

**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**

**PERRY BARR DISTRICT COMMITTEE**

**THURSDAY, 19 JANUARY 2017 AT 15:00 HOURS**  
**IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,**  
**BIRMINGHAM, B1 1BB**

**A G E N D A**

**1     NOTICE OF RECORDING/WEBCAST**

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

**2     APOLOGIES**

To receive any apologies.

**3 - 10**

**3     MINUTES**

To confirm and sign the Minutes of the last meeting held on 24 November, 2016.

**11 - 12**

**4     CODE OF CONDUCT FOR DISTRICT COMMITTEES**

To note the Code of Conduct at District Committee meetings.

**5     HOUSING ISSUES**

Tenancy Issues	- Kate Foley
Estate Management Issues	- Kate Foley
Repairs Issues	- Michael O'Connor
Allocations Policy	- Jim Crawshaw

**13 - 86**

**6     HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT - QUARTER 2 2016/17**

Report of the Strategic Director, Place.

7 **DATES OF FUTURE MEETINGS**

To note the following schedule of meetings for future District Committee meetings in the Council House, Victoria Square, Birmingham B1 1BB on the following Thursday at 1500 hours:-  
23 March, 2017, Committee 2

8 **WARD UPDATES**

To receive an update from each Ward.

9 **FUTURE AGENDA ITEMS**

To consider any future agenda items.

10 **OTHER URGENT BUSINESS (REPORTS BY OFFICERS)**

N.B. Only items of business by reason of special circumstances (which are to be specified) that in the opinion of the Chairman of the meeting are matters of urgency, may be considered.

11 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

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

# BIRMINGHAM CITY COUNCIL

**PERRY BARR DISTRICT  
COMMITTEE  
THURSDAY,  
24 NOVEMBER, 2016**

**MINUTES OF A MEETING OF THE PERRY BARR  
DISTRICT COMMITTEE HELD ON THURSDAY,  
24 NOVEMBER, 2016 AT 1500 HOURS, IN  
COMMITTEE ROOM 2, COUNCIL HOUSE,  
BIRMINGHAM**

**PRESENT:** - Councillor Hussain in the Chair

Councillors Gurdial Singh Atwal, Tristan Chatfield,  
Ray Hassall, Jon Hunt, Keith Linnecor, Hendrina Quinnen, Karen  
Trench and Waseem Zaffar.

**ALSO PRESENT**

Neil De-Costa – Perry Barr District Head  
Eddie Fellows - Amey  
Louisa Nisbett - Area Democratic Services Officer  
Lucy O’Grady - Amey  
Nic Reid – Depot Manager, Fleet and Waste  
Mark Rodgers – Housing Manager  
Councillor Lisa Trickett – Cabinet Member, Clean Streets, Recycling and  
Environment

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**NOTICE OF RECORDING**

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The whole of the meeting will be filmed except where there are confidential or exempt items.

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**APOLOGIES**

1035 Apologies for their inability to attend the meeting were submitted on behalf of Councillors Barbara Dring, Paulette Hamilton and Narinder Kooner.

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## **MINUTES**

- 1036 The Minutes of the last meeting on 29 September, 2016, having been previously circulated were confirmed and signed by the Chairman.
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## **COMMITTEE CODE OF CONDUCT**

- 1037 The Code of Conduct related to District Committees was received and noted.
- (See document no. 1)
- 

## **FLEET AND WASTE MANAGEMENT**

- 1038 Councillor Lisa Trickett, Cabinet Member for Clean Streets, Recycling and Environment and Nic Reid, Depot Manager, Fleet and Waste Management were in attendance for this item. During the discussion the following points were made:-
- The Cabinet Member gave an overview of progress made during the last 2 ½ years. The Service had improved and they were aware where further improvement was needed.
  - Customers had not been prepared for the introduction of a charge for the Green Waste Service however there was now over 62,000 customers.
  - It was acknowledged that the introduction of the Wheelie Bin service had highlighted a lack of understanding about the service, engagement with customers and refuse depots. The Cabinet Member wished to place on record that the crews and managers had worked hard to deliver the service despite the challenging times and rolled out wheelie bins to all areas. Black bags were used where appropriate and the Fleet and Waste Service had now stabilised.
  - The figure for missed collections was 52 per 100,000. There had been 3 changes to the Senior Management Team, there was a new Acting Strategic Director and new Director since September. The focus was on productivity. An overspend of £7m was predicted this year. The use of agency staff ceased in October 2016.
  - Significant work had started on the Enforcement Service and their work on penalty notices. There had been 1,600 incidents per month compared to 1,900.
  - The streets were now cleaner. It was not the responsibility of the Local Authority to repeatedly clear up flytipping. Residents needed to take responsibility and not do flytipping. A Cleaner Streets project took place in 12 Wards on 9 November in consultation with local Members.

- Councillor Chatfield asked to place on record thanks to staff for their hard work. Whilst understanding the comments made for responsibility of flytipping, Councillor Chatfield felt that it was also incumbent on BCC to ensure the streets were clean. He questioned whether the budget for Fleet and Waste had been reduced.
- Councillor Linnecor commented that local Councillors had good relationships with the officers. He added that the service could do better at some things such as flytipping and needed to carry out searches on dumped rubbish to get evidence of the identity of the culprits in order to name and shame them. Councillor Linnecor informed that leaf clearance was always a problem. He encouraged the community to arrange for leaves to be collected and taken away.
- The Cabinet Member agreed that there should be zero tolerance to flytipping. They want to look at waste bins in front of commercial businesses and the growth of private rented sector above shops in conjunction with Licensing Section. Two trials had been carried out in Hall Green and Washwood Heath.
- The introduction of the charge for bulky waste collection had led to a rise in flytipping and people who took payment to remove commercial waste were then dumping it. They were working with police on this issue however evidence must be obtained.
- They were wary of introducing the collection of food waste as it would involve the roll out of another bin however they could pilot a series of food waste options.
- Reference was made to the requirement for budget cuts and staff being asked to take on more and more work.
- Councillor Hunt thanked the Cabinet Member for the presentation and commented that the waste service had improved a lot. He did not think that the message had been made clear about zero tolerance to flytipping. He felt that staff were more positive and happy to deal with problems however there was more work to be done. Councillor Hunt queried how the budget would be cut over the next 12 months.
- Councillor Atwal agreed that there had been an improvement to the service. Most main roads Citywide were affected by flytipping and there were hotspots in areas leading to a problem with rats.
- The Cabinet Member thanked Members for their feedback. She spoke about the use of legislation for enforcement and referred to areas such as London. They were looking at ways to engage with Housing Associations etc to reform and clean the streets. The Waste Strategy consultation would take place during the next few weeks.
- Councillor Zaffar congratulated those involved in the Action Day and congratulated the police for their involvement. Councillor Zaffar referred to

the Lozells and East Handsworth Ward Forum. He suggested approaching schools etc to ask for them to commit to working with BCC and help to achieve the targets.

- Councillor Karen Trench agreed that work with schools had been good. She felt that more support was needed with regard to residents reporting items dumped on private land and more information communicated about the services that were available.
- The Cabinet Member said that major budget cuts will be made therefore a total place approach was needed. She agreed that schools engagement was critical and an educational campaign must start in schools.
- Councillor Linnecor said that the use of CCTV cameras should be actively pursued as it was an inexpensive way to deal with hotspots. Councillor Linnecor referred to the lack of pruning of trees and the litter from the debris from trees.
- The Cabinet Member said active inspections were carried out on drains over the last few months to ensure gullies were free of leaves. Flooding was the impact of climate change and not owing to the introduction of charges for green waste. There were strict legal frameworks regarding erecting CCTV cameras. Short term deployment of cameras could be a better solution.
- Councillor Trench stated that Councillors were happy with the relationship between themselves and depots. Councillor Hussain thanked Nic Reid and the team at Perry Barr who were very helpful in difficult circumstances and did their best to help with enquiries. Most people had praised the Action Day that had taken place. He thanked the Cabinet Member and Nic Reid for attending the meeting.

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### **AMEY**

1039

Lucy O'Grady and Eddie Fellows attended for this item. During the discussion the following points were made:-

- Eddie Fellows apologised for not attending the previous meeting. A programme of works for the District for the remainder of the year was given.
- Councillor Linnecor spoke about discussions at meetings in Oscott Ward about problems with large trees and their roots on pavements. He was still not happy and said that there was a lot of elderly residents in the Ward some of which did not report falls. He continued that the Ward needed to be given preferable treatment. There were also issues with trees affecting the street lights and interfering with telephone wires owing to lack of pruning. Councillor Linnecor said that some of the large trees needed to be removed and replaced. He did not think that the work that had already been inspected and signed off was up to standard. There were problems

with potholes on Dyas Road hill section. The grass verges needed to be protected from people driving over them.

