Challoner Catholic School*
- *King Edward VI Camp Hill School for Boys*
- *King Edward VI Camp Hill School for Girls*
- *Moseley School*
- *Joseph Chamberlain Sixth Form College*

(ii) Further Education

Provision of full time and part time courses in both vocational and non-vocational subjects. Ranging from foundation to Level 3, with some providers also delivering Higher Education qualifications to Level 5.

Includes Apprenticeships and Traineeships

Provision varies across colleges and campuses.

- *Joseph Chamberlain Sixth Form College*
- *South and City College Birmingham:*
Hall Green Campus
Balsall Heath Women's Centre

(iii) Adult Educations Centres

Provision of skills training for adults, including basic literacy and numeracy, a range of vocational and non-vocational courses and ESOL. Provision varies across centres.

- *Hall Green School*
- *Sparkhill Adult Education Centre*

(iv) Foundation Learning Providers

- *None*

(v) Connexions / Birmingham Careers Service

Careers information, advice and guidance to young people who are aged 16 to 19 (up to 25 if they have a learning difficulty or disability). Provides online support and Outreach via:

- *None in district*

(vi) National Careers Service

Advice, guidance and support for anyone looking to get into work, move jobs or retrain. Online support and outreach delivery Lead Provider Prospects.

(vii) Job Centres

The Jobs centres are *the* route for referral and mandation onto Work Programme, a national DWP programme delivered in Birmingham through three contracted providers (Pertemps People Development Group, EOS Works, NCG/ Intraining)

- *Sparkbrook*
- *Kings Heath*

(viii) National Apprenticeship Service

Online support and access to apprenticeship vacancies

(ix) Employment Access Team Opportunities Mailing Dbase: distribution of opportunities to network of Employment & Training Support Providers

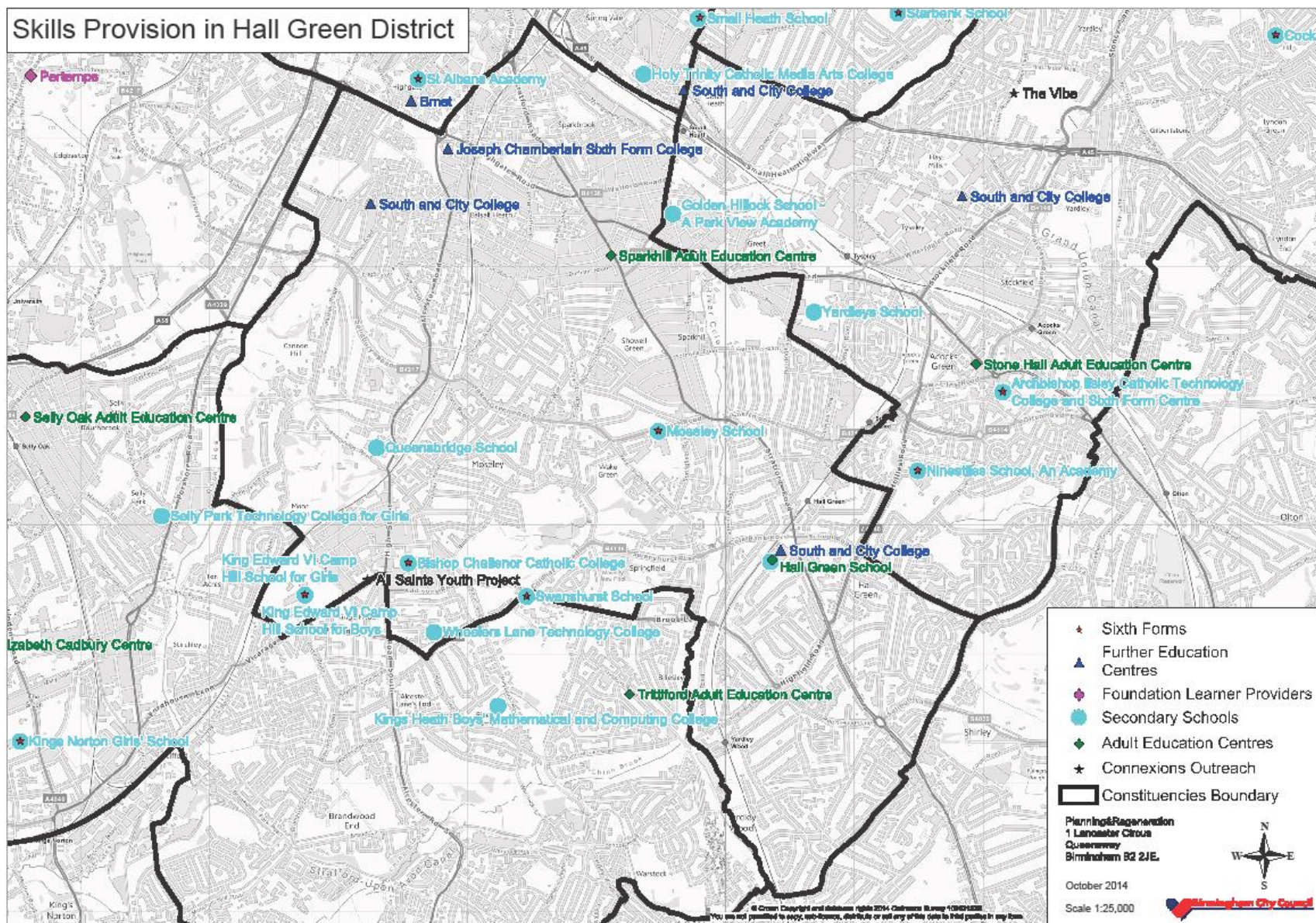
Provide a range of support, improve skills and help access employment opportunities.

- *Midland Mencap*
- *Intraining*
- *Pertemps People Development Group (PPDG)*
- *CSWP Ltd*
- *Intraining*
- *Joseph Chamberlain College*
- *Tyseley & Greet ERC*
- *South and City College Birmingham*

3.3 Identified Gaps in Provision

- Lack of effective local Pre- ESOL training;
- Free internet access particularly for ESA & IS customers; restricted availability at library and providers require registration.
- Work Experience for ESA and Lone Parent Customers
- Creche facilities for Lone Parents undertaking training and work experience
- Culturally specific and appropriate support for increasing minority groups:
 - Polish,
 - Lithuanian,
 - Romanian,
 - Somalian; and
 - Eritrean population
- Effective engagement and support for local SME's around recruitment, employment & Skills for their workforce.

Hall Green Jobs and Skills Plan ~ Draft as at July 2015



Section 4: District Jobs and Skill Plan Priorities

Based on the analysis in the previous sections of this plan, and through consultation during the Hall Green District Convention, the following priorities have been agreed:

“Task force” approach to bring together key private sector employers and employment support & Skills providers to create active supported pathways to specific apprenticeship and non-apprenticeship vacancies

- Potential to utilise traineeships, sector-based academies, personalised coaching and mentoring support etc.
- For Sparkbrook ward in particular and other priority SOA clusters in the District.
- Apprenticeship Action Zone
- Linking into a cooperative approach to key regeneration sites in and surrounding the District.

Develop a local support system to engage and support growth amongst local Small & Medium-sized enterprises (SMEs)

- including succession strategies for family owned businesses
- needs to focus on job cultivation and a range of opportunities including high value jobs (not just entry level)
- Build on existing links with local SMEs through outreach from Sparkhill and Kings Heath Jobcentre employer engagement staff

Promote enterprise to build upon cultural and reputational assets across the whole district

- Encourage development of social enterprise to foster locally owned and controlled jobs and training environments, utilising and building on existing assets such as the Women's Enterprise Hub (Ladypool road) and proximity of the Social Enterprise quarter in Digbeth.
- Promote self-employment options utilising DWP New enterprise Allowance and building on the cultural offer in key areas of the District including the Balti triangle, cultural /arts and crafts activities in centres around Balsall heath/ Moseley and Kings Heath.
- Development of a local producers/ creative industries cluster around Moor Street/HS2 linked stations

Promote an integrated approach to health/ well-being and employment.

- linkage between Sparkhill Jobcentre outreach / job clubs and GP clinic and sessions in Grantham Road/ Farm Road Community Health centre
- Establish Work clubs in local children's centres.

Education & Skills providers locally to develop more integrated approach around adult skills attainment.

- Establish employer- schools partnerships in two local schools
- Establish partnership with South and City College Birmingham and Birmingham City Council adult education Service around training pilot to address intergenerational low skills and unemployment.
- To explore available Pre-ESOL provision in the locality and what further provision needs are required for minority groups.

Maximise take up by local unemployed people of key DWP provision through effective referral and outreach via Sparkhill (and where appropriate Kings Heath) Jobcentre.

- Increase local take up of Work experience opportunities
- Increase take up of Sector based work academy opportunities
- Maximise take up of Project 20,000 pre-employment training link to specific vacancies.

Increase job starts for 16-24 year old unemployed /NEET District residents resulting from the deployment of the Council's Birmingham Jobs Fund employer incentives

- From current figure achieved- 177 from April 2013 to March 2015
- By a further 174 to an overall target figure of 351 by March 2016

Section 5: Department for Work and Pensions Jobcentre commitments

As a key local stakeholder DWP have a presence in the Hall Green District through jobcentres in Sparkhill and Kings Heath. Sparkhill jobcentre covers the majority of the district residents claiming benefit particularly in Sparkbrook and Springfield Wards. A smaller number of District residents from the other wards sign on at Kings Heath, although the employer engagement activities taken forward by staff at Kings Heath jobcentre do have the potential to impact on claimants across the District.

DWP Actions and local outputs - in response to the local priorities set out in Section 4, DWP are committed to the following actions and output targets:

1. To undertake a marketing and promotional exercise with local businesses to maximise of the local take up of the DWP recruitment support offer.
2. Build good working relationships with local businesses and providers.
3. To explore available Pre-ESOL provision in the locality and what further provision needs are required for minority groups.
4. To identify potential support required from local community and business with providing Pre-ESOL provision.
5. Identify suitable community locations surrounding Sparkhill JC to hold daily employer sessions and Job clubs on an outreach basis,
6. Undertake regular Jobs events in the locality with BCC input.

Through these activities DWP will seek to promote and maximise the local impact of the following service elements:

- **Birmingham Jobs Fund** - promotion of BJF incentives to local employers recruiting NEET or unemployed 16-24 year olds. Jointly with Birmingham City Council (who manage the fund), DWP are committed to a District target for job starts generated by BJF of **113** in 2015/16.
- **Work Experience Placements** - DWP will work with local partners to generate work experience placements with local employers and then to maximise the take up of these opportunities by unemployed District residents. The two centres that impact upon Hall Green District are Sparkhill and Kings Heath jobcentres which have WEX targets of **832** and 676 placements in 2015/16 respectively.
- **Sector Based Work Academies** – DWP will actively promote the creation and filling of Sector based work academy opportunities by unemployed District residents- (numerical target for 2015-16 to be confirmed).

DWP impact Targets (to be reviewed when Universal credit is fully embedded)

Ultimately the aim is to maximise volume and rate of off flow from benefits into work for District residents. All Jobcentres impacting upon the District have been set the following increased targets:

For **Job Seekers Allowance** claimants:

By 13th Week of claim :	2014/15 off flow target = 53.5%	New 2015-16 target will be 71%
By 52 nd Week	2014/15 off flow target = 88%	New 2015-16 target will be 96%

Within this, for 18-24 year olds the aim is that 100% of claimants are off register within 52 weeks of claiming.

For **Income Support** claimants:

By 52 nd Week	2014/15 off flow target = 38.55%	New 2015-16 target will be 43.5%
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For ESA claimants:	By 65 th Week	2014/15 off flow target = 47%	New 2015-16 target will be 52%
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Section 6: Hall Green District Jobs and Skills ACTION PLAN- Stakeholder Pledges

Priority	Action	Milestones / Targets	Timescales	Owner	Progress Update
1.A. Establish Task force for Sparkbrook ward and other clusters of priority SOAs in District	Establish and lead regular task and finish group involving Sparkhill Jobcentre, BCC Employment team, South & City College, BCC Adult education and other relevant providers	Group established	By Sept 2015	Birmingham City Council	Accord(Ashram)Housing identified through dialogue with Councillor Trickett
	Engage local Champion organisation to lead the task force	Local champion in place	By Oct 2015	DWP/ BCC	
	Identify and engage with key employers	2 lead employers identified as part of Task force	By December 2015		
1.B.Establish Task force for Sparkbrook ward and other clusters of priority SOAs in District	Increase number of local unemployed residents entering sector based work academy opportunities.	SBWA numerical target to be confirmed	By March 2016	Sparkhill JCP DWP	Plan of outreach activities being developed by Sparkhill JCP to assist with local employer engagement/ job capture and matching of local residents into opportunities (eg: Mosque outreach, links to local childrens centres etc)

Hall Green Jobs and Skills Plan ~ Draft as at July 2015

Priority	Action	Milestones / Targets	Timescales	Owner	Progress Update
1.C. Establish Task force for Sparkbrook ward and other clusters of priority SOAs in District	Increase number of local unemployed residents entering work experience	To target figure of 832	By March 2016	Sparkhill JCP DWP	Plan of outreach activities being developed by Sparkhill JCP to assist with local employer engagement/ job capture and matching of local residents into opportunities (eg: Mosque outreach, links to local childrens centres etc)
1.D. Establish Task force for Sparkbrook ward and other clusters of priority SOAs in District	Increase number of job starts by 16-24 year old NEETS/unemployed in the District through Birmingham Jobs Fund incentives. From current figure achieved- 177 from April 2013 to March 2015	113 additional BJF job starts	By March 2016	Sparkhill JCP/ BCC	Plan of outreach activities being developed by Sparkhill JCP to assist with local employer engagement/ job capture and matching of local residents into opportunities (eg: Mosque outreach, links to local childrens centres etc)
1.E Establish Task force for Sparkbrook ward and other clusters of priority SOAs in District	Create a local Apprenticeship Action zone to promote take up of Apprenticeship opportunities by both local employers and unemployed residents.	Scope out apprenticeship campaign	By March 2016	To be confirmed	Potential partners identified to include: St Paul's, Women's Enterprise Centre, Joseph Chamberlain College, Jericho Foundation, Balsall Heath Hub (Trident Reach), Moseley Ashram HA, South

Hall Green Jobs and Skills Plan ~ Draft as at July 2015

Priority	Action	Milestones / Targets	Timescales	Owner	Progress Update
					& City College
2 A. Develop a local support system to engage and support growth amongst local SMEs	Outreach campaign from Sparkhill and Kings Heath job centres to promote Project 20,000 and BJJ offer to local SME's	Contact with 100 employers	By March 2016	Sparkhill JCP/ Kings Heath JCP	Utilise and build on existing links between Kings Heath Job centre and local traders association
2 B. Develop a local support system to engage and support growth amongst local SMEs	Develop local youth employment project to link local youth support agencies with SMEs around recruitment and promotion of BJJ and Project 20,000	Develop funding application through Youth Promise devolved employment fund	By Sept 2015	Birmingham City Council	To act as pilot to inform future commissioning around ESIF/YEI
3.A Promote enterprise (including social enterprise and self-employment) to build upon cultural and reputational assets across the whole district	Form better alignment between ISE Womens Enterprise Centre and DWP Sparkhill Job Centre deployment of New Enterprise Allowance.	new business starts through District residents- numerical target to be confirmed	By March 2016	ISE ?	
3B Promote enterprise (including social enterprise and self-employment) to build upon cultural and reputational assets across the whole district	Explore the development of a local producers/ creative industries cluster around Moor Street /HS2 linked railway stations.	Project scoping	By March 2016	To be confirmed	

Hall Green Jobs and Skills Plan ~ Draft as at July 2015

Priority	Action	Milestones / Targets	Timescales	Owner	Progress Update
4. Promote an integrated approach to health/ well-being and employment.	Deliver pilot project linking Sparkhill Jobcentre outreach activity (eg Job Clubs) to Grantham Road / Farm Road Community Health Centre and Children's centres across the District		By March 2016	BCC/ Sparkhill Job centre	
5. Education & Skills providers locally to develop more integrated approach around adult skills attainment, employer-schools partnerships, intergenerational low skills and unemployment.	Take forward discussions with relevant skills providers to encourage their participation in the District task force			South & City College ? BCC Adult Education BCC School partnerships	

Glossary of Terms

Definition of Terms	
<i>In work or employed:</i>	Has a paid job
<i>Unemployed:</i>	Does not have a job, but is actively seeking work
<i>Unemployment Rate:</i>	The claimant unemployment rate is the number of claimant count unemployed as a percentage of the economically active 16 + population. The unemployment rate is the most robust measure of unemployment – and allows Birmingham to be compared with national claimant rates published by the ONS.
<i>Workless:</i>	Does not have a paid job. The economically inactive, together with the unemployed, constitute the ‘workless’.
<i>Economically active or participating in the labour market:</i>	Either has a job or is actively seeking work i.e. the sum of the employed and the unemployed, which together constitute the labour force
<i>Economically inactive:</i>	Does not have a paid job and is not actively seeking work.
<i>Deprivation</i>	Using the Indices of Multiple Deprivation 2010 which provide a relative measure of deprivation at small area level across England. Areas are ranked from least deprived to most deprived on seven different dimensions of deprivation and an overall composite measure of multiple deprivation. Most of the data underlying the 2010 Indices are for the year 2008. The domains used in the Indices of Deprivation 2010 are: income deprivation; employment deprivation; health deprivation and disability; education deprivation; crime deprivation; barriers to housing and services deprivation; and living environment deprivation.
<i>Lower Super Output Areas</i>	A neighbourhood level geography, defined by ONS, with approximately 1,500 residents
<i>ONS</i>	Office for National Statistics

Map1: 2010 Indices of Deprivation in Hall Green Constituency

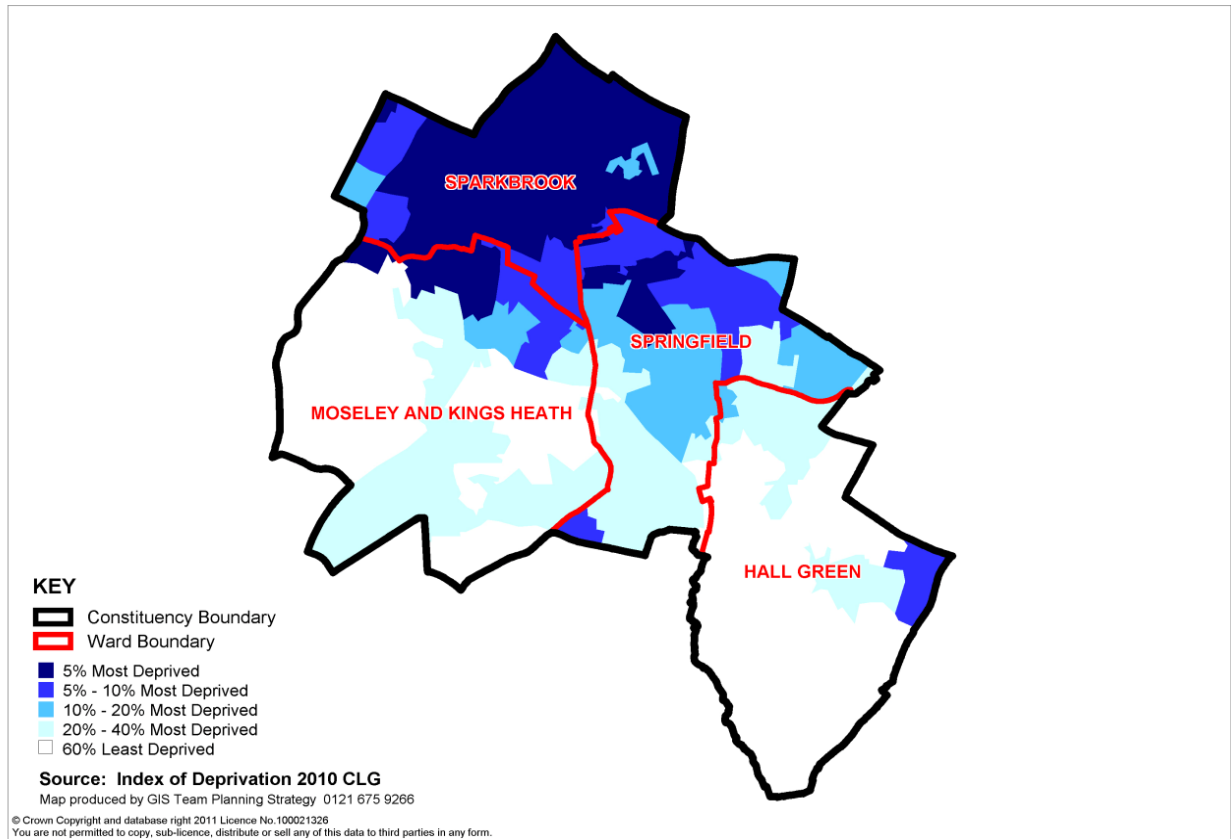


Table 1: Proportion of the ward population that lives in the 5%, 10%, 20% and 40% most deprived SOAs in England (IMD 2010)

Ward	5%	10%	20%	40%	Remainder
Hall Green	0%	7%	8%	27%	73%
Moseley & Kings Heath	10%	24%	31%	63%	37%
Sparkbrook	74%	93%	100%	100%	0%
Springfield	13%	40%	81%	99%	1%
Hall Green	27%	44%	59%	75%	25%
Birmingham	23%	40%	56%	75%	25%

Hall Green Jobs and Skills Plan ~ Draft as at July 2015

Table 2: Hall Green District – Economic Activity and Employment Source: Census 2011

Area	Hall Green Ward		Moseley & Kings Heath Ward		Sparkbrook Ward		Springfield Ward		Hall Green District		Birmingham	England
	No.	%	No.	%	No.	%	No.	No.	%	No.	%	No.
All residents aged 16-64	16,527		17,967		19,774		19,371		73,639			
Economically Active Total	12,266	74%	13,640	76%	10,628	54%	11,666	60%	48,200	65%	69%	77%
Total Employed	10,761	65%	11,859	66%	7,694	39%	9,333	48%	39,647	54%	57%	68%
Employed Full-time	6,714	41%	7,799	43%	3,821	19%	5,016	26%	23,350	32%	36%	43%
Employed Part-time	2,369	14%	2,070	12%	2,555	13%	2,608	13%	9,602	13%	13%	15%
Self-employed	1,678	10%	1,990	11%	1,318	7%	1,709	9%	6,695	9%	7%	10%
Unemployed	925	6%	1,214	7%	2,024	10%	1,546	8%	5,709	8%	8%	5%
Full-time student	580	4%	567	3%	910	5%	787	4%	2,844	4%	5%	4%
Economically inactive Total	4,261	26%	4,327	24%	9,146	46%	7,705	40%	25,439	35%	31%	23%
Retired	730	4%	616	3%	492	2%	536	3%	2,374	3%	4%	5%
Student	1,227	7%	1,335	7%	2,756	14%	2,252	12%	7,570	10%	11%	7%
Looking after home/family	1,142	7%	903	5%	2,799	14%	2,549	13%	7,393	10%	7%	5%
Long term sick/disabled	664	4%	948	5%	1,614	8%	1,132	6%	4,358	6%	6%	4%
Other	498	3%	525	3%	1,485	8%	1,236	6%	3,744	5%	4%	2%
Unemployed never worked	204	1%	226	1%	734	4%	453	2%	1,617	2%	2%	1%

Hall Green Jobs and Skills Plan ~ Draft as at July 2015

Table 3: JSA Unemployment rates for Hall Green District and constituent wards September 2014 Source: ONS/BCC

Area	Male	Female	Total		Long Term (12mths) Unemployed
	Total	Total	Total	Rate	Number
Hall Green	240	160	400	3.2%	125
Moseley & Kings Heath	462	229	691	4.9%	260
Sparkbrook	1,114	586	1,700	15.8%	645
Springfield	593	362	955	8.0%	335
Hall Green District	2,409 (9.9%)	1,337 (9.7%)	3,746	9.8%	1,365
Birmingham	21,869 (8.1%)	12,291 (5.7%)	34,160	7.1%	13,170

Table 4: JSA Unemployment Proportions and Rates by Ward September 2014 Source: OSN/BCC

Area	September 2014			Monthly Change		Annual Change	
	Number	Claimant Proportion	Claimant Rate	Number	% Point	Number	% Point
Hall Green	400	2.4%	3.2%	-11	-0.1	-160	-1.3
Moseley & Kings Heath	691	3.9%	4.9%	-33	-0.2	-224	-1.6
Sparkbrook	1,700	8.4%	15.8%	-29	-0.3	-413	-3.8
Springfield	955	4.8%	8.0%	-35	-0.3	-343	-2.9
Hall Green District	3,746	5.0%	9.8%	-78	-0.1	-1,084	-2.9
Birmingham	34,160	4.9%	7.1%	-819	-0.2	-10,692	-2.2

Table 5: Youth (18-24) JSA claimants in Hall Green District September 2014 Source: ONS/BCC

	September 214		Annual Change		Long Term Youth Unemployment
	Number	%	Number	% Point	Number
Hall Green	115	4.9%	- 54	-2.3	15
Moseley & Kings Heath	135	6.0%	- 86	-3.8	15
Sparkbrook	440	10.8%	- 113	-2.8	60
Springfield	260	7.2%	- 113	-3.1	40
Hall Green District	950	7.7%	- 340	-2.8	130
Birmingham	7,935	6.0%	- 3,545	-2.7	1,465

Hall Green Jobs and Skills Plan ~ Draft as at July 2015

Table 6: Proportion of pupils resident in Hall Green District achieving 5 or more GCSEs A*-C 2013 Source: BCC		
Ward	2013	Change 2011-2013
Hall Green	69%	-7pp
Moseley & Kings Heath	74%	+3pp
Sparkbrook	52%	-1pp
Springfield	55%	--4pp
Hall Green District	59%	0pp
Birmingham	60%	2pp

Table 7: Numbers of Adults (working age) with Qualifications ³ Source: Census 2011									
Area	No qualification	Level 1 only	Level 2 only	Apprenticeship	Level 3 only	Level 4 qualifications & above	Other qualifications	Level 2 & above	Level 3 & above
Hall Green	2,458	2,599	2,777	337	2,355	5,050	951	10,519	7,405
Moseley & Kings Heath	2,175	1,750	2,010	207	2,185	8,858	782	13,260	11,043
Sparkbrook	6,220	3,313	2,630	157	2,164	3,374	1,916	8,325	5,538
Springfield	5,042	3,023	2,665	219	2,293	4,133	1,996	9,310	6,426
Hall Green District	15,895	10,685	10,082	920	8,997	21,415	5,645	41,414	30,412
Birmingham	143,576	103,859	106,683	12,981	103,853	173,943	45,255	397,460	277,796
Percentages									
Hall Green	15%	16%	17%	2%	14%	31%	6%	64%	45%
Moseley & Kings Heath	12%	10%	11%	1%	12%	49%	4%	74%	61%
Sparkbrook	31%	17%	13%	1%	11%	17%	10%	42%	28%
Springfield	26%	16%	14%	1%	12%	21%	10%	48%	33%
Hall Green District	22%	15%	14%	1%	12%	29%	8%	56%	41%
Birmingham	21%	15%	15%	2%	15%	25%	7%	58%	40%

³ **Qualification Definitions:** **Level 1:** 1-4 O Levels/CSE/GCSEs (any grades), Entry Level, Foundation Diploma, NVQ Level 1, Foundation GNVQ, Basic/Essential Skills; **Level 2:** 5+ O Level (Passes)/CSEs (Grade 1)/GCSEs (Grades A*-C), School Certificate, 1 A Level/ 2-3 AS Levels/VCEs, Intermediate/Higher Diploma, Welsh Baccalaureate Intermediate Diploma, NVQ level 2, Intermediate GNVQ, City and Guilds Craft, BTEC First/General Diploma, RSA Diploma; **Level 3:** 2+ A Levels/VCEs, 4+ AS Levels, Higher School Certificate, Progression/Advanced Diploma, Welsh Baccalaureate Advanced Diploma, NVQ Level 3; Advanced GNVQ, City and Guilds Advanced Craft, ONC, OND, BTEC National, RSA Advanced Diploma; **Level 4** and above: Degree, Higher Degree (for example MA, PhD, PGCE), NVQ Level 4-5, HNC, HND, RSA Higher Diploma, BTEC Higher level, Foundation degree (NI), Professional qualifications (for example teaching, nursing, accountancy); **Other qualifications:** Vocational/Work-related Qualifications, Foreign Qualifications (not stated/level unknown).

Hall Green Jobs and Skills Plan ~ Draft as at July 2015

Table 8: VAT and/or PAYE Based Enterprises in 2013 for Hall Green District by sector Source: BIS UK Business: Activity, size and location 2013		
Sector	No.	%
Agriculture, forestry & fishing	0	0%
Production	180	7%
Construction	195	7%
Motor trades	105	4%
Wholesale	155	6%
Retail	435	17%
Transport & storage (inc. postal)	65	2%
Accommodation & food services	150	6%
Information & communication	220	8%
Finance & insurance	35	1%
Property	85	3%
Professional, scientific & technical	375	14%
Business administration and support services	170	7%
Public administration and defence	0	0%
Education	60	2%
Health	240	9%
Arts, entertainment, recreation and other services	140	5%
TOTAL	2,610	100%

Table 9: Employment in Hall Green District Source; Business Register and Employment Survey 2013		
Sector	No.	%
Agriculture	0	0%
Construction	1,200	4%
Financial & Professional Services	3,500	13%
Manufacturing	2,900	11%
Mining & Utilities	200	1%
Public Services	9,200	34%
Retail & Leisure	9,300	34%
Transport & communications	800	3%
Total	27,000	100%

Hall Green Jobs and Skills Plan ~ Draft as at July 2015

TABLE 10: CONTACT DETAILS	
SECONDARY SCHOOLS	
Fox Hollies School Highbury Community Campus Queensbridge Road Moseley Birmingham B13 8QB	Queensbridge School Queensbridge Road Moseley Birmingham B13 8QB
Wheelers Lane Technology College Wheelers Lane Kings Heath Birmingham B13 0SF	St. Paul's Community Development Trust Hertford Street Balsall Heath B12 8NJ
Hall Green Secondary School Southam Road Hall Green Birmingham B28 0AA	
With Sixth Forms:	
King Edward VI Camp Hill School for Girls Vicarage Road Kings Heath Birmingham B14 7QJ	King Edward VI Camp Hill School for Boys Vicarage Road Kings Heath Birmingham B14 7QJ
Bishop Challoner Catholic College Institute Road Kings Heath Birmingham B14 7EG	Moseley School Wake Green Road Moseley Birmingham B13 9UU
FURTHER EDUCATION PROVIDERS	
SOUTH AND CITY COLLEGE BIRMINGHAM Key Contact: Mike Hopkins (Principal) Telephone Number: 0800 111 6311	Hall Green Campus Cole Bank Road, Hall Green, B28 8ES No direct telephone number. Balsall Heath Women's Centre Campus Edward Road, Balsall Heath, Birmingham B12 9LB No direct telephone number.
Joseph Chamberlain Sixth Form College 1 Belgrave Road, Highgate, Birmingham, B12 9FF Telephone Number: 0121 446 2200	
ADULT EDUCATIONS CENTRES - Telephone Number: 0121 464 8727 (BAES Central Team)	
Sparkhill Centre 477 Stratford Road, Sparkhill, B11 4LE Telephone Number: 0121 464 1893	Hall Green School Off Southam Road, Hall Green, B28 0AA Telephone Number: 0121 777 4294 (Monday/Thursday evenings only)

Hall Green Jobs and Skills Plan ~ Draft as at July 2015

JOB CENTRES	
Sparkhill Jobcentre Plus 10 Stoney Lane, Sparkhill, Birmingham, B12 8AF Telephone: 0345 604 3719	Kings Heath Jobcentre Plus 3 Scotts Corner, Kings Heath, Birmingham B14 7EG Telephone: 0345 604 3719
EAT OPPORTUNITIES MAILING DBASE: EMPLOYMENT & TRAINING PROVIDERS	
Midland Mencap 171 Alcester Road, Hall green, Birmingham, B13 8JR Telephone: 0121 442 2944	Intraining Windsor House, 11a High Street, Hall Green, Birmingham, B14 7BB Telephone: 0121 441 5304
Jericho Foundation 196-198 Edward Road, Balsall Heath, Birmingham, B12 9LX Telephone Number: 0121 446 4258	Tyseley & Greet ERC 541A Warwick Road, Springfield, Birmingham, B11 2AP Telephone Number: 0121 764 4202
Pertemps People Development Group 636A Stratford Road, Springfield, Birmingham, B11 4AR Telephone Number: 0121 777 6687	Joseph Chamberlain College 1 Belgrave Road, Highgate, Hall Green, Sparkbrook, Birmingham, B12 9FF Telephone Number: 0121 446 2204
South and City College Birmingham Cole Bank Road, Hall Green, Birmingham B28 8ES Telephone Number: 0800 111 6311	
BUSINESS / REGENERATION CONTACTS	

Hall Green District Policy Statement

Overview and Next Steps

Statement structure

Context			
Leaders' Policy Statement	Future Council	Neighbourhood plans	Cuts

Hall Green District Priorities			
Employment, skills and training	Health	Housing	Clean, Green Safe
Headline issues			
Outline approaches to tackling issues			
Challenges likely to arise			
Associated neighbourhood challenges			

Things that need feedback

Neighbourhood challenges	Are we focusing on the right things?
Neighbourhood priorities	Do we understand what sits beneath District-level data?
Achieving partnership	What partnerships do we already have that we can build on as a District?
Realism	<p>Do we understand what we have the resources to do?</p> <p>Do we understand where Members and officers need to improve?</p>

Next steps

Publicise	District Policy Statement to go on Tumblr, circulated by email to contacts, offer to arrange discussions at community meetings, Ward Committees, etc.
Invite	Keep a list of District experts we can call on for Neighbourhood Challenges, developing the plan and other work.
Achieving partnership	What partnerships do we already have that we can build on as a District?
First Neighbourhood Challenge	Access to and pathways through skills development

BIRMINGHAM CITY COUNCIL

Town and Country Planning Act 1990 (as amended)
Planning and Compulsory Purchase Act 2004 (as amended)
Localism Act 2011
Town and Country Planning, England Neighbourhood Planning (General)
Regulations 2012 (as amended)

DRAFT BALSALL HEATH NEIGHBOURHOOD DEVELOPMENT PLAN

DECISION STATEMENT

1. Introduction

1.1 Following an independent Examination of the draft Balsall Heath Neighbourhood Development Plan (NDP), Birmingham City Council (BCC) is satisfied that, provided the modifications explained below are made, the draft Neighbourhood Development Plan:

- (i) meets the basic conditions (as set out in Schedule 4B to the Town & Country planning Act 1990); and
- (ii) is compatible with the Convention rights (within the meaning of the Human Rights act 1998); and
- (iii) complies with the provision concerning Neighbourhood Development Plans made by or under Sections 38A and 38B of the Planning and Compulsory Purchase Act 2004, and can now proceed to local referendum.

2. Background

- 2.1 In April 2011, Balsall Heath (part of the Sparkbrook Ward in the Hall Green Constituency), was chosen by the Government as one of the 'First Wave' front runner areas in the country to pilot Neighbourhood Planning.
- 2.2 In 2012 Balsall Heath Neighbourhood Planning Forum formally applied to BCC to be recognised as the legitimate body to prepare a NDP for their area. BCC publicised the application for a 6 week period between the 12th September and 24th October 2012.
- 2.3 A number of representations were submitted on the application, which were considered by BCC; the extent of the proposed Neighbourhood Area was amended to take account of the comments received. BCC was satisfied that the Balsall Heath Neighbourhood Planning Forum met the requirements of the Regulations, and as such, the Balsall Heath Neighbourhood Area and Balsall Heath Neighbourhood Planning Forum were formally designated by the City Council on 12th February 2013.

- 2.4 The draft NDP was prepared by the Forum and consulted upon for 8 weeks from the 20th September to 15th November 2013. Comments received were taken into account and the NDP amended accordingly.
- 2.5 The document was submitted to the City Council in September 2014 for Publication, together with a map identifying the area to which the proposed NDP relates, a Consultation Statement, a Conformity Statement (explaining how the proposed NDP met the requirements of paragraph 8 of Schedule 4B to the Town and Country Planning Act 1990) and a Sustainability Appraisal.
- 2.6 Satisfied that the matters and requirements (referred to in paragraph 6(2) and 6 (3) of Schedule 4A) of the Town and Country Planning Act 1990 had been met, in accordance with s16 of the Neighbourhood Planning General Regulations 2012, the Council publicised the draft Plan together with the above mentioned supporting documents, for a six week period from 14th October until 25th November 2014.
- 2.7 Following the Publication period and with the agreement of the Forum, Mr Peter Biggers BSc Hons MRTPI was appointed to undertake an independent Examination of the draft Plan. His report was submitted to the City Council for consideration on March 31st 2015.
- 2.8 The report concluded that subject to making minor modifications recommended by himself, the draft Plan met the basic conditions as set out in the legislation and should proceed to a Neighbourhood Planning referendum.
- 2.9 On 7th August 2015, the Cabinet Member for Development, Transport and the Economy, in agreement with Balsall Heath Neighbourhood Planning Forum, agreed with the modifications proposed by the Examiner (including his reasons) and that these modifications should be made to ensure that the draft Plan meets the Basic Conditions of the legislation as well as the other requirements set out at 1.1 above. The attached schedule sets out these modifications and the action to be taken in respect of each of them. The examiner's report was placed on the City's website (and that of the Forum's) for public viewing on the 21st August 2015.
- 2.10 The Council agreed with the Examiner's recommendation that there is no reason to extend the Neighbourhood Area for the purposes of holding the referendum. Therefore, in order to meet the requirements of the Localism Act 2011, it intends to hold a referendum in respect of the draft Plan (as modified) in the Plan area on Thursday 8th October 2015, which poses the question;

'Do you want Birmingham City Council to use the Balsall Heath Neighbourhood Plan to help it decide planning applications in the neighbourhood area?'

