

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

YARDLEY DISTRICT COMMITTEE

THURSDAY, 21 JULY 2016 AT 13:30 HOURS
IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 ELECTION OF THE EXECUTIVE MEMBER AND DEPUTY EXECUTIVE MEMBER

To elect an Executive Member and a Deputy Executive Member for the current Municipal Year.

2 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.

3 MEMBERSHIP OF YARDLEY DISTRICT COMMITTEE

To note the membership of the Committee as follows:-

Councillors:- Roger Harmer, John O'Shea and Stewart Stacey (Acocks Green Ward)

Councillors:- Sue Anderson, Paul Tilsley and Mike Ward (Sheldon Ward)

Councillors:- Nawaz Ali, Zakar Choudhry and Zafar Iqbal (South Yardley Ward)

Councillors:- Neil Eustace, Basharat Dad and Carol Jones (Stechford and Yardley North Ward).

Co-opted Members

Rob Davis, Station Commander, West Midlands Fire Service
Superintendent Bas Javid, West Midlands Police

4 LEAD OFFICER ARRANGEMENTS

To note the Lead Officer arrangements as follows:-

Lead Officer - (Yardley) - Richard Davies

Area Democratic Services Officer - Marie Reynolds

5 **APOLOGIES**

To receive any apologies.

5 - 14

6 **MINUTES**

To confirm and sign the Minutes of the last meeting of the Yardley District Committee held on 28 January 2016.

7 **DISTRICT COMMITTEE APPOINTMENTS**

To confirm/re-appoint the following appointments:-
Corporate Parent Champion (currently Councillor S Anderson)
Special Education Needs Champion (currently Councillor Z Iqbal)
Employment, Jobs and Skills Champion (currently Councillor Nawaz Ali)
Cultural Heritage Champion (currently Councillor Paul Tilsley)
Regulation 33 Visits -

8 **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.

15 - 16

9 **CODE OF CONDUCT**

To note the Code of Conduct at District Committee meetings.

17 - 22

10 **DISTRICT COMMITTEE FUNCTIONS AND GUIDELINES**

To note the the executive powers, rules of governance and functions for District Committees (Article 10 of the Constitution).

23 - 102

11 **HOUSING TRANSFORMATION PERFORMANCE REPORT QUARTER 4**

Report of the Strategic Director, Place.

103 - 120

12 **PLACE MANAGERS UPDATE**

Ms R Bansall, Mr Hussain and Mr P Barratt (Street Scene) to report.

13 **FOX HOLLIES LEISURE CENTRE AND STECHFORD CASCADES - UPDATE**

Mr Paul Walls, Leisure Projects Client Manager and Mr Jamie Bryant, Partnership Manager to provide an update.

14 **WARD MEETINGS AND THE NEW WAY OF WORKING AND THE
COMMUNITY GOVERNANCE NEW WARD ACTION TRACKER
DATABASE**

Mr Richard Davies, District Lead to present.

15 **EAST COMMUNITY SAFETY GROUP TO UPDATE**

Amelia Murray and Mark Ward to provide a verbal update.

16 **SCHEDULE OF FUTURE MEETINGS 2016/17**

To note the schedule of meetings for 2016/17:-
2016 **2017**

29 September (Room 2)	26 January (Room 6)
24 November (Room 6)	23 March (Room 6)

All meetings will be held on Thursdays at 1330 hours at the Council House.

17 **FUTURE WORKING ARRANGEMENTS/DISTRICT WORK PROGRAMME**

The Chair to advise Members accordingly.

18 **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.

19 **DATE OF NEXT YARDLEY DISTRICT COMMITTEE MEETING**

The next Yardley District Committee meeting is scheduled for Thursday, 29 September 2016 at 1330 hours in Committee Room 2, Council House, Victoria Square, Birmingham B1 1BB

20 **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

**YARDLEY DISTRICT
COMMITTEE
28 JANUARY 2016**

**MINUTES OF A MEETING OF THE YARDLEY DISTRICT COMMITTEE
HELD ON THURSDAY, 28 JANUARY 2016 AT 1330 HOURS
IN COMMITTEE ROOM 2, COUNCIL HOUSE, BIRMINGHAM**

PRESENT: - Councillors Sue Anderson, Nawaz Ali, Zakar Choudhry, Basharat Dad, Neil Eustace, Roger Harmer, Zafar Iqbal, Carol Jones, John O'Shea, Stewart Stacey, Paul Tilsley and Mike Ward.

ALSO PRESENT: -

Gary Ladbrooke	- Integrated Service Head
Andy Pepper	- Assistant Director Children in Care Provider Services
Adrian Phillips	- Director of Public Health
Chris Robinson	- Acting Senior Service Manager
Paul Walls	- Leisure Project & Client Manager
Jamie Bryant	- Birmingham Community Leisure Trust
Amelia Murray	- Community Safety Manager
Marie Reynolds	- Area Democratic Services Officer

NOTICE OF RECORDING

351 The Chairman 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.

The whole of the meeting would be filmed except where there were confidential or exempt information.

APOLOGIES

352 Apologies were submitted on behalf of Councillor Mike Ward for lateness due to a prior commitment.

MINUTES

353 The Minutes of the meeting of the Yardley District Committee held on 19 November 2015 were confirmed and signed by the Chairman.

MATTERS ARISING

Birmingham Education Partnership (BEP)

- 354 The Chairman referred to the excellent report relating to the Birmingham Education Partnership and subsequently highlighted several issues pertaining to Yardley district whereby one school was in special measures and generally the poor exam results and low success rates.

She stated that she wished to speak to members after the meeting regarding their responsibilities with schools and making contact with them. She added that she would like to invite the Yardley representative from Birmingham Education Partnership (BEP) to the next meeting, to report on school improvements and what was being done and where, and what the outcomes were and how they were playing their part in terms of increasing better outcomes in terms of sats and exam results.

Community Safety Update – Future of Policing

- 355 The Chairman referred to the above mentioned item and confirmed that not as many police community support officers would be lost as anticipated.

Landlord Services

- 356 It was noted that the Landlord Services annual visits would be finishing shortly and a report would be submitted to the next meeting.

Amey Contract - Compliance

- 357 The Chairman confirmed that Councillor Stacey was checking out the above-mentioned item.

DECLARATIONS OF INTEREST

- 358 No declarations were submitted

CHAIRMAN'S ANNOUNCEMENTS

Education and Children's Services - Event

- 359 The Chairman reported that she had attended an event yesterday relating to Education and Children's Services and subsequently emphasised that education attainment in the city was not as good as the English average, and therefore there was a need to look at education attainment over most of the city. It was noted that there had been discussion also about Children's Services and the improvements that still needed to be made there.

District Responsibilities – Increased

- 360 She stated that whilst working away as Chair of Yardley District, highlighted the greater responsibility that had been given to districts which was a real issue and that all elected members had a part to play. She stated that it had been somewhat difficult with the additional responsibilities and there was concern that elected members were fulfilling these responsibilities, adding that more workshops and presentations would be taking place regarding these responsibilities and how all members would play a part in this work.

Corporate Parenting Role

- 361 She referred to the role of a Corporate Parent which she was continuing to undertake, however, highlighted that it was a shared responsibility, and that every single member of the City Council should be exercising their role as a Corporate Parent.

CORPORATE PARENTING

Andy Pepper, Assistant Director Children in Care Provider Services whilst highlighting his strategic responsibilities relating to Corporate Parenting and also Children in Care, subsequently provided a detailed presentation on the introduction to Corporate Parenting:-

(See Document No 1)

The Chairman referred to Warwick House as a respite facility which was located in the district whereupon visits were undertaken by her and Councillor O'Shea. She further referred to the five care homes in the private sector located in Yardley and although happy to undertake initial visits, would be circulating the contact details to members once they had completed their training. She encouraged members to carry out the visits within the year, which she stated would be helpful, and also discuss with the young people on how they were progressing at school and maybe whether the students were accessing the services they were entitled to, which she stressed, would be a really useful start in looking after our young people in care.

Following comments and questions from members the following points were made:

Andy Pepper stated that there was a statutory responsibility for the city council, as well as a number of other partners to feed information where there was a request for children's homes to be registered in an area, in order that this could be fed back to the regulator regarding that particular area. The police and the National Probation Service and also the provider make a decision based on that information. He added that children's homes have to be registered through Ofsted and it was usually down to their final decision if they were going to give registration to the home. He advised that each home undertakes a compatibility risk assessment, and have to look at particular issues around young people, taking into account their care plan and then try to match their plan with the home they would be moving into. He stated that they tried to ensure that they

were not put into a riskier situation than the one they had left. He referred to the expectations from the homes that looked after the young people and worked with them around anti-social behaviour and keeping them safe.

Andy Pepper referred to the regulation 44 training and the assistance in providing pointers for members to look towards when undertaking visits.

The Chairman referred to the excellent guidance notes in highlighting what to look for and also suggested to look at the day to day book, where incidents were recorded and if regularly re-occurred, to question this.

Andy Pepper detailed the membership of the board and highlighted that they had got a cross section of the people working with children and young people that were looked after in the city. He added that there was a representative from the young people in care on the board and also that there was a separate young people's board. He added that the young person that sat on the corporate parents' board was in care themselves up until six months ago and was now a care leaver. He stated that twenty two young people that were on the young people's board which fed into the corporate parenting board, and that was where issues were picked up adding that they were now developing a strong working relationship with the young people and that there was more face to face communication than there had been in the past.

Andy Pepper referred to the scrutiny part of the involvement which at present, was not yet finalised. He stated that there were a number of ideas and what they were clear on was that the information that came out of the children in care council was fed into the corporate parenting board first in order for it to be debated, and then forwarded to the working group that puts together a task and finish group in order to get to grips with the issues. Once the issues had been dealt with, it would be fed back to the children in care council who then in turn fed back to the board.

The Chairman thanked Andy Pepper for attending and presenting at the meeting. She stated that she would look forward at the next district committee meeting of being able to report on the actions the members had taken in this area of work.

Councillor Tilsley agreed to circulate training dates.

Upon further consideration, it was:-

362

RESOLVED:-

That the presentation and comments be noted.

PUBLIC HEALTH UPDATE

Adrian Phillips, Director of Public Health provided an update. He highlighted that as yet he was unable to provide details of the budget as it was not yet available.

He referred to the mandatory functions and highlighted that by law they had to provide a child weight and measuring programme, ensure provision of health checks for everybody between the ages of 40 to 75 and ensure appropriate sexual health services and ensure plans were in place to protect the health of the population.

From 1 October 2015 new mandatory functions relating to health visiting including checks for babies before birth after birth and certain ages would be mandatory functions. The department was monitored on set of outcomes called public health outcome framework and the indicators were showing that the city illustrated more red than green and therefore were looking to make improvements. It was noted that although the government had promised that there would be fewer outcomes the numbers had increased from 56 to 93 currently.

Adrian Phillips stated that the department were expecting £103m in April 2016 in the comprehensive spending review with at least a 7% reduction next year with incremental reductions continuing for the following 3 years. He referred to the changes to the funding formula and stated that until the figures were available could not report on exactly how much the budget would be.

He highlighted that most of the budget was spent on mandatory services which included; sexual health, health checks and also supporting the early years. He stated that there was a great deal of funding being provided to support the redesigning of the process so that in future, there would be a different offer for parents in Birmingham linked to health. He referred to the reductions in the future and the stark choices that would have to be made around lifestyle; smoking services, weight management services and activity services.

He referred to the overall picture of the city and stated that undoubtedly there would be a cut in the budget and that there was a year on year saving of £2m due to the way contracts had been signed for the next 2 years which would be less difficult. He added that after that due to the how the budget would be allocated it was uncertain as to whether mandatory functions would stay or go and finally in 4 to 5 years' time it could move to business rates.

He referred to the sexual health services provision that was being provided in the basement at Boots that would be opening on 11 February 2016, which was what young people requested when consulted.

He referred to the substance misuse contract which was different than before where they had tried to commission a system rather than a service. In the substance misuse, sexual health service and nursing area a provider in those areas had not been commissioned and that all contracts had a number of lead providers who had a supply chain. Further reference was made to another element of the service which was safeguarding children and how it was managed by the department with a system leader who in turn managed the rest of the supply team in terms of commissioning. He stated that it was important in that it was up to all to make it work and help them to make it work with providing practical support.

The Chairman concluded by thanking for attending the meeting and presenting.

Upon further consideration, it was:-

363

RESOLVED:-

That the update be noted.

**STECHFORD CASCADES AND FOX HOLLIES LEISURE CENTRE -
UPDATE**

Mr Paul Walls, Leisure Project & Client Manager, and Mr Jamie Bryant, Birmingham Community Leisure Trust provided an update.

A brief background was reported on the award by Cabinet in June 2015 of the 15 year contract awarded to Circo Leisure Operator Limited together with the delivery vehicle of Birmingham Community Leisure trust in operating 8 facilities across the city. Within the 8 facilities 3 of those would be replaced which included Stechford Cascades.

Mr Jamie Bryant referred to Birmingham Community Leisure Trust stating that it was a non-profit organisation set up as a vehicle to manage efficiently the leisure services in Birmingham. He detailed how the trust was made up and that it was currently chaired by an interim chairman and that in time, the trust would look within the city to manage the trust and that it would provide strategic direction and leadership to the management team led by him and colleagues.

Reference was made to Fox Hollies Leisure Centre the weather pitch and the large fitness facility that generated commercial revenue, and the drive for more community engagement. It was noted the further enhancement of the Be Active Programme with other key stakeholders which included teaching more ladies and parents to swim and through working hard with BCC to drive some initiatives, one identified earlier was to improve the fun factor in Fox Hollies by encouraging more children to swim. It was noted that more jobs had been created at the centre and there had been a pro-active marketing approach with the assistance of the big screen in Grand Central station as well as radio coverage in driving more people to get active. Reference was made to the good work that was taking place with Nine Stiles Academy and that the students were receiving enhanced facilities.

It was reported that Stechford Cascades would be replaced with a brand new facility as the current facility was tired. At present work was at the design stage with architects and colleagues from the Planning Department. Reference was made to the consultation and that the same facilities would be provided and that that they were working with current users to ensure that more fun activities and holiday programmes were introduced. It was noted that the building would be more efficient and economical and was due to open next summer. Whilst the new facilities were being built, the existing building would remain operating although services would have to be reviewed in certain areas when this work

was taking place. Reference was made to the commitment of driving as many people through existing Cascades and the refreshment of some of the gym equipment whereupon it had been recorded that there had been 1000 new customers that had just wanted to use the gym facilities.

It was noted that the driver for the city was to try and put forward a solution to provide the space for activities and the various ways to create fun with the water leisure activities. This could include the obstacle course on water which was a far better experience than a blow up ball in the swimming pool and it was highlighted that they were working with the different stakeholders to ensure that they were listened to.

At this juncture, the Chairman emphasised the fact that there had not been discussions with local councillors and that local councillors had been involved with these particular leisure centres for many years.

Following comments and questions from members the following points were made:-

Jamie Bryant reiterated that the intention was to operate the existing site whilst the replacement was being constructed. He referred to the facilities that would be provided which included 2 pools, a sports hall with a large fitness suite and large community room/exercise space. He referred to the leisure facilities and the need to look at the economical way to provide the leisure services which included the swimming provision and the ways to create fun with the water leisure activities.

He confirmed that the design of the pool sizes had been taken on the guidance from Sport England and the recommendation was a 13m teaching pool and a 25m main pool. He confirmed that galas at the pool would continue and any existing bookings for existing clubs and groups would be honoured and protected. Reference was made to the consultation that would be taking place with them and subject to consultation with members and residents it was anticipated that they would be on site in June 2016 ready for opening by the end of July 2017.

With regard to the provision in the pool to provide a curtained area for ladies it was noted that they were looking at the design detail stage and that it was an interesting challenge for designers to overcome with the different elements and would confirm back the outcome as part of the brief to architects across all of the sites. Reference was made to the surveys and non-user surveys in ensuring that they fully understood what people would prefer. Reference was made to the existing Passport to Leisure scheme and the commitment in the contract to set a number of hours offering PTL rates which offered certain discounts to certain groups within the city. It was noted that they were working on a number of initiatives through different stakeholders to deliver various schemes and would be working with people to ensure that there was a large cross section of the community using the facilities.

The Chairman suggested that a simple way would be to ensure that the pool was not overlooked when there were 'women only' sessions taking place.

Councillor Dad stated that other organisations had these ‘women only’ facilities and stressed that there was a need for this facility and it was important that members advocate on behalf of residents.

Jamie Bryant confirmed that at Fox Hollies the new gym and group exercise studio would open at Easter and that they were engaging with the local population and community regarding the opening and subsequently detailed the various means of publication and media they were using.

Following issues relating to the deterioration in the badminton offer, Jamie Bryant confirmed that there were 4 badminton courts at Cock Moors Woods Leisure Centre and agreed to look into the computer malfunction that had been raised, adding that it was a very busy site. He highlighted the reason for the 8 courts reducing to 4 was due to the conversion of a fitness suite and making better use of the space for as many people as possible. Reference was made to the development of Billesley Tennis Centre as a racket facility rather than just a tennis facility and that Fox Hollies Leisure Centre would remain committed to racket sports as a whole. It was noted that at the new Stechford Cascades there would be a 4 court purpose built badminton facility.

The Chairman reiterated the importance of members being involved with the developments and suggested that regular meetings should take place in order to keep all updated.

The Chairman concluded by thanking Mr Paul Walls and Mr Jamie Bryant for presenting.

Upon further consideration, it was:-

364 **RESOLVED:-**

That the update and comments be noted.

HOUSING TRANSFORMATION REPORT

365 The above item was deferred until the next meeting.

ACOCKS GREEN NEIGHBOURHOOD FORUM GRANT

The following report of the Yardley District Lead was submitted:-

(See document No. 2)

Upon further consideration, it was:-

366 **RESOLVED:-**

That the District Committee:-

Recognised Acocks Green Neighbourhood Forum and notes their annual report and accounts and request the Neighbourhood Forum to continue to provide representation to Acocks Green Committee and partnerships as appropriate.

Authorised the award of a grant of £800 to be paid from the 2015/16 Neighbourhood Forum Grant budget to Acocks Green Neighbourhood Forum to help with the running costs for the forthcoming Neighbourhood Forum financial year. The award of a grant was subject to Acocks Green Neighbourhood Forum meeting the Council's Condition of Grant Aid terms and conditions. This grant comes from the Neighbourhood Forum Mainstream Grants allocation and not Ward Committee allocations.

Requests that the Neighbourhood Forum provides advance notification of its next Annual General Meeting to the Neighbourhood Forums' Link Officer so that assistance can be given in advertising the meeting to all residents.

Authorised the Neighbourhood Forum Link Officer to process the grant in accordance with Conditions of Grant Aid procedures and the City Council's Financial Regulations, as appropriate.

COMMUNITY PLAN AND UPDATE OF THE DISTRICT CONVENTION

367 The Chairman reported that most members attended the Convention and took part in all of the discussions.

She stated that they had been fortunate in the fact that they had received external assistance in preparing the community plan which was owned and delivered by both members and joint stakeholders. She stated that the plan would be presented in the summer illustrating the roles and responsibilities for officers and members.

URGENT BUSINESS –

FOX HOLLIES NEIGHBOURHOOD FORUM GRANT

The following report of the Yardley District Lead was submitted:-

(See document No. 3)

Upon further consideration, it was:-

368 **RESOLVED:-**

That the District Committee:-

Recognised Fox Hollies Neighbourhood Forum and notes their annual report and accounts and request the Neighbourhood Forum to continue to provide representation to Acocks Green Ward Committee and partnerships as appropriate.

Yardley District Committee – 28 January 2016

Authorised the award of a grant of £1200 to be paid from the 2015/16 Neighbourhood Forum Grant budget to Fox Hollies Neighbourhood Forum to help with the running costs for the forthcoming Neighbourhood Forum financial year. The award of a grant was subject to Fox Hollies Neighbourhood Forum meeting the Council's Condition of Grant Aid terms and conditions. This grant comes from the Neighbourhood Forum Mainstream Grants allocation and not Ward Committee allocations.

Requests that the Neighbourhood Forum provides advance notification of its next Annual General Meeting to the Neighbourhood Forums' Link Officer so that assistance can be given in advertising the meeting to all residents.

Authorised the Neighbourhood Forum Link Officer to process the grant in accordance with Conditions of Grant Aid procedures and the City Council's Financial Regulations, as appropriate.

CHAIRMAN

369 The Chairman stated that if members would like to suggest any items for the next district committee meeting to advise her accordingly.

The Chairman encouraged members to visit local schools and suggested the ways in making links with schools, adding that it was not necessary to be a school governor in order to undertake visits. She highlighted that it would be useful if all could make those informal links in order to show that councillors in Yardley District were interested in the schools.

PETITIONS

370 There were no petitions submitted to the meeting.

DATE OF NEXT MEETING

371 The next meeting is scheduled for Thursday, 24 March 2016 at 13:30 hours in Committee Room 2, Council House.

AUTHORITY TO CHAIRMAN AND OFFICERS

372 **RESOLVED:-**

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

The meeting ended at 15:30 hours.

.....
CHAIRMAN

CODE OF CONDUCT AT THE DISTRICT COMMITTEE

1. This code applies to all persons present at the District Committee.
2. The Chair of the meeting is responsible for the good conduct of the meeting.
3. The purpose of the meeting is to transact the business of the District in relation to the functions, operational powers and duties delegated by Cabinet.
4. The meeting's format is set out in the Agenda. The Chair of the meeting may vary the order of items.
5. The Chair will decide if members of the public can address the meeting. Anyone wishing to do so should raise their hand, and may speak **only** at the invitation of the Chair.
6. Members of the public may ask questions on an item by raising their hand, but **only** at the invitation of the Chair.
7. Reports will be presented by City Council officers or other invited guests. These presenters are representing their organisations and may be bound by the decisions taken by those organisations.
8. The good conduct of the meeting is controlled by the Chair of the meeting. Those people wishing to speak should try to inform the debate currently in discussion. The Chair having invited a person to speak, has the final say and can order a person to discontinue their speech.
9. If the Chair of the meeting feels that a person(s) is persistently disregarding the good conduct of the meeting or if disorder breaks out then the Chair may order the person(s) to leave, suspend the meeting until in his/her opinion the meeting can restart or close the meeting.

Article 10 - District Committees and Ward Forums

This Article sets out details with regard to District Committees and Ward Forums consisting of the Members of that District or Ward.

- 10.1. Ten District Committees have been established by the Council and the relevant Ward Members have been appointed to serve on them:-

District Committee:	Area:	Members from the following Wards:
1. Edgbaston	South	Bartley Green, Edgbaston, Harborne and Quinton,
2. Erdington	North	Erdington, Kingstanding, Stockland Green and Tyburn
3. Hall Green	East	Hall Green, Moseley & Kings Heath, Sparkbrook and Springfield
4. Hodge Hill	East	Bordesley Green, Hodge Hill, Shard End and Washwood Heath
5. Ladywood	Central	Aston, Ladywood, Nechells and Soho
6. Northfield	South	Kings Norton, Longbridge, Northfield and Weoley
7. Perry Barr	Central	Handsworth Wood, Lozells & East Handsworth, Oscott and Perry Barr
8. Selly Oak	South	Billesley, Bournville, Brandwood and Selly Oak
9. Sutton Coldfield	North	Sutton Four Oaks, Sutton New Hall, Sutton Trinity and Sutton Vesey
10. Yardley	East	Acocks Green, Sheldon, South Yardley, Stechford & Yardley North

- 10.2 Ward Forums will be constituted in each District to encourage and facilitate dialogue, between the Council and local people within their Ward. Cabinet has delegated the functions, operational powers and duties to the relevant Ward Forums as set out in Volume B (B6).

- 10.3 The Councillor membership of District Committees shall consist of those Members elected to serve Wards within that District and that Ward. The co-option of partner members without voting rights is permitted in respect of each District Committee. Once Committees have been established, only the City Council can dissolve them. The Member of Parliament for the District should be invited to attend District Committees as an observer with the right to speak.

EXECUTIVE POWERS DEVOLVED TO DISTRICT COMMITTEES

- 10.4 Cabinet has delegated the functions, operational powers and duties to the relevant District Committee(s) as set out in **Volume B (B6)**. These Terms of Reference may be amended by Cabinet from time to time to reflect the shape of the Future Council. District Committees have a right to consider and respond to consultations on planning briefs and frameworks and major development proposals. Any such

responses are to be given to the Planning Committee for consideration at the appropriate time.

10.5 Meetings

Chairs will be appointed by each District Committee and by each Ward Forum at the first meeting of the municipal year. Deputy Chairs are elected at the same meeting for the purpose of substituting for the Chair if absent. In the event of a District Committee failing to appoint, the matter will be determined by the Leader of the Council. They will have a leadership responsibility for 'place' matters within their District including:

- (i) Effective discharge of the local executive remit, through delegations, of their District Committee.
- (ii) Production of a Community Plan out locally determined priorities and policies for approval by the District Committee.
- (iii) Attend Overview and Scrutiny to account for delegated responsibilities for the District Committee, and policy priorities as set out in policy statements and development plans.
- (iv) Working closer with the Assistant Leaders as part of the Cabinet Committee Local Leadership.

Each District Committee will also hold an annual District Convention with input from community groups, Ward Forums, partners and other stakeholders, to inform on District priorities arising from the Local Service Community Plans.

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10.6 Quorum

- (a) The Quorum for a District Committee shall be 6 Elected Members.
- (b) The Quorum for a Ward Forum shall be 2 members.

10.7 The Council will establish (or dissolve) Ward Forums on the recommendation of the Council Business Management Committee.

B6 – District Committee and Ward Forum Functions

1. THE ROLE AND PURPOSE OF DISTRICT COMMITTEES IS MORE PARTICULARLY SET OUT WITHIN THE "TERMS OF REFERENCE" BELOW. THE TERMS OF REFERENCE ARE SUBJECT TO AMENDMENT BY CABINET OR BY COUNCIL BUSINESS MANAGEMENT COMMITTEE, AS APPROPRIATE, TO REFLECT THE EMERGING SHAPE OF THE FUTURE COUNCIL.

2. The following functions are devolved to District Committees:

- Enforcement of litter prevention.
- Enforcement relating to fly-posting, placarding, graffiti and fly-tipping.
- Local community safety (local CCTV and local neighbourhood tasking issues taken forward usually in partnership with the police).
- Power to authorise the picking up of stray dogs, and relating to scavenging in alleyways and fouling of land.
- Street Cleansing – local decisions on services and the specific role of working with local communities and social enterprises to encourage additional services such as community clean ups and anti-litter campaigns.
- Grants to Neighbourhood Forums from the budget approved for this purpose.
- The right to consider and respond to consultations on planning briefs and frameworks and major development proposals and for any such response to be given to the Planning Committee for consideration at the appropriate time.

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TERMS OF REFERENCE FOR DISTRICTS AND WARDS

Background

These terms of reference form part of a three pronged approach to defining the role and remit of the Council's community governance structure at both district and ward level. This also includes a schedule of functions that are to be delegated to these committees or forums, amending section B6 from the 2014/15 City Council Constitution; an article recognizing the existence of district committees and ward committees or forums and granting authority and powers to both and the terms of reference set out in this document.

Principles

The City Council is committed to the retention and the on-going development of its devolved approach to community governance, given the scale, size and diversity of challenges, opportunities and needs across the city.

The operation of new arrangements at the district and ward level must be consistent with the new resource framework for local governance and services, with a dramatic reduction since the council introduced its devolved arrangements over ten years ago. This means that the

support and administration of the refined model needs to take account of this and focus on the key priority of protecting front line service delivery, whilst also helping to shape new approaches to service delivery at a local level through partnership working and co-production.

The new model demands a particular set of cultural, organisational and individual behaviours, values and technical competencies. A key priority for its future operation is to shape a systematic, whole organisation approach to getting this right. This will be incorporated within the wider Future Council programme.

Overall purpose of the districts

Work at the district level will promote democratic accountability and support councillors in their community leadership role. It will also drive forward service improvement, community empowerment, active citizenship and local partnership working, and ensure maximum influence over the use of service budgets and resources, to ensure they are aligned with local needs, with the ultimate outcome of improving the economic, social and environmental wellbeing of the local area.

The roles of district committees

In conjunction with the relevant Cabinet Members and the Cabinet Committee Local Leadership the role of district committees is to:

- Develop and support the community leadership role of councillors and others in the area. This includes roles in relation to governance, community planning, local dialogue, partnership, commissioning and accountability
- Promote and influence service improvement, service integration and a focus on prevention across the whole of the local public sector in the district
- Work in partnership with all local stakeholders to further the needs and priorities of local residents in the district
- Ensure that city wide and city regional levels of decision making have a good understanding of local needs and priorities in different parts of the city
- Promote community empowerment and active citizenship and a diversity of local service provision, including community and voluntary organisations and social enterprises (e.g. through the Standing up for Birmingham campaign) and to develop positive working relationships with parish, neighbourhood or community councils
- Take local decisions on local issues as specified in the constitution and this Terms of Reference

Functions delegated to district committees

Within each Committee's area:

(Council functions)

1. To adopt and review a Community Plan
2. To make Elected Member appointments to outside bodies; where such appointments relate solely to one Ward within the District, the appointment should be made by the relevant Ward Committee Members.
3. To advise or make representations to the Council, the Executive or an Overview and Scrutiny Committee on all matters affecting community interests, including the exercise of a "Neighbourhood Challenge" function, working in conjunction with Cabinet Members to provide improved accountability in council and other public services within the district
4. To consider and respond to consultations on planning briefs and frameworks and on major development proposals affecting the district, within appropriate planning timescales
5. To consider proposals referred to the committee by the Council, the Executive or an Overview and Scrutiny committee and to report back the committee's views to the referring body
6. To consider the performance, integration and co-ordination of public services in the district and make recommendations to the Executive and to the council's partners as appropriate

(Executive functions)

7. To promote and improve the economic, social and environmental well-being of the area
8. To exercise any executive functions that may be delegated in section B6 of the constitution - specifically to exercise the following duties and delegated functions in conjunction with designated officer responsibilities, relevant ward councillors and the relevant Cabinet Member:
 - a) A duty to ensure tenant engagement in the management and development of social housing, in conjunction with the relevant Cabinet Member
 - b) A duty to promote safer neighbourhoods, including local CCTV and neighbourhood tasking issues taken forward in partnership with the police and in conjunction with the relevant Cabinet Member
 - c) A duty to promote cleaner neighbourhoods, in conjunction with the relevant Cabinet Member, specifically:
 - Street cleansing – taking local decisions on service delivery in conjunction with appropriate officers and working with local communities and social enterprises to encourage additional services such as community clean ups and anti-litter campaigns
 - Enforcement of litter prevention
 - Enforcement relating to fly posting, placarding, graffiti, and fly-tipping

- Power to authorise the picking up of stray dogs, scavenging in alleyways, Dogs (Fouling of Land) Act
- d) A duty of "Neighbourhood Challenge" – to investigate, review and gather data on the performance of all local public services, working in a collaborative but challenging way with all service providers and seeking out and promoting new ways of improving services, in conjunction with relevant Cabinet Member(s) as appropriate, including:-
 - Approval of grants from the Local Innovation Fund (from April 2016)
 - Bidding for external funding to support neighbourhood and service improvement
- e) A duty to promote effective neighbourhood management
- f) A duty to promote and support active citizenship, community empowerment and a diverse and dynamic civil society, in conjunction with the relevant Cabinet Member
- g) A duty to ensure effective ward level governance arrangements, in Conjunction with the Leader of the Council
 - Approval of neighbourhood forum grants

The roles of ward forums

Members will also provide community leadership at the ward level to take forward the functions of the district committees, in particular through engaging the local community and identifying very local issues and priorities (for example through Ward Litter Plans or Neighbourhood Tasking meetings). The ward forums will:

Page 22 Of 140

1. Provide a forum for community engagement in decisions affecting the local area (through regular meetings including neighbourhood forums, residents associations, parish, community or neighbourhood councils and other local organisations)
2. Make representations to the district committee, the Executive or to Council on matters affecting the ward and to support the work of Overview and Scrutiny committees as appropriate
3. Make comments on behalf of residents on significant planning applications within the ward or which have an impact on the ward, subject to the appropriate planning timescales
4. Co-ordinate the work of councillors with neighbourhood forums, residents associations and neighbourhood, community or parish councils to enable local community engagement, debate and action in relation to local issues and priorities
5. Plan work with the other wards to engage with partners such as the police

Housing Transformation Board Performance Report

Quarter 4 2015-16

Report produced by Place Directorate Performance and Support Services Team
Version 3.0 10/06/2016

Contents	RAG status (based on Q4 data unless stated)	Page
<u>Exception Report</u>		7
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>		
Number of Right To Buy applications received	No Target	14
Number of properties sold under Right To Buy	No Target	15
Right to Buy compliance to statutory timescales	Red	16
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	Green	17
Current amount of rent arrears	Green	18
<u>Homeless Service/Allocations (Jim Crawshaw)</u>		
Number of households in Temporary Accommodation	Red	19
Number of households in B&B	Red	20
Number of homeless preventions	Red	21
Number of health and housing assessments currently outstanding	No Target	22
Number of households on housing waiting list	No Target	23
Average number of weeks families in B&B	No Target	24

Landlord Services

Antisocial Behaviour (Tracey Radford)

Number of new ASB cases received - A, B and C categories	No Target	25
Number of new hate crime cases	No Target	27
Percentage of A cases responded to on time	Amber	28
Percentage of B cases responded to on time	Green	
Percentage of C cases responded to on time	Red	
Total ASB cases closed	No Target	29
Percentage of ASB cases closed successfully	Green	30
Number of current ASB cases	No Target	31
Number of Live Think Family cases - snapshot figure	No Target	32

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	33
Percentage of low-rise blocks rated satisfactory or better	Green	34
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	35
Percentage of introductory tenancies over 12 months old, not made secure	Green	36
Condition of estates - average of bi-annual estate assessment scores	No Target	37
Condition of estates - number of excellent, good and poor ratings to date	No Target	38

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

Green 39

Average days void turnaround - all voids

Green 40

Average days void turnaround - void sheltered properties only

No Target 41

Average calendar days to repair a void property

Amber 42

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

Red 43

Percentage of void properties let first time

Green 44

Customer satisfaction with letting staff

Green 45

Customer satisfaction with new home

No Target 46

Services for Older People (Carol Dawson)

Number of new void sheltered properties

No Target 47

Number of current void properties - sheltered only

No Target 48

Percentage of support plans completed in 4 weeks

Green 49

Percentage of Careline calls answered within 60 seconds

Green 50

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

No Target 51

Average time taken to answer calls (in seconds)

Green 52

Percentage of calls answered

Green 53

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Amber		54
Percentage of appointments kept	Amber		55
We will respond to emergency repairs in two hours	Red	Bham Promise	56
We will resolve routine repairs within 30 days	Red	Bham Promise	57

Gas:

Percentage of gas servicing completed against period profile	Green		58
Percentage of gas repairs completed within 7 days	Red		59

Customer Satisfaction:

Customer satisfaction with repairs	Amber		60
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Independent Living:

Number of households assisted by independent living	Red		61
Number of Wise Move completions	No Target		62

Capital Works (Martin Tolley)

Capital Works:

As per contractor assessment the percentage of capital improvements completed within timescale	Red	63
The percentage of capital improvements works completed and audited by BCC with no defects on handover	Red	64
Percentage of customers satisfied with contractor performance	Amber	65
Percentage of customers satisfied with the quality of their home improvement	Green	66
Percentage of customers satisfied with Birmingham City Council's overall process	Red	67
Percentage of actual spend as a proportion of revised annual budget - year to date	TBC	68
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets	69

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation (HMO) Licencing:

Houses in Multiple Occupation licences issued	No Target	71
Licenced and unlicensed Houses in Multiple Occupation inspected	No Target	72

Private Tenancy Unit:

Private Tenancy Unit - Requests for assistance	No Target	73
Private Tenancy Unit - Cases assisted through advice	No Target	74
Private Tenancy Unit - Cases assisted through intervention	No Target	75

Empty Properties:

Empty properties brought back into use	Green	CBP	76
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Housing Development (Clive Skidmore)

Number of affordable homes provided	Green	77
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Housing Transformation Board

Exception Report Quarter 4 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: 16

Target: 92%

Performance: 5%

Commentary provided by: Louise Fletcher

Statutory timescales are not being met for a number of reasons:-

- There has been a high volume of Right to Buy applications, whilst there has been a reduction in employees within the Home Sales team since December 2015, both of which have impacted significantly on timescales for issuing RTB2 accepting or denying the RTB application. This has been compounded with the continuation of additional Social Housing Fraud checks, and more in-depth liaison with the Social Housing Fraud team.
- As well as the workload and process changes issues outlined above, delays in receiving valuation figures from Birmingham Property Services and the BMHT Team, and also outstanding EPC Certificates from Repairs Contractors, has resulted in S125 Offers not being issued in line with legislative deadlines.