- Councillor Jon Hunt said that the repairs carried out in Perry Barr Ward were okay. He questioned why the resurfacing programme included some roads that had been done before whilst patching up others. He had not received a response to enquiries that he had made.
- Councillor Quinnen said that she had raised some issues about the state of the road at Hamstead Road/Villa Road and when it had been inspected.
- Councillor Atwal said that roads were patched up and the material came off after a couple of weeks, also that they were not inspected properly. He said that he had not received a response to emails. Councillor Atwal informed that footpaths were dangerous owing to tree roots and the drains were blocked. He suggested that residents be notified when work had been completed.
- Councillor Karen Trench would welcome the chance to build up a better relationship with AMEY also that a timeframe be given on work to be carried out and better responses given. She continued that requests for Thornbridge Avenue to be resurfaced had been ignored and that Councillors were not listened to.
- Councillor Chatfield said that tree roots were a persistent problem in Oscott Ward. He noted that work on Thornbridge Avenue had been scheduled for the last 4 years.
- Councillor Hassall understood that checks on the Highway were done every 6 months and 12 months for side roads. He questioned why Thornbridge Avenue had not been done. He had not received responses to emails and felt that roads were not being inspected properly.
- Councillor Zaffar asked that ongoing issues for the last 5/6 years with flooding at Malthouse Gardens, Lozells Road be resolved.
- Eddie Fellows undertook to take away the issues raised by Members. Thornbridge Avenue was included in the resurfacing programme for January 2017. The Ward Councillors would be contacted before work was due to start.
- Lucy O'Grady said that some targeted work had been carried out in Oscott related to trees. They were mindful about the level of pruning and worked to the standards for tree management. Pollarding was no longer the recommended way to look after the tree stock. They would continue to work with all the Wards on the issues. A tree survey had been done in Oscott every 5 years and the 6<sup>th</sup> year was the pruning year. They proposed to do sensitive tree replacement for forest trees. It was in the interests of AMEY to get repairs right the first time and they were happy to pick up specific issues.

- Grass verges were a major problem and it was a requirement on AMEY to keep the surface and verges safe. Members were asked to help with local enforcement to keep vehicles off the grass verges. Double kerbing was sometimes appropriate. Bollards and no parking on the grass signs were no longer recommended. Different approaches were being looked at such as using different material, however they were mindful of the impact on the grass cutting service.
- They were happy to look at the individual locations raised. Three repairs were planned for Villa/Hamstead Road but it was required to close the road to do these.
- In reply to complaints about lack of response to emails and telephone calls, Lucy O'Grady undertook to leave her direct contact details with Members. AMEY wanted to build better relationships with the council and work together at a strategic and local level.
- There was a service improvement initiative for the Gully Cleansing Service to change the way the service was run. An inspection service had been implemented to look closely at blocked gullies and the risks. A commitment was given to improve the service.
- There were some issues with regard to tree roots cracking tarmac etc site visits were carried out and necessary action taken.
- Councillor Hunt was pleased Thornbridge Avenue was included in the resurfacing programme. He queried why other roads had work done more than once and agreed about the lack of response and engagement with Councillors.
- Eddie Fellows spoke about specified levels in the contract. There had been 300 enquiries about drainage the previous week. They would work with Councillors with regard to logging the enquiries. Councillor Hunt felt that the method for measuring the condition of a carriageway was complex and would like to work with Highways on a way forward.
- Response times to Member's enquiries were linked to the assessment on the level of risk. Those with significant safety risks were a priority.
- Councillor Hussain thanked Eddie Fellows and Lucy O'Grady for attending the meeting.

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## **HOUSING CAPITAL INVESTMENT PROGRAMME ENVIRONMENTAL WORKS BUDGET**

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

(See document no. 2):-



- .Mark Rodgers gave a summary of the report informing that £28,800 had been allocated for capital environmental improvement works during 2016/17.
- The projects from the previous year were now complete as set out in Appendix 2.
- Proposed schemes were set out in Appendix 2. The figures in the report had been readjusted following the report being circulated the previous week.
- Schemes 1-3 May Tree Grove and 5 -7 May Tree Grove would be carried out in 2 phases. Cost for Handsworth Wood schemes now totalled £4863.
- Some costs were still being awaited.

1040

**RESOLVED:-**

- i) That the District Committee note progress in connection with the projects initiated in 2015/16;
- ii) Approve the projects that had been re-adjusted at Appendix 2; and
- iii) Note the budget position statement provided at Appendix 3.

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**DATES OF FUTURE MEETINGS**

1041

**RESOLVED:-**

The schedule of meetings was noted for future District Committee meetings in the Council House, Victoria Square, Birmingham B1 1BB on the following Thursdays at 1500 hours:-

**Committee Room**

19 January, 2017	2
23 March, 2017	2

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**FUTURE AGENDA ITEMS**

1042

Items to be considered for future agendas were suggested as follows:-

- Housing Issues would be the main item for the next meeting.
  - Councillor Zaffar suggested inviting Midland Heart to a future meeting.
-

**OTHER URGENT BUSINESS (REPORTS BY OFFICERS)**

1043 There was no other urgent business.

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**AUTHORITY TO CHAIRMAN AND OFFICERS**

1044 **RESOLVED:-**

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

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The meeting ended at 1659 hours.

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CHAIRMAN

## **CODE OF CONDUCT AT THE DISTRICT COMMITTEE**

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



# **Housing Transformation Board Performance Report**

## **Quarter 2 2016/17**

Report produced by Place Directorate Performance and Support Services Team  
Version 1.0 04/11/2016

<b>Contents</b>	<b>RAG status</b> (based on Q2 data unless stated)	<b>Page</b>
<b><u>Exception Report</u></b>		6
<b><u>Leasehold and Right to Buy (Sukvinder Kalsi)</u></b>		
Number of Right To Buy applications received	No Target	10
Number of properties sold under Right To Buy	No Target	11
Right to Buy compliance to statutory timescales	Red	12
<b><u>Rent Service (Tracy Holsey)</u></b>		
Percentage of rent collected	No target	13
Current amount of rent arrears	Green	14
<b><u>Housing Options (Jim Crawshaw)</u></b>		
Number of households in Temporary Accommodation	TBC	15
Number of households in B&B	TBC	16
Increase in the number of cases where homelessness is prevented or relieved	Green	17
Number of households on housing waiting list	No Target	18
Average number of weeks families in B&B	No Target	19
Percentage of Health and Housing Assessments completed within 6 weeks	Green	20
<b><u>Independent Living (Afsaneh Sabouri)</u></b>		
Number of households helped by Independent Living	Green	21
Number of Wise Move completions	No Target	22

## **Landlord Services**

### **Antisocial Behaviour (Tracey Radford)**

Number of new ASB enquiries received - A, B and C categories	No Target	23
Number of new hate crime enquiries	No Target	25
Percentage of A cases responded to on time	Amber	26
Percentage of B cases responded to on time	Green	
Percentage of C cases responded to on time	Green	
Total ASB cases closed	No Target	27
Percentage of ASB cases closed successfully	Green	28
Number of live ASB cases	No Target	29
Total cases responded to on time	No Target	30
Number of live Think Family cases	No Target	31

### **Estates and Tenancy Management (Tracey Radford)**

Percentage of high-rise blocks rated good or better	Green	32
Percentage of low-rise blocks rated satisfactory or better	Green	33
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	34
Percentage of introductory tenancies over 12 months old, not made secure	Green	35
Condition of estates - average of bi-annual estate assessment scores	No Target	36
Condition of estates - number of excellent, good and poor ratings to date	No Target	37

### **Services for Older People (Carol Dawson)**

Percentage of support plans completed in 4 weeks	Amber	38
Percentage of Careline calls answered within 60 seconds	Amber	39

## Landlord Services

### Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled	No Target		40
Average time taken to answer calls (in seconds)	Red		41
Percentage of calls answered	Green		42

## Asset Management and Maintenance (John Jamieson)

### Repairs:

Percentage of Right To Repair jobs completed on time	Red		43
Percentage of gas servicing completed against period profile - snapshot figure	Green		44
We will respond to emergency repairs in two hours	Red	BP	45
We will resolve routine repairs within 30 days	Red	BP	46
KPI001 - Customer Satisfaction	Green		47
KPI002 - Work orders completed within timescale	Red		48
KPI004 - Service Improvement Notices	Green		49
KPI005 - Safety SIN's	Green		50
KPI007 - Appointments made	Amber		51
KPI008 - Appointments kept	Red		52

### Voids and Lettings (Gary Nicholls)

Available council homes as a percentage of total stock - snapshot figure	Green	CBP	53
Average days void turnaround - all voids	Amber		54
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red		55



### Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date	Red		56
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		57
KPI001 - Customer Satisfaction (Capital Works only)	TBC		59
KPI002 - Work orders completed within timescale (Capital Works only)	Red		60
KPI008 - Appointments kept (Capital Works only)	Amber		61

### Private Sector Housing (Pete Hobbs)

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

Houses in Multiple Occupation licences issued	No Target		62
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target		63

#### Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target		64
Private Tenancy Unit - Cases assisted through advice	No Target		65
Private Tenancy Unit - Cases assisted through intervention	No Target		66

#### Empty Properties (Matthew Smith)

Empty properties brought back into use	Red	CBP	67
Number of properties improved in the private rented sector as a result of Local Authority intervention	Green	CBP	68

### Housing Development (Clive Skidmore)

Number of affordable homes provided	TBC		69
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## Housing Transformation Board

### Exception Report Quarter 2 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)

<b>Measure:</b>	Right to Buy compliance to statutory timescales	Page: 12
<b>Target:</b>	100%	
<b>Performance:</b>	21%	
<b>Commentary provided by:</b>	Louise Fletcher	

There has been an improvement in terms of performance for the statutory deadlines and targets, this is as a result of more effective working practices. The service continues to go through a restructure to cope with the additional demands on this team - this will be completed by the end of this financial year. Robust checks regarding tenant identify and source of funding continue, and this has an adverse impact on timescales, as does the complexity of the Right to Buy applications submitted by tenants. Work is continuing with other service areas, and partnerships are being built with external Right to Buy agents to ensure they are complimenting BCC processes rather than creating additional workloads.