The draft Plan is here;

[Balsall Heath Neighbourhood Development Plan 2015 - 2030](#)

Documents relating to the draft Plan can be found below;

[Balsall Heath NDP Application \(Size: 2.27 Mb Type: PDF \)](#)

[Amended Balsall Heath Neighbourhood Area Boundary \(Size: 725 Kb Type: PDF \)](#)

[Submission Letter \(Size: 88.5 Kb Type: PDF \)](#)

[Draft Balsall Heath Neighbourhood Development Plan 2014 - 2031 Submission Document \(Size: 6.16 Mb Type: PDF \)](#)

[Housing Demand \(Size: 23.3 Kb Type: PDF \)](#)

[Consultation Statement and Appendices \(Size: 10.9 Mb Type: PDF \)](#)

[Basic Conditions Statement \(Size: 46.6 Kb Type: PDF \)](#)

[Sustainability Report Final August 2014 \(Size: 5.22 Mb Type: PDF \)](#)

[Examiners report into the draft Balsall Heath Neighbourhood Development Plan March 2015.pdf](#)

[Draft Balsall Heath Neighbourhood Development Plan - Modifications Schedule.pdf](#)

[Draft dBalsall Heath Neighbourhood Development Plan showing agreed modifications.pdf](#)

Copies of this Decision Statement, the Balsall Heath Neighbourhood Development Plan (and its supporting documents), are available to view on the Council's web site at www.birmingham.gov.uk/balsallheathndp

The information can also be viewed on the website at Balsall Heath Forum at

<https://sites.google.com/site/balsallheathplan/home>

Hard copies of the same can be inspected at the following locations;

- Dept Planning and Regeneration, 1, Lancaster Circus, Queensway, Birmingham, B4 7DJ
- Balsall Heath Library, Moseley Rd, Balsall Heath Bx

BIRMINGHAM CITY COUNCIL

PUBLIC REPORT

Report to:	CABINET
Report of:	Director of Planning and Regeneration
Date of Decision:	27 July 2015
SUBJECT:	Birmingham Development Plan : Inspector's Recommendations and Proposed Modifications
Key Decision: Yes	Relevant Forward Plan Ref: 000249/2015
If not in the Forward Plan: (please "X" box)	Chief Executive approved <input type="checkbox"/> O&S Chairman approved <input type="checkbox"/>
Relevant Cabinet Member(s)	Cllr Ian Ward, Deputy Leader Cllr Tahir Ali, Development ,Transport and the Economy
Relevant O&S Chairman:	Cllr Victoria Quinn, Economy, Skills and Sustainability.
Wards affected:	All

1. Purpose of report:
<p>1.1 The Birmingham Development Plan (BDP) was submitted for examination in July 2014. The examination hearings took place during October and November 2014, and Interim Findings were published by the independent inspector in January 2015. These requested the Council to undertake some additional work in relation to the assessment of housing requirements and the Sustainability Appraisal. This work has been completed and the inspector has now provided the Council with a schedule of the Proposed Modifications to the BDP which he has concluded are necessary to make it sound. This includes some changes to the Policies Map and the Plans within the BDP document.</p> <p>1.2 The next step in the process is for these Proposed Modifications, together with the Revised Sustainability Appraisal, to be published for six weeks formal consultation. This report seeks the agreement of Cabinet to undertake this consultation.</p>

2. Decision(s) recommended:
That Cabinet :
<p>2.1 Authorises the Director of Planning and Regeneration to undertake formal consultation on the Proposed Modifications recommended by the Birmingham Development Plan examination Inspector (Appendix 1 to this report), the Modifications to the Policies Map (Appendix 2), Modifications to the Plans within the BDP document (Appendix 3) and the Revised Sustainability Appraisal (Appendix 4).</p> <p>2,2 Notes that after the consultation period and receipt of the Inspector's final report, the BDP will be reported to Full Council for adoption.</p>

Lead Contact Officer(s):	Martin Eade, Team Manager, Planning Strategy.
Telephone No:	0121 303 3430
E-mail address:	Martin.eade@birmingham.gov.uk

3.	Consultation
3.1	<p><u>Internal</u></p> <p>The Chairman of Planning Committee and the Executive Management Team Economy Sub Group have been consulted.</p>
3.2	<p><u>External</u></p> <p>The BDP has been subject to extensive public consultation over a period of years during the course of its preparation. Many of those making comments were able to present their views directly to the inspector during the examination hearings, and all of the comments made on the Submission version of the plan have been taken into account by the inspector in reaching his conclusions.</p> <p>The modifications which the Inspector has now proposed will be subject to a further round of public consultation before he finalises his conclusions on the plan.</p>
4.	Compliance Issues:
4.1	<p><u>Are the recommended decisions consistent with the Council's policies, plans and strategies?</u></p> <p>The BDP contributes towards the overarching objectives of the Council Business Plan and Budget 2015+ specifically "a Green and Sustainable City" and "Infrastructure, Development and Smart City", by defining in a document a coherent strategy for the growth of the city.</p>
4.2	<p><u>Financial Implications</u></p> <p>The BDP has been prepared using existing Planning and Regeneration staff resources and specialist external consultants to prepare specific evidence. There have also been costs associated with providing specialist legal support from Queens Counsel. This expenditure has been provided for in the Planning and Regeneration revenue budget for 2014/15. The additional costs associated with the next consultation stage are anticipated to be in the region of £5,000 and will be funded from Planning and Regeneration's revenue budget for 2015/16.</p>
4.3	<p><u>Legal Implications</u></p> <p>The preparation of the Birmingham Development Plan 2031 is required under the Planning and Compulsory Purchase Act 2004. More detailed guidance is provided in the Town and Country Planning (Local Planning) (England) (Amendment) Regulations 2012 and National Planning Policy Framework. which requires Local Authorities to plan to meet objectively assessed needs for new housing, employment etc.</p>
4.4	<p><u>Public Sector Equality Duty (see separate guidance note)</u></p> <p>The Submission Plan was accompanied by an Equalities Analysis (ref DE 1207 BP) which indicated that there were no significant adverse implications.</p>
5.	Relevant background/chronology of key events:

- 5.1 The BDP 2031 will set out a spatial vision and a strategy for the sustainable growth of Birmingham for the period to 2031. The BDP will be one of the Council's key strategic policy documents.
- 5.2 The BDP is being prepared in line with a statutory process and was subject to several rounds of public consultation before it was submitted to the Secretary of State for formal examination by an independent inspector in July 2014. The examination hearings took place in October/November 2014.
- 5.3 The Inspector published Interim Findings in January 2015. In these Findings he requested the Council to undertake additional technical work in relation to two issues:
- The assessment of overall housing requirements, to take account of revised population and household projections and more recent government guidance.
 - The Sustainability Appraisal, to ensure that all reasonable alternatives were considered on the same basis within the Appraisal document. (This has become a common area for legal challenge.)
- 5.4 This work has been completed, and the inspector has now produced a schedule of proposed Main Modifications which he has concluded are required to make the Plan sound. The next step is for these Modifications and the Revised Sustainability Appraisal (attached as appendices to this report) to be published for a further period of public consultation. The Inspector will then consider the comments received before finalising his report.
- 5.5 There are a significant number of Proposed Modifications, but the majority of these relate to matters of detailed wording. The most significant points are as follows:
- There is a slight increase in the overall housing requirement (up to 89,000 from 84,000, reflecting more recent projections), but no change to the target of 51,100 to be delivered in Birmingham.
 - The Council's approach to working with neighbouring Councils to provide for the shortfall is supported, and wording is proposed within the Plan to explain this. It is also proposed that the Council should monitor the delivery of this shortfall in neighbouring areas.
 - There are no significant changes to the overall requirements for employment, retail or office development (although there is a change to the retail figure to correct an error in the submitted Plan).
 - There are no changes to the principle of the proposals to remove land from the green belt for residential development at Langley and the former Yardley Sewage Works and for employment development at Peddimore, although there are detailed changes to the policy wording. In the case of Peddimore, this includes a reduction in the developable area of the site from 80 hectares to 71 hectares to reduce its visual impact.
 - There are no proposals for the removal of any additional land from the green belt.
 - All the proposed Growth Areas within the urban area are supported, although with detailed changes to policy wording in a number of cases.
 - The gypsy and traveller policy is revised to include two site allocations for gypsy and traveller use, at Hubert St/Aston Brook St East (an extension to an existing site) and at Rupert St/Proctor St.
 - A new Minerals policy is included, to ensure that in the case of major developments any workable mineral reserves are extracted before development takes place.
 - Modifications are proposed to incorporate the key elements of the Protection of Industrial Land, Shopping and Local Centres and Open Space in New Residential Development SPDs within the Plan.
 - The Sustainable Drainage policy is revised to reflect the new Sustainable Urban Drainage requirements.

- 5.6 At this stage the Inspector has not produced a report explaining his conclusions, but the scope of the Proposed Modifications makes it clear that he is supporting the Council's overall strategy and the levels of growth proposed within the submitted Plan. This is very much to be welcomed.

6. Evaluation of alternative option(s):

- 6.1 The process for preparing a Development Plan is specified in the Town and Country Planning Regulations. At this stage it is not possible for the BDP to proceed unless the Council accepts the inspector's recommendations. There is therefore no effective alternative to the approach recommended in this report.

7. Reasons for Decision(s):

- 7.1 To enable statutory consultation to take place on the Inspector's Proposed Modifications to the BDP and the revised Sustainability Appraisal.

Signatures

Date

Cllr Ian Ward
Deputy Leader

.....

Cllr Tahir Ali
Cabinet Member for
Development, Transport and
The Economy

.....

Waheed Nazir
Director of Planning and
Regeneration.

.....

List of Background Documents used to compile this Report:

Submitted Birmingham Development Plan and associated background papers available at www.birmingham.gov.uk/plan2031.

Cabinet Report 21/10/2013: Birmingham Development Plan 2031 – Pre-submission consultation.

City Council Report 3/12/2013: Birmingham Development Plan – Submission.

List of Appendices accompanying this Report (if any):

1. Inspector's Proposed Main Modifications to the Birmingham Development Plan.
2. Proposed Modifications to the BDP Policies Map.
3. Revised Plans for inclusion within the BDP document.
4. Revised Sustainability Appraisal
5. Equalities Analysis (ref DE 1207 BP)

LINK TO THE APPENDICES FOR THE BIRMINGHAM DEVELOPMENT PLAN ITEM

<http://consult.birmingham.gov.uk/portal/ps/bp/bdpmods/>

Place Directorate

Hall Green District




Performance Report Quarter 1 2015/16

Report produced by: Place Directorate
Directorate Performance and Support Services Team

Date: 18.08.15 Version: 1.6

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Colour coding to Charts

	District Performance 2014/15
	District Performance 2015/16
	City Performance

Sport & Leisure

Hall Green District

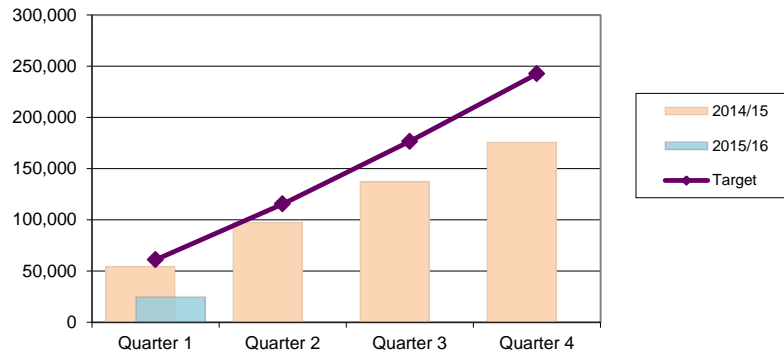
Contact - Dave Wagg

Quarter 1

Total attendance by District

RAG

Red



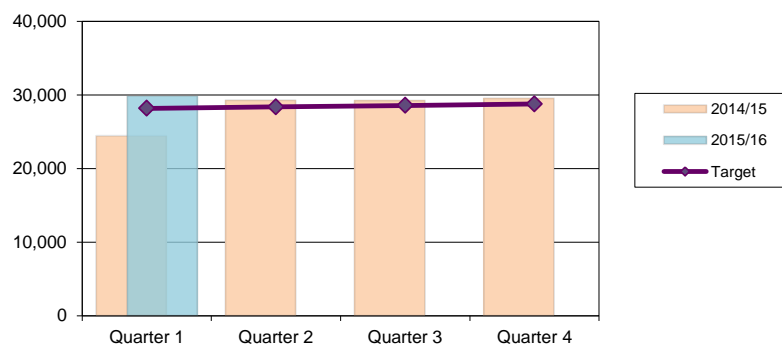
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	54,602	97,554	137,425	175,791
2015/16	25,039			
Target	61,123	115,555	176,535	242,748

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	867,299			
Target	1,421,150	2,783,278	4,279,126	5,525,359

Total number of leisure cards

RAG

Green



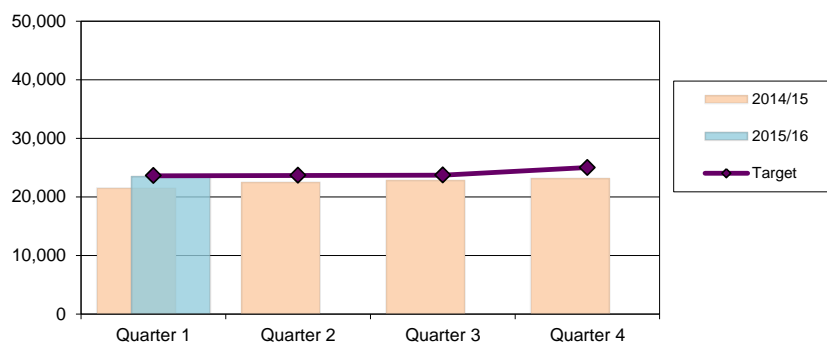
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	24,446	29,284	29,221	29,532
2015/16	29,891			
Target	28,192	28,387	28,582	28,777

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	543,027			
Target	496,051	498,527	501,010	503,501

Total number of BeActive members

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	21,505	22,483	22,813	23,156
2015/16	23,485			
Target	23,615	23,674	23,732	24,994

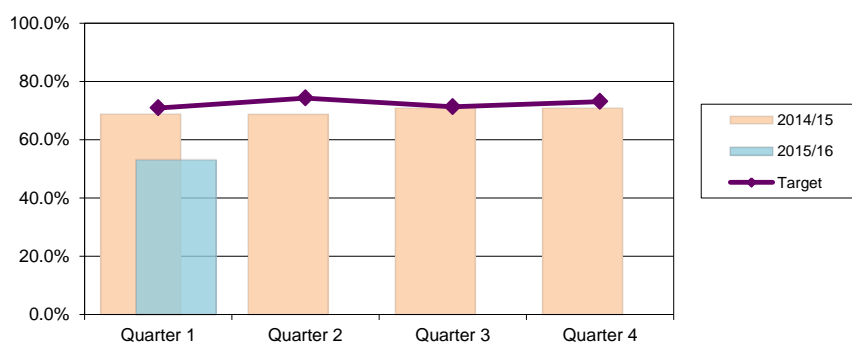
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	442,495			
Target	403,989	405,099	406,105	419,146

Percentage satisfied with Sport & Leisure facilities

Birmingham Residents Tracker

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	68.8%	68.8%	70.9%	70.9%
2015/16	53.1%			
Target	70.9%	74.3%	71.3%	73.1%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	60.4%			
Target	74.1%	77.9%	75.1%	76.4%

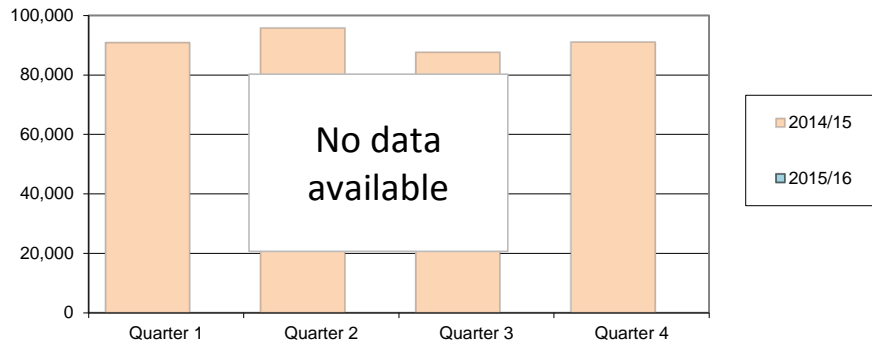
Community Libraries

Hall Green District

Contact - Kevin Duffy

Quarter 1

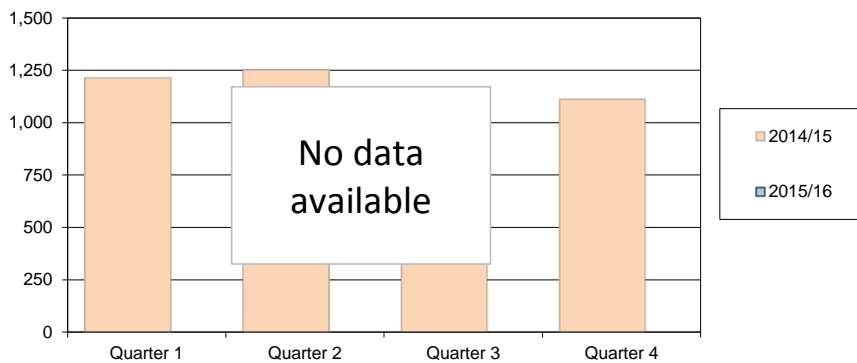
Number of books and audio visual / electronic items issued



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	90,831	95,884	87,617	91,134	365,466
2015/16	No available data				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	0				0

New members

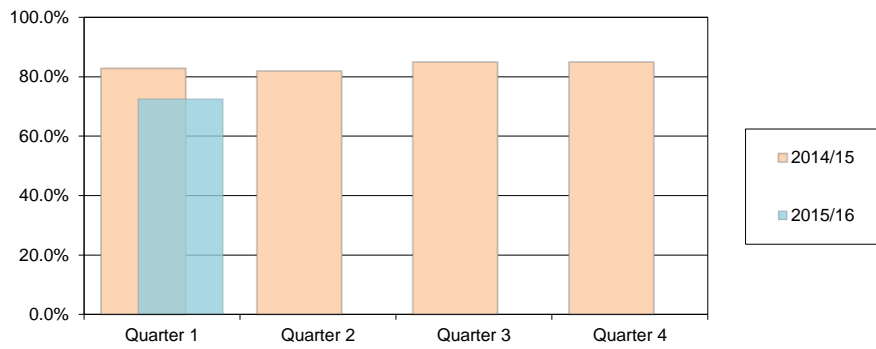


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	1,214	1,252	1,167	1,112	4,745
2015/16	No available data				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	0				0

Percentage satisfied with Libraries

Birmingham Residents Tracker



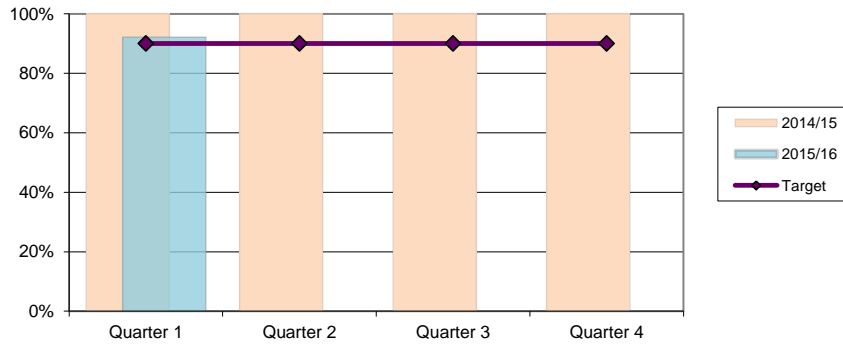
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	82.8%	82.0%	85.0%	85.0%
2015/16	72.5%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	67.3%			

Percentage of appointments offered within 10 days

RAG

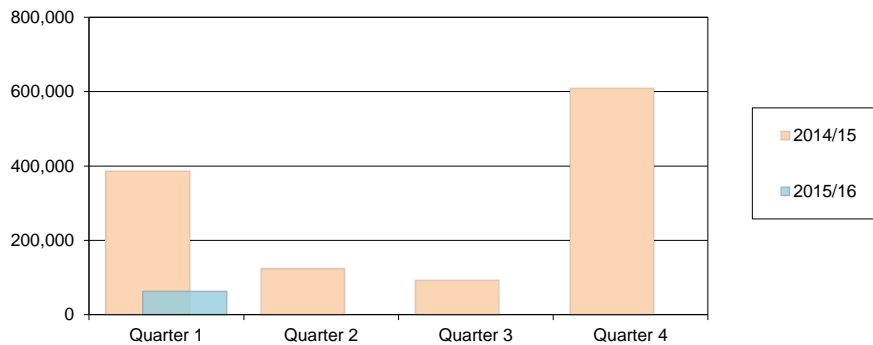
Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100%	100%	100%	100%
2015/16	92%			
Target	90%	90%	90%	90%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	96%			
Target	90%	90%	90%	90%

Benefit Take-Up



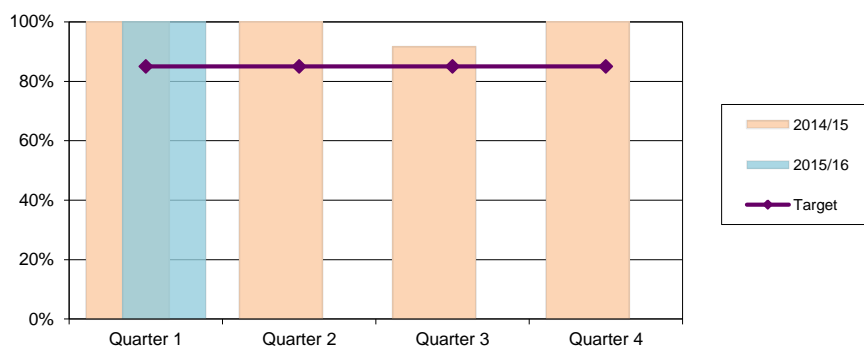
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	385,896	123,461	92,189	609,096
2015/16	63,237			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	1,449,628			

Customer satisfaction with Neighbourhood Offices

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100%	100%	92%	100%
2015/16	100%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	100%			
Target	85%	85%	85%	85%

Youth Service

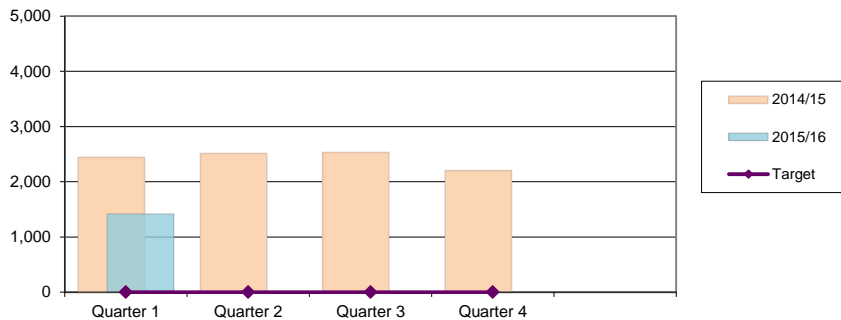
Hall Green District

Contact - Mark Shaw

Quarter 1

Attendance of young people ages 11-25 engaged in youth work delivered by Birmingham Youth Service (BYS) - Year end target only

RAG Year end target only

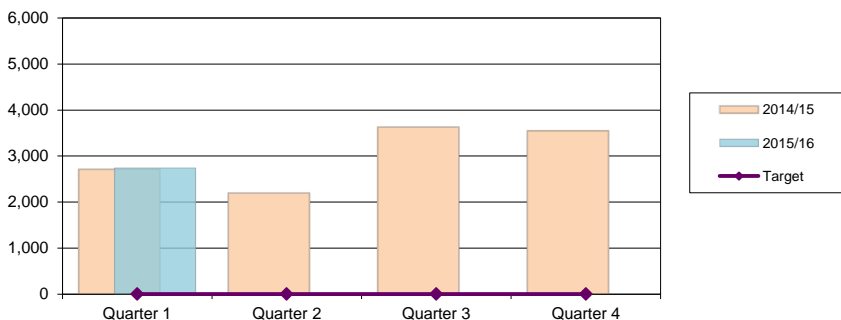


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	2,445	2,514	2,532	2,203	9,694
2015/16	1,416				
Target	0	0	0	0	8,500

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	29,956				29,956
Target	0	0	0	0	126,250

Total attendance of all young people aged 11-25 who access Birmingham Youth Service provision (BYS) - Year end target only

RAG Year end target only

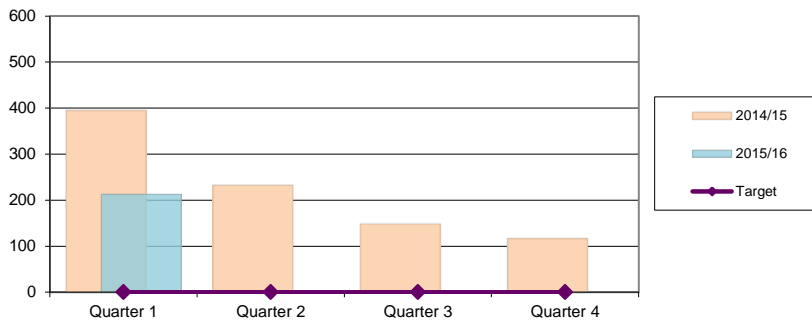


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	2,712	2,197	3,632	3,549	12,090
2015/16	2,739				
Target	0	0	0	0	11,500

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	44,524				44,524
Target	0	0	0	0	168,250

Contacts the number of different young people 11-25 engaged in youth work delivered by Birmingham Youth Service (BYS) - Year end target only

RAG Year end target only

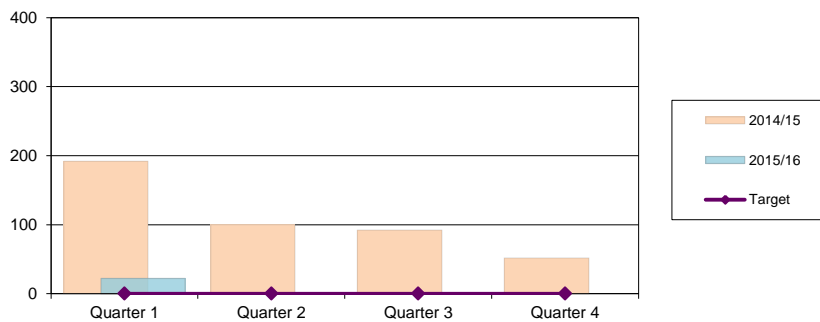


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	395	233	149	117	894
2015/16	213				
Target	0	0	0	0	700

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	3,923				3,923
Target	0	0	0	0	11,075

Recorded outcomes of young people 11-25 delivered by Birmingham Youth Service (BYS) - Year end target only

RAG Year end target only



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	192	100	92	52	436
2015/16	22				
Target	0	0	0	0	420

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	414				414
Target	0	0	0	0	6,645

Community Safety

Hall Green District

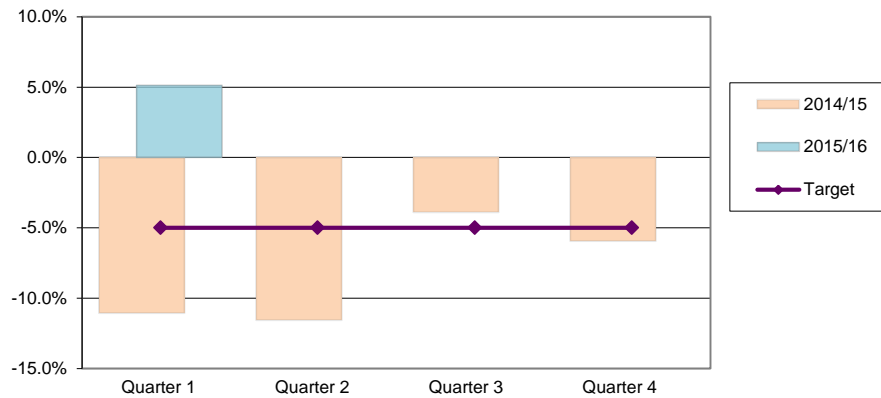
Contact - Rahila Mann

Quarter 1

Total recorded crime - Year to Date Reduction on 2014/15

RAG

Red



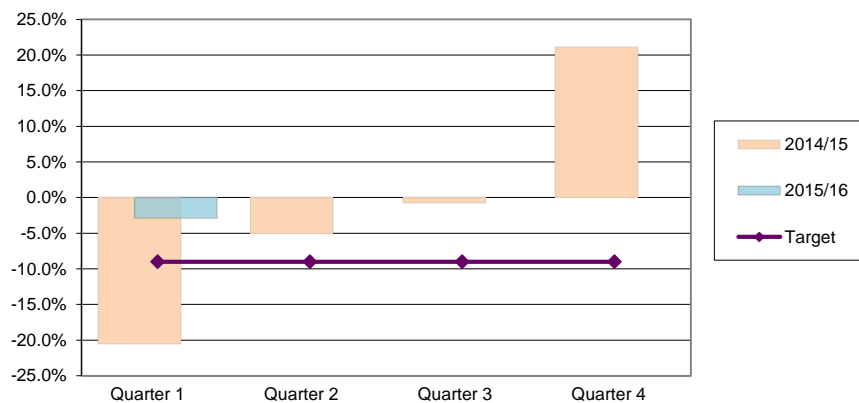
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	-11.1%	-11.6%	-3.9%	-5.9%
2015/16	5.1%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	3.4%			
Target	-5.0%	-5.0%	-5.0%	-5.0%

Reduction in Violence with injury - Year to Date Reduction on 2014/15

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	-20.6%	-5.1%	-0.8%	21.2%
2015/16	-2.9%			

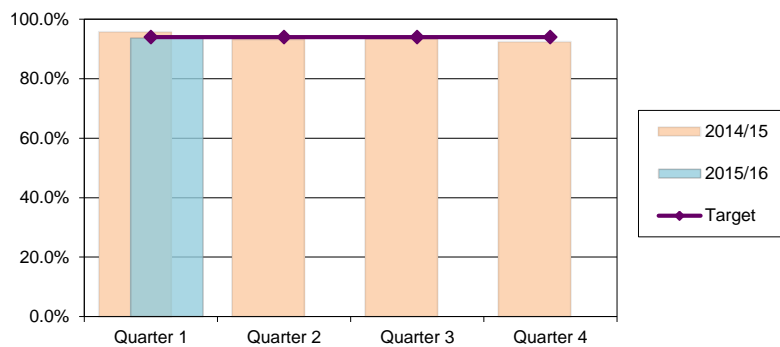
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	14.3%			
Target	-9.0%	-9.0%	-9.0%	-9.0%

Percentage of residents who feel safe in their local area during the day

Birmingham Residents Tracker

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	95.8%	93.2%	93.4%	92.4%
2015/16	93.7%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	94.4%			
Target	94.0%	94.0%	94.0%	94.0%

Regulation and Enforcement

Hall Green District

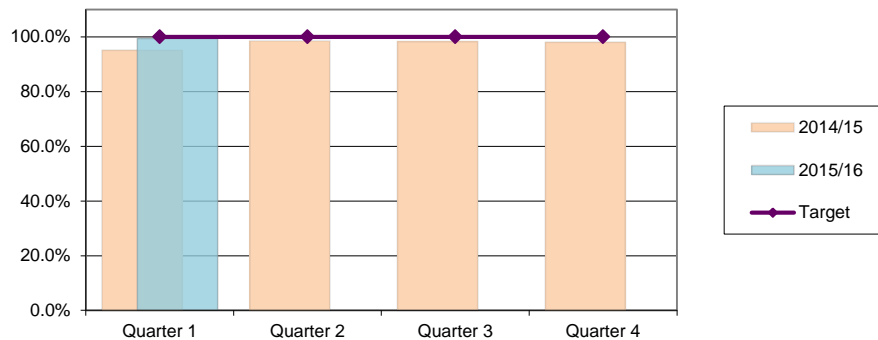
Contact - Jenny Millward

Quarter 1

Percentage of rats in garden requests dealt with within 5 working days

RAG

Amber



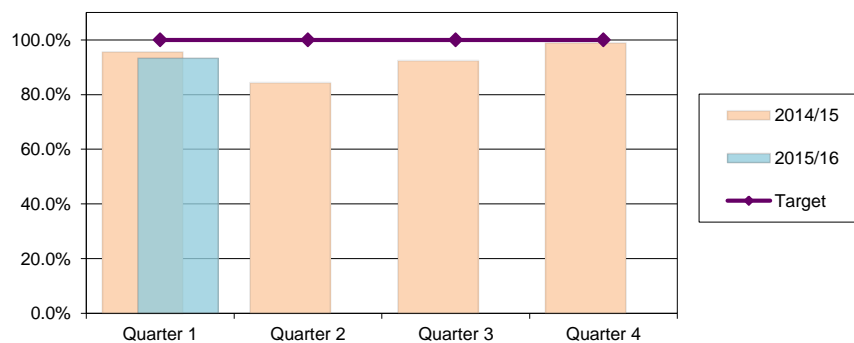
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	95.2%	98.7%	98.3%	98.1%
2015/16	99.4%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	96.9%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of rats in house requests dealt with in 1 working day

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	95.6%	84.3%	92.4%	98.8%
2015/16	93.3%			
Target	100.0%	100.0%	100.0%	100.0%

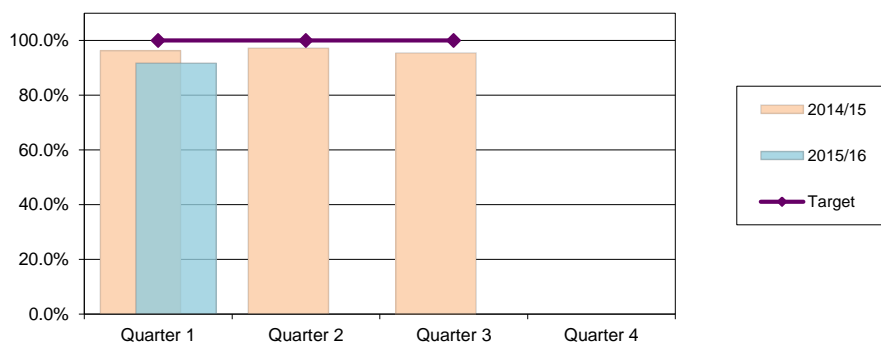
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	92.4%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of wasps requests dealt with by next working day

(Subject to an appointment being made)

RAG

Amber

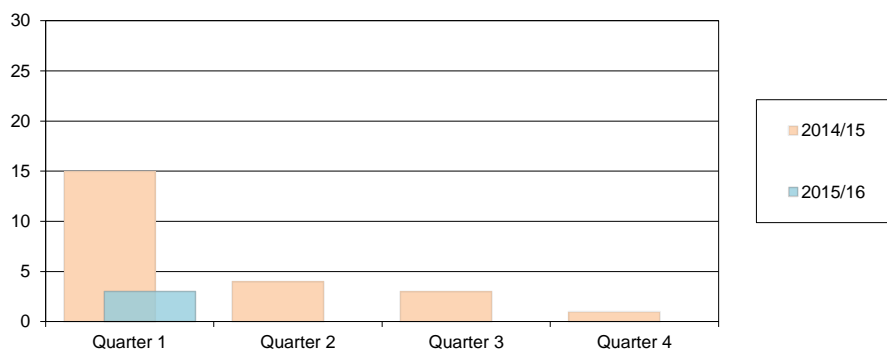


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	96.3%	97.3%	95.5%	No wasp requests
2015/16	91.7%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	99.1%			
Target	100.0%	100.0%	100.0%	100.0%

