

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, 27 JULY 2017 AT 13:30 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA
SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 ELECTION OF 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/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

3 APOLOGIES

To receive any apologies.

4 MEMBERSHIP OF 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, Zaker Choudhry and Zafar Iqbal (South Yardley)

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

Co-opted Members:-

Jon Grimshaw - Sheldon Fire Station

Tony Eustace - West Midlands Police

5 LEAD OFFICER ARRANGEMENTS

To note the Lead Officer arrangements as follows:-

Richard Davies - Lead Officer

Marie Reynolds - Committee Clerk

6 DISTRICT COMMITTEE APPOINTMENTS

To confirm/re-appoint the following appointments:-

Corporate Parent Champion (currently Councillor Sue Anderson)

Special Education Needs Champion (currently Councillor Zafar Iqbal)

Employment, Jobs and Skills Champion (currently Councillor Nawaz Ali)

Cultural Heritage Champion (currently Councillor Paul Tilsley)

Regulation 33 Visits ()

East Birmingham Local Community Safety Partnership (currently Councillor Sue Anderson)

Jobs and Skills Project Board (currently Councillor Sue Anderson)

Yardley District Health Partnership (currently Councillor Sue Anderson)

7 DECLARATIONS OF INTERESTS

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

5 - 6

8 CODE OF CONDUCT

To note the Code of Conduct at District Committee meetings.

7 - 12

9 DISTRICT COMMITTEES FUNCTIONS AND GUIDELINES

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

13 - 20

10 MINUTES

To confirm the Minutes of the last meeting of Yardley District Committee on 23 March 2017.

11 MATTERS ARISING

To discuss matters arising.

12 **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.

21 - 40

13 BCC EARLY YEARS SERVICE REDESIGN CONSULTATION

Sarah Feeley, Commissioning Officer to present.

14 **BCC PARKS AND GROUNDS MAINTENANCE SERVICE - UPDATE**

Mr M Hinton, District Parks Manager to update.

41 - 110

15 **HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT
QUARTER 4 - 2016/2017**

Report of the Strategic Director, Place.

16 **EAST COMMUNITY SAFETY GROUP**

Pamela Powis, Safer Neighbourhood Partnership Manager to provide an update.

17 **WEST MIDLANDS POLICE - UPDATE**

Information Update

18 **WEST MIDLANDS FIRE SERVICE - UPDATE**

Information update.

19 **SCHEDULE OF FUTURE MEETINGS 2017/2018**

To note the Schedule of Meetings for 2017/2018

28 September - Committee Room 6

30 November - Committee Rooms 3 & 4

25 January - Committee Rooms 3 & 4

29 March - Committee Room 6

All Meetings will be held on Thursdays at 1330 hours at the Council House,
Victoria Square

20 **PETITIONS**

To receive any petitions.

21 **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.

22 **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'.

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.

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.

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:

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

BIRMINGHAM CITY COUNCIL

YARDLEY DISTRICT COMMITTEE 23 MARCH 2017

MINUTES OF A MEETING OF THE YARDLEY DISTRICT COMMITTEE HELD ON THURSDAY, 23 MARCH 2017 AT 1330 HOURS IN COMMITTEE ROOM 6, COUNCIL HOUSE, BIRMINGHAM

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

ALSO PRESENT: -

Richard Davies	- District Lead
Jasi Bridgman	- Learner Support Manager
Andrea Vaughan	- Service Improvement Lead
Rachel Grinnell	- Mace (Project Support)
Sergeant Tony Eustace	- West Midlands Police
Arthur Tsang	- Acting Senior Housing Manager
Marie Reynolds	- Area Democratic Services Officer

NOTICE OF RECORDING

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

MINUTES

429 The Minutes of the meeting of the Yardley District Committee held on 26 January 2017 were confirmed and signed by the Chairman.

MATTERS ARISING FROM THE LAST MEETING

430 Councillor O'Shea referred to the previous meeting and following discussions relating to the disposal of the car park at Fox Hollies Leisure Centre, confirmed that the car park would now remain and the old fitness centre would be used as a store and an office for Sparkhill Harriers.

DECLARATIONS OF INTEREST

431 No declarations were submitted

PETITION

Petition Opposing – Loss of Ridgemere Social Club - Planning Application 2017/01543/PA Residential Development Land off Fairlawns, Yardley

The following petition was submitted by Councillor Eustace on behalf of local residents opposing the above-mentioned development due to a variety of reasons:-

(See document No. 1)

Upon further consideration, it was:-

432

RESOLVED:-

That the petition be forwarded to the Planning Department for consideration.

At this juncture the Chairman agreed to vary the order of the agenda.

RELOCATION OF THE CITY COUNCIL'S BOTTOM ASH PLANT

433

Andrea Vaughan, Service Improvement Lead and Rachell Grinnell, Mace (Project Support) circulated the following information detailing the IBA Plant Relocation Project:-

(See document No. 2)

Andrea Vaughan reported that the City Council's IBA plant was currently located off Tameside Drive, Castle Bromwich and was now on the critical path for HS2. She stated that the plant takes the residual ash from the City Council's Energy Recovery Facility (ERF) in Tyseley. The process essentially separates metal from ash using magnets to extract ferrous metal and eddy current separators to extract non-ferrous metals. The remaining IBA was then graded by particle size by crushing and screening to produce a graded, quality material that was useable as substitute aggregate in such applications as road building. As a result of the overall process, very little of the ash produced by the Tyseley incinerator was used for landfill.

The identification and progression of a preferred location was identified as the former Atlas Works site on Redfern Road, Tyseley which was less than a mile from the incinerator. HS2 had agreed to negotiate and procure the new site directly with it being transferred to the Council's freehold ownership on completion. It was noted that the application was at the pre-planning stage at the moment and was due to be considered shortly with the expectation that the old site would be vacated by April 2018.

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

Rachel Grinnell confirmed that the materials used at the plant were not classed as contaminated and there would be no aroma produced. She stated that the process would produce steam due to the material that was coming out of the incinerator and that the processed material was uncontaminated aggregate which was used in road material. She confirmed that the area would be bonded to prevent any water leakage from the site.

Andrea Vaughan confirmed that there would be consultation with residents through the normal planning process. She added that the two closest residents to the plant were council tenants located on Kings Road and that the proposal was to provide them with parking facilities.

Rachell Grinnell stated that due to the size of the development, there would be an environmental impact assessment which took into account air pollution and aromas and a non-technical summary. She added that if any residents within the local area wished to view these documents they would be made publically available.

Andrea Vaughan confirmed that although a conveyer system rather than using trucks had been discussed with the Director of Fleet and Waste Management, as HS2 were funding the project, they would only support funding for the equivalent reinstatement of the plant. She referred to the various issues that were being discussed relating to Tyseley and reconfiguration whilst highlighting, that the Waste Contract was due for renewal shortly and therefore was of the opinion that no further investment would be made there until the contract had been renewed.

The Chairman thanked Andrea Vaughan and Rachel Grinnell for attending the meeting and presenting.

BIRMINGHAM ADULT EDUCATION – UPDATE ON THE DISTRICT SERVICE OFFER

434

Jasi Bridgman, Learner Support Manager reported that the service operated from 14 main sites and that there were over 15,000 learners. It was primarily (SFA) grant funded for 19 plus provision with a small amount of money from (EFA) for 16-18 year olds. The service mainly dealt with unemployed or low skilled and the aim was to help learners reach their goals which included improving career aspirations and helping them to progress to higher or further education.

The service provided a wide range of courses which were offered during the day time, evenings and weekends. Besides the academic courses which included maths and English there was also the provision of family learning for learning difficulties and learning disabilities.

Jasi Bridgman confirmed that in Yardley district, the Stone Hall Centre, Warwick Road provided adult learning courses and detailed the most popular courses which included Maths and level 1 GCSE English and subsequently provided a breakdown of the number of learners that studied at the Stone Hall Centre. It was noted that the breakdown of ethnicity in Yardley for 15/16 was white British and Pakistani.

Jasi Bridgman referred to the working partnerships they had with the schools and children's centres that provided a range of family learning courses. She further referred to the fact that they also worked with Job Centre Plus and DWP and that they offered pre-employment programme work with employers which included; John Lewis, Marks and Spencer and Grand Central through the national careers service and BCC employment action team.

Jasi Bridgman confirmed that they hosted the Birmingham Adult Learning and Skills Partnership Group which worked with other providers in the city that included Bournville College. The group was chaired by Joanne Keatley and that the aim of the group was to align provision not to compete, stop duplication of courses and to offer to the citizens of Birmingham the best community learning provision available.

She concluded by stating that they would like to engage more with learners from the local community. She confirmed that they had recently refurbished Stone Hall which now provided a better learning environment for learners due to the improved facilities and amenities.

In response to comments and questions from members the following points were made:-

Jasi Bridgman referred to the reduced take-up this year and highlighted the reason for this could be that the academic year had not yet completed and with the new course directory introduced in term 3, numbers could easily increase with the new courses beginning after the Easter break.

She added that part of their networking was to consult with learners by holding learner forums in order to find out any specific courses that they required. She referred to HS2 and the future programmes they were looking to offer and support people into job opportunities. She highlighted that with the analysis and learner engagement undertaken this year, this would be fed into the senior management team to look at designing the curriculum for the following year and hopefully meet more local needs and engage more learners.

Jasi Bridgman agreed to provide a breakdown of ethnicity of learners within Yardley district.

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

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

(See document No. 3)

Arthur Tsang, Acting Senior Housing Manager, gave an overview of the report and the narrative. He highlighted that training sessions for all staff dealing with mental health linked to anti-social behaviour issues were being held in March and April this year, adding that they would also receive a refresher on the anti-social behaviour tools and powers that were available in order to assist in this area of work.

In response to comments and questions from members the following points were made:-

Arthur Tsang referred to the 'Think Family' and the increased number of referrals across East. He confirmed that up until recently there had been only one officer covering the service, and as a result of this, there were fewer referrals. He highlighted that there were now two officers in place to cover any additional allocations. He added that staff through the anti-social behaviour training had been reminded that it was important for them to continue making referrals.

Arthur Tsang referred to the concerns relating to the emergency repairs and suggested that John Jamieson be invited to district committee, in order to provide more detail on the review currently taking place relating to the performance measures for repairs, and the key performance indicators.

In response to Councillor Harmer's request, Arthur agreed to provide prior to the next meeting, a more detailed breakdown of figures to see where the issues lay.

Arthur confirmed that the blocks of flats on the Manor Estate would be included within the gas servicing and confirmed that it was on a rolling period of 12 months.

In response to a question relating to the customer satisfaction figures not reflecting correctly the repairs figures, Arthur confirmed that once the repair contractor had carried out the work, the customer was then asked to give feedback on the contractor's tablet device. Whilst acknowledging that it may not be the most appropriate time for customers to provide feedback confirmed that they were looking to introduce alternative opportunities for customer feedback.

Arthur referred to the 20 seconds for answering calls and stated that he was leading on the redesign of the landlord services and had requested for this time limit to be removed, as he believed, it was not a realistic target. He stated that as part of the service improvements and in trying to make the actual customer journey better, staff had been stopped in answering calls within 20 seconds and instead were asked to focus more on providing a better quality service.

Arthur agreed to speak to Jim Crawshaw with regard to targets not being met for the temporary accommodation and why there had been no target set for 2016/17.

Arthur referred to when operatives were out on site and confirmed that if they were overrunning with an appointment they would inform the corporate centre in order that the relevant adjustments were made and the next tenant advised accordingly. He agreed to feedback members' comments to Brian Hogg, Corporate Contact Centre and Gary Nicholls, Repairs.

The Chairman concluded by thanking Arthur Tsang for presenting the report.

435

RESOLVED:-

That the report and comments be noted.

WEST MIDLANDS POLICE - UPDATE

436

Sergeant Tony Eustace introduced himself and confirmed that he had recently taken up the co-ordinators role and was working alongside Sharon Revitt.

He referred to the events of yesterday highlighting that thoughts were with those families that had been tragically affected. He confirmed that the threat level remained severe for the UK and that there was the request for vigilance amongst communities and people.

He referred to the 7 arrests that had taken place since yesterday's incident and that there had been a number of addresses that had been searched on the west side of the city. He confirmed that there would be more police visibility on the streets for the foreseeable future which would certainly include key sites and areas of high footfall.

Sergeant Eustace referred to the increase in residential burglary around Christmas which had been a citywide issue. He highlighted however that with the tight force response and local response on eastside this had resulted in burglary dwellings reducing since January 2017. He confirmed that a number of key arrests had been made on a number of offenders being released from prison who had quickly started to re-offend, adding that the police were undertaking a great deal of offender management work to ascertain why they were re-offending. He stated that although there were career offenders there were also some new names as well.

He highlighted that they were doing quite a great deal of work around proactive traffic operations in Yardley, and also a lot of covert work around some sites where there was a second hand market, with close links to second hand dealers which was having a really good impact.

Sergeant Eustace referred to the issue of ride outs and joy riders and the remembrance event that had occurred last Monday which was the anniversary of the death of a biker who had killed himself on the Collector Road. He confirmed that the event had passed peacefully. He referred to the recent issuing of 23 warrants that had been conducted the weekend before the event on Monday, and confirmed that this had taken out a great many key nominal organisers which had resulted in a number of bikes being recovered and a great

number of people held in police custody which had contributed to the event on Monday passing without incident.

He referred to the issue regarding the ride outs on pedal cycles and stated how this issue had to be tackled differently by the police due to the group being younger and explained how the police were trying to monitor social media better and getting the school message across. He referred to the post incident investigations they were holding in tackling this issue and that they would be using CCTV cameras to identify individuals. He stated that they would be looking at what youth provision was available locally and working with schools to see if they could stop the trend at the moment.

In response to Councillor Anderson's comments and concerns relating to the incident that had taken place on Saturday with the young cyclists, Sergeant Eustace thanked Councillor Anderson for her efforts in putting out the message through the schools to the young people of the dangers as a result of their actions.

He stated that the police in tackling this issue was trying to find out where the peddle cyclists first meet up in order that a dispersal order could be put in place, and to get as many officers as possible, in order to try and take the bikes, and detain the youngsters for public nuisance. He referred to the organised ride out that they had attended, whereupon, they had managed to detain six youngsters and their respective bikes, and with the support and authorisation from the parents, the bikes had been disposed of by the police. He highlighted the importance of educating youngsters and the need for the police to get it right and for the responses to be dependent upon the behaviour.

Sergeant Eustace referred to a motorist issue where there had been a recent ride out in the Kingstanding area where there had been a low level collision involving a young man on a bike, and it was believed by the police that the restorative justice approach was a good way of educating the young person rather than criminalising them.

Sergeant Eustace referred to the incidents relating to car-jacking, and confirmed that it had increased more so in the areas of Hodge Hill and Solihull. He referred to the two arrests that had taken place and believed that they were organised groups that had caused these offences to take place.

Councillor Choudhry submitted his condolences to the family of the officer who had died yesterday.

In response to concern relating to theft from motor vehicles, Sergeant Eustace confirmed that these offences would be passed to the hub based in Erdington for progression, adding that a way of addressing this particular area was educating the local communities with the police undertaking a leaflet drop.

He confirmed that he was not aware of the prostitution issue in Small Heath Park and agreed to feedback and respond accordingly.

Yardley District Committee – 23 March 2017

Sergeant Eustace referred to the closure of Sheldon Police Station and that the two police teams currently based there would be relocating to Stechford Police Station within the next four weeks. He was of the opinion that there would be no change to the service delivery and believed that in fact it would be a more enhanced service.

In response to a question relating to whether the force were satisfied that they were now getting the support necessary from magistrates with regard to appropriate sentencing, Sergeant Eustace agreed to feedback at the next meeting when future prosecutions had taken place.

The Chairman concluded by thanking Sergeant Eustace for attending the meeting and providing an update.

WEST MIDLANDS FIRE SERVICE - UPDATE

437 Due to lack of officer representation the above update was not presented.

DATE OF NEXT YARDLEY DISTRICT COMMITTEE MEETING

438 The next Yardley District Committee Meeting was scheduled for Thursday, 27 July 2017 at 13:30 hours in Committee Rooms 3 & 4, Council House, Victoria Square, Birmingham B1 1BB.

Councillor Tilsley on behalf of Yardley District Committee thanked Councillor Mike Ward for chairing the district committee meetings for the Municipal Year 2016/2017.

AUTHORITY TO CHAIRMAN AND OFFICERS

439 **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 14:35 hours.

.....
CHAIRMAN

Early Years Health & Wellbeing Services

Yardley District Committee

Vision

“To give every child in Birmingham an equal chance to have the best start in life so they can achieve their full potential”

Our Journey

- 2013 Warner Review, Case for change
 - 2015 Authority to consult
1st Statutory consultation Nov 15 – Feb 16
 - 2016 New Service Model Developed
Authority to commence procurement secured
Tender Submission and Evaluation
 - 2017 Contract Award
2nd Statutory consultation
Mobilisation
-

Why we need to change

- Fewer children in Birmingham are assessed as having a good level of development by the time they start school than children living in other areas of the country
- Clear opportunity to join services up to improve outcomes for children and families.
- The funds received by the Council to provide services has been significantly reduced.

What we've been told so far....

- 3428 responses, 333 EY professionals, 1428 parents of children aged under 5.
 - 81% support the vision
 - 70% support for universal and targeted approach
 - High quality advice and information, help to access services and appropriate support locally rated as being of most importance
 - 70% support for parent led support
 - 75% support for delivery into places children and families use the most
-

- The types of services provided by Children's Centres are valued and important
 - 'Stay and play' services important for all
 - Universal services need to be accessible and welcoming for everyone
 - Services need to be better promoted and services families to should be able to choose where and how they access support
 - You also asked that we try to keep the best of the current services and ensure that staff are well trained and knowledgeable.
-

Cabinet Report – April 2017

- Approved the award of the contract for the new Early Years Health and Wellbeing Service to Birmingham Community Healthcare NHS Trust.
- Approved the commencement of a 60 day period of public consultation on the detail of the new model
- Secured a delegation to extend all existing contracts for a further 3 month period if required

New Service Provider

Lead Provider

- Birmingham Community Healthcare NHS Foundation Trust (BCHC)

Strategic Partners

- Barnardo's
- Spurgeons
- The Springfield Project
- St Paul's Community Development Trust

Key Elements of New Service Model

- Investment in staff not building
 - Planning at a District level, with each district having a HUB building in combination with delivery across a range of community venues
 - Integrated teams
 - Integrated case working, removal of duplication
 - Resources targeted to need
 - Resilient families enabled to support each other
-

What will this mean to families?



Multiple professional engagement with a single family in the current service



Improved continuity, consistency & experience for families in the new service through reduced numbers of professionals involved

What Services Will be Available

- ✓ Health Visiting services delivering 5 mandated contacts
 - ✓ Well Baby Clinics
 - ✓ Information, advice and guidance
 - ✓ Breastfeeding Support
 - ✓ Stay and play
 - ✓ Support to access Early Education and Childcare
 - ✓ Access to training and employment support
 - ✓ Parenting support groups and sessions
 - ✓ Onward referrals to other services as required i.e. speech and language etc.
 - ✓ Targeted support for families who need it
-

Local Delivery Model

- **Children's Health and Wellbeing Services**

9am – 5pm Monday to Friday. Some evening and weekend provision where local parents need and use them. Will deliver the full service range.

- **Children's Community Health and Wellbeing Services**

Will deliver the full service range on a sessional basis, based on need.

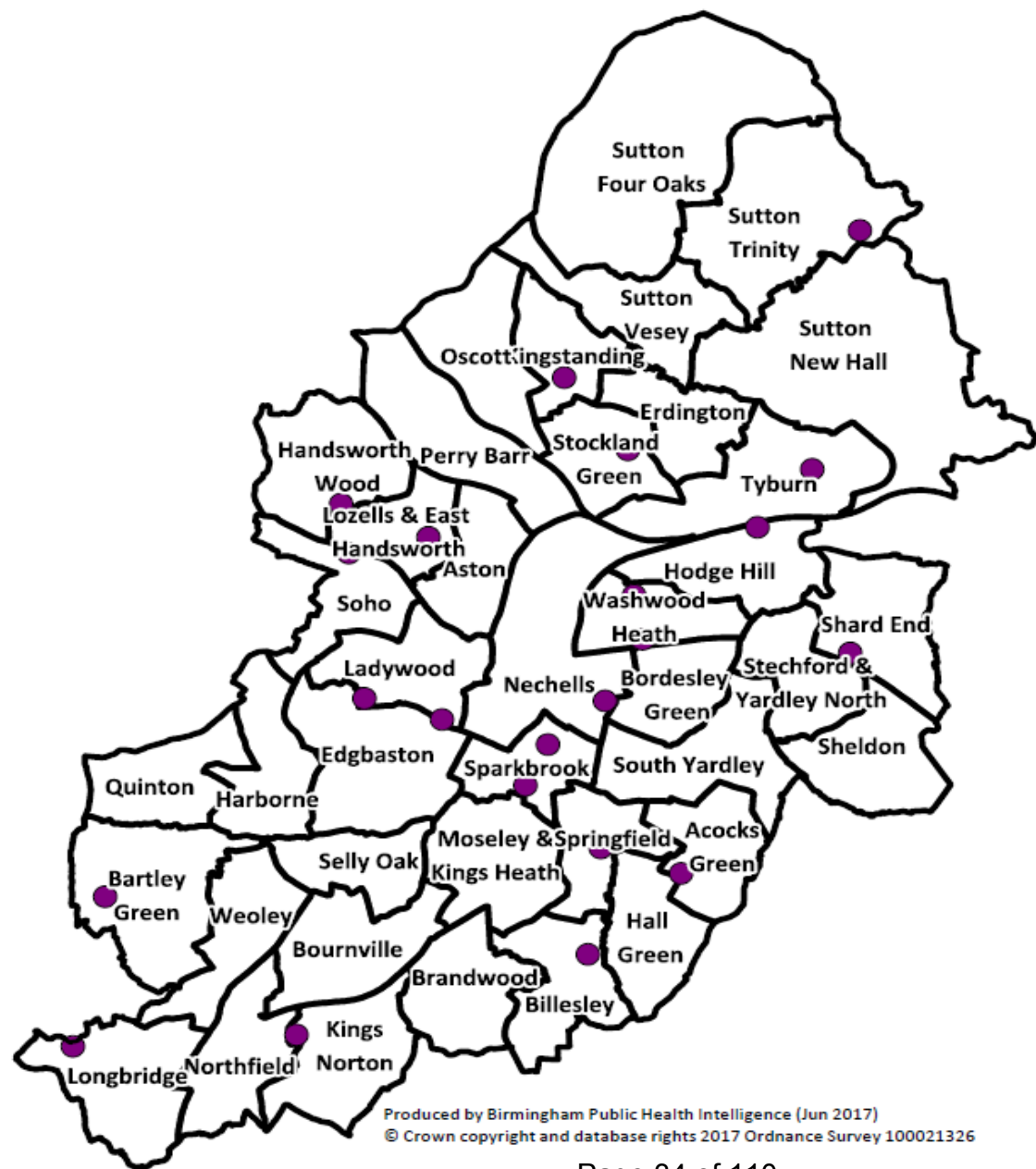
- **Well Baby Clinics**

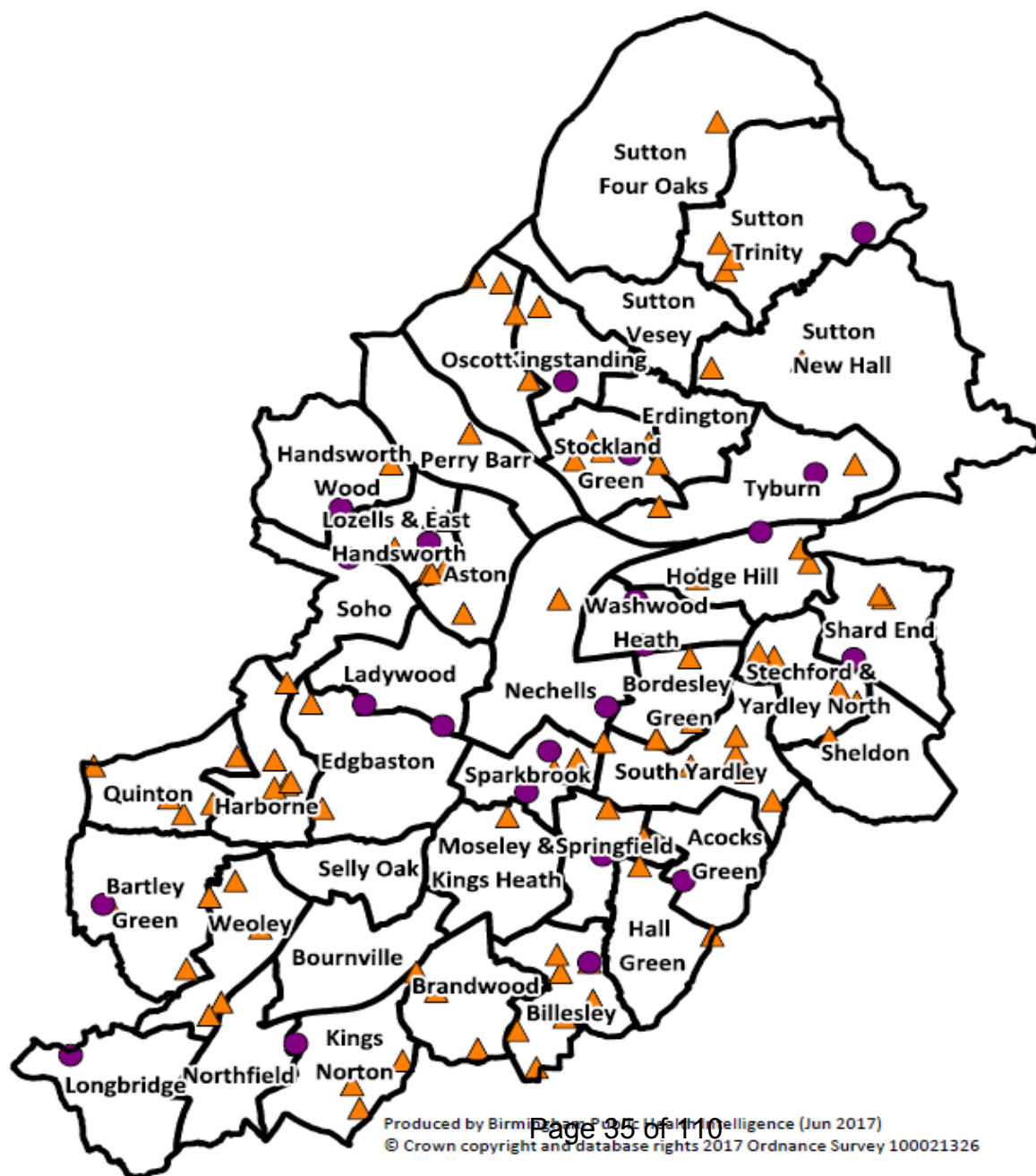
Health Visitor led based in GP practices