#### Housing Customer Service Hubs (Arthur Tsang)

<b>Measure:</b>	Average time taken to answer calls (in seconds)	Page: 41
<b>Target</b>	20	
<b>Performance:</b>	38	
<b>Commentary provided by:</b>	Arthur Tsang	

The increase in 'time taken to answer' is as a result of a number of factors. Essentially, due to an unplanned reduction in staffing numbers across the service, alongside the normal business pressures of sickness and annual leave during the summer months, this has resulted in us operating at a much reduced staffing level. A direct result of this has been we have had fewer staff to answer the inbound telephone calls within the desired 20 second target.

In addition to this, as part of the service review, we have introduced an 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: 43

**Target** 92.6%

**Performance:** 84.1%

**Commentary provided by:** John Jamieson

Performance for new repairs is improving but this KPI is currently being impacted by contractors successfully completing older outstanding cases which are outside the SLA for their category.

**Measure:** We will respond to emergency repairs in two hours Page: 45

**Target** 98.1%

**Performance:** 72.4%

**Commentary provided by:** John Jamieson

Performance remains below target but is improving. Contractors are addressing issues where operatives fail to use PDA's correctly and additionally have established separate Quick Response Teams to further improve performance. It must also be stressed that whilst the 2 hour target is not currently being met, emergency repairs are being responded to well and average response times show that the majority of tenants are still experiencing quick response times.

**Measure:** We will resolve routine repairs within 30 days Page: 46

**Target** 92.5%

**Performance:** 92.6%

**Commentary provided by:** John Jamieson

Performance in the period has improved from last month, and overall YTD performance is above target at 95.1%.

**Measure:** KPI002 - Work orders completed within timescale Page: 48

**Target** 92.6%

**Performance:** 84.8%

**Commentary provided by:** John Jamieson

Work orders for gas are above target however the overall KPI is currently being impacted by contractors completing older outstanding repairs.

### Asset Management and Maintenance (John Jamieson)

**Measure:** KPI008 - Appointments kept Page: 52

**Target** 98.1%

**Performance:** 69.7%

**Commentary provided by:** John Jamieson

Contractors are reviewing their data and also addressing operative behaviour to ensure correct use of PDA's to record arrive on site time. Overall tenants are experiencing a responsive repairs service even where the operative arrives outside the appointment time.

### Voids and Lettings (Gary Nicholls)

**Measure:** Average days to let a void property (from Fit For Let Date to Tenancy Start Date) Page: 55

**Target** 15

**Performance:** 18

**Commentary provided by:** John Jamieson

Performance in the second quarter has been impacted by the success in letting a number of unpopular and long-term void properties in sheltered schemes which has increased the average timescale in the period. This included one dwelling vacant for approaching 4 years.

### Capital Works (Martin Tolley)

**Measure:** Percentage of actual spend as a proportion of revised annual budget - year to date Page: 56

**Target** 40.00%

**Performance:** 24.03%

**Commentary provided by:** Pat McWilliam

There has been a slow start, contractors programme delivery is phased for spend to be in line with profile at the end of the year. From quarter 3 onwards there will be an increase in spend.

### **Capital Works (Martin Tolley)**

**Measure:** KPI002 - Work orders completed within timescale (Capital Works only) Page: 60

**Target** 92.6%

**Performance:** 67.9%

**Commentary provided by:** Pat McWilliam

KPI002 Works orders completed within timescale - there is ongoing data reconciliation, however performance is expected to be at this level at this moment in time due to mobilisation.

### **Private Sector Housing (Pete Hobbs)**

**Measure:** Empty properties brought back into use Page: 67

**Target** 81

**Performance:** 78

**Commentary provided by:** Matthew Smith

Figure is slightly down on target, please note we have one long term sick member of staff.

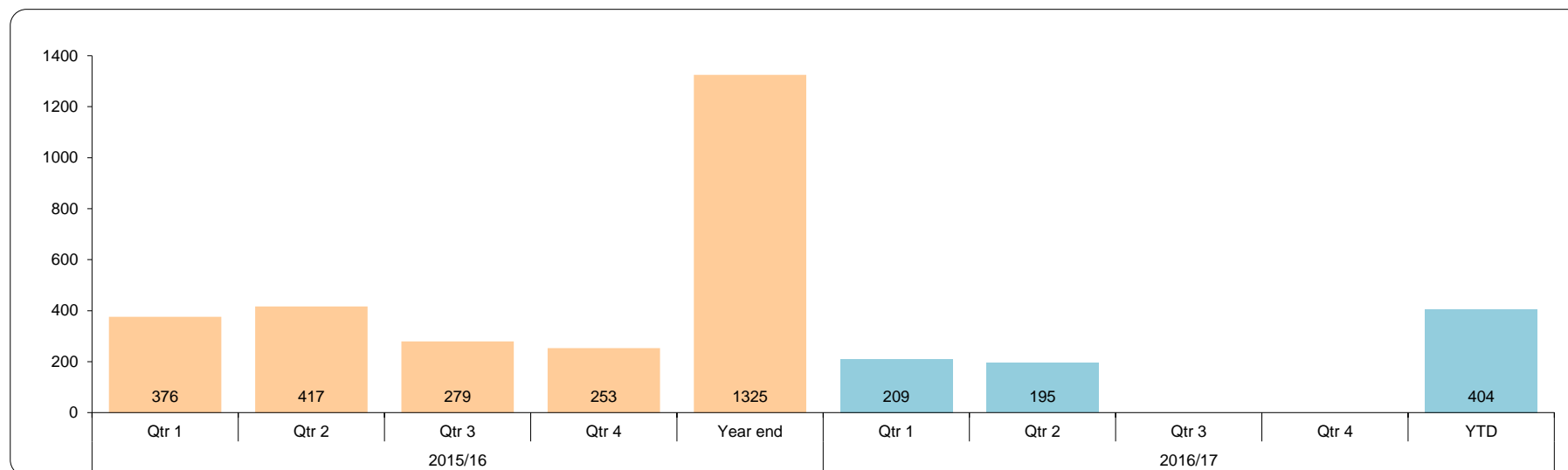
However we are ahead of target for the 6 month period. We are working in line with the empty property strategy. Enforcement powers are having the desired effect when needed.

## Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



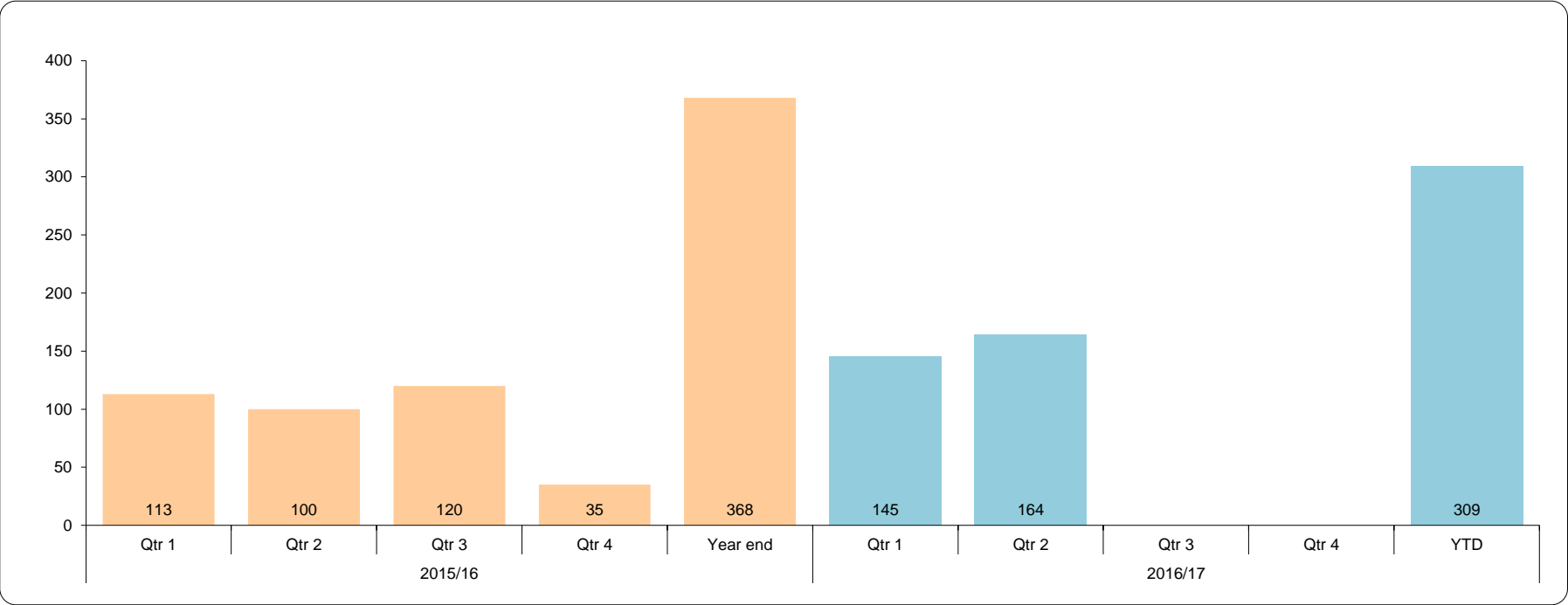
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	209	195			404

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	16	17	15	31	28	22	9	23	4	30

RB01

Number of properties sold under Right To Buy

RAG Status	No Target
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	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			309