To ensure that the Home Sales Team team is better able to cope with fluctuating workloads proposals are being developed to integrate the Home Sales and Leasehold Teams, and colleagues within other service areas are being challenged about their failures to adhere to service levels agreements.

Homeless Service/Allocations (Jim Crawshaw)

Measure: Number of households in Temporary Accommodation

Page: 19

Target 1040

Performance: 1342

Commentary provided by: Jim Crawshaw

There has been significant increases over the last 12 months and is reported on a weekly basis to Cllr Cotton. An action plan has been drafted and is currently in the process of being signed off.

Version 3.0
10/06/2016

Homeless Service/Allocations (Jim Crawshaw)

Measure: Number of households in B&B

Page: 20

Target 40

Performance: 135

Commentary provided by: Jim Crawshaw

There has been significant increases over the last 12 months and is reported on a weekly basis to Cllr Cotton. An action plan has been drafted and is currently in the process of being signed off.

Measure: Number of homeless preventions

Page: 21

Target 9500

Performance: 7843

Commentary provided by:

The prevention performance was 7,843 against a target of 9,500. There has been a decrease in the number of preventions undertaken by commissioned 3rd sector providers which will be explored further.

Antisocial Behaviour (Tracey Radford)

Measure: Percentage of C cases responded to on time

Page: 28

Target 95%

Performance: 91.5%

Commentary provided by: Claire Berry

The SLA for category C cases has been missed because of errors made in south quadrant. All cases that have missed target have been examined. It appears that on a couple of occasions cases /tickets were created in error, on other occasions customers have been contacted within timescale but this has not been properly recorded on system. The staff making these errors have been given additional training and instruction in the use of Northgate system by ASB manager in south quadrant.

Voids and Lettings (Gary Nicholls)

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

Page: 43

Target 10

Performance: 14.8

Commentary provided by: Gary Nicholls

The Fit for Letting to Tenancy Start Date period has reduced from an average of 22.4 days in 2014/15 to 14.8 days in 2015/16. This demonstrates a significant improvement in performance against an extremely challenging 10 day target. However it should also be noted that this performance indicator is a component part of the overall Void Turnaround time. Therefore overall Void Turnaround was 28.3 days which is within the corporate target of 30 days.

Asset Management and Maintenance (John Jamieson)

Measure:

We will respond to emergency repairs in two hours

Page: 56

Target

97%

Performance:

90.4%

Commentary provided by:

John Jamieson

Performance in March continued to be impacted by poor performance of the outgoing North Area Gas Servicing & Maintenance contractor PH Jones although action taken greatly improved actual repairs completions. Overall the city wide annual performance remained at 94.9% and within expected target levels for all other contractors (and just 0.1% short of the minimum standard of 95% despite the impact of PH Jones' performance in the final 2 months). This performance will be monitored under the new Repairs, Maintenance & Investment Contracts which include 2 new contractors and stringent penalties for poor performance..

Asset Management and Maintenance (John Jamieson)

Measure:

We will resolve routine repairs within 30 days

Page: 57

Target

100%

Performance:

94.1%

Commentary provided by:

John Jamieson

Performance has continued to improve throughout the year against this target. This is expected to improve further under the ethos of the new Repairs, Maintenance & Investment contracts given that they now cover all repairs and gas maintenance responsibilities (rather than separately previously).

Asset Management and Maintenance (John Jamieson)

Measure:

Percentage of gas repairs completed within 7 days

Page: 59

Target

90%

Performance:

83.4%

Commentary provided by:

John Jamieson

Performance in the final quarter was below the minimum contractual standard of 85% with only the Central Gas Servicing & Maintenance contractor Mears being above target in this period, however across the year city wide performance was above the minimum standard at 87.2%. All incumbent gas contractors have been replaced in the new comprehensive Repairs Maintenance & Investment contracts commencing in 1st April 2016 which created challenging performance management issues in the final quarter, nonetheless 100% gas safety compliance was achieved and outgoing contractors will be recharged for work not completed within target time scales.

Asset Management and Maintenance (John Jamieson)

Measure:

Number of households assisted by independent living

Page: 61

Target

150

Performance:

106

Commentary provided by:

John Jamieson

Performance in the final quarter slowed in preparation for the new contract arrangements for delivery of Council Tenant cases through the new Repairs, Maintenance & Investment Contractors from 1st April 2016. However this was offset by higher completions in the previous Quarter resulting in an overall performance above target for the year.

Capital Works (Martin Tolley)

Measure: As per contractor assessment the percentage of capital improvements completed within timescale Page: 63

Target 95% 95.0%

Performance: 40.7% 41%

Commentary provided by: Pat McWilliam

Pat McWilliam

The city figure is affected by the customer providing access to allow the contractor to complete the capital work. Quarter 4 saw 1,170 capital completions - 100 were kitchen/ bathroom completions of which all were completed within timescale. -246 were property electrical tests and inspections of which all were completed within timescale. The remaining gas heating upgrades (824) of which 15% were completed within 5 working day timescale.

Measure: As per contractor assessment the percentage of capital improvements completed within timescale Page: 64

Target 95%

Performance: 40.7%

Commentary provided by: Pat McWilliam

The Quarter 4 period performance relates to the kitchen and bathroom capital work that have had inspections at the capital handover stage. The period performance is below standard as the contractor has not completed the capital work to BCC standard, therefore the contractor is instructed to carry out the rectification stated within the inspection, however it should be noted that the defects identified are of a minor nature.

Capital Works (Martin Tolley)

Measure: Percentage of customers satisfied with Birmingham City Council's overall process Page: 67

Target 97%

Performance: 91.3%

Commentary provided by: Pat McWilliam

Customer satisfaction returns received for Quarter 4 are for the kitchen, bathroom and gas upgrade capital programme. From the 46 forms received in the period, 42 customers expressed satisfaction with BCC.

Where customer dissatisfaction has been expressed the survey form has been reviewed. For the period dissatisfaction relates to kitchen capital programme (1 form) and the gas installation programme (3 forms). The dissatisfaction expressed has been raised with the capital contractor and rectification where justified have been undertaken by the contractor.

Private Sector Housing (Pete Hobbs)

Measure: Empty properties brought back into use Page: 76

Target 75

Performance: 36

Commentary provided by: Pete Hobbs

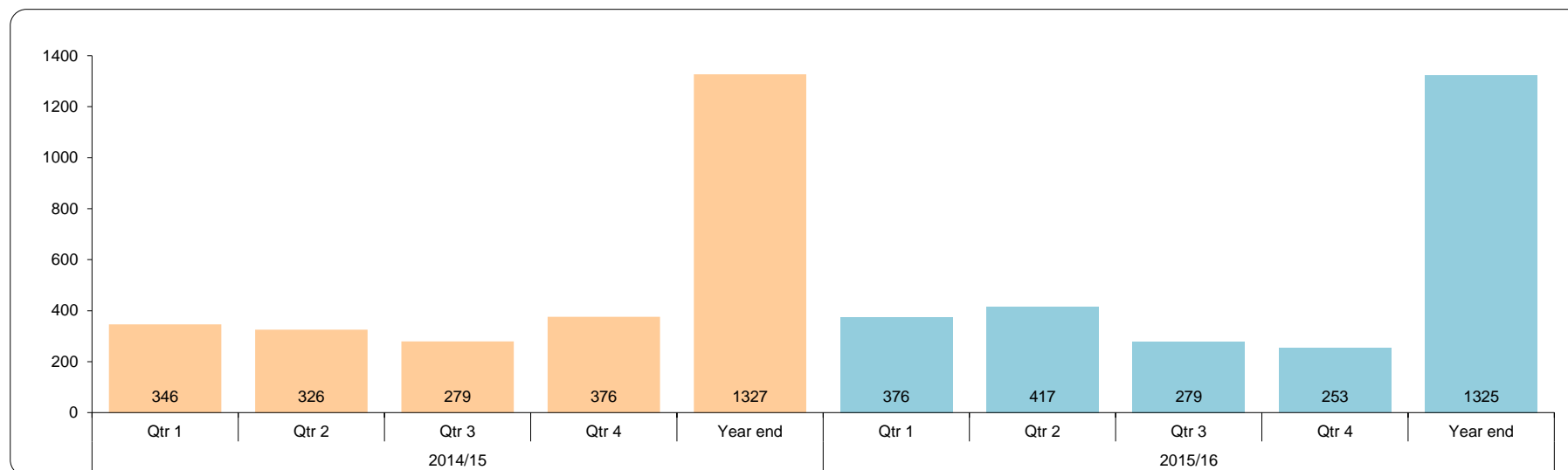
The total target for 2015/16 was 300 properties and this was achieved in February and it was agreed to halt the project and use staff to support the Rogue Landlord Fund programme until the 1 April. Because of progress made in previous quarters it was therefore only necessary to achieve 36 properties in Q4 to reach the target

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



Version 3.0 10/06/2016

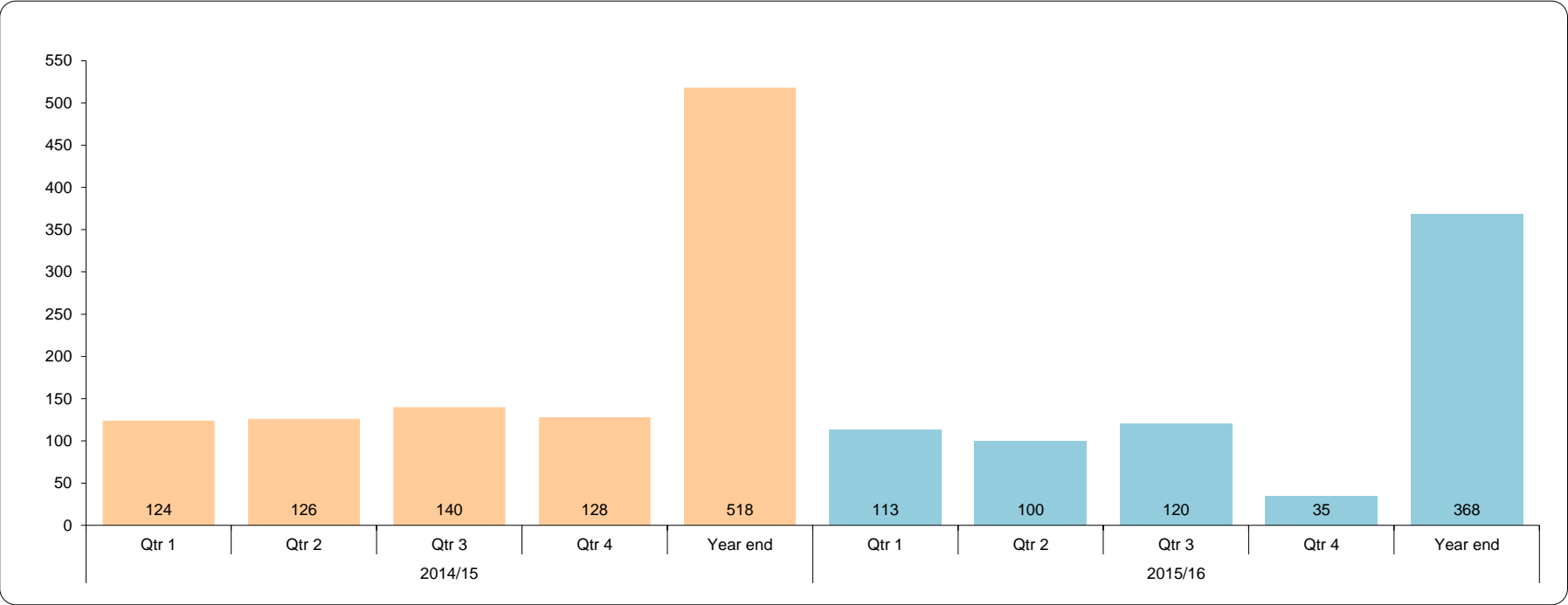
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of Right To Buy applications received	346	326	279	376	1327	376	417	279	253	1325

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	29	17	20	40	44	28	14	21	5	35

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 end
Number of properties sold under Right To Buy	124	126	140	128	518	113	100	120	35	368

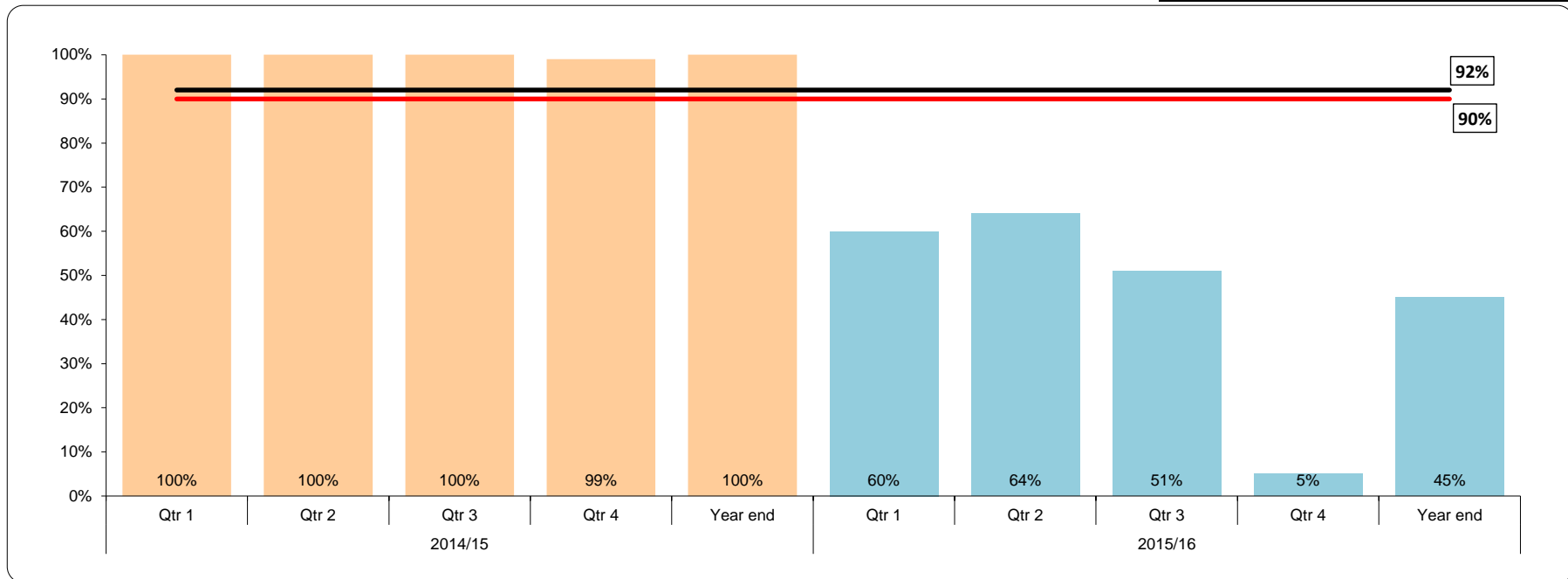
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	4	3	2	7	5	5	2	1	0	6

RB02

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 end
Right to Buy compliance to statutory timescales	100%	100%	100%	99%	100%	60%	64%	51%	5%	45%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

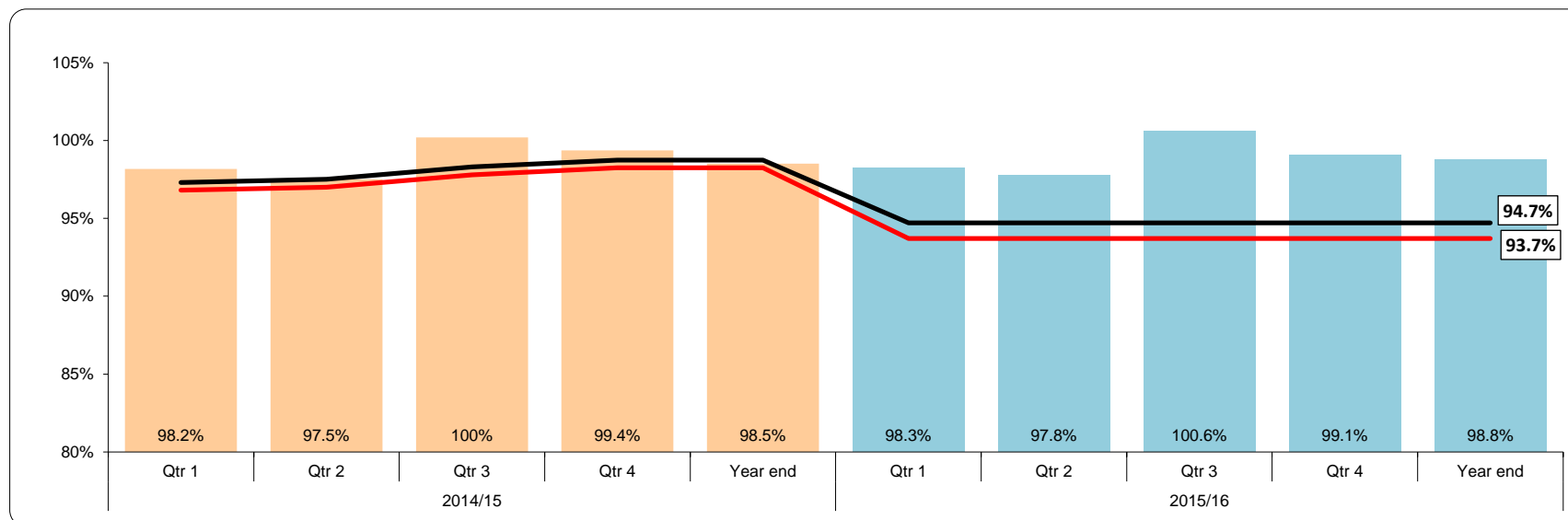
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	7%	2%	5%	5%	4%	13%	3%	2%	0%	6%

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 end
Percentage of rent collected	98.2%	97.5%	100%	99.4%	98.5%	98.3%	97.8%	100.6%	99.1%	98.8%
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%

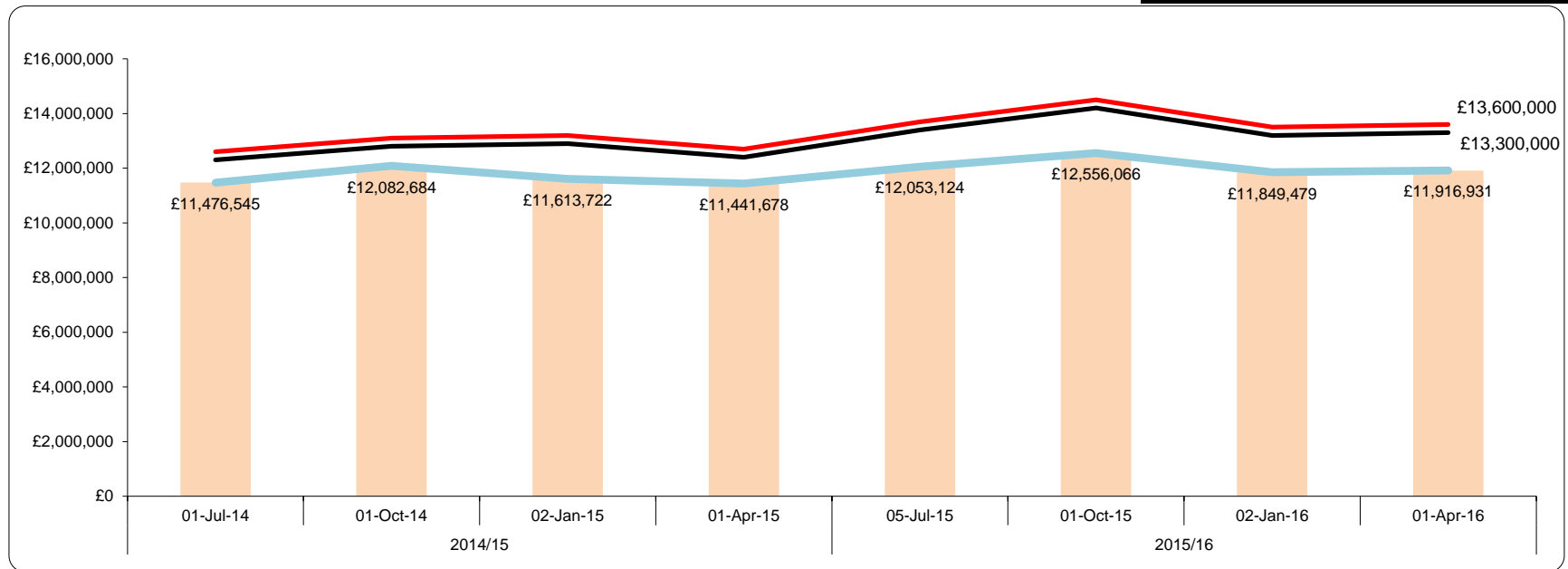
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	99.36%	98.74%	98.44%	98.60%	100.22%	98.36%	99.35%	98.44%	96.97%	100.01%

R01

Current amount of rent arrears - Snapshot figure

RAG Status

Green



Smaller is better

	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	05-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Current amount of rent arrears - Snapshot figure	£11,476,545	£12,082,684	£11,613,722	£11,441,678	£12,053,124	£12,556,066	£11,849,479	£11,916,931
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 £111,784 arrears from Bloomsbury TMO not included in district breakdown below.

Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 April 2016	£ 1,490,311.0	£ 1,333,335.0	£ 349,303.0	£ 1,592,556.0	£ 2,224,687.0	£ 1,777,988.0	£ 376,940.0	£ 1,012,330.0	£ 280,312.0	£ 1,367,385.0

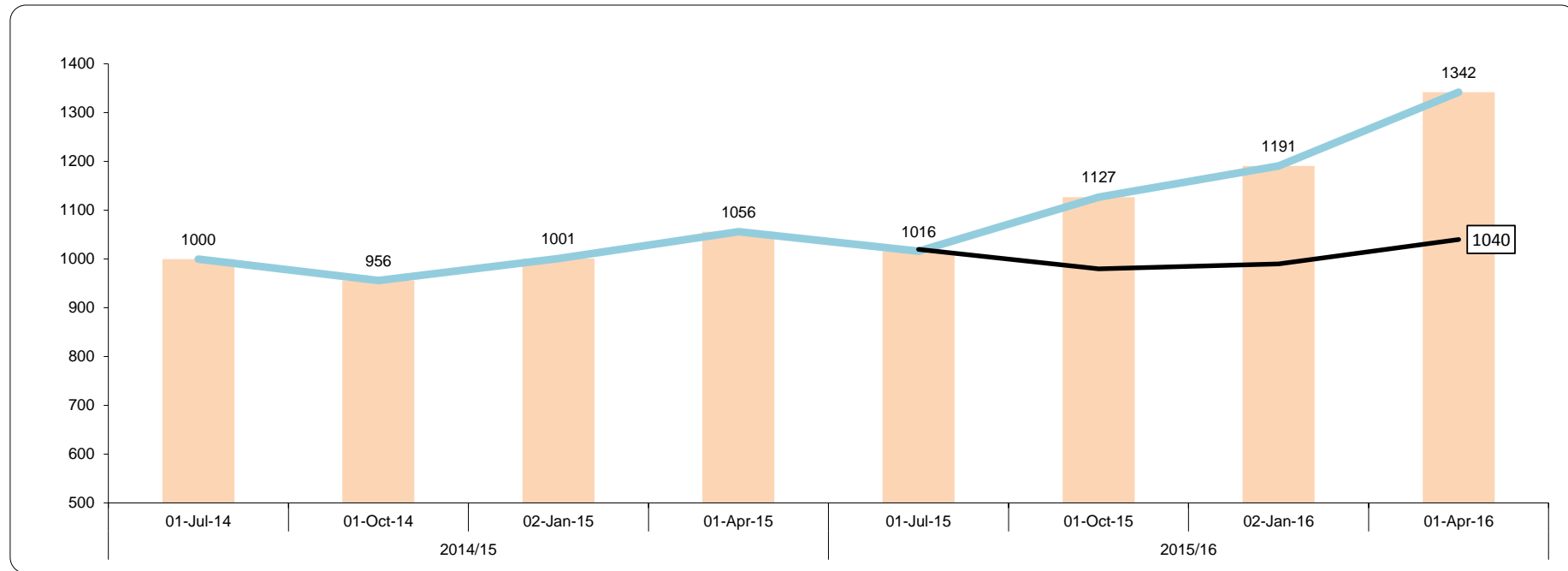
R02

Homeless Service/Allocations (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

Red



Smaller is better

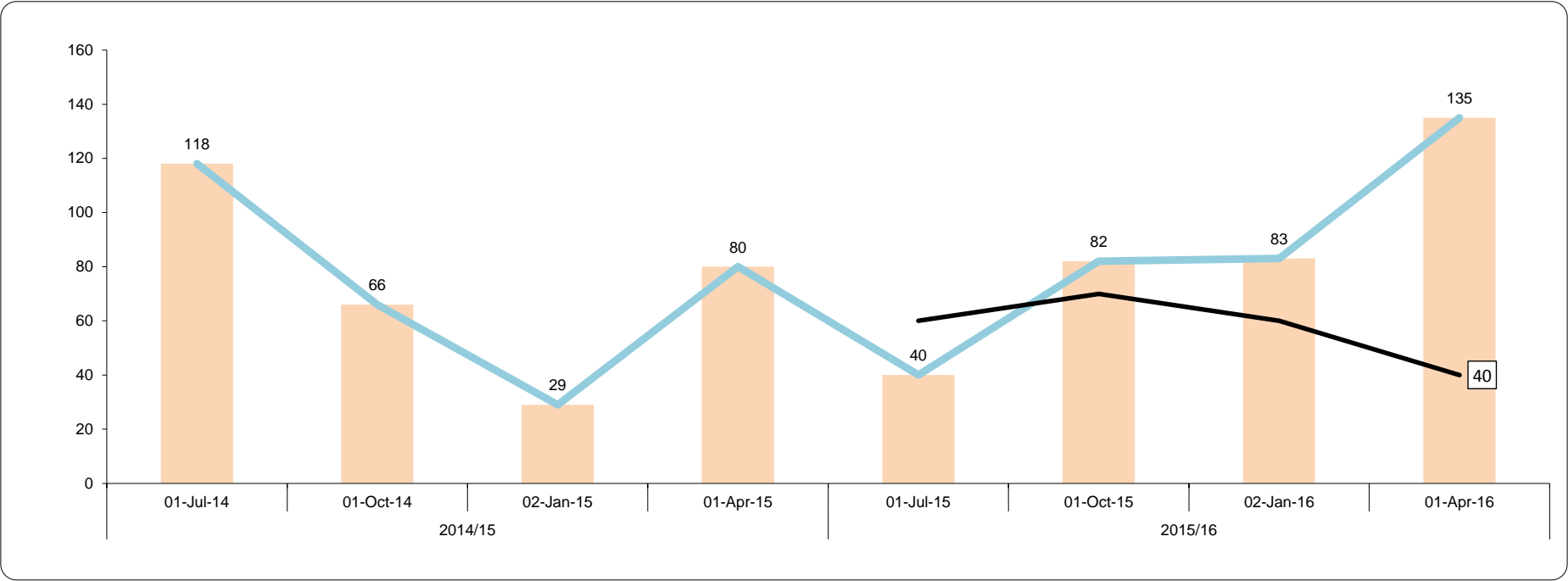
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in Temporary Accommodation - Snapshot figure	1000	956	1001	1056	1016	1127	1191	1342
Target					1020	980	990	1040

SP01

Number of households in B&B - Snapshot figure

RAG Status

Red



Smaller is better

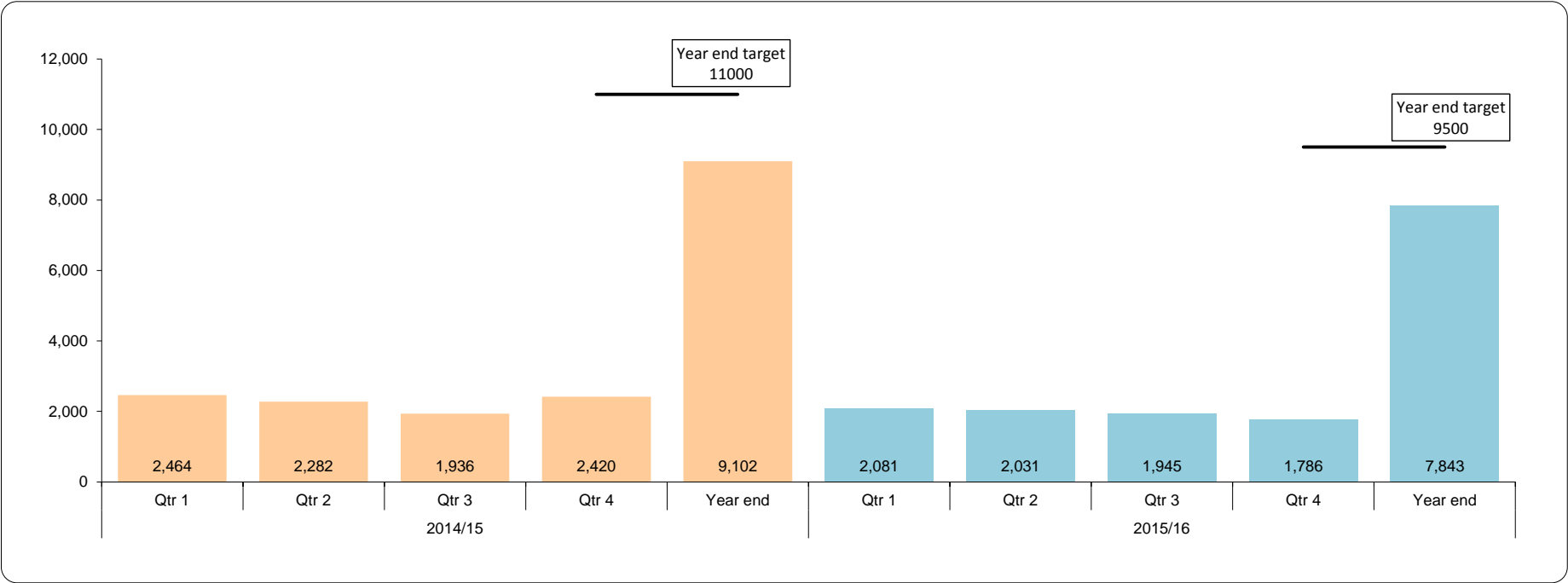
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in B&B - Snapshot figure	118	66	29	80	40	82	83	135
Target					60	70	60	40