Number of Section 4 Prevention of Damage by Pests Act Notices served

- No targets for this measure - Reactive Service

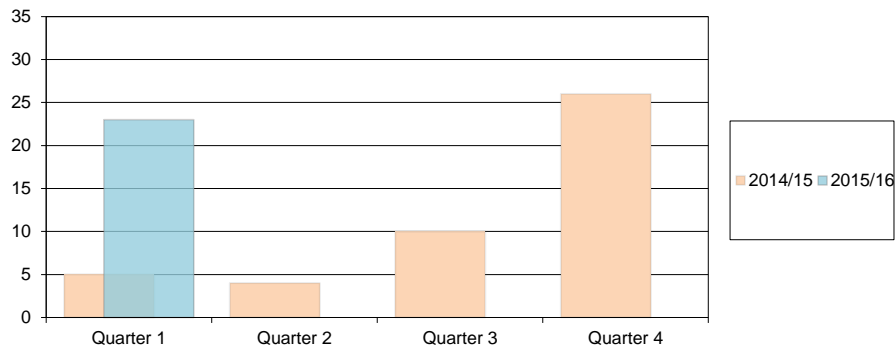


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	15	4	3	1	23
2015/16	3				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2015/16	16				

Number of Fixed Penalty Notices served

No targets for this measure - Reactive Service

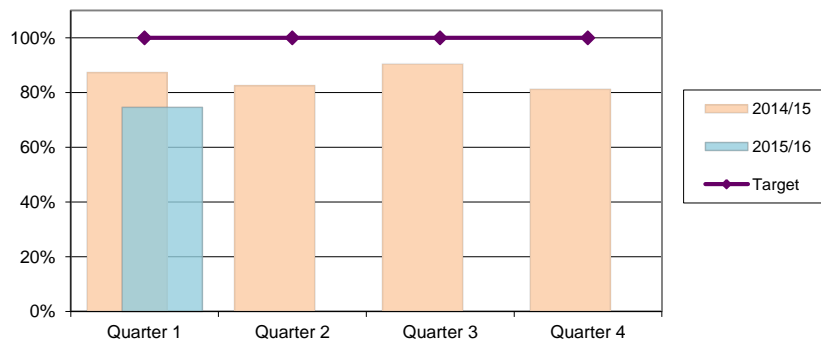


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	5	4	10	26	45
2015/16	23				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2015/16	1,684				

Percentage of rubbish on land requests dealt with within 5 working days

RAG Red

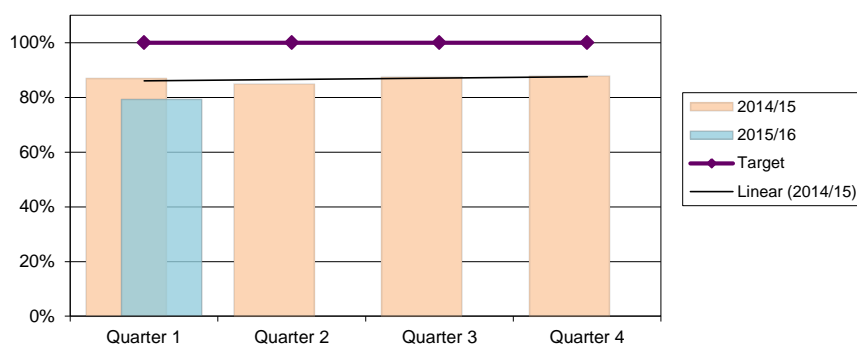


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	87.3%	82.6%	90.6%	81.2%
2015/16	74.7%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	70.5%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of rubbish on road requests dealt with within 5 working days

RAG **Red**

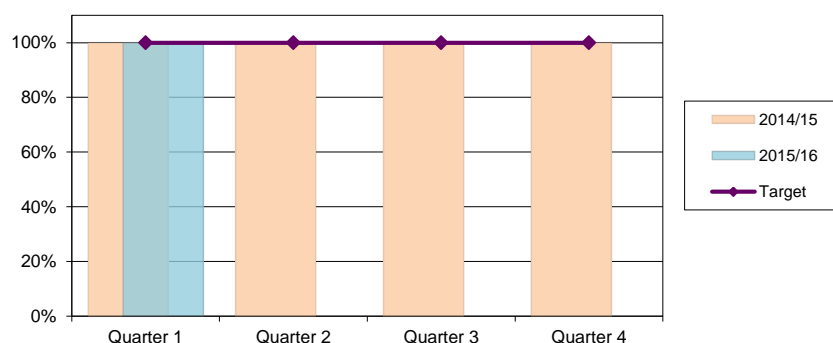


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	86.9%	85.0%	87.5%	87.9%
2015/16	79.3%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	74.1%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of dog fouling complaints dealt with within 5 days

RAG **Green**

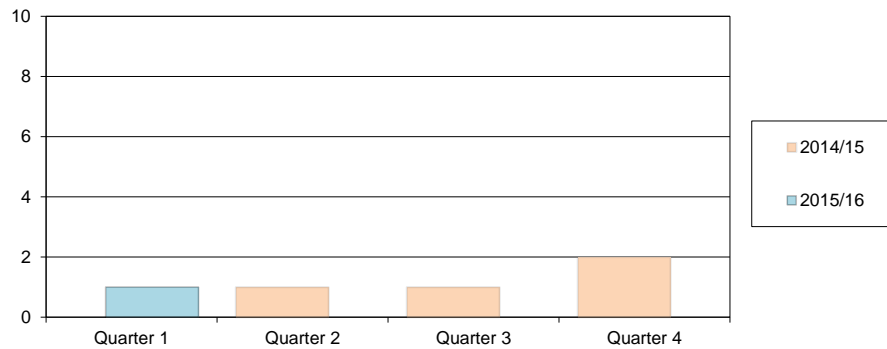


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

Number of proactive dog fouling exercises carried out

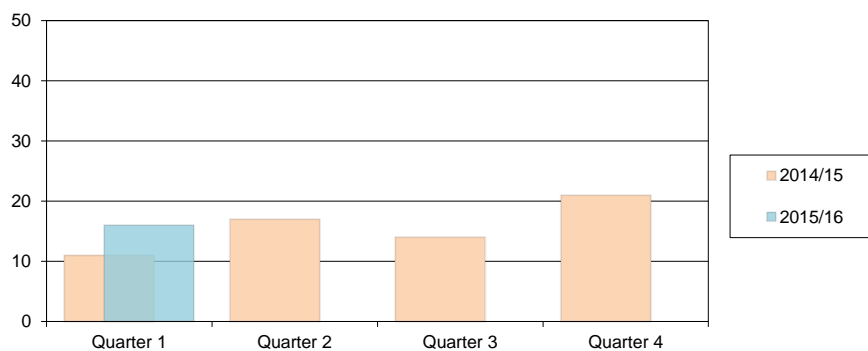
No targets for this measure - Reactive Service



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	0	1	1	2	4
2015/16	1				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2015/16	42				

Seizure of stray dogs - No targets for this measure - Reactive Service

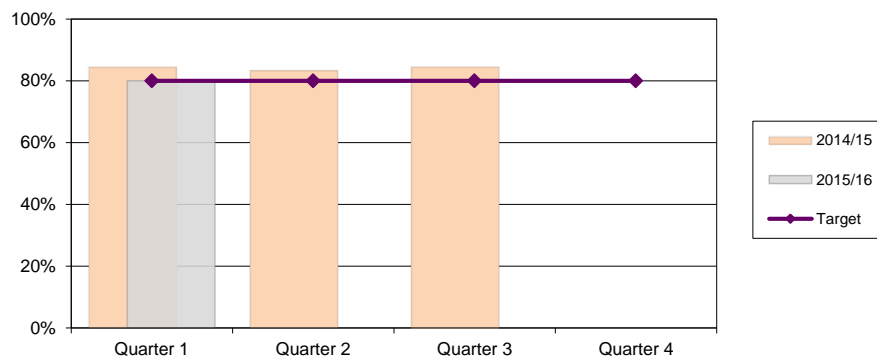


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	11	17	14	21	63
2015/16	16				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2015/16	247				

Percentage of consumers who feel confident buying goods/services in the city - City figure

RAG **Green**



City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	84.4%	83.3%	84.6%	No surveys sent
2015/16	80.0%			
Target	80.0%	80.0%	80.0%	80.0%

Parks and Grounds Maintenance

Contact - Valerie Lecky

Hall Green District

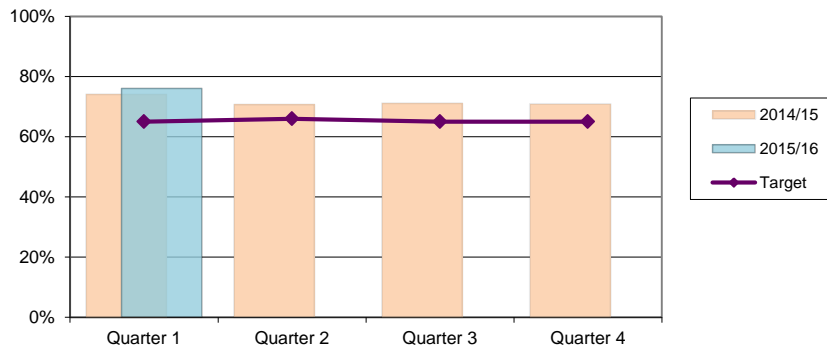
Quarter 1

Percentage who feel safe outside in local parks and play areas

Birmingham Resident's Tracker Survey

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	74.1%	70.7%	71.1%	70.9%
2015/16	76.0%			
Target	65.0%	66.0%	65.0%	65.0%

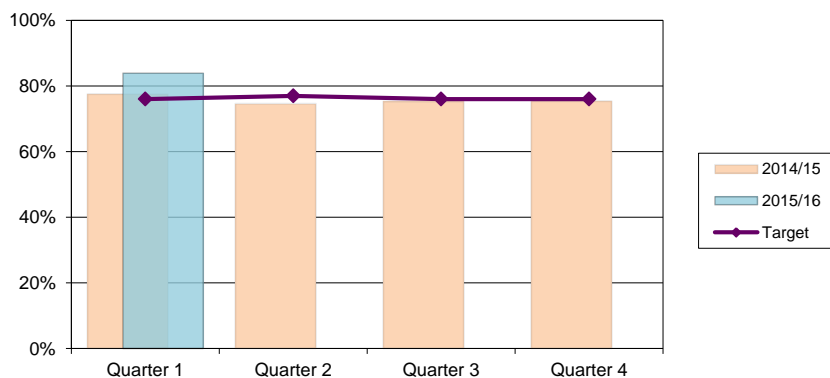
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015-16 Citywide	72.4%			
Target	65.0%	66.0%	65.0%	65.0%

Percentage satisfied with parks, open spaces

(Where used in the last 12 months) Birmingham Resident's Tracker Survey

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	77.5%	74.6%	75.3%	75.3%
2015/16	83.9%			
Target	76.0%	77.0%	76.0%	76.0%

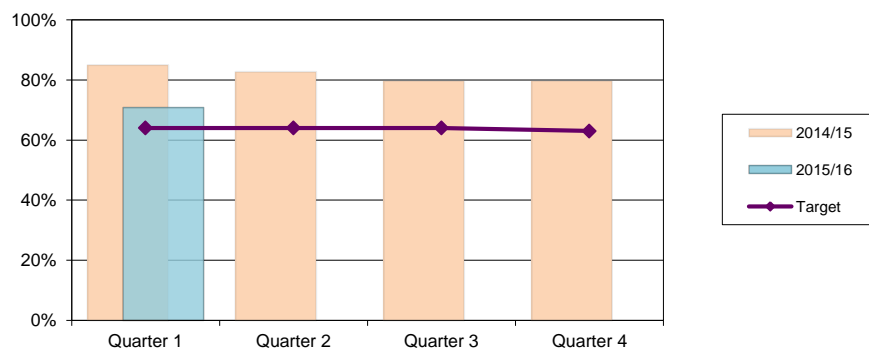
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	80.4%			
Target	76.0%	77.0%	76.0%	76.0%

Percentage satisfied with children's playgrounds and multi-use games areas

(Where used in the last 12 months) Birmingham Resident's Tracker Survey

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	84.9%	82.6%	79.7%	79.7%
2015/16	70.8%			
Target	64.0%	64.0%	64.0%	63.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	61.1%			
Target	64.0%	64.0%	64.0%	63.0%

Highways

Hall Green District

Contact - Alison Malik

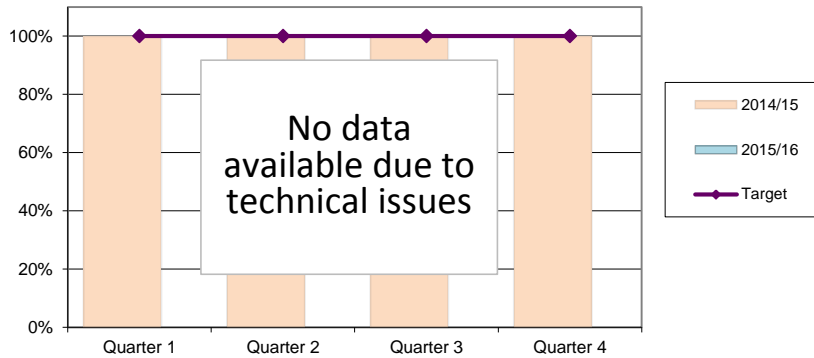
Quarter 1

Dangerous defects made safe within 1 hour

No data available due to technical issues – information will be available for the following report

RAG

No data available



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

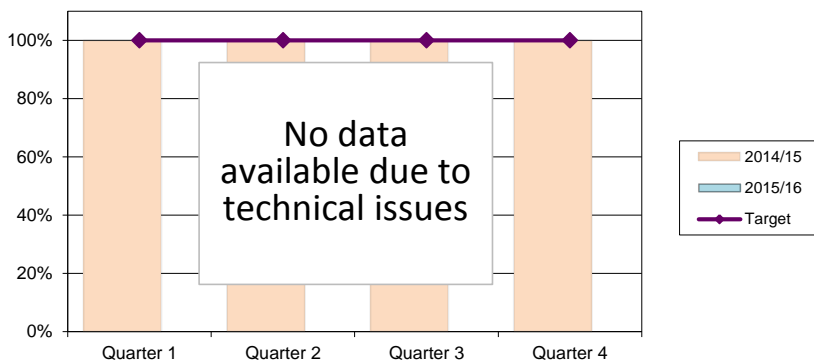
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Dangerous defects fully repaired within 28 days

No data available due to technical issues – information will be available for the following report

RAG

No data available



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

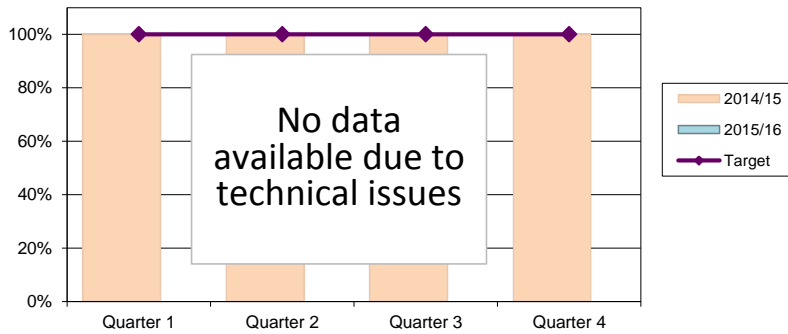
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Belisha Beacons repaired within 2 hours

No data available due to technical issues – information will be available for the following report

RAG

No data available



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

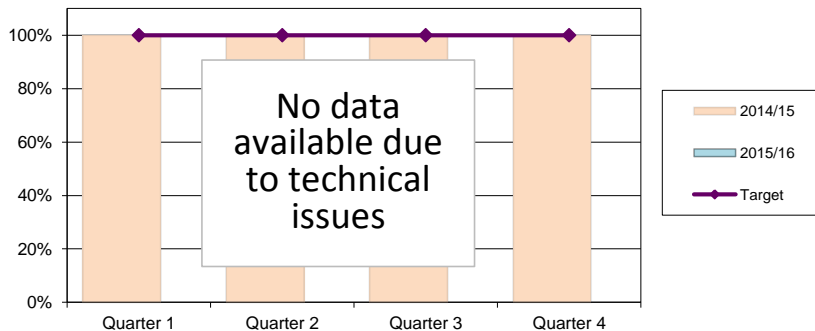
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Traffic Signals repaired within 24 hours

No data available due to technical issues – information will be available for the following report

RAG

No data available



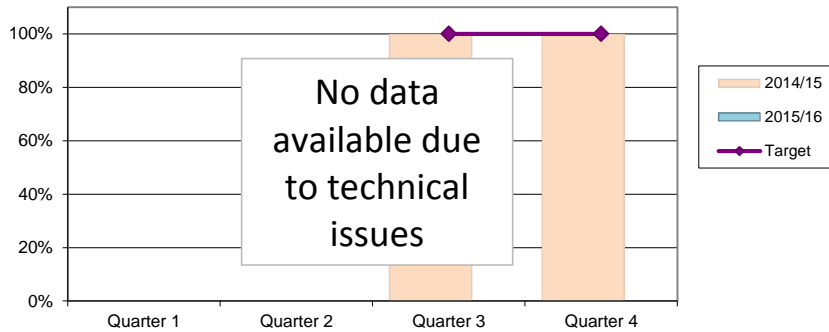
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Priority gritting routes treated within 4 hours

No data available due to technical issues – information will be available for the following report

RAG	No data available
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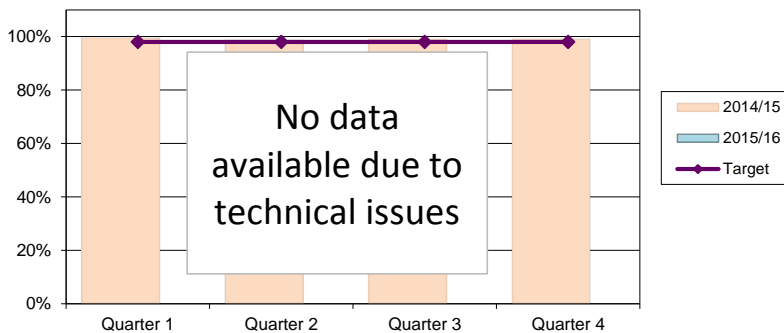
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	Seasonal Activity Only		100.0%	100.0%
2015/16				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	Seasonal Activity Only			
Target			100.0%	100.0%

Percentage of street lighting in-light at the end of the month

No data available due to technical issues – information will be available for the following report

RAG	No data available
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District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	99.6%	98.8%	98.9%	99.1%
2015/16	No available data			

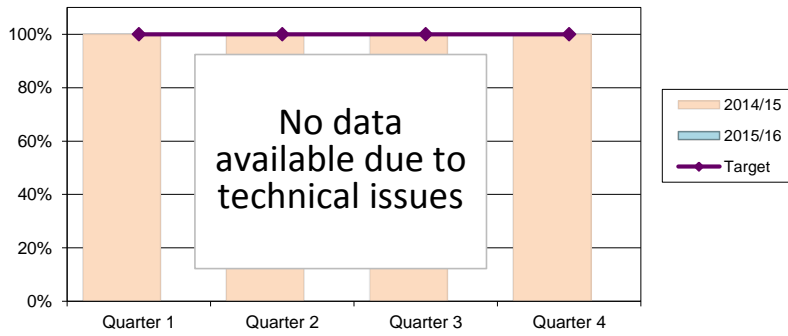
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	98.0%	98.0%	98.0%	98.0%

Urgent aspect lamp failures replaced within 2 hours

No data available due to technical issues – information will be available for the following report

RAG

No data
available



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Refuse Collection & Street Cleansing

Hall Green District

Contact - Kevin Mitchell

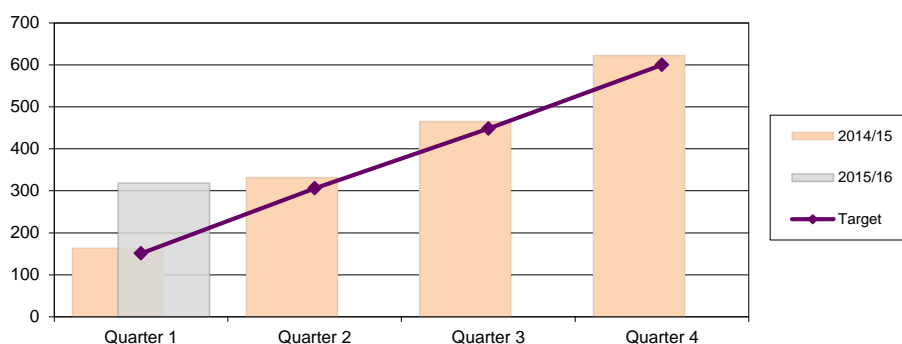
Quarter 1

Residual household waste per household - City figure

Council Business Plan Measure (CBP Measure)

RAG

Red



Smaller is better

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	164	332	466	622
2015/16	319			
Target	151	306	448	600

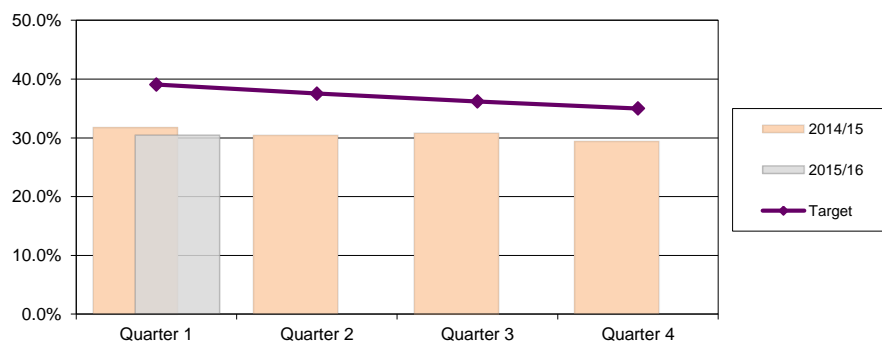
Percentage of household waste reused, recycled and composted

City figure

(CBP Measure)

RAG

Red



Bigger is better

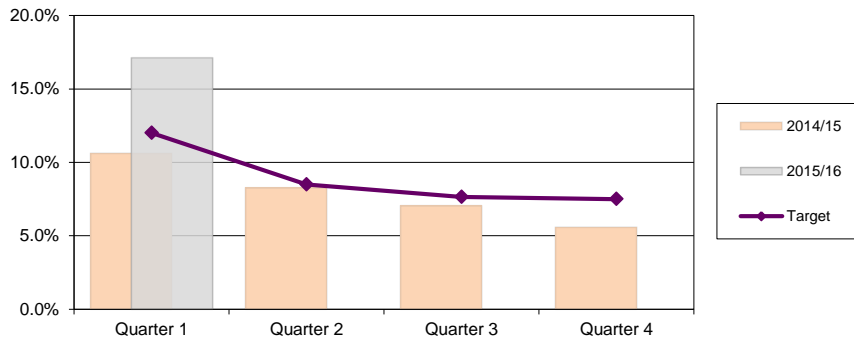
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	31.74%	30.44%	30.81%	29.40%
2015/16	30.49%			
Target	39.06%	37.54%	36.18%	35.00%

Percentage of municipal waste to landfill - City figure

(CBP Measure)

RAG

Red



Smaller is better

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	10.62%	8.26%	7.05%	5.59%
2015/16	17.12%			
Target	12.00%	8.50%	7.65%	7.50%

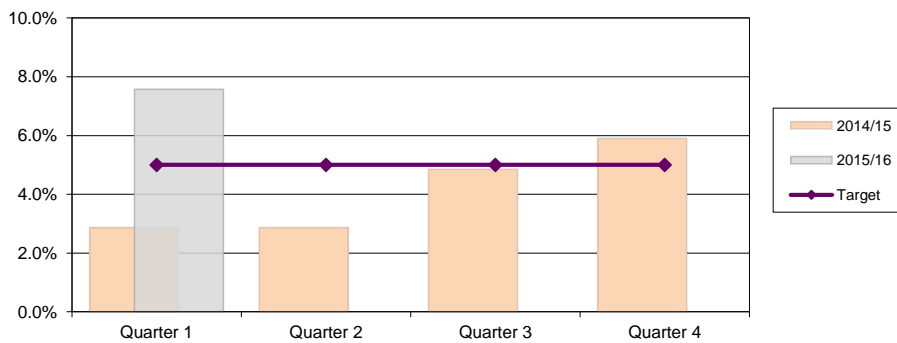
Improved street and environmental cleanliness (Level of Litter)

City figure

(CBP Measure)

RAG

Red



Smaller is better

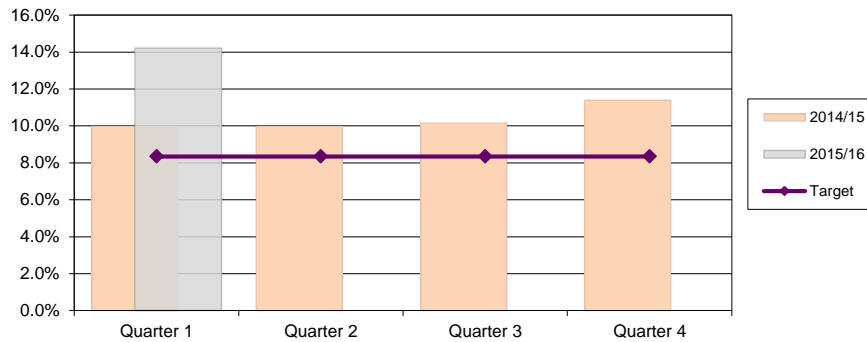
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	2.86%	2.86%	4.86%	5.90%
2015/16	7.57%			
Target	5.00%	5.00%	5.00%	5.00%

Improved street and environmental cleanliness (Level of Detritus)

City figure

RAG

Red



Smaller is better

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	10.00%	10.00%	10.18%	11.40%
2015/16	14.22%			
Target	8.35%	8.35%	8.35%	8.35%

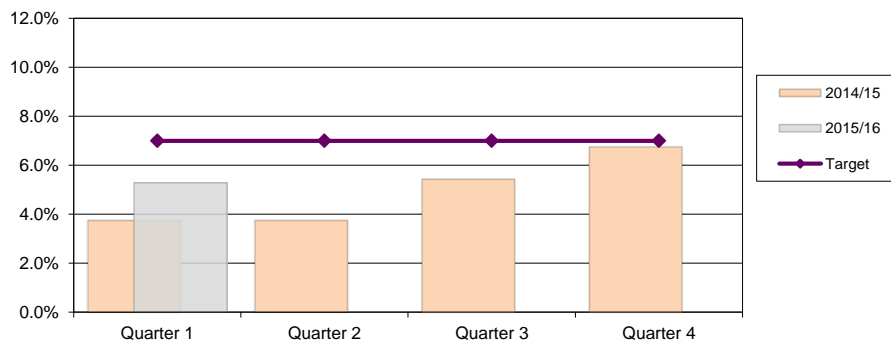
Improved street and environmental cleanliness (Level of Graffiti)

City figure

(CBP Measure)

RAG

Green



Smaller is better

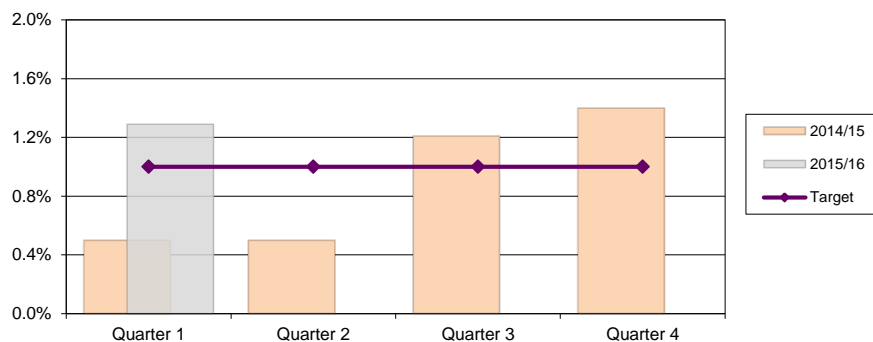
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	3.75%	3.75%	5.43%	6.76%
2015/16	5.29%			
Target	7.00%	7.00%	7.00%	7.00%

Improved street and environmental cleanliness (Level of Fly-Posting)

City figure

RAG

Red



Smaller is better

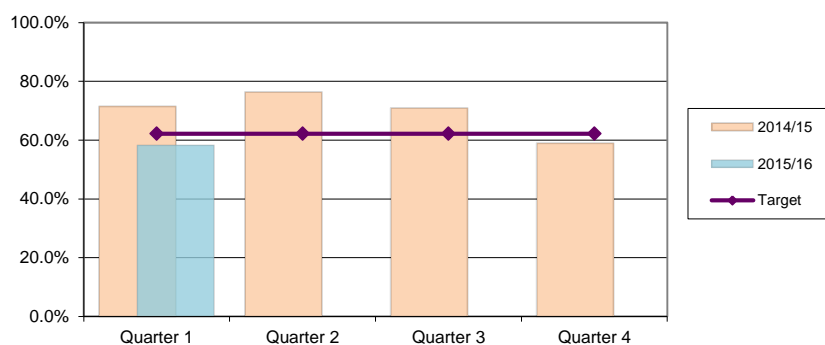
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	0.5%	0.5%	1.2%	1.4%
2015/16	1.29%			
Target	1.0%	1.0%	1.0%	1.0%

Percentage satisfied BCC has kept open public land clear of litter & refuse

Birmingham Residents Tracker Survey

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	71.5%	76.4%	70.9%	59.0%
2015/16	58.3%			
Target	62.2%	62.2%	62.2%	62.2%

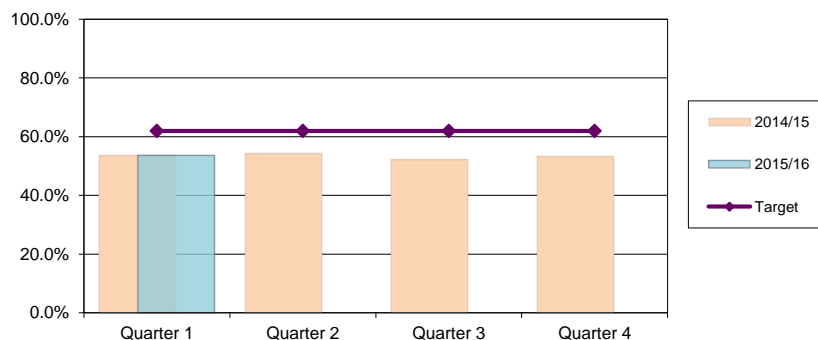
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	51.2%			
Target	68.6%	68.6%	68.6%	68.6%

Percentage satisfied with street cleanliness

Birmingham Residents Tracker Survey

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	53.5%	54.3%	52.2%	53.3%
2015/16	53.7%			
Target	62.0%	62.0%	62.0%	62.0%

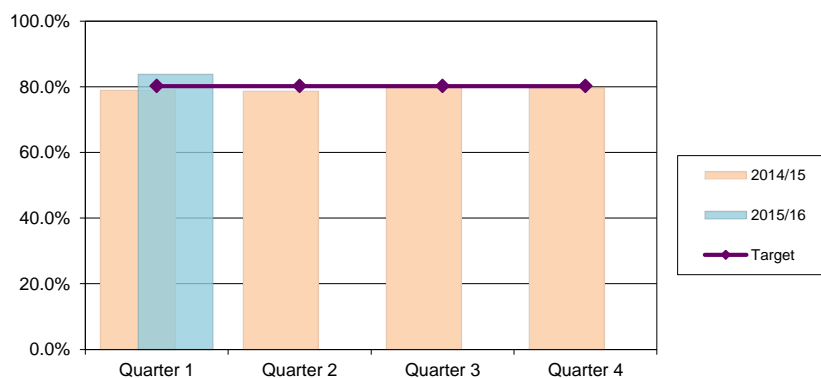
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	56.5%			
Target	66.6%	66.6%	66.6%	66.6%

Percentage satisfied with the weekly collection of general household waste

(Subject to an appointment being made) Birmingham Residents Tracker Survey

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	79.0%	78.8%	80.5%	79.7%
2015/16	83.8%			
Target	80.2%	80.2%	80.2%	80.2%

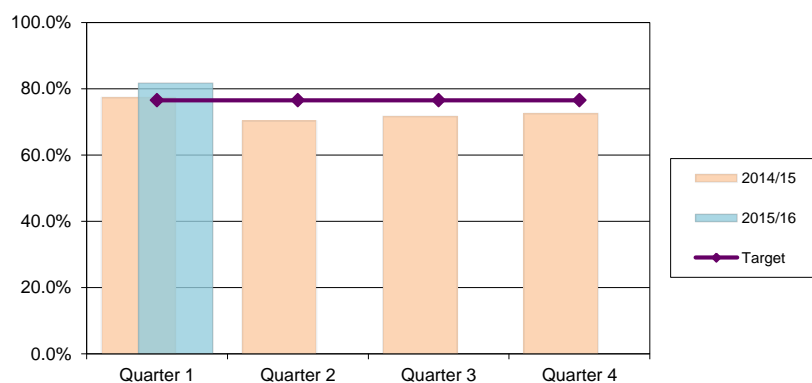
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	87.1%			
Target	80.9%	80.9%	80.9%	80.9%

Percentage satisfied with the fortnightly collection of recyclable material

Birmingham Residents Tracker Survey

RAG

Green



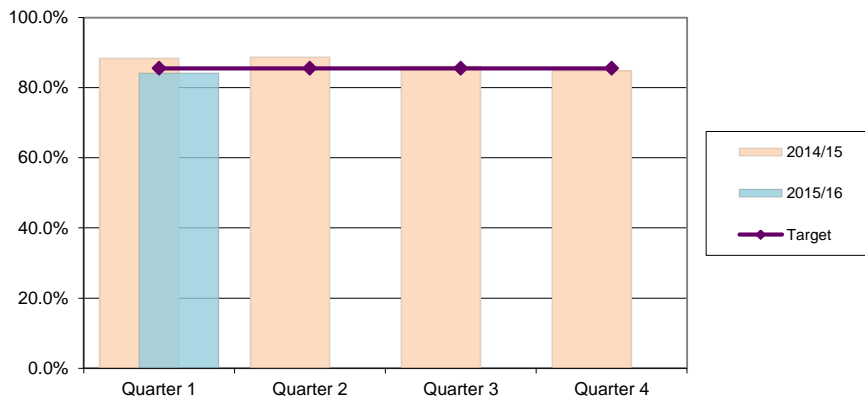
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	77.3%	70.3%	71.6%	72.5%
2015/16	81.7%			
Target	76.6%	76.6%	76.6%	76.6%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	85.3%			
Target	76.5%	76.5%	76.5%	76.5%

Percentage satisfied with the local area

RAG

Amber



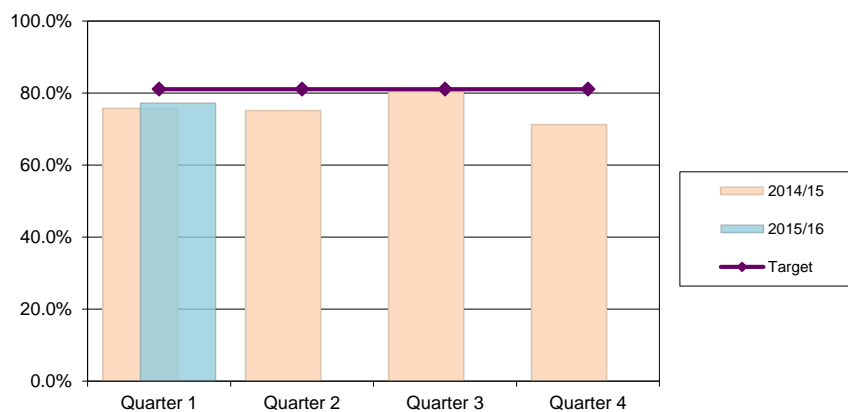
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	88.4%	88.7%	86.1%	84.8%
2015/16	84.2%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	86.8%			
Target	85.5%	85.5%	85.5%	85.5%

Percentage that think it is easy for their household to make ends meet

RAG

Amber



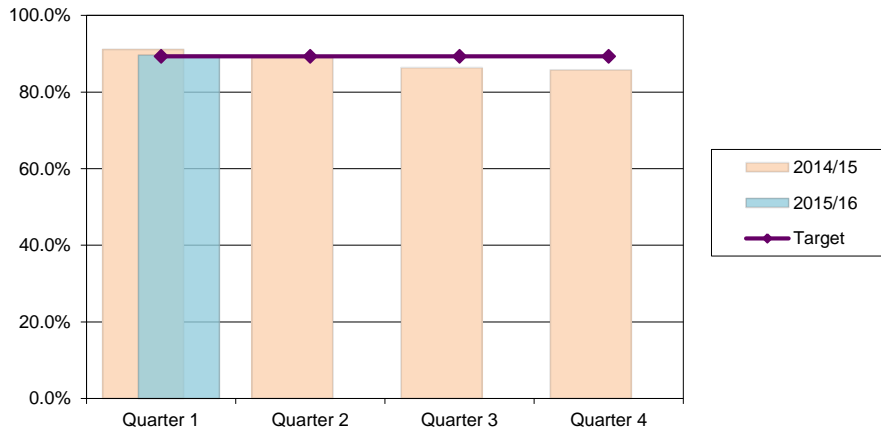
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	75.8%	75.2%	80.4%	71.2%
2015/16	77.3%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	75.1%			
Target	81.1%	81.1%	81.1%	81.1%