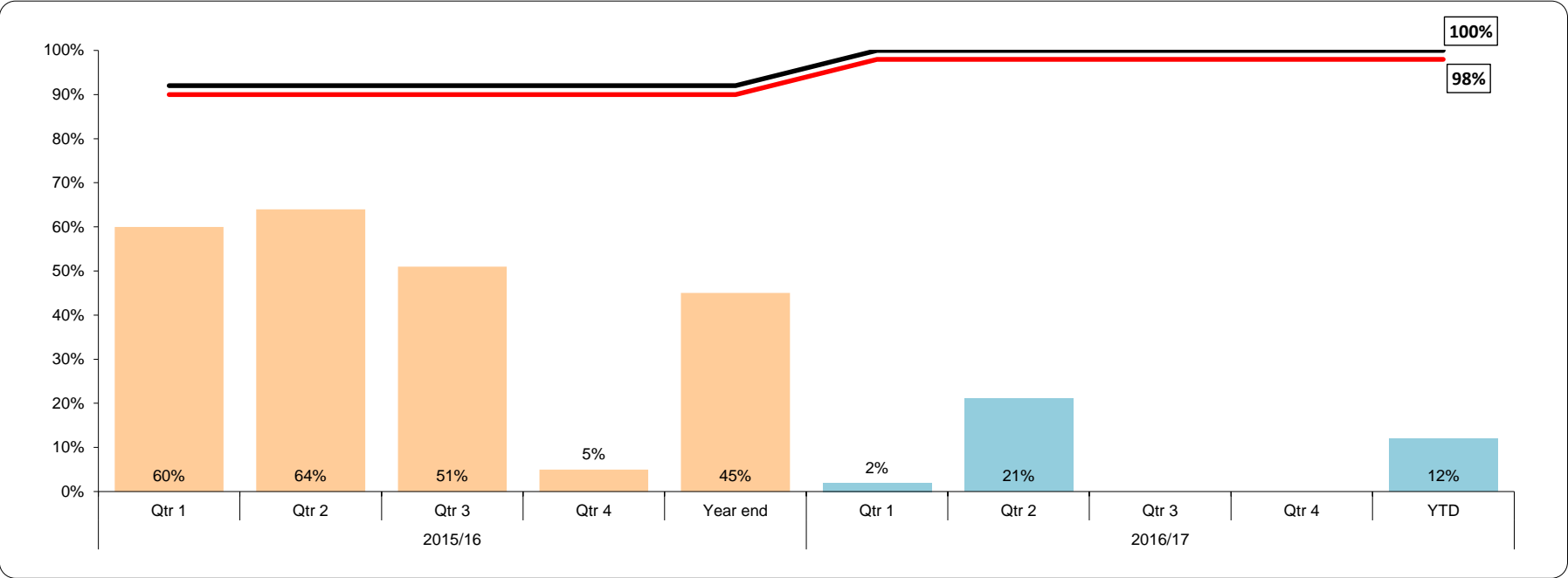
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	18	20	15	20	20	20	9	13	5	24

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%			12%
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 2 2016/17	22%	27%	17%	16%	13%	28%	25%	30%	12%	21%

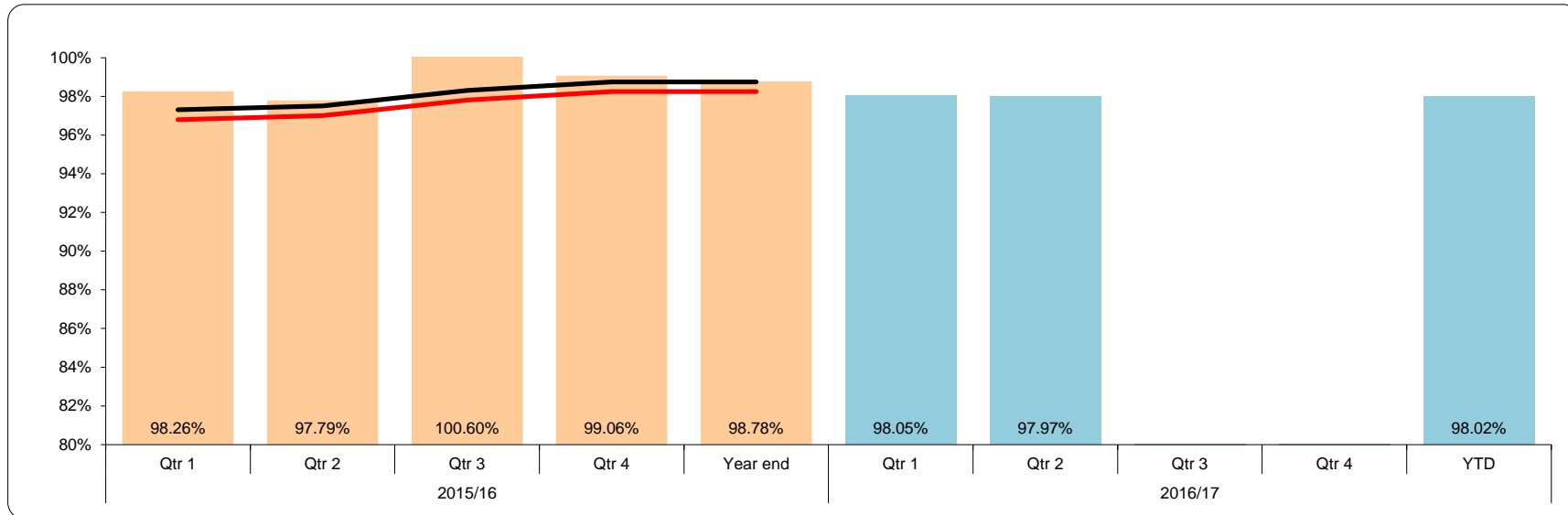


## Rent Service (Tracy Holsey)

### 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%			98.02%
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%

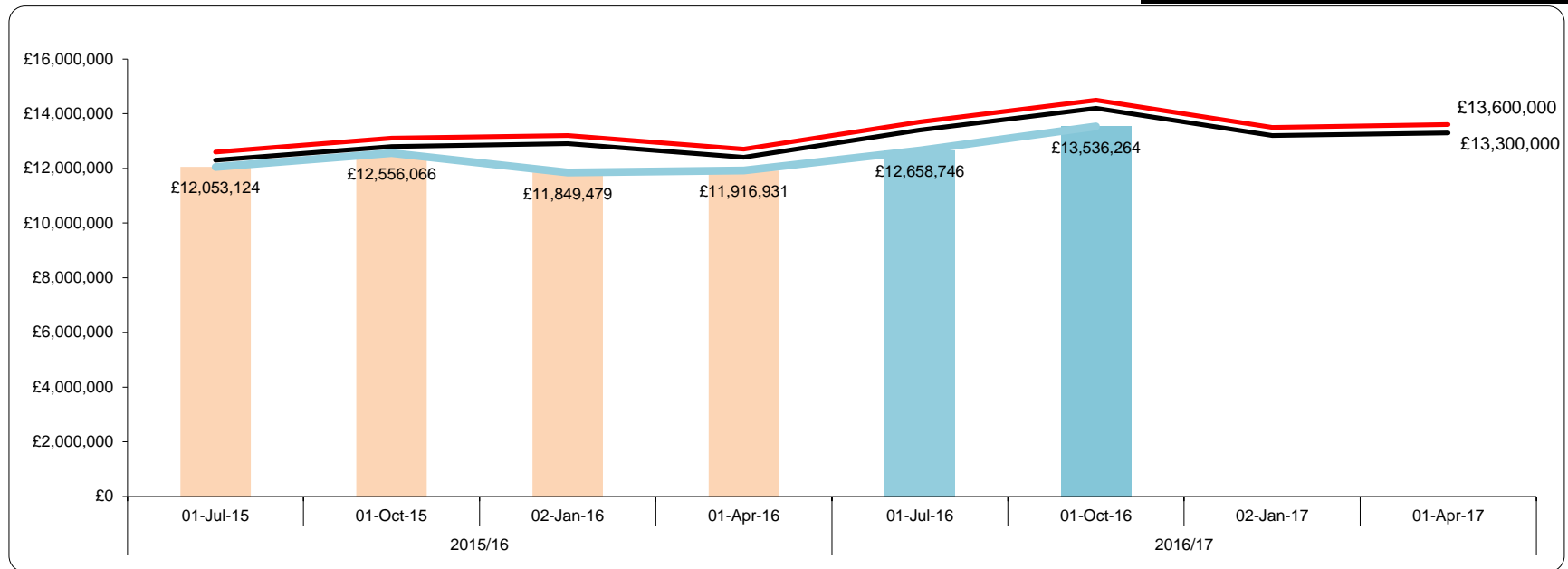
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	97.98%	97.22%	98.66%	98.45%	97.69%	97.52%	98.31%	97.80%	98.46%	98.31%

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		
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 £143,351 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 October 2016	£ 1,616,824	£ 1,527,570	£ 395,971	£ 1,756,717	£ 2,409,934	£ 2,128,533	£ 442,773	£ 1,234,222	£ 304,925	£ 1,575,444