SP02

Number of homeless preventions

RAG Status

Red



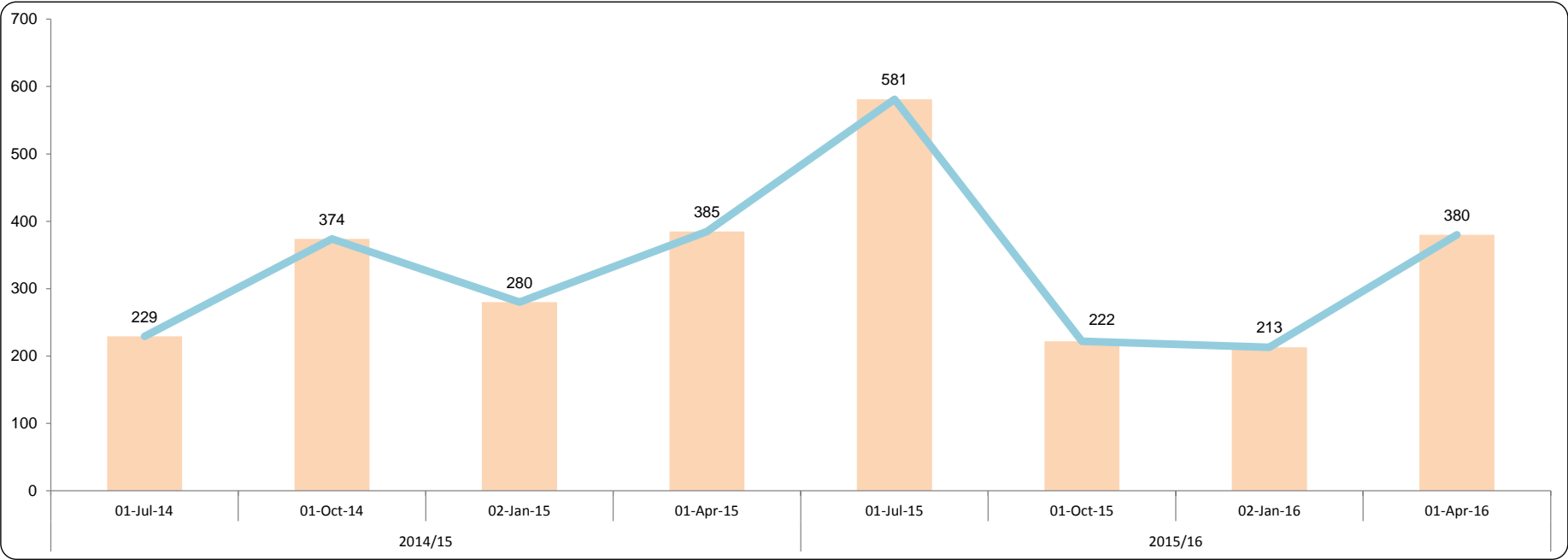
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of homeless preventions	2,464	2,282	1,936	2,420	9,102	2,081	2,031	1,945	1,786	7,843
Year end target					11,000					9,500

SP03

Number of health and housing assessments currently outstanding - Snapshot figure

RAG Status	No Target
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Smaller is better

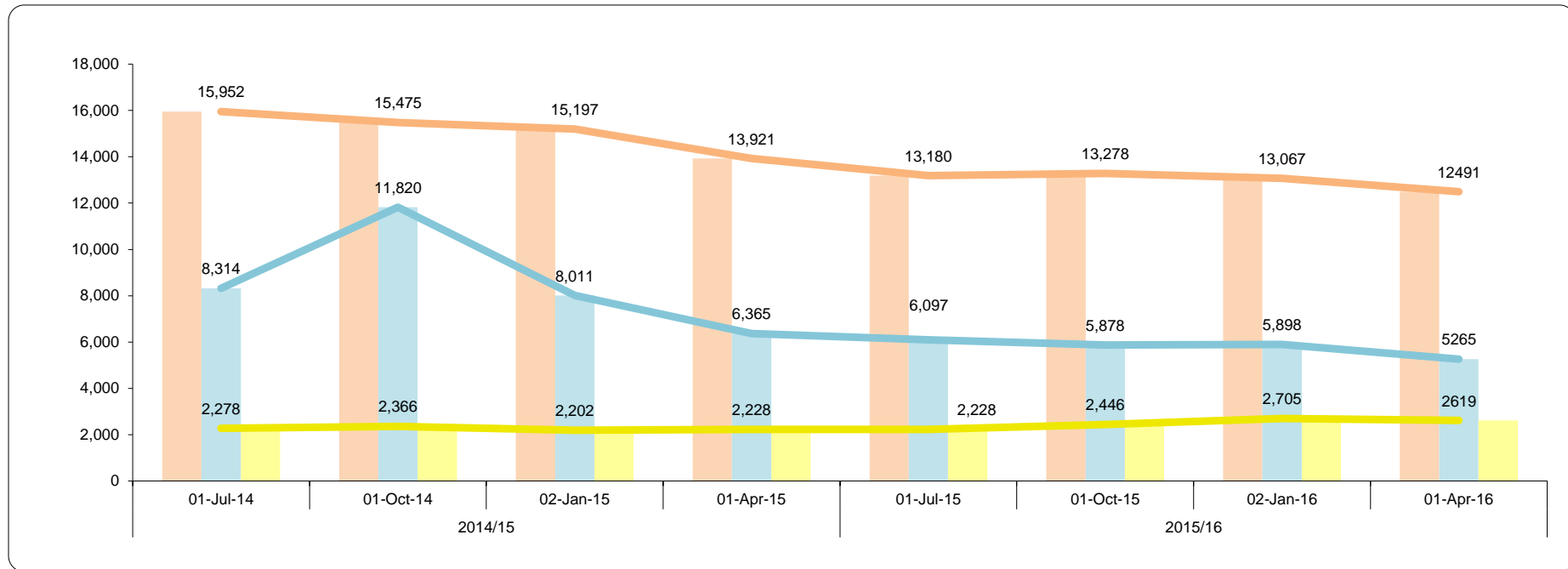
Number of health and housing assessments currently outstanding - Snapshot figure	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
	229	374	280	385	581	222	213	380

SP04

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



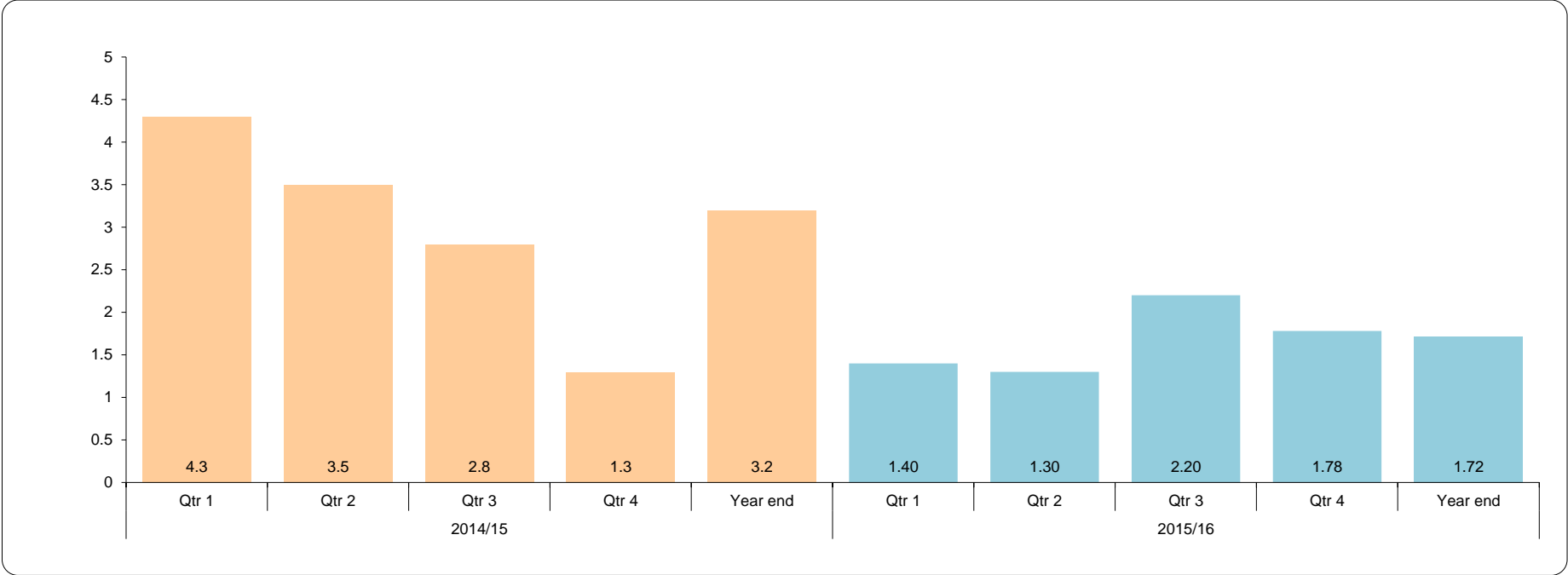
Smaller is better

	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	13,278	13,067	12,491
Transfer	8,314	11,820	8,011	6,365	6,097	5,878	5,898	5,265
Homeless	2,278	2,366	2,202	2,228	2,228	2,446	2,705	2,619

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 end
Average number of weeks families in B&B	4.3	3.5	2.8	1.3	3.2	1.40	1.30	2.20	1.78	1.72

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 end
New A cases	350	352	273	264	1,239	283	298	248	252	1,081
New B cases	916	1,141	690	723	3,470	926	1,033	796	863	3,618
New C cases	83	128	71	65	347	117	114	111	141	483
Number of new ASB cases received - A, B and C categories	1,349	1,621	1,034	1,052	5,056	1,326	1,445	1,155	1,256	5,182

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 4 2015-16	162	127	56	114	147	239	69	182	37	123

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.

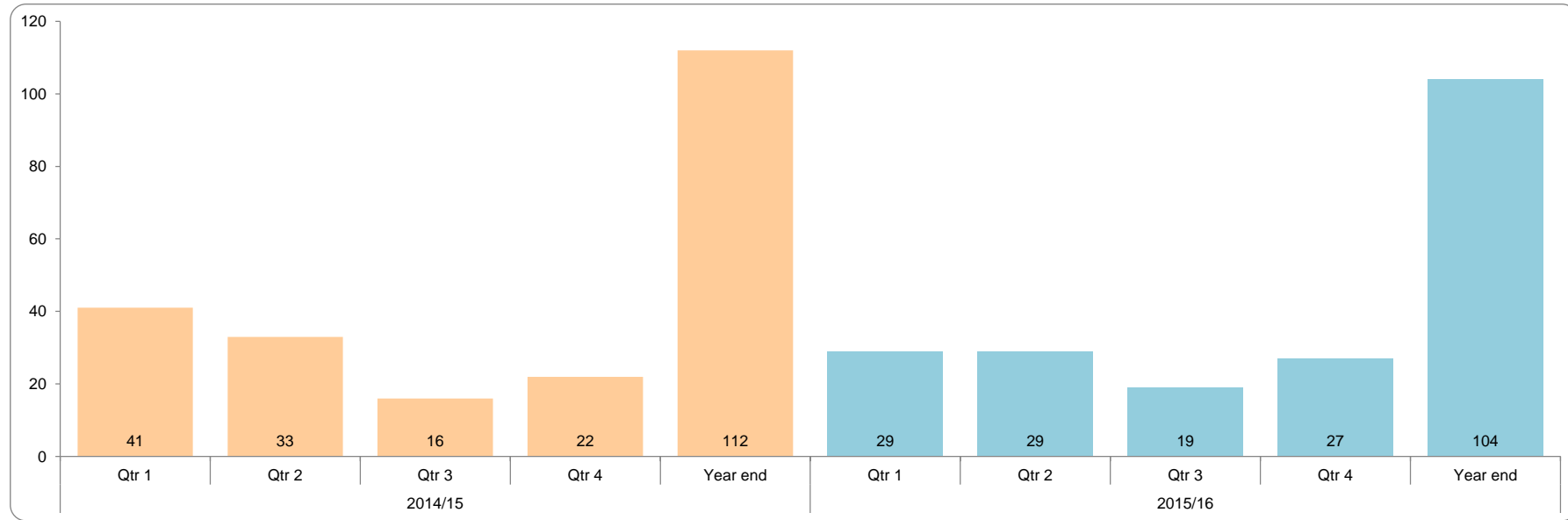
Category C - Minor

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



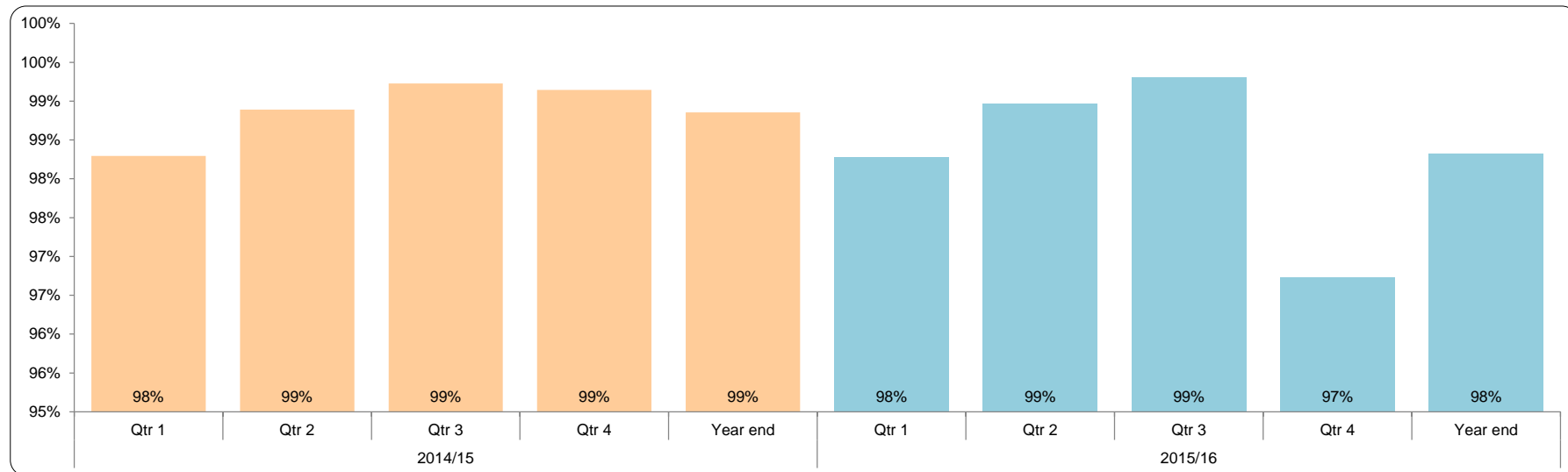
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of new hate crime cases	41	33	16	22	112	29	29	19	27	104
Number of new hate crime cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	4	9	0	4	0	3	0	2	1	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 end
Percentage of cases responded to on time	98%	99%	99%	99%	99%	98%	99%	99%	97%	98%

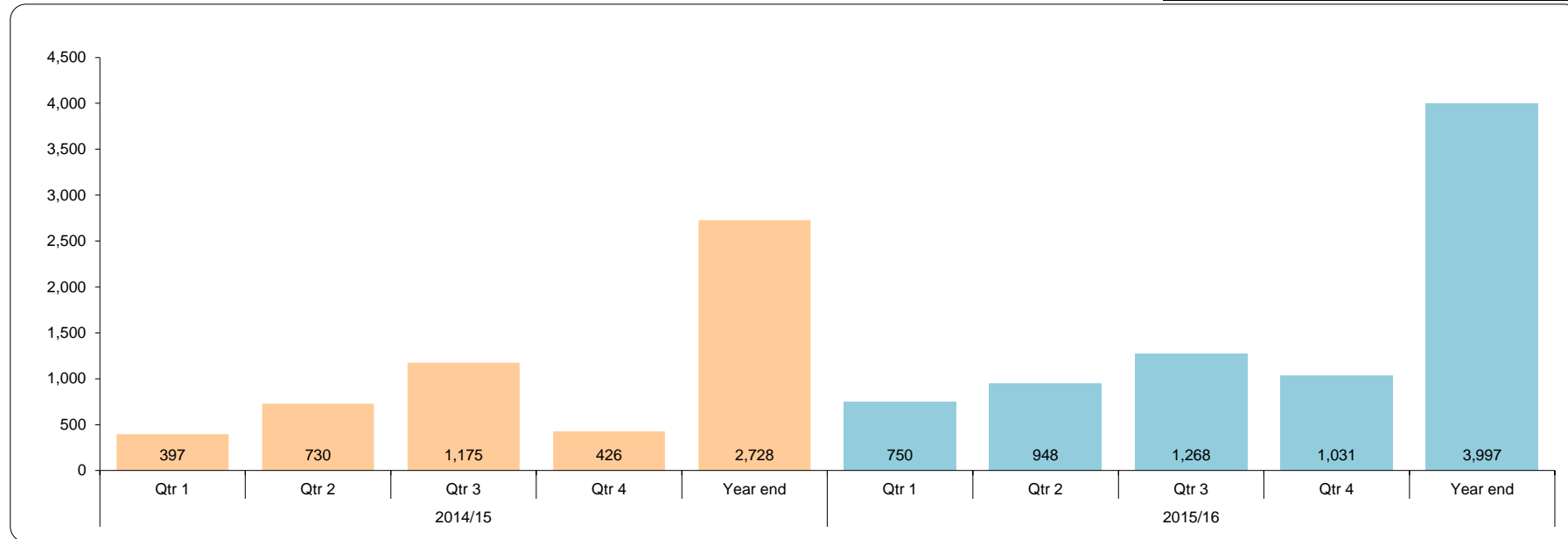
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	242	96%	100%	95%	Amber
Percentage of B cases responded to on time	844	98%	95%		Green
Percentage of C cases responded to on time	129	91%	95%		Red

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	96%	98%	98%	100%	97%	97%	86%	95%	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 end
Total ASB cases closed	397	730	1,175	426	2,728	750	948	1,268	1,031	3,997

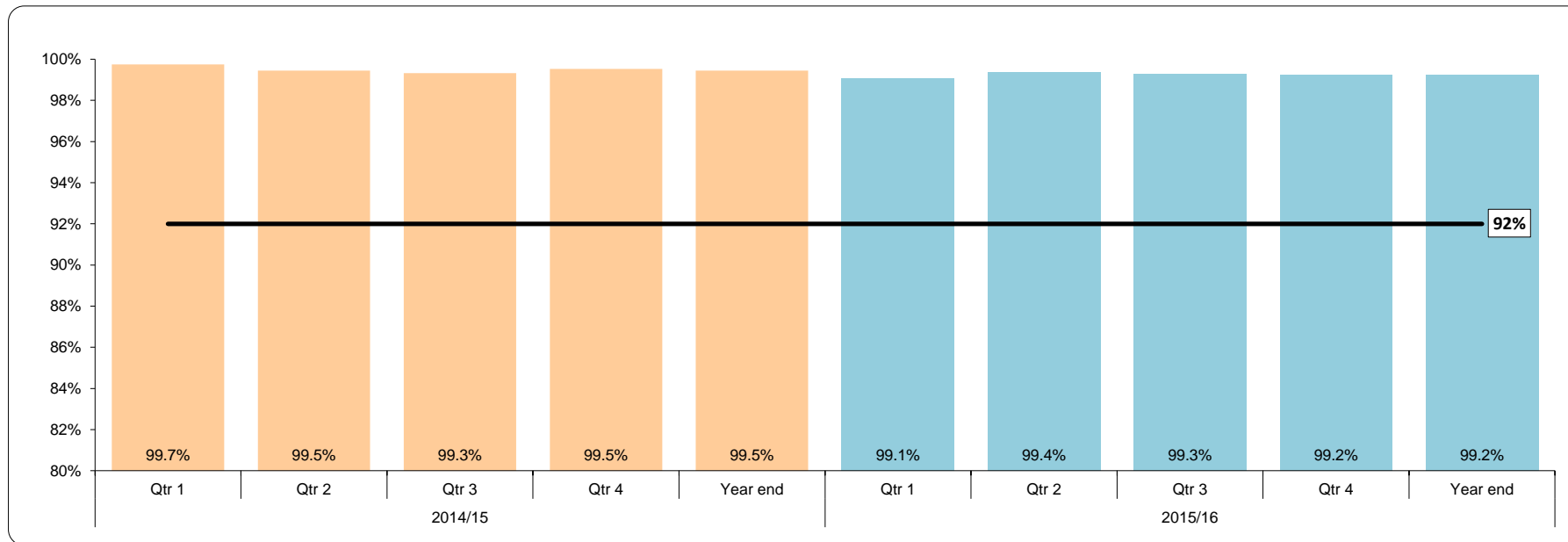
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	166	96	27	94	122	199	49	167	45	66

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 end
Percentage of ASB cases closed successfully	99.7%	99.5%	99.3%	99.5%	99.5%	99.1%	99.4%	99.3%	99.2%	99.2%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

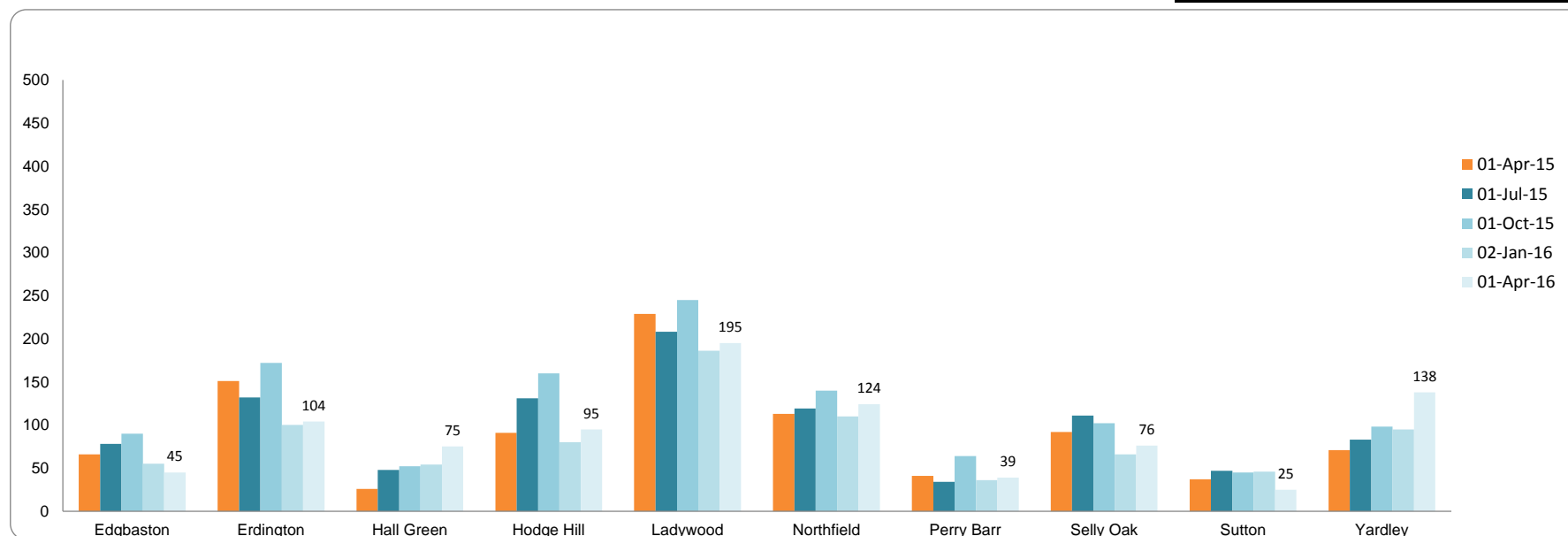
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	99.4%	100%	100%	100%	99.2%	98.5%	98.0%	98.8%	100%	100%

ASB07

Number of current ASB cases - Snapshot figure

RAG Status

No Target



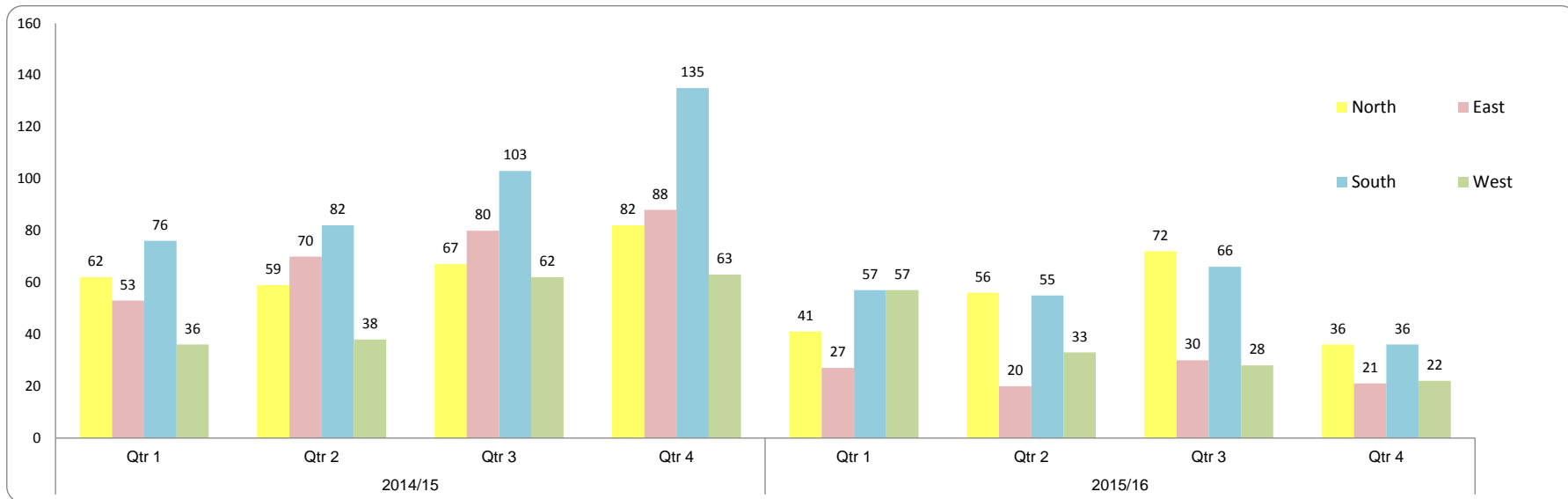
Number of current ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15	90	172	52	160	245	140	64	102	45	98	1168
02-Jan-16	55	100	54	80	186	110	36	66	46	95	828
01-Apr-16	45	104	75	95	195	124	39	76	25	138	916

ASB22

Number of Live Think Family cases - snapshot figure

RAG Status

No Target



Quadrant	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	62	59	67	82	41	56	72	36
East	53	70	80	88	27	20	30	21
South	76	82	103	135	57	55	66	36
West	36	38	62	63	57	33	28	22

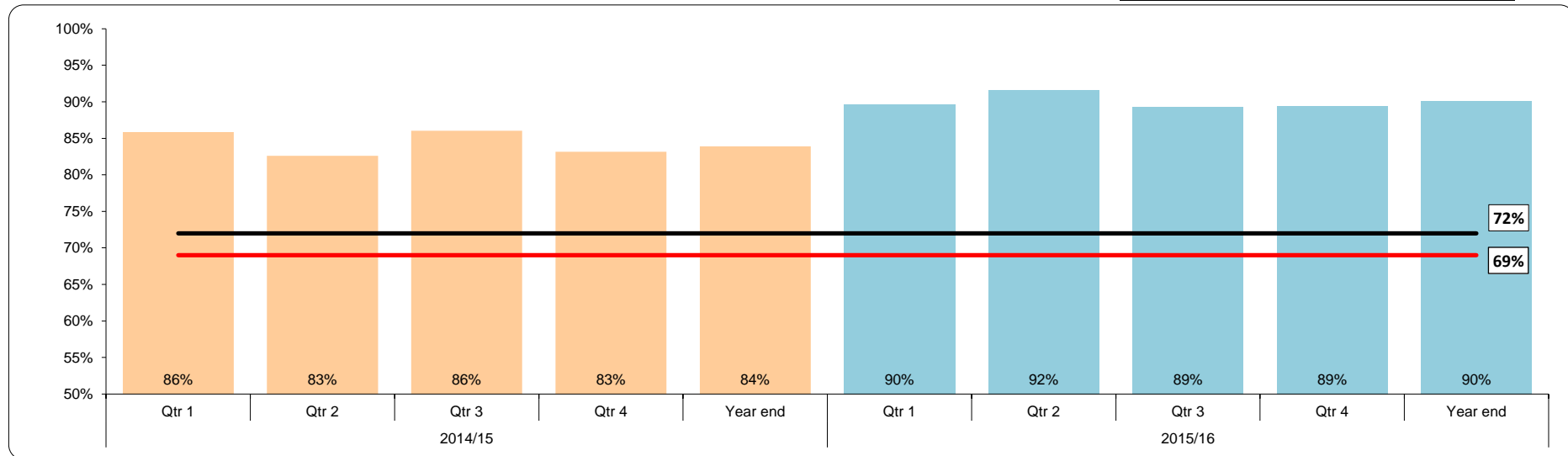
ASB21

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 end
Percentage of high-rise blocks rated good or better	86%	83%	86%	83%	84%	90%	92%	89%	89%	90%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

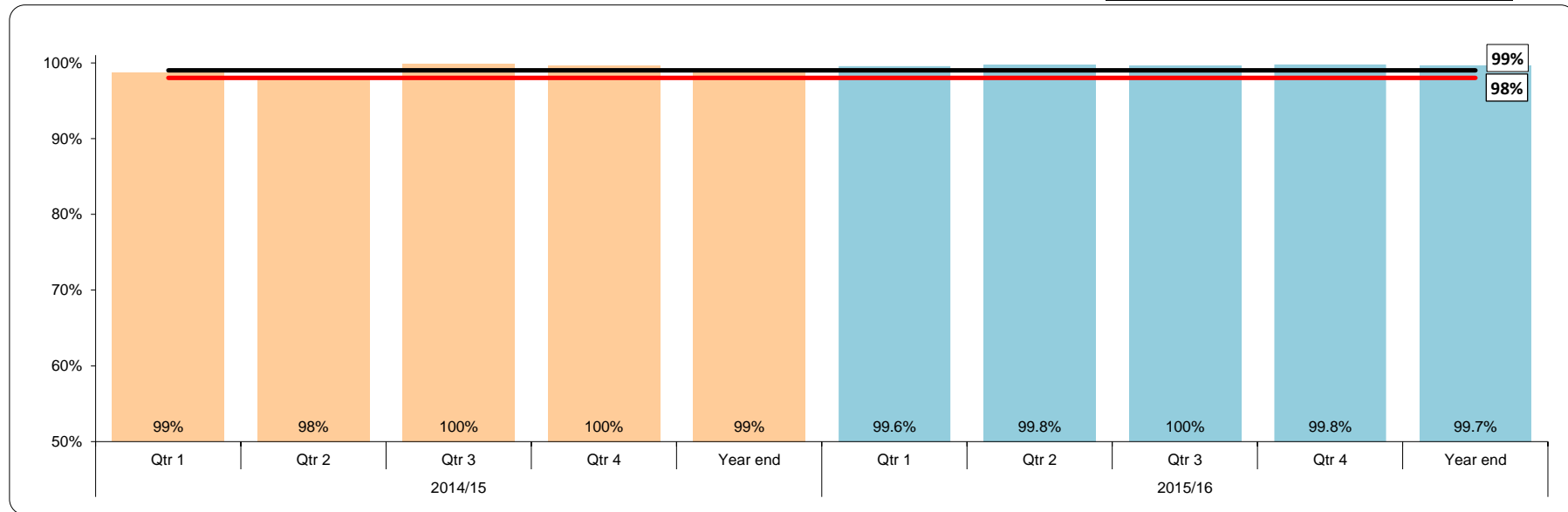
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	78%	93%	no high rise	94%	77%	99%	100%	98%	100%	100%

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 end
Percentage of low-rise blocks rated satisfactory or better	99%	98%	100%	100%	99%	99.6%	99.8%	100%	99.8%	99.7%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

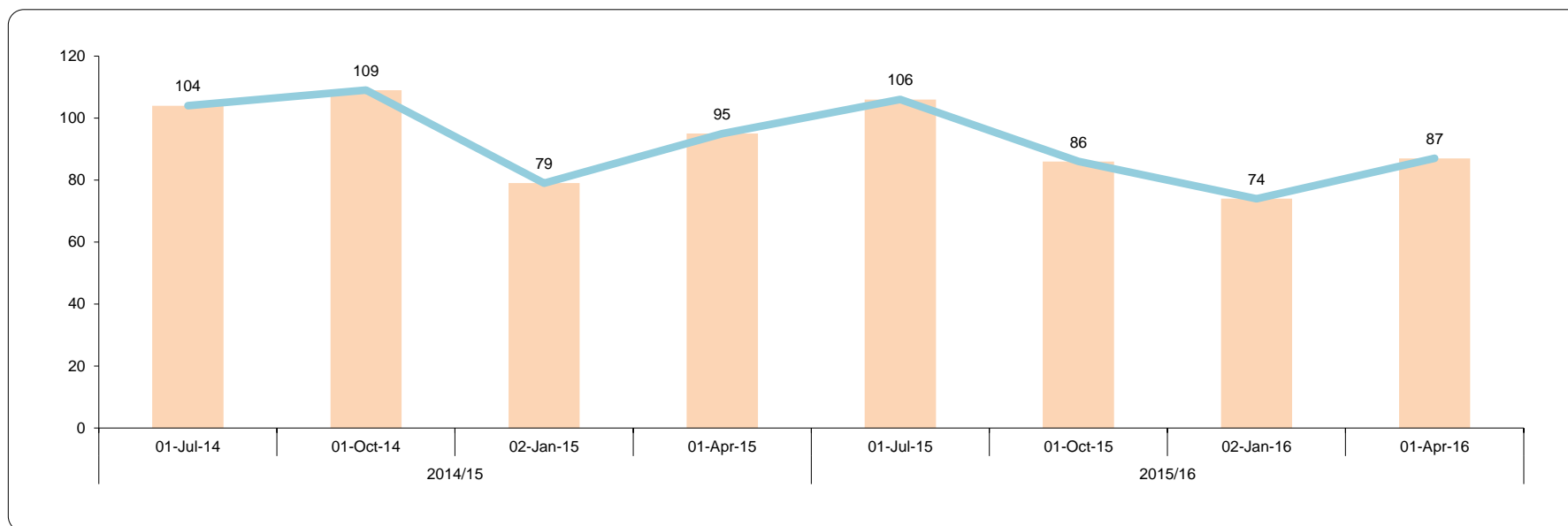
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.7%

ETM02

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

RAG Status

No Target



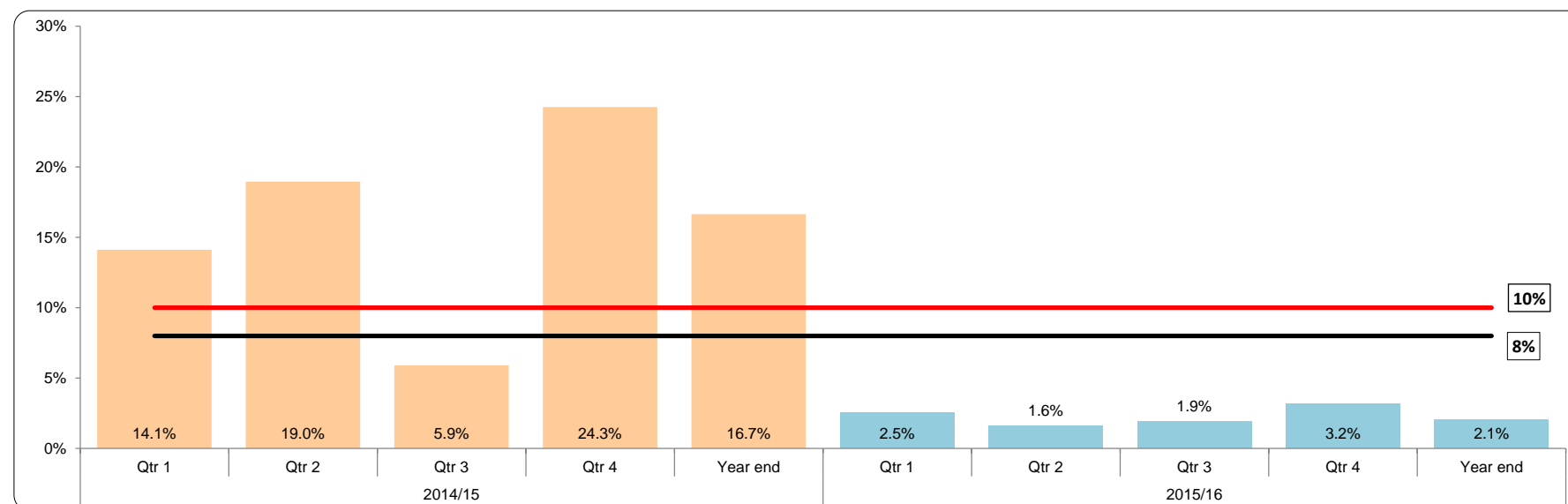
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	86	74	87

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-Apr-16	15	9	0	2	11	16	4	18	3	7	2

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

RAG Status

Green



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of introductory tenancies over 12 months old, not made secure	14.1%	19.0%	5.9%	24.3%	16.7%	2.5%	1.6%	1.9%	3.2%	2.1%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	4.9%	3.6%	-	3.7%	0.8%	1.9%	4.5%	5.6%	0.0%	4.2%

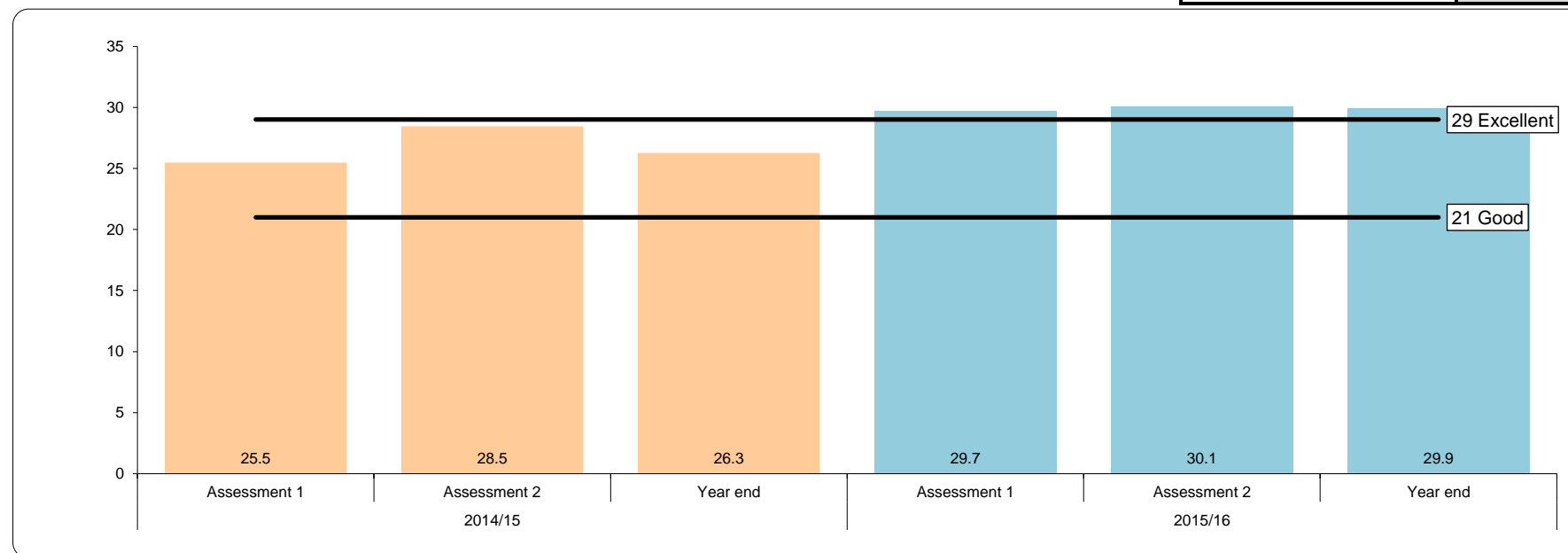
From Quarter 1 2015-16 only Introductory Tenancies that are at least 30 days overdue are included in this measure. This provides a more accurate figure and accounts for the improvement in performance.