Percentage that agree the local area is a place where people from different backgrounds get on well together

RAG

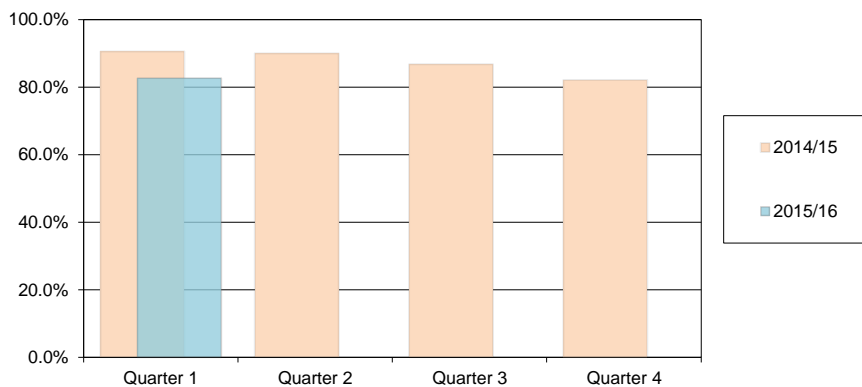
Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	91.1%	89.0%	86.4%	85.8%
2015/16	89.6%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	87.2%			
Target	89.3%	89.3%	89.3%	89.3%

Percentage that strongly feel they belong to their local area



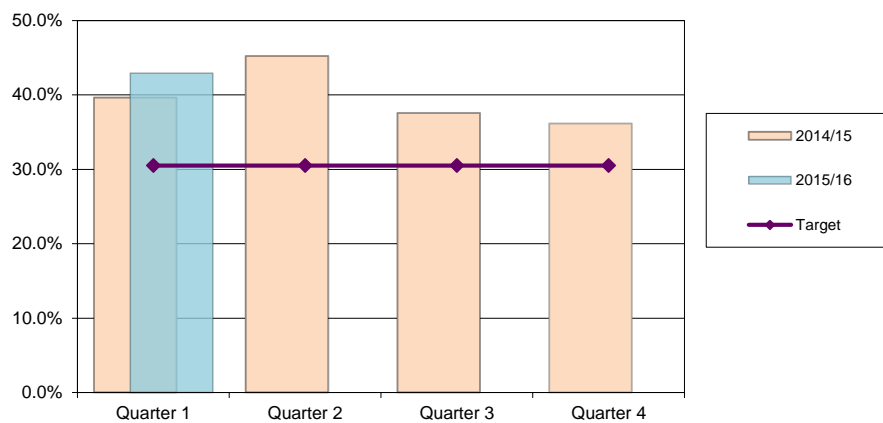
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	90.6%	90.0%	86.7%	82.1%
2015/16	82.6%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	83.6%			

Percentage that trust young people in the local area

RAG

Green



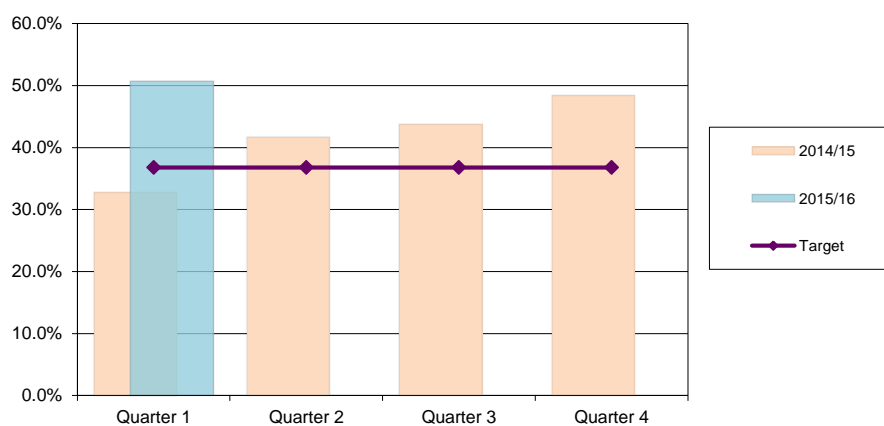
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	39.7%	45.3%	37.6%	36.2%
2015/16	42.9%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	42.7%			
Target	30.5%	30.5%	30.5%	30.5%

Percentage that agree they can influence decisions that affect the local area

RAG

Green



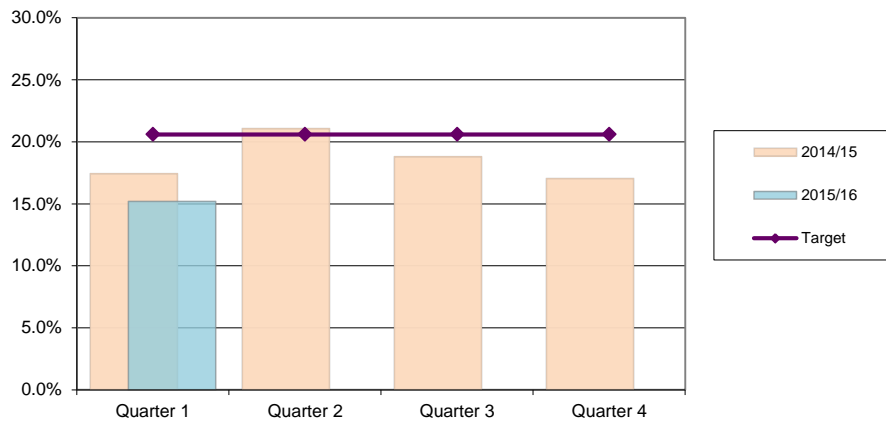
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	32.8%	41.7%	43.8%	48.4%
2015/16	50.8%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	37.0%			
Target	36.8%	36.8%	36.8%	36.8%

Percentage that agree they are involved in local decision making

RAG

Red



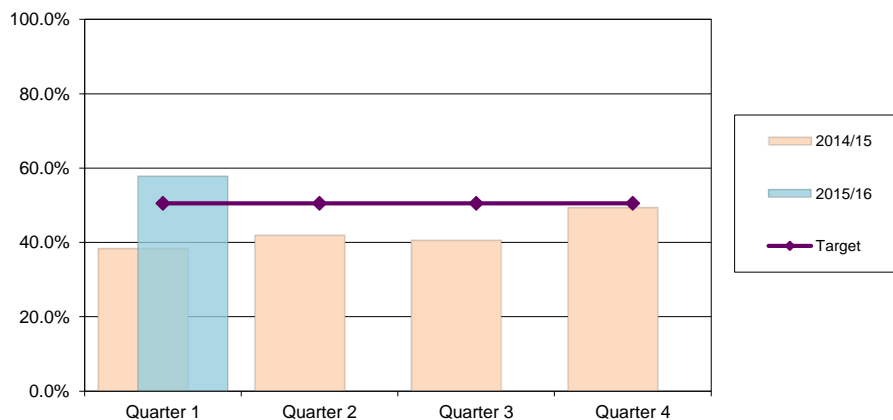
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	17.4%	21.1%	18.8%	17.0%
2015/16	15.2%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	8.4%			
Target	20.6%	20.6%	20.6%	20.6%

Percentage satisfied with the range of different ways that you can get involved with influencing local decisions

RAG

Green



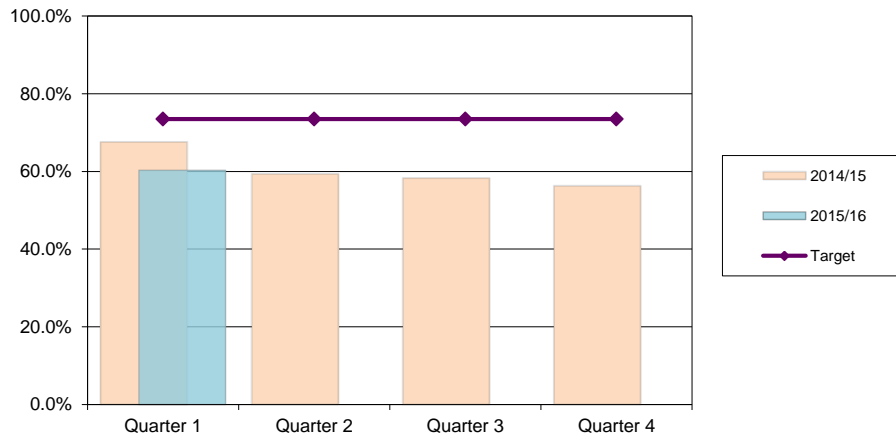
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	38.3%	41.9%	40.6%	49.4%
2015/16	57.8%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	62.0%			
Target	50.5%	50.5%	50.5%	50.5%

Percentage satisfied with the way in which the police and other local public services deal with crime

RAG

Red



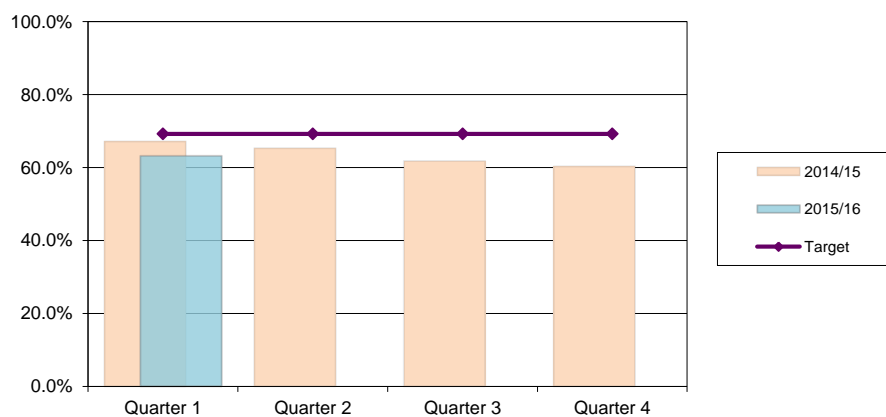
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	67.6%	59.3%	58.3%	56.3%
2015/16	60.3%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	61.6%			
Target	73.5%	73.5%	73.5%	73.5%

Percentage that think BCC is making the area a better place to live

RAG

Red



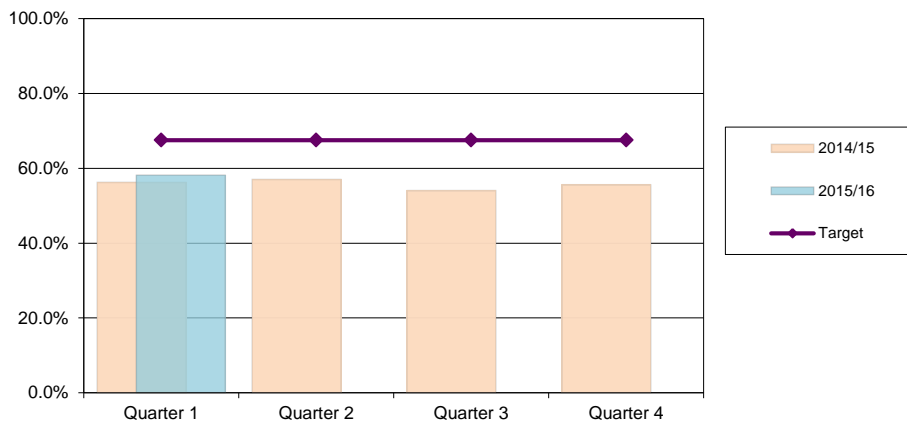
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	67.1%	65.3%	61.8%	60.2%
2015/16	63.2%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	62.7%			
Target	69.2%	69.2%	69.2%	69.2%

Percentage that think BCC is making the area cleaner and greener

RAG

Red



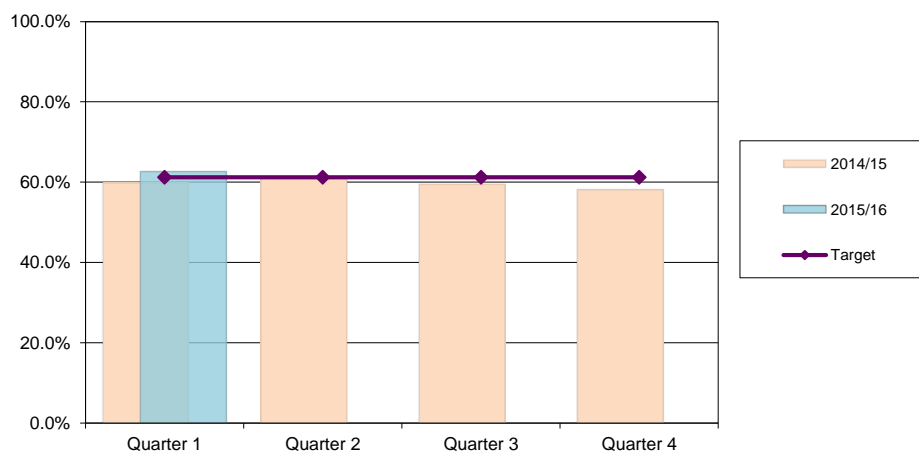
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	56.2%	57.0%	54.0%	55.6%
2015/16	58.2%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	57.0%			
Target	67.5%	67.5%	67.5%	67.5%

Percentage that think BCC acts on the concerns of local residents

RAG

Green



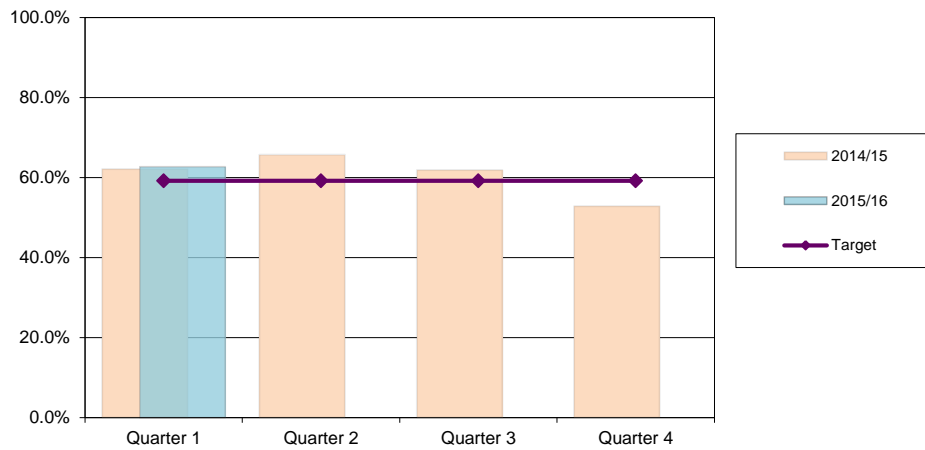
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	59.8%	60.9%	59.5%	58.2%
2015/16	62.6%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	61.1%			
Target	61.2%	61.2%	61.2%	61.2%

Percentage that think BCC provides opportunities for people to play an active part in the community

RAG

Green



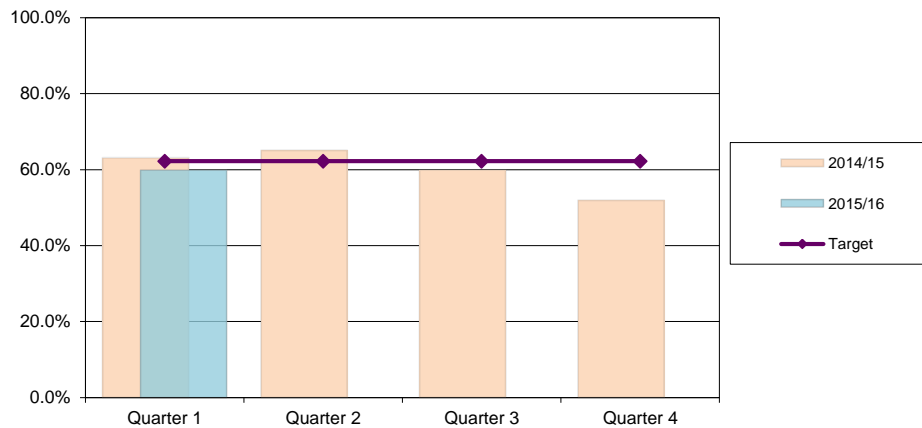
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	62.1%	65.7%	61.9%	52.8%
2015/16	62.7%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	57.0%			
Target	59.2%	59.2%	59.2%	59.2%

Percentage that think BCC is accessible and responds to individuals need

RAG

Amber



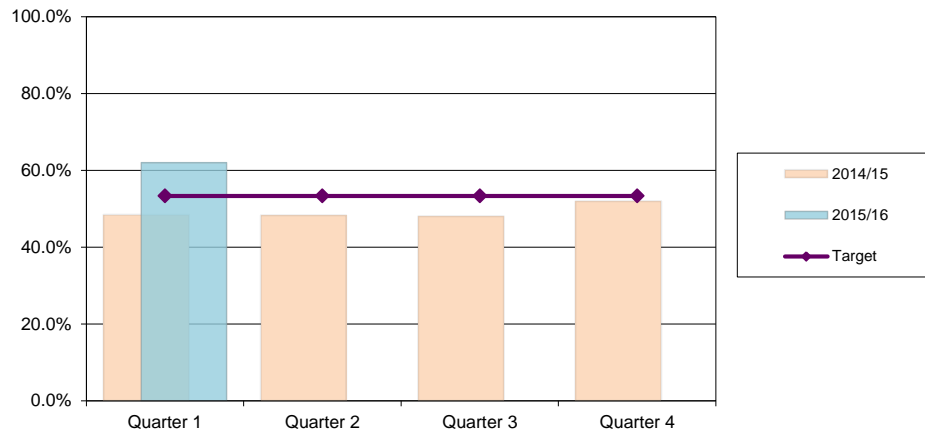
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	63.1%	65.0%	59.9%	51.9%
2015/16	59.9%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	55.2%			
Target	62.2%	62.2%	62.2%	62.2%

Percentage that feel well informed about the council and its activities

RAG

Green



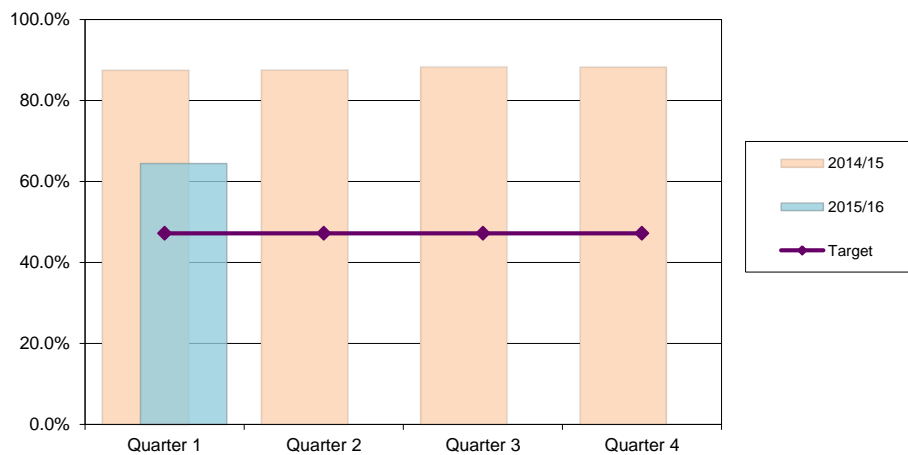
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	48.4%	48.3%	48.0%	51.9%
2015/16	62.0%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	62.1%			
Target	53.3%	53.3%	53.3%	53.3%

Percentage satisfied with museums and galleries

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	87.5%	87.5%	88.3%	88.3%
2015/16	64.4%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	70.1%			
Target	47.2%	47.2%	47.2%	47.2%

Housing Transformation Board Performance Report

Quarter 1 2015-16

Report produced by Place Directorate Performance and Support Services Team

Version 1.0 13/08/2015
Page 97 of 162

Contents	RAG status	Bham Promise /CBP measure	Page
<u>Exception Report</u>			6
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>			
Number of Right To Buy applications received	No Target		8
Number of properties sold under Right To Buy	No Target		9
Right to Buy compliance to statutory timescales	Red		10
<u>Rent Service (Tracy Holsey)</u>			
Percentage of rent collected	Green		11
Current amount of rent arrears	Green		12
<u>Supporting People/Homeless Service/Allocations (Jim Crawshaw)</u>			
Number of households in Temporary Accommodation	No Target		13
Number of households in B&B	Year end target		14
Number of homeless preventions	Year end target		15
Number of health and housing assessments currently outstanding	No Target		16
Number of households on housing waiting list	No Target		17
Average number of weeks families in B&B	No Target		18
<u>Landlord Services</u>			
Antisocial Behaviour (Tracey Radford)			
Number of new ASB cases received - A, B and C categories	No Target		19
Number of new hate crime cases	No Target		21
Percentage of A cases responded to on time	Amber		22
Percentage of B cases responded to on time	Green		
Percentage of C cases responded to on time	Green		
Total ASB cases closed	No Target		23
Percentage of ASB cases closed successfully	Green		24
Number of current ASB cases	No Target		25
Number of Live Think Family cases	No Target		26

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	27
Percentage of low-rise blocks rated satisfactory or better	Green	28
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	29
Percentage of introductory tenancies over 12 months old, not made secure	Green	30
Condition of estates - average of bi-annual estate assessment scores	No Target	31
Condition of estates - number of excellent, good and poor ratings to date	No Target	32

Voids and Lettings (Gary Nicholls)

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

Services for Older People (Carol Dawson)

Number of new void sheltered properties	No Target	41
Number of current void properties - sheltered only	No Target	42
Percentage of support plans completed in 4 weeks	Green	43
Percentage of Careline calls answered within 60 seconds	Green	44

Housing Customer Service Hubs (Arthur Tsang)

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)

Repairs:

Percentage of Right To Repair jobs completed on time	Green	48
Percentage of appointments kept	Amber	49
We will respond to emergency repairs in two hours	Red	Bham Promise 50
We will resolve routine repairs within 30 days	Red	Bham Promise 51

Gas:

Percentage of gas servicing completed against period profile	Amber	52
Percentage of gas repairs completed within 7 days	Amber	53

Customer Satisfaction:

Customer satisfaction with repairs	Amber	54
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Independent Living:

Number of households assisted by independent living	Green	55
Number of Wise Move completions	No Target	56

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation (HMO) Licencing:

Houses in Multiple Occupation licences issued	No Target	57
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target	58

Private Tenancy Unit:

Private Tenancy Unit - Requests for assistance	No Target	59
Private Tenancy Unit - Cases assisted through advice	No Target	60
Private Tenancy Unit - Cases assisted through intervention	No Target	61

Empty Properties:

Empty properties brought back into use	Green	CBP	62
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Housing Development (Clive Skidmore)

Number of affordable homes provided	Green	63
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Housing Transformation Board

Exception Report Quarter 1 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: 10
Target: 92%
Performance: 60%
Commentary provided by: Louise Fletcher

Right To Buy 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. Discount levels and legislation have changed, Home Sales are waiting for Northgate to be updated, which has resulted in the time taken to produce an offer and supporting documentation, increasing by 100%, due to manual processes being in place. 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.

Voids and Lettings (Gary Nicholls)

Measure: Average days to let a void property (from Fit For Let Date to Tenancy Start Date) Page: 37
Target: 10
Performance: 20.7
Commentary provided by: Gary Nicholls

It should be noted that the Fit For Let (FFL) to Tenancy Start Date (TSD) KPI is a component part of the overall void turnaround figure. The overall void turnaround for non-sheltered properties is Green. The overall void turnaround for all void properties is Amber. The primary reason for delays between FFL and TSD relate to long delays letting low demand sheltered properties and the fact that some properties are viewed and refused several times before they are eventually let. A number of initiatives are being undertaken such as joint working with colleagues in the Allocation service to speed up the shortlisting and re-shortlisting process. The impact of Monday only tenancy start dates is also being reviewed. The Sheltered Housing Service Improvement project is also addressing the issue of low demand sheltered accommodation.

Asset Management and Maintenance (John Jamieson)

Measure: We will respond to emergency repairs in two hours

Page: 50

Target 100%

Performance: 95.7%

Commentary provided by: John Jamieson

Performance has improved in June and is within contractual target levels. This is a difficult target to achieve given the narrow time scale, but we are working with our contractors to continuously improve their performance. This includes analysis of cases where the emergency was exaggerated to improve guidance to both our tenants and the Customer Contact Centre to reduce unnecessary call outs enabling the focus to remain on genuine emergencies.

Measure: We will resolve routine repairs within 30 days

Page: 51

Target 100%

Performance: 91.6%

Commentary provided by: John Jamieson

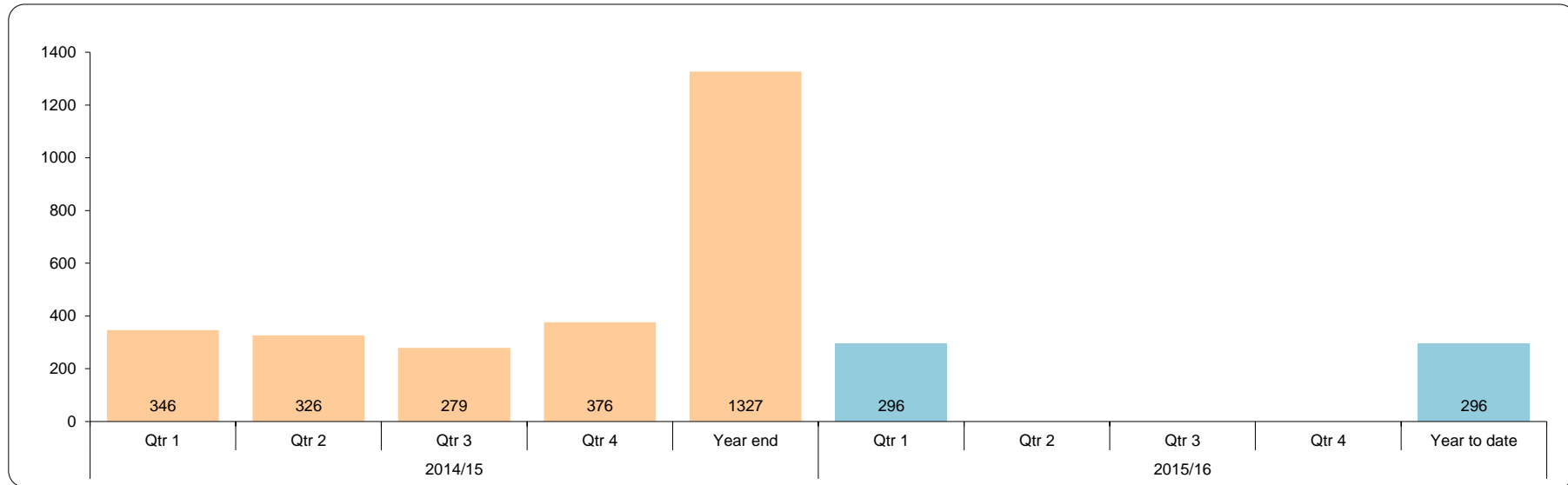
Performance is improving and to build on this we will be working with the repairs contractors to identify the types of routine repair where they are typically failing to meet the 30 day target to address how such work can be expedited. This is also being addressed in the performance monitoring and measures for the forthcoming new contracts currently being procured and commencing April 2016.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



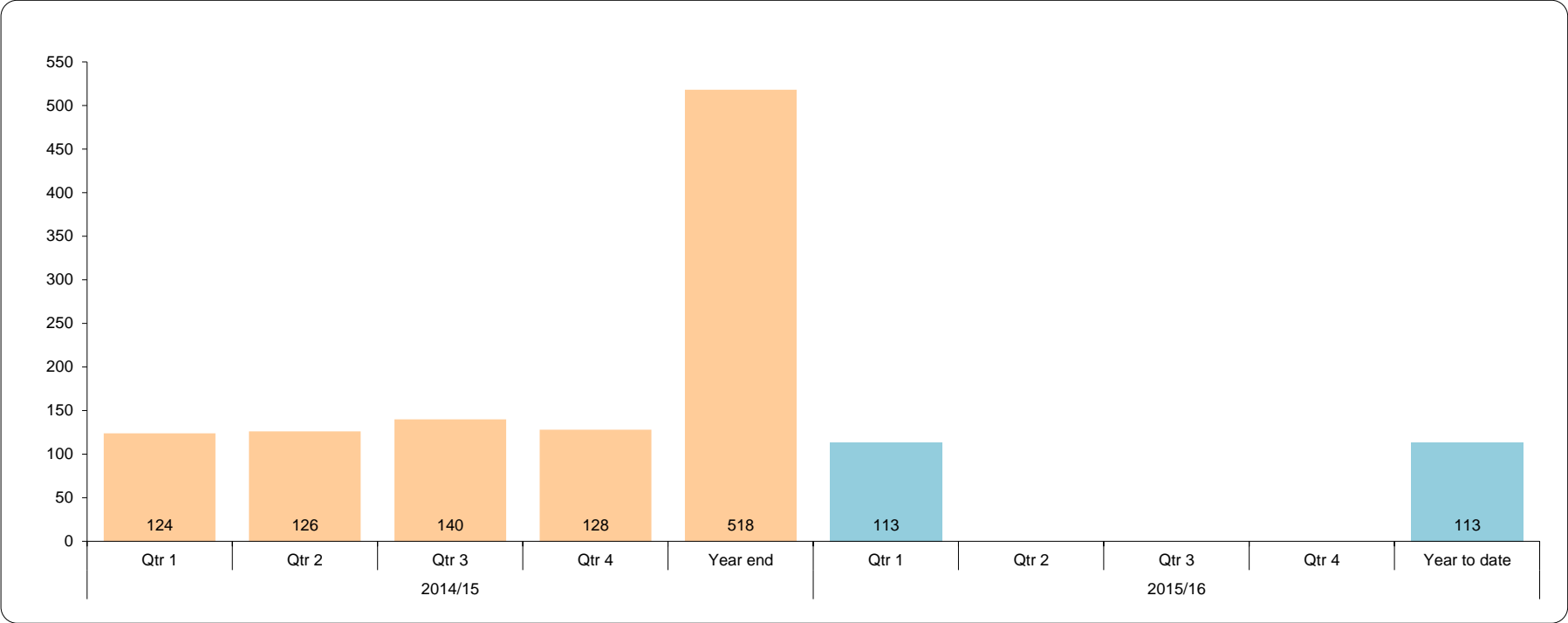
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of Right To Buy applications received	346	326	279	376	1327	296				296

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	27	21	15	56	57	28	14	25	7	46

RB01

Number of properties sold under Right To Buy

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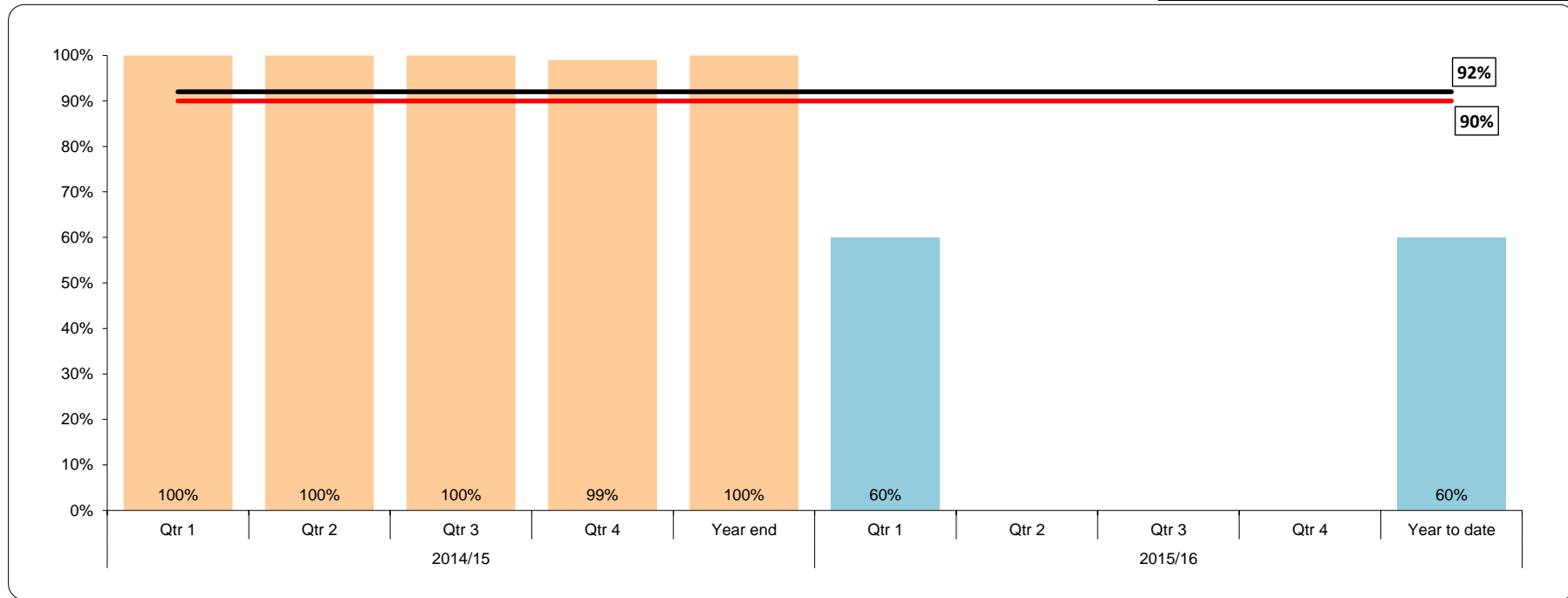
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of properties sold under Right To Buy	124	126	140	128	518	113				113

Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	11	14	3	23	16	12	3	10	2	19

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%				60%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

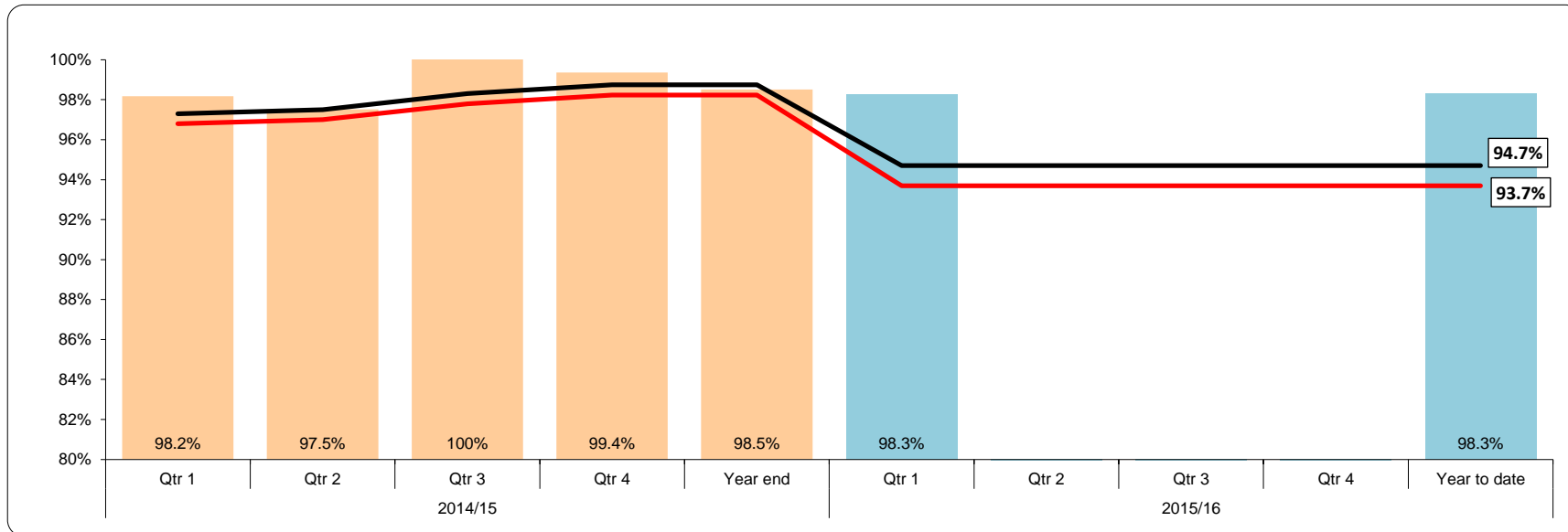
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	65%	73%	61%	60%	63%	59%	64%	63%	25%	69%

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%				98.3%
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%

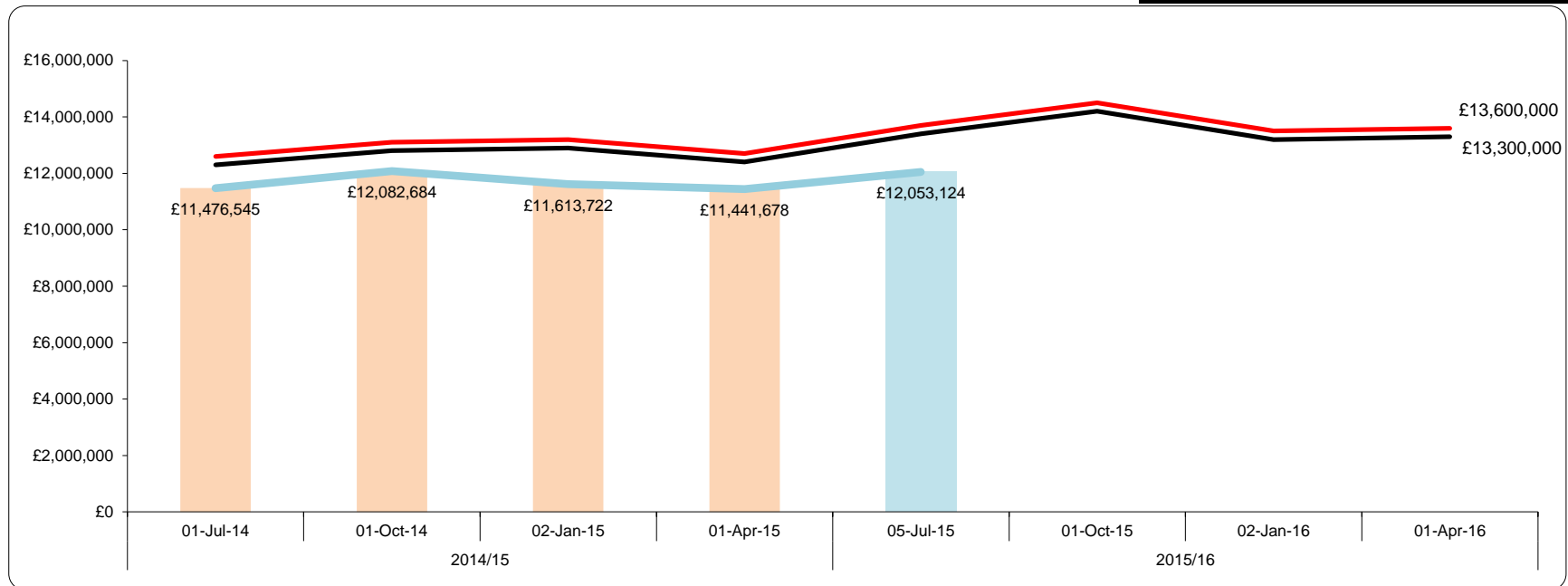
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	99.0%	98.9%	98.0%	98.3%	98.4%	98.3%	98.1%	98.1%	99.3%	97.8%

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			
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 £113,798 arrears from Bloomsbury TMO not included in district breakdown below.