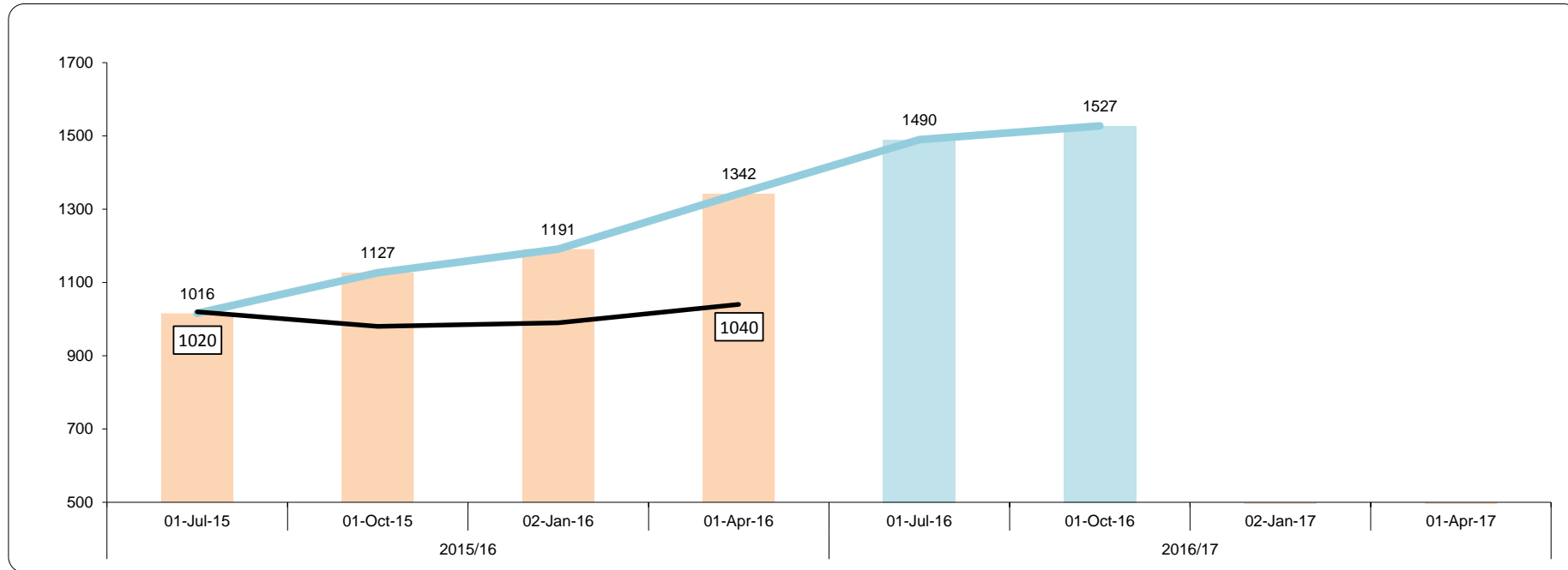
R02

## Housing Options (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

TBC



Smaller is better

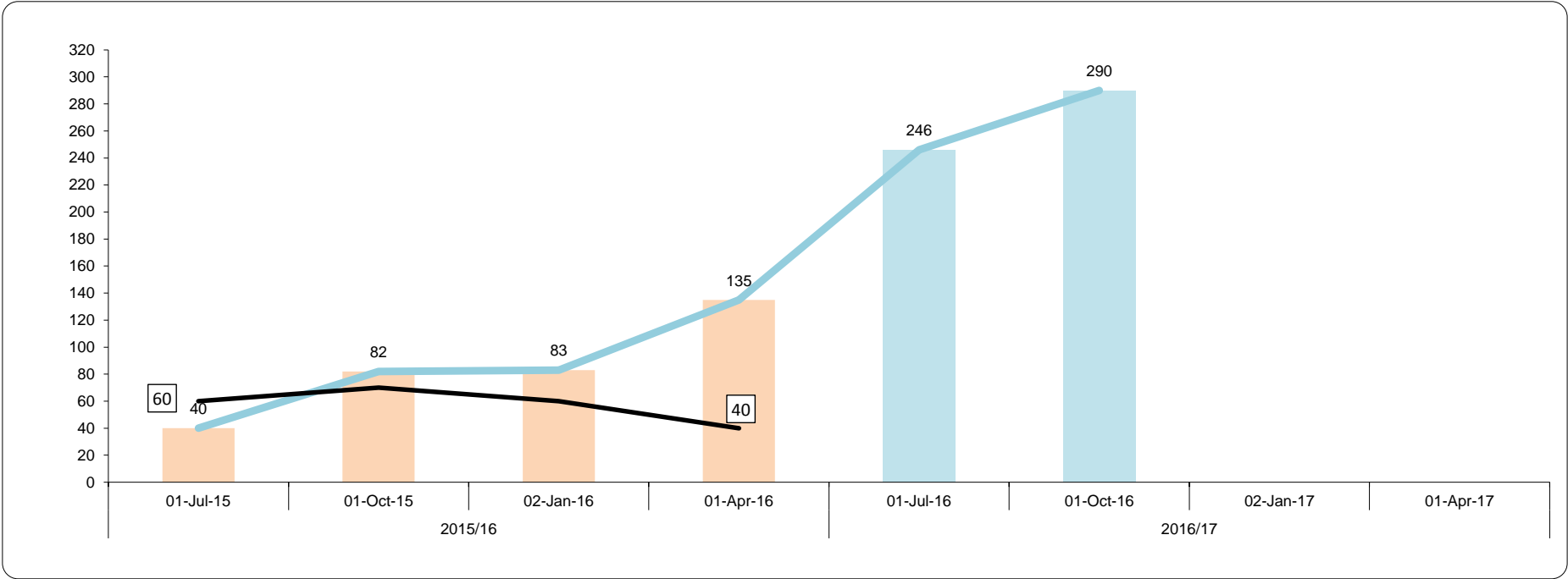
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in Temporary Accommodation - Snapshot figure	1016	1127	1191	1342	1490	1527		
Target	1020	980	990	1040				

Targets for this year have not yet been confirmed

SP01

Number of households in B&B - Snapshot figure

RAG Status	TBC
------------	-----



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		
Target	60	70	60	40				

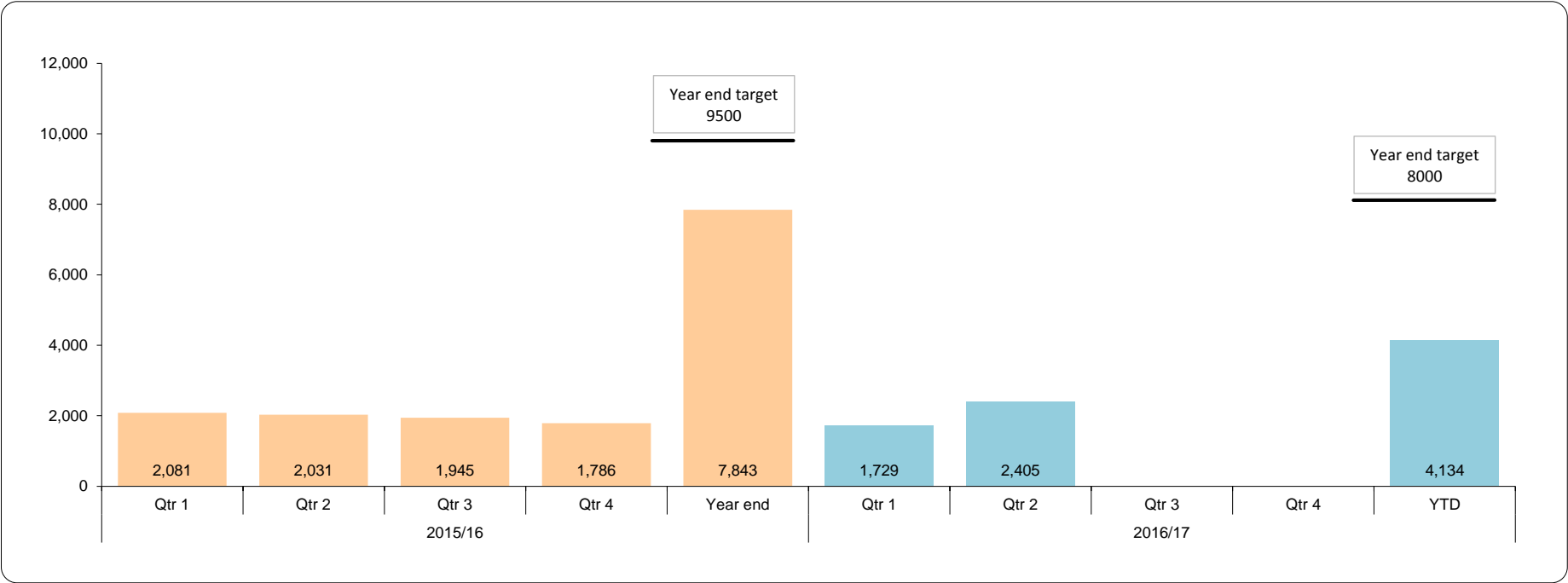
Targets for this year have not yet been confirmed

SP02

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

RAG Status

Green



Bigger is better

This measure was previously named 'Number of homeless preventions'