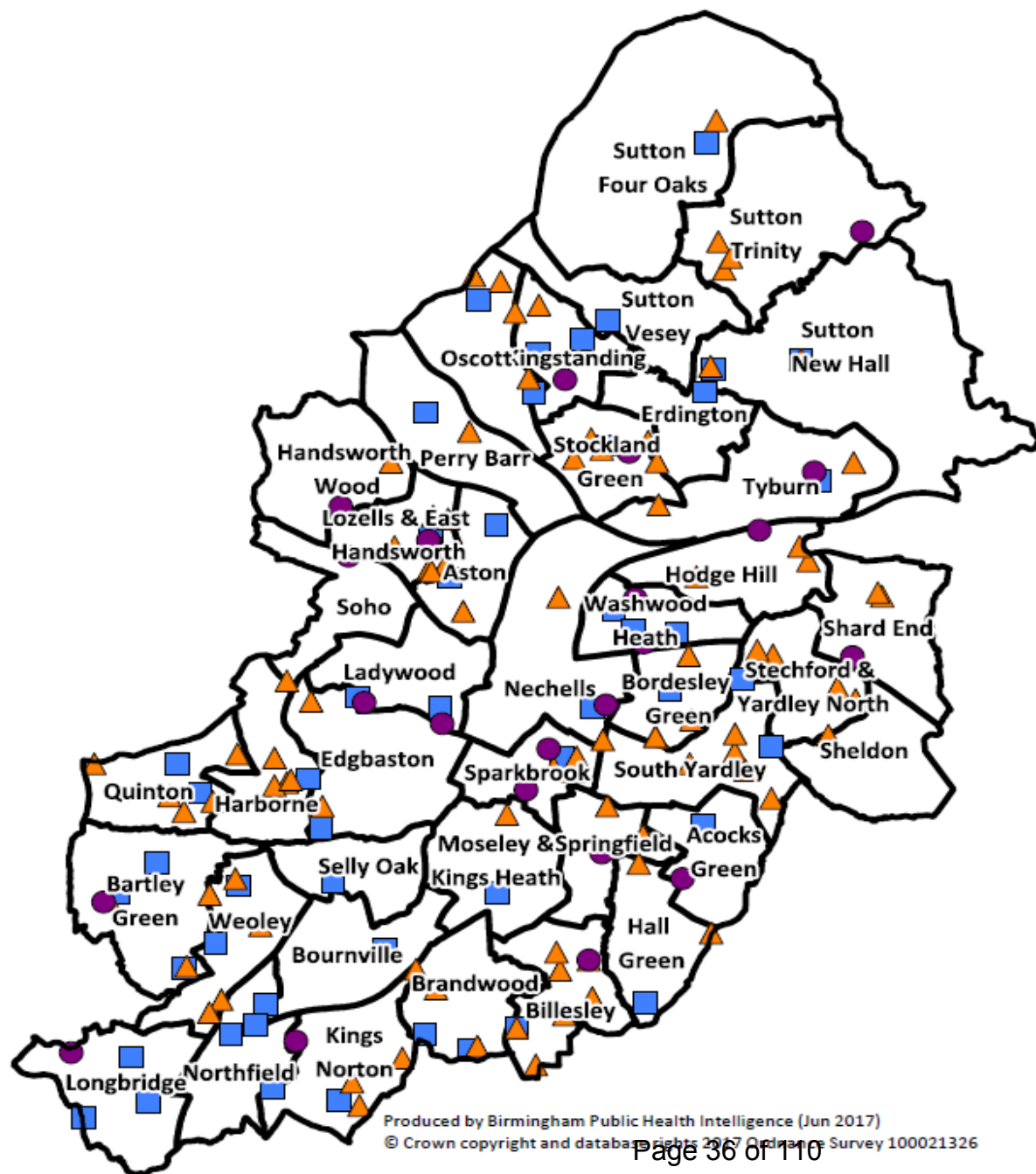
- **Easy Access Advice and Information**

Telephone, internet, web based app.









The Public Consultation

The Public Consultation

- 60 days, 19th June – 17th August
- Statutory Duty to consult on changes to Children's Centre Services
- Public Sector Equality Duty
- Seek opinions on the proposed:
 - Local service configuration
 - The proposed locations for service delivery
 - Proposed opening hours and access arrangements

Getting Involved

- Online at

<https://www.birminghambeheard.org.uk/people-1/eyconsultation>

- Completion of printed questionnaire
- Attendance at District level open forum events for staff, stakeholders and the public
- Facilitated completion
- Easy Read version to be available
- Forums and meetings



Sarah Feeley

0121 303 4255



@bhamcitycouncil



/birminghamcitycouncil

earlyyearsreview@birmingham.gov.uk

birmingham.gov.uk

Yardley District

End of Year Performance Narrative

Quarter 4 2016/2017

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 146 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 156 new cases of ASB reported in Quarter 4 of which 3 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 21 cases during Quarter 4.</p> <p>Legal actions for Yardley District are as follows: 1 Individual committed to Prison due to breaching an ASB injunction. 3 civil injunctions obtained 2 of which were due to Domestic Abuse.</p>
Introductory Tenancies	<p>In Quarter 4, there were no 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><u>Overview</u></p> <p>In Quarter 4, 118 voids were let at an average turnaround of 37.53 days.</p> <p>92 Non-Sheltered voids had a turnaround of 38.21 days. 26 voids let in the quarter were sheltered which currently prove hard to let and these Sheltered voids had a turnaround of 35.12 days.</p>

	<p><u>Average Void Turnaround</u></p> <p>The average days from FFL to TSD was 13.76 days against a target of 10 days</p> <p>The average days for keys to contractor were -2.81 days against a target of 1 day.</p> <p>The Yardley district void turnaround was over the target but was affected by letting a number of complex voids in the period which added nearly 1300 days to the void turnaround.</p> <p>There were also issues with a high number of gas central heating installations which delayed the period between fit for letting and the tenancy start date. The contractor will not fit new heating systems on an empty property for security reasons.</p> <p>Sheltered high-rise properties continue to distort void turnaround due to low demand.</p>
Repairs	<p>Percentage of Right To Repair jobs completed on time - Target 87.9% to 92.6%</p> <p>Yardley's performance out turn was 89.4% which is above the standard target. Therefore although City performance is Red, Performance against this KPI in Yardley is Amber and on target.</p> <p>We will respond to emergency repairs within 2 hours - Target 98.1%</p> <p>Yardley's Performance out turn was 95%. This is Red against a very challenging 98.1% KPI Target. BCC Client Team continues to work with contractors to improve performance further. However it should be noted that when contractors respond in fractionally over 2 hours and complete the job the performance will still fail the KPI target. So if a contractor responds in 2 hours and 5 minutes and completes the job to the tenant's satisfaction they will still fail the KPI target. This demonstrates just how challenging this target is in rightly driving a rapid response for our tenants.</p> <p>We will resolve routine repairs with 30 days – Target 92.6%</p> <p>Yardley's Performance out turn was Green at 95.4% which is well above the 92.6% contractual target.</p> <p>KPI 002 - Work orders completed within timescale – Target 87.9% to 92.6%</p>

Housing Transformation Board Performance Report

Quarter 4 2016/17

Report produced by Place Directorate Performance and Support Services Team
Version 1.0 13/06/2017

Contents	RAG status (based on Q4 data unless stated)	Page
<u>Exception Report</u>		6
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>		
Number of Right To Buy applications received	No Target	12
Number of properties sold under Right To Buy	No Target	13
Right to Buy compliance to statutory timescales	Red	14
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	No Target	15
Current amount of rent arrears	Green	16
<u>Housing Options (Jim Crawshaw)</u>		
Number of households in Temporary Accommodation	No Target	17
Number of households in B&B	No Target	18
Increase in the number of cases where homelessness is prevented or relieved	Green	19
Number of households on housing waiting list	No Target	20
Average number of weeks families in B&B	No Target	21
#REF!	#REF!	22
<u>Independent Living (Afsaneh Sabouri)</u>		
Number of households helped by Independent Living	Green	23
Number of Wise Move completions	No Target	24

Landlord Services

Antisocial Behaviour (Tracey Radford)

Number of new ASB enquiries received - A, B and C categories	No Target	25
Number of new hate crime enquiries	No Target	27
Percentage of A cases responded to on time	Amber	28
Percentage of B cases responded to on time	Green	28
Percentage of C cases responded to on time	Green	28
Total ASB cases closed	No Target	29
Percentage of ASB cases closed successfully	Green	30
Number of live ASB cases	No Target	31
Total cases responded to on time	No Target	32
Number of live Think Family cases	No Target	33

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	34
Percentage of low-rise blocks rated satisfactory or better	Green	35
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	36
Percentage of introductory tenancies over 12 months old, not made secure	Green	37
Condition of estates - average of bi-annual estate assessment scores	No Target	38
Condition of estates - number of excellent, good and poor ratings to date	No Target	39

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks	Green	40
Percentage of Careline calls answered within 60 seconds	Amber	41

Landlord Services

Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled	No Target		42
Average time taken to answer calls (in seconds)	Red		43
Percentage of calls answered	Green		44

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Red		45
Percentage of gas servicing completed against period profile - snapshot figure	Green		46
We will respond to emergency repairs in two hours	Red	BP	47
We will resolve routine repairs within 30 days	Green	BP	48
KPI001 - Customer Satisfaction	Green		49
KPI002 - Work orders completed within timescale	Amber		50
KPI004 - Service Improvement Notices	Green		51
KPI005 - Safety SIN's	Green		52
KPI007 - Appointments made	Amber		53
KPI008 - Appointments kept	Red		54

Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure	Green	CBP	55
Average days void turnaround - all voids	Amber		56
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red		57

Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date	RED		58
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		59
KPI001 - Customer Satisfaction (Capital Works only)	Green		61
KPI002 - Work orders completed within timescale (Capital Works only)	Green		62
KPI008 - Appointments kept (Capital Works only)	Green		63

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation (HMO) Licencing (Roy Haselden)

Houses in Multiple Occupation licences issued	No Target		64
Licenced and unlicensed Houses in Multiple Occupation inspected	No Target		65

Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target		66
Private Tenancy Unit - Cases assisted through advice	No Target		67
Private Tenancy Unit - Cases assisted through intervention	No Target		68

Empty Properties (Matthew Smith)

Empty properties brought back into use	RED	CBP	69
Number of properties improved in the private rented sector as a result of Local Authority intervention	Green	CBP	70

Housing Development (Clive Skidmore)

Number of affordable homes provided	TBC	CBP	71
-------------------------------------	------------	------------	----

Housing Transformation Board

Exception Report Quarter 4 2016/17

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: 14

Target: 100%

Performance: 85%

Commentary provided by: Louise Fletcher

Significant progress has been made on performance against statutory timescales. There are 2 stages which form part of the measure for statutory compliance, the first stage is to establish whether the tenant and/or property are eligible under the Right to Buy legislation, and this is now being completed within timescales. The second stage of the process is the collation of information so that a S125 Offer can be issued to the tenant. There is a backlog in supporting service areas providing information for this part of the process, particularly the production of valuations and EPCs and this is having an impact on the timescales for the production of S125 Offers. Now that restructures within this service area are complete, the priority is to continuing to streamline processes, so that for 2017/18 targets and statutory deadlines can be met.

Landlord Services

Measure: Average time taken to answer calls (in seconds)

Page: 43

Target 20

Performance: 27

Commentary provided by:

As a result of the service review, along with benchmarking across similar services across the country, the Customer Services Hubs are no longer measuring performance against the 20 second target of answering calls. Moving forward, this measure will be replaced with an improved suite of performance targets.

We have now introduced the improved 'triage' approach to how we respond to our enquiries; The 'triage' aims to resolve the majority of all enquiries at the first point of contact, in the customer service hubs. This has been identified as means of reducing demand in the long term, but also providing better customer service to our tenants. Whilst the time taken to answer has increased, we have received no negative feedback or complaints from tenants concerning this and we will also be reviewing this performance indicator to bring it more in line with how we will be delivering the service, moving forward.

Asset Management and Maintenance (John Jamieson)

Measure: Percentage of Right To Repair jobs completed on time

Page: 45

Target 92.6%

Performance: 87.3%

Commentary provided by: John Jamieson

Although performance is still red, there has been an in month improvement City wide, but performance remains fractionally below standard target. Keepmoat (Erdington and Sutton) achieved 85.0%, which is below tolerance. Wates Central (Ladywood and Perry Barr) achieved 89.6%, which is within tolerance and therefore Amber. Fortem South (Edgbaston, Northfield and Selly Oak) achieved 84.8% which is below tolerance. Wates East (Hall Green, Hodge Hill and Yardley) achieved 89.4% which is within tolerance. We continue to work with all contractors on a weekly basis to improve performance.

Measure: We will respond to emergency repairs in two hours

Page: 47

Target 98.10%

Performance: 89.46%

Commentary provided by: John Jamieson

Both Keepmoat and Wates Living Space have significantly improved over the year and in the final quarter. The overall city performance has been adversely impacted by poor performance from Fortem upon whom Service Improvement Notices have been issued.

Asset Management and Maintenance (John Jamieson)

Measure: KPI008 - Appointments kept

Page: 54

Target 98.10%

Performance: 84.40%

Commentary provided by: John Jamieson

Performance has continued to improve throughout the year as a result of the work with and pressure placed on contractors. Performance related penalties have also been applied in the 4th quarter. It is important to note that performance does not indicate missed appointments but those where the appointed time was not achieved.

Voids and Lettings (John Jamieson)

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

Page: 57

Target 10

Performance: 18.28

Commentary provided by: John Jamieson

Performance is slightly above the Standard for this measure. This is due to continued success during the quarter (and throughout 2016/17) in letting fit to let but previously long term hard to let dwellings which have remained void for long periods. Although this has the impact of increasing the average days taken this is reducing the number of void dwellings thus increasing rental income.

Capital Works (Martin Tolley)

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

Page: 58

Target 100%

Performance: 90.1%

Commentary provided by: Pat McWilliam

The main underspends are on Rewires (£2.8m), Door Entry (£1.3m), Kitchens & Bathrooms (£1.2m) and Complex Voids (£0.6m). The £5.8m variation is split between net slippage of £2.4m and net underspend of £3.4m. The net slippage of £2.4m will be added to the 2017/18 budget.

Private Sector Housing (Pete Hobbs)

Measure: Empty properties brought back into use

Page: 69

Target 324

Performance: 303

Commentary provided by: Matthew Smith

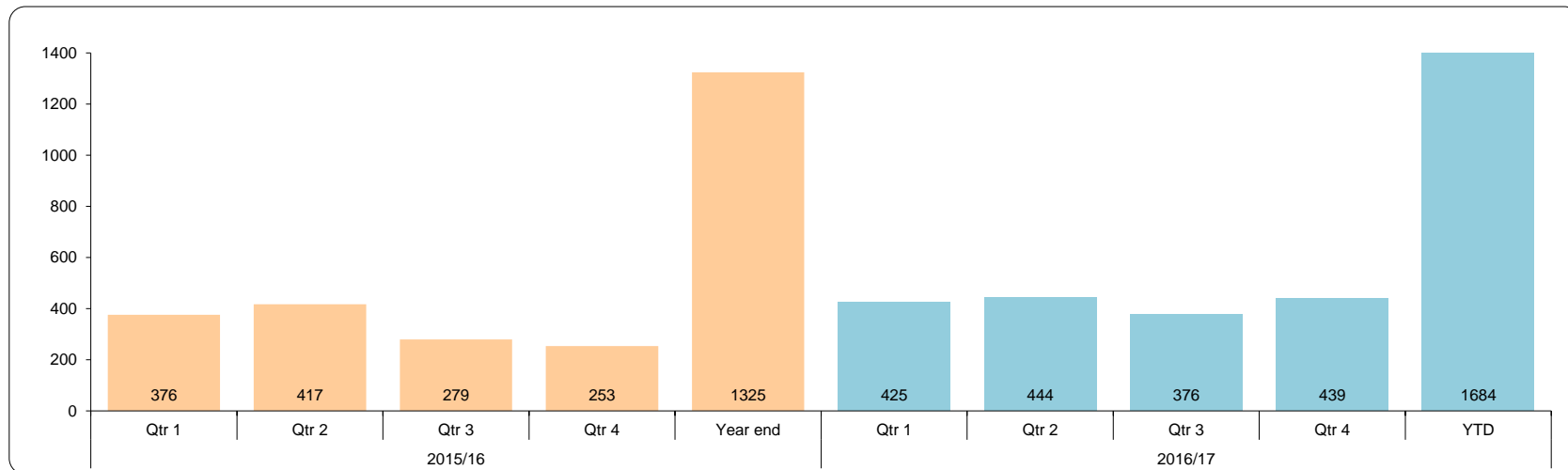
The Council continues to tackle long term private empty properties and has brought over 300 homes back into use this year. The Council provides advice and encouragement to owners where possible, but uses enforcement powers to ensure properties don't cause a nuisance and continues to compulsory purchase properties where needed. The Council was on target to achieve the overall 324 properties but it has been agreed from February 2017 to divert resources for the delivery of the priority to consult and implement Selective Licensing for the PRS in target wards. The Council has contacted a range of local authorities to develop benchmarking data and have had some positive responses. The data sets are not completely comparable so more work is on-going to incorporate information for 2017/18.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	425	444	376	439	1684

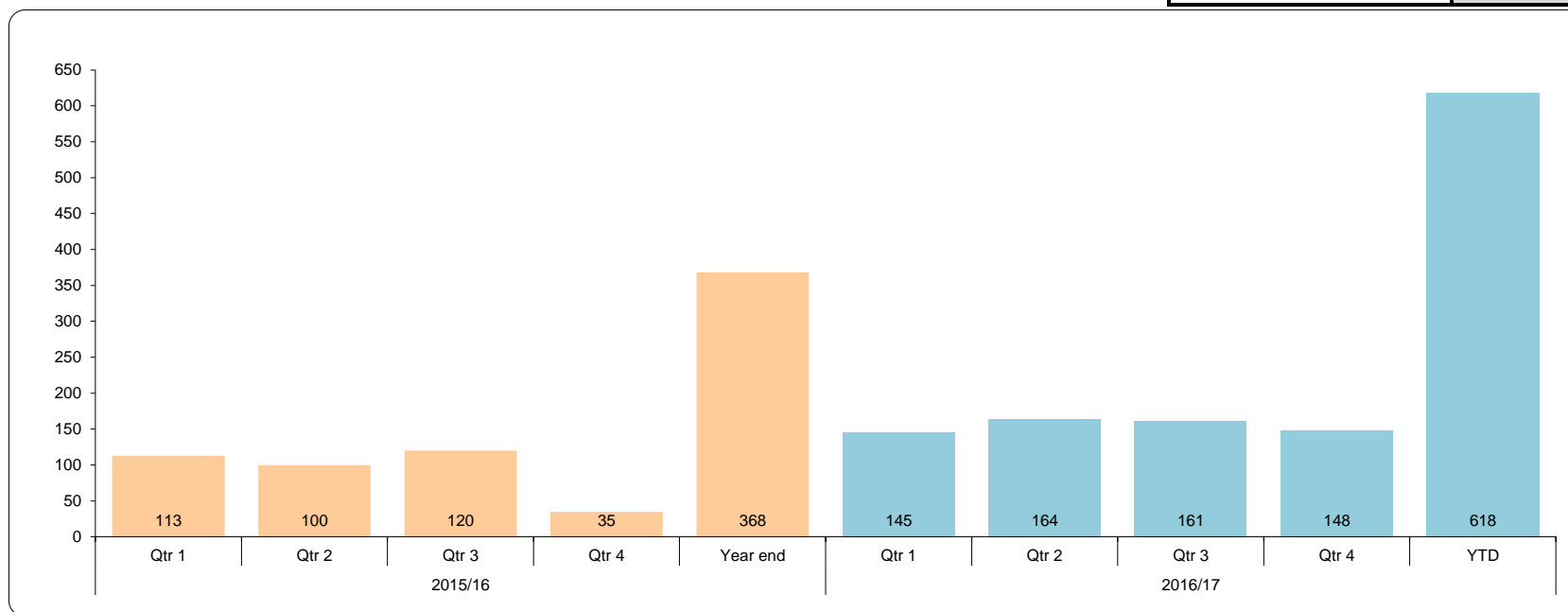
Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	46	39	22	52	98	51	13	49	3	66

RB01

Number of properties sold under Right To Buy

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	113	100	120	35	368	145	164	161	148	618

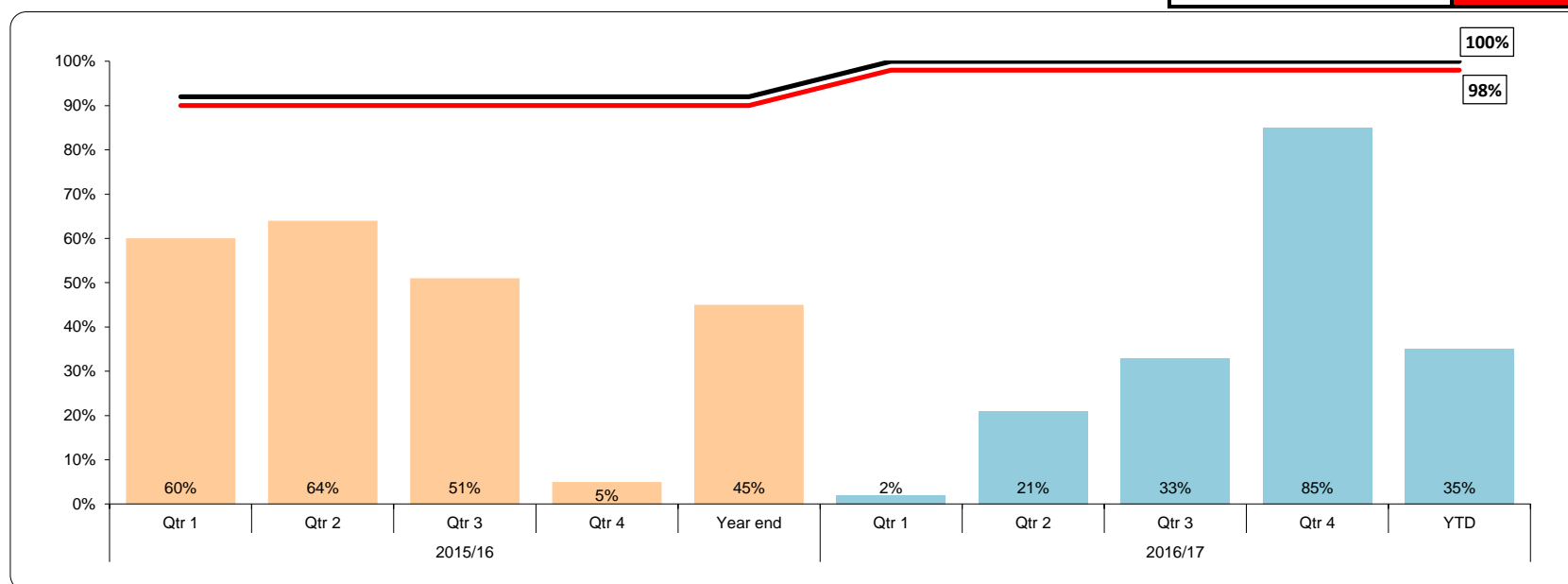
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	17	7	13	26	25	14	9	9	1	27

RB02

Right to Buy compliance to statutory timescales

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Right to Buy compliance to statutory timescales	60%	64%	51%	5%	45%	2%	21%	33%	85%	35%
Target	92%	92%	92%	92%	92%	100%	100%	100%	100%	100%
Standard	90%	90%	90%	90%	90%	98%	98%	98%	98%	98%

Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	85%	86%	91%	83%	84%	87%	88%	89%	83%	83%