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	29.7	30.1	29.9
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

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

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

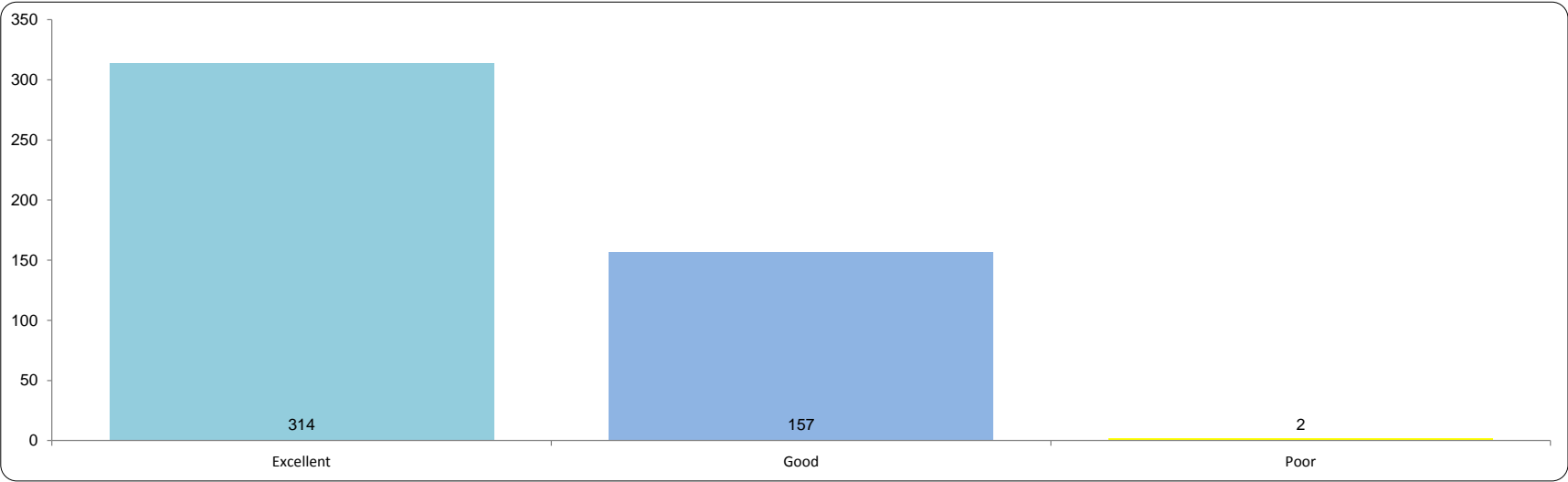
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	28.8	31.7	30.4	30.1	26.3	28.2	26.8	30.9	33.5	33.0

Assessment 1 is to be completed between April and September and Assessment 2 is to be completed between October and March.

ETM05

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

RAG Status	No Target
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2015/16	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	314	157	2

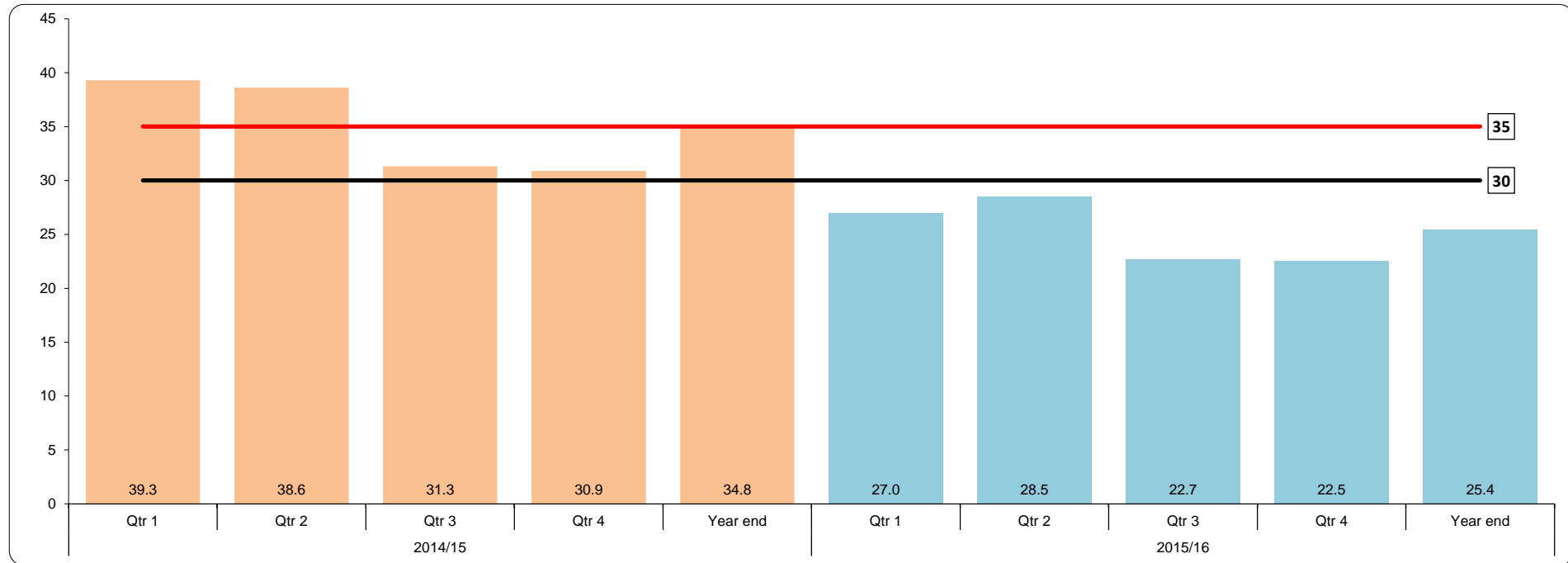
ETM06

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

RAG Status

Green



Version 3.0 10/06/2016

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average days void turnaround - excluding void sheltered properties	39.3	38.6	31.3	30.9	34.8	27.0	28.5	22.7	22.5	25.4
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 4 2015-16	26.7	21.6	25.8	20.4	22.1	23.8	19.1	23.7	29.8	17.6

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

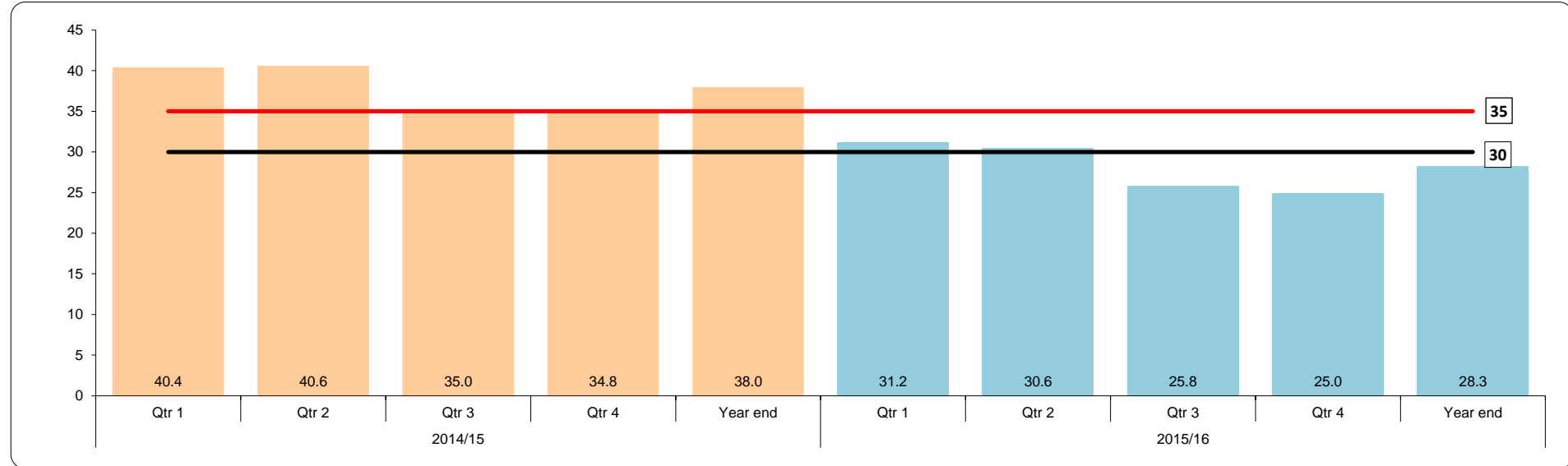
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VL02

Average days void turnaround - all voids

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 end
Average days void turnaround - all voids	40.4	40.6	35.0	34.8	38.0	31.2	30.6	25.8	25.0	28.3
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	33.3	25.2	27.1	20.4	21.9	25.1	20.8	28.4	31.6	19.3

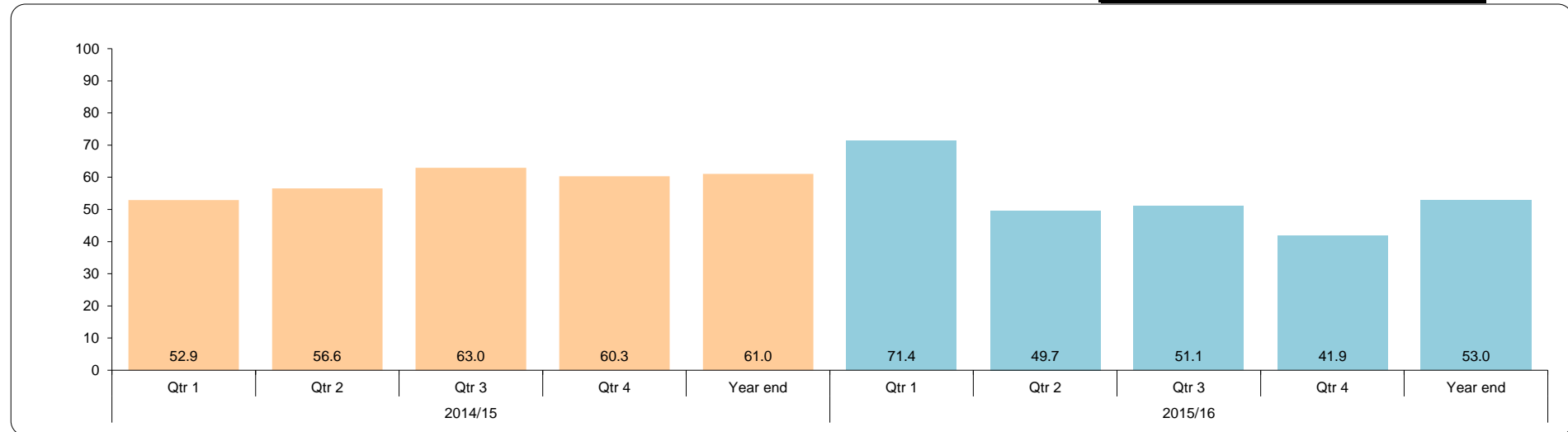
Definition: From date property becomes void to date it has a tenancy start date. Turnaround excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

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 end
Average days void turnaround - void sheltered properties only	52.9	56.6	63.0	60.3	61.0	71.4	49.7	51.1	41.9	53.0
Average days void turnaround - void sheltered properties only	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	71.8	40.3	45.5	20.4	18.6	39.5	29.4	57.5	34.5	31.7

Ladywood's high figure is due to the relet of 2 sheltered accommodation voids, of which one is a long term void.

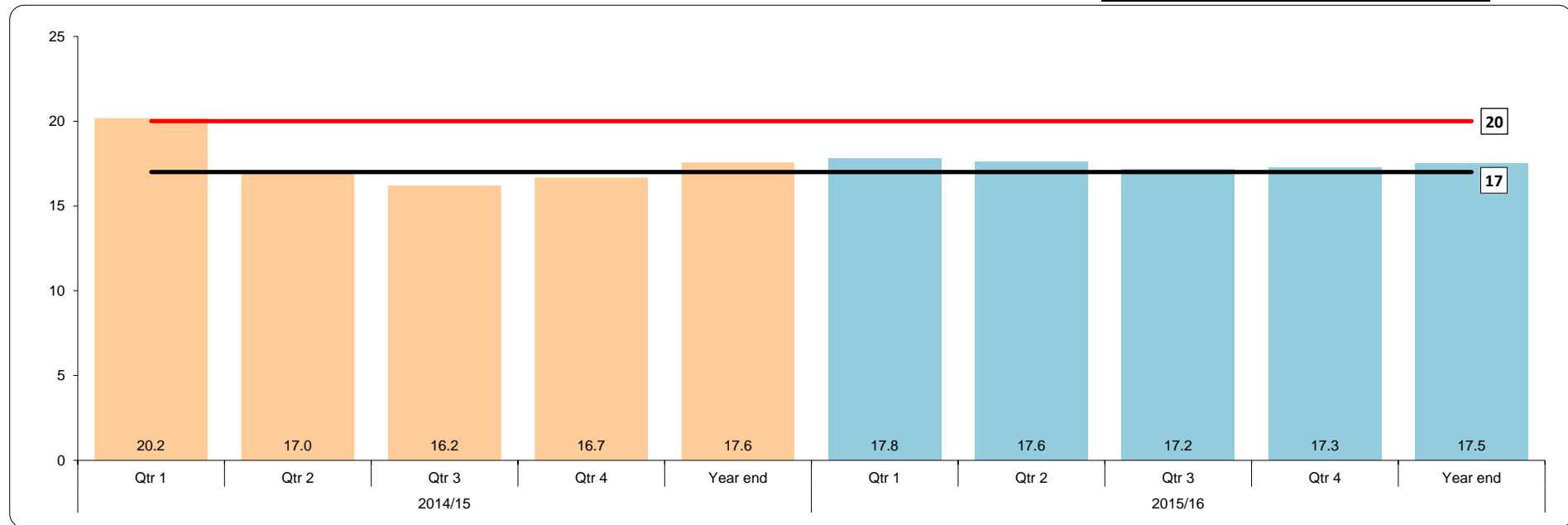
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

VL03

Average calendar days to repair a void property

RAG Status

Amber



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average calendar days to repair a void property	20.2	17.0	16.2	16.7	17.6	17.8	17.6	17.2	17.3	17.5
Target	17	17	17	17	17	17	17	17	17	17
Standard	20	20	20	20	20	20	20	20	20	20

Average calendar days to repair a void property	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	14.4	20.4	15.3	21.2	20.5	13.6	20.8	13.1	20.8	18.0

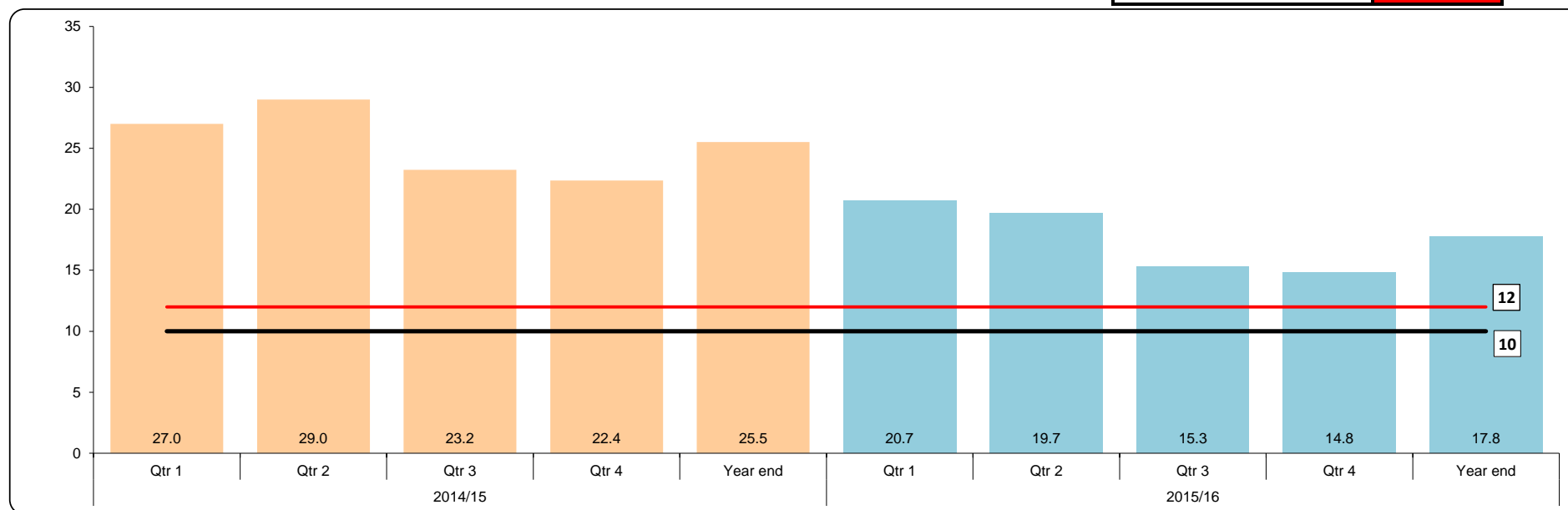
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

VL04

Average 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 end
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	27.0	29.0	23.2	22.4	25.5	20.7	19.7	15.3	14.8	17.8
Target	10	10	10	10	10	10	10	10	10	10
Standard	12	12	12	12	12	12	12	12	12	12

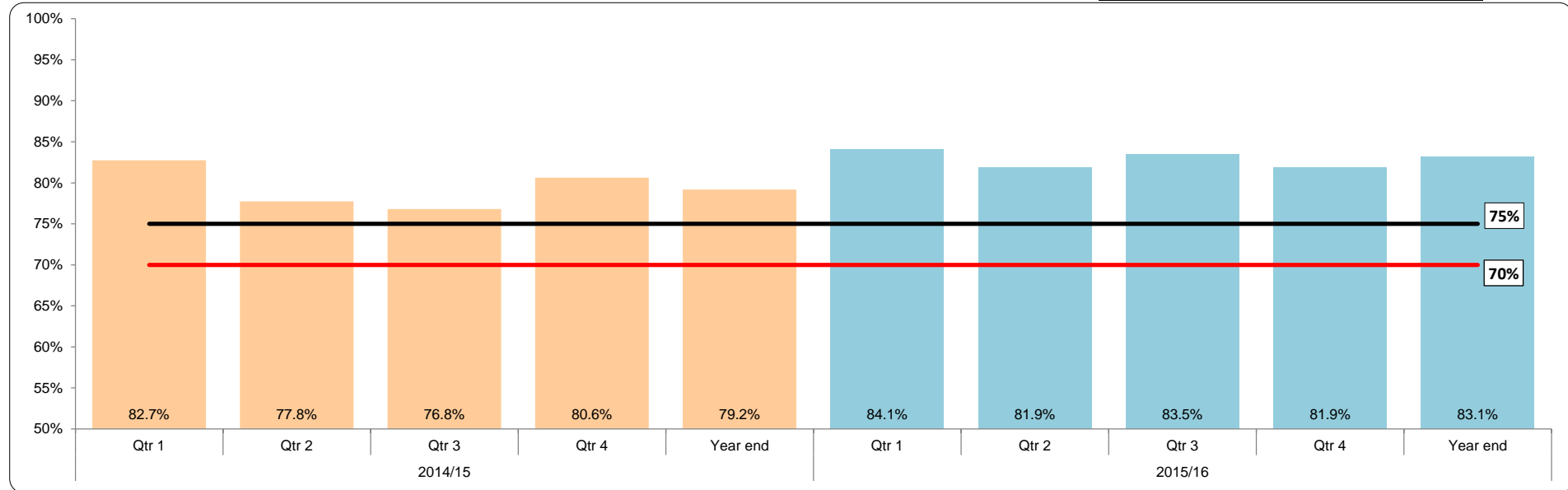
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	20.5	13.6	19.9	10.9	10.9	16.5	10.6	18.7	18.4	10.0

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

Percentage of void properties let first time

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of void properties let first time	82.7%	77.8%	76.8%	80.6%	79.2%	84.1%	81.9%	83.5%	81.9%	83.1%
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Standard	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%

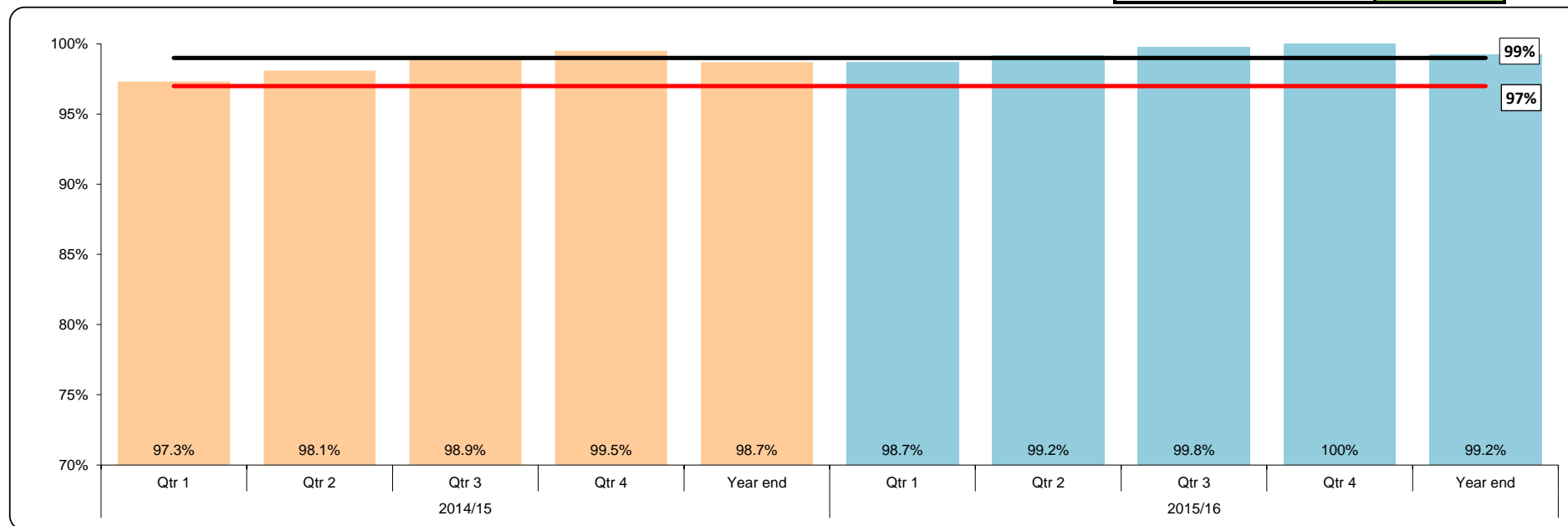
Percentage of void properties let first time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	82.6%	76.1%	81.3%	80.6%	79.2%	84.9%	90.0%	78.7%	89.5%	84.9%

VL06

Customer satisfaction with letting staff

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Customer satisfaction with letting staff	97.3%	98.1%	98.9%	99.5%	98.7%	98.7%	99.2%	99.8%	100%	99.2%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%

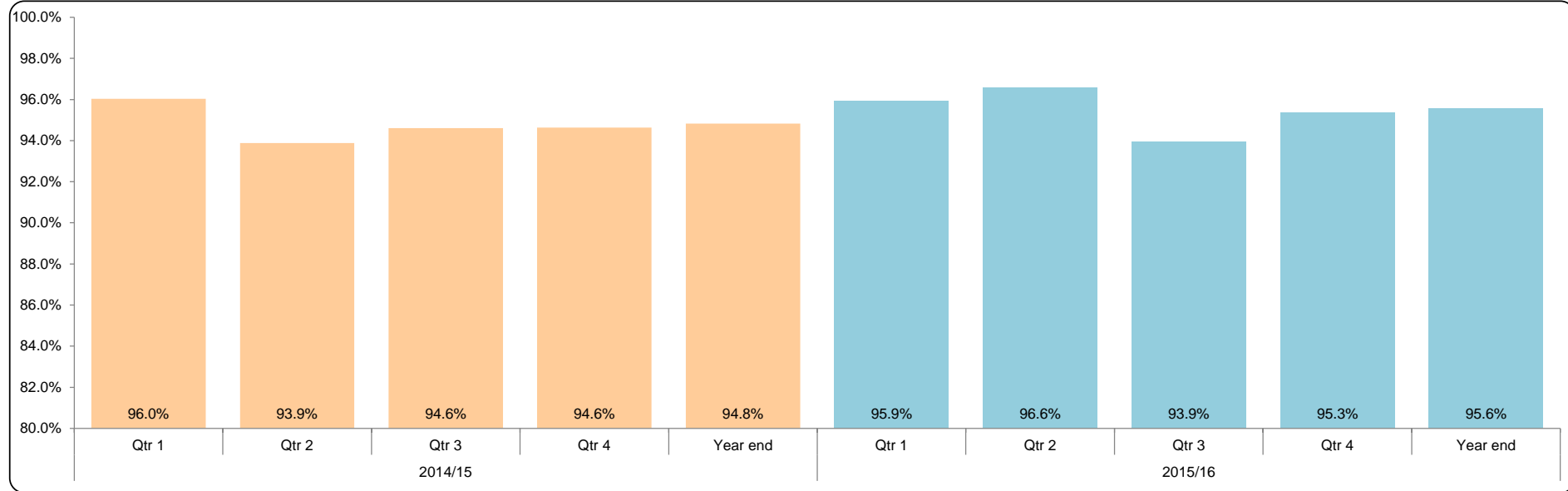
Customer satisfaction with letting staff	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	100%	100%	no data	no data	100%	100%	no data	100%	100%	100%

VL14

Customer satisfaction with new home

RAG Status

No Target



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Customer satisfaction with new home	96.0%	93.9%	94.6%	94.6%	94.8%	95.9%	96.6%	93.9%	95.3%	95.6%

Customer satisfaction with new home	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	100%	0.0%	no data	100%	100%	100%	no data	100%	100%	100%

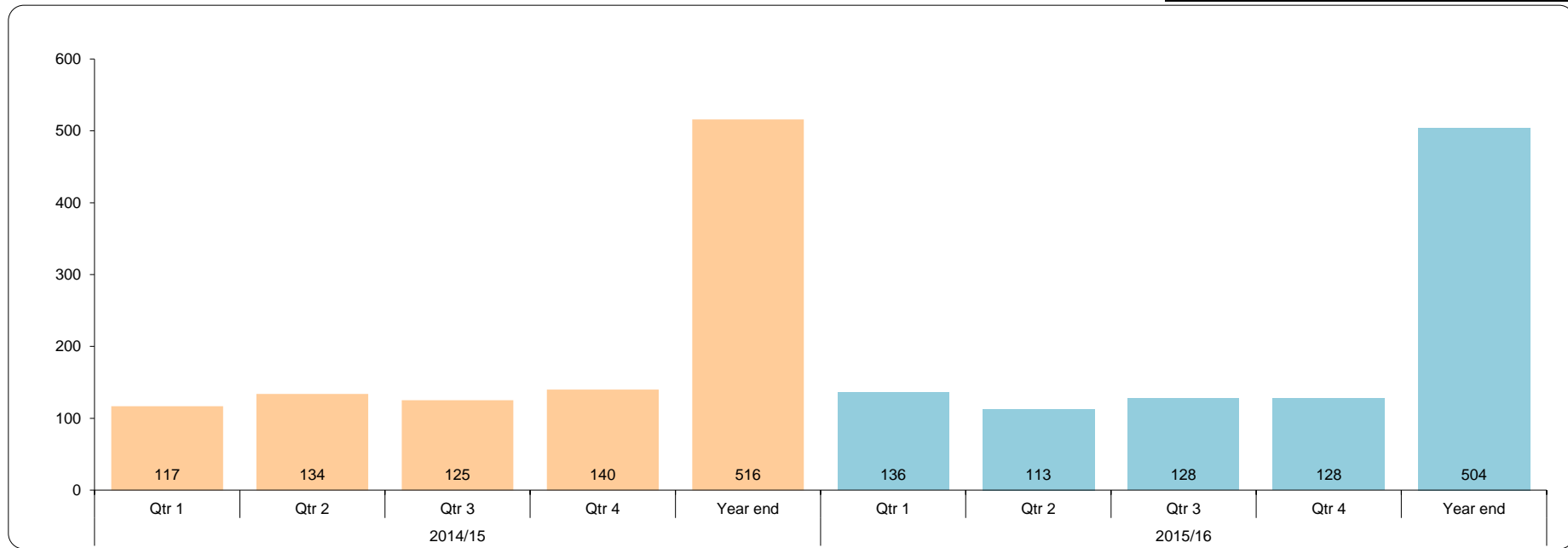
VL15

Services for Older People (Carol Dawson)

Number of new void sheltered properties

RAG Status

No Target



	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of new void sheltered properties	117	134	125	140	516	136	113	128	128	504