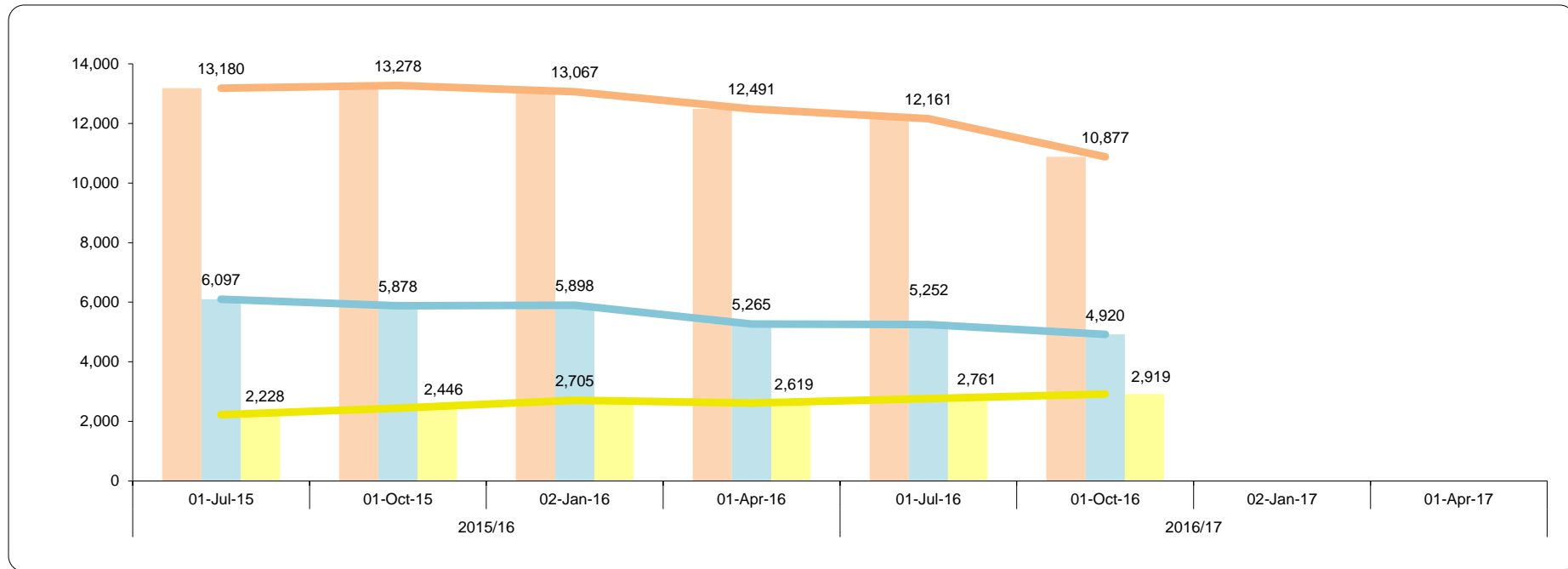
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Increase in the number of cases where homelessness is prevented or relieved	2,081	2,031	1,945	1,786	7,843	1,729	2,405			4,134
Year end target					11,000	1750	1750	2250	2250	8000

SP03

## Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



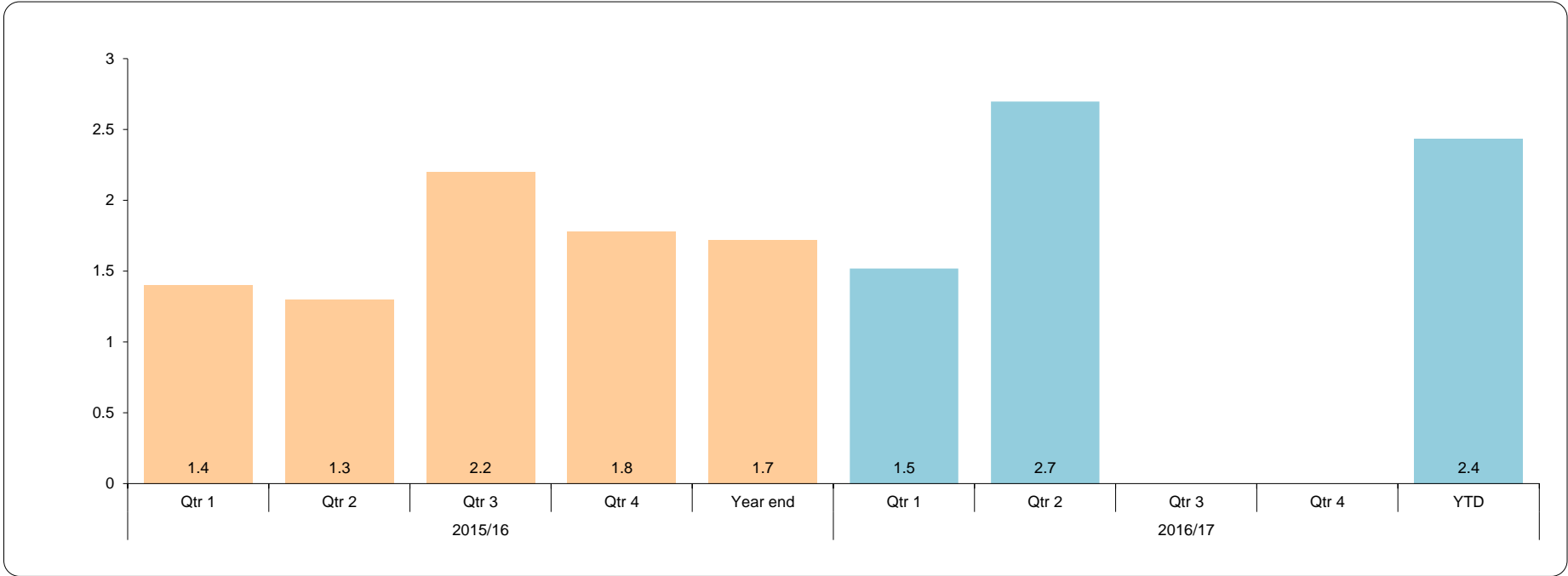
Smaller is better

	2015/16				2016/17			
Housing need category	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		
Transfer	6,097	5,878	5,898	5,265	5,252	4,920		
Homeless	2,228	2,446	2,705	2,619	2,761	2,919		

SP05

Average number of weeks families in B&B

RAG Status	No Target
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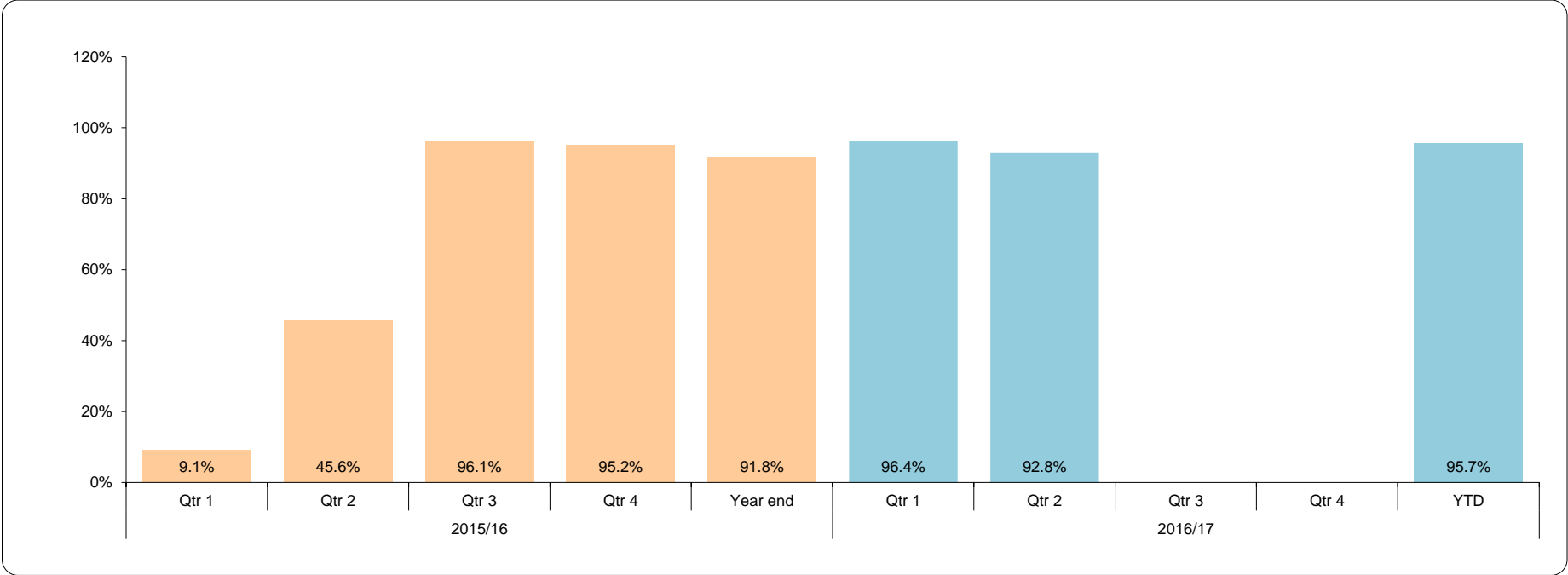
Smaller is better

	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			2.4

SP08

Percentage of Health and Housing Assessments completed within 6 weeks

RAG Status	Green
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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 Health and Housing Assessments completed within 6 weeks	9.1%	45.6%	96.1%	95.2%	91.8%	96.4%	92.8%			95.7%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