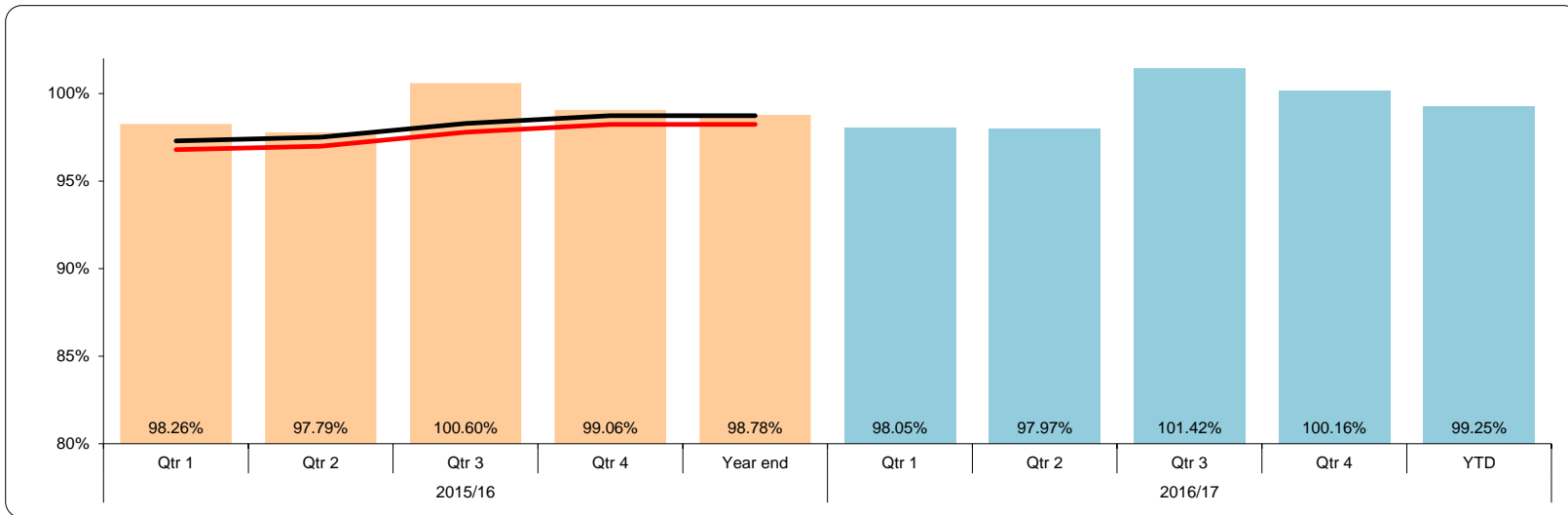
RB03

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

No Target



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of rent collected	98.26%	97.79%	100.60%	99.06%	98.78%	98.05%	97.97%	101.42%	100.16%	99.25%
Target	97.3%	97.5%	98.3%	98.7%	98.7%	No quarterly targets				
Standard	96.8%	97.0%	97.8%	98.2%	98.2%					
Monthly targets						Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%	
						May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%	
						Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%	

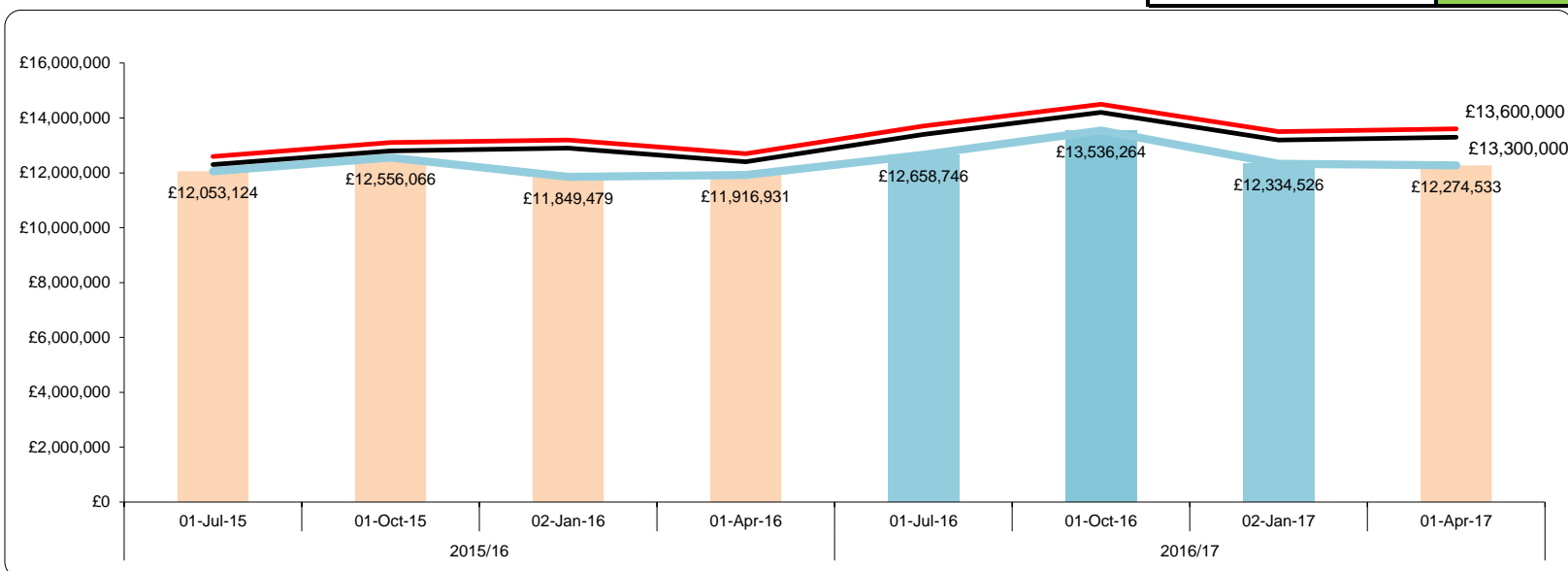
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	108.15%	99.70%	108.89%	100.50%	100.40%	99.83%	100.00%	99.65%	99.11%	100.74%

R01

Current amount of rent arrears - Snapshot figure

RAG Status

Green



Smaller is better

	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Current amount of rent arrears - Snapshot figure	£12,053,124	£12,556,066	£11,849,479	£11,916,931	£12,658,746	£13,536,264	£12,334,526	£12,274,533
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 £118,616 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 2017	£ 1,447,380	£ 1,429,142	£ 340,433	£ 1,554,742	£ 2,182,879	£ 1,970,863	£ 429,212	£ 1,139,733	£ 281,657	£ 1,379,876

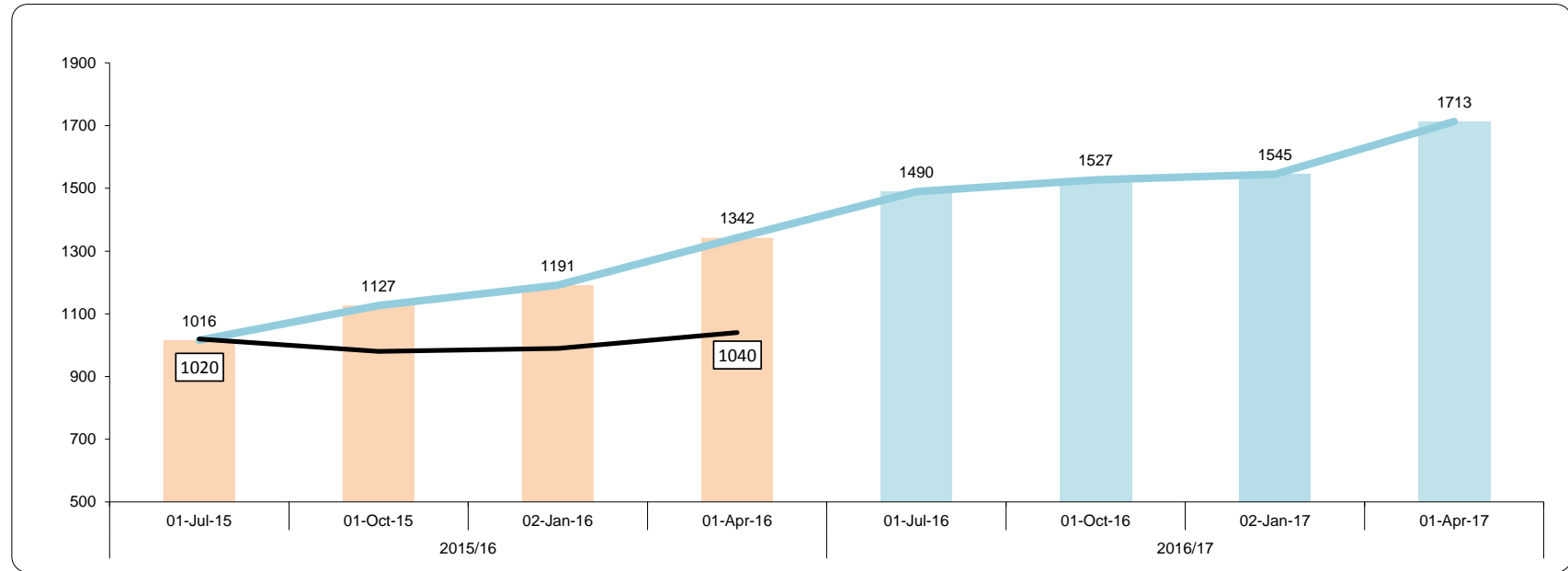
R02

Housing Options (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

No Target



Smaller is better

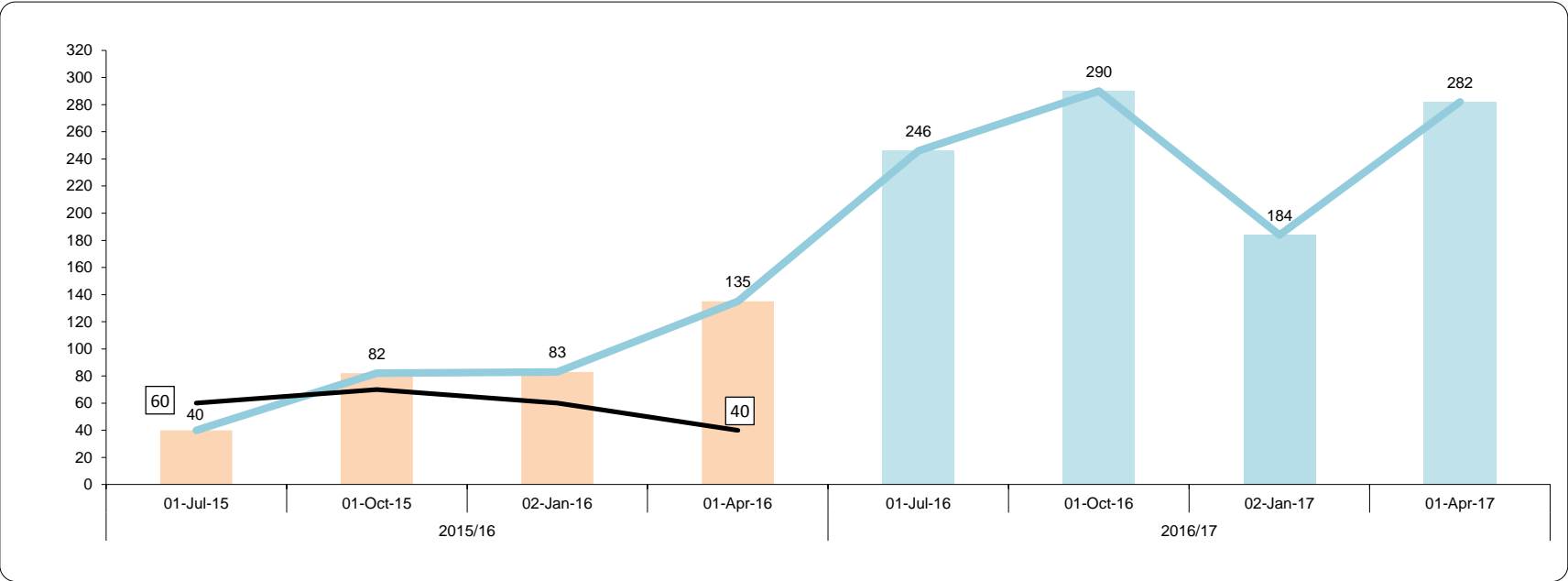
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in Temporary Accommodation - Snapshot figure	1016	1127	1191	1342	1490	1527	1545	1713
Target	1020	980	990	1040				

Targets for this year have not yet been confirmed

SP01

Number of households in B&B - Snapshot figure

RAG Status	No Target
------------	-----------



Smaller is better

	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in B&B - Snapshot figure	40	82	83	135	246	290	184	282
Target	60	70	60	40				

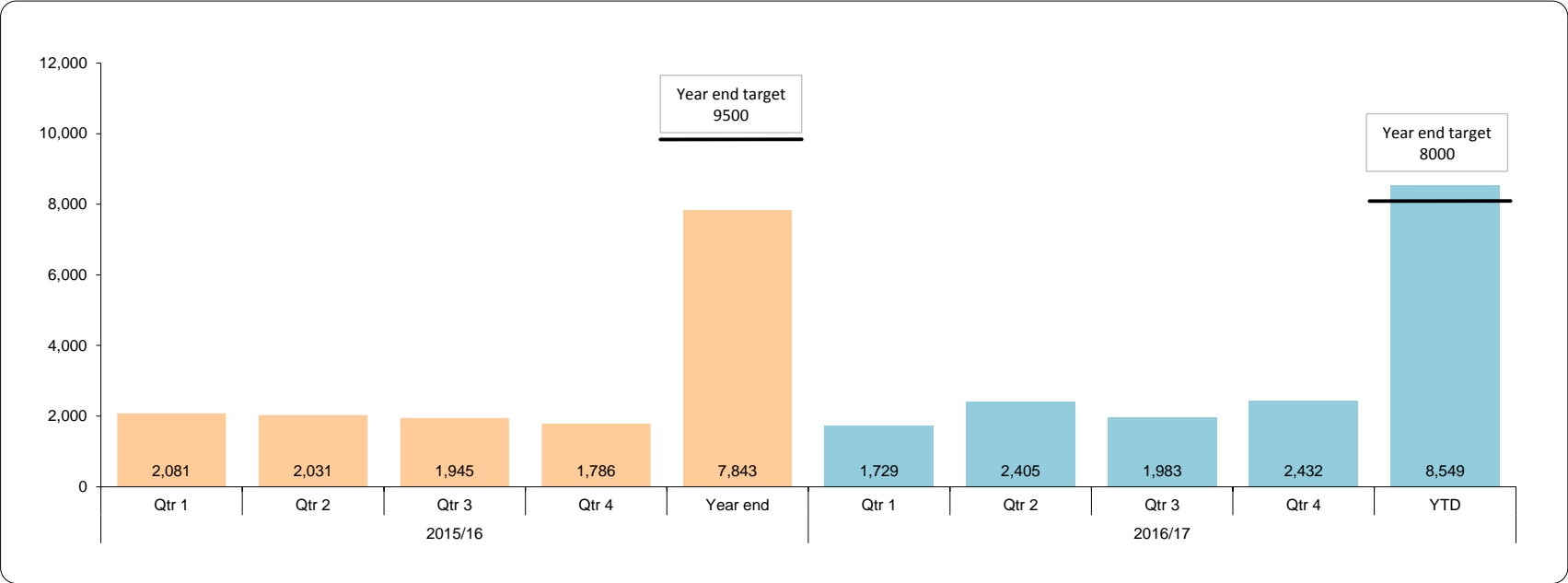
Targets for this year have not been confirmed

SP02

Increase in the number of cases where homelessness is prevented or relieved

(CBP)

RAG Status	Green
------------	-------



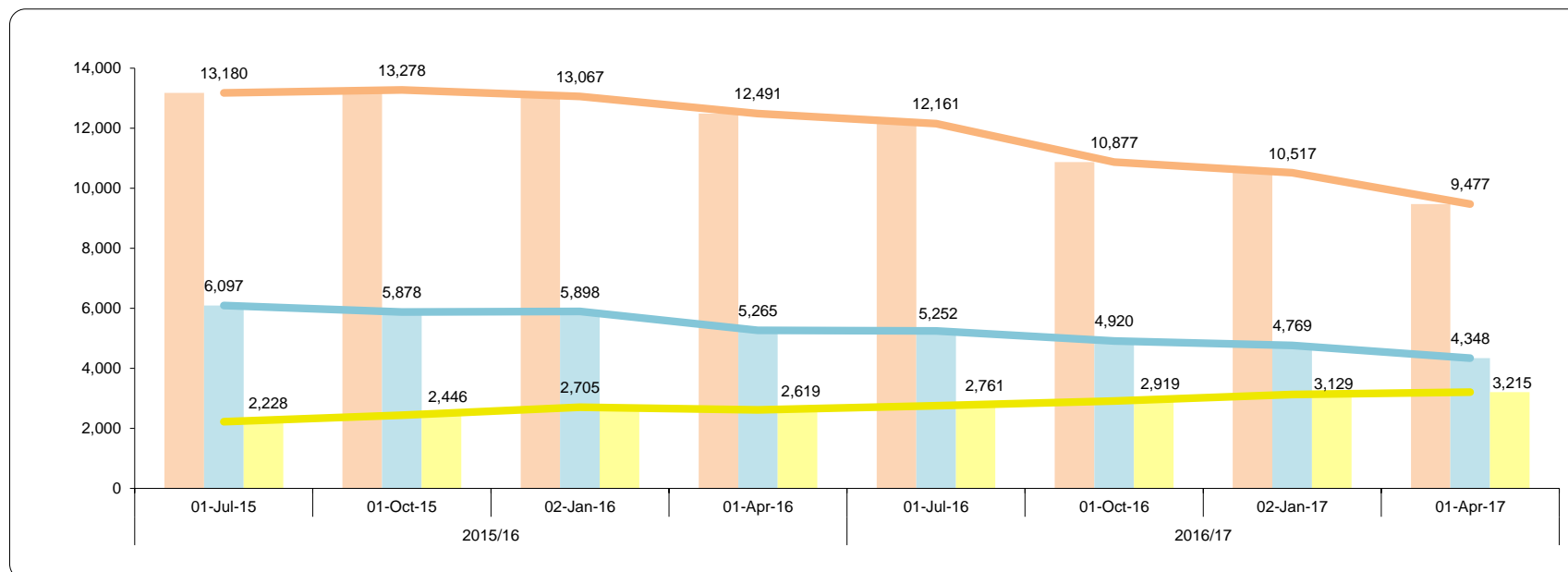
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Increase in the number of cases where homelessness is prevented or relieved	2,081	2,031	1,945	1,786	7,843	1,729	2,405	1,983	2,432	8,549
Year end target					11,000	1750	1750	2250	2250	8000

SP03

Number of households on housing waiting list - Snapshot figure

RAG Status	No Target
------------	-----------



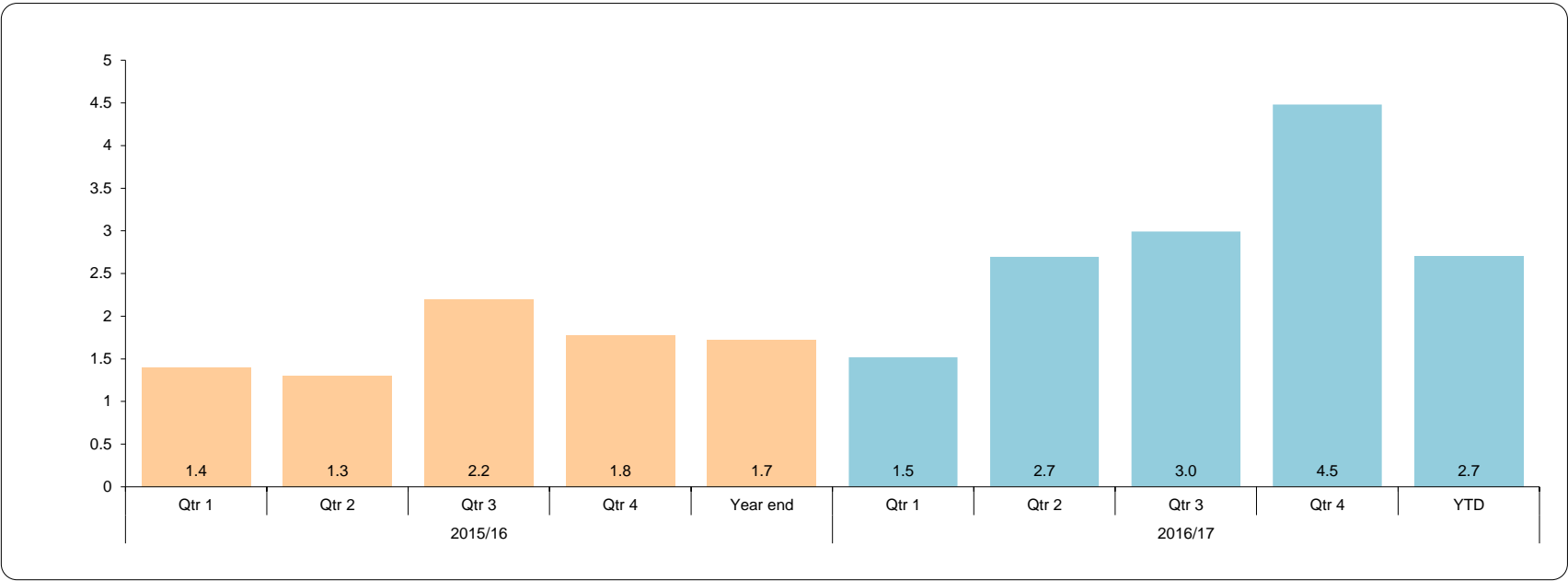
Smaller is better

Housing need category	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
General needs	13,180	13,278	13,067	12,491	12,161	10,877	10,517	9,477
Transfer	6,097	5,878	5,898	5,265	5,252	4,920	4,769	4,348
Homeless	2,228	2,446	2,705	2,619	2,761	2,919	3,129	3,215

SP05

Average number of weeks families in B&B

RAG Status	No Target
------------	-----------



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average number of weeks families in B&B	1.4	1.3	2.2	1.8	1.7	1.5	2.7	3.0	4.5	2.7

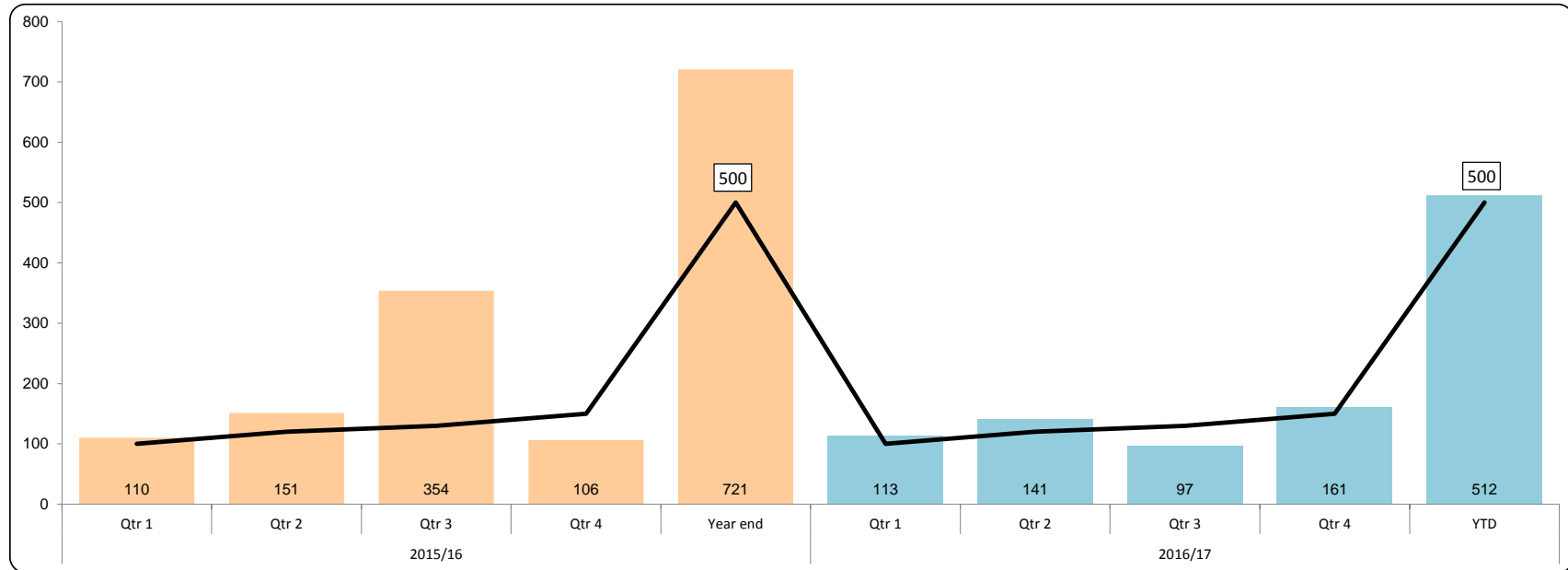
SP08

Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status

Green



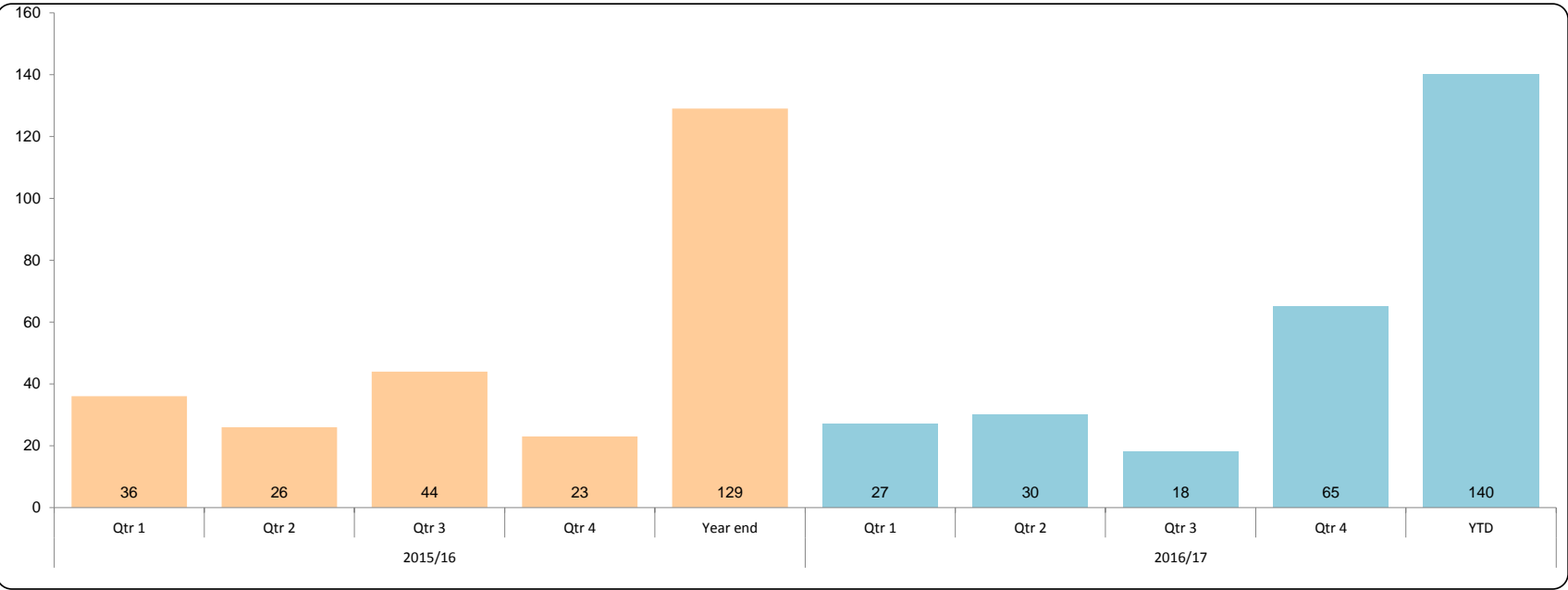
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of households helped by Independent Living	110	151	354	106	721	113	141	97	161	512
Target	100	120	130	150	500	100	120	130	150	500