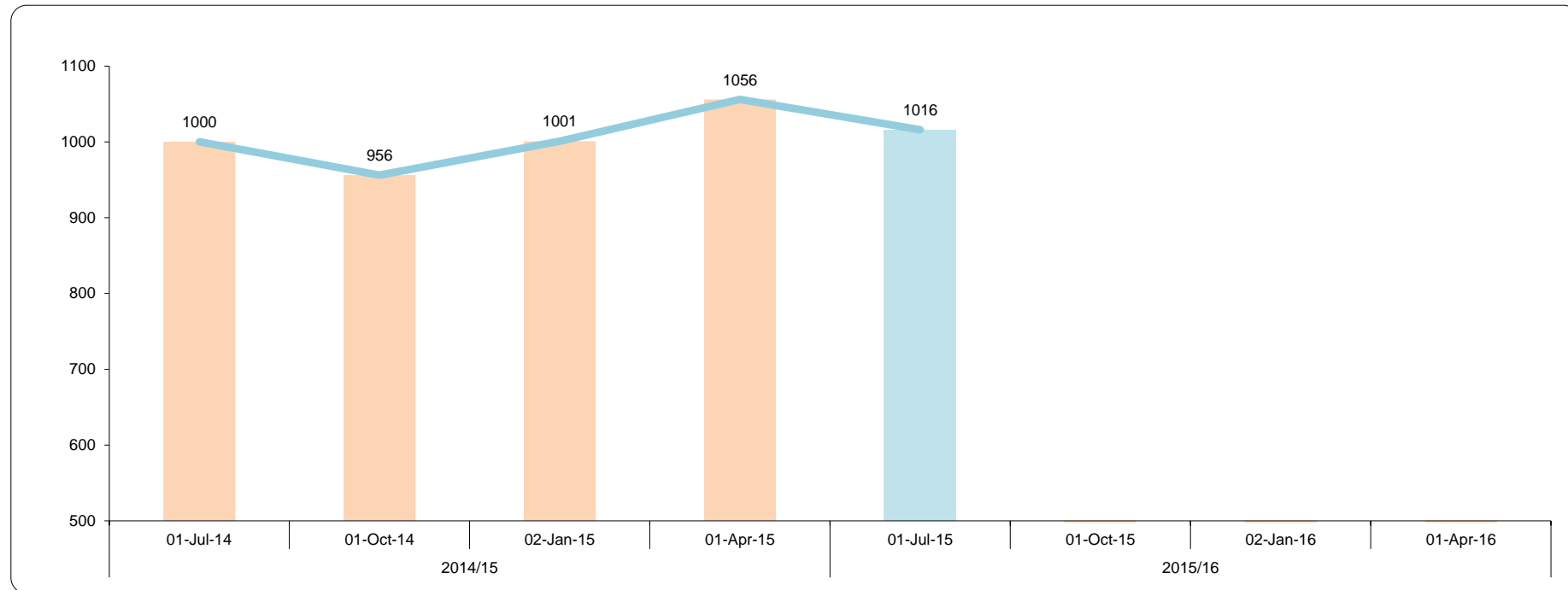
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
05 July 2015	£ 1,523,693.0	£ 1,288,901.8	£ 353,894.0	£ 1,632,284.0	£ 2,207,388.0	£ 1,806,852.0	£ 392,231.6	£ 1,024,900.0	£ 268,814.0	£ 1,440,368.1

Supporting People/Homeless Service/Allocations (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

No Target



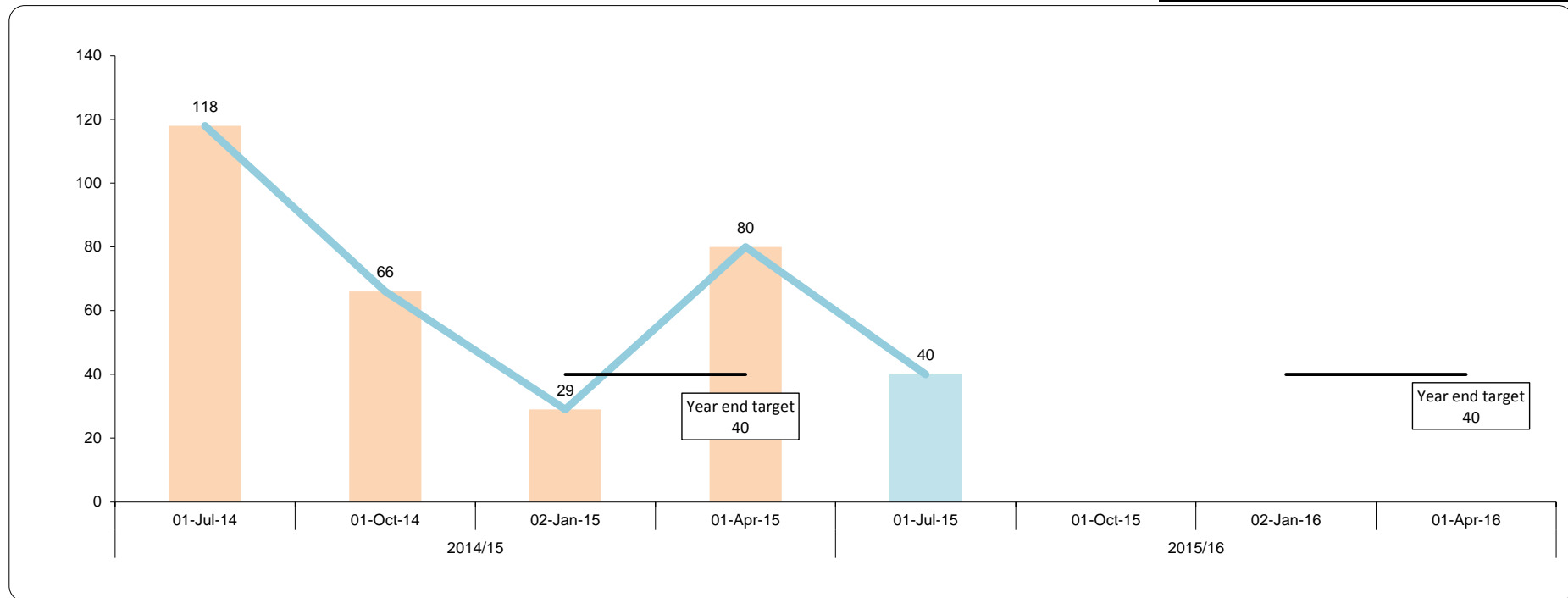
Smaller is better

	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			

SP01

Number of households in B&B - Snapshot figure

RAG Status	Year end target
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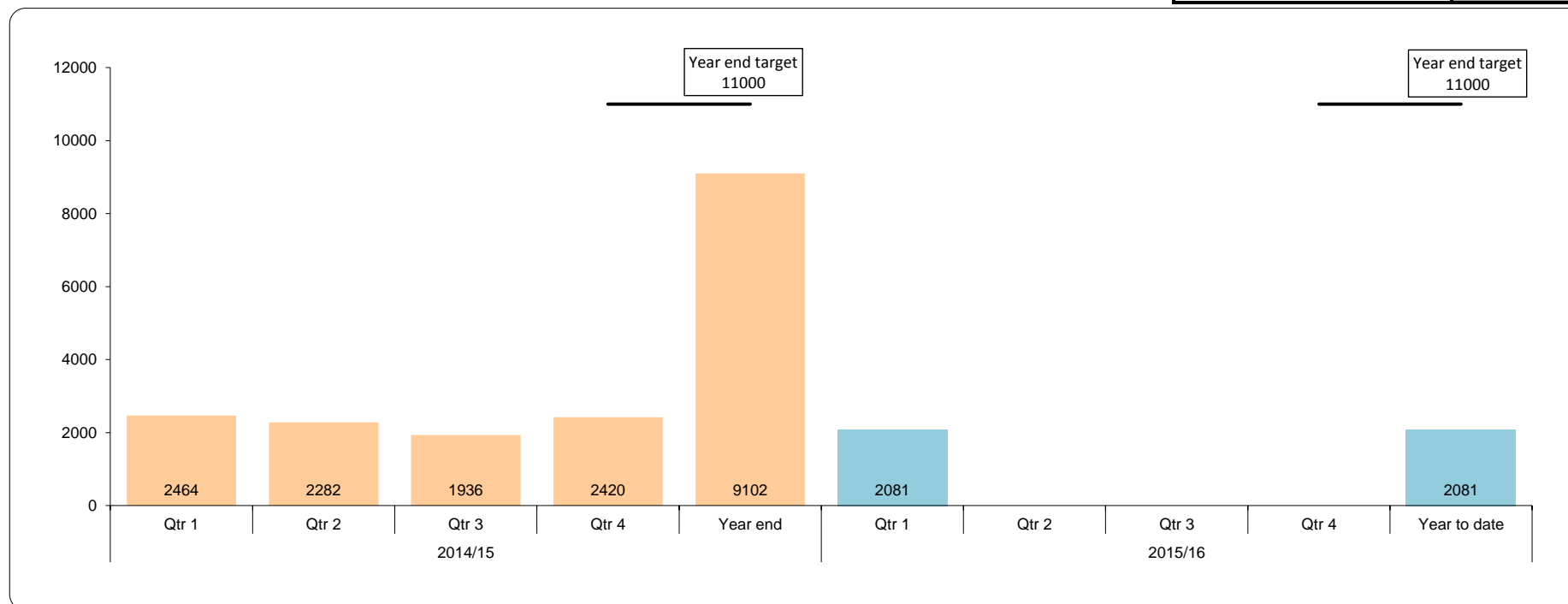
Smaller is better

	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 households in B&B - Snapshot figure	118	66	29	80	40			
Year end target				40				40

SP02

Number of homeless preventions

RAG Status	Year end target
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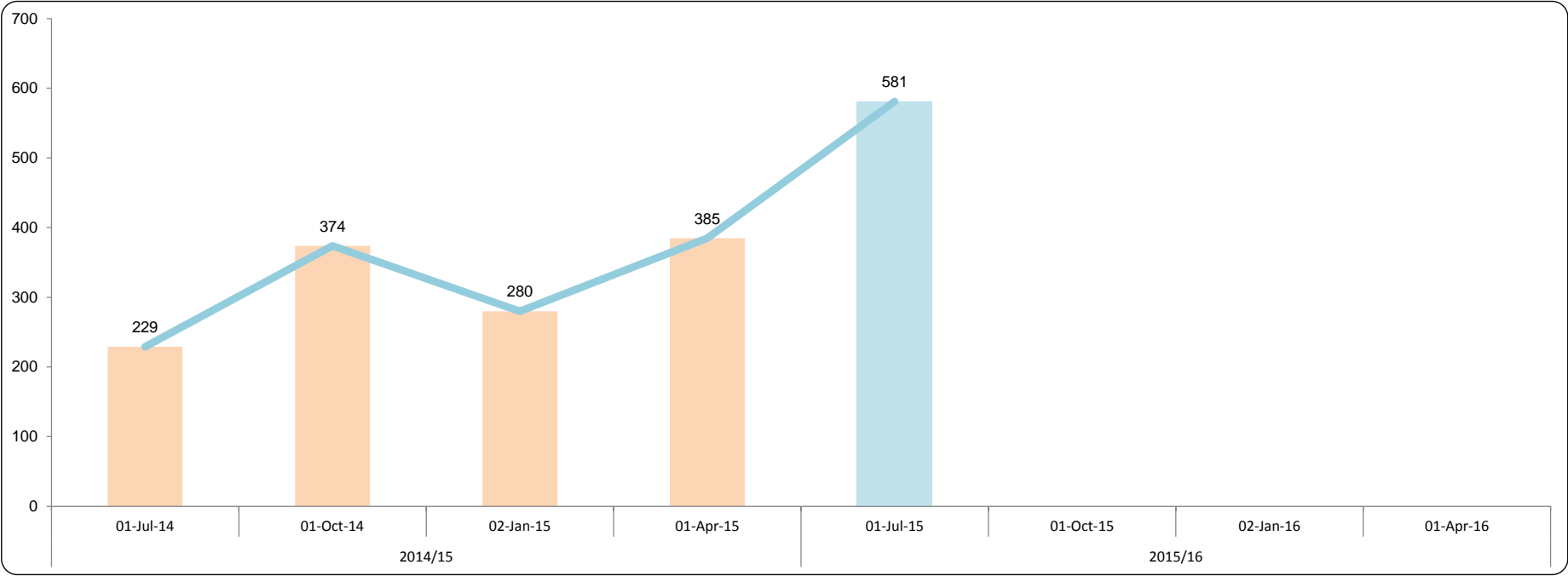
Bigger is better

	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 homeless preventions	2464	2282	1936	2420	9102	2081	0	0	0	2081
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

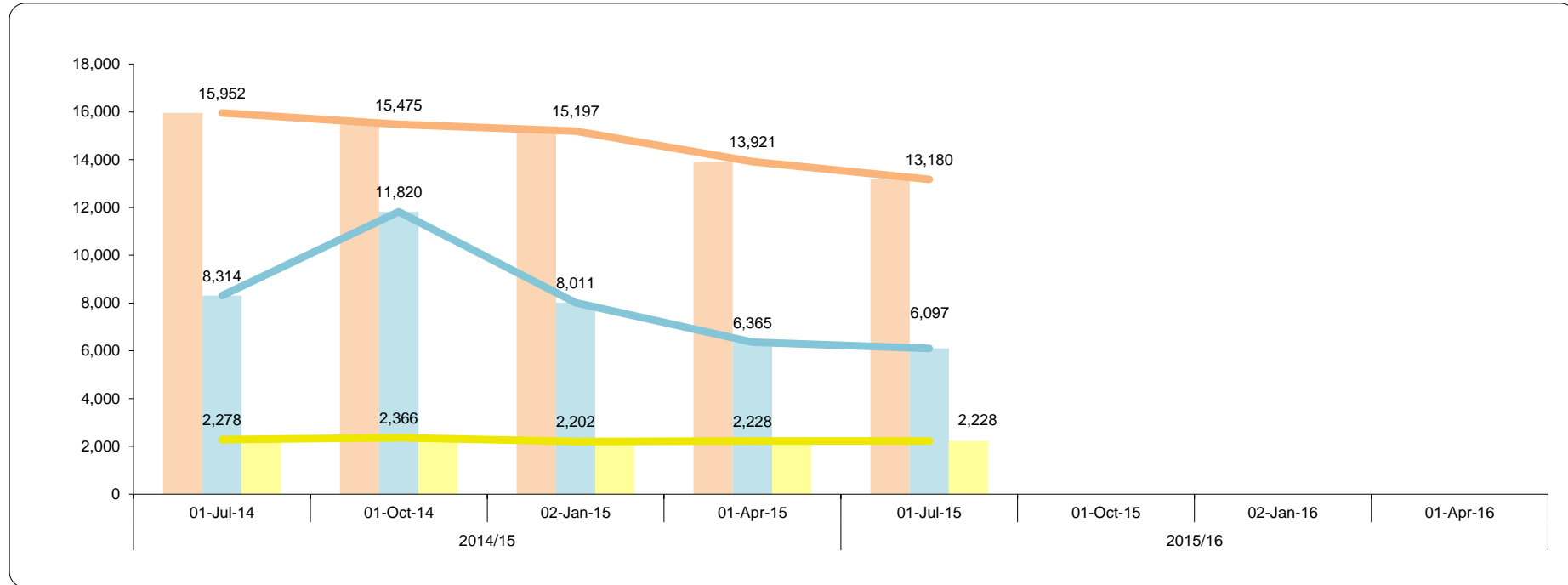
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of health and housing assessments currently outstanding - Snapshot figure	229	374	280	385	581			

SP04

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



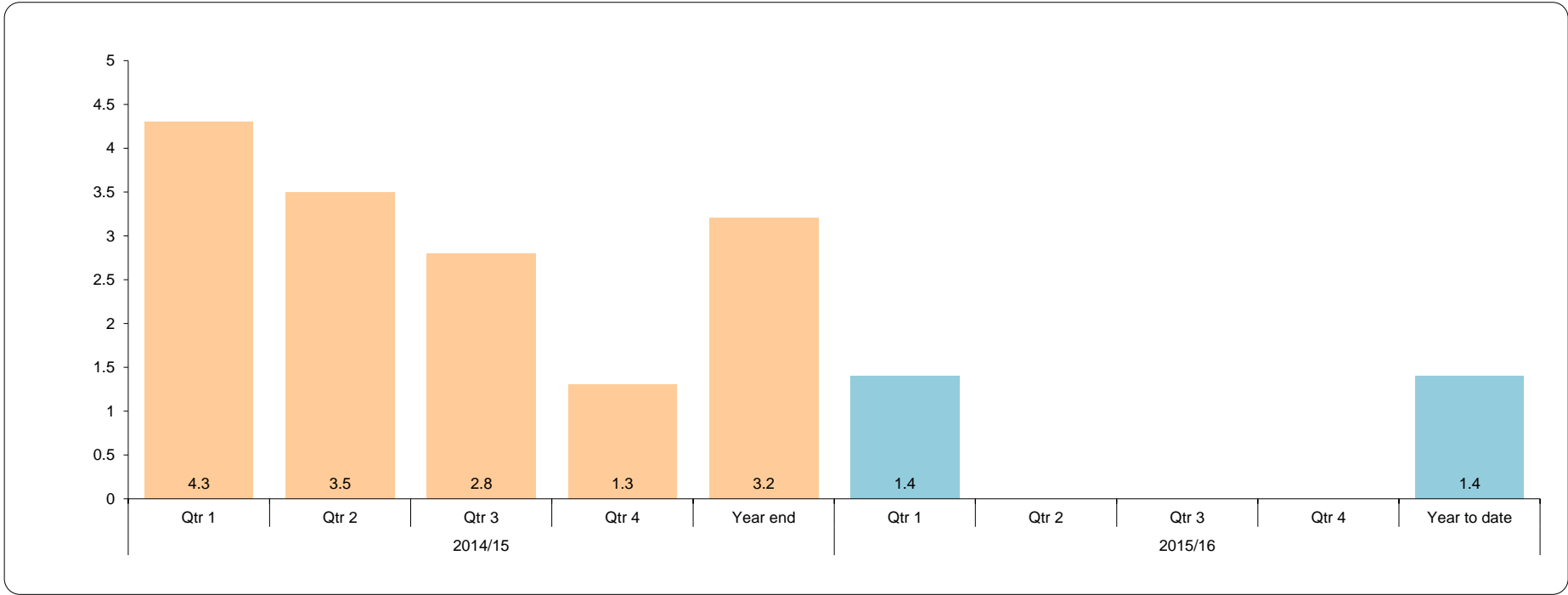
Smaller is better

	2014/15				2015/16			
Housing need category	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			
Transfer	8,314	11,820	8,011	6,365	6,097			
Homeless	2,278	2,366	2,202	2,228	2,228			

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				1.4

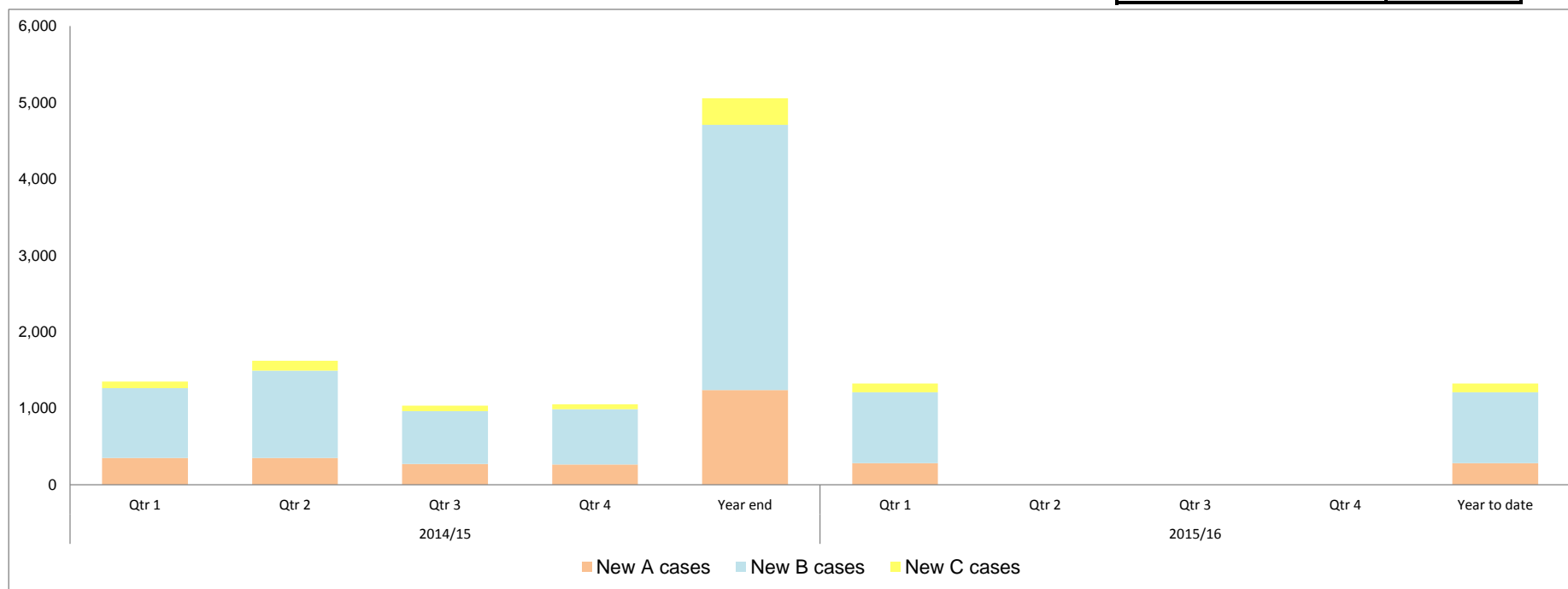
SP08

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				283
New B cases	916	1,141	690	723	3,470	926				926
New C cases	83	128	71	65	347	117				117
Number of new ASB cases received - A, B and C categories	1,349	1,621	1,034	1,052	5,056	1,326				1,326

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 1 2015-16	170	142	54	174	136	221	54	164	47	164

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.

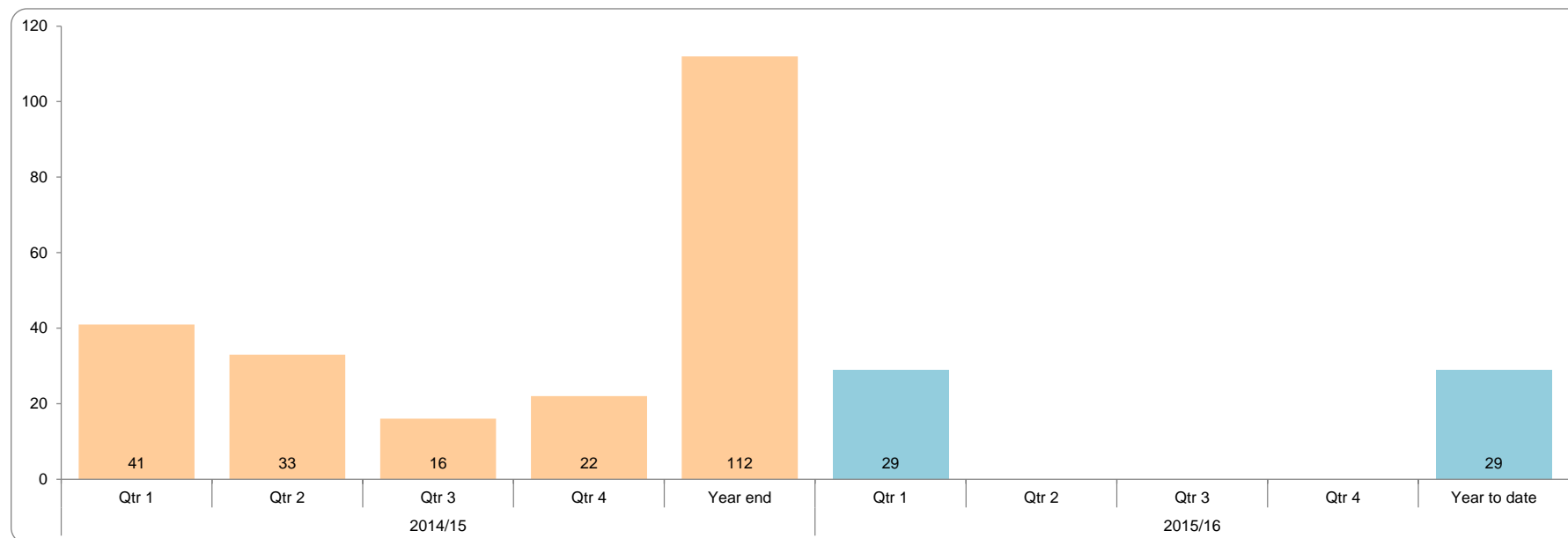
Category C - Minor

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

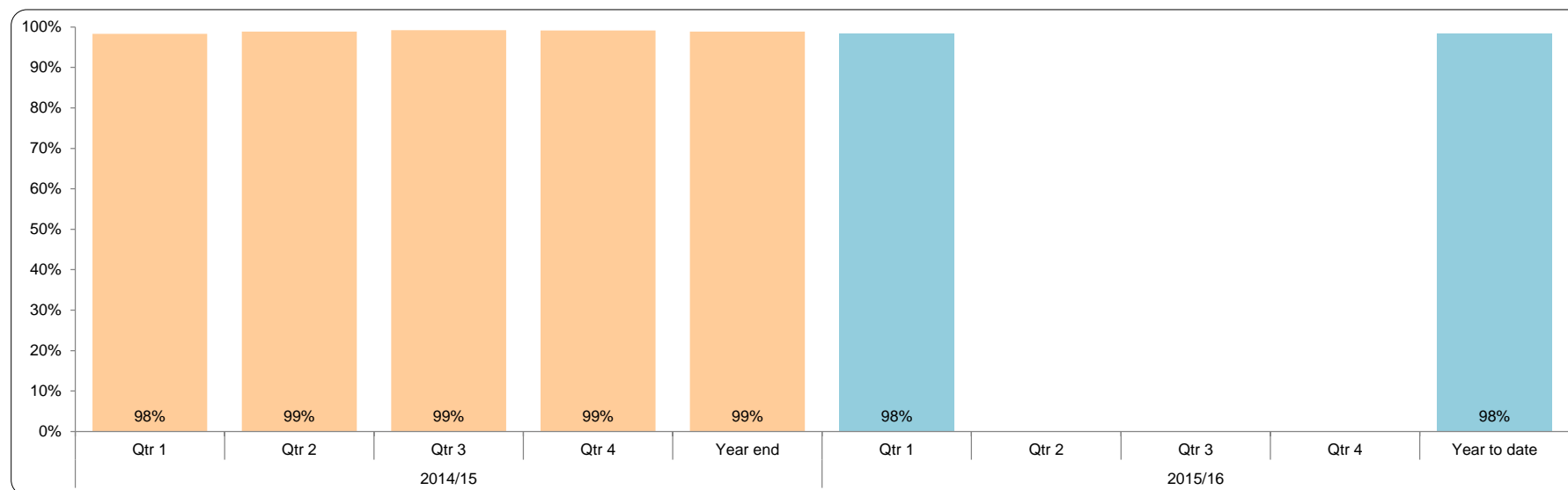
Number of new hate crime cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	4	4	1	8	2	3	1	2	0	4

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%				98%

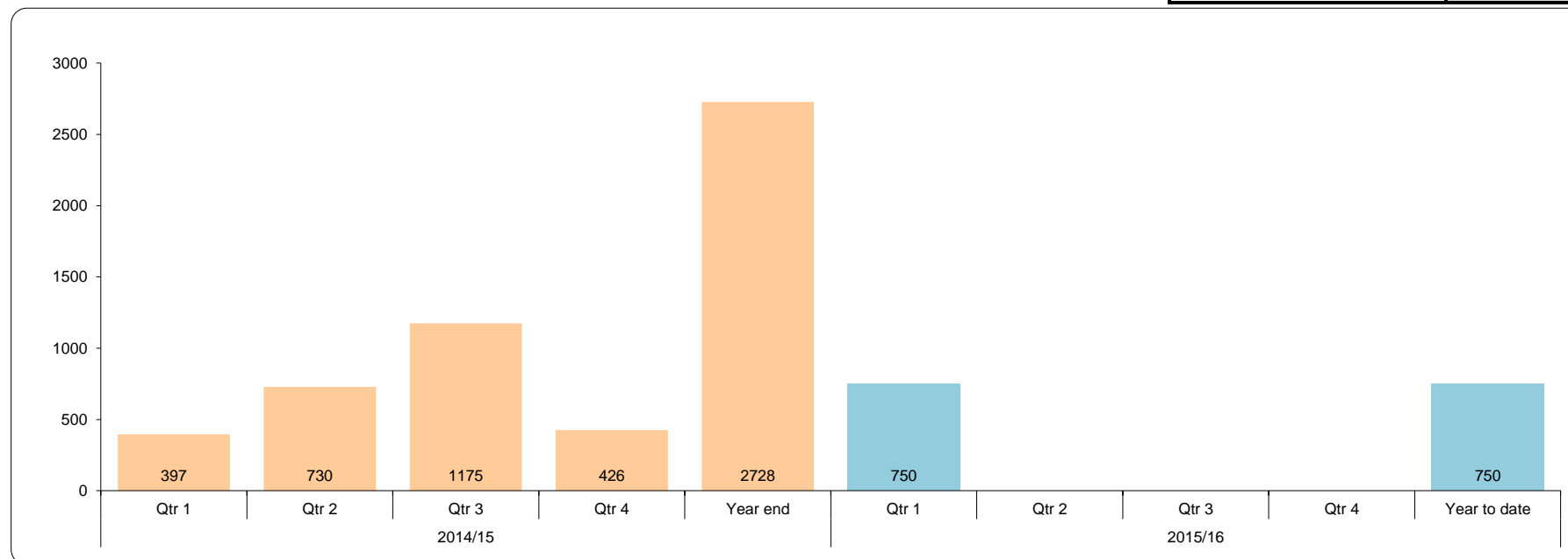
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	274	97%	100%	95%	Amber
Percentage of B cases responded to on time	928	99%	95%		Green
Percentage of C cases responded to on time	111	98%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	97%	99%	98%	98%	100%	97%	100%	96%	100%	100%

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				750

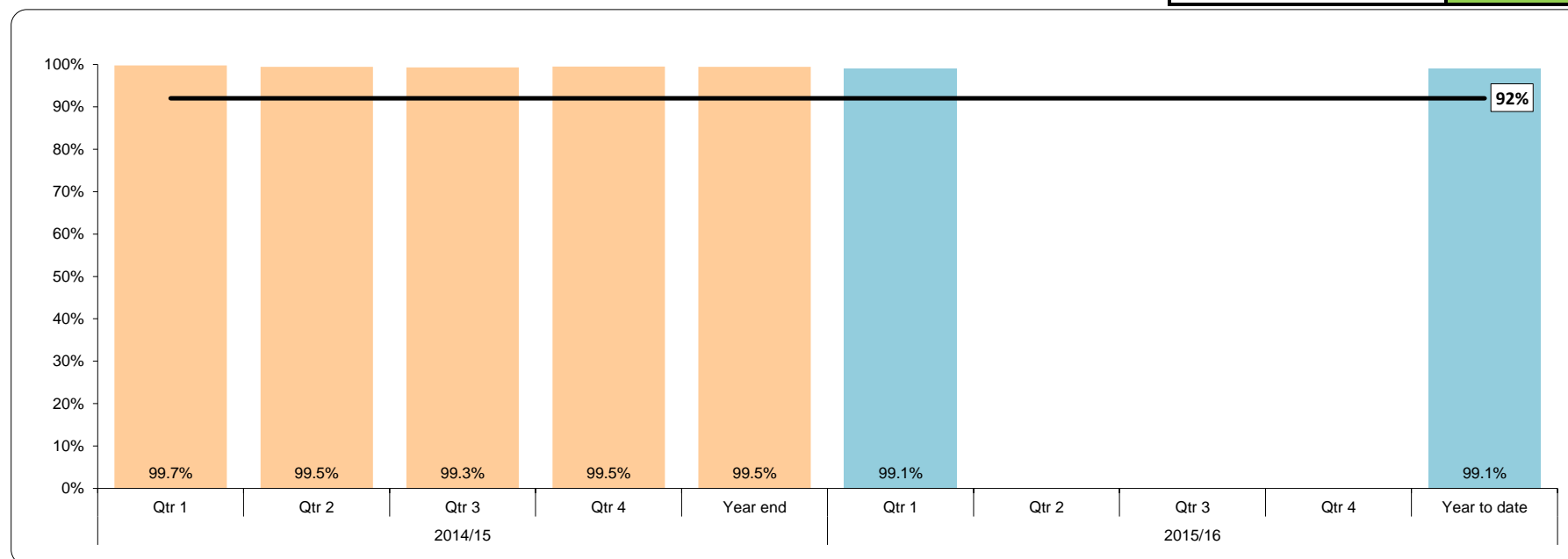
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	120	108	16	77	56	152	32	87	27	75

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%				99.1%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

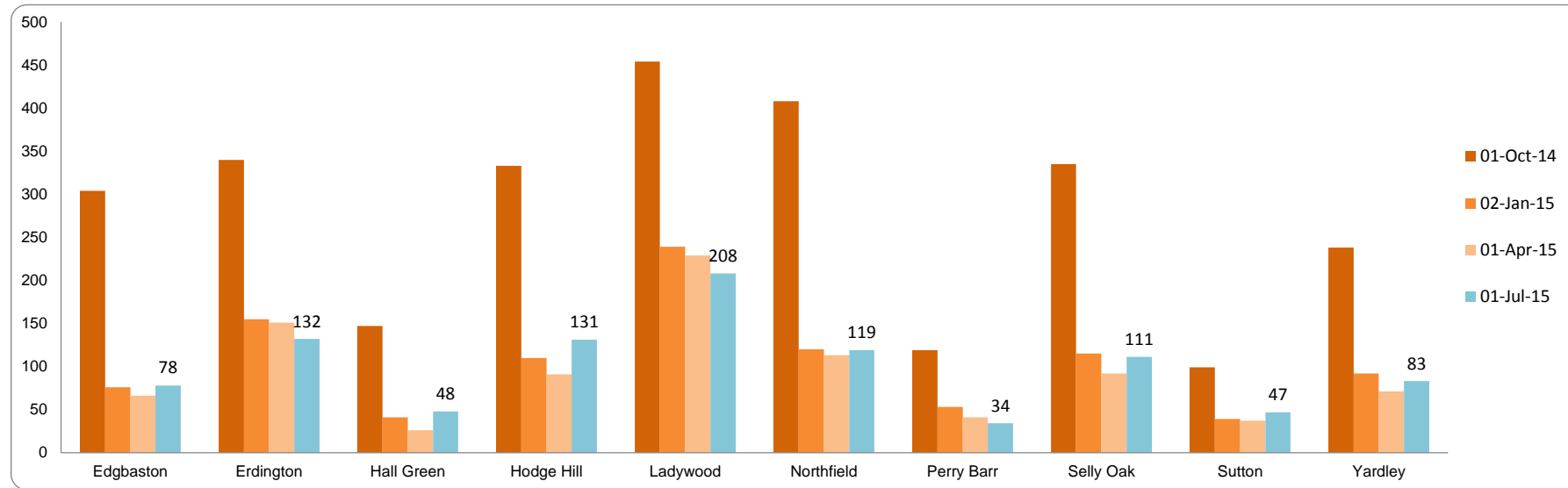
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	97%	100%	100%	100%	98%	100%	97%	99%	100%	100%

