

## **Selly Oak District**

### **Performance Narrative** **Quarter 1 2016 / 2017**

<b>Anti Social Behaviour</b>	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <ul style="list-style-type: none"><li>• The ASB teams received 157 new cases during the Quarter.</li><li>• The Teams closed 143 cases with 99.3% of these being successfully closed.</li><li>• The ASB initial contact performance during this quarter is 96% of cases being contacted within the Service standard. This represents an improvement over the last quarter. This is within the service standard however Officers are continuing to investigate ways to improve the service.</li><li>• As at 30/8/2016 the two local teams were working on 73 ASB cases of these, 10 are Cat A cases.</li><li>• On The 30/8/2016 The Billesley ward had 35.6% (26 cases); Bournville ward 15.0% (11 cases), Brandwood ward 41.1% (30 cases) and Selly Oak ward 8.2% (6 cases) of the ASB cases open.</li></ul>												
<b>Estates and Tenancy Management</b>	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <p>The Selly Oak District has 6133 local authority Housing Properties.</p> <table><tbody><tr><td>Billesley ward</td><td>2375</td><td>tenancies</td></tr><tr><td>Bournville ward</td><td>857</td><td>"</td></tr><tr><td>Brandwood ward</td><td>2511</td><td>"</td></tr><tr><td>Selly Oak ward</td><td>390</td><td>"</td></tr></tbody></table> <p>The District has 27 high rise blocks managed by the local Housing teams.</p> <p>The city target for cleaning of high rise blocks is for 100% of them to achieve a 'satisfactory' score rating of 45 points and above with 72% of them expected to achieve a 'good' score rating of 60 points or above.</p> <p>In the quarter 100% of our high rise blocks achieved a 'good' rating or higher.</p>	Billesley ward	2375	tenancies	Bournville ward	857	"	Brandwood ward	2511	"	Selly Oak ward	390	"
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	<p><b>Low Rise Blocks</b></p> <p>Within the constituency currently 106 low rise blocks are covered by either neighbourhood caretaking schemes or external contract cleaners.</p> <p>For the quarter the Selly Oak District achieved, 100% of the blocks audited were found to be cleaned to a satisfactory standard or better. This is above the City Target of 99%</p> <p><b>Lodgers in Occupation also known as Unlawful Occupiers</b></p> <p>At the end of the quarter Selly Oak District had 16 open cases over 12 weeks. These cases are complex and often require us to take court possession action. Dealing with cases of this nature, including waiting for court hearing dates will take cases beyond 12 weeks.</p> <p>Unlawful Occupiers left in occupation are required to pay a use and occupation charge whilst their application is being determined.</p> <p><b>Introductory Tenancies</b></p> <p>At the end of the quarter the Selly Oak District had 4.5% of its Introductory tenancies over 12 months old. This is well within the City target of 8%.</p> <p><b>Condition of Estates- Average of Bi-annual estate assessment scores.</b></p> <p>Selly Oak District was assessed at 29.8 points. This puts its estates into the “Excellent” range of scores but is a slight drop from the previous Quarter.</p>
<b>Voids and Lettings</b>	<p><b>Voids and Lettings is managed by Gary Nicholls (Senior Service Manager)</b></p> <p>For the Quarter the average day's turnaround to re-let all properties in the Selly Oak District was 31.4 days. This is better than the City Standard of 33 days but is 3.4 days longer than the City Target of 28 days.</p> <p><b>Average number of days to let a void property once it has been made fit</b> is 21.4 days. This is 4.4 days over the City Standard of 17 days.</p>

	<b>Available council homes as a percentage of total stock</b> for Selly Oak District is 99.6% this is better than the city target of 98.8%
<b>Achievements – Quarter 1</b>	These will be verbally presented during the meeting