IL01

Number of Wise Move completions

RAG Status	No Target
------------	-----------



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Wise Move completions	36	26	44	23	129	27	30	18	65	140

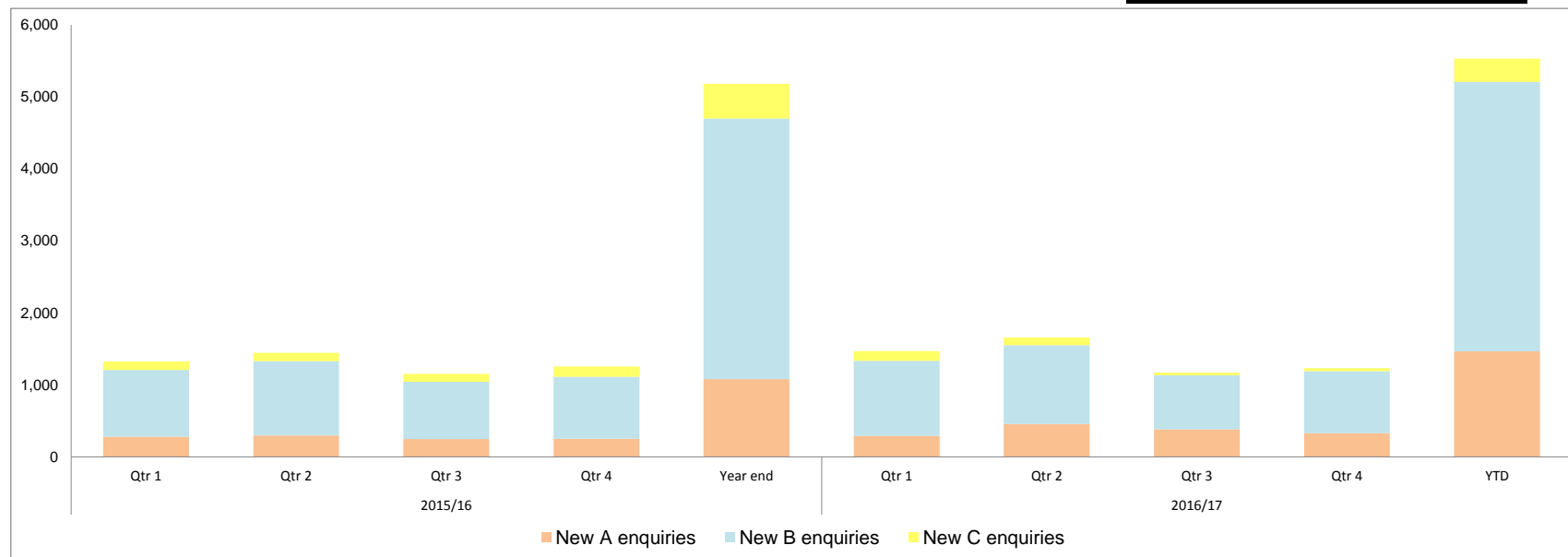
IL02

Antisocial Behaviour (Tracey Radford)

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

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
New A enquiries	283	298	248	252	1,081	293	457	385	330	1,465
New B enquiries	926	1,033	796	863	3,618	1,040	1,093	748	863	3,744
New C enquiries	117	114	111	141	483	137	108	38	39	322
Number of new ASB enquiries received - A, B and C categories	1,326	1,445	1,155	1,256	5,182	1,470	1,658	1,171	1,232	5,531

Number of new ASB enquiries received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	159	149	34	102	150	213	50	163	56	156

continued on next page...

ASB01

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

Category A – Very Serious

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

Category B - Serious

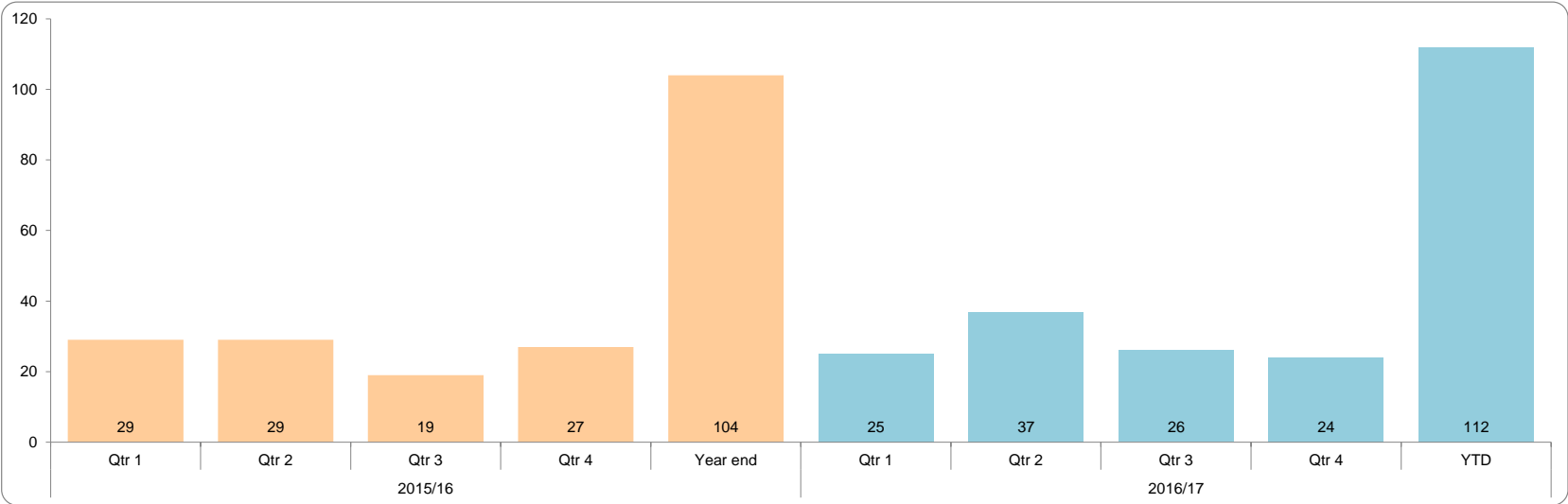
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

Category C - Minor

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

Number of new hate crime enquiries

RAG Status	No Target
------------	-----------



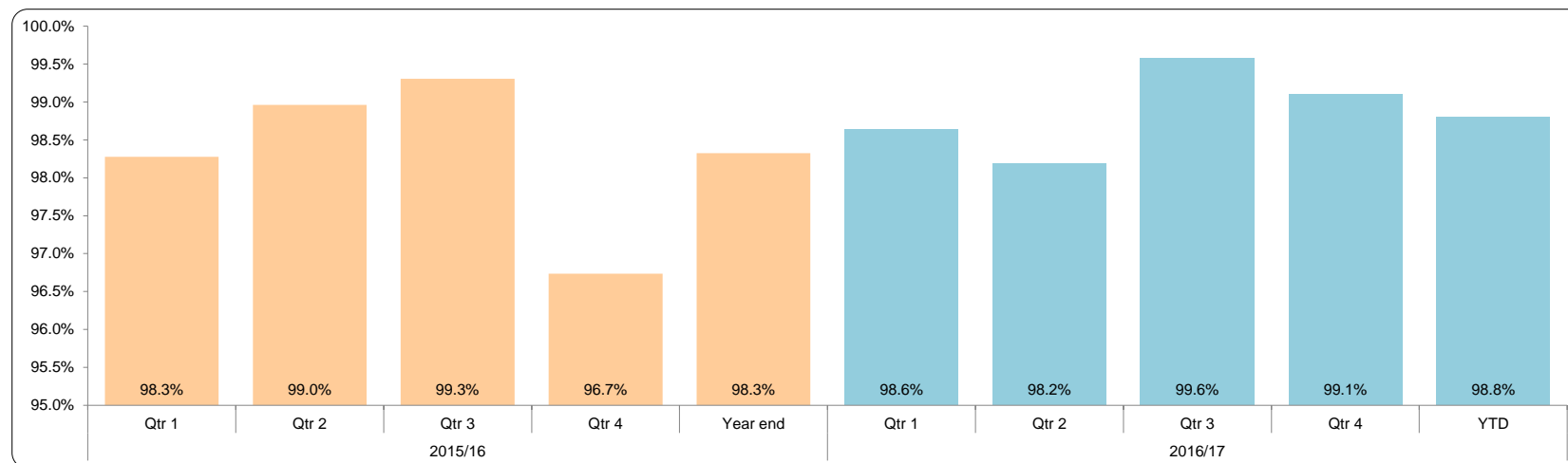
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25	37	26	24	112
Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	0	8	1	1	1	4	0	3	3	3

ASB05

Percentage of cases responded to on time

RAG Status

See below



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98.3%	99.0%	99.3%	96.7%	98.3%	98.6%	98.2%	99.6%	99.1%	98.8%

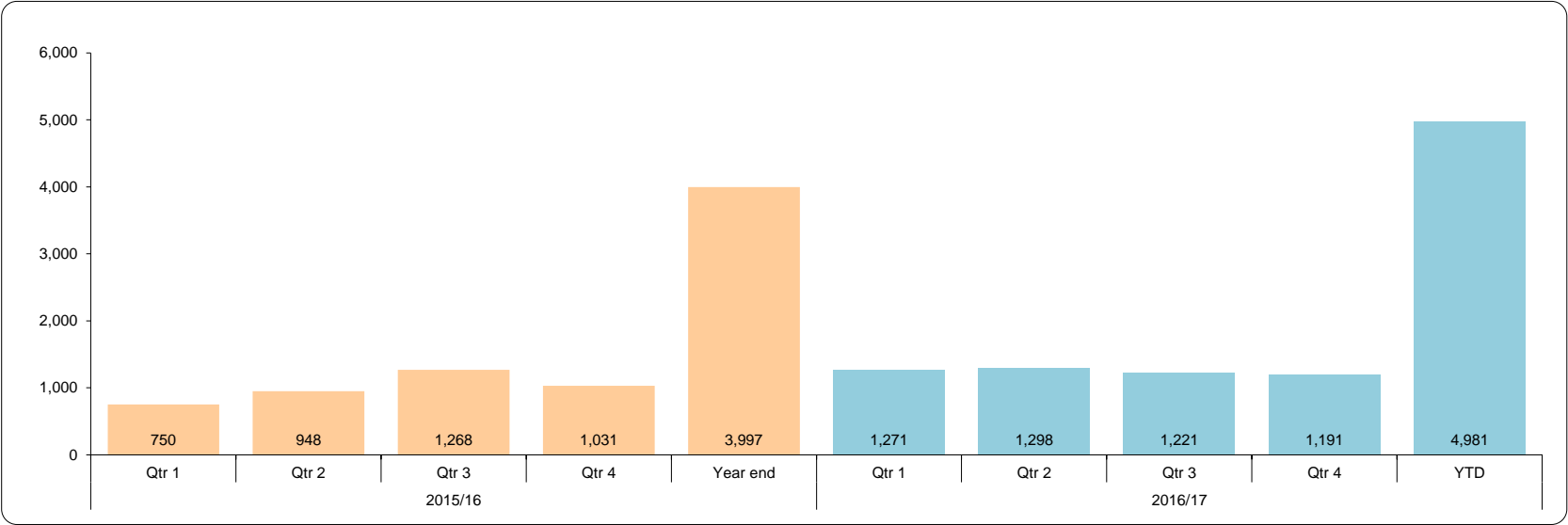
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	323	99%	100%	95%	Amber
Percentage of B cases responded to on time	860	100%	95%		Green
Percentage of C cases responded to on time	38	100%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	98.7%	100%	100%	100%	99.3%	98.6%	100%	96.9%	100%	100%

ASB20

Total ASB cases closed

RAG Status	No Target
------------	-----------



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	750	948	1,268	1,031	3,997	1,271	1,298	1,221	1,191	4,981

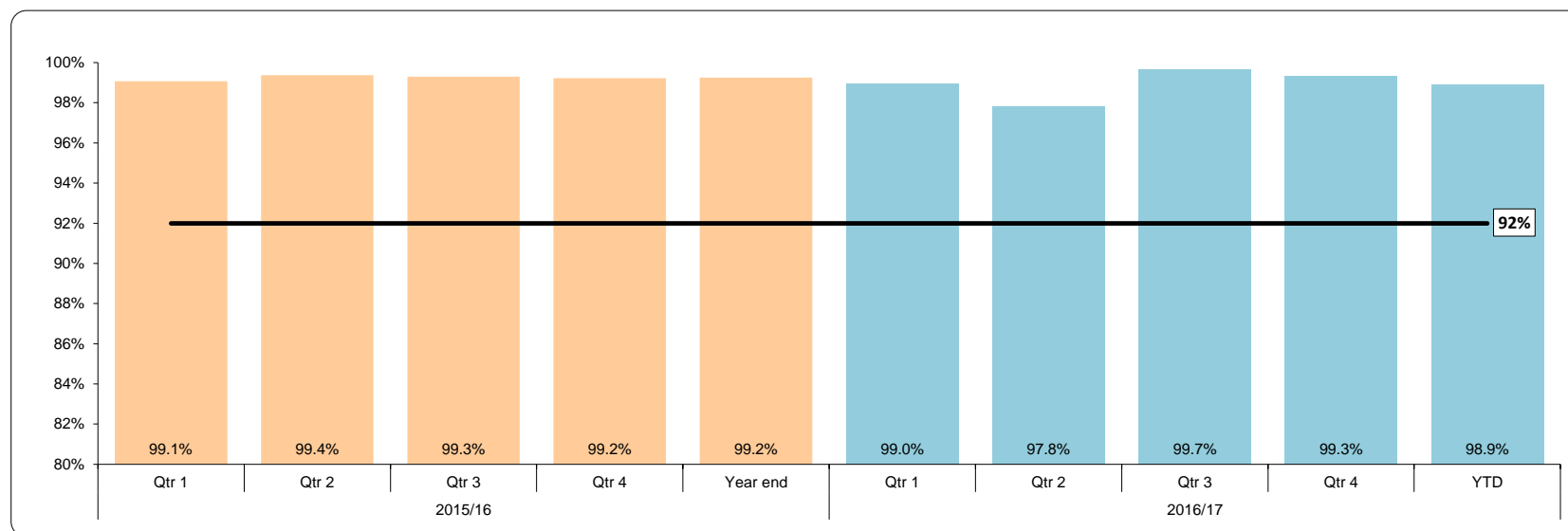
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	179	119	34	96	155	234	49	156	23	146

ASB06

Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.1%	99.4%	99.3%	99.2%	99.2%	99.0%	97.8%	99.7%	99.3%	98.9%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

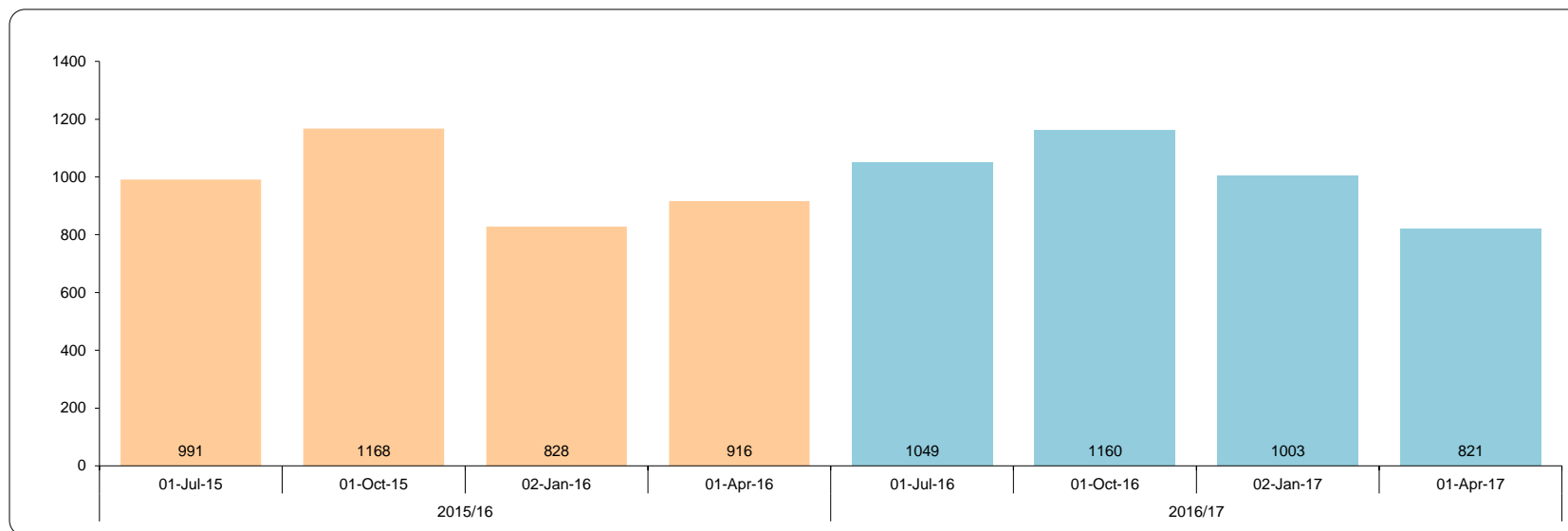
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	97.8%	100%	100.0%	99.0%	100%	99.1%	100%	99.4%	100%	100%

ASB07

Number of live ASB cases - Snapshot figure

RAG Status

No Target



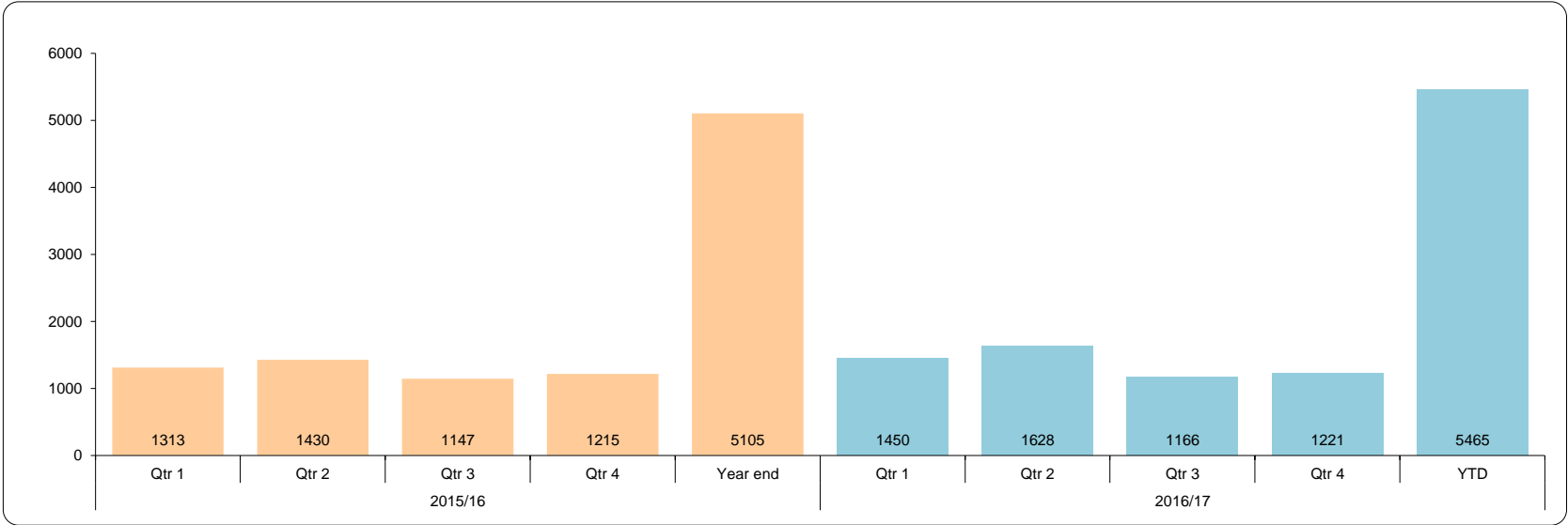
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
	991	1168	828	916	1049	1160	1003	821

Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	78	146	53	105	154	124	47	66	48	0

ASB22

Total cases responded to on time

RAG Status	No Target
------------	-----------



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time	1313	1430	1147	1215	5105	1450	1628	1166	1221	5465

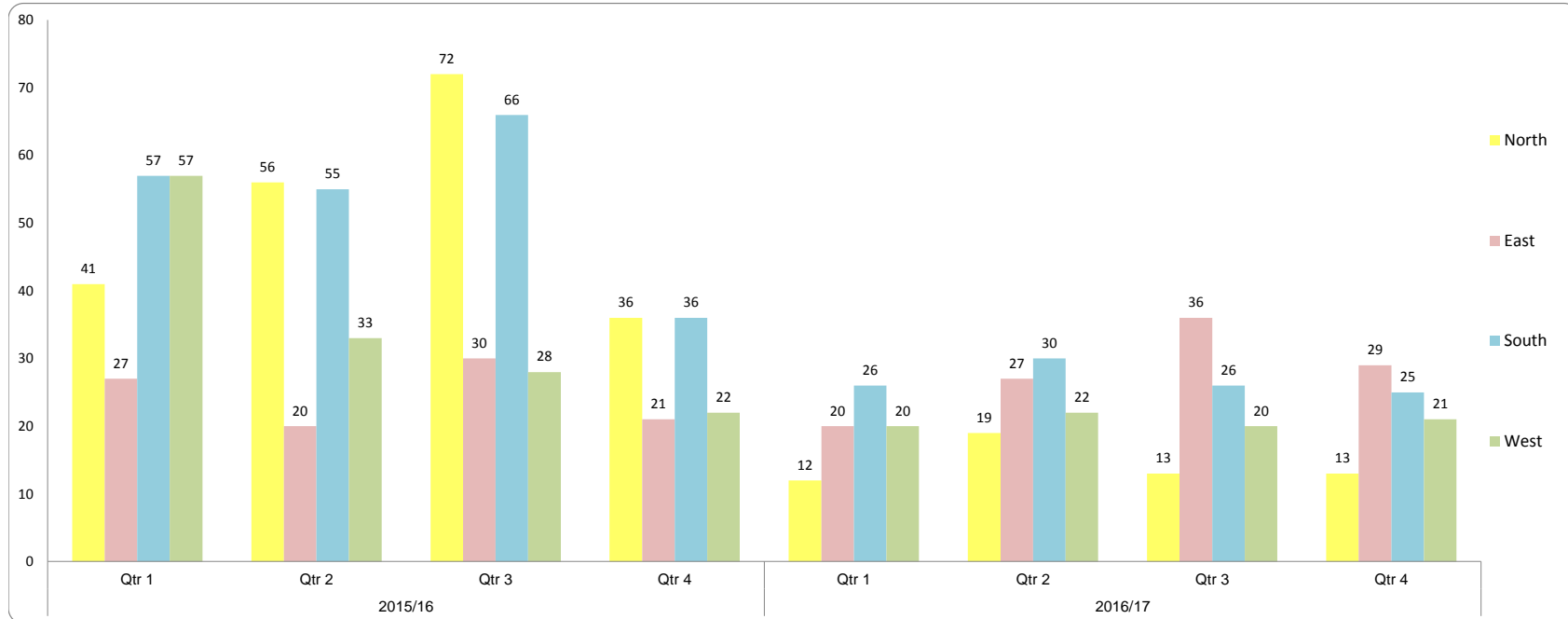
Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	157	149	34	102	149	210	50	158	56	156

ASB16

Number of live Think Family cases

RAG Status

No Target



Quadrant	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	41	56	72	36	12	19	13	13
East	27	20	30	21	20	27	36	29
South	57	55	66	36	26	30	26	25
West	57	33	28	22	20	22	20	21