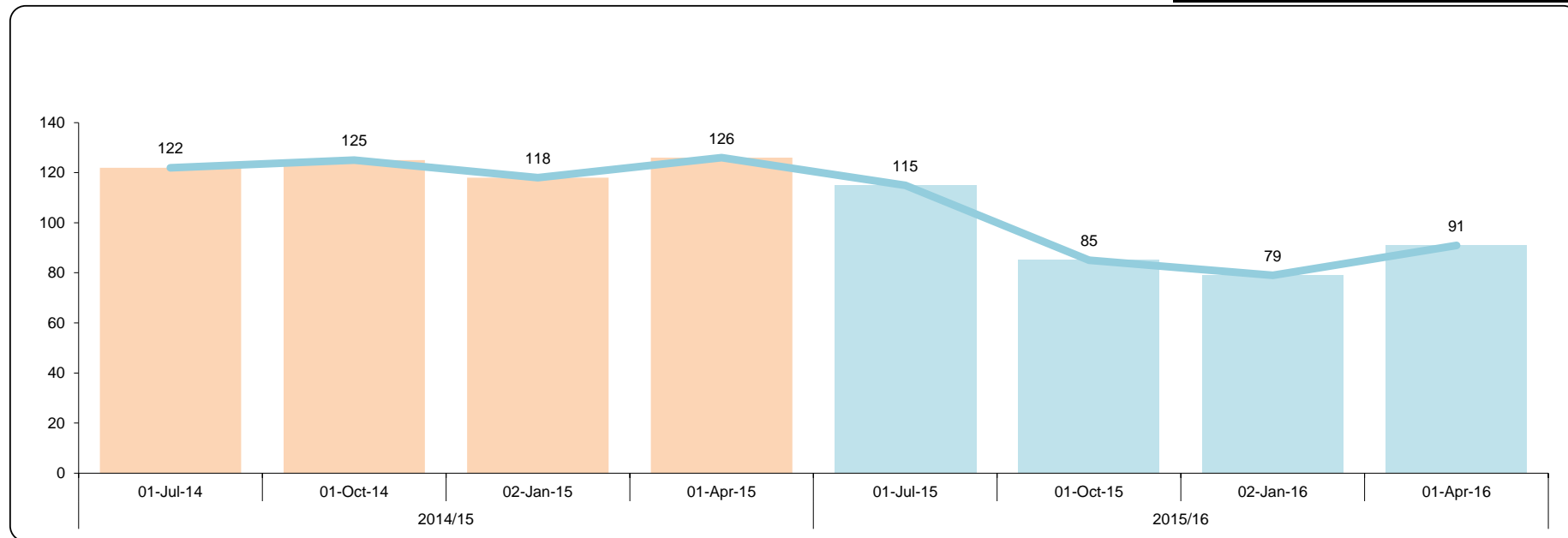
There has been some movement with the YTD figure as Void start dates can be revised due to Landlord services updating Northgate

VL07

Number of current void properties - sheltered only - Snapshot figure

RAG Status

No Target



	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Total number of current void properties - Snapshot figure	122	125	118	126	115	85	79	91

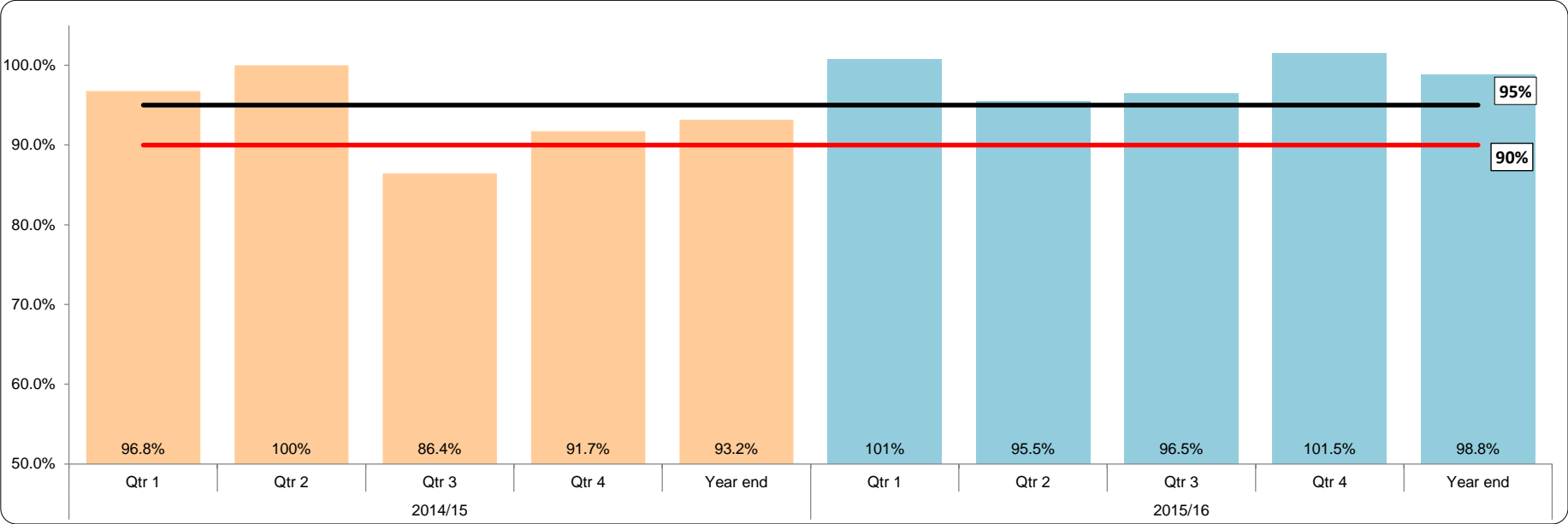
Total number of current void properties - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Apr-16	13	11	1	20	12	6	11	4	4	9

VL09

Percentage of support plans completed in 4 weeks

RAG Status

Green



Bigger is better

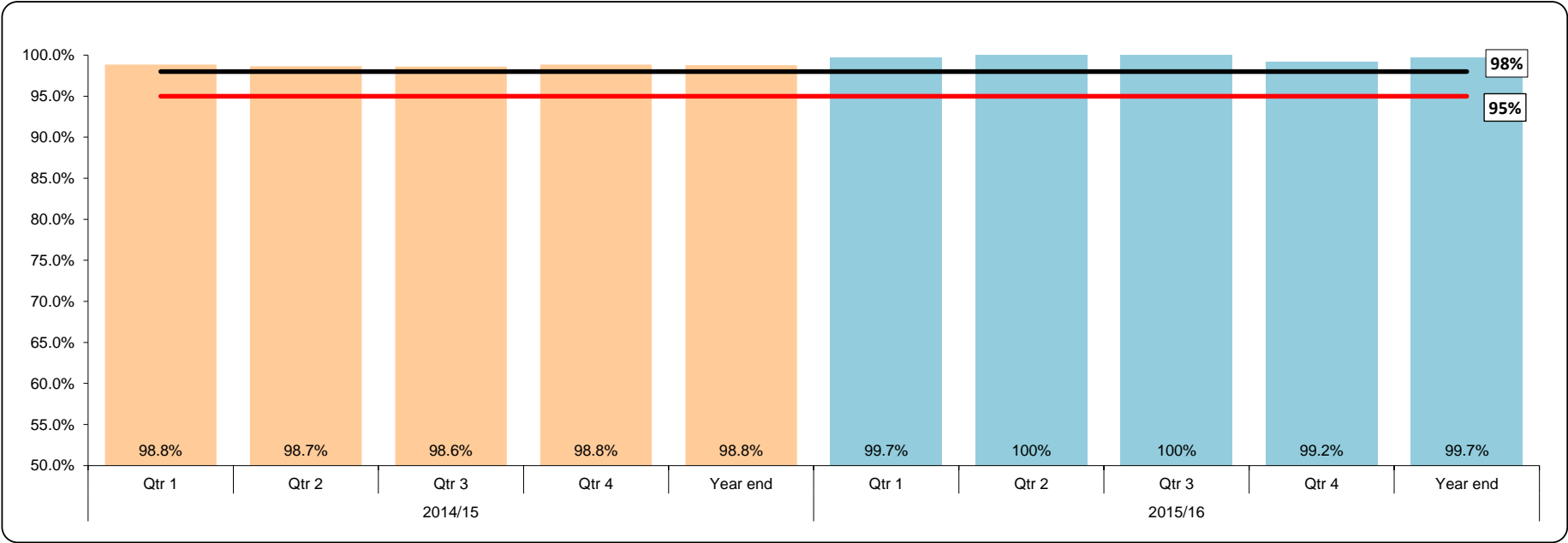
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of support plans completed in 4 weeks	96.8%	100%	86.4%	91.7%	93.2%	101%	95.5%	96.5%	101.5%	98.8%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status

Green



Bigger is better

	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 Careline calls answered within 60 seconds	98.8%	98.7%	98.6%	98.8%	98.8%	99.7%	100%	100%	99.2%	99.7%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

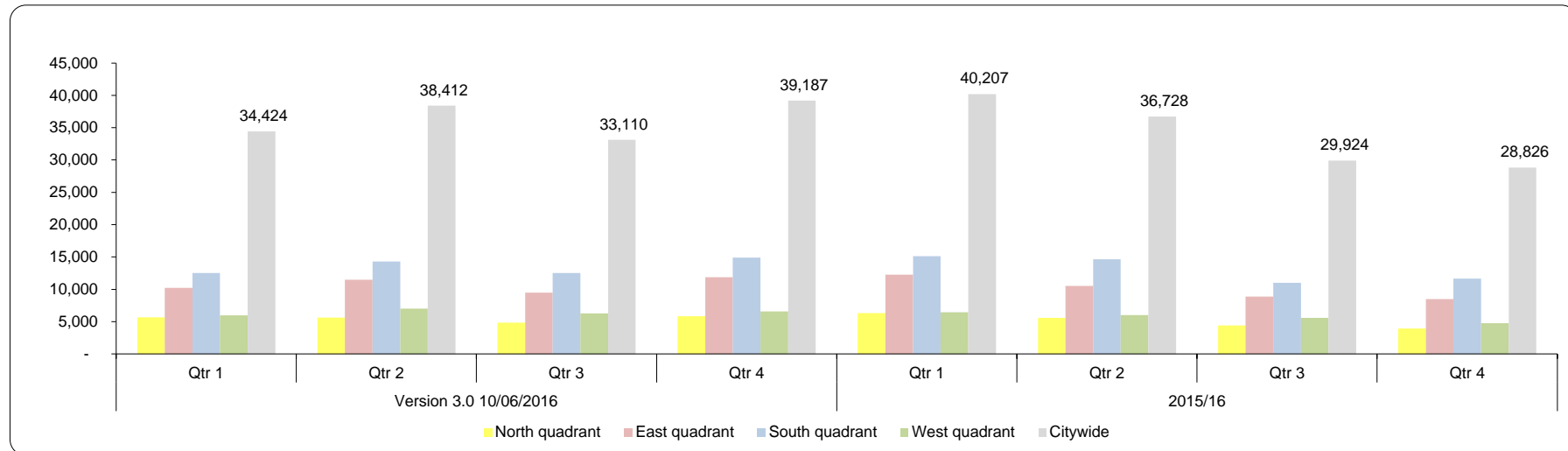
SfOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target



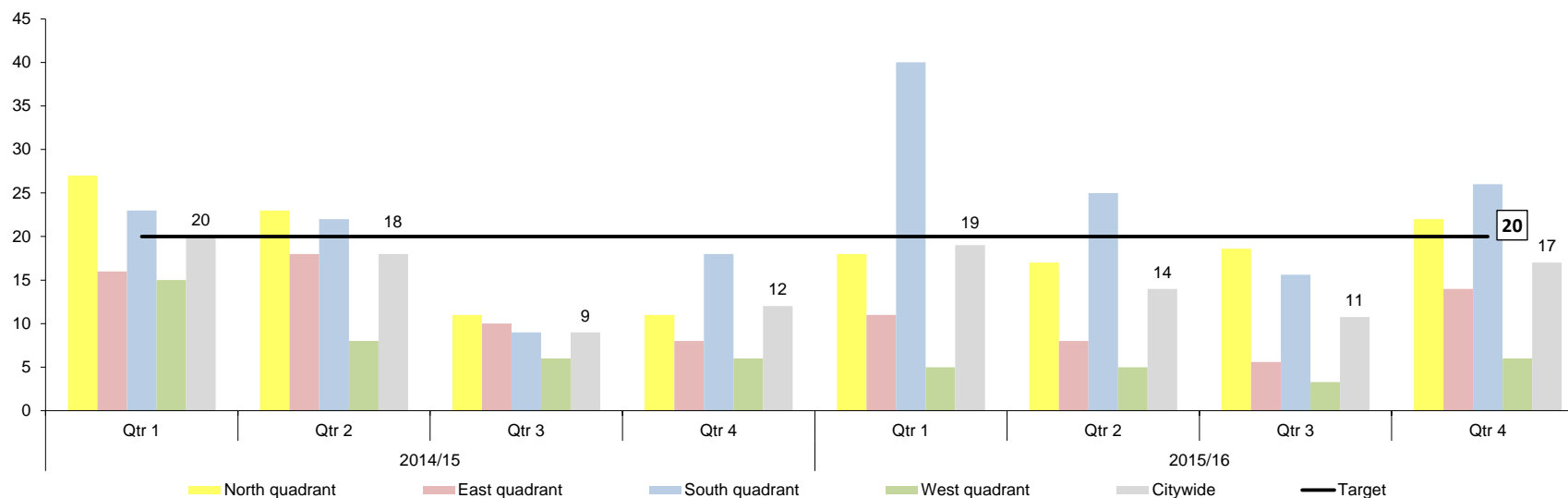
	Version 3.0 10/06/2016				2015/16			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	5,668	5,609	4,850	5,836	6,320	5,581	4,425	3,921
East quadrant	10,233	11,476	9,485	11,851	12,280	10,510	8,892	8,485
South quadrant	12,533	14,321	12,519	14,915	15,138	14,627	11,024	11,671
West quadrant	5,990	7,006	6,256	6,585	6,469	6,010	5,583	4,749
Citywide	34,424	38,412	33,110	39,187	40,207	36,728	29,924	28,826

HCS01

Average time taken to answer calls (in seconds)

RAG Status

Green



Smaller is better

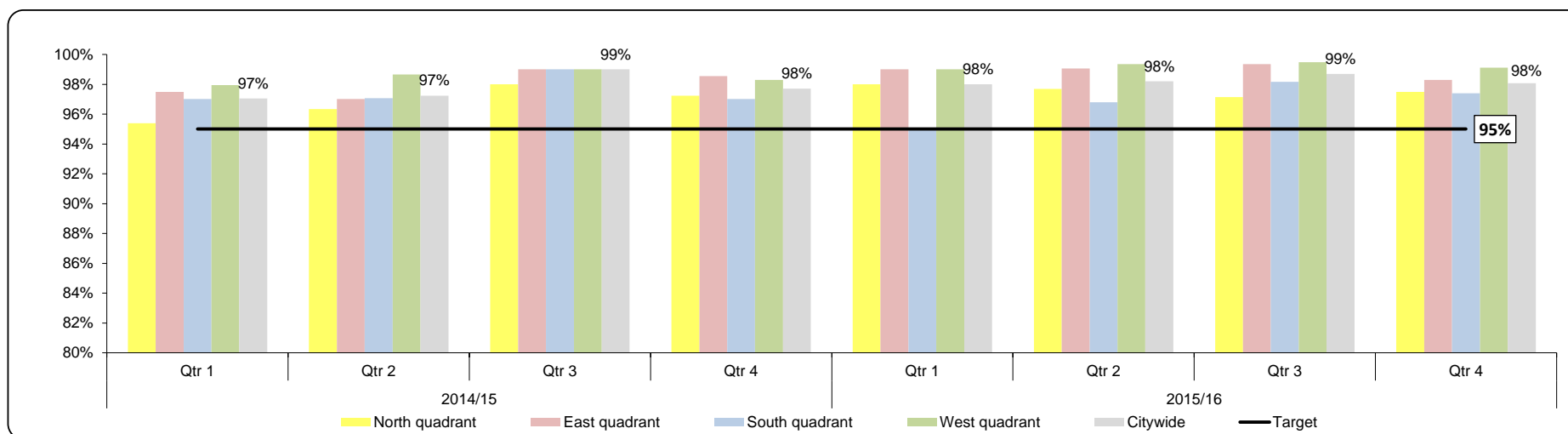
Average time taken to answer calls (in seconds)	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	27	23	11	11	18	17	19	22
East quadrant	16	18	10	8	11	8	6	14
South quadrant	23	22	9	18	40	25	16	26
West quadrant	15	8	6	6	5	5	3	6
Citywide	20	18	9	12	19	14	11	17
Target	20	20	20	20	20	20	20	20

HCS02

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%	98%	97%	98%
East quadrant	98%	97%	99%	99%	99%	99%	99%	98%
South quadrant	97%	97%	99%	97%	95%	97%	98%	97%
West quadrant	98%	99%	99%	98%	99%	99%	99%	99%
Citywide	97%	97%	99%	98%	98%	98%	99%	98%
Target	95%	95%	95%	95%	95%	95%	95%	95%

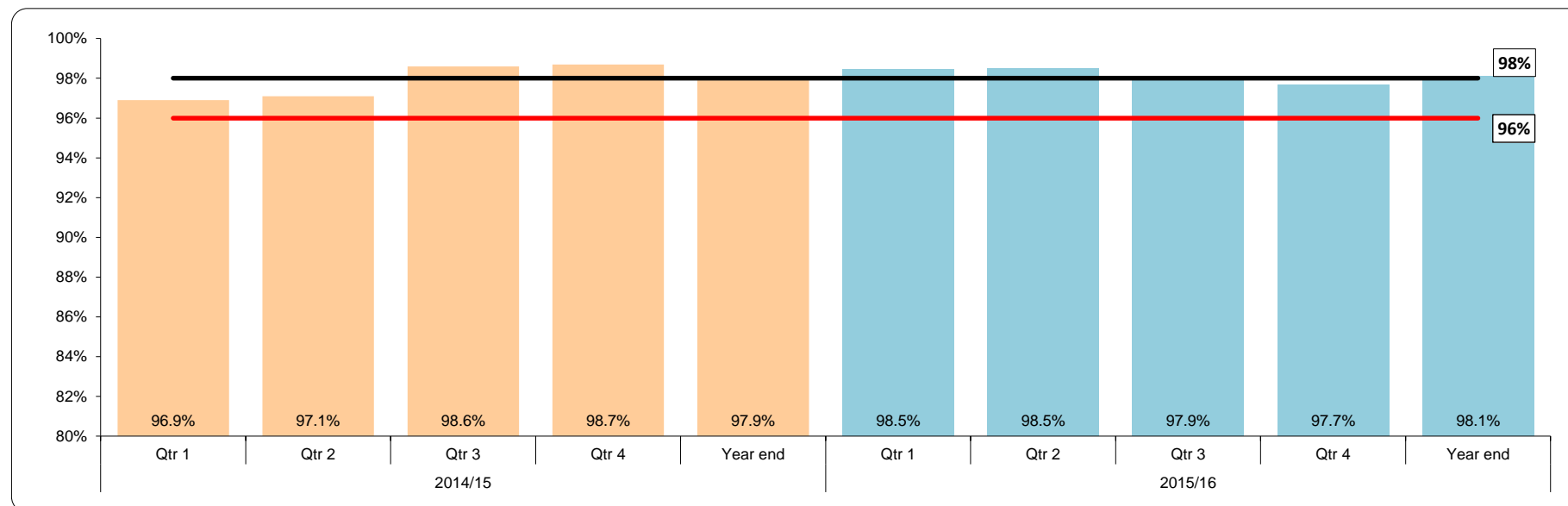
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Amber



Version 3.0 10/06/2016

	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 Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	98.5%	98.5%	97.9%	97.7%	98.1%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%

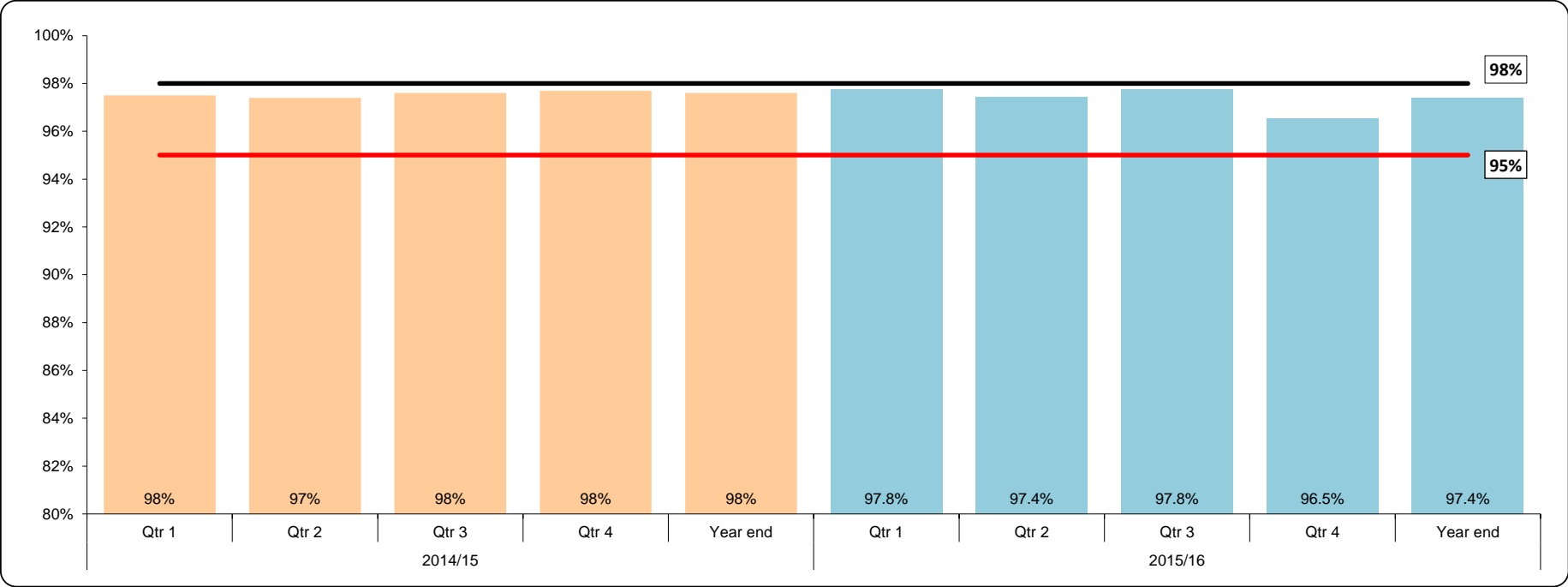
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	98.6%	96.4%	98.1%	98.8%	95.6%	99.3%	94.4%	98.8%	96.2%	98.7%

AMM01

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 end
Percentage of appointments kept	98%	97%	98%	98%	98%	97.8%	97.4%	97.8%	96.5%	97.4%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

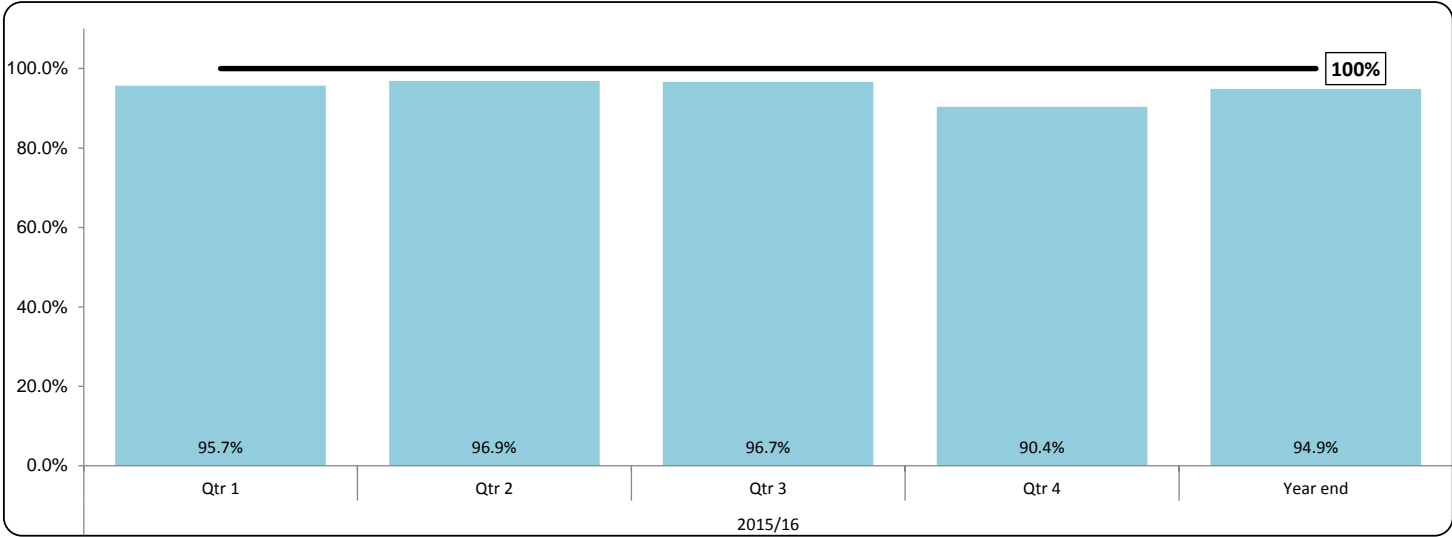
AMM03

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 end
	This is a new measure. There is no historical data available					95.7%	96.9%	96.7%	90.4%	94.9%
We will respond to emergency repairs in two hours										
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

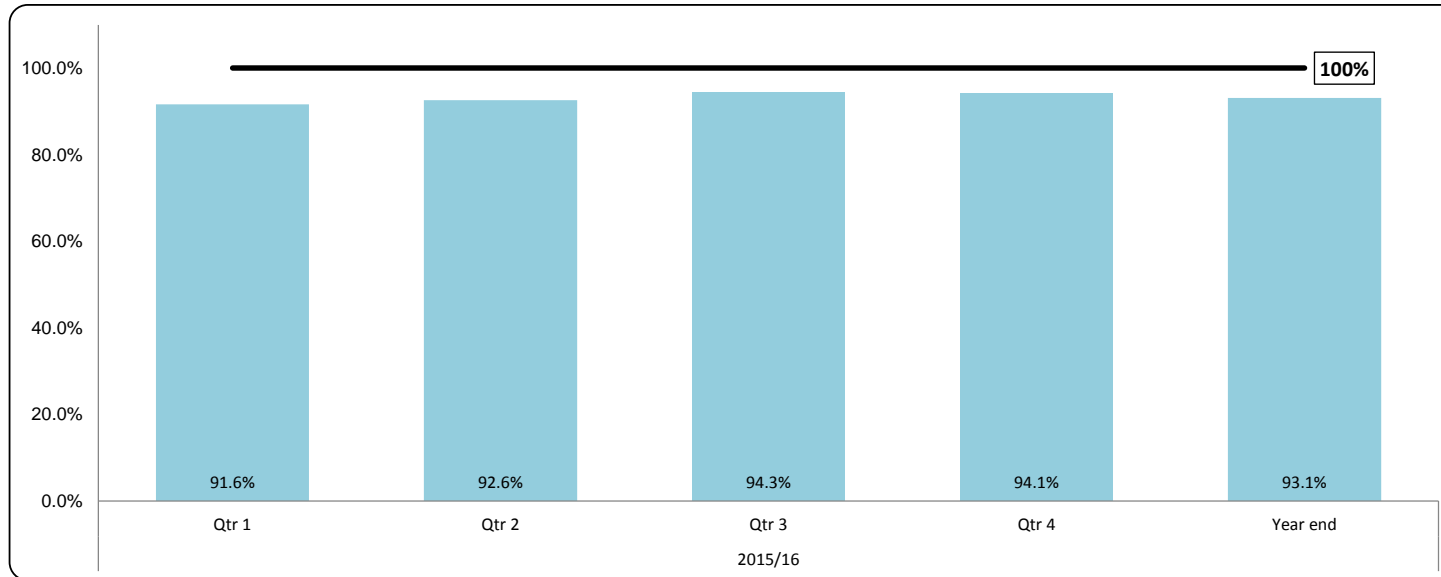
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



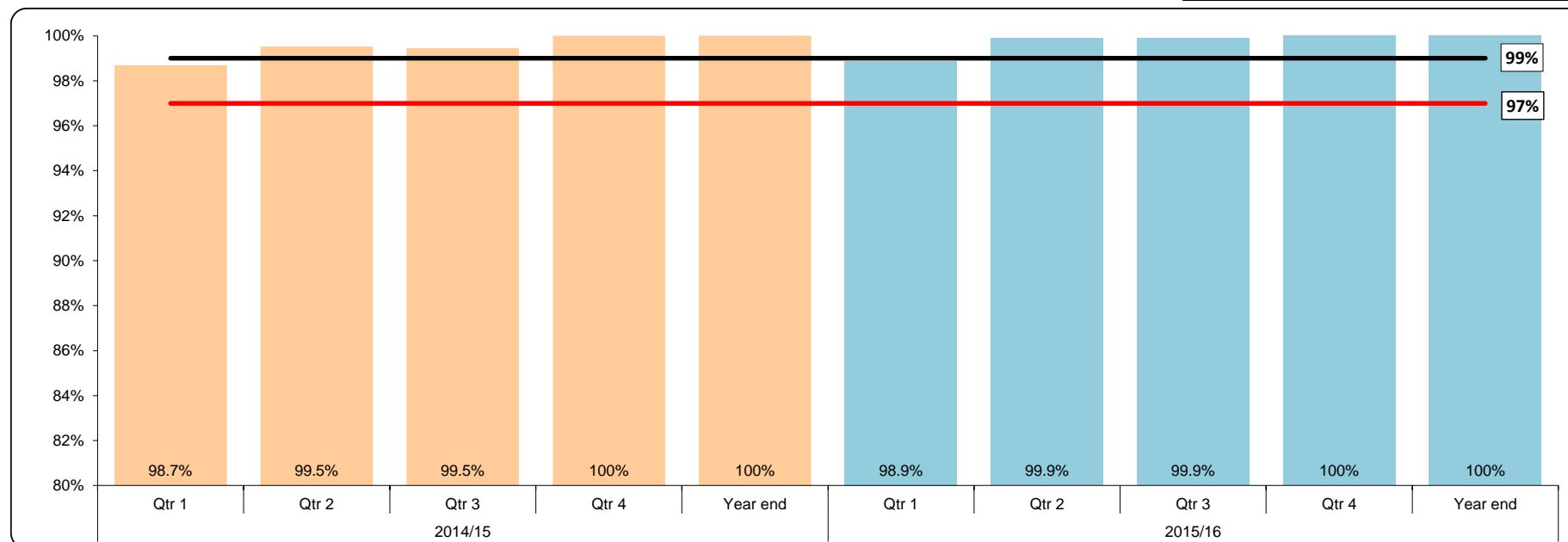
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
We will resolve routine repairs within 30 days	This is a new measure. There is no historical data available					91.6%	92.6%	94.3%	94.1%	93.1%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	91.8%	94.6%	91.5%	94.3%	95.2%	94.1%	93.6%	92.4%	96.6%	95.5%

AMM15

Percentage of gas servicing completed against period profile

RAG Status	Green
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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%	99.9%	99.9%	100%	100%
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 4 2015-16	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

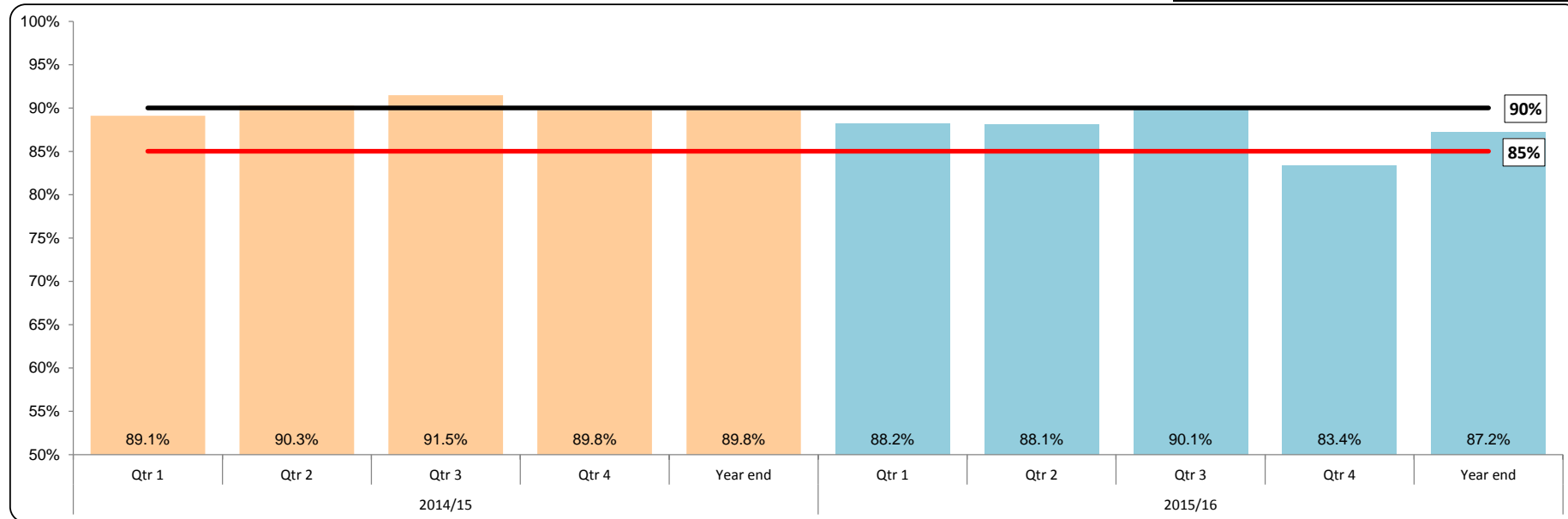
From April 2015 this measure excludes voids.