ASB07

Number of current ASB cases - Snapshot figure

RAG Status

No Target



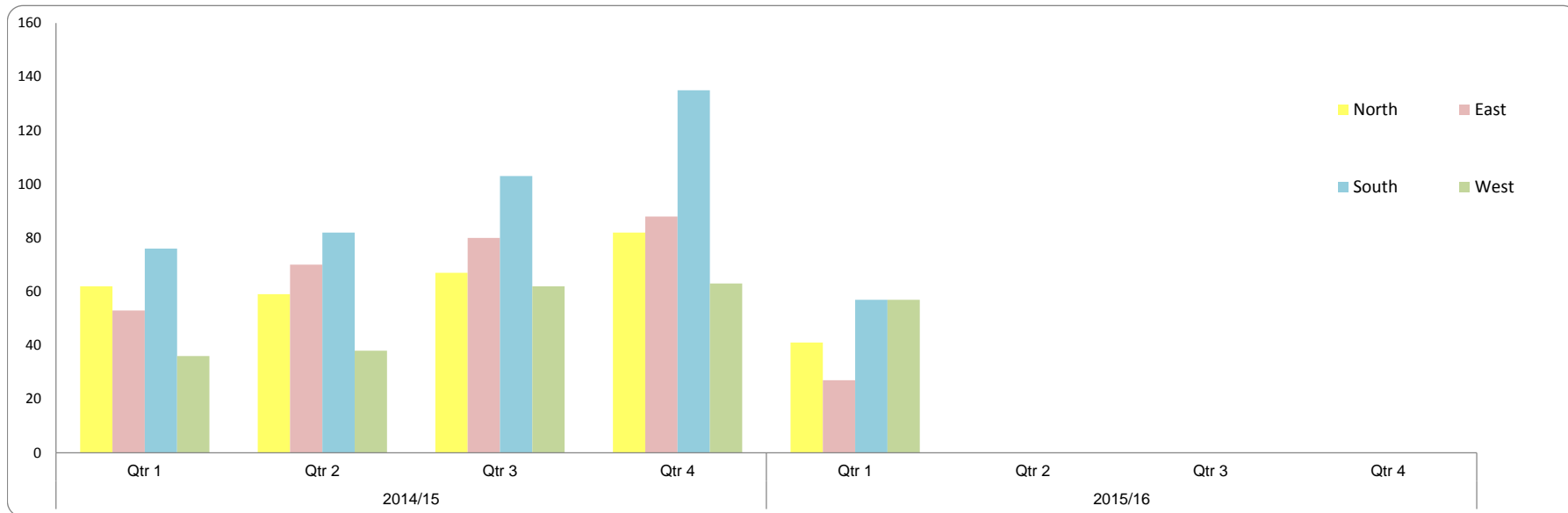
Number of current ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
01-Oct-14	304	340	147	333	454	408	119	335	99	238	2777
02-Jan-15	76	155	41	110	239	120	53	115	39	92	1040
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991

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	0	0	0
East	53	70	80	88	27			
South	76	82	103	135	57			
West	36	38	62	63	57			

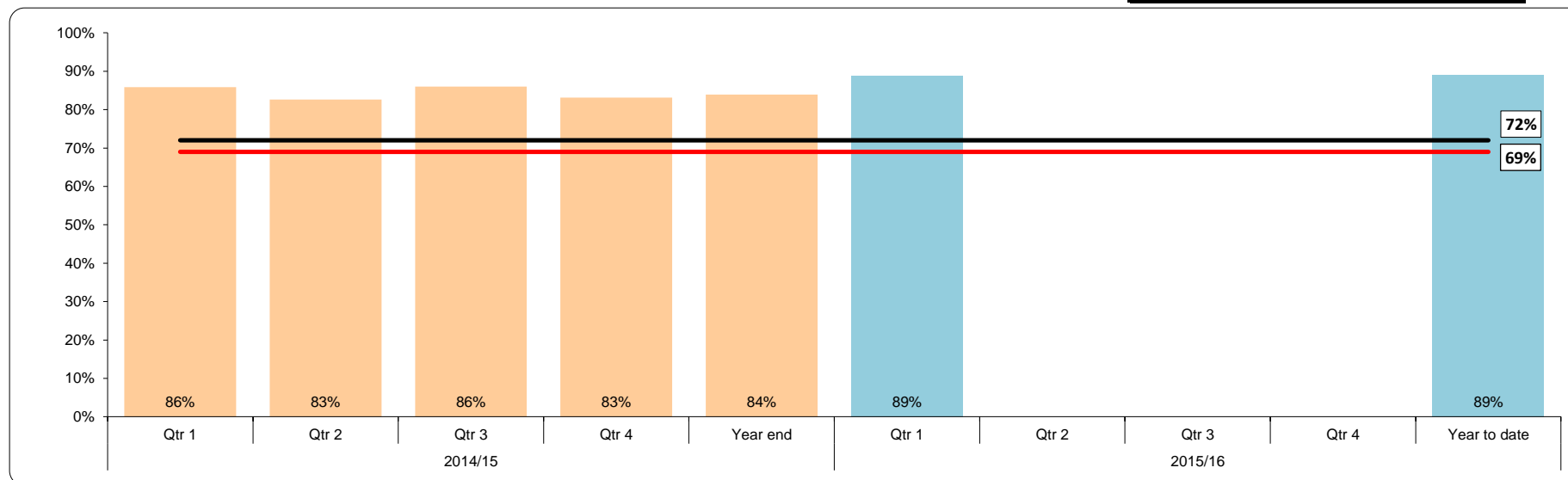
ASB21

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%	89%				89%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

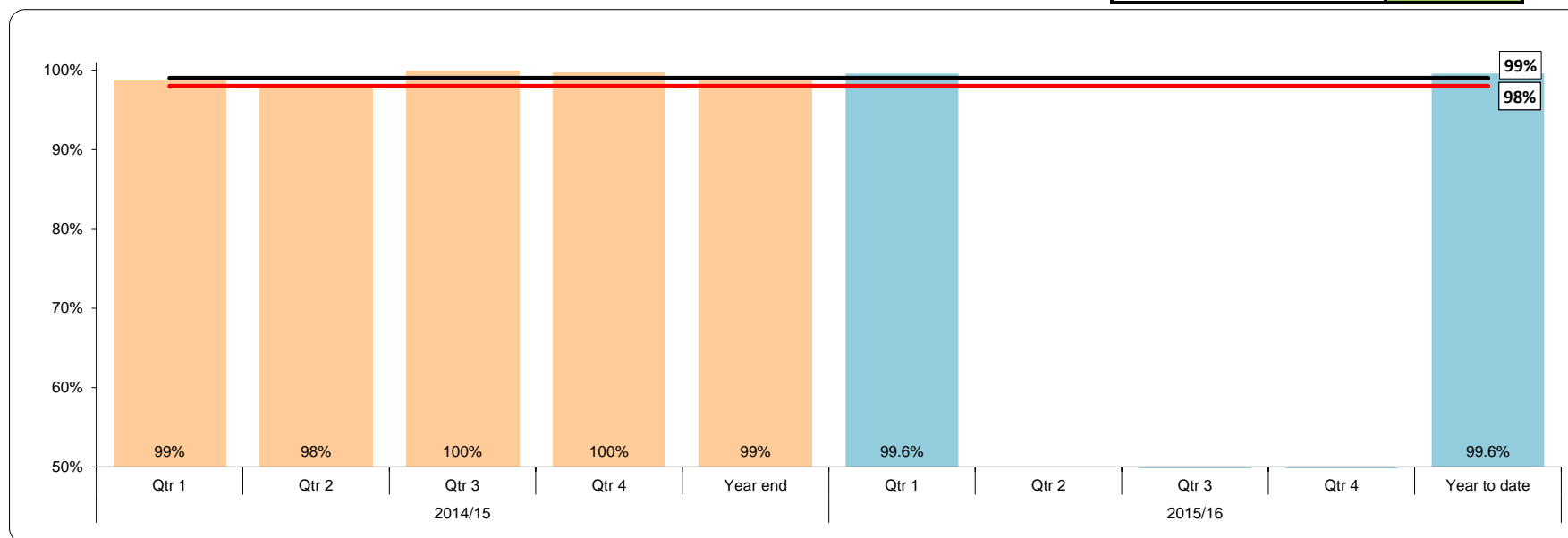
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	80%	84%	no high rise	94%	83%	93%	100%	94%	100%	100%

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%				99.6%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

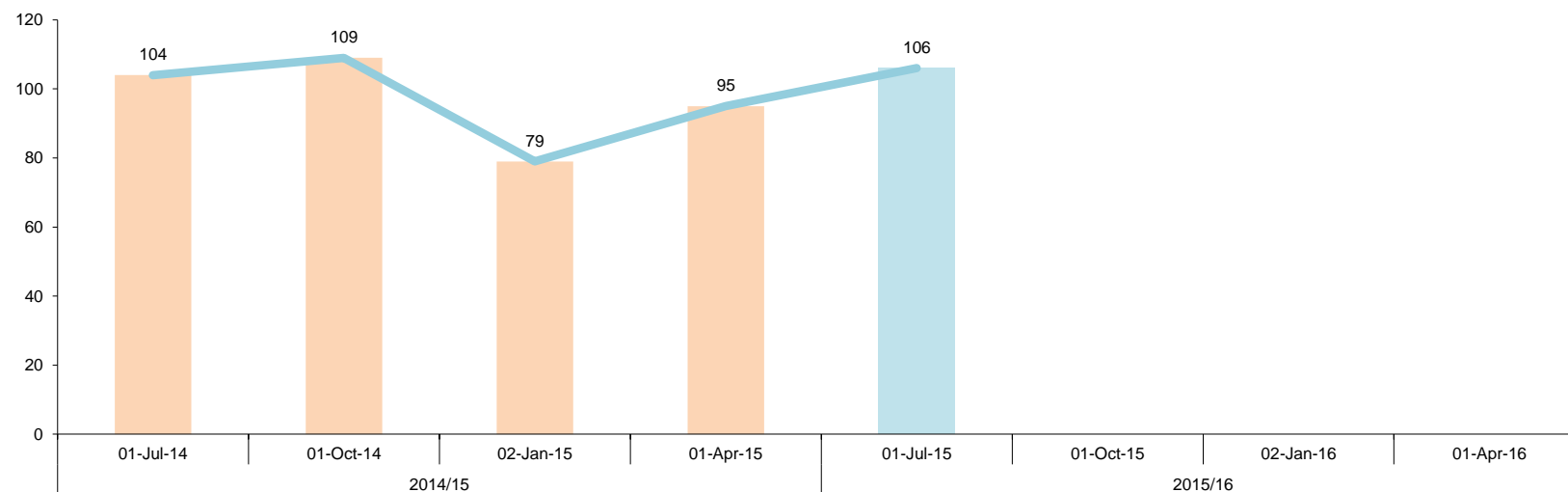
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	100%	100%	92%	100%	100%	100%	100%	100%	100%	99%

ETM02

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

RAG Status

No Target



Bigger is better

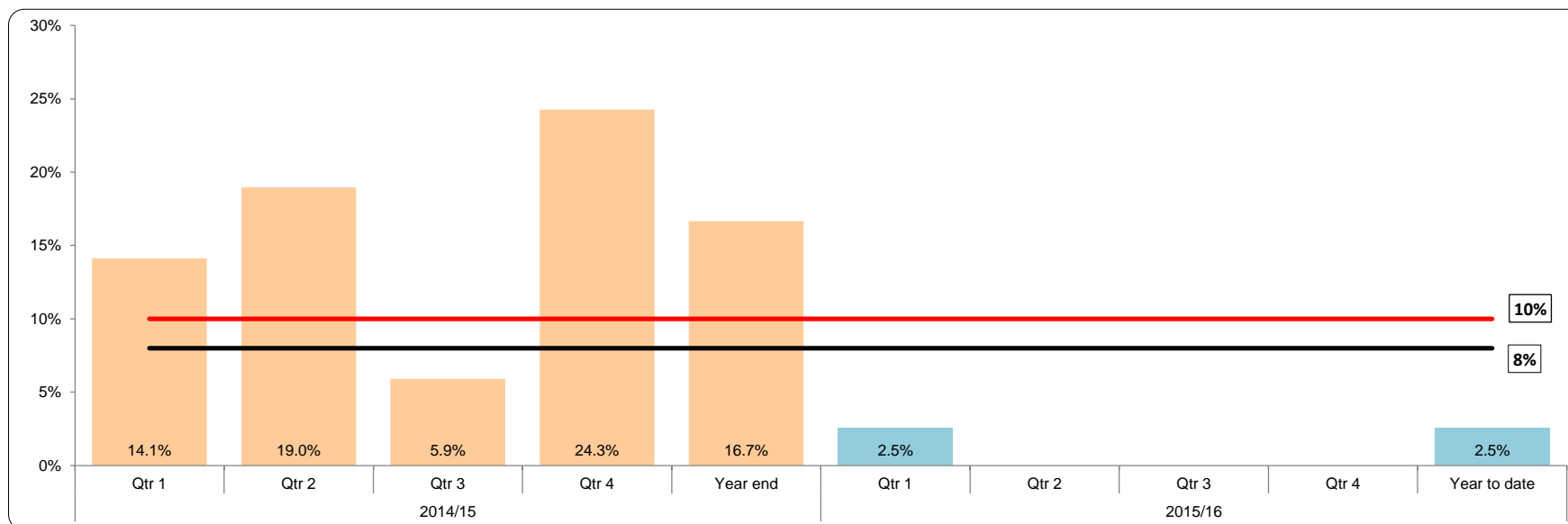
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106			

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-Jul-15	29	11	1	7	7	22	4	15	1	6	3

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%				2.5%
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 1 2015-16	3.5%	2.0%	-	2.7%	2.0%	3.1%	-	1.4%	10.5%	2.2%

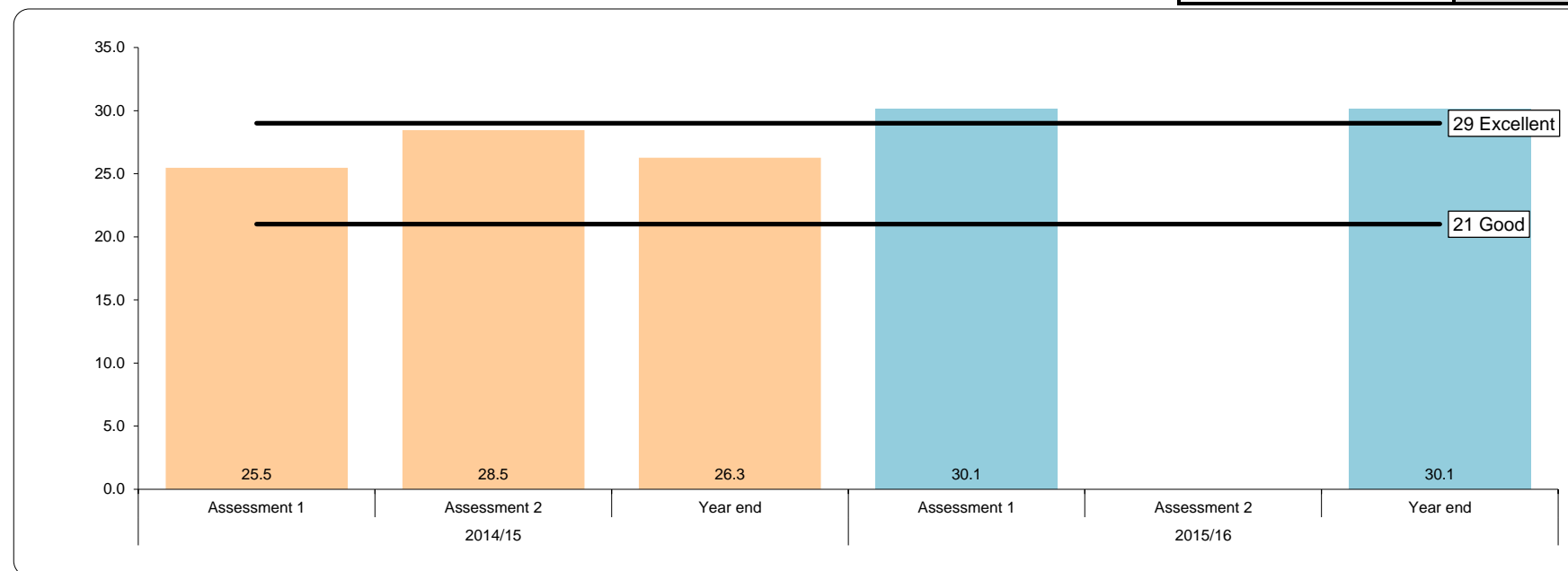
From Quarter 1 2015-16 only Introductory Tenancies that are at least 30 days overdue are included in this measure. This provides a more accurate figure and accounts for the improvement in performance.

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	30.1		30.1
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

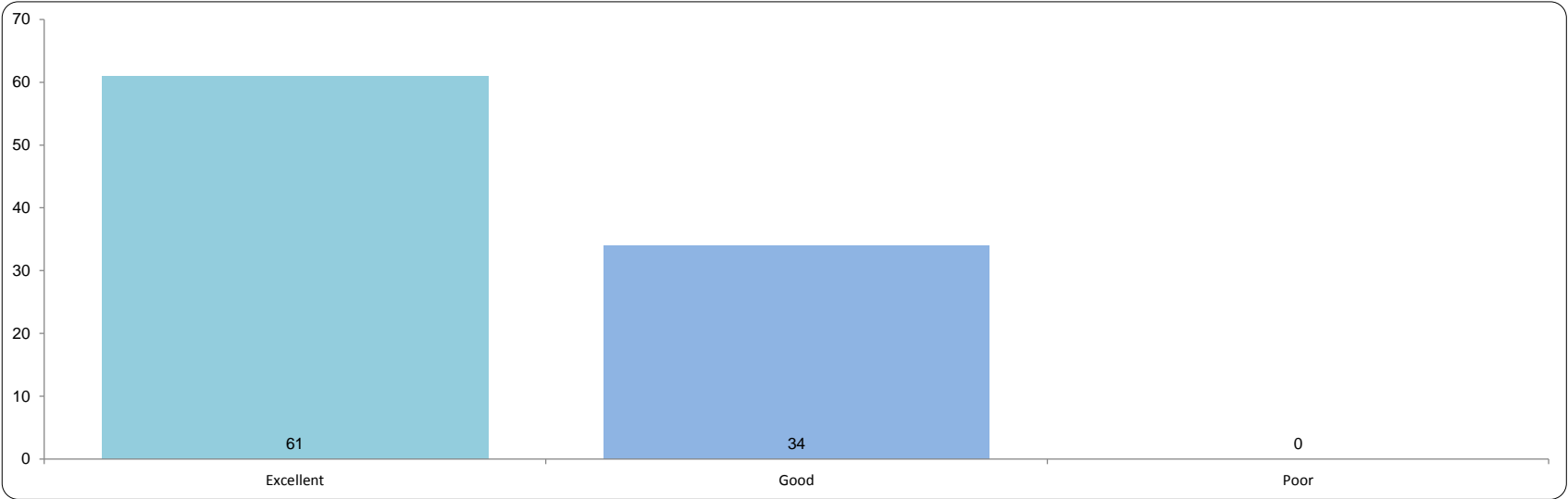
Each estate is required to have two assessments during each year.

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 1 2015-16	28.3			30.1		28.6	27.1		32.8	32.7

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	61	34	0

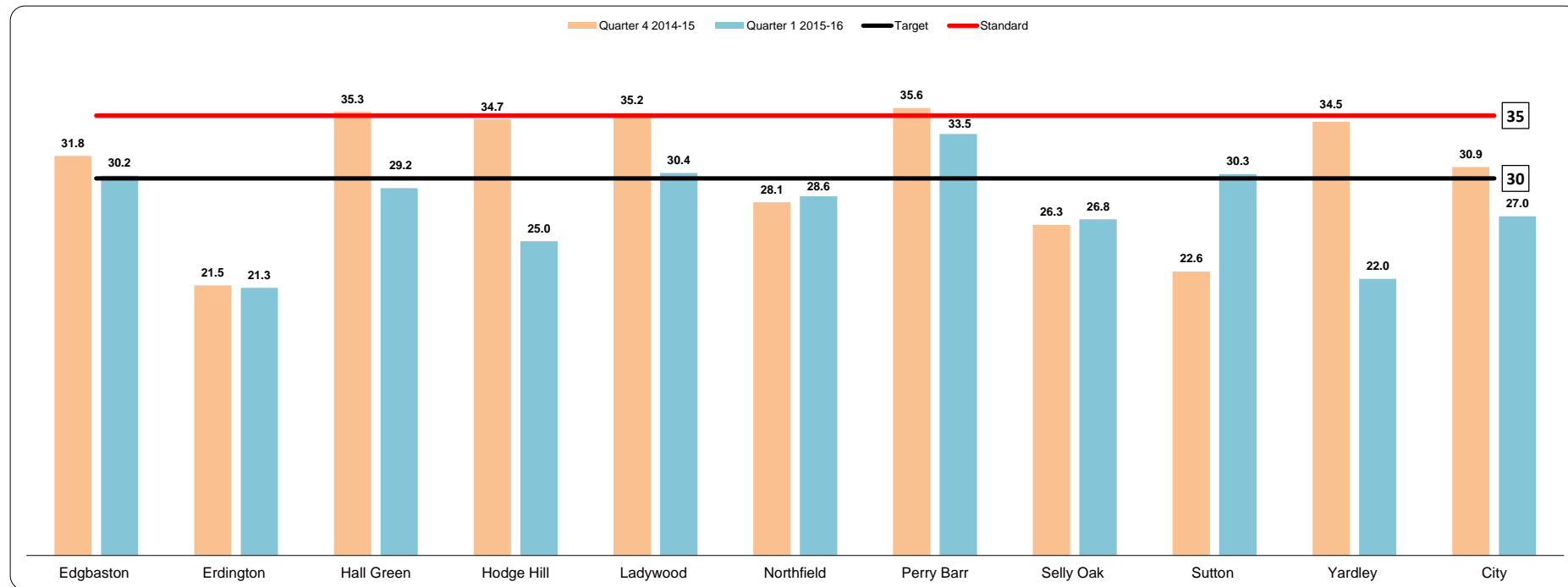
ETM06

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

RAG Status

Green



Smaller is better

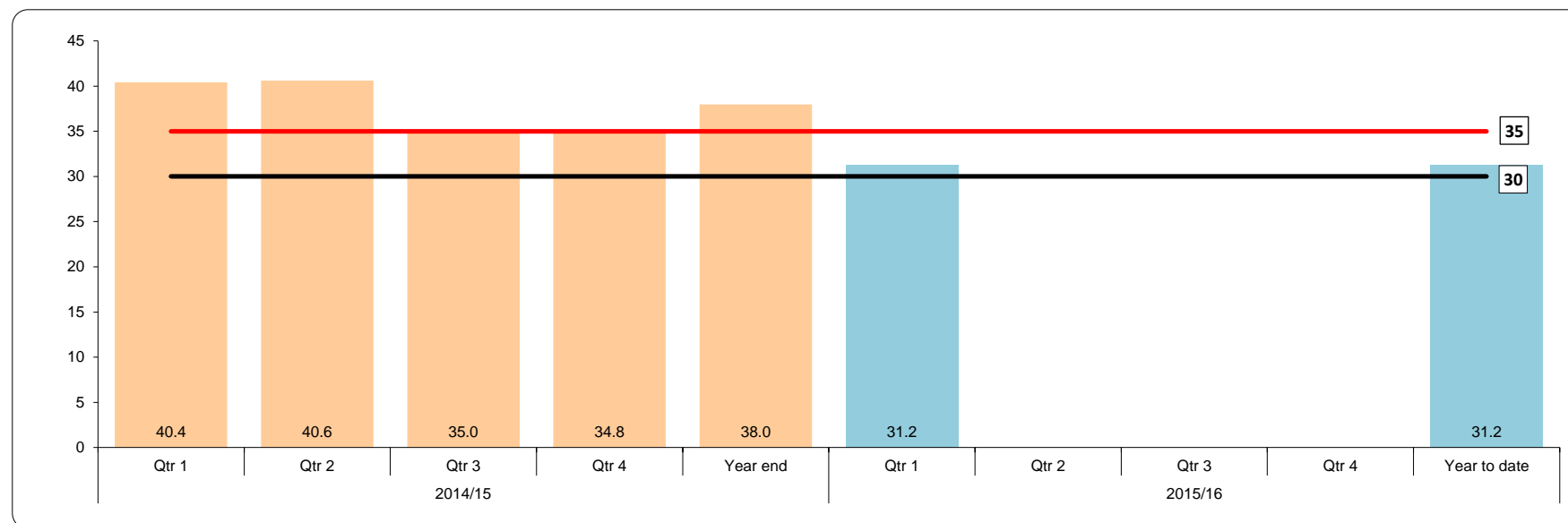
Average days void turnaround - excluding void sheltered properties	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 3 2014-15	28.6	23.9	34.0	38.6	34.7	31.0	30.2	27.0	29.9	29.2	31.1
Quarter 4 2014-15	31.8	21.5	35.3	34.7	35.2	28.1	35.6	26.3	22.6	34.5	30.9
Quarter 1 2015-16	30.2	21.3	29.2	25.0	30.4	28.6	33.5	26.8	30.3	22.0	27.0
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

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				31.2
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	35.1	28.9	36.3	30.2	36.9	30.3	38.0	29.6	34.6	22.9

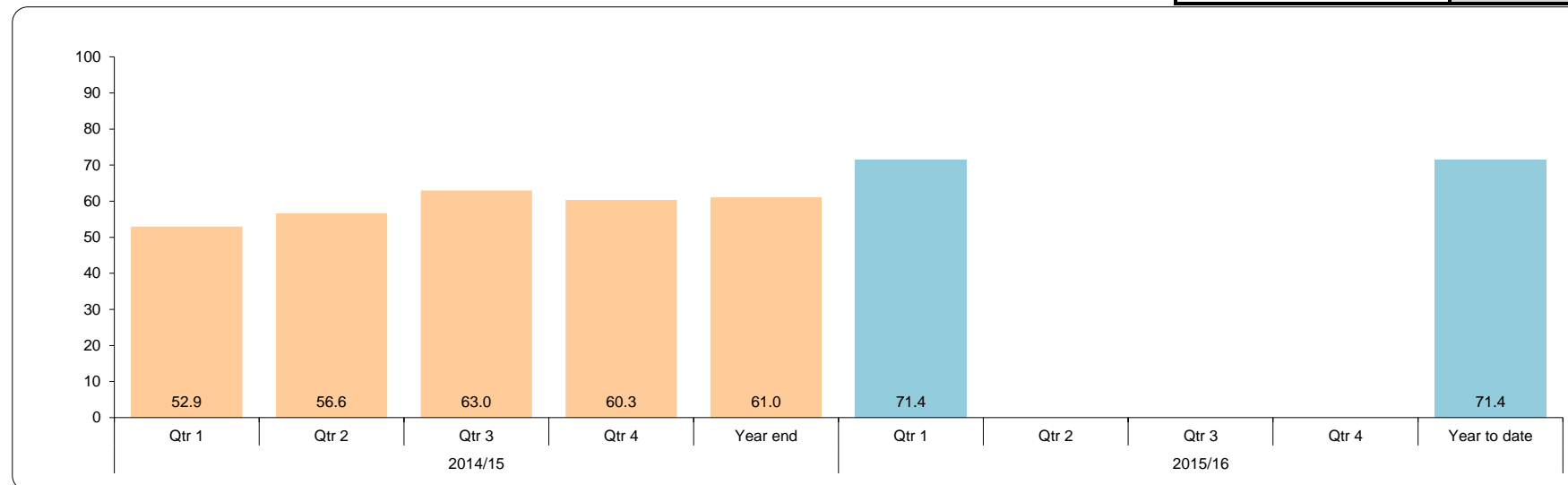
Definition: From date property becomes void to date it has a tenancy start date. Turnaround excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

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				71.4
Average days void turnaround - void sheltered properties only	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	85.2	115.9	59.4	86.1	127.3	59.5	50.8	87.5	43.6	28.0

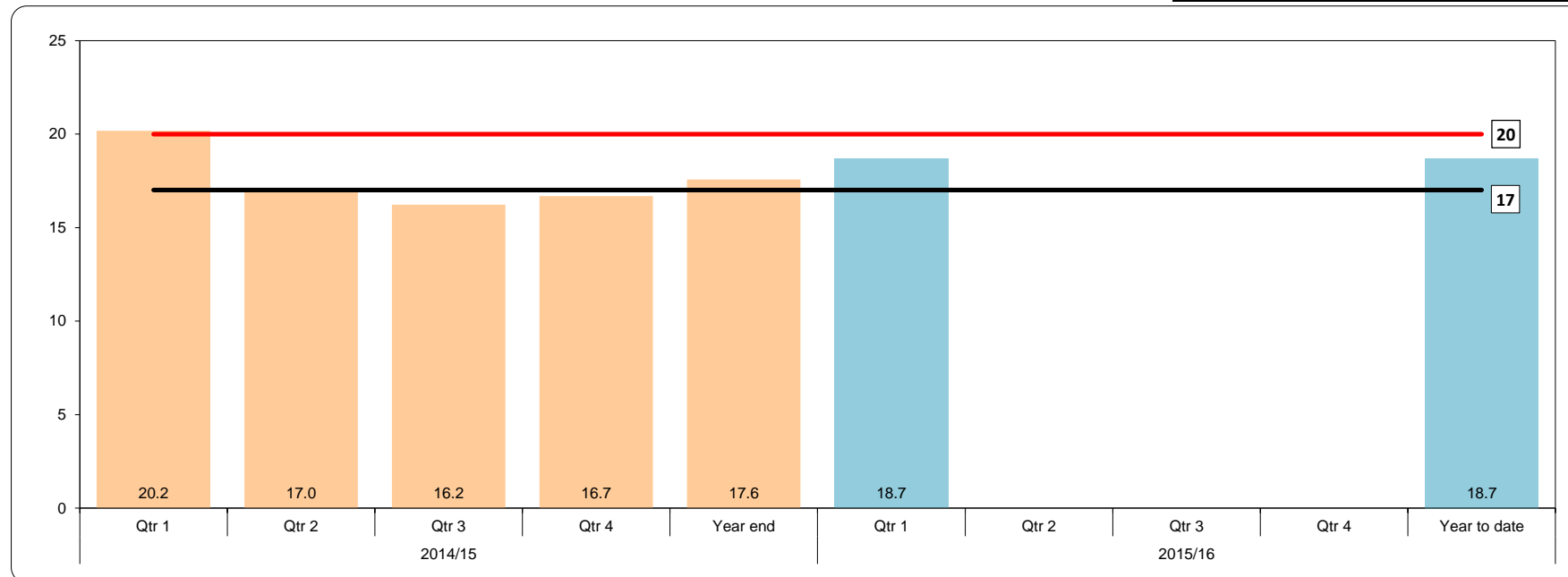
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

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				18.7
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 1 2015-16	14.1	21.5	19.9	18.4	21.7	18.3	21.5	15.8	22.5	17.3

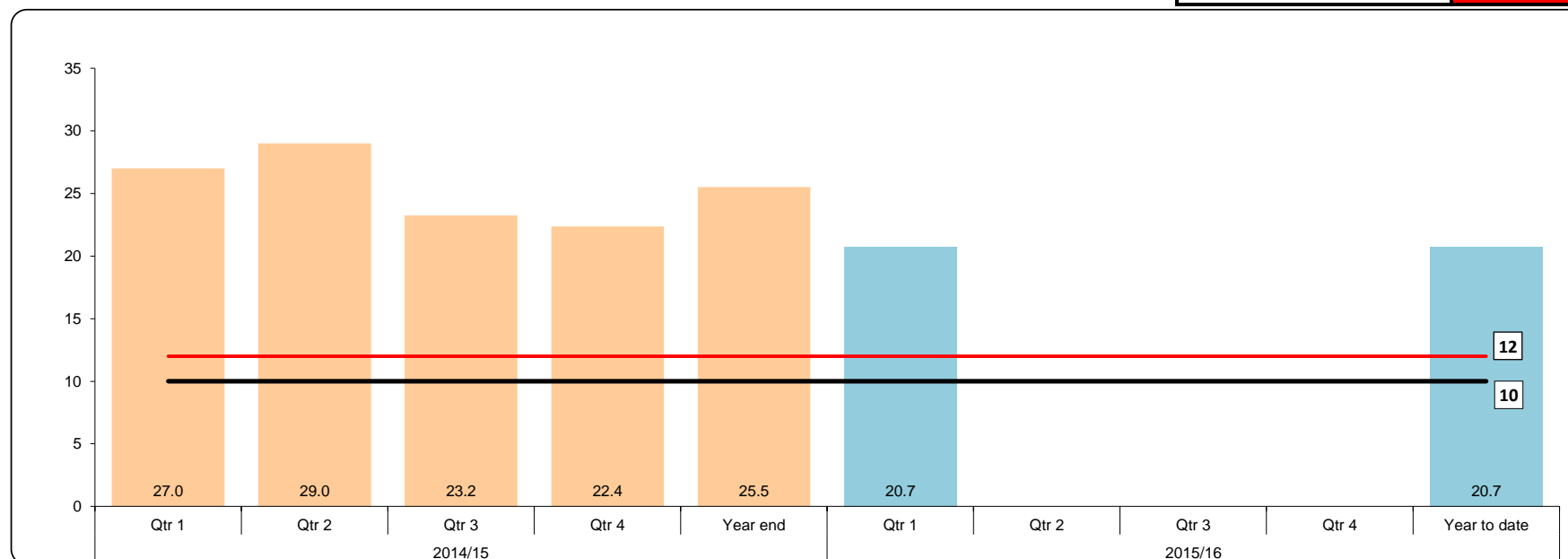
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

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				20.7
Target	10	10	10	10	10	10	10	10	10	10
Standard	12	12	12	12	12	12	12	12	12	12

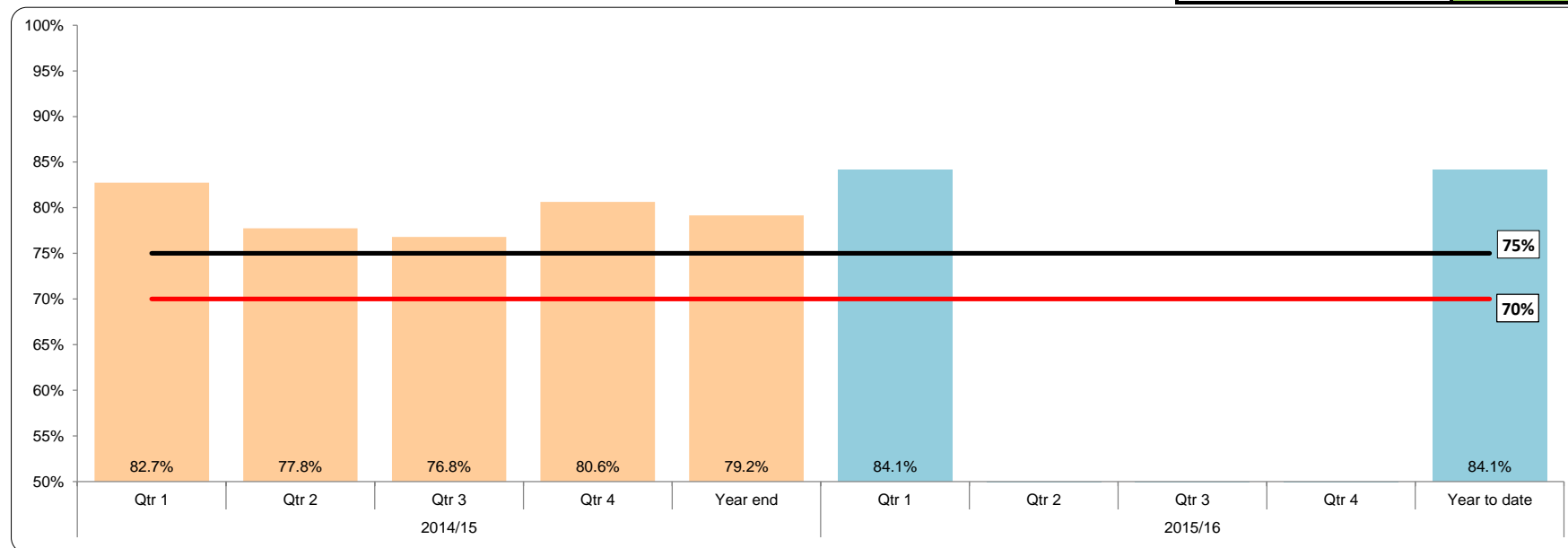
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	26.3	19.4	22.5	19.3	19.3	24.4	19.9	21.0	18.1	14.1