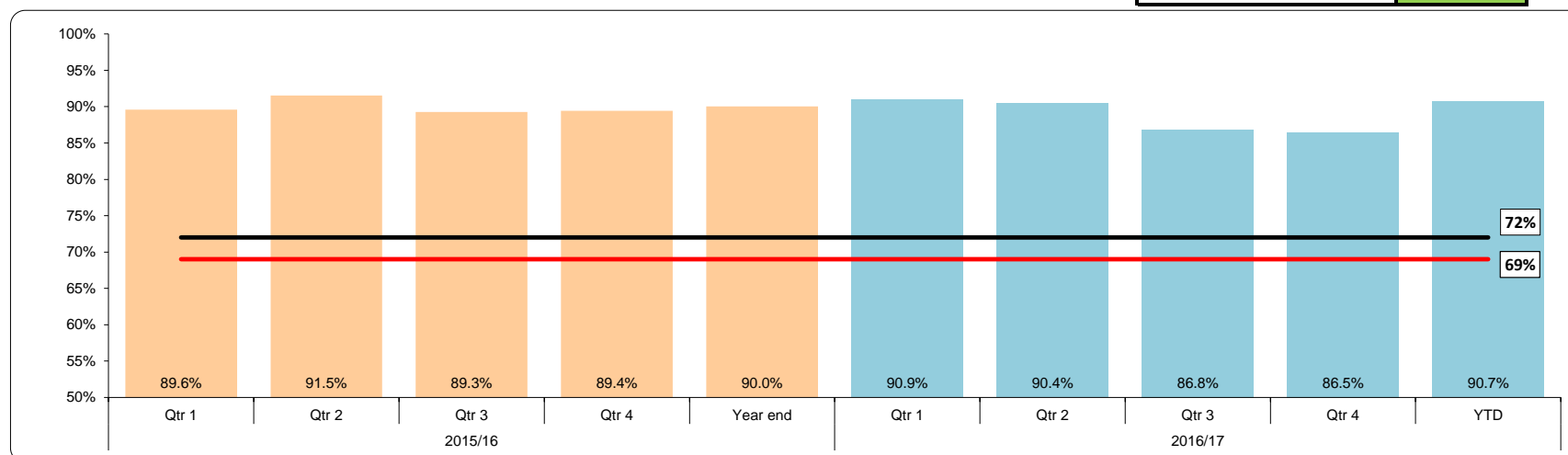
ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

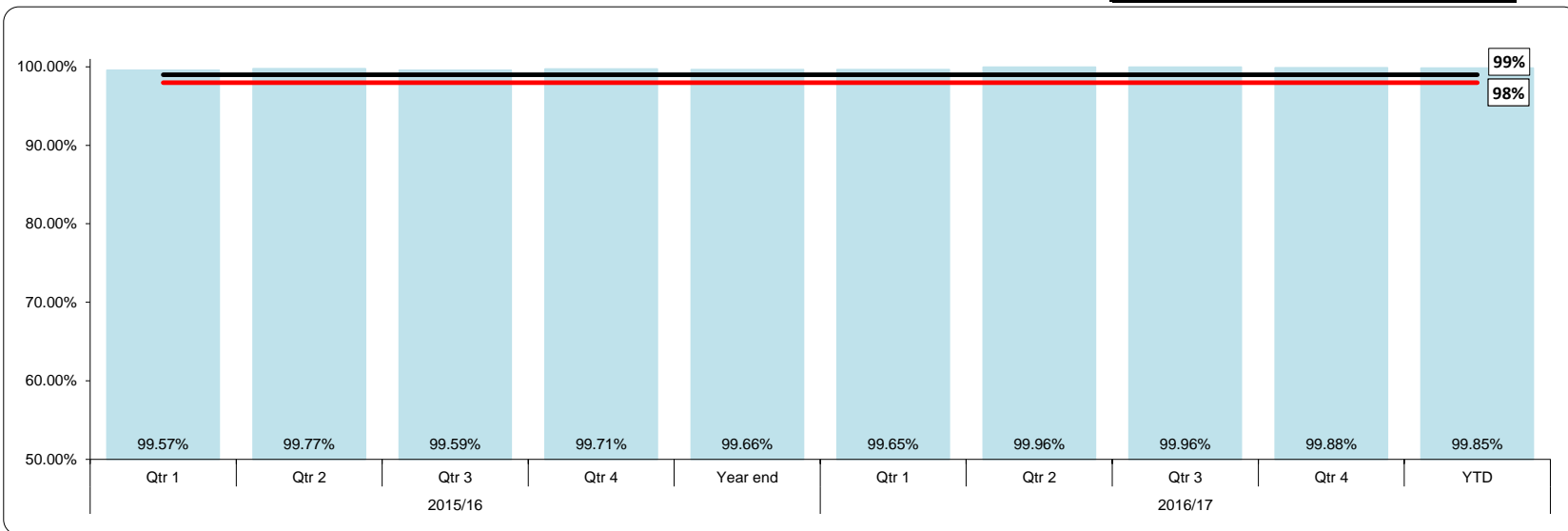
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of high-rise blocks rated good or better	89.6%	91.5%	89.3%	89.4%	90.0%	90.9%	90.4%	86.8%	86.5%	90.7%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

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 2016/17	97.9%	49.1%	no high-rise	84.8%	81.9%	98.0%	100%	93.8%	91.7%	100%

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status	Green
------------	-------



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of low-rise blocks rated satisfactory or better	99.57%	99.77%	99.59%	99.71%	99.66%	99.65%	99.96%	99.96%	99.88%	99.85%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

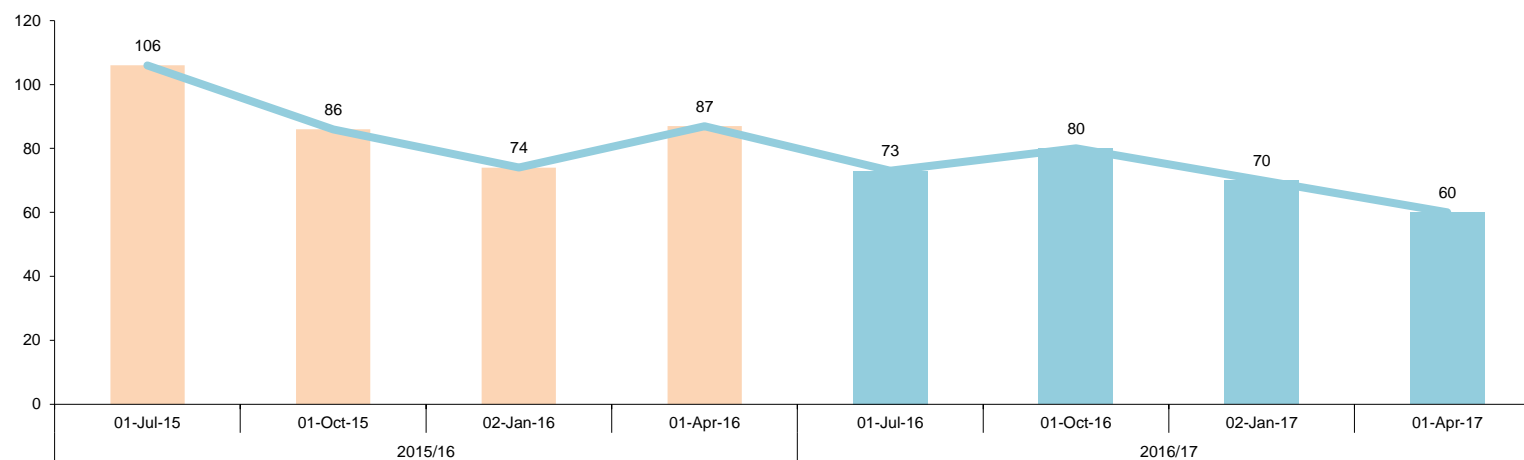
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	100%	99.00%	97%	100%	100%	100%	100%	100%	100%	100%

ETM02

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

RAG Status

No Target



	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73	80	70	60

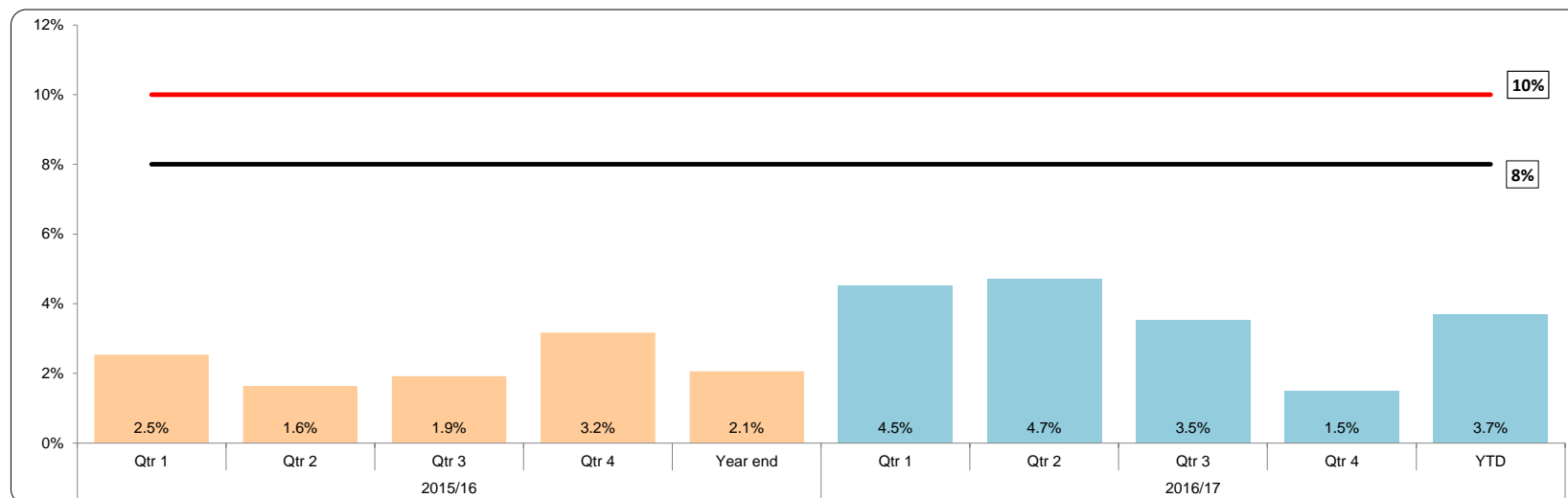
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	Bloomsbury
01-Apr-17	9	7	3	1	11	8	3	13	1	3	0

ETM03

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

RAG Status

Green



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of introductory tenancies over 12 months old, not made secure	2.5%	1.6%	1.9%	3.2%	2.1%	4.5%	4.7%	3.5%	1.5%	3.7%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

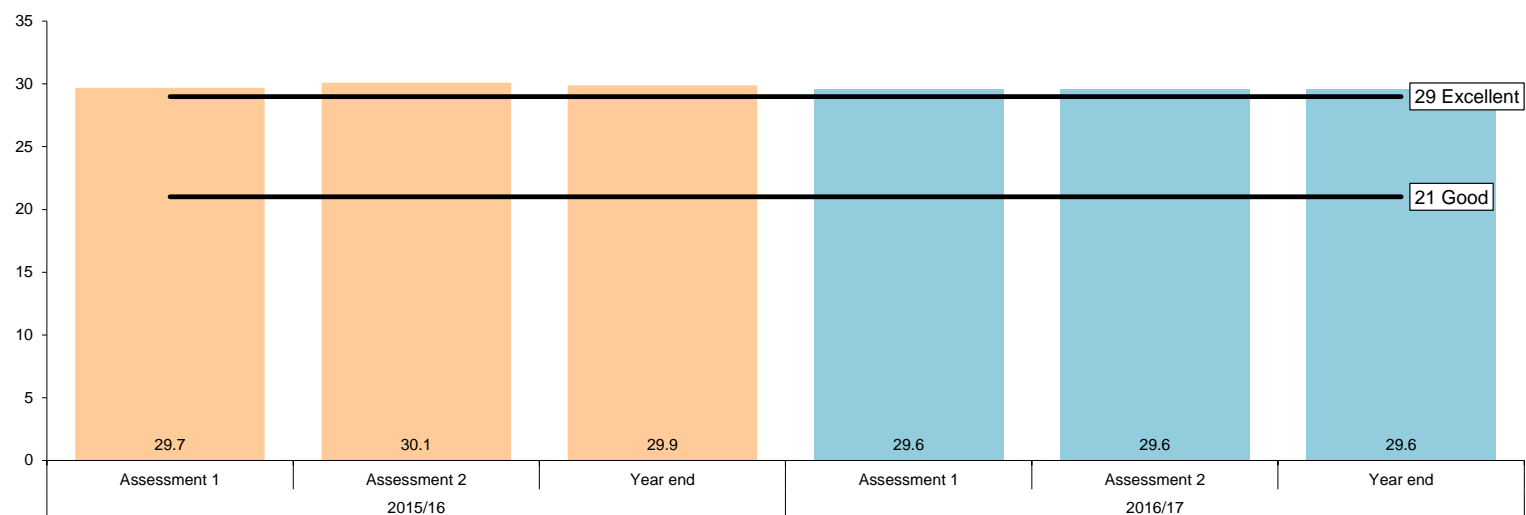
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	2.91%	1.89%	0.00%	2.67%	2.44%	0.80%	0.00%	0.00%	0.00%	0.00%

ETM04

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

RAG Status

No Target



Bigger is better

	2015/16			2016/17		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	29.7	30.1	29.9	29.6	29.6	29.6
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

Please note that the figures for Assessment 2 and Year end are in draft form.

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

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

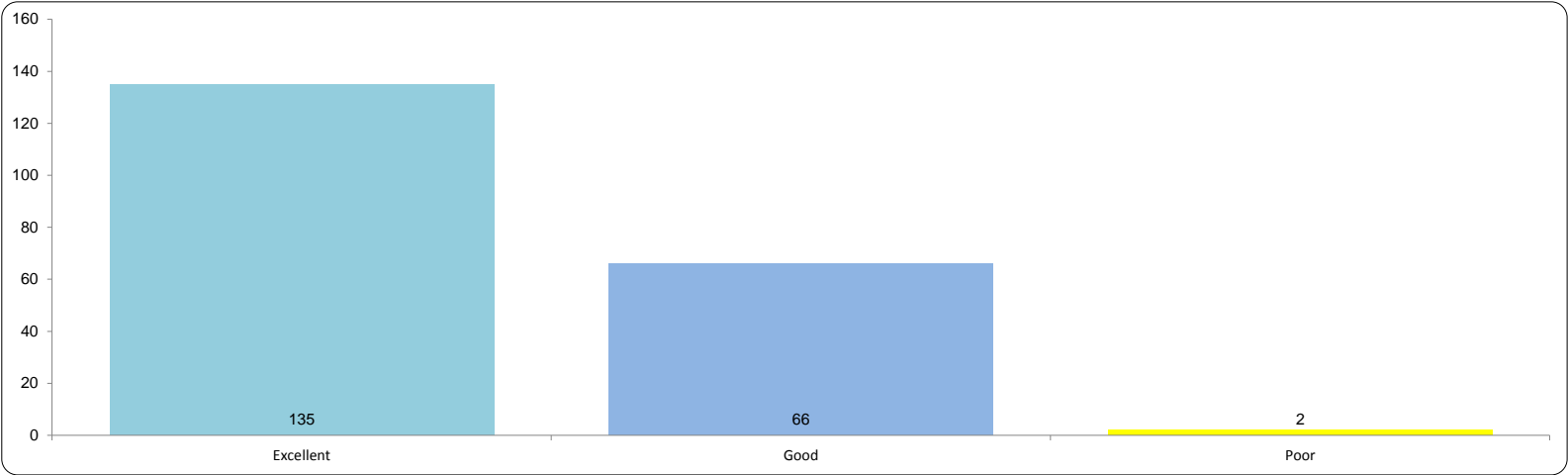
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	28.7	30.9	29.2	30.1	26.5	28.8	27.8	29.2	32.2	32.9

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
------------	-----------



2016/17	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	135	66	2

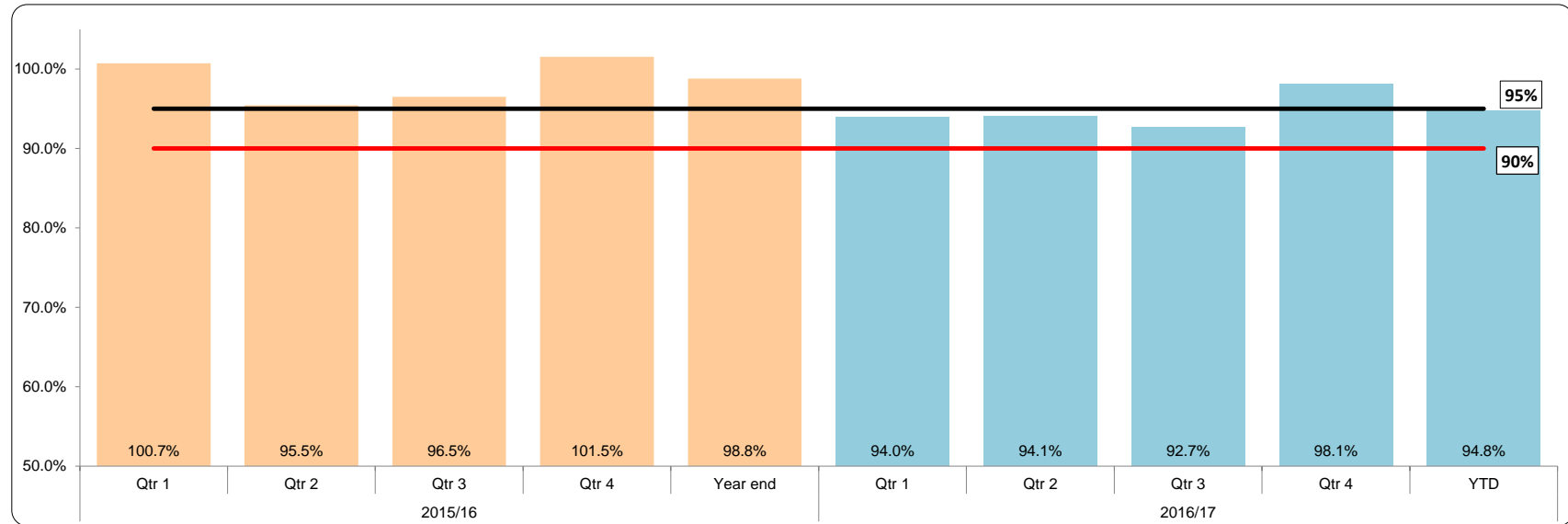
ETM06

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Green



Bigger is better

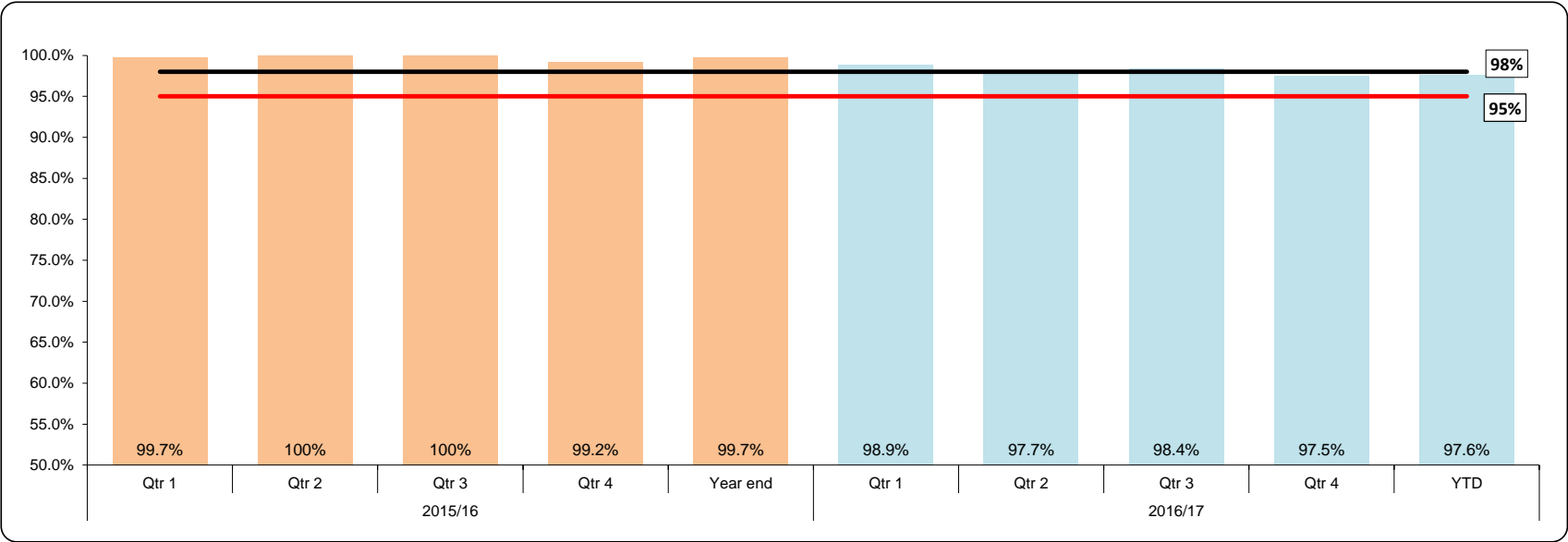
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	100.7%	95.5%	96.5%	101.5%	98.8%	94.0%	94.1%	92.7%	98.1%	94.8%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status

Amber



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Careline calls answered within 60 seconds	99.7%	100%	100%	99.2%	99.7%	98.9%	97.7%	98.4%	97.5%	97.6%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

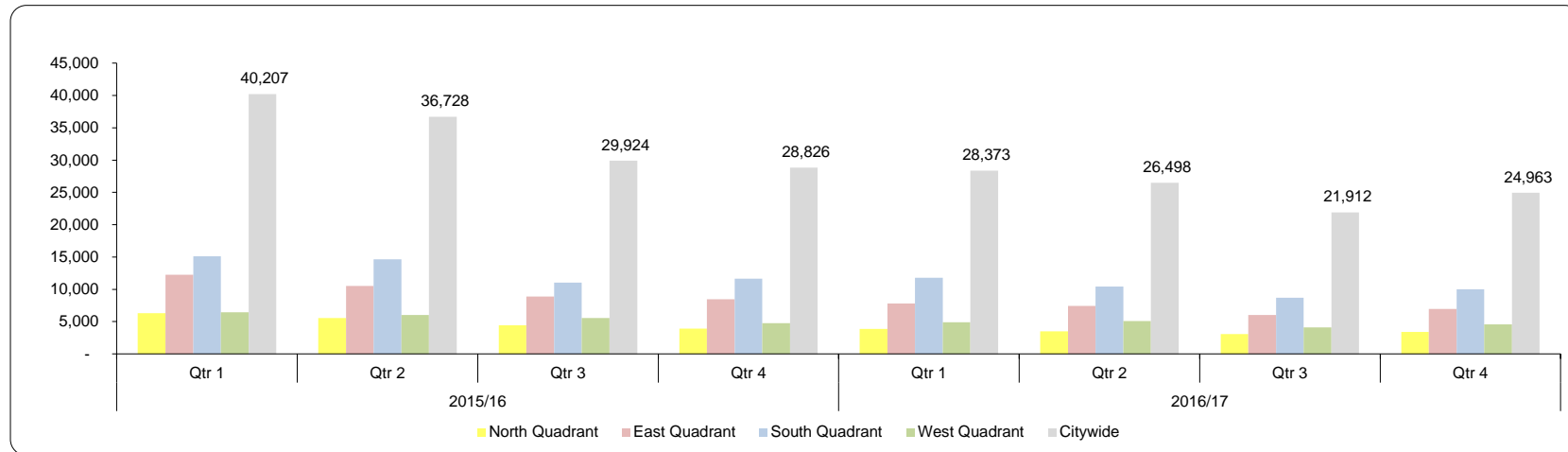
SIOP02

Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled

RAG Status

No Target



Version 1.0 14/02/2017

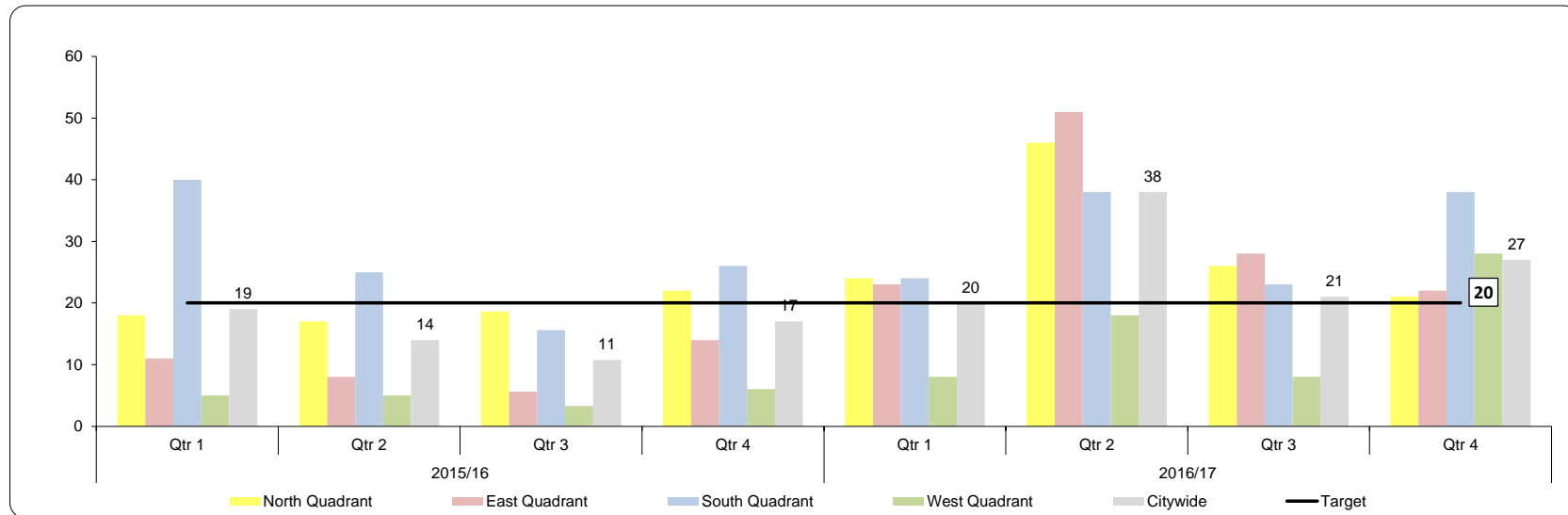
Number of calls handled	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877	3,522	3,072	3,418
East Quadrant	12,280	10,510	8,892	8,485	7,812	7,438	6,031	6,979
South Quadrant	15,138	14,627	11,024	11,671	11,770	10,430	8,694	9,989
West Quadrant	6,469	6,010	5,583	4,749	4,914	5,108	4,115	4,577
Citywide	40,207	36,728	29,924	28,826	28,373	26,498	21,912	24,963