AMM08

Percentage of gas repairs completed within 7 days

RAG Status

Red



Target - Bigger is better

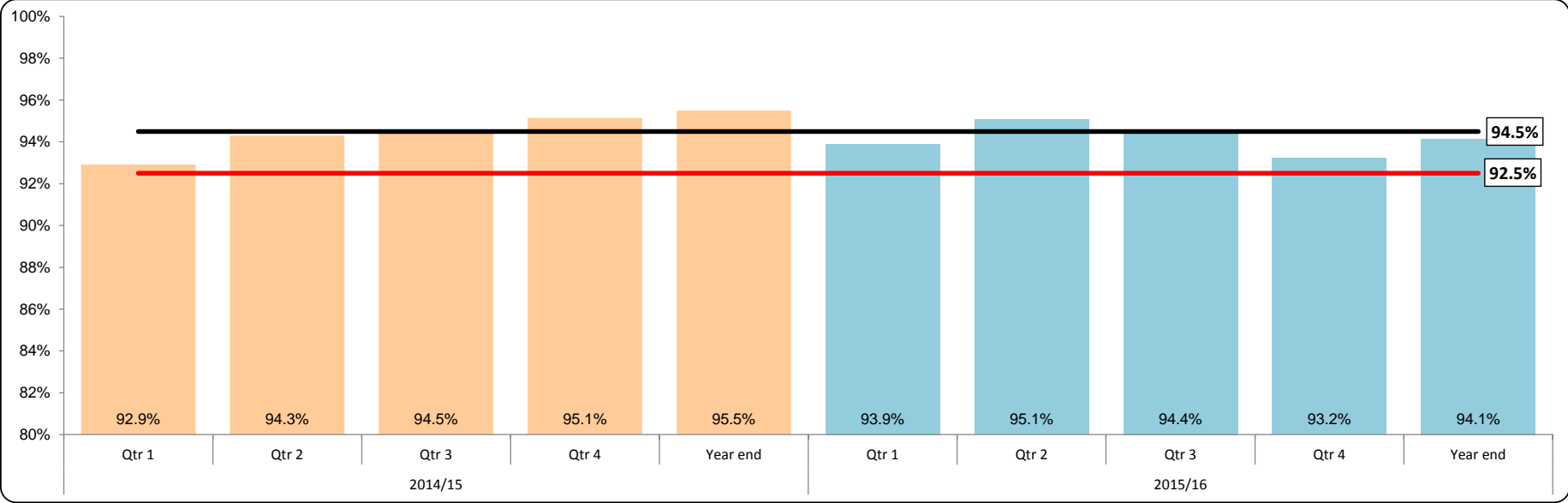
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of gas repairs completed within 7 days	89.1%	90.3%	91.5%	89.8%	89.8%	88.2%	88.1%	90.1%	83.4%	87.2%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

Percentage of gas repairs completed within 7 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	81.4%	77.3%	79.2%	91.8%	81.2%	78.9%	79.8%	82.0%	74.3%	90.4%

AMM10

Customer satisfaction with repairs

RAG Status	Amber
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Bigger is better

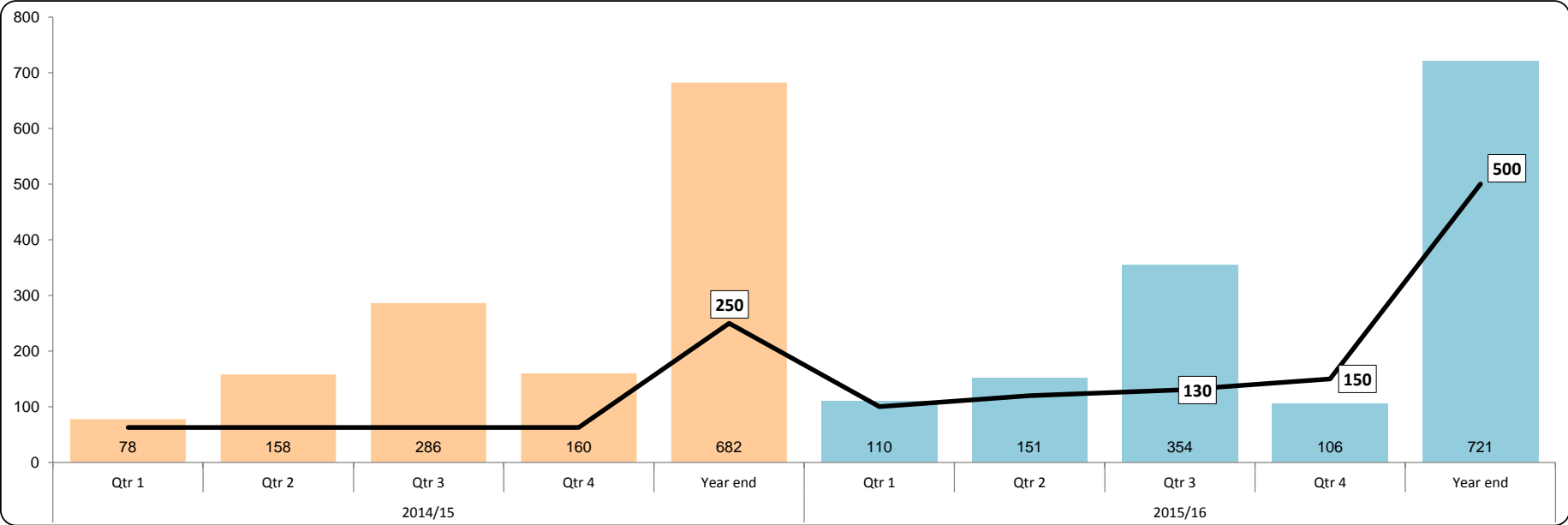
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Customer satisfaction with repairs	92.9%	94.3%	94.5%	95.1%	95.5%	93.9%	95.1%	94.4%	93.2%	94.1%
Target	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%
Standard	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%

AMM11

Number of households assisted by independent living

RAG Status

Red



Bigger is better

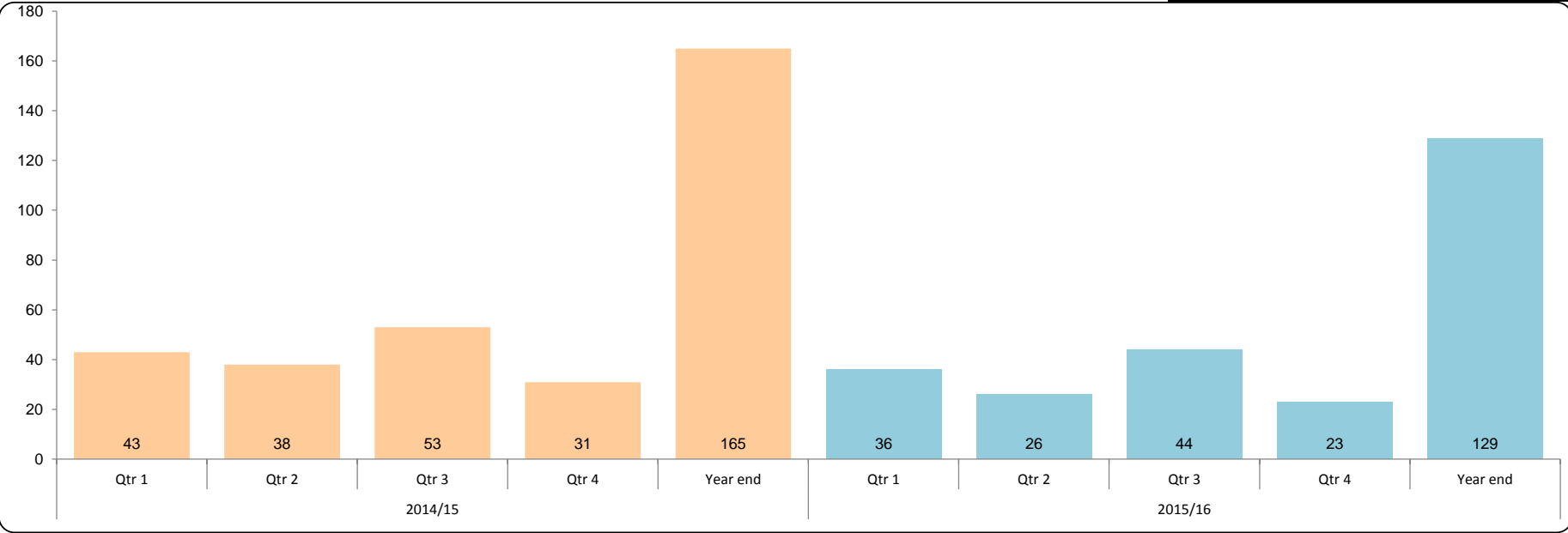
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of households assisted by independent living	78	158	286	160	682	110	151	354	106	721
Target	62.5	62.5	62.5	62.5	250	100	120	130	150	500

The Q3 figure has been revised since Q3 reporting. This is due to payments being backdated and being paid after the Q3 reporting period.

AMM12

Number of Wise Move completions

RAG Status	No 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 end
Number of Wise Move completions	43	38	53	31	165	36	26	44	23	129

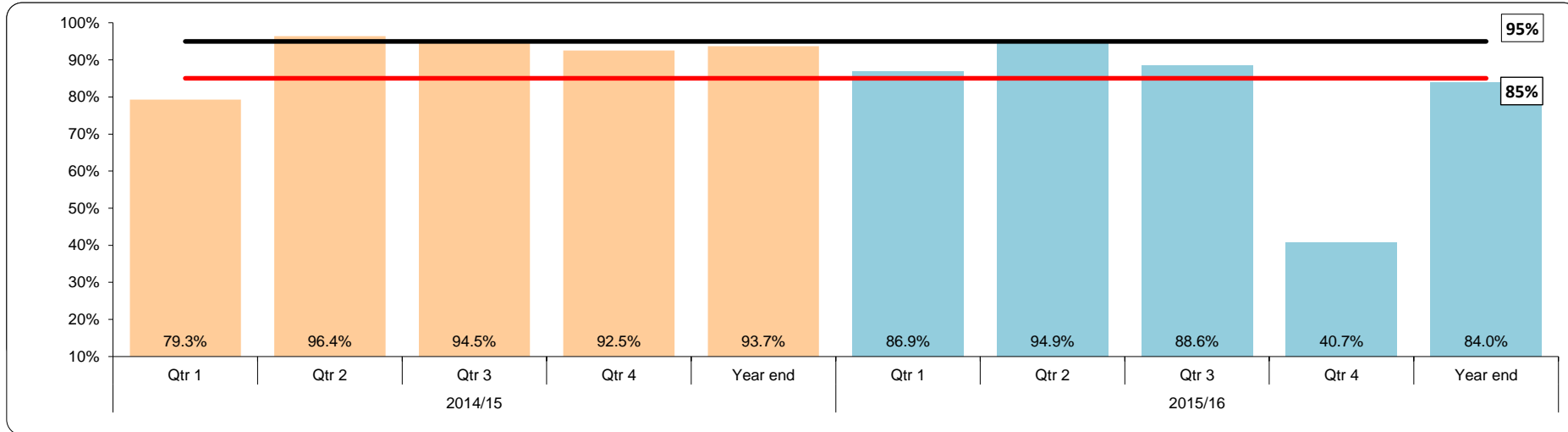
AMM13

Capital Works (Martin Tolley)

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

RAG Status

Red



Version 3.0 10/06/2016

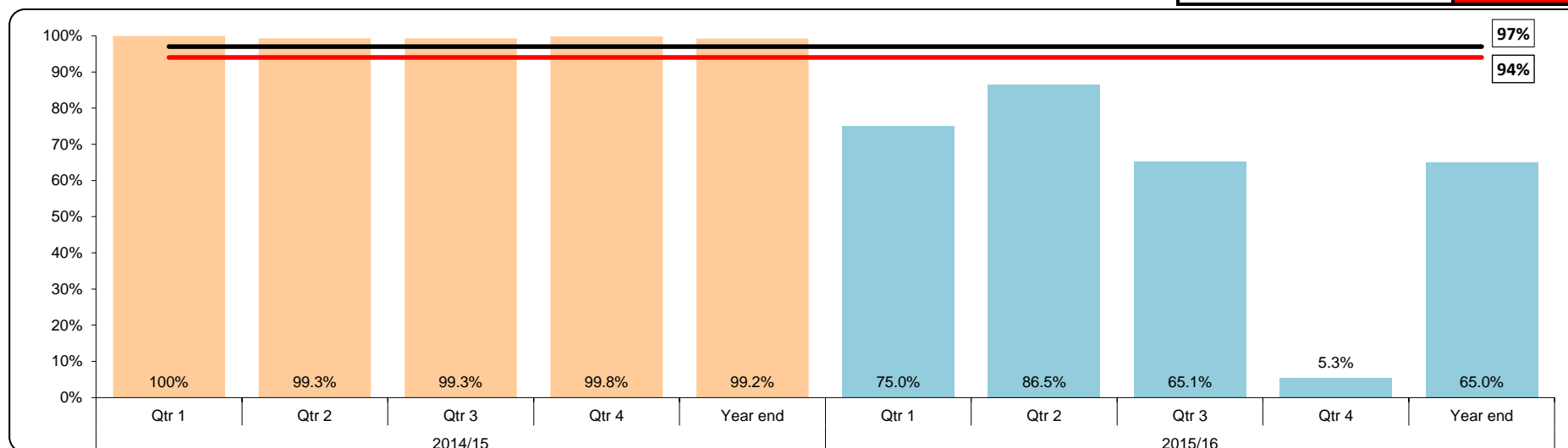
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
As per contractor assessment the percentage of capital improvements completed within timescale	79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%	88.6%	40.7%	84.0%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

CW01

The percentage of capital improvements works completed and audited by BCC with no defects on handover

RAG Status

Red



Bigger is better

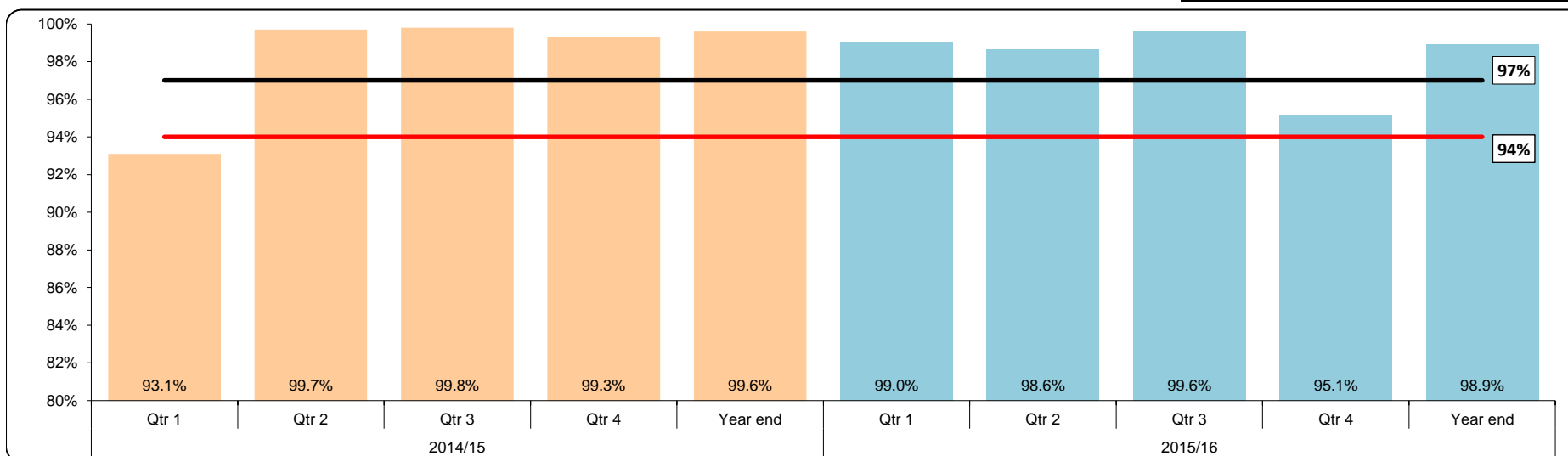
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
The percentage of capital improvements works completed and audited by BCC with no defects on handover	100%	99.3%	99.3%	99.8%	99.2%	75.0%	86.5%	65.1%	5.3%	65.0%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW02

Percentage of customers satisfied with contractor performance

RAG Status

Amber



Bigger is better

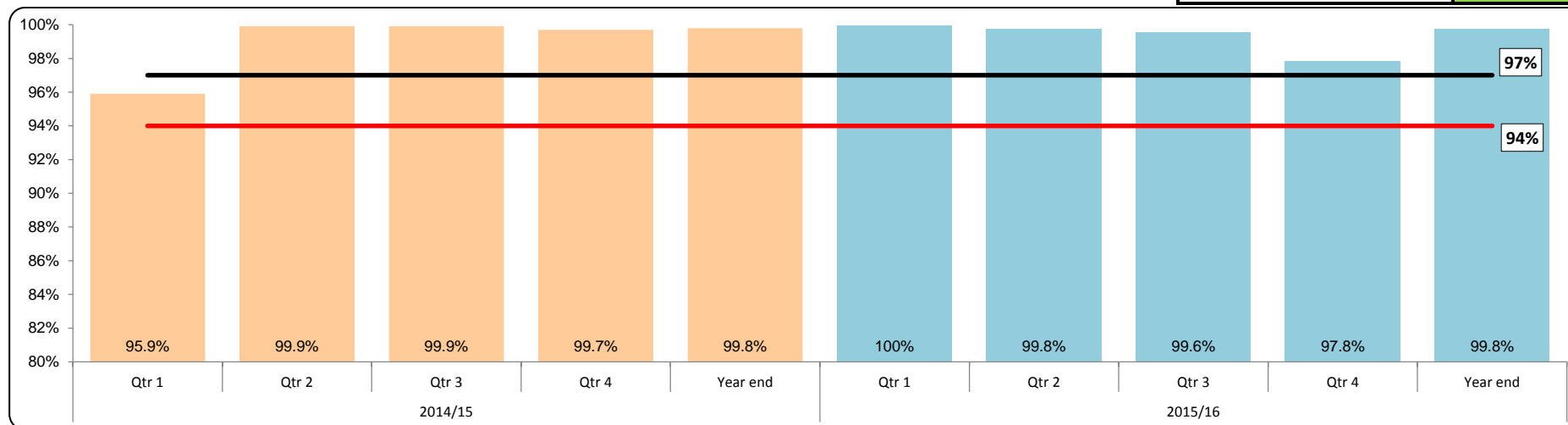
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of customers satisfied with contractor performance	93.1%	99.7%	99.8%	99.3%	99.6%	99.0%	98.6%	99.6%	95.1%	98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW03

Percentage of customers satisfied with the quality of their home improvement

RAG Status

Green



Bigger is better

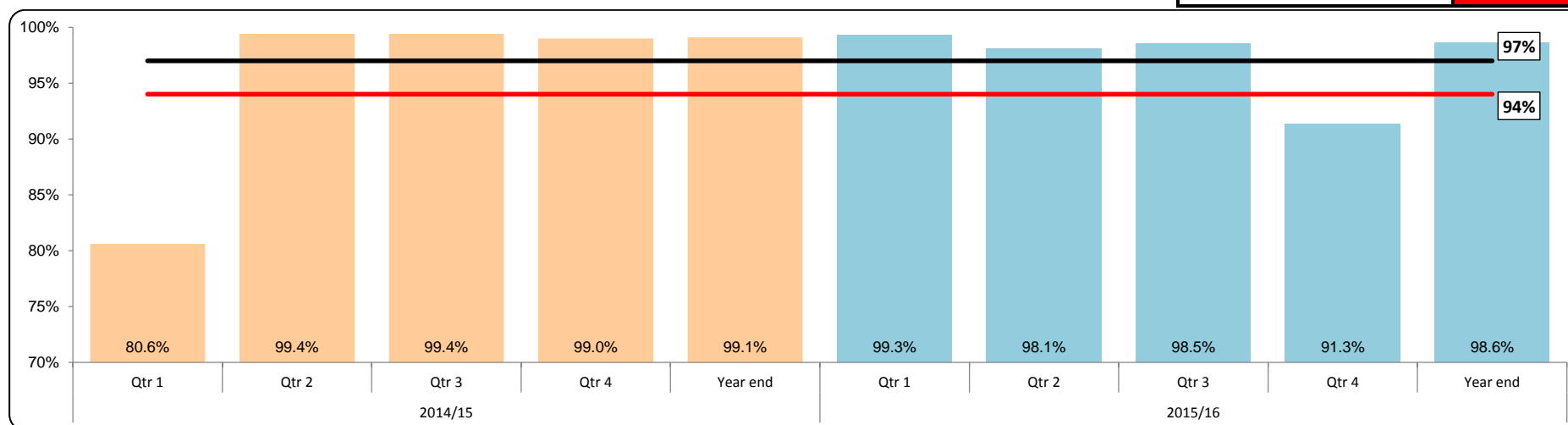
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of customers satisfied with the quality of their home improvement	95.9%	99.9%	99.9%	99.7%	99.8%	100%	99.8%	99.6%	97.8%	99.8%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW04

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

RAG Status

Red



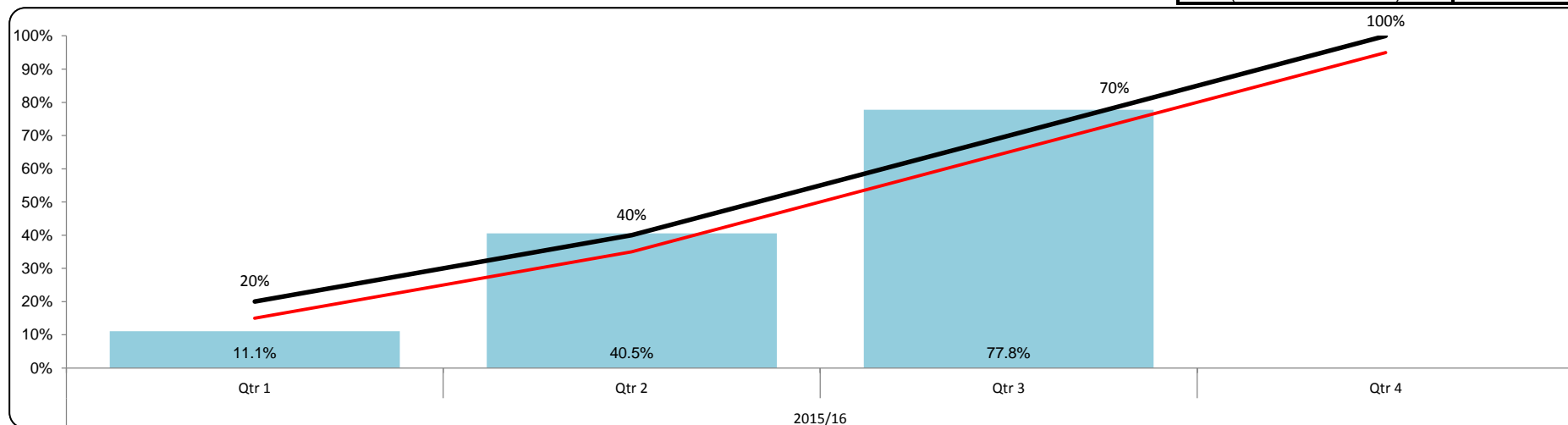
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of customers satisfied with Birmingham City Council's overall process	80.6%	99.4%	99.4%	99.0%	99.1%	99.3%	98.1%	98.5%	91.3%	98.6%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW05

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

RAG Status
(based on YTD data)



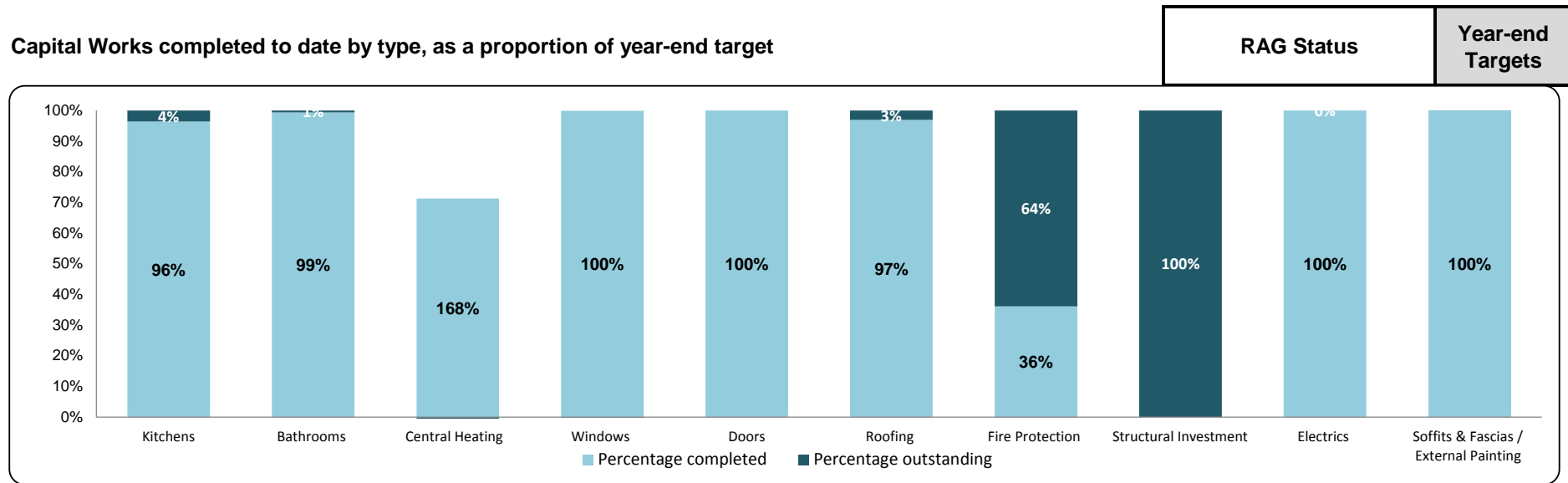
Bigger is better

	2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	11.1%	40.5%	77.8%	Tbc
Target	20%	40%	70%	100%
Standard	15%	35%	65%	95%

Qtr 4 data is not available at the time of reporting. Confirmation of year-end financial position is required by SMT before statements can be issued.

CW06

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



Capital Works completed to date by type, as a proportion of year-end target	Cabinet Report end of year target	Revised target	Number of units completed to date	Number of units outstanding	Percentage completed	Percentage outstanding
Kitchens	445	336	324	12	96%	4%
Bathrooms	445	325	323	2	99%	1%
Central Heating	1,000	1,000	1,675	-675	168%	-68%
Windows	555	693	694	-1	100%	0%
Doors	1,220	1,610	1,610	0	100%	0%
Roofing	286	230	223	7	97%	3%
Fire Protection	750	639	231	408	36%	64%
Structural Investment	16	16	0	16	0%	100%
Electrics	10,400	5,030	5,030	0	100%	0%
Soffits & Fascias / External Painting	100	107	283	0	100%	0%

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

CW07

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

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

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

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

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

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

Electrics - The reported completions stated refer to the number of electrical test and inspect that have been undertaken. The inspection may identify that remedial electrical work is required to the property; to date the city has carried out 106 rewires and 795 remedial electrical works to its stock as a result of the originally electrical inspection.

Structural Investment - This capital programme spans over three financial years and was started in 2014/15. The following units are to be completed by the end of the financial year:

Programme Year 2 (2015/16) - 3

Programme Year 3 (2016/17) - 13

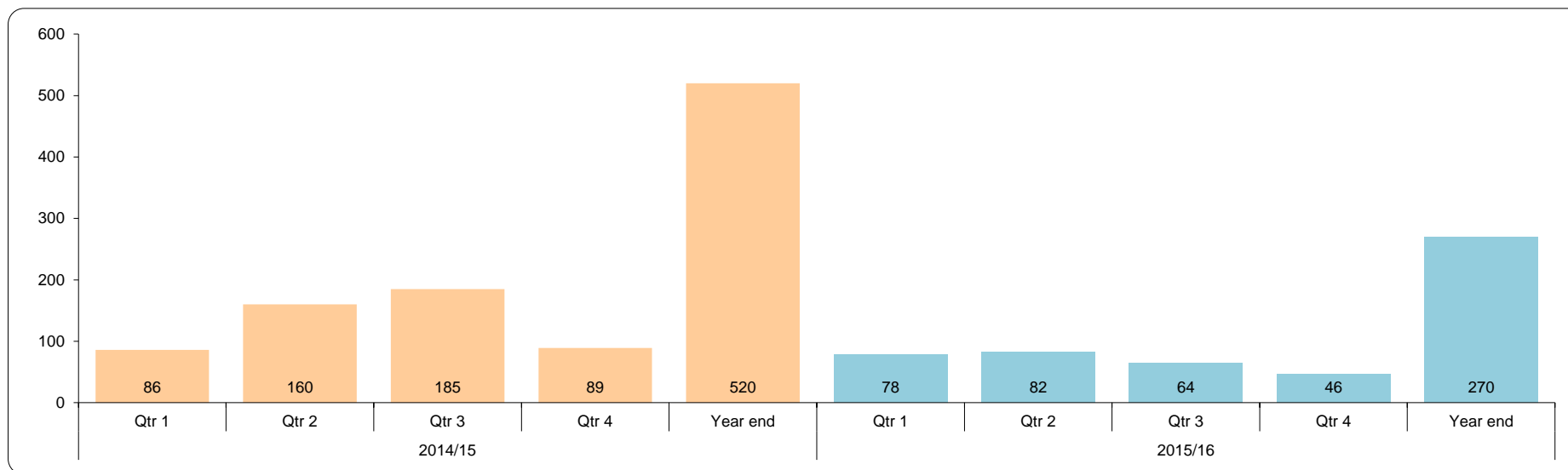
The planned structural block programme is on target.

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target



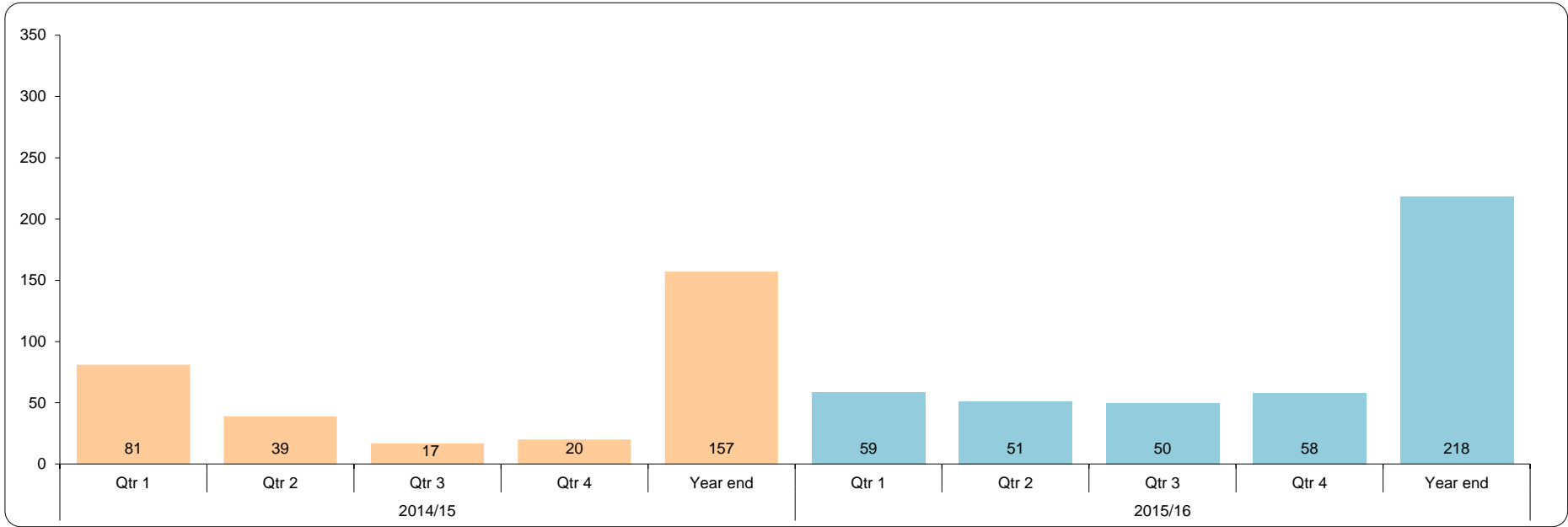
Version 3.0 10/06/2016

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Houses in Multiple Occupation licences issued	86	160	185	89	520	78	82	64	46	270

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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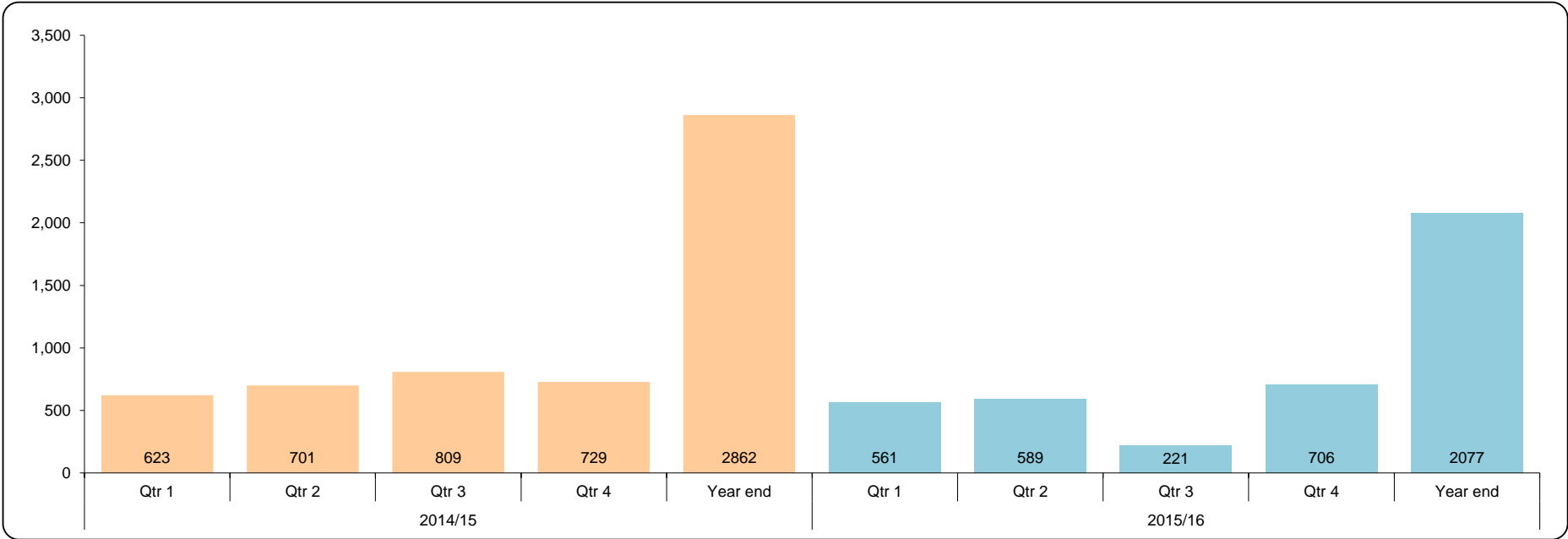