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

Percentage of void properties let first time

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%				84.1%
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Standard	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%

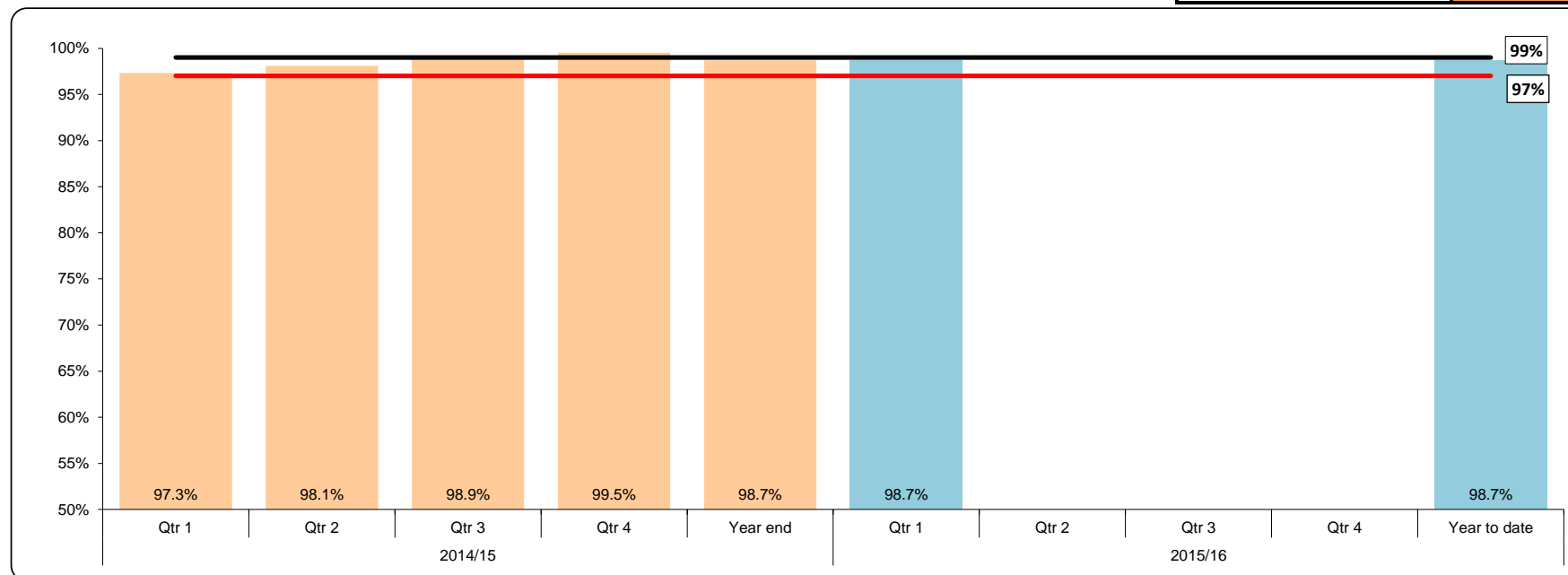
Percentage of void properties let first time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	90.8%	83.2%	85.3%	81.8%	74.4%	88.0%	85.7%	88.2%	73.0%	87.1%

VL06

Customer satisfaction with letting staff

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

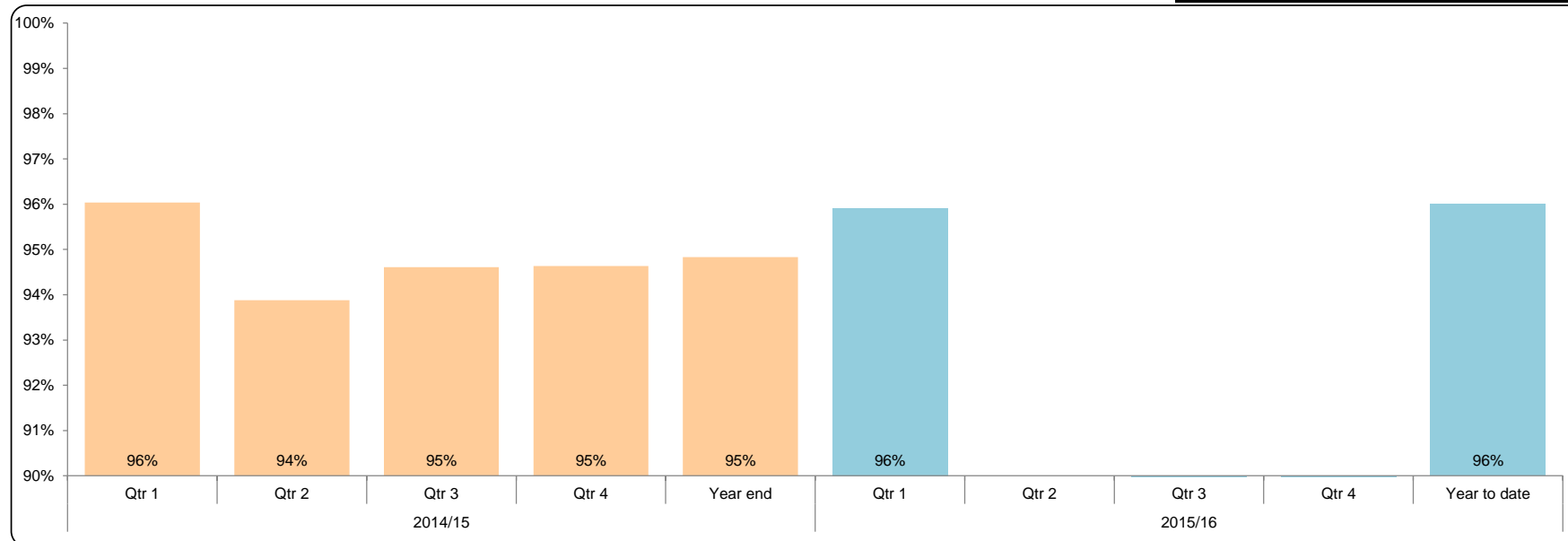
Customer satisfaction with letting staff	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	no data	no data	100%	100%	99.7%	92.3%	100%	100%	no data	100%

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%				96%
Customer satisfaction with new home	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	no data	91.7%	100%	100%	95.7%	100%	94.1%	100%	no data	100%

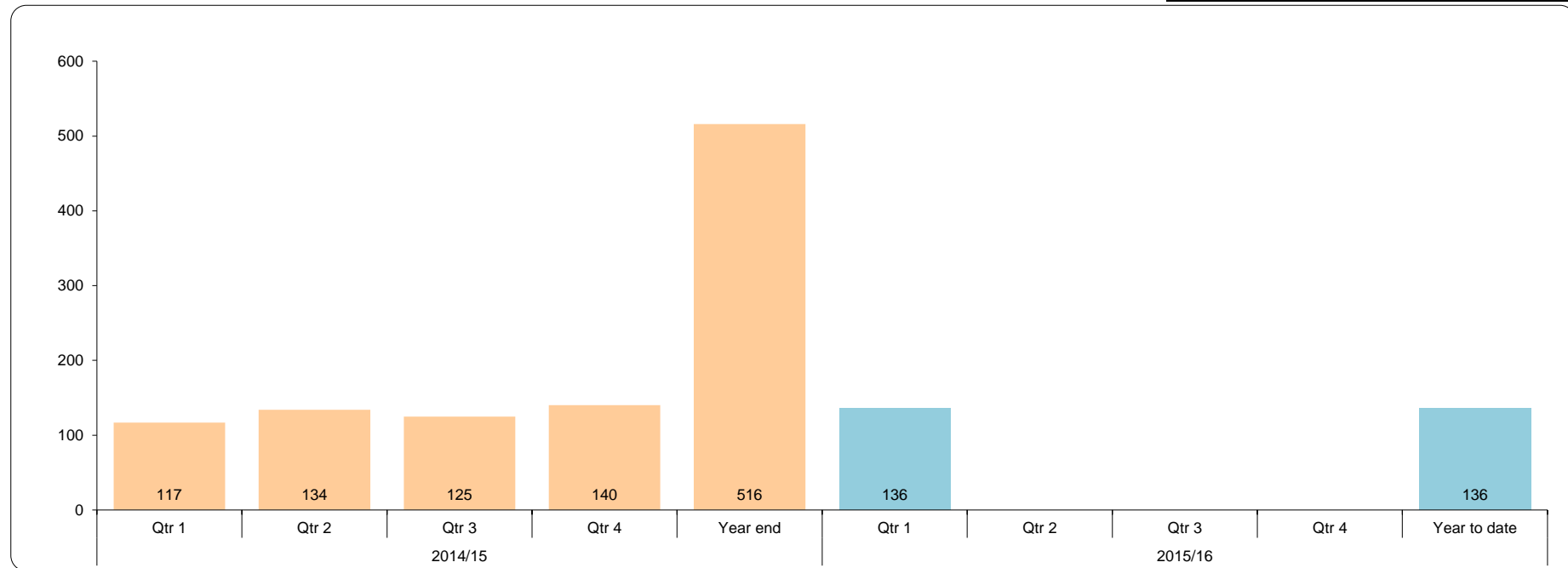
VL15

Services for Older People (Carol Dawson)

Number of new void sheltered properties

RAG Status

No Target



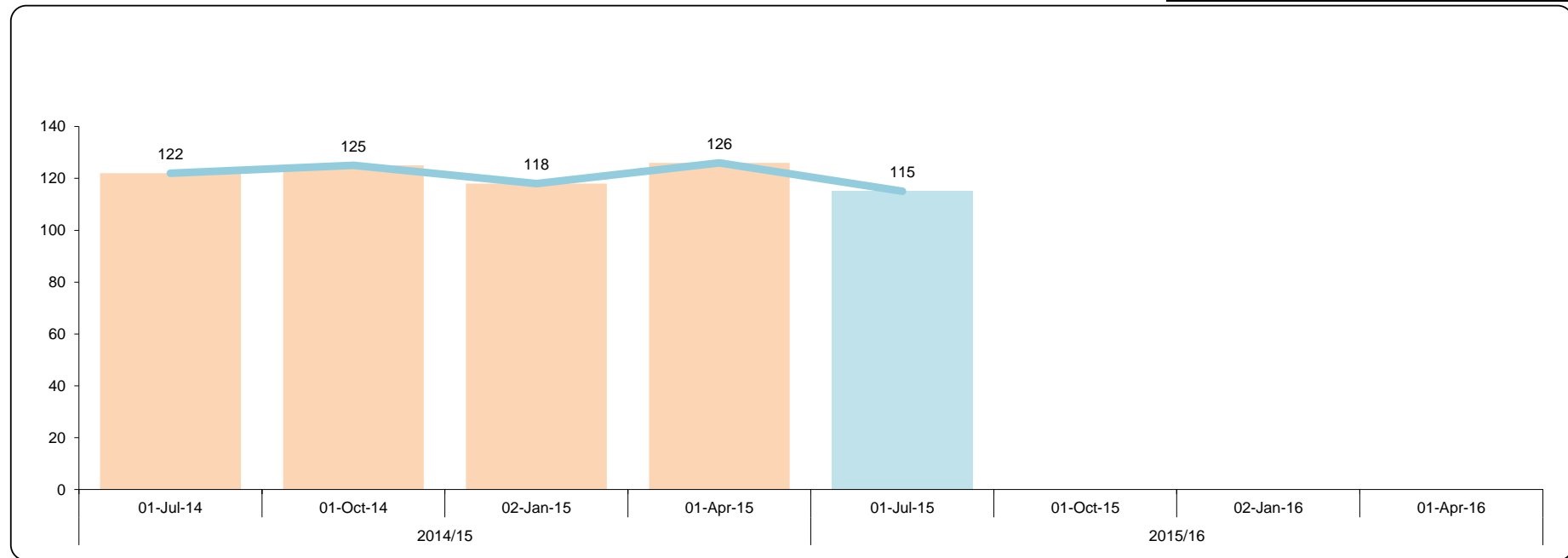
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of new void sheltered properties	117	134	125	140	516	136				136

VL07

Number of current void properties - sheltered only - Snapshot figure

RAG Status

No Target



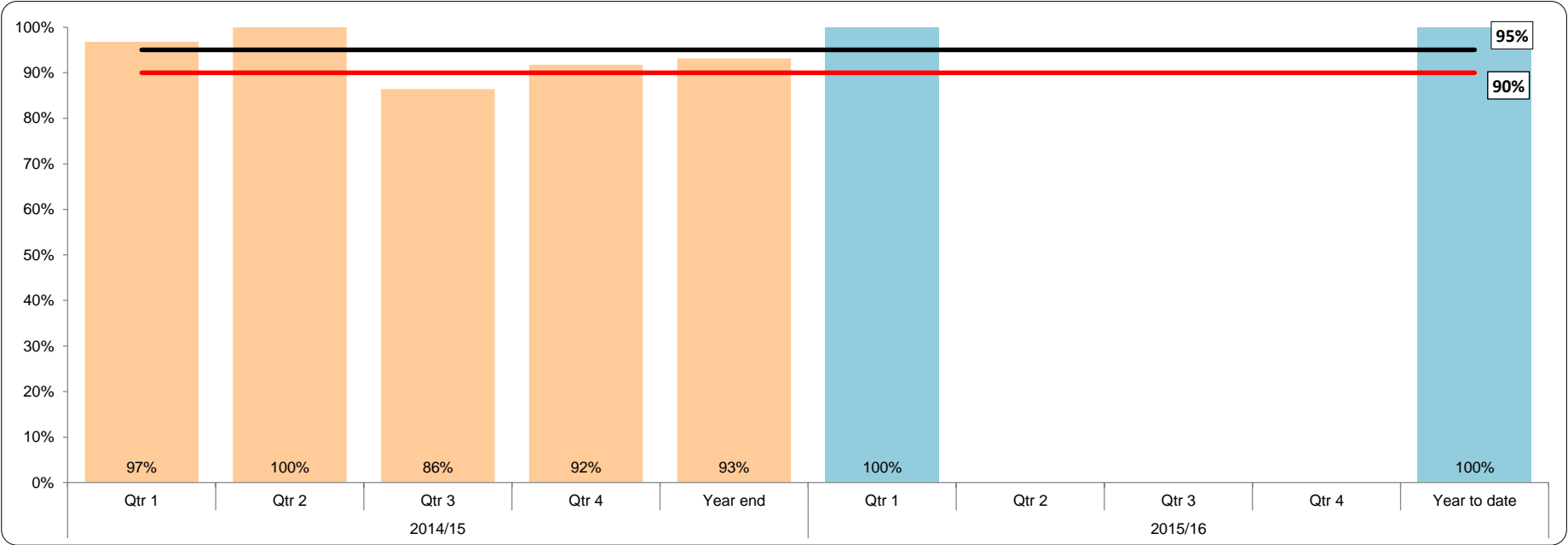
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Total number of current void properties - Snapshot figure	122	125	118	126	115			

Total number of current void properties - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Jul-15	14	9	1	13	17	6	19	10	4	22

VL09

Percentage of support plans completed in 4 weeks

RAG Status	Green
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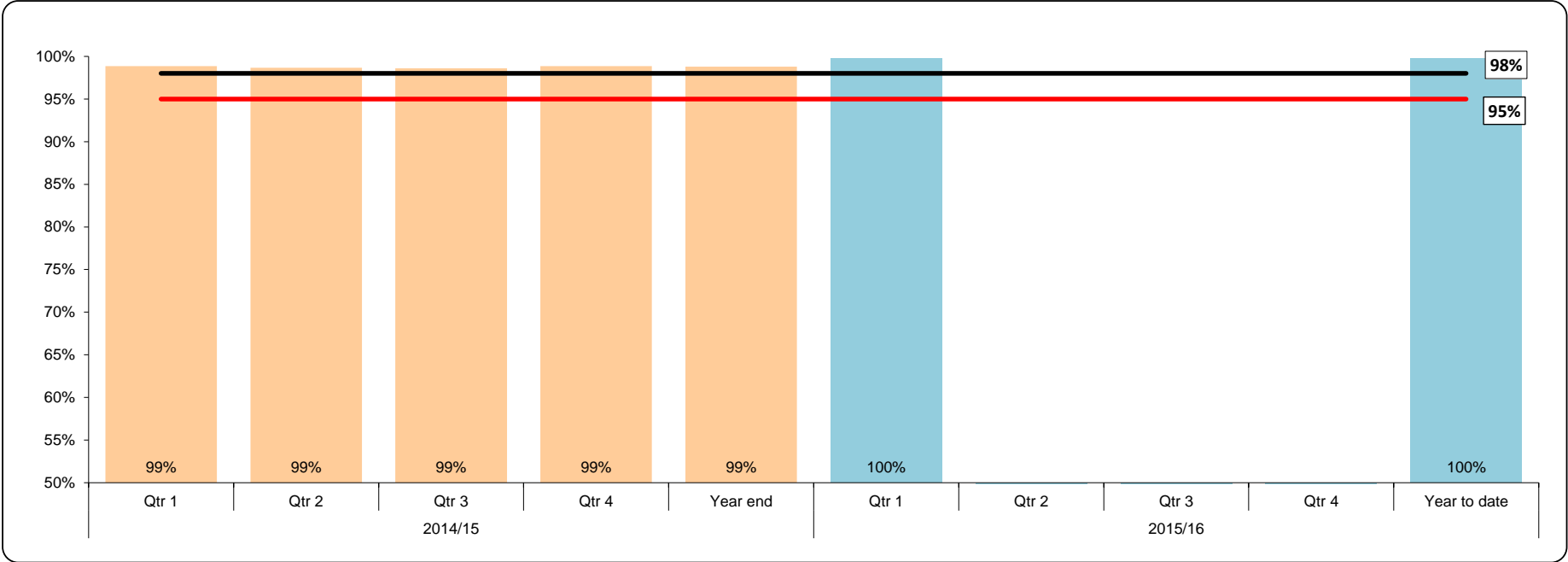
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of support plans completed in 4 weeks	97%	100%	86%	92%	93%	100%				100%
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
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Bigger is better

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

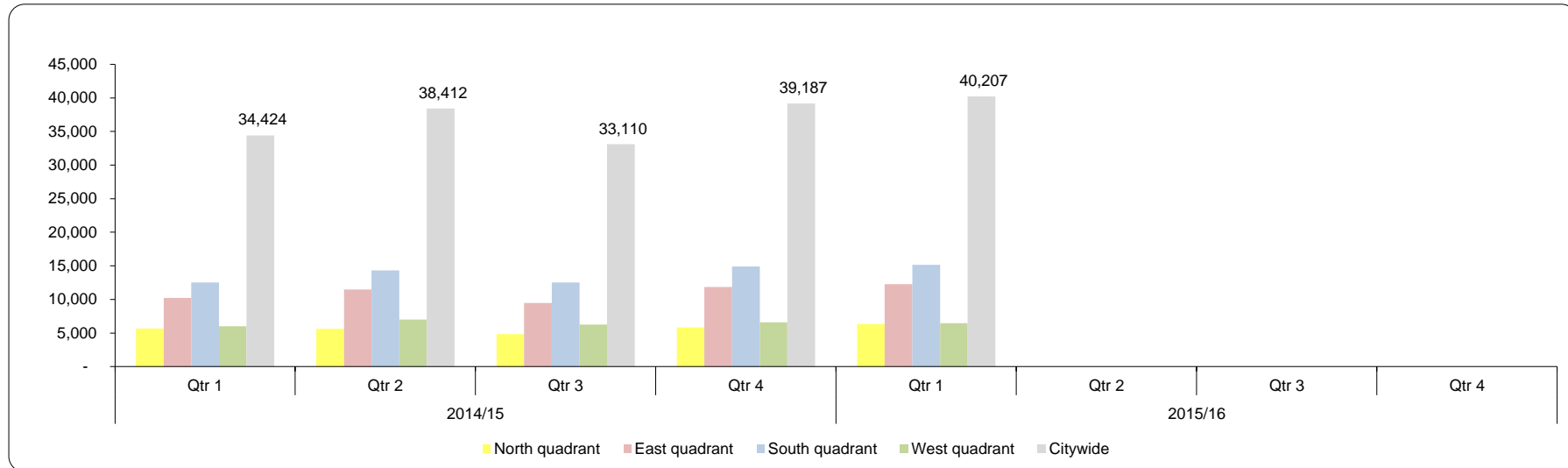
SIOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target

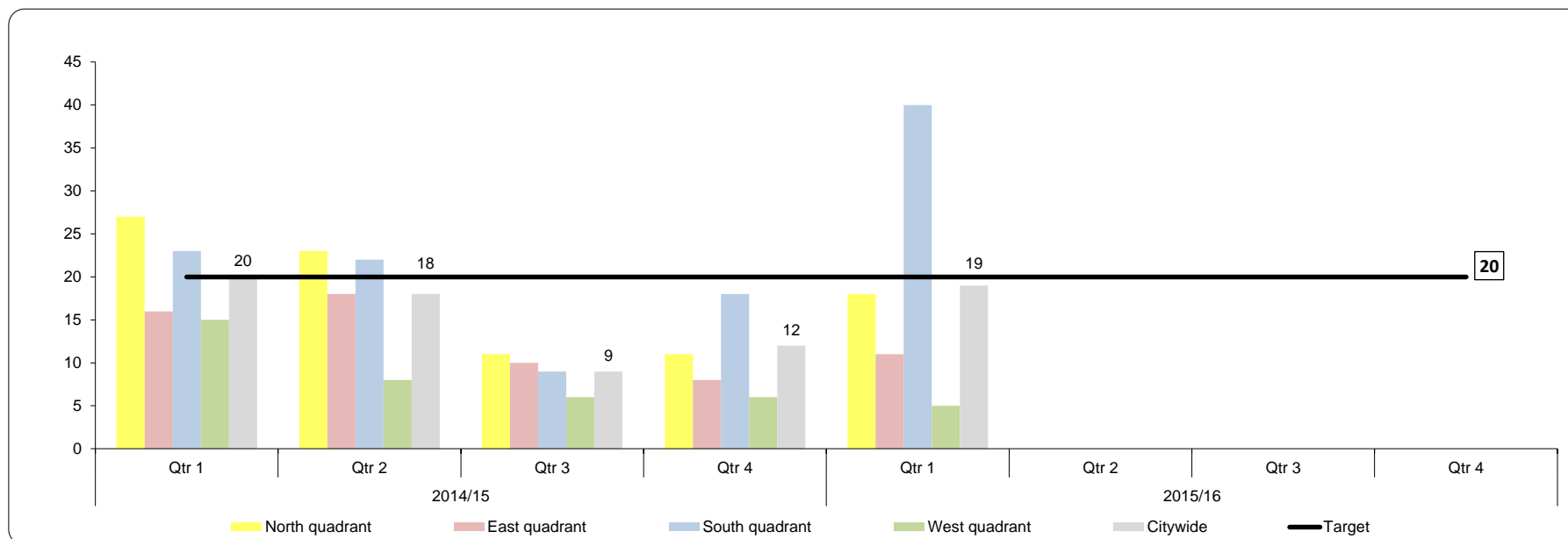


	2014/15				2015/16			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	5,668	5,609	4,850	5,836	6,320	-	-	-
East quadrant	10,233	11,476	9,485	11,851	12,280	-	-	-
South quadrant	12,533	14,321	12,519	14,915	15,138	-	-	-
West quadrant	5,990	7,006	6,256	6,585	6,469	-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

Average time taken to answer calls (in seconds)

RAG Status

Green



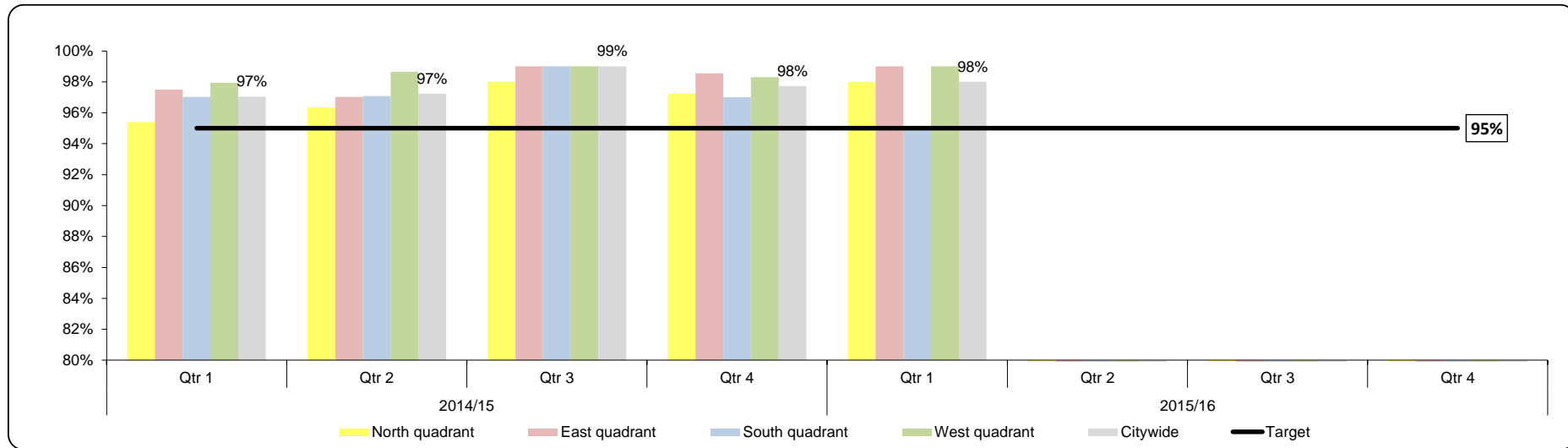
Smaller is better

	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	0	0	0
East quadrant	16	18	10	8	11	0	0	0
South quadrant	23	22	9	18	40	0	0	0
West quadrant	15	8	6	6	5	0	0	0
Citywide	20	18	9	12	19	0	0	0
Target	20	20	20	20	20	20	20	20

Percentage of calls answered

RAG Status

Green



Bigger is better

Percentage of calls answered	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	95%	96%	98%	97%	98%	0%	0%	0%
East quadrant	98%	97%	99%	99%	99%	0%	0%	0%
South quadrant	97%	97%	99%	97%	95%	0%	0%	0%
West quadrant	98%	99%	99%	98%	99%	0%	0%	0%
Citywide	97%	97%	99%	98%	98%	0%	0%	0%
Target	95%	95%	95%	95%	95%	95%	95%	95%

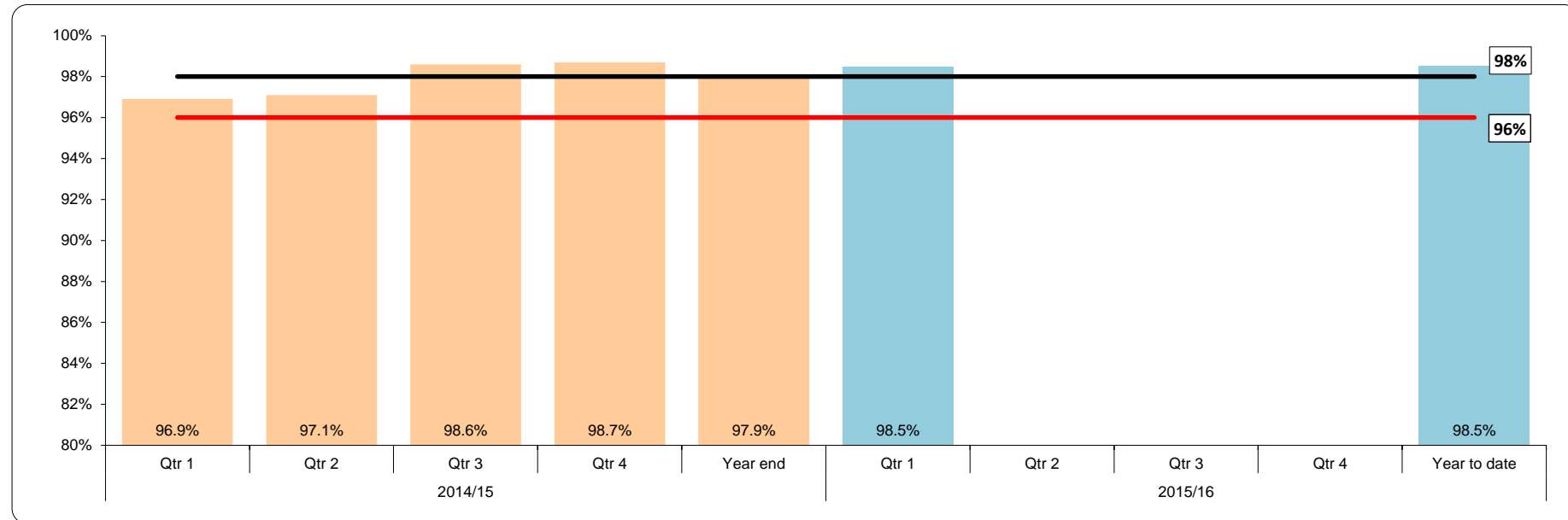
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Green



Bigger is better

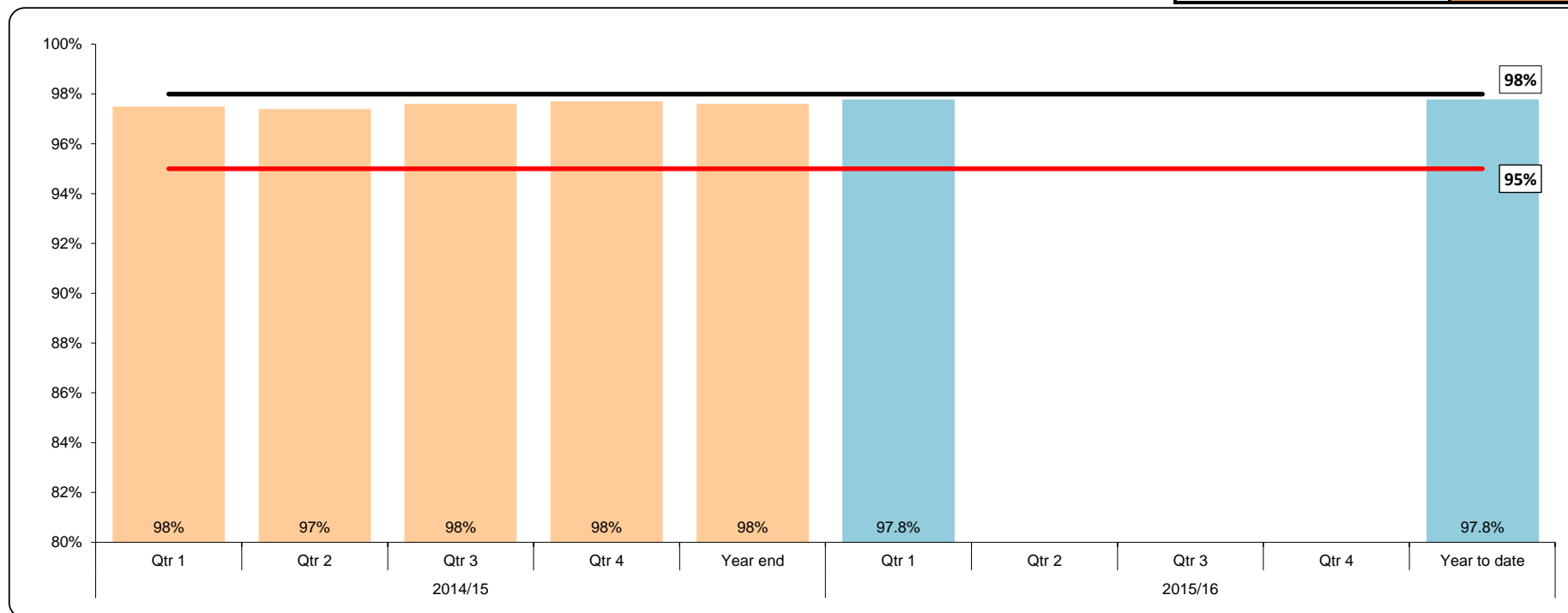
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	98.5%				98.5%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%

Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	98.6%	98.6%	98.6%	99.6%	97.2%	98.3%	98.3%	98.4%	99.0%	99.4%

Percentage of appointments kept

RAG Status

Amber



Bigger is better

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

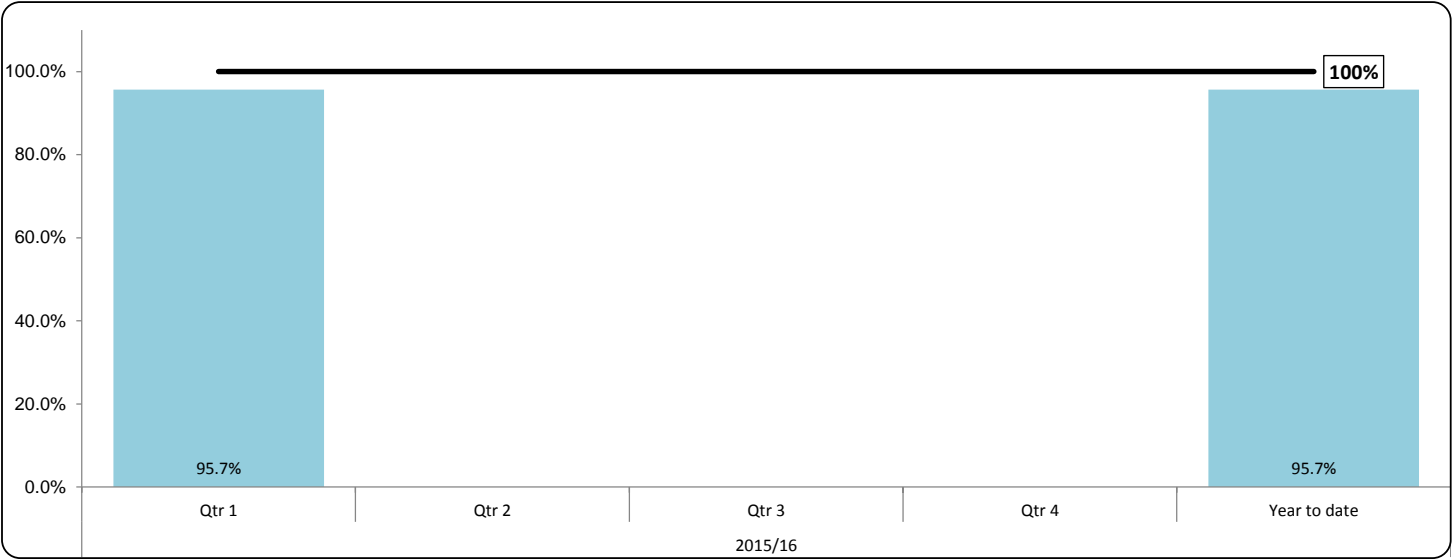
AMM03

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%				95.7%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

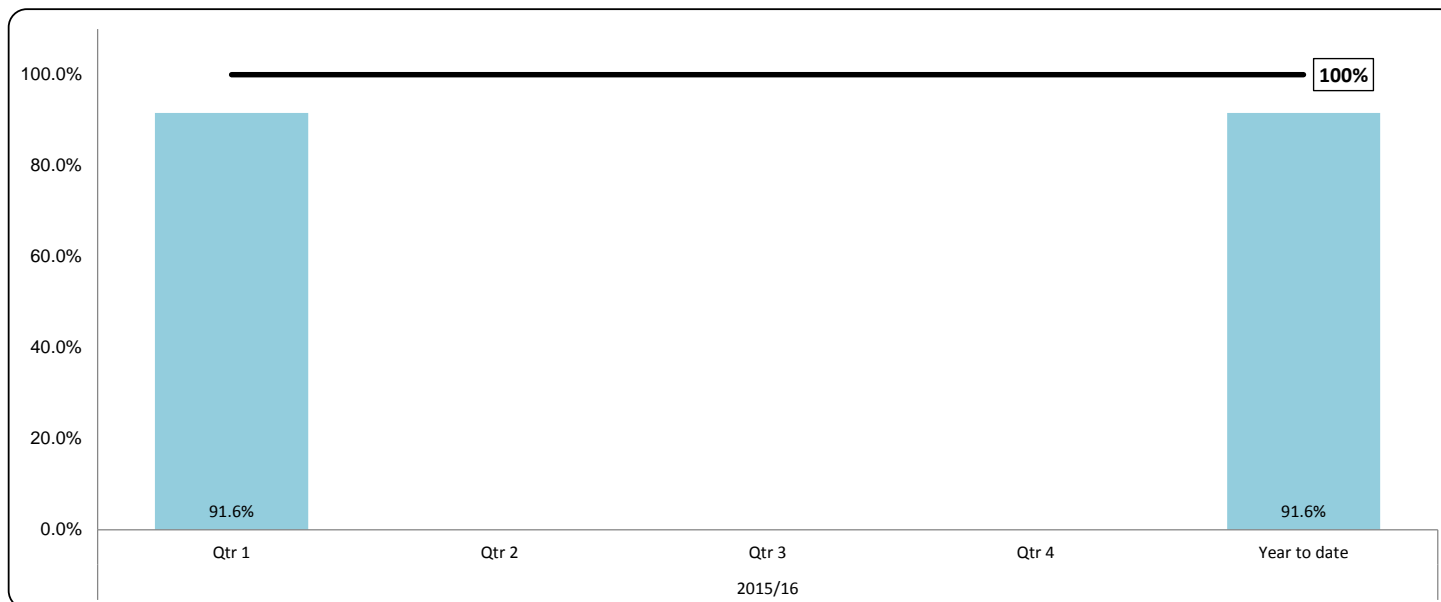
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