HCS01

Average time taken to answer calls (in seconds)

RAG Status

Red



Smaller is better

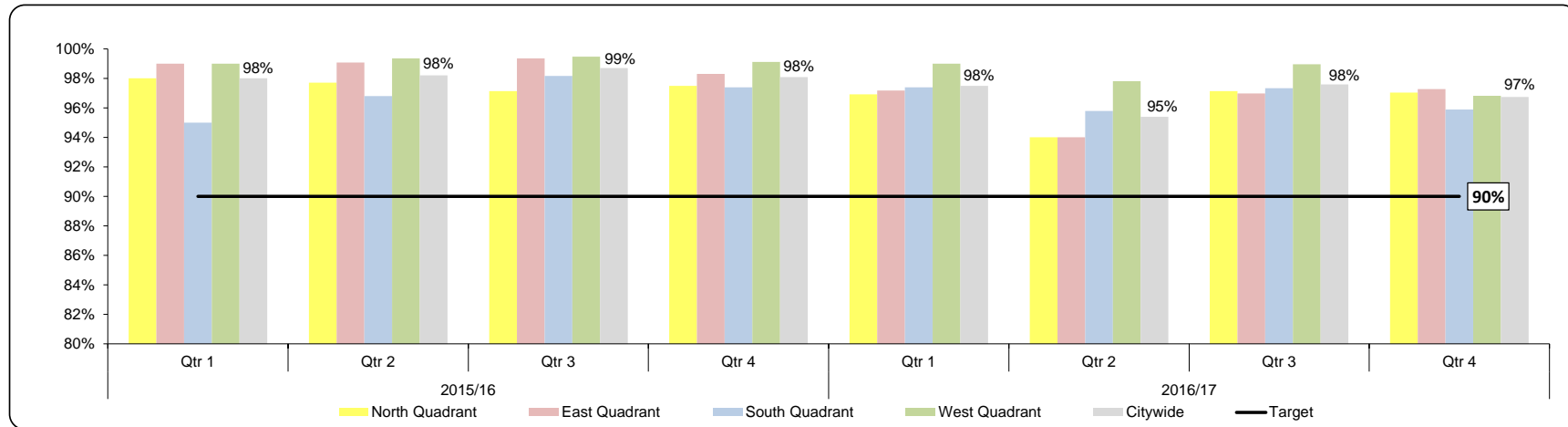
Average time taken to answer calls (in seconds)	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	18	17	19	22	24	46	26	21
East Quadrant	11	8	6	14	23	51	28	22
South Quadrant	40	25	16	26	24	38	23	38
West Quadrant	5	5	3	6	8	18	8	28
Citywide	19	14	11	17	20	38	21	27
Target	20	20	20	20	20	20	20	20

HCS02

Percentage of calls answered

RAG Status

Green



Bigger is better

Percentage of calls answered	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	98%	98%	97%	98%	97%	94%	97%	97%
East Quadrant	99%	99%	99%	98%	97%	94%	97%	97%
South Quadrant	95%	97%	98%	97%	97%	96%	97%	96%
West Quadrant	99%	99%	99%	99%	99%	98%	99%	97%
Citywide	98%	98%	99%	98%	98%	95%	98%	97%
Target	90%	90%	90%	90%	90%	90%	90%	90%

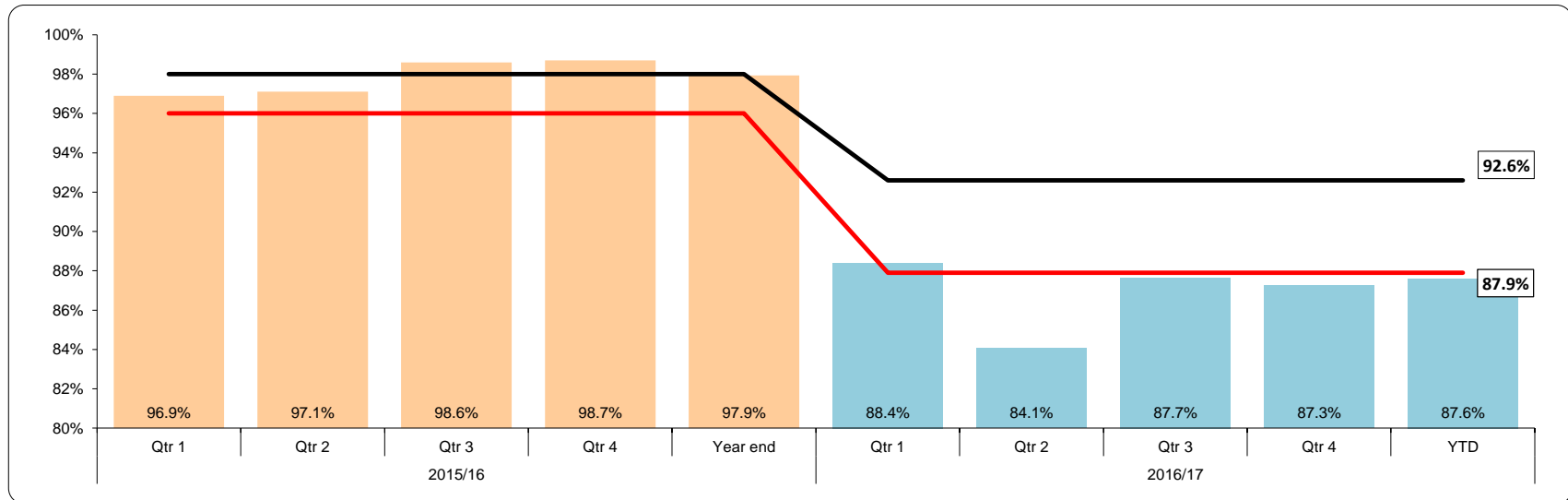
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	88.4%	84.1%	87.7%	87.3%	87.6%
Target	98%	98%	98%	98%	98%	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	96%	96%	96%	96%	96%	87.9%	87.9%	87.9%	87.9%	87.9%

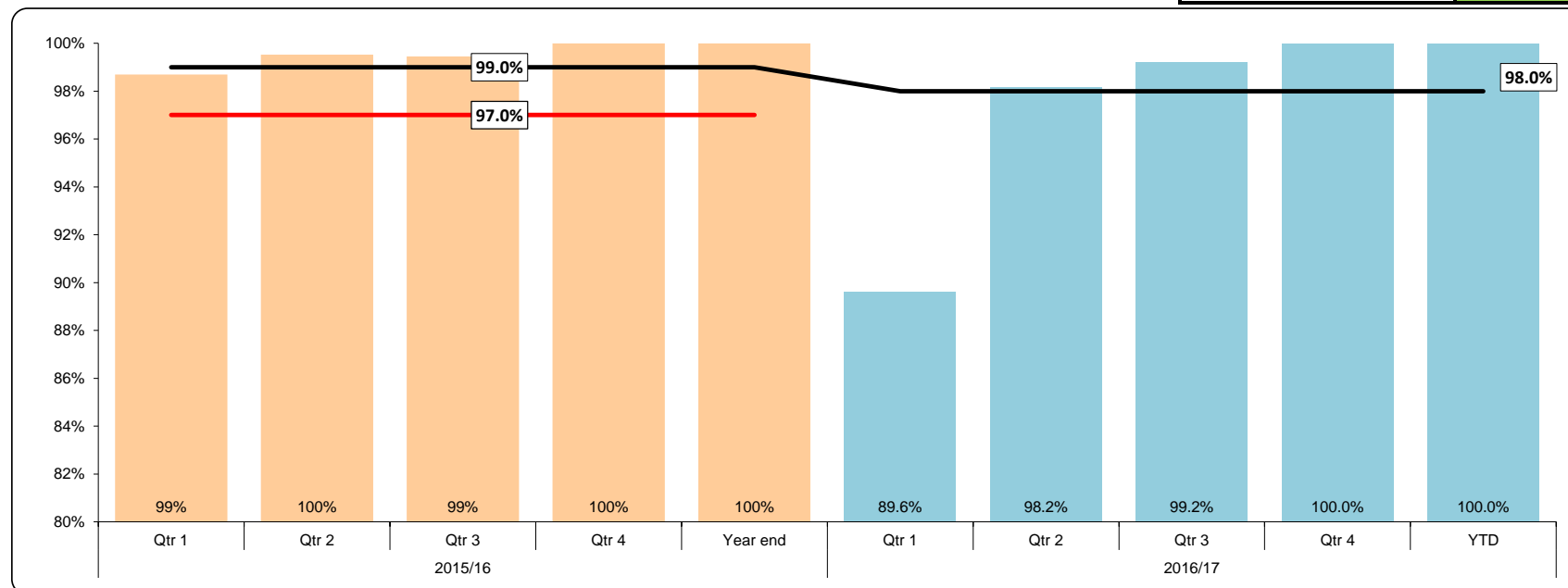
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	83.8%	87.8%	88.7%	88.3%	88.5%	88.3%	88.4%	81.3%	88.4%	89.4%

AMM01

Percentage of gas servicing completed against period profile - snapshot figure

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of gas servicing completed against period profile - snapshot figure	99%	100%	99%	100%	100%	89.6%	98.2%	99.2%	100.0%	100.0%
Target	99.0%	99.0%	99.0%	99.0%	99.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	-	-	-	-	-

YTD figure is only reported at Year End

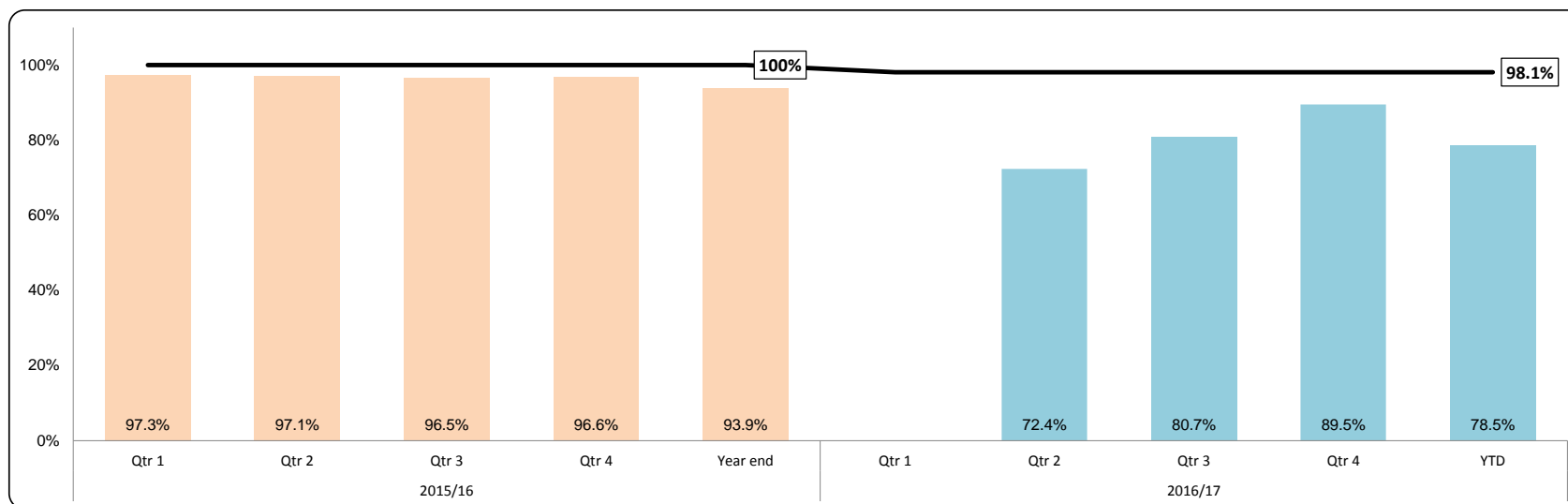
Percentage of gas servicing completed against period profile - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

AMM08

We will respond to emergency repairs in two hours

(Birmingham Promise)

RAG Status	Red
------------	-----



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will respond to emergency repairs in two hours	97.3%	97.1%	96.5%	96.6%	93.9%	-	72.4%	80.7%	89.5%	78.5%
Target	100%	100%	100%	100%	100%	98.1%	98.1%	98.1%	98.1%	98.1%

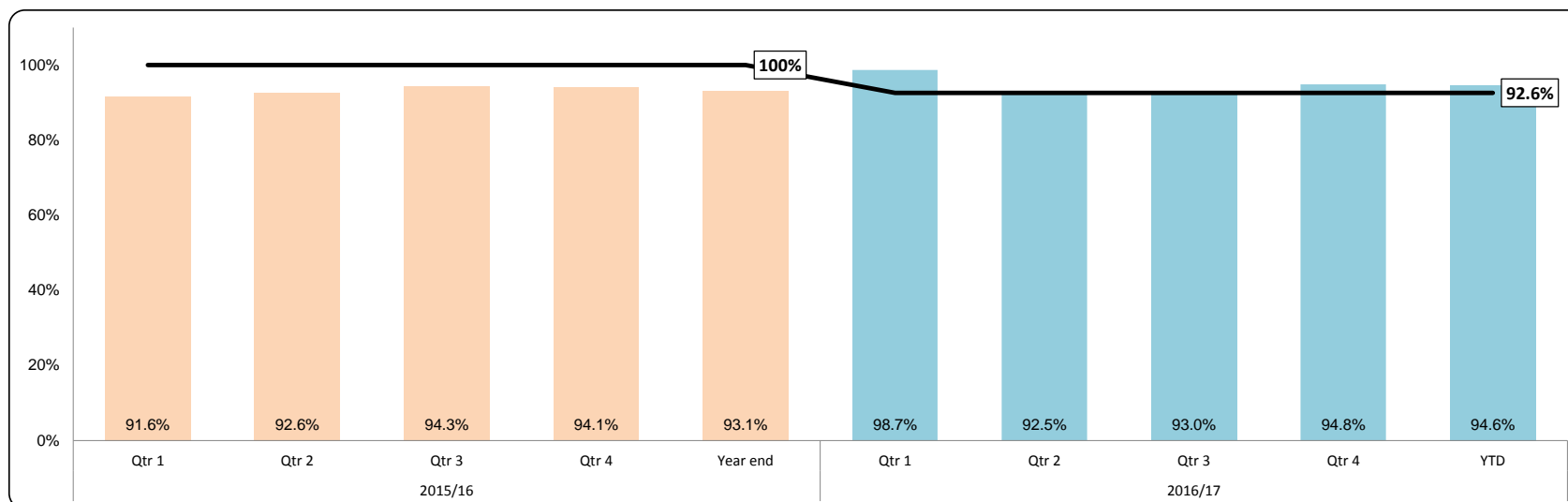
We will respond to emergency repairs in two hours	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	73.3%	99.6%	95.7%	95.8%	95.9%	78.4%	93.2%	76.1%	98.6%	95.0%

AMM15

We will resolve routine repairs within 30 days

(Birmingham Promise)

RAG Status	Green
------------	-------



Bigger is better

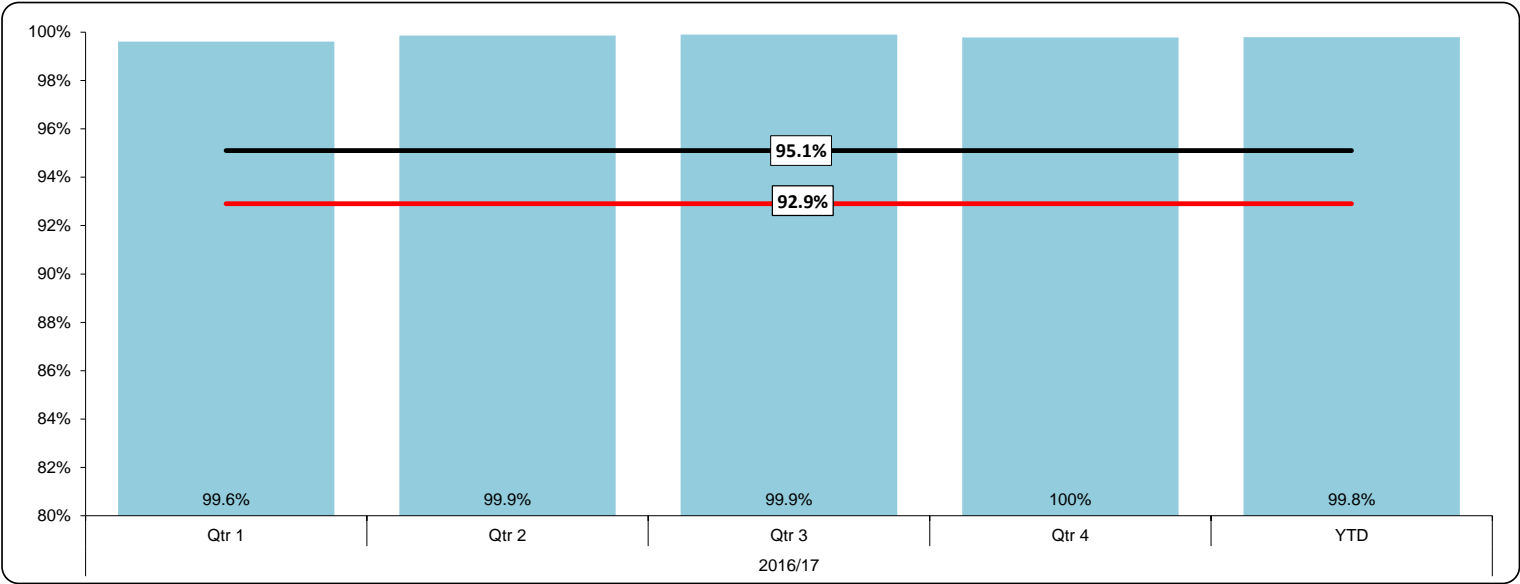
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%	92.5%	93.0%	94.8%	94.6%
Target	100%	100%	100%	100%	100%	92.6%	92.6%	92.6%	92.6%	92.6%

We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	91.9%	95.1%	96.3%	95.8%	96.5%	94.3%	94.7%	92.4%	95.1%	95.4%

AMM15

KPI001 - Customer Satisfaction

RAG Status	Green
------------	-------



Bigger is better

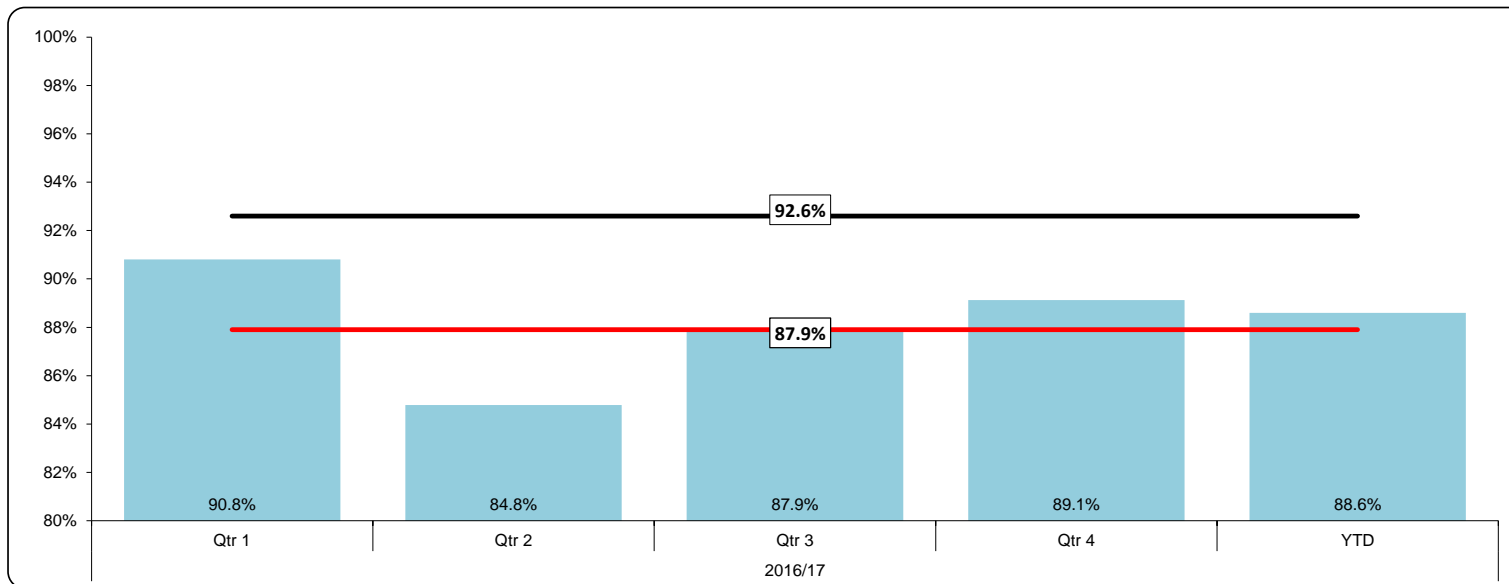
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	This is a new measure. There is no historical data available.					99.6%	99.9%	99.9%	100%	99.8%
Target						95.1%	95.1%	95.1%	95.1%	95.1%
Standard						92.9%	92.9%	92.9%	92.9%	92.9%
KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	99.3%	99.9%	100.0%	100%	99.9%	99.4%	99.9%	100%	99.9%	100%

AMM16

KPI002 - Work orders completed within timescale

RAG Status

Amber



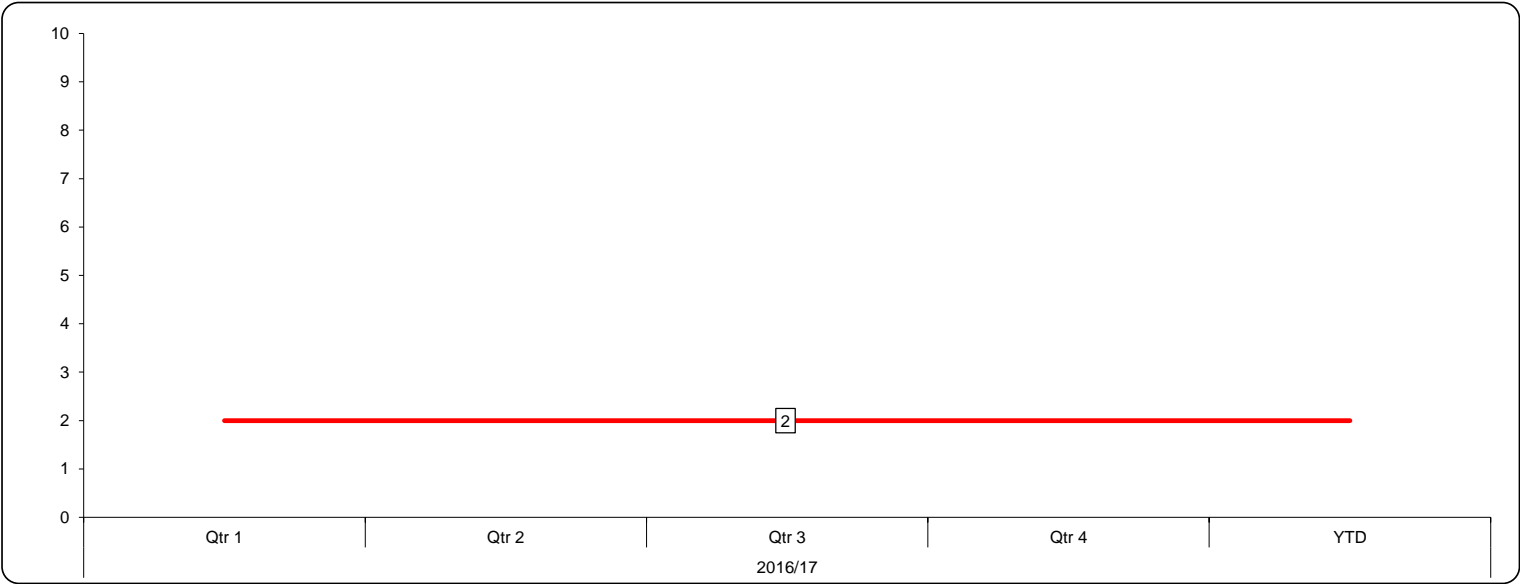
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI002 - Work orders completed within timescale	This is a new measure. There is no historical data available.					90.8%	84.8%	87.9%	89.1%	88.6%
Target						92.6%	92.6%	92.6%	92.6%	92.6%
Standard						87.9%	87.9%	87.9%	87.9%	87.9%
KPI002 - Work orders completed within timescale	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	86.5%	91.4%	90.2%	90.7%	88.8%	88.8%	85.1%	86.0%	90.8%	91.0%