Licenced and unlicensed Houses in Multiple Occupation inspected	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	81	39	17	20	157	59	51	50	58	218

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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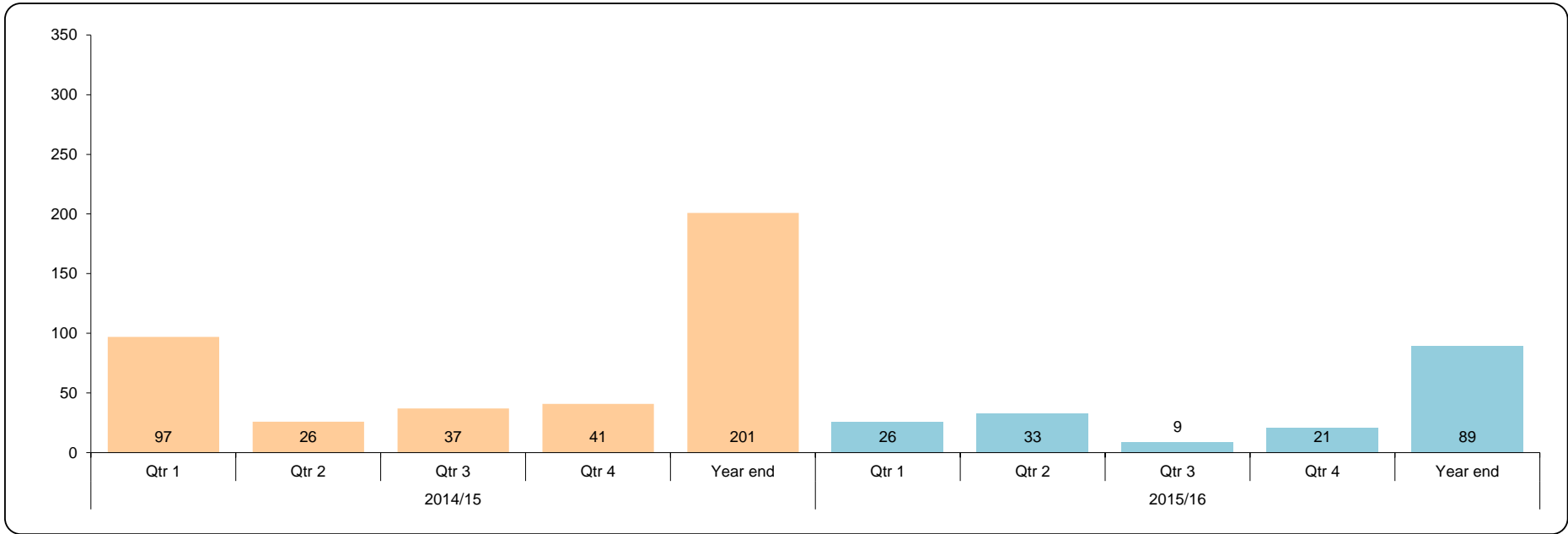


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
PTU requests for assistance	623	701	809	729	2862	561	589	221	706	2077

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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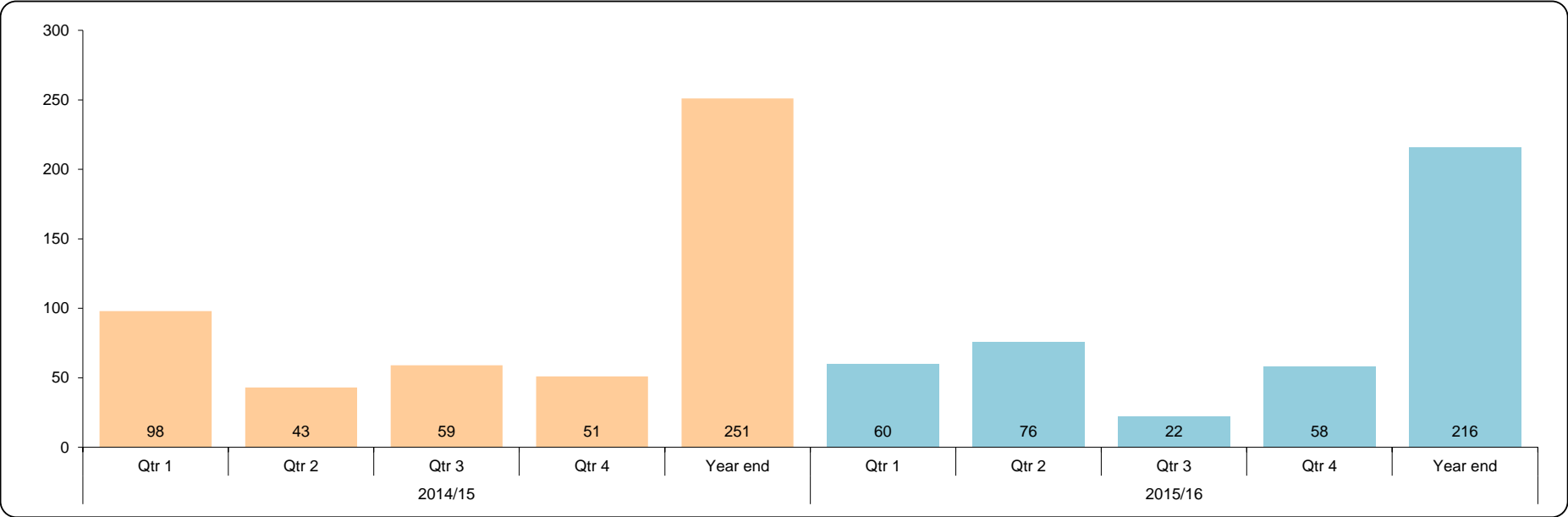


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Private Tenancy Unit - Cases assisted through advice	97	26	37	41	201	26	33	9	21	89

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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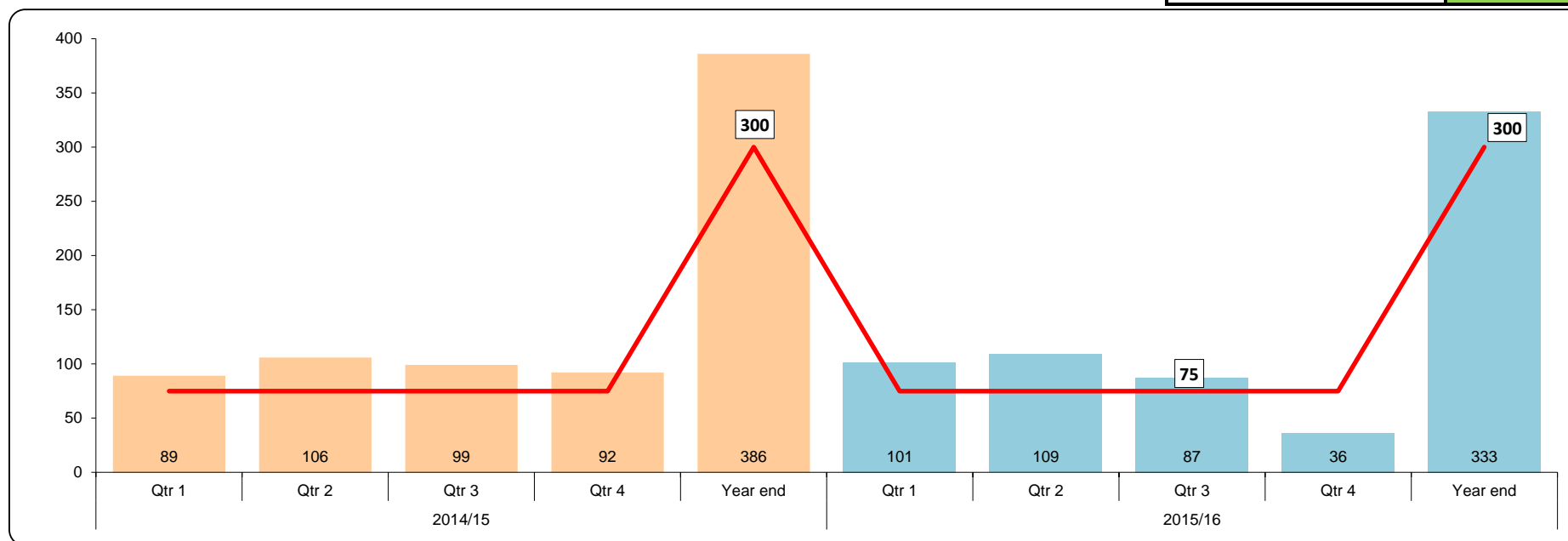
Private Tenancy Unit - Cases assisted through intervention	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	98	43	59	51	251	60	76	22	58	216

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 end
Empty properties brought back into use	89	106	99	92	386	101	109	87	36	333
Target	75	75	75	75	300	75	75	75	75	300

NB: The RAG status for this measure is green as the Empty Properties Team achieved their Year End target of 300 properties by February 2016.

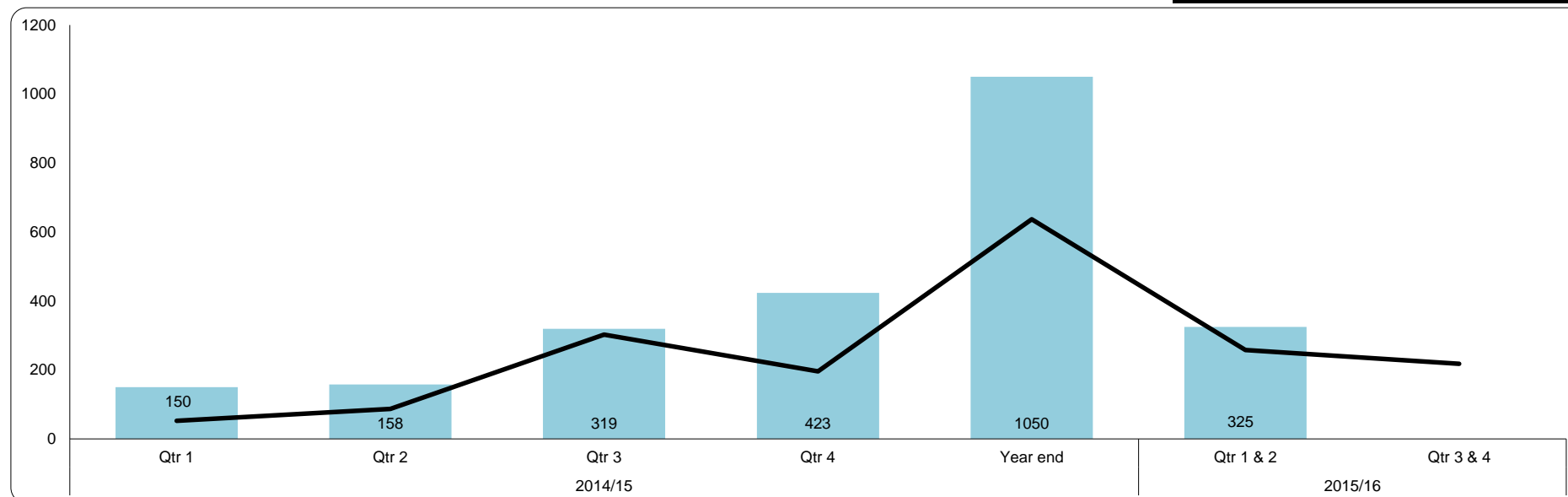
PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status

Green



Version 3.0 10/06/2016

Bigger is better

	2014/15					2015/16	
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1 & 2	Qtr 3 & 4
No of affordable homes provided	150	158	319	423	1050	325	
Target	52	87	302	196	637	258	218
% of target homes provided	288%	182%	105%	215%	165%	126%	

Data for this measure is provided to BCC by external organisations. (Homes and Communities Agency and also Communities and Local Government)
Information is now reported twice a year.

HD01

Yardley District

End of Year Performance Narrative

Quarter 4 2015/2016

Anti-Social Behaviour	<p>In Quarter 4, 100% of ASB cases in the Yardley District were responded to within timescale.</p> <p>In Quarter 4, 100% cases were also closed successfully. There were 66 cases closed in Quarter 4</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. The ASB team continue to work in partnership with the Think Family Team delivering targeted support to families with complex needs. We also work with Shelter in respect of intensive family support provisions and we also work in partnership with the Police and Community Safety colleagues.</p> <p>There were 123 new cases of ASB reported in Quarter 4 of which 4 were hate crime.</p> <p>There is 1 Think Family Support Officers based at the Lea Hall East Quadrant Office. They worked with a total of 22 cases during Quarter 4.</p>
Introductory Tenancies	<p>In Quarter 4, 4.2% of Introductory Tenancies were not made secure against a target of 8%. The main reason for not making tenancies secure was arrears of rent.</p>
Voids and Lettings	<p>Overview</p> <p>In Quarter 4 105 void properties were let at an average void turnaround of 19.50 days. The city target is 30 days. 88 of the voids let in the quarter were non sheltered at a turnaround of 17.10 days.</p> <p>17 sheltered voids were let during the period at an average turnaround of 31.88 days.</p> <p>The contractor Mears repaired the voids at an average of 14.95 days.</p>

	<p>Average Void Turnaround</p> <p>The average days from FFL to TSD were 10.10 days against a target of 10 days. This target was affected by the 17 sheltered voids prove harder to let than non-sheltered voids.</p> <p>Average days for keys to contractor was 2.80 days against a target of 1 day.</p> <p>This quarter was an outstanding achievement by my voids team who during February achieved the lowest void turnaround time for the year. The month of March in particular was a tough period with the immobilisation of the repairs contract. The best performance for the year was the best throughout the city.</p>
Repairs	<p>Percentage of RTR (Right to repair) completed on time:</p> <p>Yardley District has achieved a response time of 98% against the City target of 98% in the last month of 2015/2016.</p> <p>Average time taken to complete repairs that are not RTR:</p> <p>Performance for the last month is 10.1 days which meets the City standard of 30 days.</p> <p>Percentage of works overdue by more than 5 days as a proportion of jobs received:</p> <p>The District performance 4.7% against the City standard of 15% - 20% for the last month.</p> <p>The year to date KPIs for the Mears contract is all green at contract end.</p>

Anti-Social Behaviour/Neighbour Nuisance is:-

Whereby someone is judged by another to have caused distress, alarm or harassment. Examples could be:

Distressed by the playing of loud music.

Alarm by being threatening or being abusive.

Harassment making comments of a racial nature.

All cases are categorized into A or B

A being **Very Serious**, example: racial harassment, threatening behaviour, physical/verbal abuse

B being **Serious**, example: Loud music, drugs related, alcohol related.

Cases are categorized on their individual merit. To deal with case specific evidence is required. The evidence required is as follows:

- a) Name of person/s carrying out the Neighbour Nuisance/Anti Social Behaviour.
- b) The name, address and telephone number of the person/s who is making the complaint.
- c) Date and time of incident/s, and the nature of the incident/s.
- d) Where the incident/s happened.
- e) How the incident affected you/your family.
- f) Were the Police involved, if so which station is the officer from and the name of the officer involved.

Anti-Social Behaviour cases can be dealt with by some of the following ways:

- First Interviews complainants are given a diary booklet to record incidents. If when completing a diary booklet they cannot be specific with the name and address, they are requested to record a description of the person/persons, At times this process is tedious and long, The information from the diary sheets is vital to any case. Thus a full detailed incident log is necessary.
- **Monitoring Equipment** in some cases can be used. A case with noise nuisance (loud music) is normally passed to Environmental Services who investigate and take any action necessary. Monitoring Equipment can record sounds up to 10DB's, and would be used as evidence in any court case. Housing normally work jointly with the Environment and would send a warning letter/NSP due to breach of tenancy conditions.

- Mediation is a form of action, which, can be a way forward for residents to resolve their differences. It is carried out in a controlled atmosphere by trained external mediators. Very useful tool in one on one dispute/s or cases which need expert assistance to get the parties together. 98% of all cases are successful and a very good way of resolving long term on going, one on one cases. Each party has to agree to mediation before it can be carried out.
- One off interview: This is normally carried out with either the Housing Officer if serious case, (A) or the Assistant Housing Officer if not serious, (B), to establish the facts of the case.
- One off letter: To perpetrator/s, petitioners
- Warning letter: Should the problem persist, pre legal action

Neighbour Nuisance cases that require further action may be dealt with in one of the following ways:

Acceptable Behaviour Commitment (ABC).

This is where children are involved in a case between the ages of 10-18yrs. It is not a formal agreement and has to be agreed by parents and children alike. Before this can be put into place consultation has to be carried out by the dealing officer and other agencies jointly working on the case, such as Police and Youth Offending Team. This is a way of giving the child/adult support. It is used normally as a first stage before legal action is considered.

Injunctions to prevent nuisance and annoyance, (IPNA)

- To stop or prevent individuals from engaging in anti-social behaviour quickly.
- The IPNA is a Civil Order for anyone aged over 10 years old. Civil standard of proof required (on the balance of probabilities). Local Authority, Housing Provider, Police, Environmental Agency along with others can apply for an IPNA.
- If the case relates to a group of young persons the case would be heard in Youth court and not Magistrates Court. An order for a person under 18 yrs old would not last longer than 12 months. Any breach would not be a criminal offence but would need criminal standard of proof.

Criminal Behaviour Orders (CBO)

This order replaces the Anti-Social behaviour Order (ASBO) and the Criminal Anti-Social Behaviour Order (CRASBO). Can be applied for where

a person (the offender) is convicted of a criminal offence. The courts must be satisfied that a person/s have:

- Engaged in behaviour that caused or was likely to cause harassment, alarm or distress.
- If the court makes an order it should help prevent the offender from engaging in such behaviour.

Cases are only taken to court where necessary and where all other support has not been accepted. Or other action has not stopped the nuisance. Witnesses have to agree and be prepared to go to court to give evidence. The CBO can be a long drawn out procedure, but very effective when in place.

- The length of a CBO for under 18's is not less than 1 year and not more than 3 years.
- The length of a CBO for over 18's it a fixed period of not less than 2 years or an indefinite period and it is a criminal offence to breach this order.

Community Protection Notice (CPN)

This power would be used for an individual aged 16 or over were:

- The conduct of an individual or body is having a detrimental effect on the quality of life of those in the locality
- Is of a persistent nature and the conduct is unreasonable

Before this legal tool can be used a written warning has to be given regarding the conduct of the individual is having a detrimental effect, or the officer is satisfied that despite having had enough time to deal with the matter the conduct is still continuing to have an effect on other persons.

Public Space Protection Notices (PSPO)

Two conditions have to be met before a PSPO can be put into place.

First condition:

Activities carried out in a public place within local authority area have a detrimental effect on the quality of life of those in the locality, or It is likely that the activities will be carried out in a public place.

Second condition: the effect, or likely effect, or the activities:

Is or is likely to be of a persistent or continuing nature, is or is likely to be such as to make activities unreasonable and justifies the restrictions imposed by the notice.

- Failure to comply with order can result on conviction of a fine not more than £1000. Or a fixed penalty notice which would not be more than £100.
- The East have 4 breaches currently with legal services and will be looking at civil injunctions for those nominal.

Notice Seeking Possession (Notice for secure tenancy).

This takes a longer time and requires as much evidence as possible. i.e. Witness statements, Police statements, agency statements would all be utilised as they can help with the case. As with the other powers this will not be considered until all relevant support has been offered.

General ASB Information

All complaints of ASB cases are contacted on the day of the complaint, should a Domestic Violence case come in they will be contacted and an appointment scheduled with 24 hours where possible, i.e. dependant on the availability of the resident.

Investigations on cases are carried out by way of interviewing complainants, perpetrators; some are investigated jointly and discussed at a Safer Estates Meetings, for a multi-agency approach. Also joint agency meetings are held with Registered Social Landlords, so that best practise and information can be shared.

Support for residents can be given through other relevant agencies and residents are at times sign posted to them where necessary. Other support can be provided through the following:

MASH (Multi Agency Safeguarding Hub).

Think Family

Social Services

Mental Health unit

Domestic Violence Officer

Youth Offending Unit

Victim Support/Brave

The East Quadrant now has a dedicated Domestic Abuse Officer, and referrals are directed to the officer.

We get feedback from YOT's and Police and share information so that we know if/that the family/adult/children are getting all the support they need.

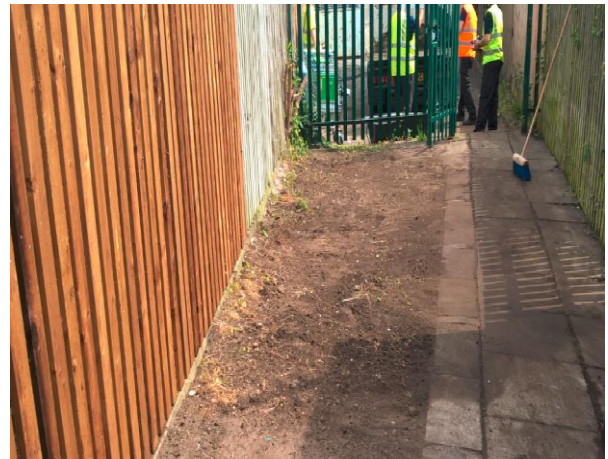
We also have ASB surveys on the service we provide, which gives us an indication of the resident's views.

We learn from our supporting agencies when sharing information. We have policies and procedures should we require further information and we have a safe guarding co-ordinator should we require assistance.

We aim to keep all families in their family home and deal with perpetrators quickly and giving as much support to the victim as possible. In the long term this is more cost effective for the department and does not cause any upheaval for the family.

Street Scene East

Yardley District Committee Report



July 2016

INTRODUCTION

Street Scene East has been in place since December 2015.

In that time we have managed to create and manage a number of projects and programmes across East Birmingham that might not have been possible without the impetus and drive of the Street Scene initiative.

There are many benefits of Street Scene and we have had a number of successes in our first six months:

- **Environmental Quality Surveys (EQS)**
Accessways, alleyways and drying areas were cleared during the winter months in a 12-week collaboration with Fleet and Waste. A new programme is starting in late July 2016 for 14 weeks across East Quadrant.
- **Setting Up A Team Of Street Scene Officers**
In a little over six months, officers have become an integral part of the tenancy and estate management process and have been working in close collaboration with Housing Officers, Caretakers and District Caretakers; identifying fly-tipping issues and using the 3 e's - Engagement, Enforcement and Education.
- **Clean and Green Agenda**
The Street Scene Coordinator has worked closely with all Place managers in the East Quadrant to support the Clean and Green agenda which feeds into their Ward plans.
- **Recycling Audit**
An audit of all recycling bins around both high and low rise properties is being carried out for a view on how recycling is being used in these types of accommodation. This information will be essential to how we move forward with our recycling strategy.
- **Working With Customers**
Real progress has been made through working with communities, tenants and voluntary organisations. Clearly we do not have enough resources to do everything we would like to do so working in partnership is the best and most productive way forward for Street Scene.
- **Better Management of Housing Land**
On 4 April 2016, Street Scene took over responsibility for removing waste from housing land and have been working with the Ward teams, keeping estates clean and green.

- **Street Scene East and Twitter**

As part of our endeavour to keep up with trends and Social Media, Street Scene East have set up a very active Twitter site @streetsceneeast.

We try and put as much of our partnership work on the site, to keep our followers interested but we also retweet anything that relates to Clean and Green, which is actually a very big issue not just locally but globally.



We try and keep the website exciting by connecting to various sites that can and do improve our knowledge and understanding of the environment.

Since the start of the year, we have gained 80 Followers, we are following 74 people and we have sent 321 tweets. 154 people have 'liked' what we tweet!

Please feel free to look at our site. "Why Not Follow Us !"



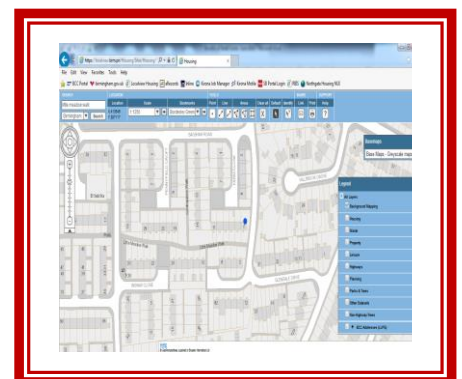
@streetsceneeast

TIPPER TRUCK PROGRAMME

There are 3 tipper trucks operating across the 12 Wards on the East Quadrant, keeping housing land Clean and Green and have a direct say over where the trucks go, where they collect waste from and for the budget associated with it.

The benefits of having control of land management on a local or quadrant level is quite evident:

- We can target grot spots on a weekly or monthly basis
- We have a much more flexible way of working, because we can divert the drivers to clean areas at short notice
- We are building up information systems that give us detailed information of where the rubbish is being dumped, what type of rubbish and the quantity
- With better Business information we can build a strategy to target grot spot areas with engagement, education and enforcement and hopefully, over time, leading to a reduction in the collection rates, ultimately saving money
- We are able to monitor and control our budget much tighter than before as we can calculate on daily basis how much we spend on waste collection. This will support cost savings and allow us to use money saved on other projects or can become a direct saving
- One of the big benefits of having a designated team to support Tenancy and Estate Management Teams is that we can look at the overall management of housing land. For example we are not just looking a clearing waste on housing land but also looking at managing the problem out. We may look for different uses of land, so that tenants and residents can take over and manage spaces that historically have cost the Council money to keep clean. That is why our programme of tenant engagement is so important to the sustainability of any project.
- Another benefit is that not only are the Street Scene Officers engaging with our tenants, so are our caretakers who have a massive part to play in changing customer behaviour, primarily because they know their tenants and customers better than anyone.
- Working together with the Ward Teams, we can collect waste in a more targeted, efficient way. Historically, fly-tipping collections may have been on a bigger scale and there was a possibility that rubbish was not being collected solely from housing land. By using Localview, the mapping system, our work is far more prescriptive and we are able to target housing land only.



- One of Street Scenes' big successes is the ability to target specific streets and individuals with photographic evidence attached to a leaflet.

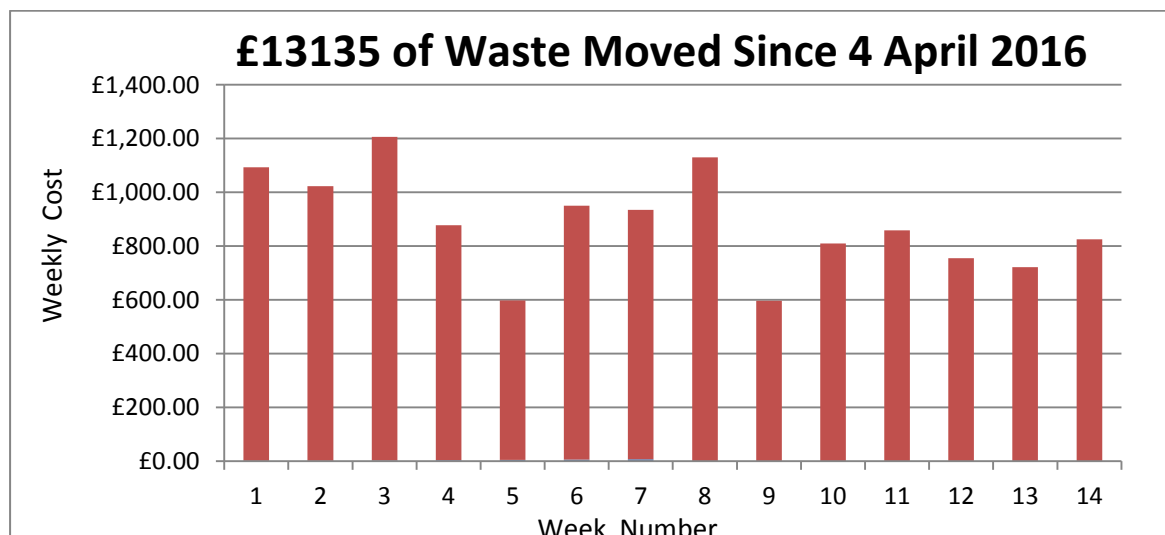
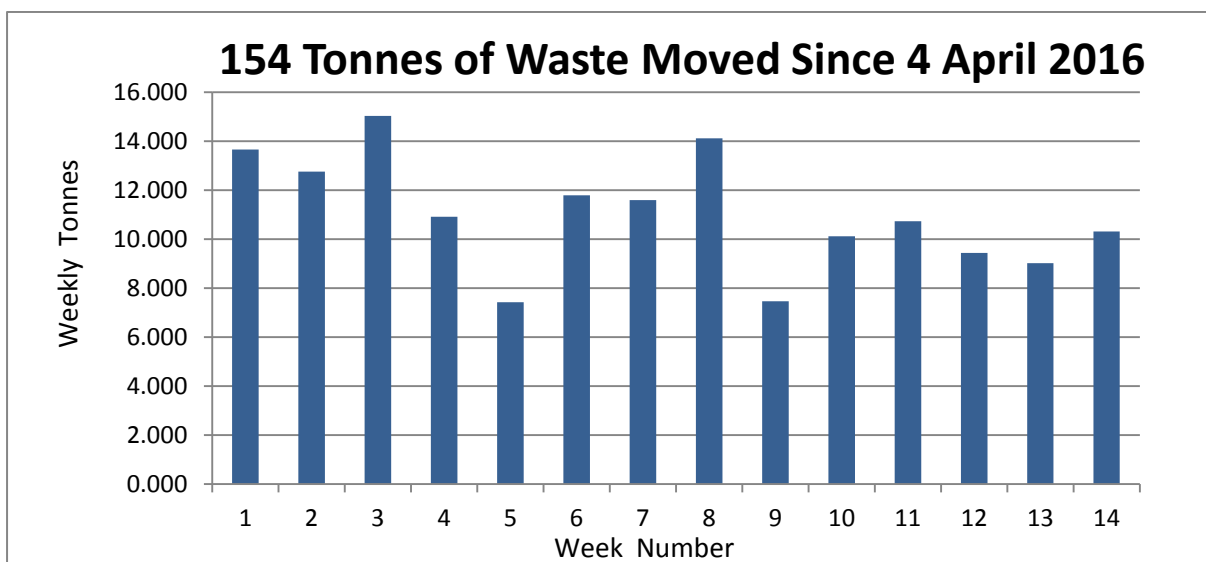
This helps highlight to citizens that we are being proactive with regard to enforcement.

This is the method of engagement to encourage and enforce changes in behaviour.



STATISTICAL INFORMATION

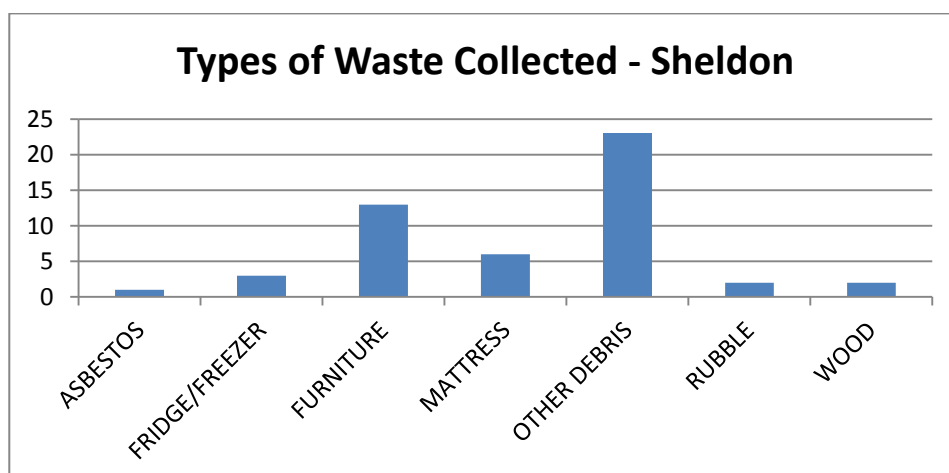
Since 4 April, Street Scene have collected 154 tonnes of waste from housing land across the East Quadrant at a cost of £13135.