Bigger is better

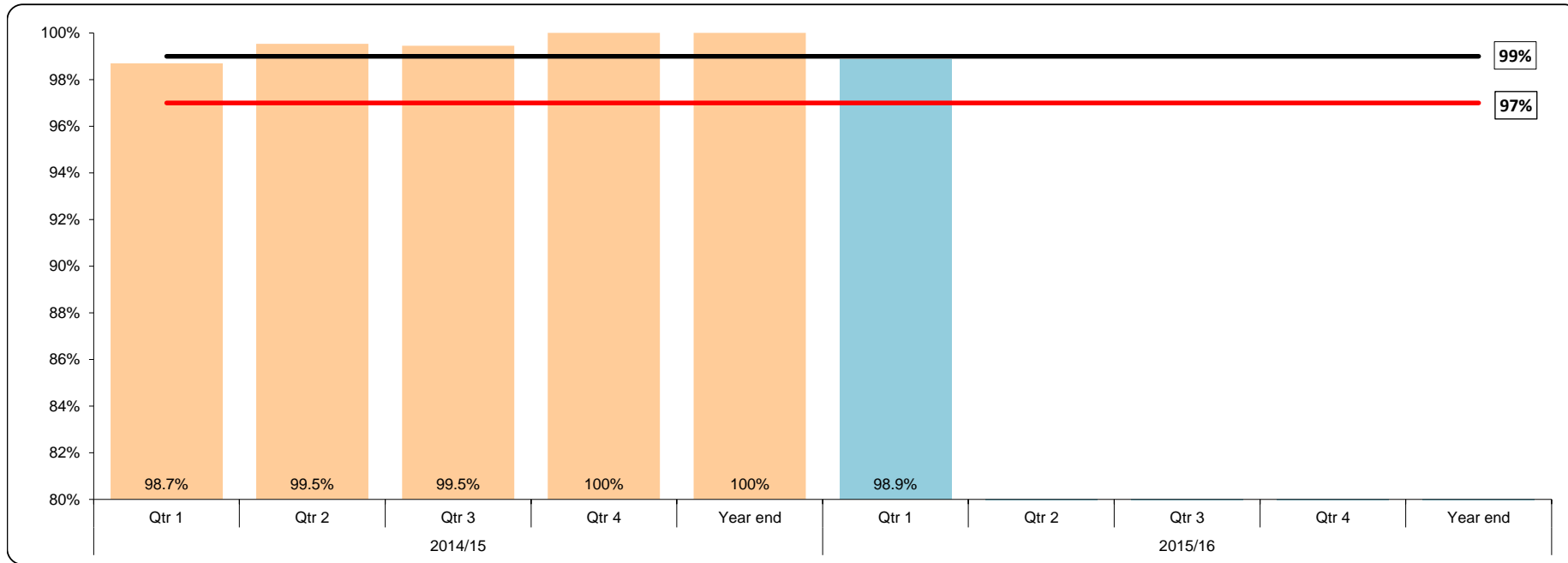
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
We will resolve routine repairs within 30 days	This is a new measure. There is no historical data available					91.6%				91.6%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	90.4%	92.0%	90.7%	91.5%	94.1%	90.0%	90.4%	90.2%	92.1%	91.9%

AMM15

Percentage of gas servicing completed against period profile

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 end
Percentage of gas servicing completed against period profile	98.7%	99.5%	99.5%	100%	100%	98.9%				
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%

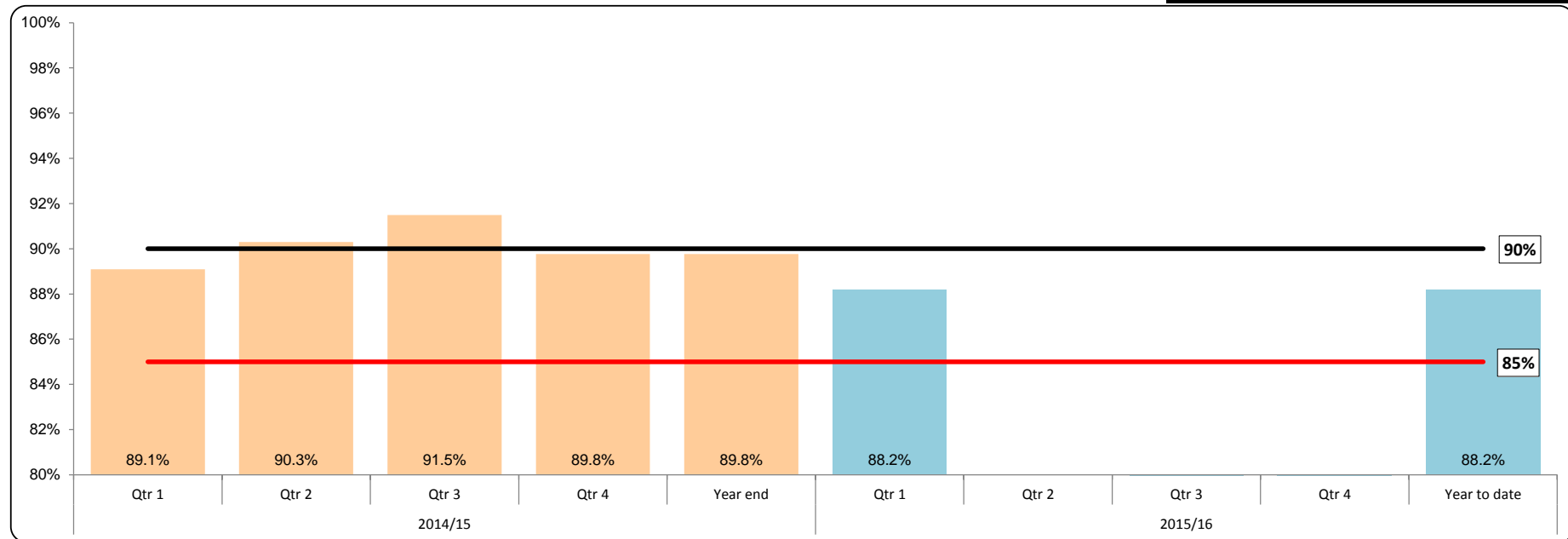
Percentage of gas servicing completed against period profile	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	98.4%	99.4%	99.2%	98.8%	99.5%	97.9%	99.7%	98.6%	99.8%	98.6%

From April 2015 this measure excludes voids.

Percentage of gas repairs completed within 7 days

RAG Status

Amber



Target - Bigger is better

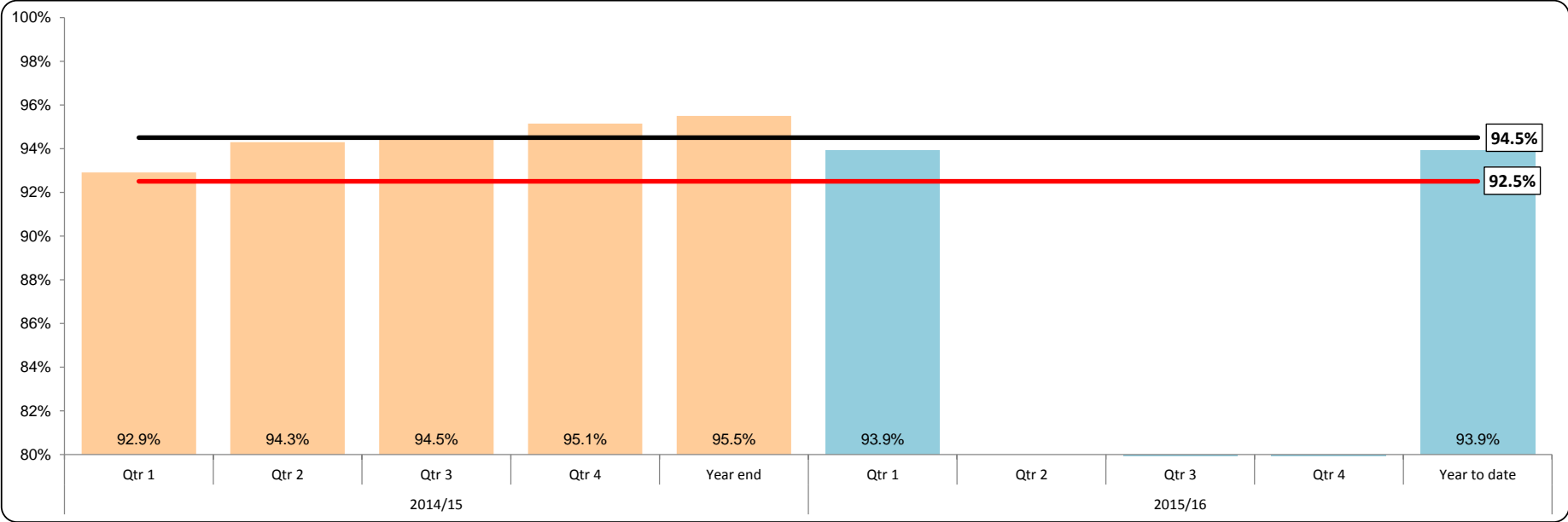
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of gas repairs completed within 7 days	89.1%	90.3%	91.5%	89.8%	89.8%	88.2%				88.2%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

Percentage of gas repairs completed within 7 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2015-16	90.3%	83.2%	84.2%	90.3%	89.9%	85.1%	84.8%	89.9%	81.7%	92.6%

AMM10

Customer satisfaction with repairs

RAG Status	Amber
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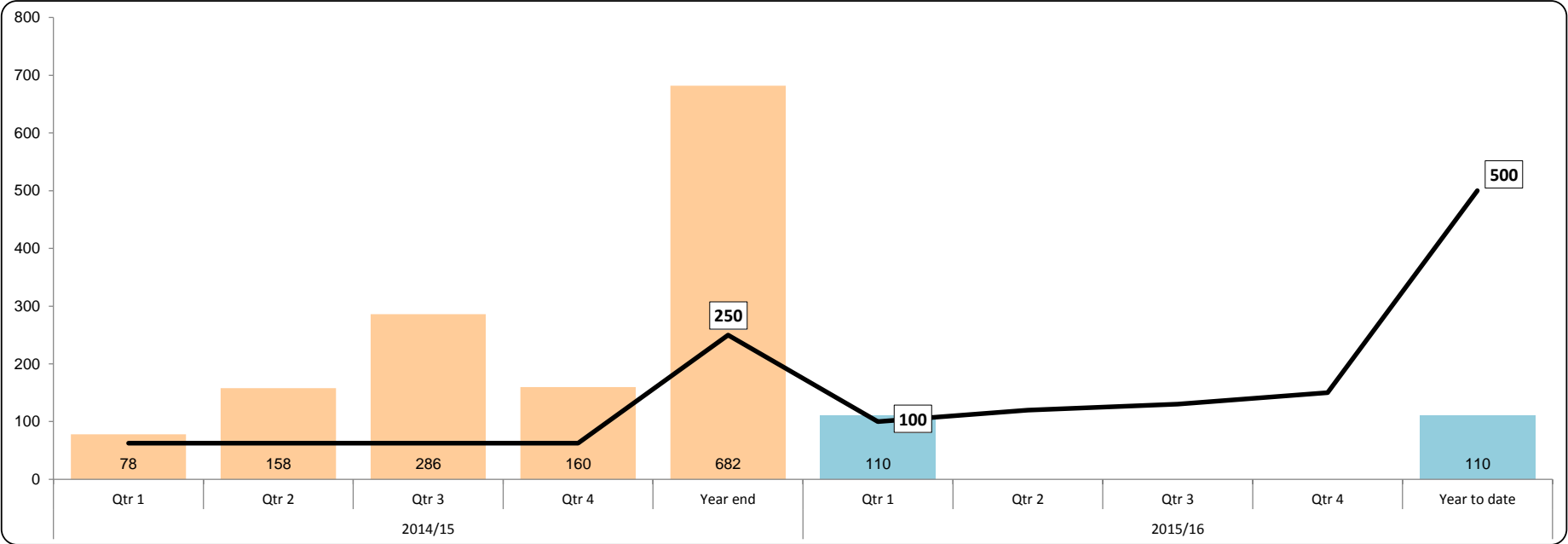
Bigger is better

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

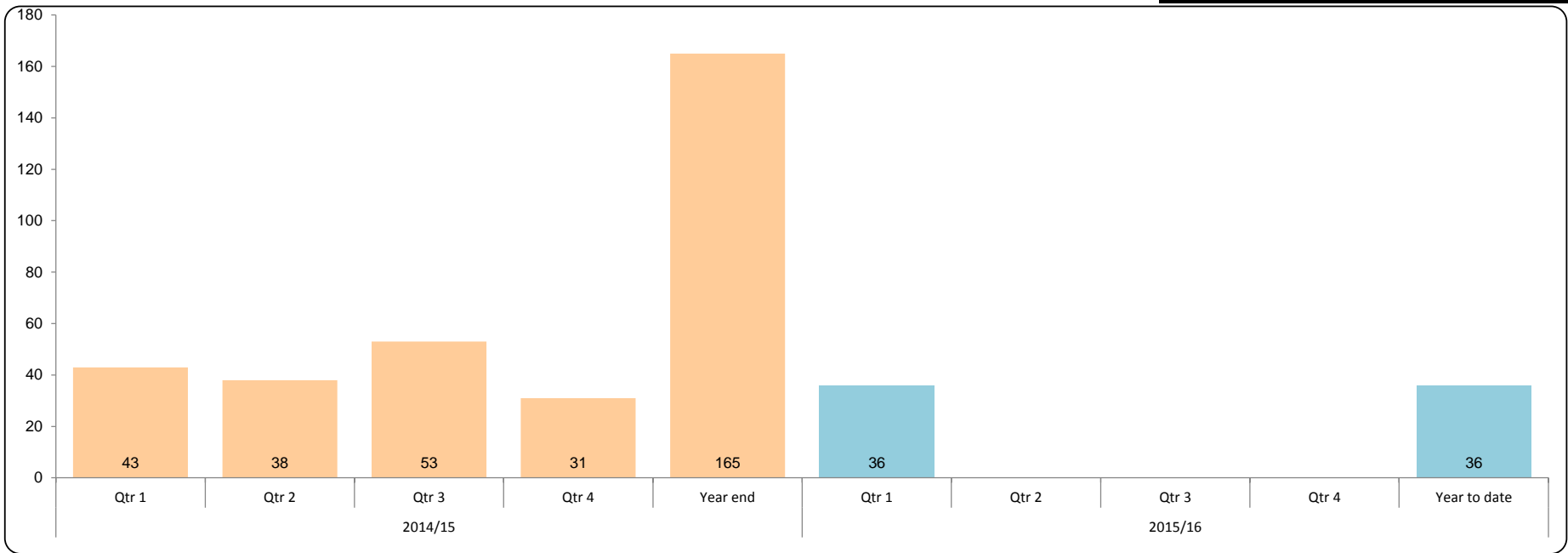
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of households assisted by independent living	78	158	286	160	682	110				110
Target	62.5	62.5	62.5	62.5	250	100	120	130	150	500

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				36

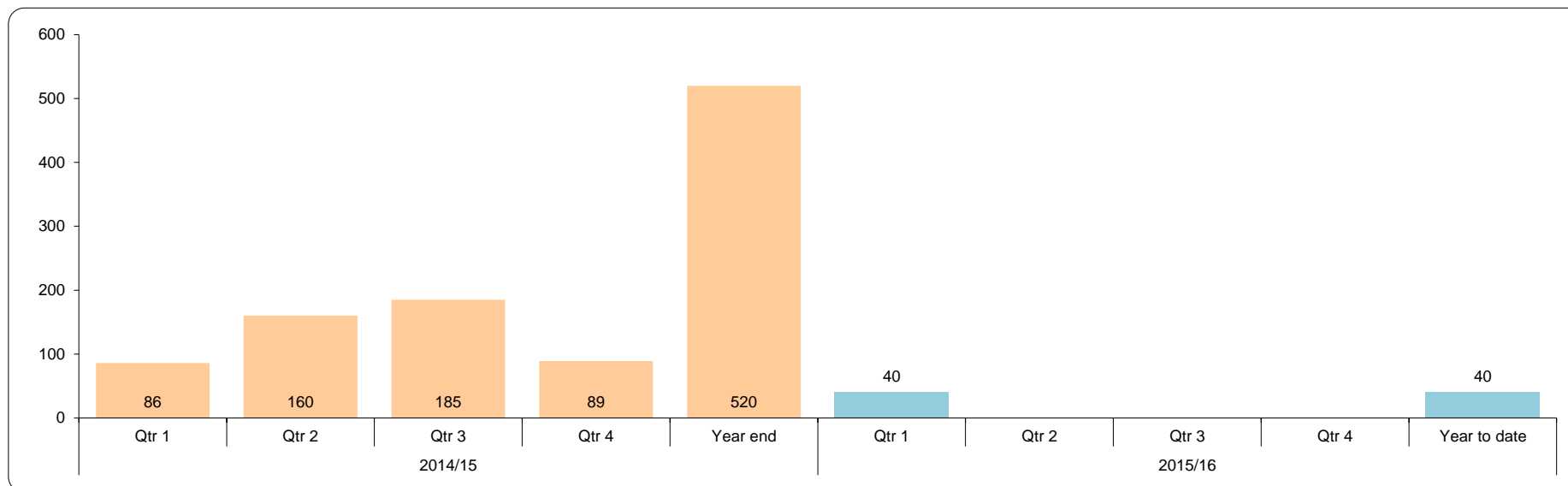
AMM13

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target

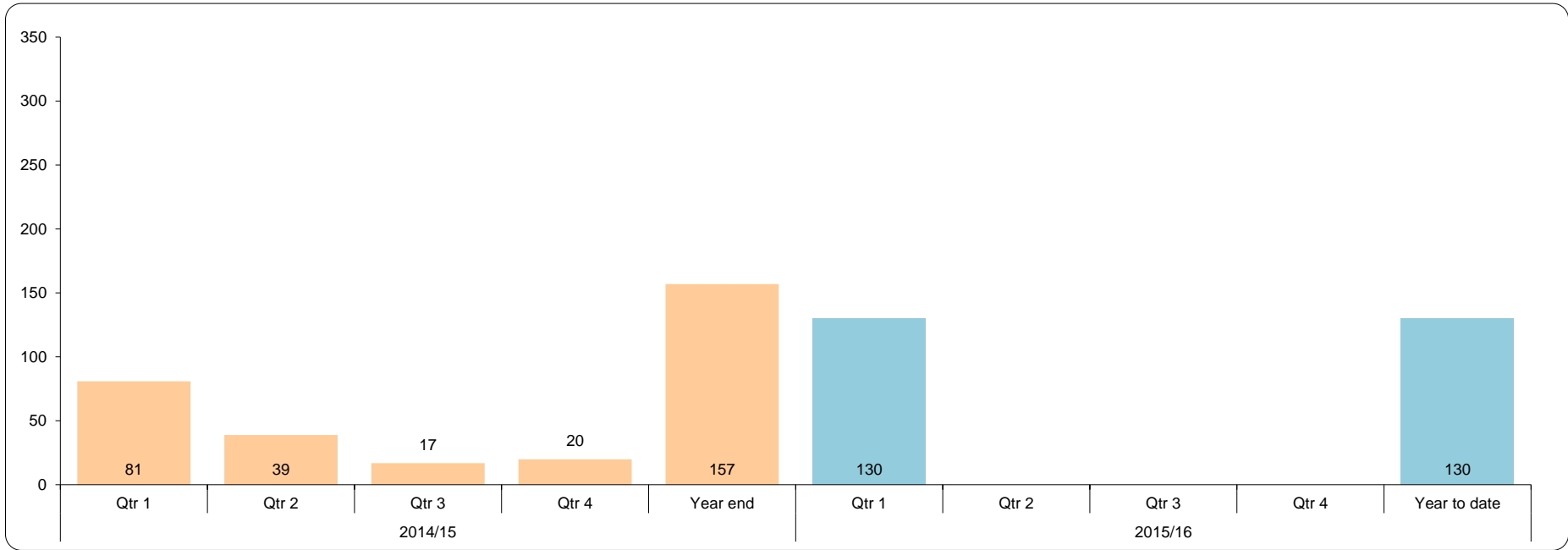


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Houses in Multiple Occupation licences issued	86	160	185	89	520	40				40

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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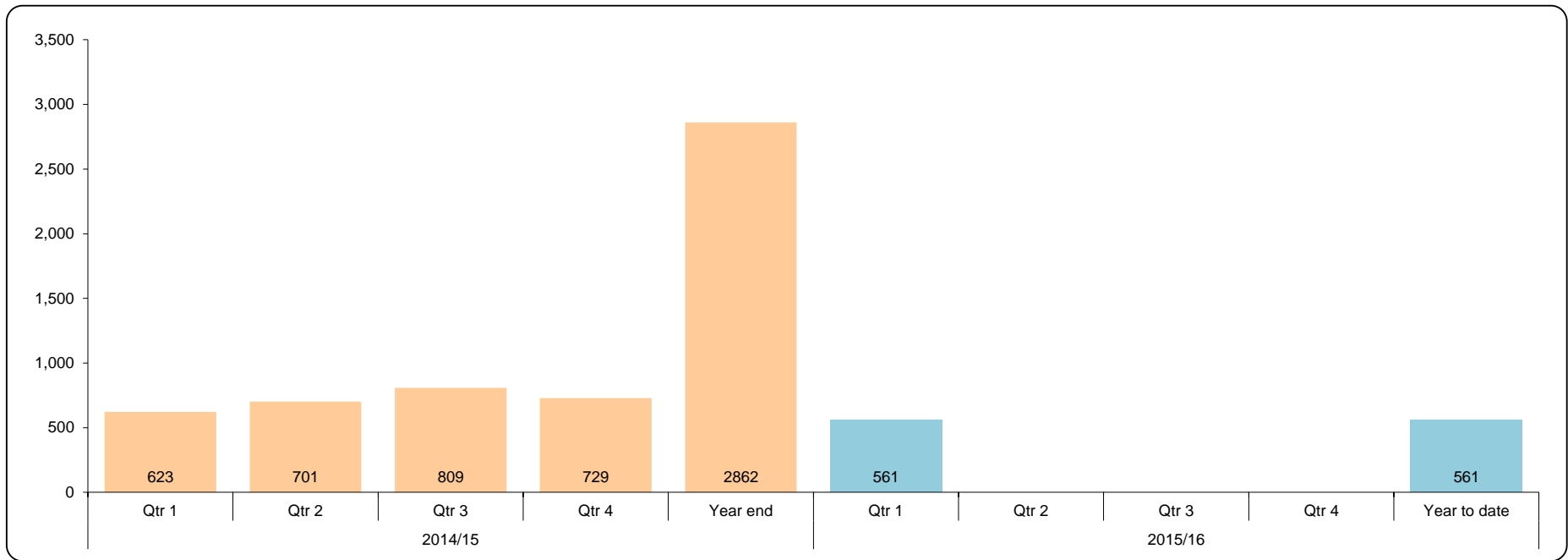


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Licenced and unlicensed Houses in Multiple Occupation inspected	81	39	17	20	157	130				130

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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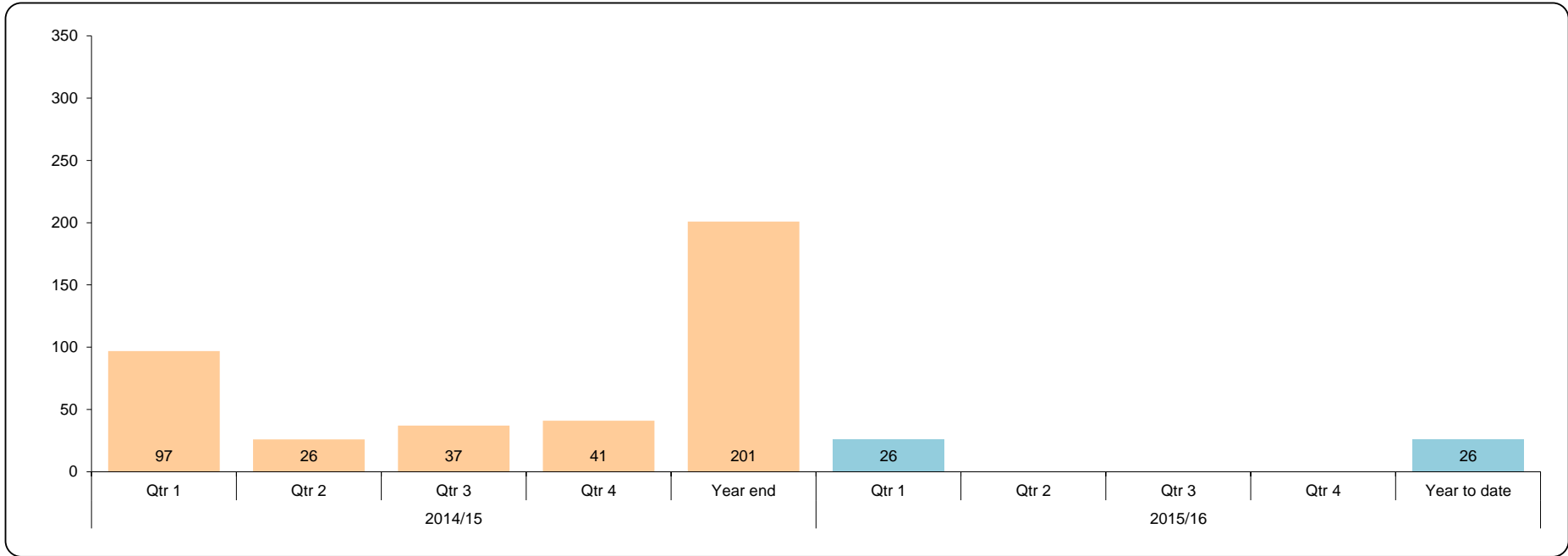


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
PTU requests for assistance	623	701	809	729	2862	561				561

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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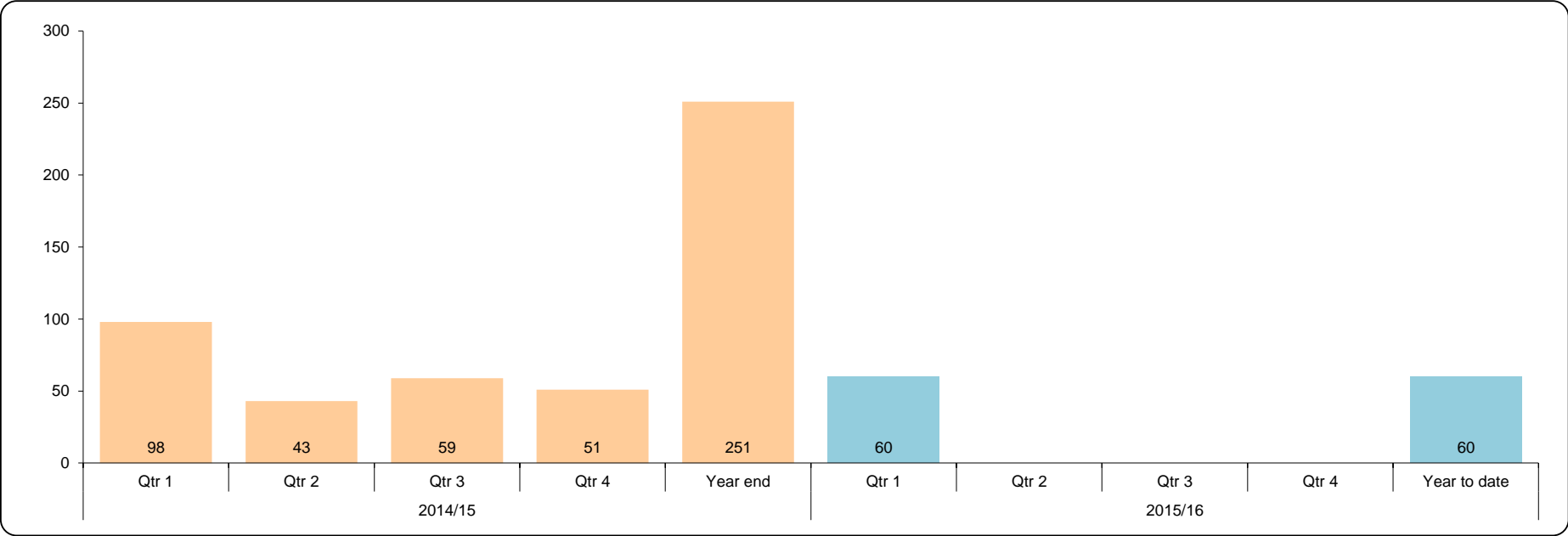


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through advice	97	26	37	41	201	26				26

PRS04

Private Tenancy Unit - Cases assisted through intervention

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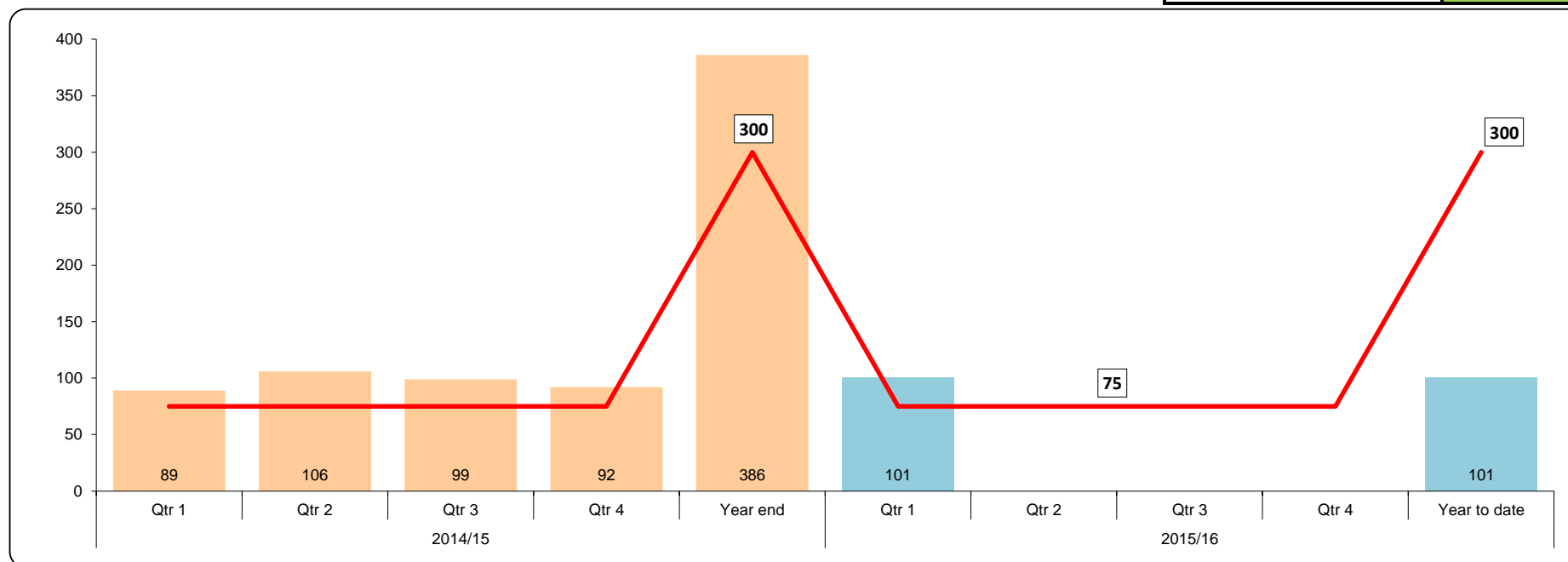
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through intervention	98	43	59	51	251	60				60

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				101
Target	75	75	75	75	300	75	75	75	75	300

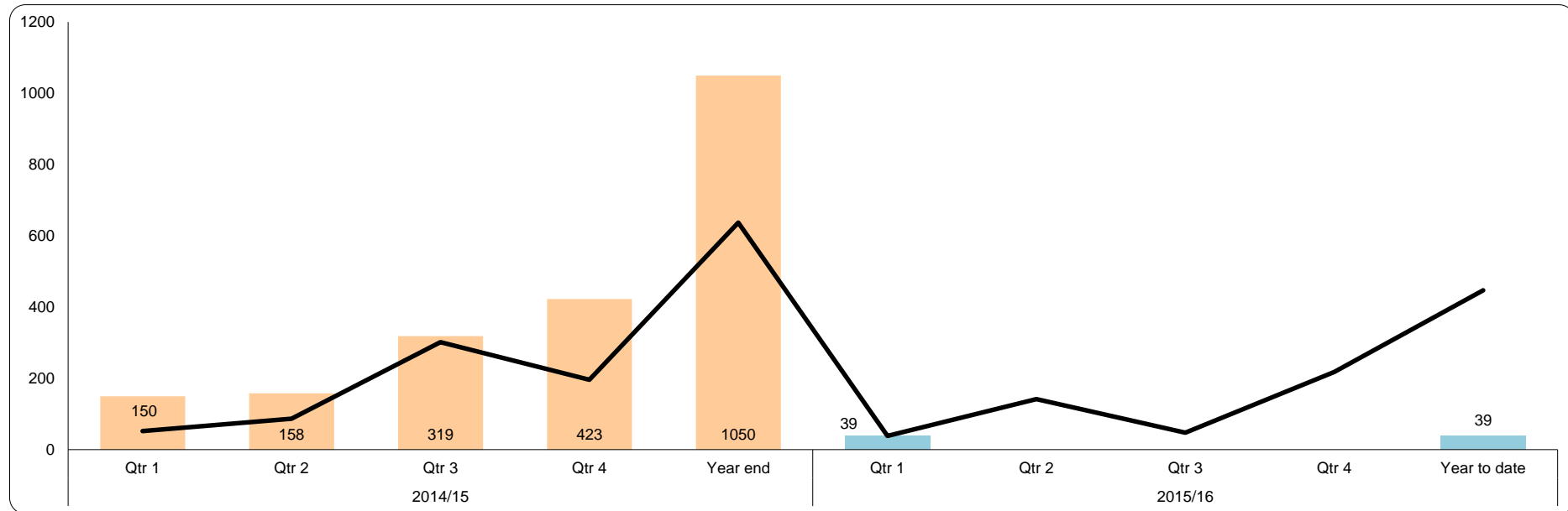
PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

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
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%

There were no Homes and Communities Agency funded completions in Quarter 1. The 39 homes provided were Birmingham Municipal Housing Trust (BMHT) Stock Replacement Completions (SRP).

HD01

Hall Green District

Performance Narrative Quarter 1 2015 / 2016

Anti Social Behaviour	<p>In Quarter 1, there are currently 54 live asb cases for Hall Green District, of these cases 98% have been responded to on time.</p> <p>16 cases were closed and 100% of these cases were closed with a successful outcome.</p> <p>ASB cases are reviewed fortnightly and action plans are agreed between the customer, support agencies and the ASB officers. Interventions include targeted work with Aquarius, Women's Aid, Addaction, Safe, Phoenix Futures, Mind and Brave. This allows for a balanced approach between enforcement, intervention and diversionary activity.</p> <p>Think Family are currently working with 27 families across the East Quadrant.</p>
Introductory Tenancies/Lodgers	<p>In Quarter 1 there were 0 Introductory Tenancies for Hall Green district. In relation to Lodgers in Occupation that are over 12 weeks Hall Green has 1 case, this is currently with Legal Services</p>
Voids and Lettings	<p><u>Overview</u></p> <p>During Quarter 1 we let 127 properties.</p> <p><u>Average Void Turnaround</u></p> <p>Our performance for average days turnaround was 29.2 days against a target of 30 days. This is an improvement in void performance from last quarter which was 35</p>

	<p>days. There are still difficulties letting some sheltered housing where the average days turnaround was 36.</p> <p><u>Fit for Let (FFL) to Tenancy Start Date (TSD)</u></p> <p>FFL to TSD performance is 19.9 days against a target of 10 days which is better than performance last year.</p>
Good News	<p>There has been a number of anti social behaviour cases in which we have taken legal intervention on 12 June 2015 a closure order was issued on a resident of Hall Green District due to late night parties and intimidating behaviour.</p> <p>On 9 July 2015 a Possession Order was granted on a resident who had caused continual anti social behaviour on the East Quadrant.</p> <p>On the Sparkbrook ward there has been some partnership clear ups with Midland Heart on the Oldfield Road area. Residents from the local area attended and this is hopefully the start of a partnership approach.</p>