AMM17

KPI004 - Service Improvement Notices

RAG Status	Green
------------	-------



Smaller is better

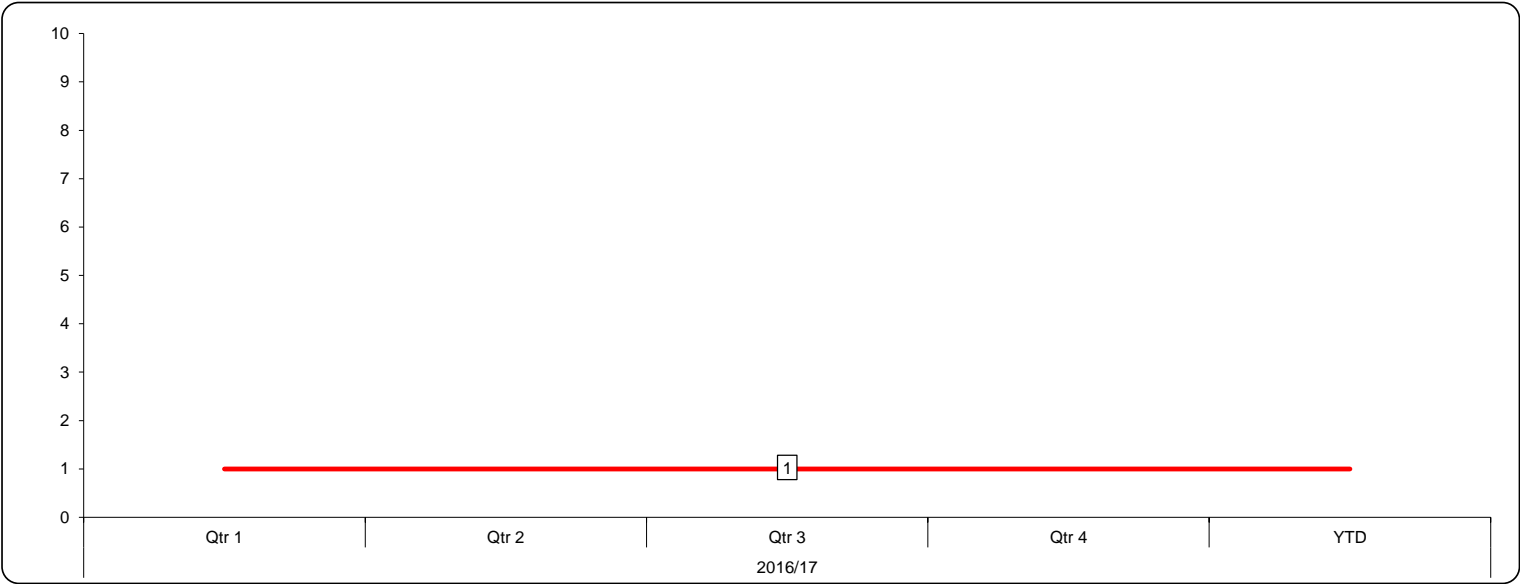
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0	0	0	0	0
Target						0	0	0	0	0
Standard						2	2	2	2	2

KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

AMM19

KPI005 - Safety SIN's

RAG Status	Green
------------	-------



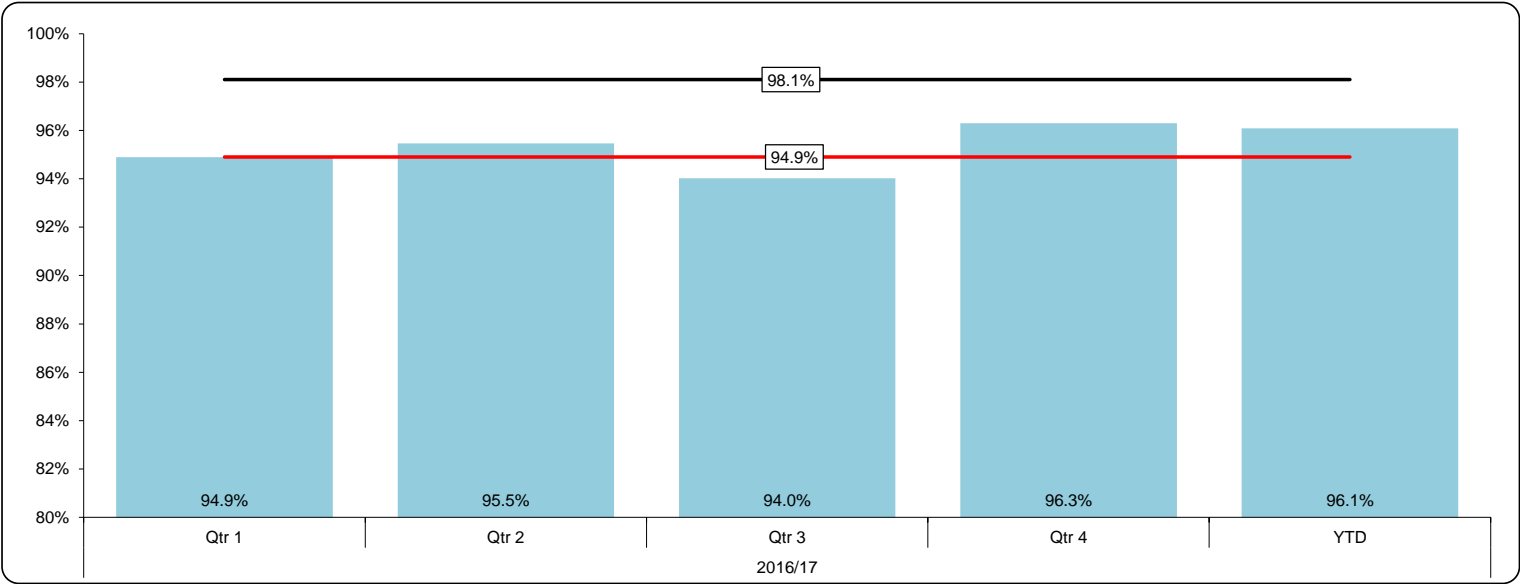
Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI005 - Safety SIN's	This is a new measure. There is no historical data available.					0	0	0	0	0
Target						0	0	0	0	0
Standard						1	1	1	1	1
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

AMM20

KPI007 - Appointments made

RAG Status	Amber
------------	-------



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI007 - Appointments made	This is a new measure. There is no historical data available.					94.9%	95.5%	94.0%	96.3%	96.1%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						94.9%	94.9%	94.9%	94.9%	94.9%

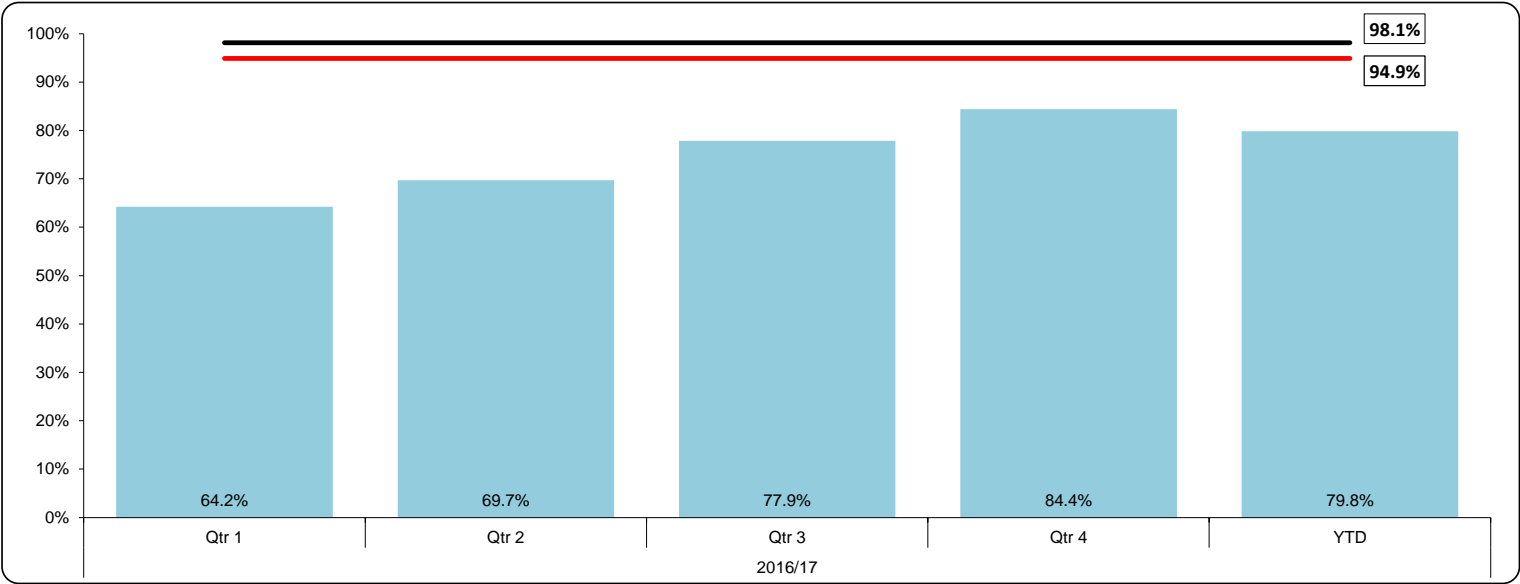
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	91.3%	97.4%	96.0%	97.4%	97.6%	96.4%	96.8%	94.6%	98.0%	96.9%

AMM22

KPI008 - Appointments kept

RAG Status

Red



Bigger is better

KPI008 - Appointments kept	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	This is a new measure. There is no historical data available.					64.2%	69.7%	77.9%	84.4%	79.8%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						94.9%	94.9%	94.9%	94.9%	94.9%

KPI008 - Appointments kept	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	77.2%	96.9%	82.7%	84.4%	83.9%	81.7%	84.0%	79.3%	95.1%	84.8%

AMM23

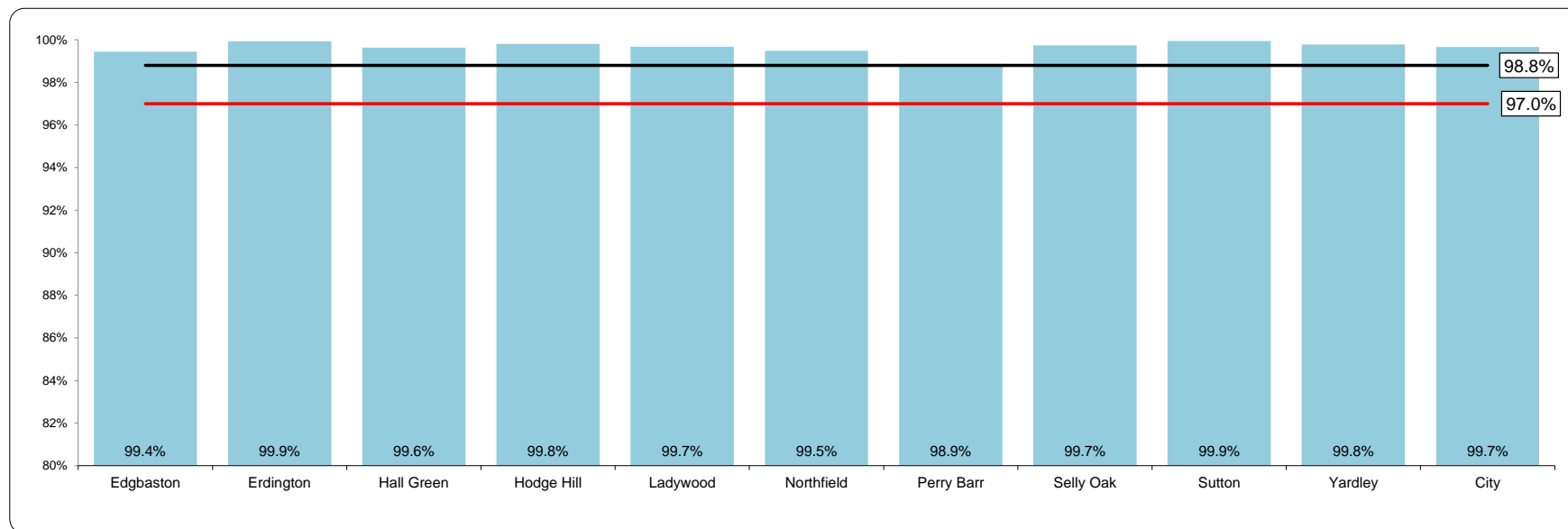
Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure

(Council Business Plan)

RAG Status

Green



Bigger is better

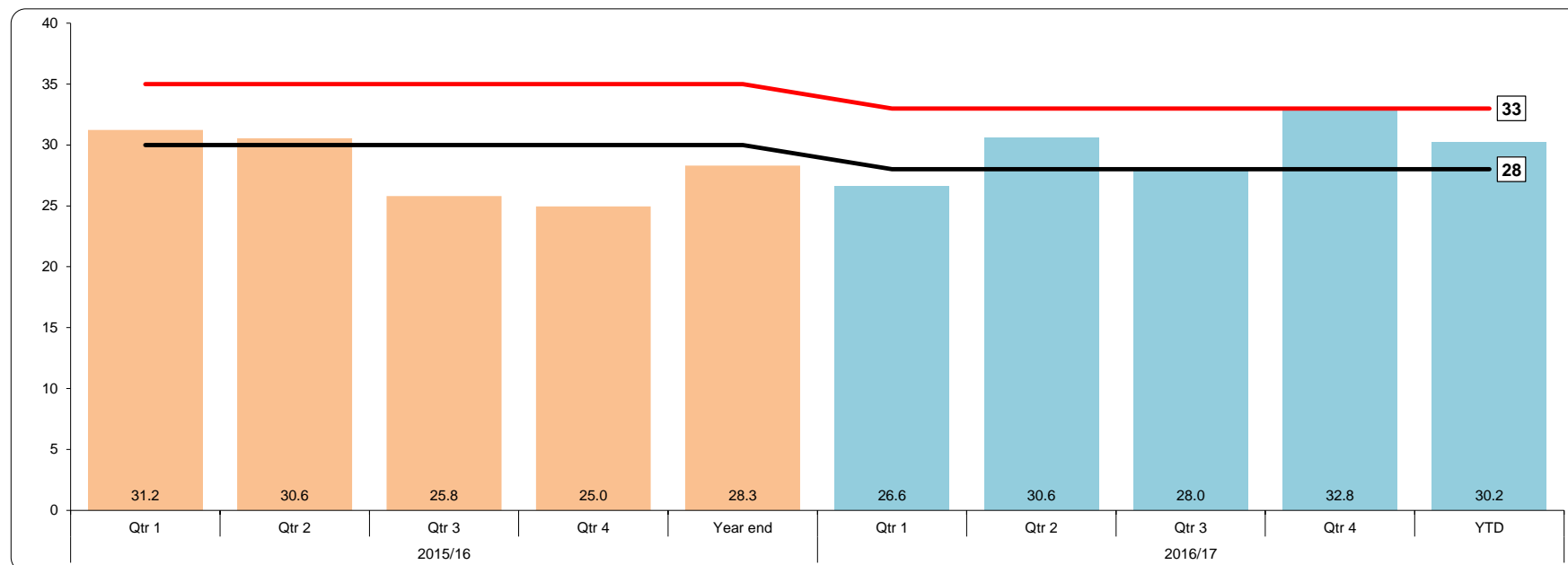
Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 4 2016/17	99.4%	99.9%	99.6%	99.8%	99.7%	99.5%	98.9%	99.7%	99.9%	99.8%	99.7%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
										Total Stock	
										62,411	
										Available homes	
										62,196	

VL17

Average days void turnaround - all voids

RAG Status

Amber



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days void turnaround - all voids	31.2	30.6	25.8	25.0	28.3	26.6	30.6	28.0	32.8	30.2
Target	30	30	30	30	30	28	28	28	28	28
Standard	35	35	35	35	35	33	33	33	33	33

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	38.4	28.5	33.5	29.9	30.4	32.5	36.6	34.4	40.3	32.4

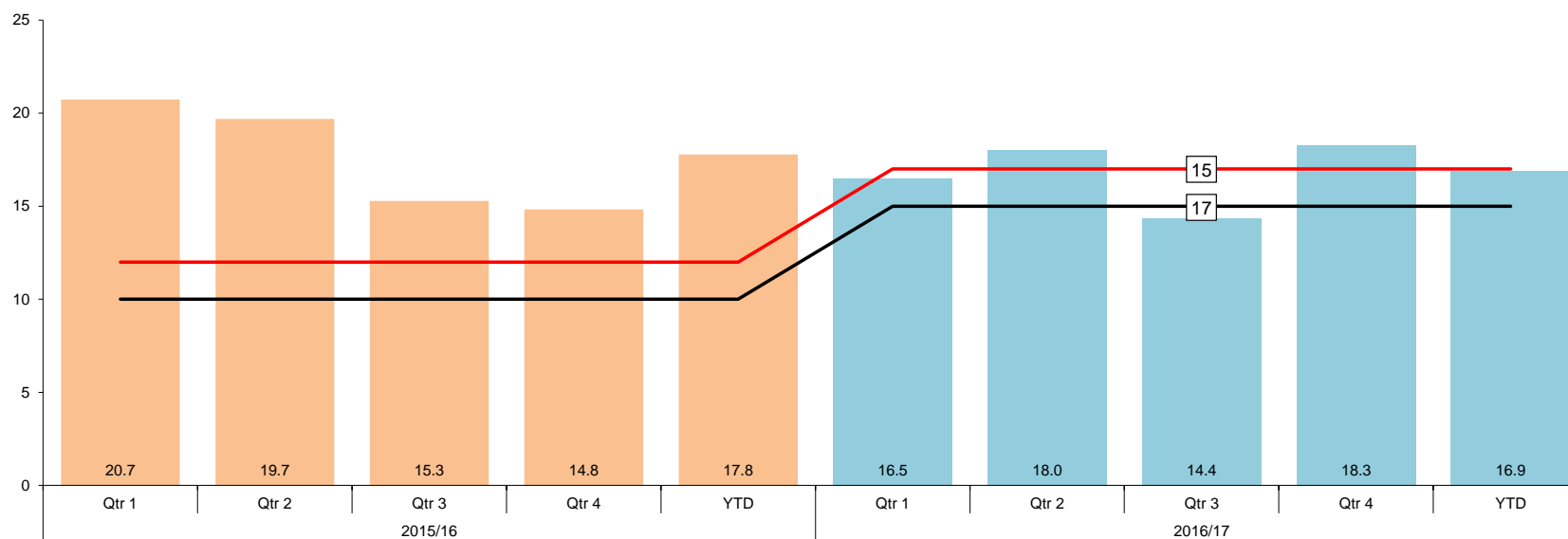
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

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

RAG Status

Red



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	20.7	19.7	15.3	14.8	17.8	16.5	18.0	14.4	18.3	16.9
Target	10	10	10	10	10	15	15	15	15	15
Standard	12	12	12	12	12	17	17	17	17	17

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 2016/17	23.0	22.7	8.8	10.8	17.2	18.6	28.5	17.2	29.2	15.6

VL05

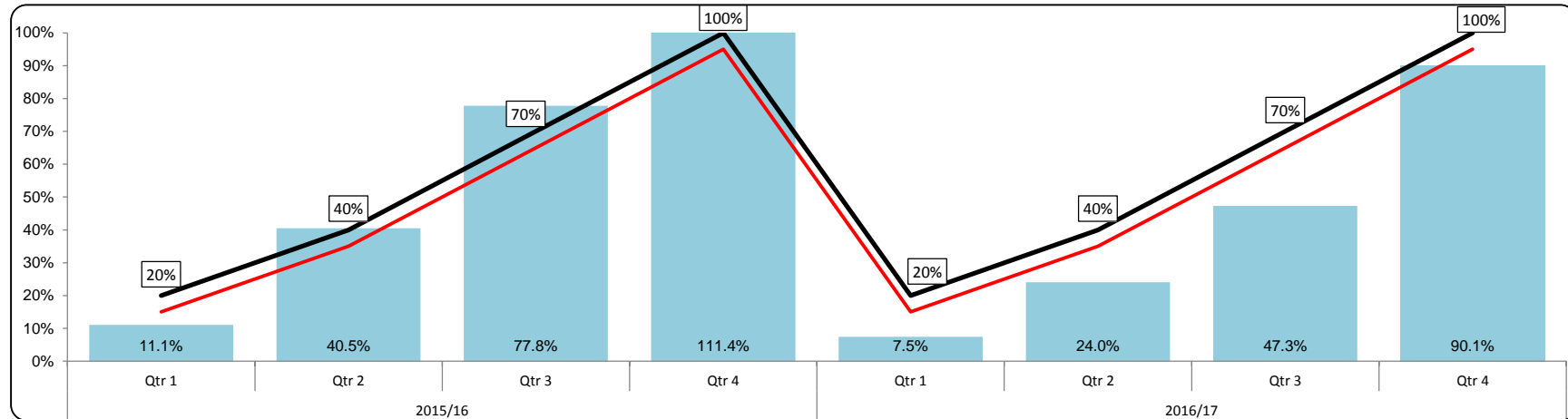
Capital Works (Martin Tolley)

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

RAG Status

(based on YTD data)

RED



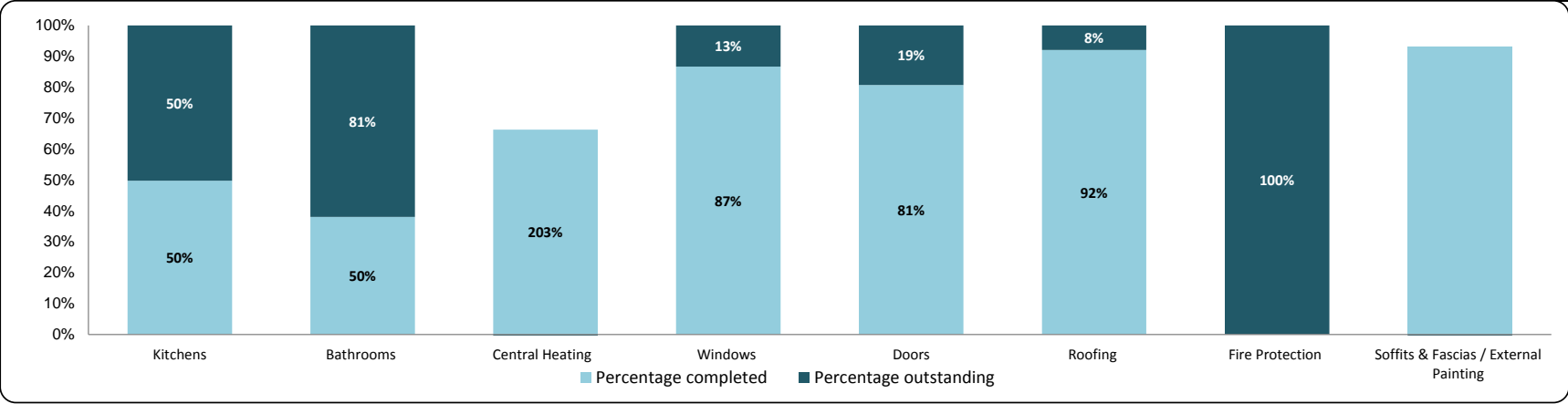
Bigger is better

	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	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%	111.4%	7.5%	24.0%	47.3%	90.1%
Target	20%	40%	70%	100%	20%	40%	70%	100%
Standard	15%	35%	65%	95%	15%	35%	65%	95%

CW06

RAG Status	Year-end Targets
------------	------------------

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	367	400	199	201	50%	50%
Bathrooms	273	400	199	201	50%	81%
Central Heating	1,135	1,135	2,308	-1,173	203%	-103%
Windows	526	1,236	1,072	164	87%	13%
Doors	1,432	1,502	1,212	290	81%	19%
Roofing	321	490	451	39	92%	8%
Fire Protection	986	853	0	853	0%	100%
Soffits & Fascias / External Painting	37	86	93	-7	108%	-8%

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.