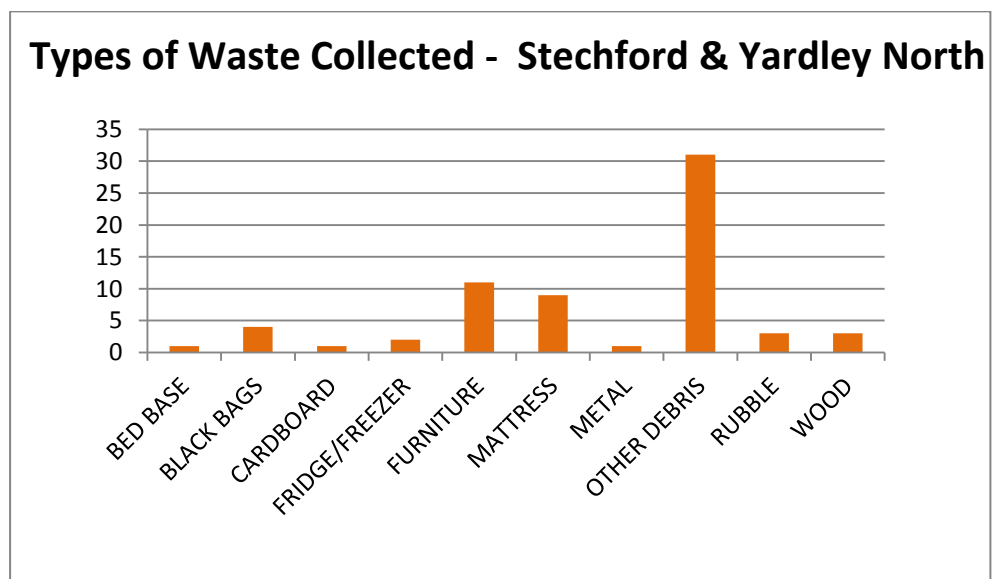
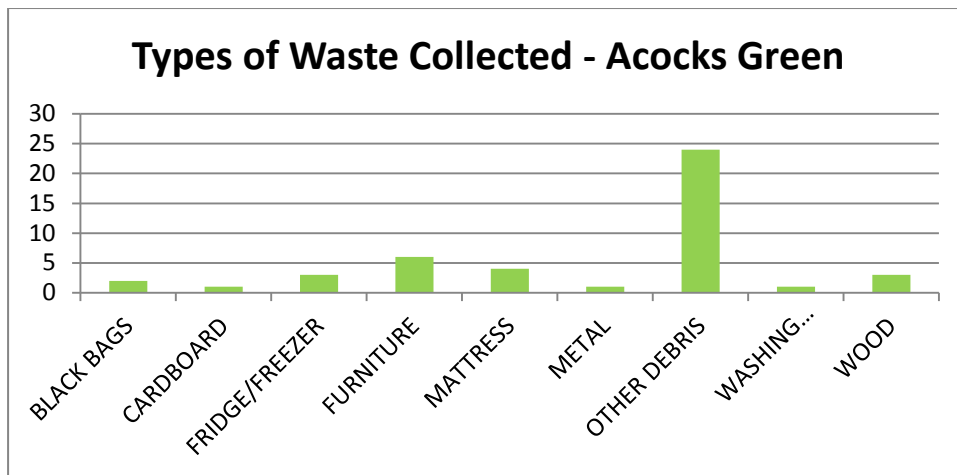
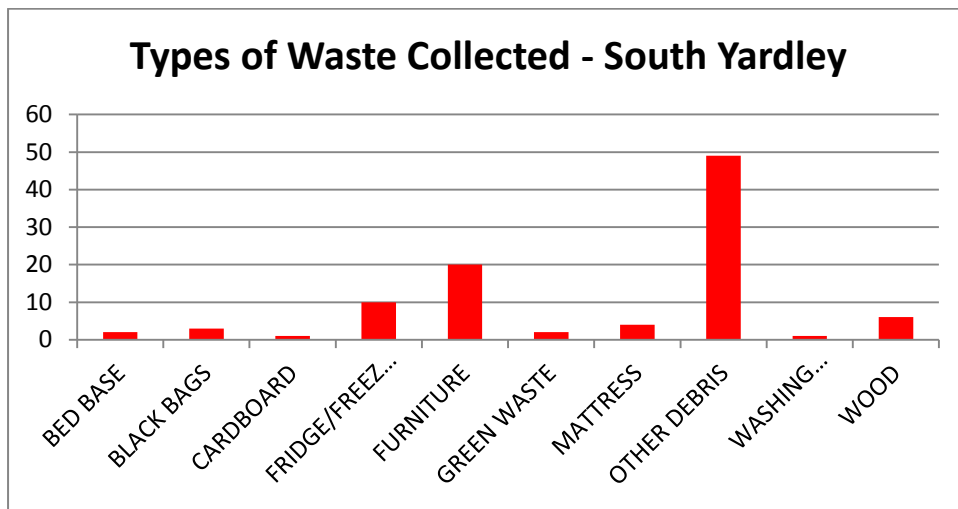


We have engaged with 1075 residents across Yardley District carrying out house to house visits and delivering leaflets to encourage residents to think of other ways of disposing of waste rather than fly tipping it.

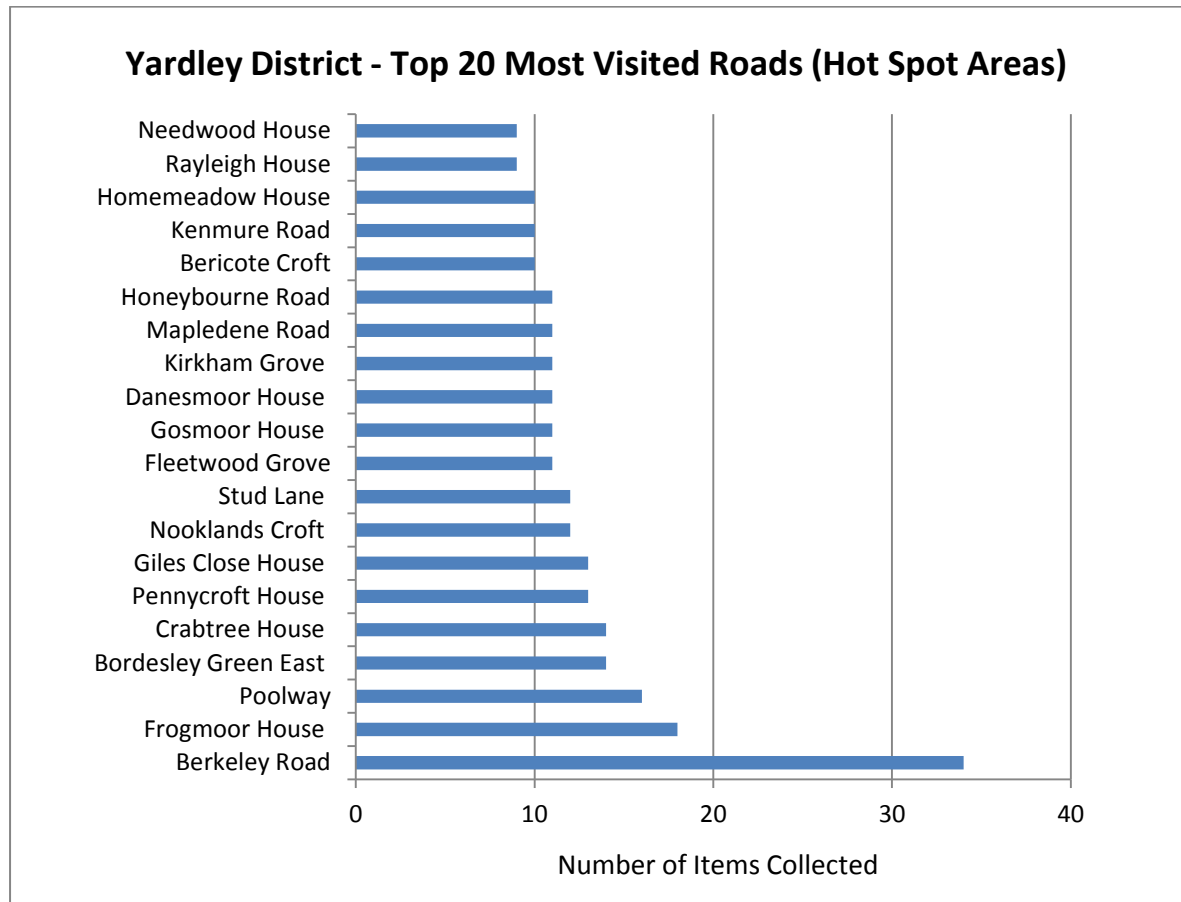
Month	Ward	Road	Number of Properties Engaged With
01/04/2016	ACOCKS GREEN	Yarnfield Road	2
27/04/2016	ACOCKS GREEN	Lakefield Close	98
11/05/2016	ACOCKS GREEN	Leybourne grove	20
14/06/2016	ACOCKS GREEN	Holcombe Road	2
27/04/2016	SHELDON	Brays Road Low Rise Flats	42
16/05/2016	SHELDON	Brays Road	60
12/04/2016	STECHFORD	Lock Drive	11
18/03/2016	YARDLEY	Wash lane	2
23/03/2016	YARDLEY	Dale walk	10
25/04/2016	YARDLEY	Lowden Croft	42
25/04/2016	YARDLEY	Lenton Croft	34
07/05/2016	YARDLEY	Berkeley Road	232
17/05/2016	YARDLEY	Longley Crescent & Langdon Walk	120
18/05/2016	YARDLEY	Wheeldon House, Longley Crescent	60

We have collected a range of items from housing land and now have information which was not previously collected. Therefore we wouldn't necessarily know where hot spots in our areas were. The following are the types of types of items we have collected in each Ward;





The data collected allows us to produce a list of the areas we collect waste from most often so that we can target our approach, thereby tackling the worst fly tipped roads first.



SUMMARY OF ACHIEVEMENTS

Clean for the Queen – Stechford & Yardley North

In March 2016, members of the Street Scene team, the Ward Teams, Councillors and children from Audley Road School, Stechford carried out a Clean for the Queen event by litter picking in an alleyway between Flaxley Road and Stud Lane, Stechford.



Berkeley Road, Yardley

Street Scene identified that areas of Berkeley Road, Yardley were becoming hot spots for fly-tipping.

We carried out a leafleting exercise along the road and in doing so engaged with two residents who had cleared a back communal garden and drying area and asked for help in clearing some fly tipped waste from the side of their home.

We cleared the waste on 27 May 2016 with the help of the residents.

The Ward team have asked the repairs partner, Wates to relocate the fencing leading to the access way and in doing so will remove the opportunity for people to fly tip rubbish in future.



Members of the Street Scene Team, District Caretakers & Residents working together to improve their area.



Lowden Croft, South Yardley

The Ward Place Managers asked for help in setting up some projects for their area.

Following a meeting, Street Scene, District Caretakers and the Ward Team cleared an area of branches and debris on a patch of communal land at the rear of 16 to 24 Lowden Croft.

Small trees will be planted along the boundary fencing brighten up an unused area of the communal garden and to provide a better outlook for the residents.

**Little Meadow Walk, Stechford**

A litter pick of Little Meadow Walk, Cookspiece Walk and Inshaw Close, Stechford was carried out on 7 June 2016.

Members of the Street Scene team, the Stechford & Yardley North Ward Team and Ward Councillors. Nearly a quarter of a tonne of waste was removed.



Future Projects

We also have other projects planned over the summer with the Ward Teams in Meon Grove, Sheldon; Honeybourne Road, Sheldon and Kirkham Grove, Stechford.

Ward Meetings and New “Ward Tracker” Database

Karen Cheney – District Head and Service
Lead for Community Governance and
Support

Background to Ward Meetings/ Forums

- Governance arrangements for District Committees and Ward Committees changed in the Constitution 2015 and revised further in 2016 (Article 10)
- Further review in 16/17 ready for the new ward boundaries in 2018 (Boundary Commission – approx. 100 Members and 77 wards)
- Ward meetings usually bi-monthly alternating with District Committee and held in the ward.
- New ward meetings/forums– aspiration that they act as a 2 way interface between residents, local community organisations, public services and Members
- Now much more informal, flexible and participative than previous formal ward committee arrangements – avoiding a one size fits all approach .
- Members will provide **community leadership** at the ward level to take forward the functions of the District Committee, in particular **engaging the local community** and identifying **local issues and priorities**

Ward Meetings/ Forums contd.

- Provide a forum for **community engagement** in decisions affecting the local area – collaborative partnership
- Future focus on a “**better deal for neighbourhoods**”
- Make representations to District Committee, the Executive or to Council
- Comments on behalf of residents on significant planning applications
- Co-ordinate the work of councillors with local groups such as neighbourhood forums, residents associations etc.
- Plan work with the other wards in the District (Cross District) to support the functions of the District Committee and to engage with partners such as the police, health etc.
- No formal delegations and no longer any formal clerking and minute taking but replaced with informal notes and a new “ward tracker” database which is put on CMIS.

Officer Support to Ward Meetings/ Forums

- **Community Governance and Support Team** –Service Lead -Karen Cheney
- Current Team of **3 Community Governance Managers**
 - **Kay Thomas – Hall Green, Selly Oak, Ladywood and Northfield**
 - **Bev Edmead – Edgbaston, Hodge Hill and Yardley**
 - **Lesley Bannister- Sutton, Erdington and Perry Barr**
- Each cover specific wards/ districts across the City
- Assist Ward Members with agenda setting and publicity poster, booking rooms if needed.
- Informal notes and initial ward tracker in 2015/16
- For 2016/17 new Ward Tracker – qualitative and quantitative information can be kept plus notes of meeting
- Able to pull off useful data – Citywide, by Theme/ Issue, ward level and district level

Community Governance Ward Action Tracker

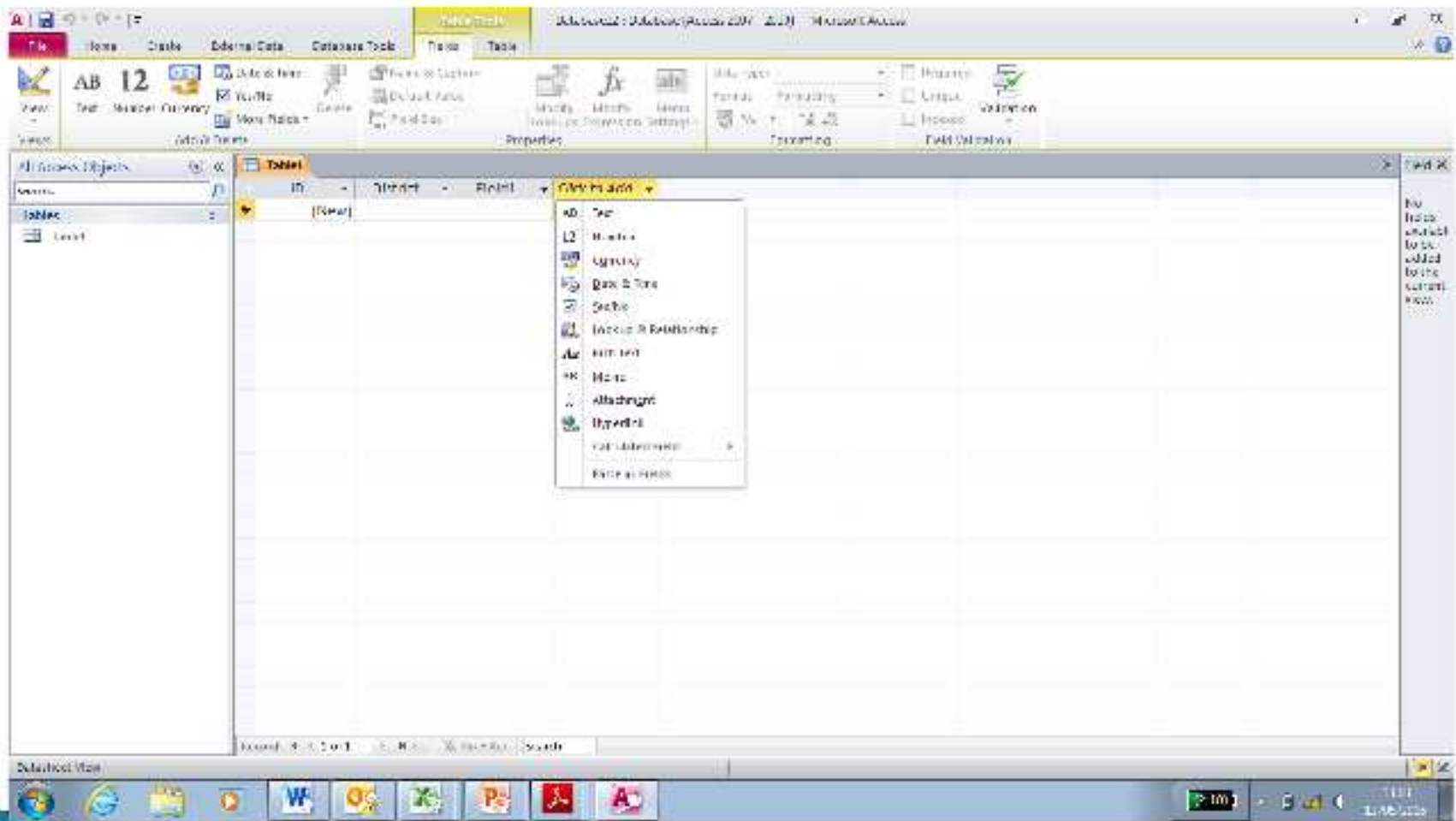
By Lesley Bannister

Using Microsoft Access

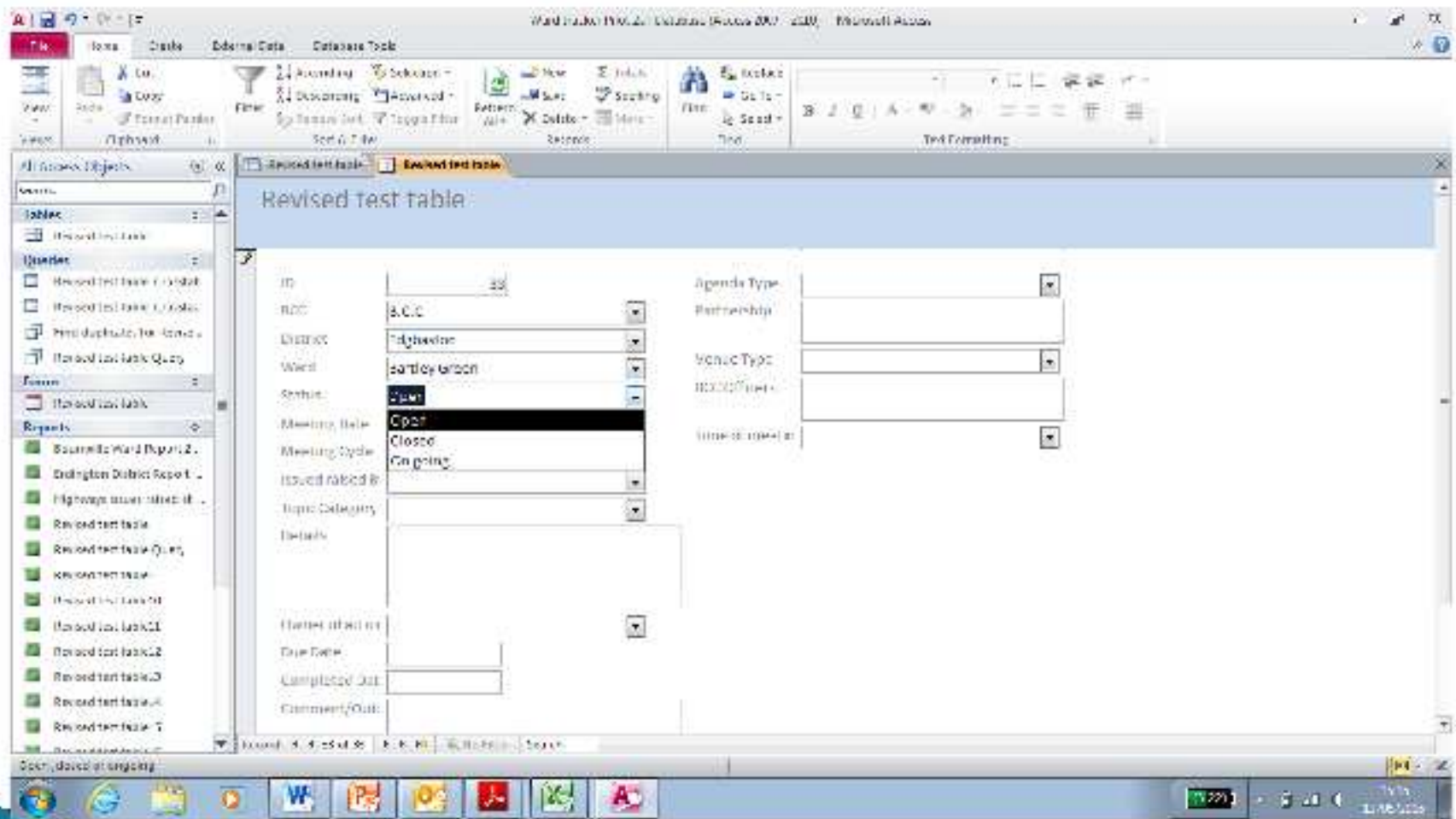
Microsoft Access is a database management system which enables the user to

- ▶ Store data
- ▶ Create forms
- ▶ Create queries
- ▶ Create reports

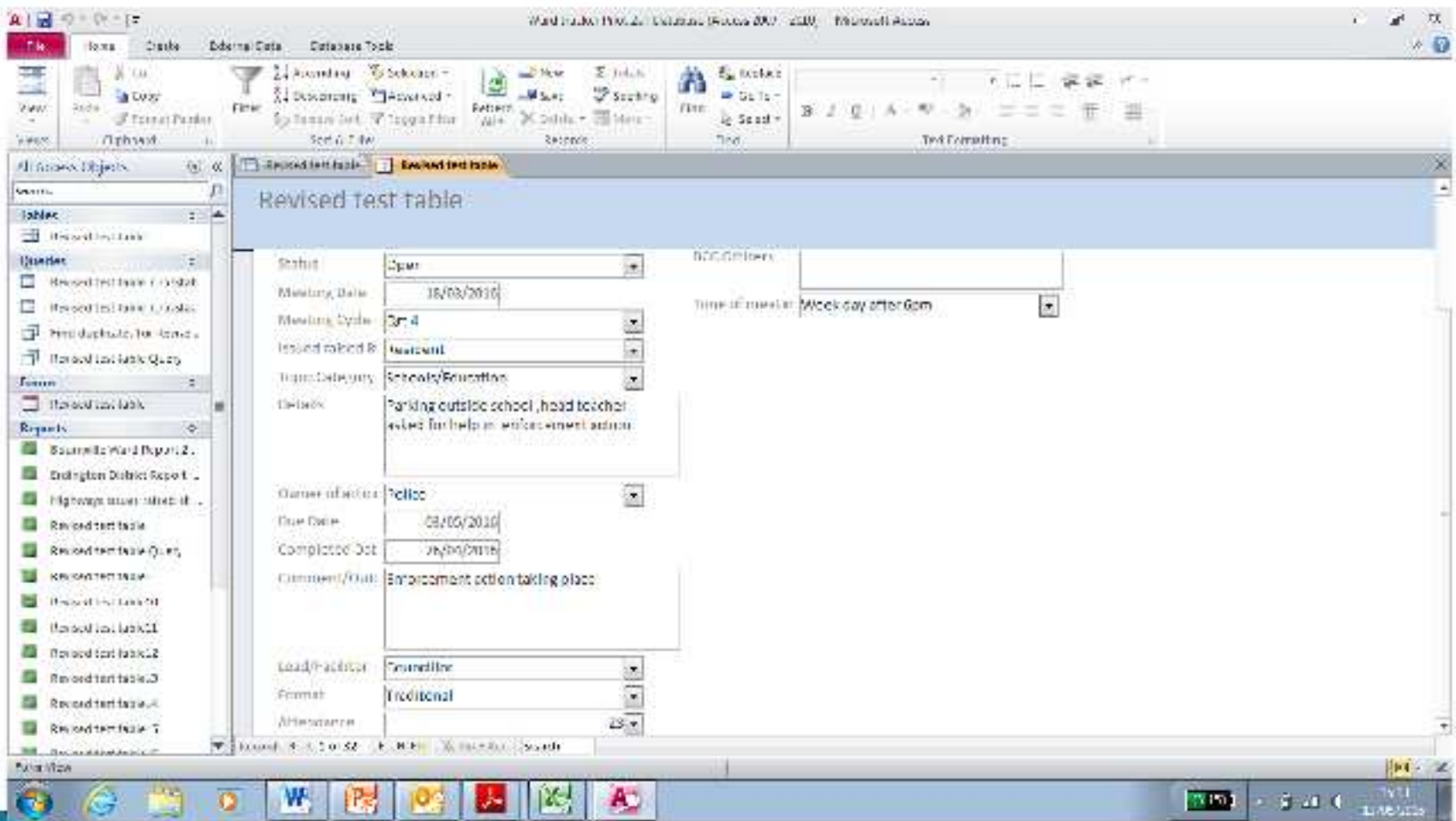
Constructing a data table



Creating an input form



Recording meetings as data



Query function

- ▶ Queries enable the user to pre select areas of the database and store them in a specific format. This is useful in maintaining constancy in reporting .
- ▶ Each query relates back the original database and automatically updates with every entry made on the database.

Query table

Microsoft Access - Ward (Access 2010) - Microsoft Access

File Home Create External Data Database Tools

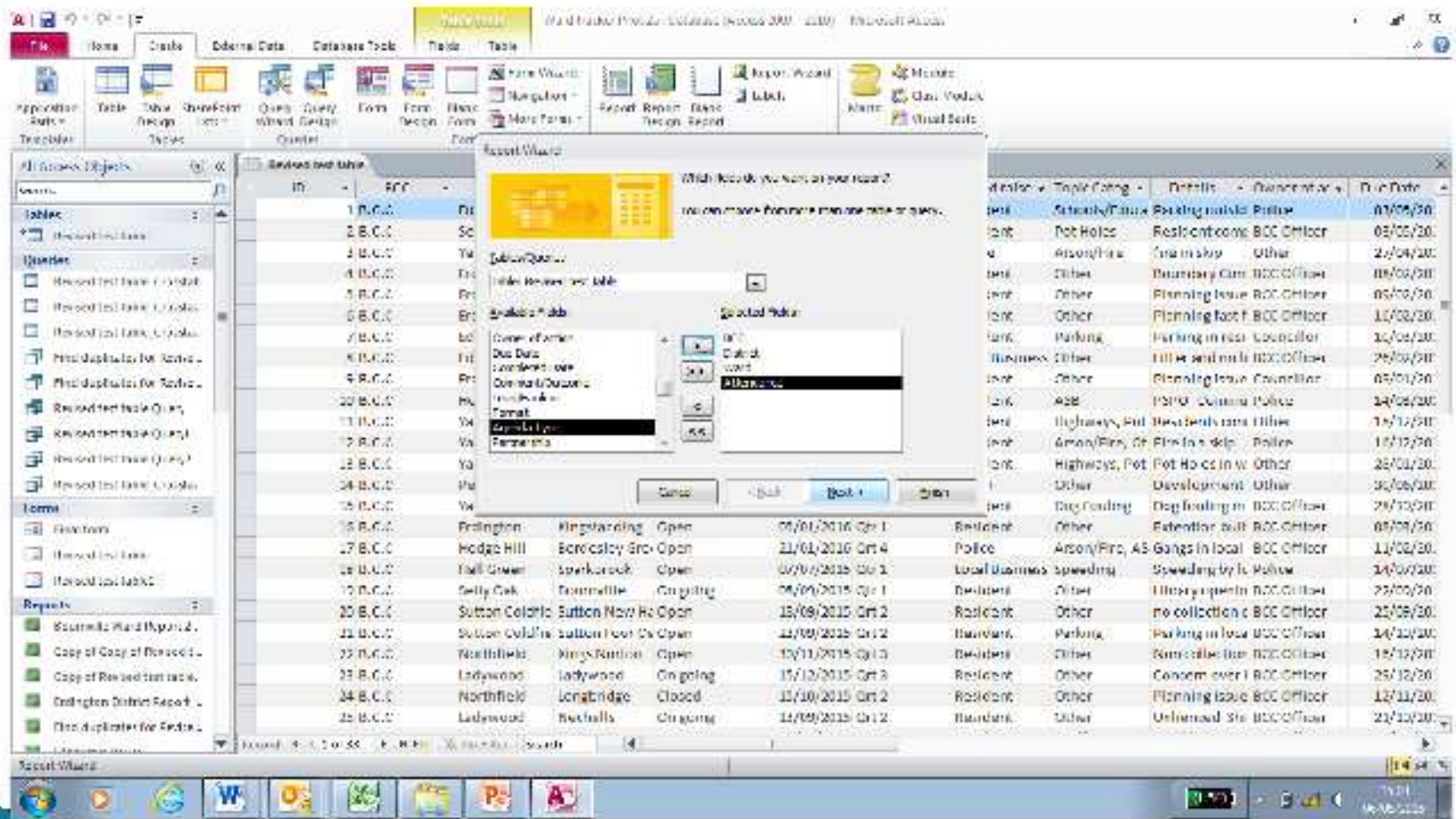
Records: 14 of 14

Name	Area	Meeting Date	Meeting Day	Sum Of Att	Count Of Res
Edgbaston	Edgbaston	16/02/2016	Qtr 1	73	1
Edgbaston	Horsham	25/02/2016	Qtr 4	5	1
Edgbaston	Quinton	25/02/2016	Qtr 4	12	1
Edgbaston	Edgbaston	04/02/2016	Qtr 1	70	1
Edgbaston	Kingstanding	04/01/2016	Qtr 1	45	1
Edgbaston	Tyburn	26/11/2015	Qtr 3	30	1
Edgbaston	Hall Green	21/09/2015	Qtr 4	10	1
Edgbaston	Quinton	19/08/2015	Qtr 2	76	1
Edgbaston	Sparkbrook	07/02/2015	Qtr 1	24	1
Edgbaston	Sparkbrook	21/02/2016	Qtr 4	22	1
Edgbaston	Sparkbrook	04/02/2015	Qtr 1	9	1
Edgbaston	Sparkbrook	14/02/2016	Qtr 4	13	1
Edgbaston	Ladywood	15/12/2015	Qtr 3	18	1
Edgbaston	Ladywood	15/09/2015	Qtr 2	23	1
Edgbaston	Northfield	14/01/2016	Qtr 1	3	1
Edgbaston	Northfield	10/11/2015	Qtr 3	15	1
Edgbaston	Northfield	24/03/2016	Qtr 4	12	1
Edgbaston	Northfield	15/10/2015	Qtr 2	10	1
Edgbaston	Perry Barr	02/12/2015	Qtr 3	73	1
Edgbaston	Perry Barr	18/02/2016	Qtr 4	16	1
Edgbaston	Selly Oak	06/09/2015	Qtr 1	7	1
Edgbaston	Selly Oak	13/01/2016	Qtr 1	8	1
Edgbaston	Sutton Coldfield	23/09/2015	Qtr 2	12	1
Edgbaston	Sutton Coldfield	18/09/2015	Qtr 2	11	1
Edgbaston	Sutton Coldfield	22/10/2015	Qtr 2	5	1

Microsoft Access - Ward (Access 2010) - Microsoft Access

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Create reports from the database




Reporting levels

- ▶ Birmingham City Council Level
- ▶ Directorate Level
- ▶ Leadership Level
- ▶ District Level
- ▶ Ward Level
- ▶ Thematic

Reports at BCC level

[illegible]

Reports at District level



Task: Erdington District Report 2015/16 TEST - Adobe Reader

File Edit View Window Help

Open Recent Print Mail Search 1/1 70% Tools Fill & Sign Comment

Erdington District Report 2015/16 TEST

District	Ward	Topic Category	Update
Erdington	Erdington	Other	Planning and local infrastructure concerns over parking and litter
	Erdington	Other	Planning issue re new cinema complex, residents have concerns re night time security
	Erdington	Other	Boundary Commission issue, residents voted to submit their view as a petition.
	Handsworth	Other	Information re 1 willow tree planning permission
	Ednam	Other	Planning issue re theatre

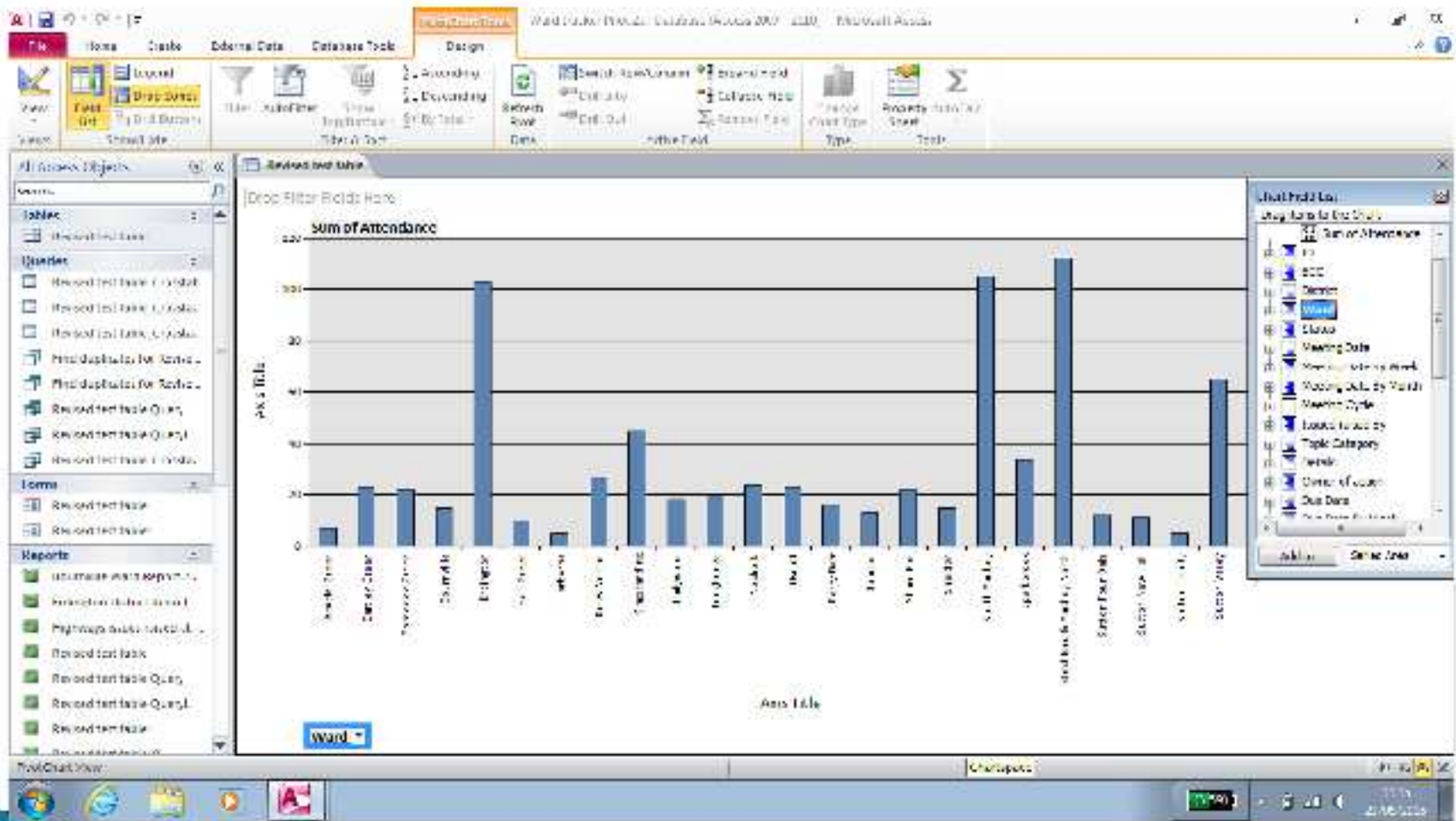
03 May 2016

Page 1 of 1

Reports by Thematic level

[illegible]

As a Graph



Benefits of using an Access database for action tracking at Ward Forums.

- ▶ Access will help manage Citizens issues and concerns raised at Ward Forum meetings efficiently, economically and effectively.
- ▶ Access produces performance management reports in a few simple steps.
- ▶ Access stores data that can be viewed and compared at varying levels B.C.C, District ,Ward and Thematic.
- ▶ Access reporting can be used for future planning.

Any questions?

If you have any questions please don't hesitate to contact me

Lesley.bannister@birmingham.gov.uk

464 - 4194