SP11

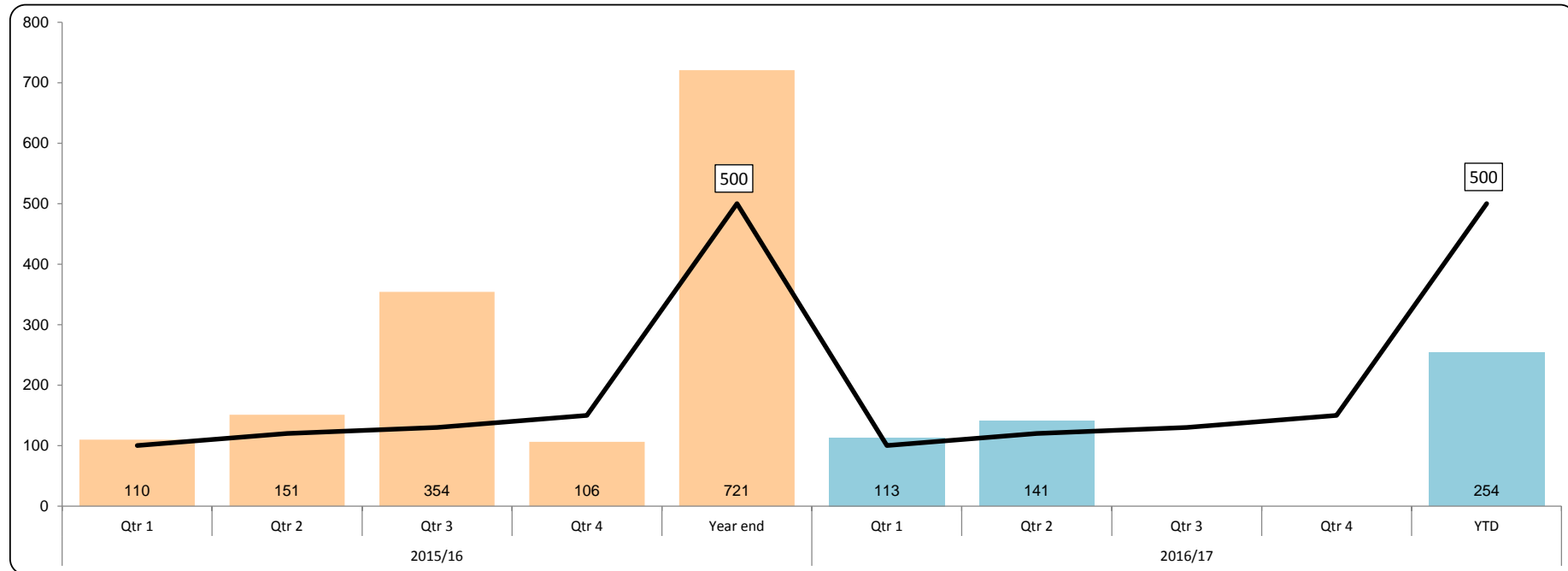


## Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status

Green



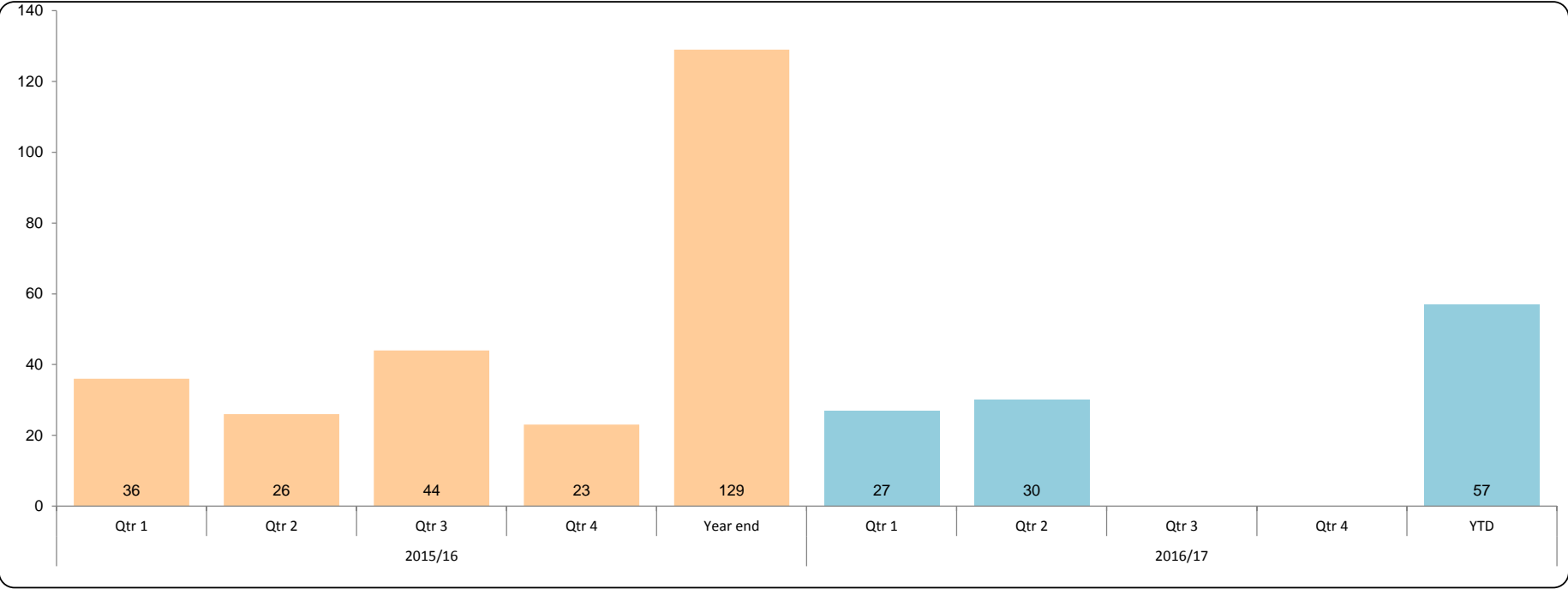
Bigger is better

	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			254
Target	100	120	130	150	500	100	120	130	150	500

IL01

Number of Wise Move completions

RAG Status	No Target
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	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			57

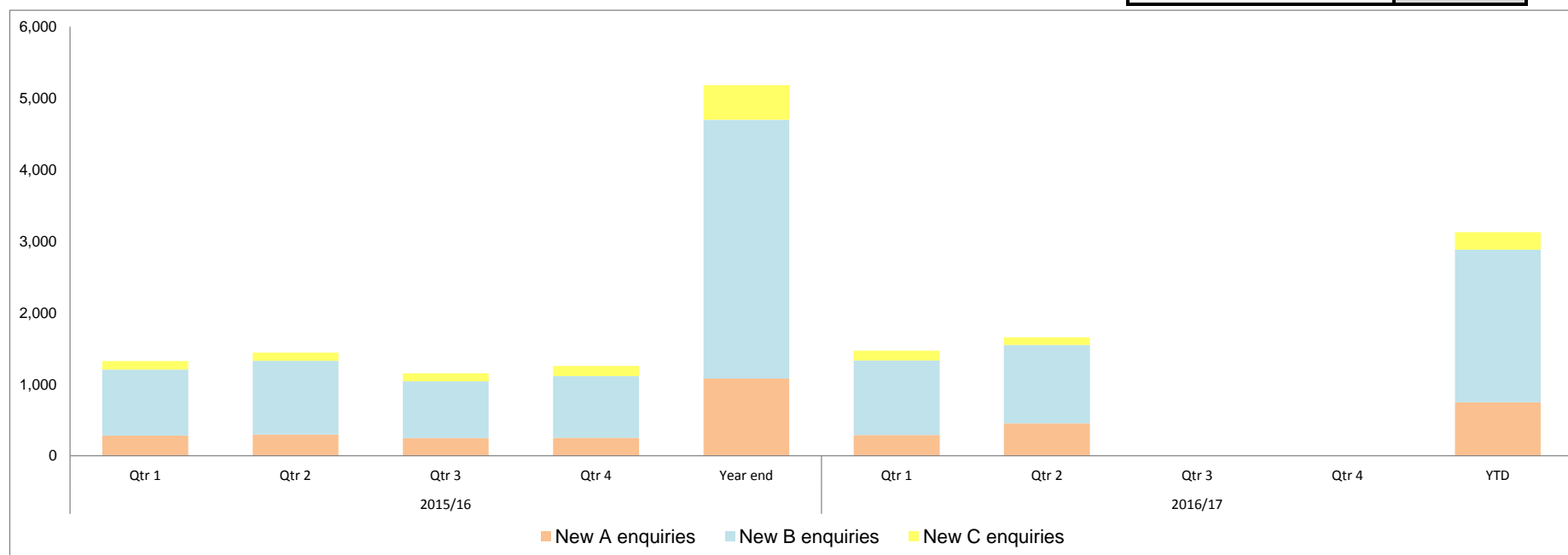
IL02

## 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			750
New B enquiries	926	1,033	796	863	3,618	1,040	1,093			2,133
New C enquiries	117	114	111	141	483	137	108			245
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			3,128

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 2 2016/17	190	160	69	152	197	341	73	205	75	196