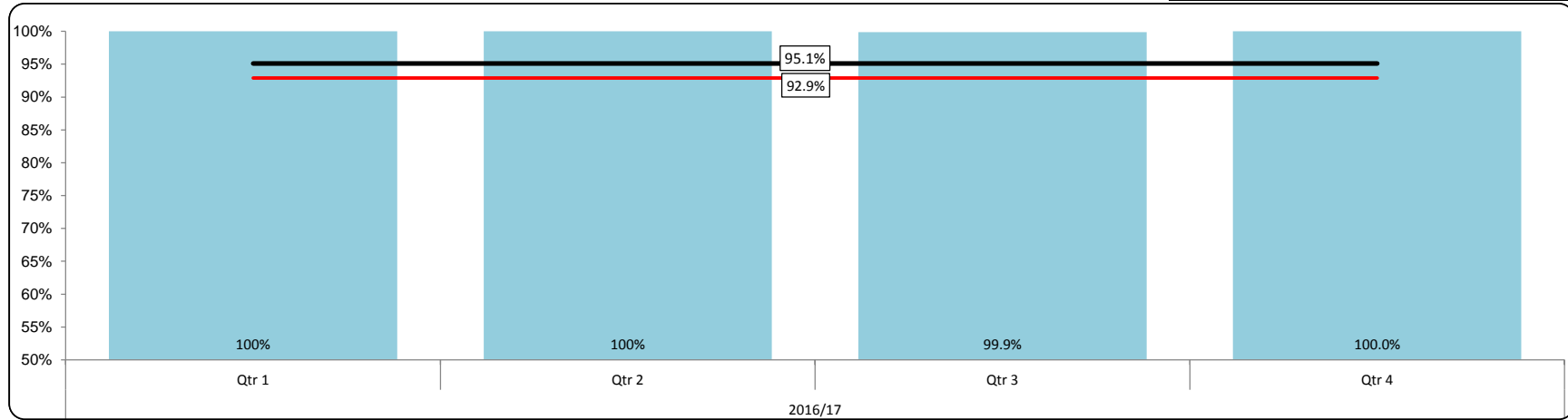
Fire Protection - this is a combination of work that is carried out at block and individual property level. At a property level this will include the installing of mains smoke detector. The block work will include: emergency light and fire stopping (fire retardant painting, renew fire doors, fire signage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

KPI001 - Customer Satisfaction (Capital Works only)

RAG Status

Green



Bigger is better

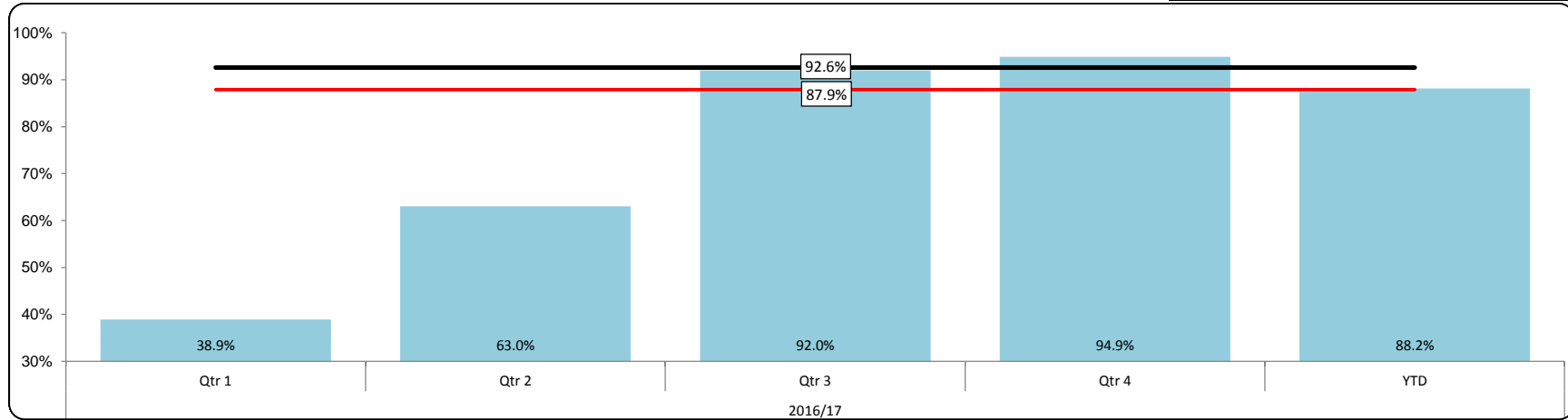
	2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	100%	100%	99.9%	100.0%
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

CW08

KPI002 - Work orders completed within timescale (Capital Works only)

RAG Status

Green



Bigger is better

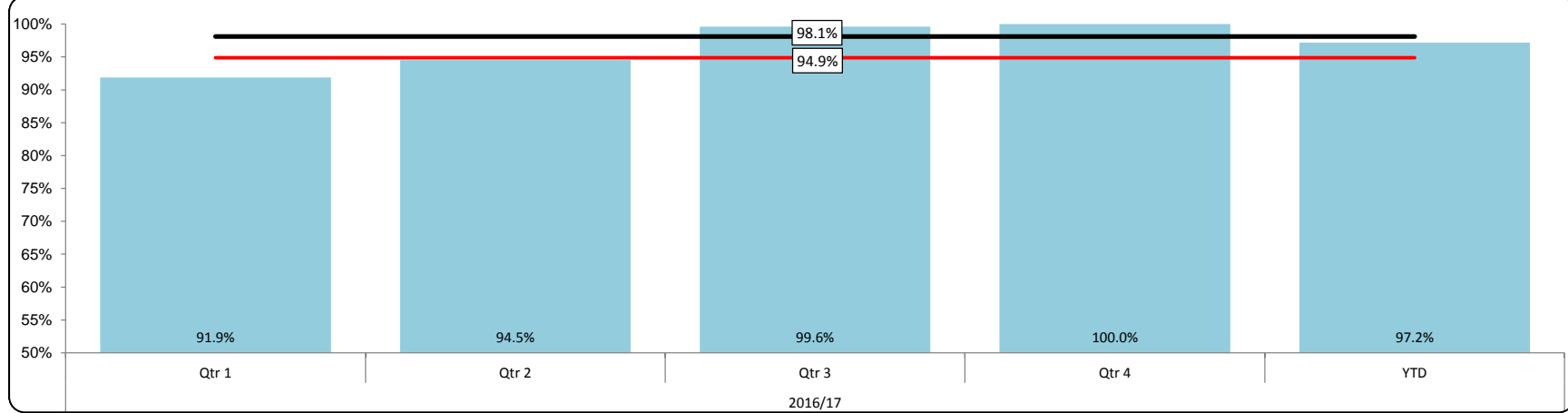
	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	38.9%	63.0%	92.0%	94.9%	88.2%
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

CW09

KPI008 - Appointments kept (Capital Works only)

RAG Status

Green



Bigger is better

	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	91.9%	94.5%	99.6%	100.0%	97.2%
Target	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%

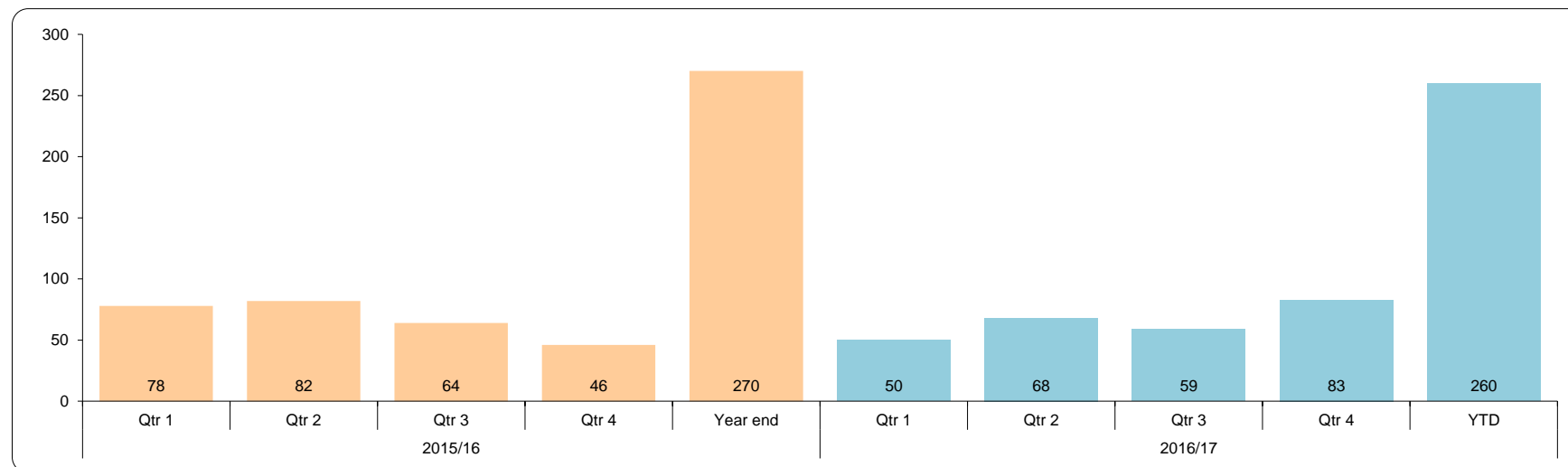
CW10

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target



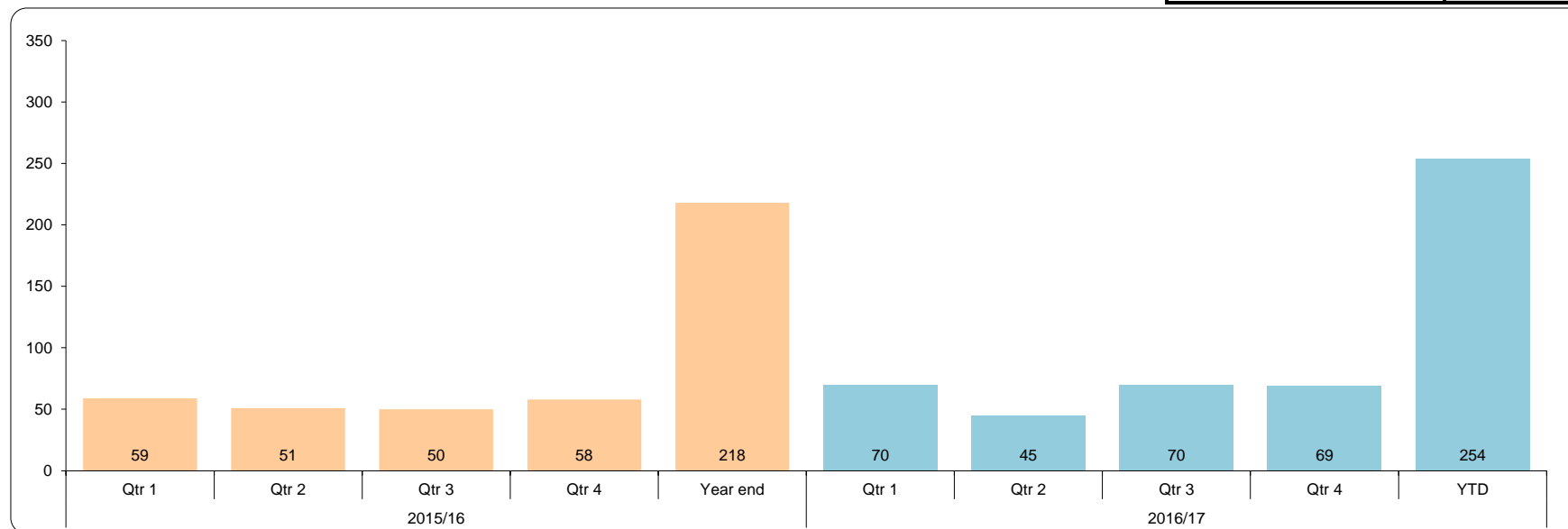
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50	68	59	83	260

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target



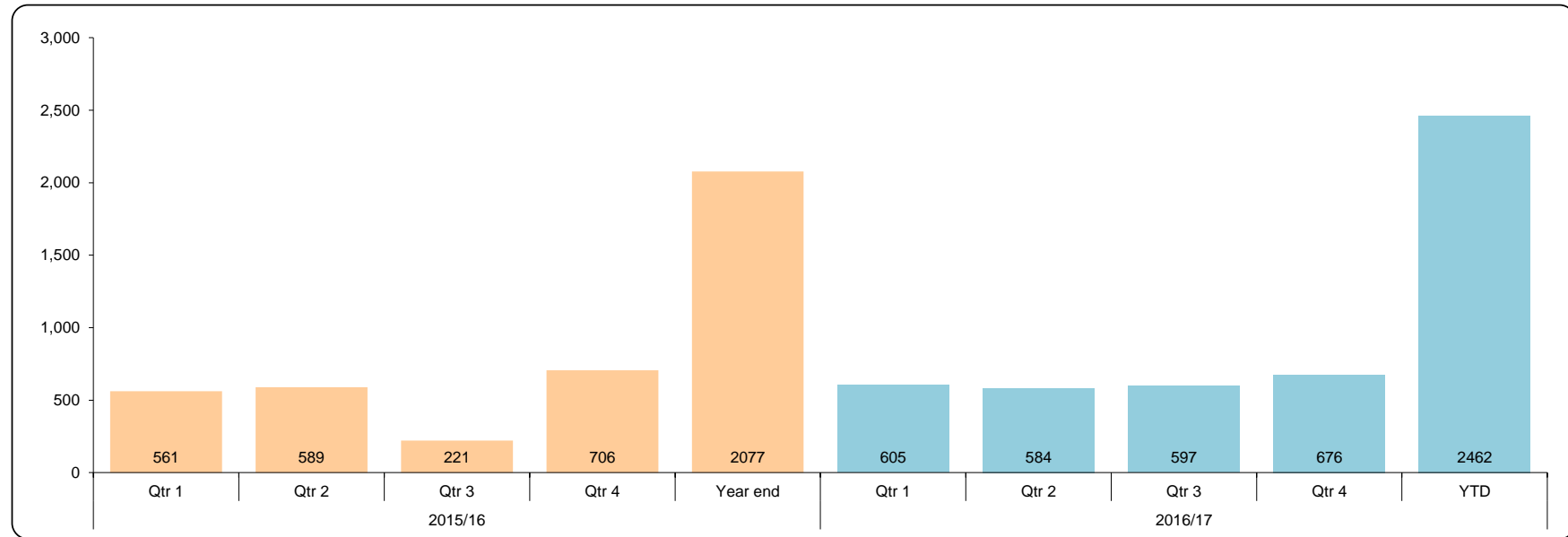
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Licenced and unlicensed Houses in Multiple Occupation inspected	59	51	50	58	218	70	45	70	69	254

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status

No Target



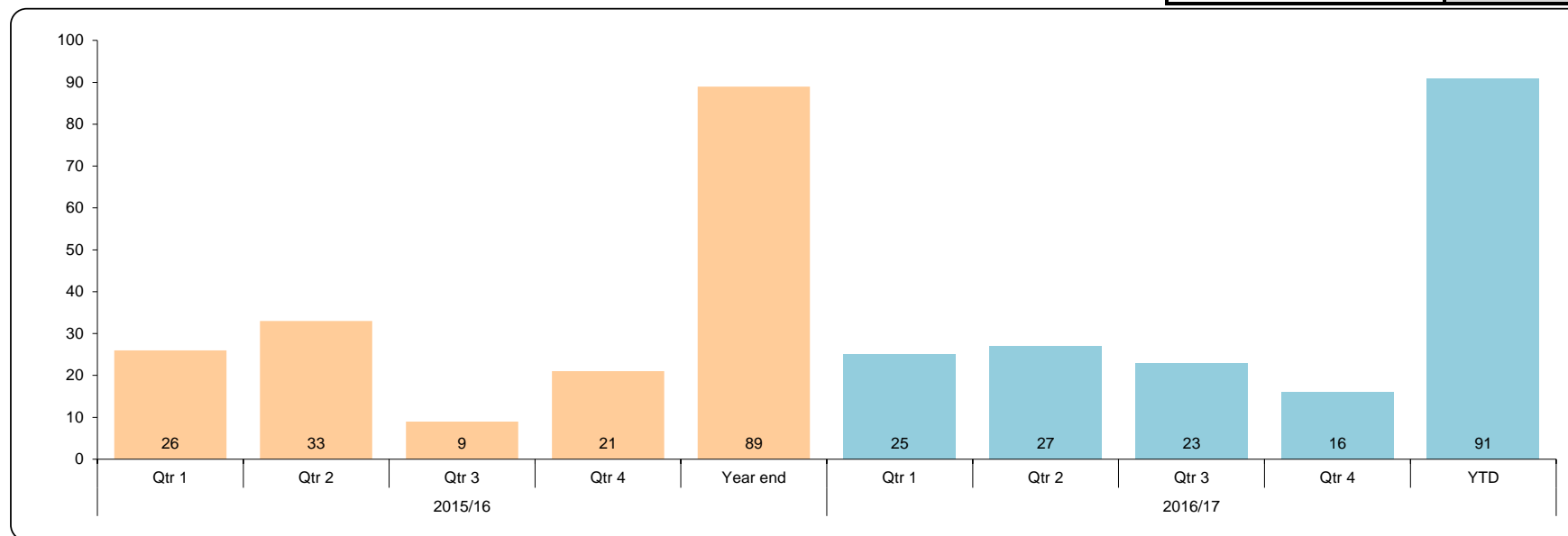
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605	584	597	676	2462

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status

No Target



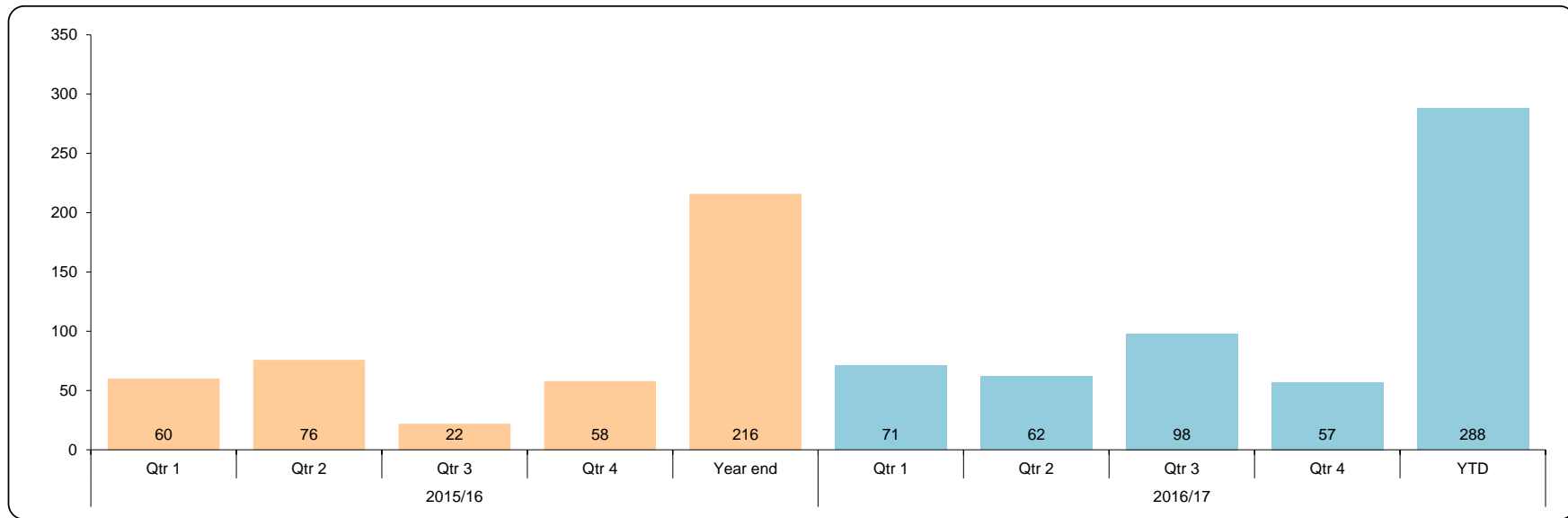
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	26	33	9	21	89	25	27	23	16	91

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through intervention	60	76	22	58	216	71	62	98	57	288

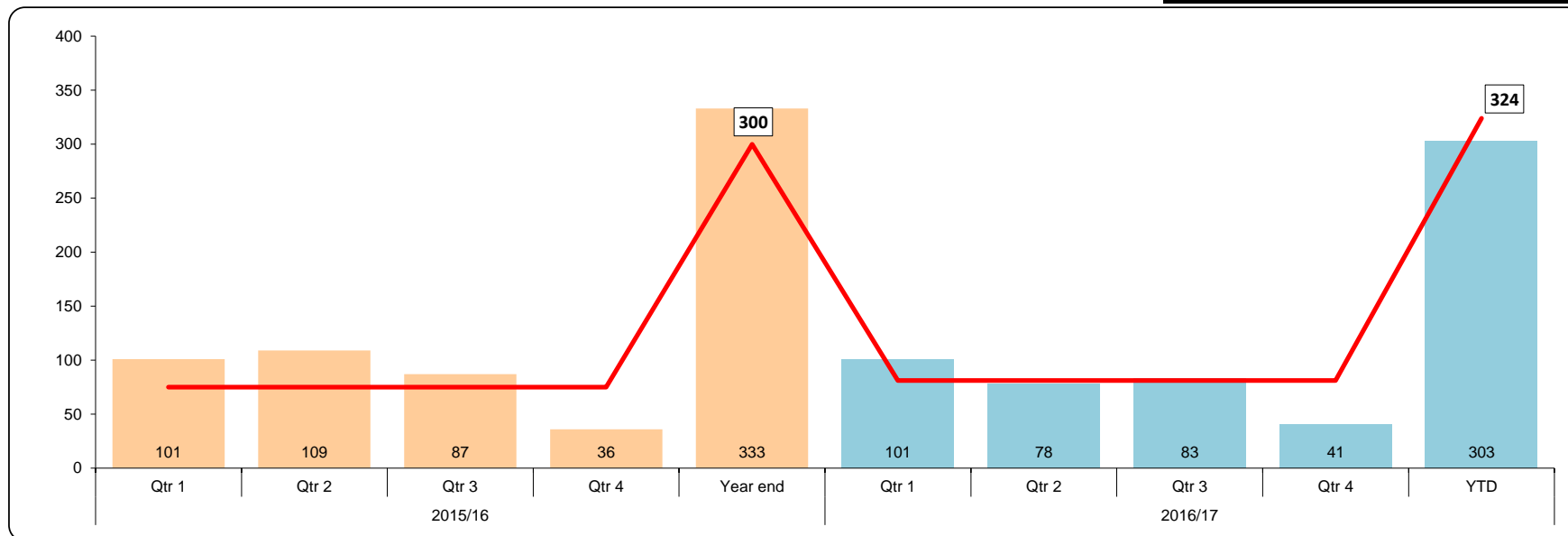
PRS05

Empty properties brought back into use

(Council Business Plan)

RAG Status

RED



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	101	109	87	36	333	101	78	83	41	303
Target	75	75	75	75	300	81	81	81	81	324

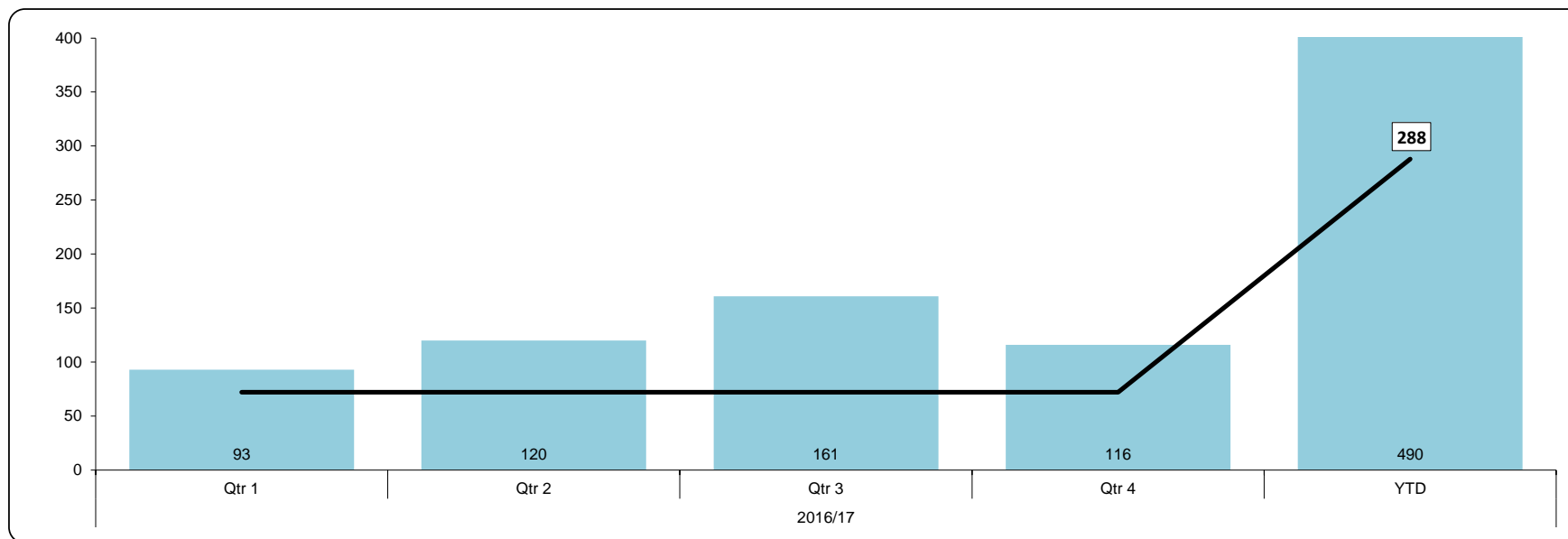
PRS06

Number of properties improved in the private rented sector as a result of Local Authority intervention

(Council Business Plan)

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	This is a new measure. There is no historical data available.					93	120	161	116	490
Target	n/a	n/a	n/a	n/a	n/a	72	72	72	72	288

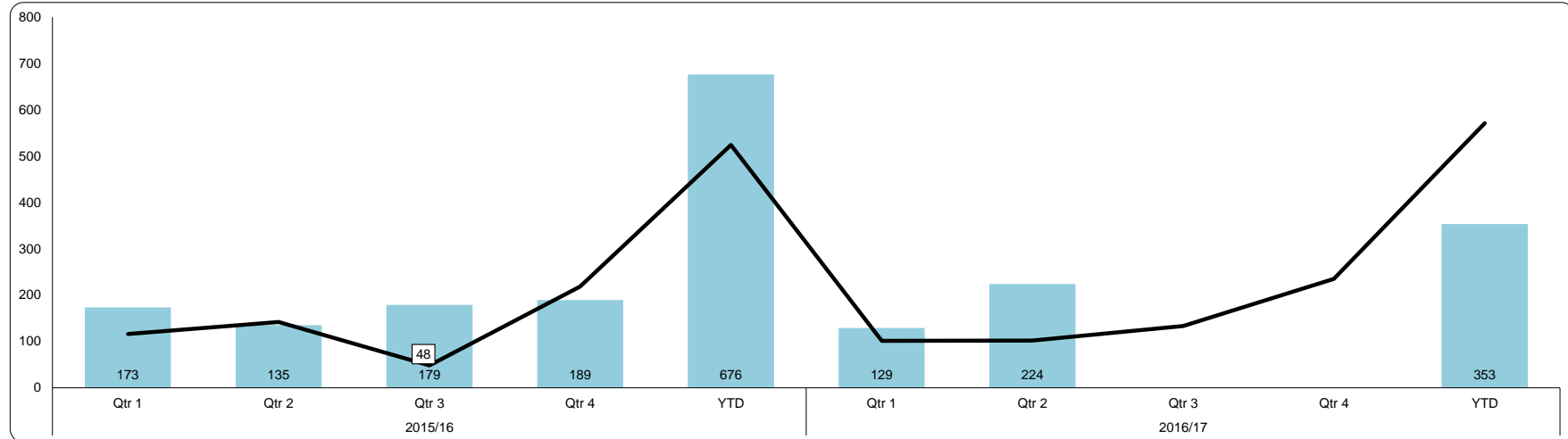
PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status

TBC



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
No of affordable homes provided	173	135	179	189	676	129	224			353
Target	116	142	48	218	524	101	102	133	235	571
% of target homes provided	149%	95%	373%	87%	129%	128%	220%			

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