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

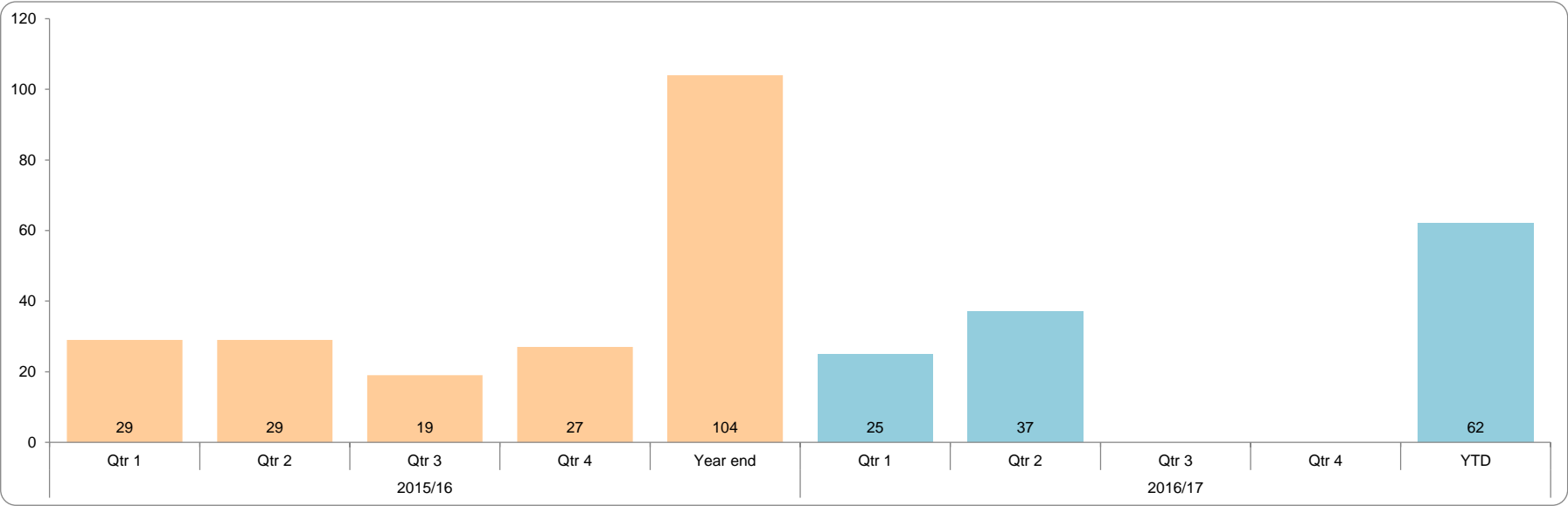
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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
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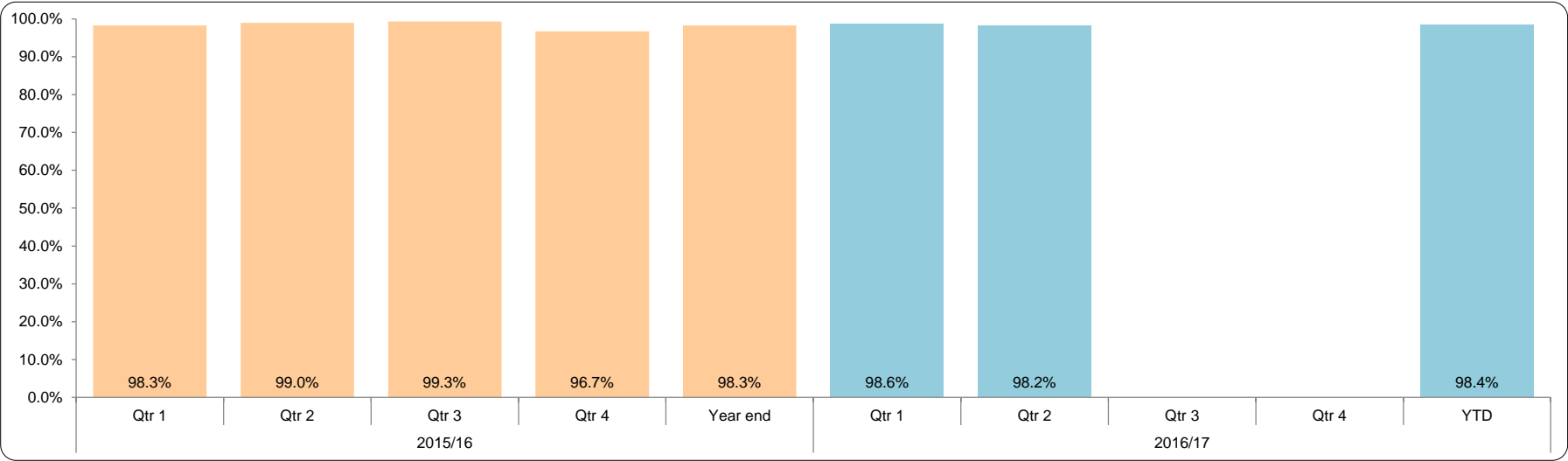
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25	37			62

Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	4	3	3	3	3	5	0	4	3	9

ASB05

Percentage of cases responded to on time

RAG Status	See below
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Bigger is better

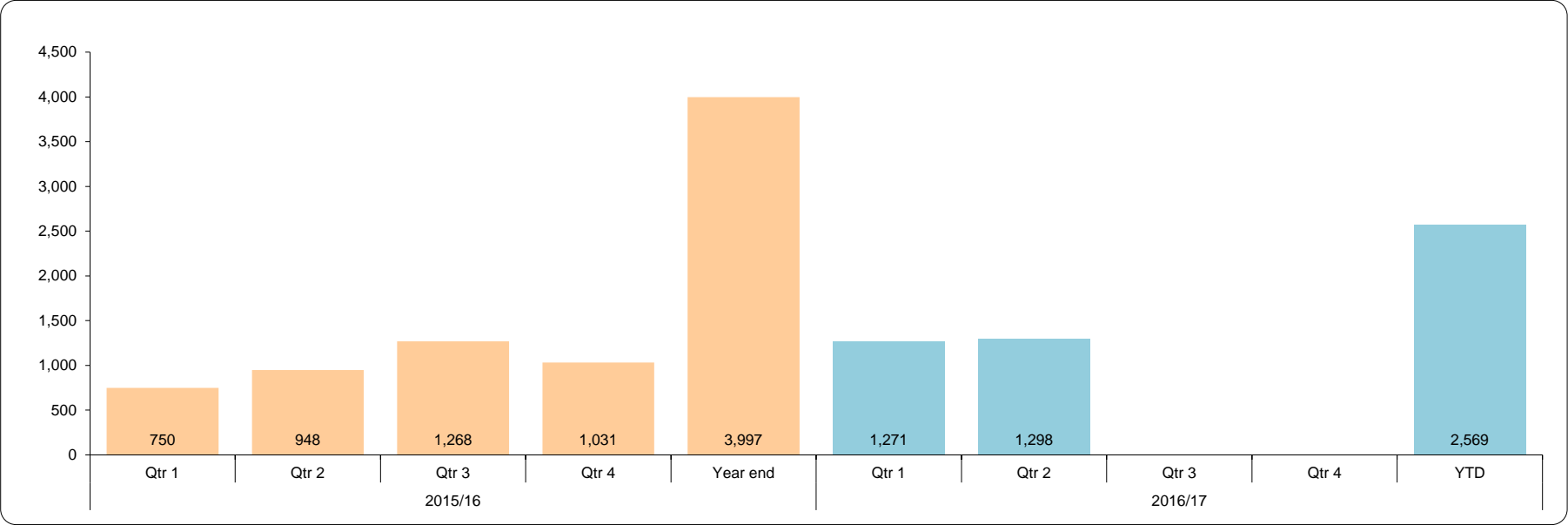
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98.3%	99.0%	99.3%	96.7%	98.3%	98.6%	98.2%			98.4%

	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	438	96%	100%	95%	Amber
Percentage of B cases responded to on time	1082	99%	95%		Green
Percentage of C cases responded to on time	108	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 2 2016/17	95.3%	98.8%	100%	100%	99.5%	97.9%	97.3%	96.6%	97.3%	100%

**Total ASB cases closed**

<b>RAG Status</b>	<b>No Target</b>
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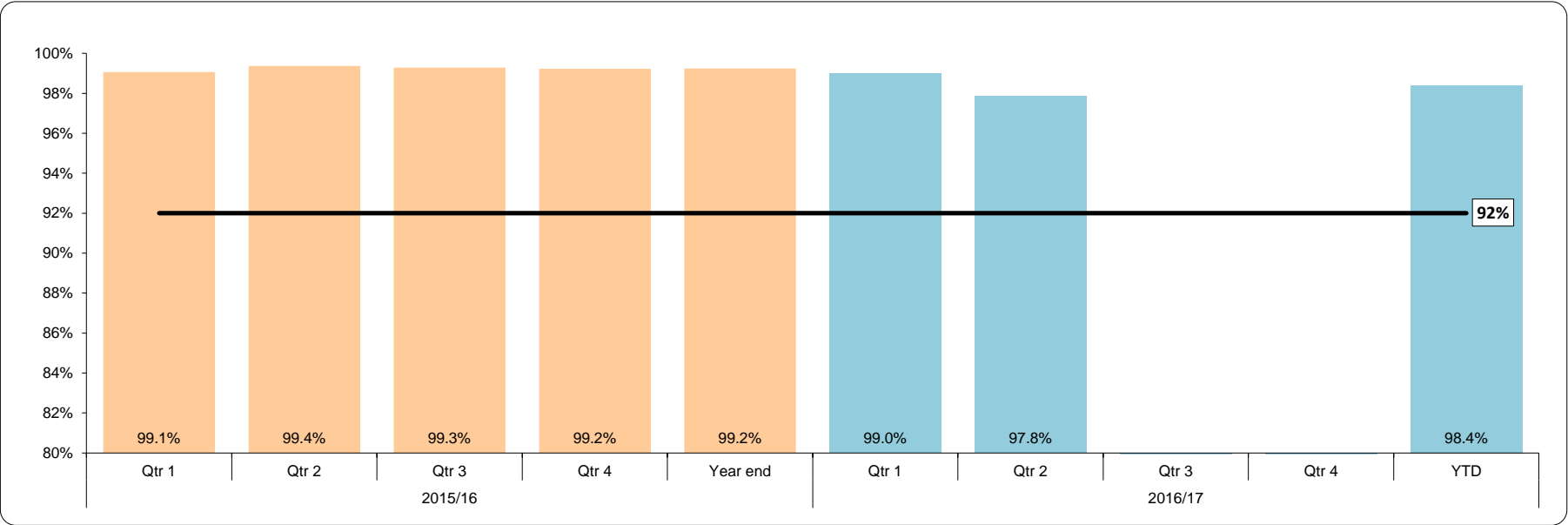
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	750	948	1,268	1,031	3,997	1,271	1,298			2,569

Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	150	128	36	108	149	342	64	176	66	79

ASB06

Percentage of ASB cases closed successfully

Rag Status	Green
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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%			98.4%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

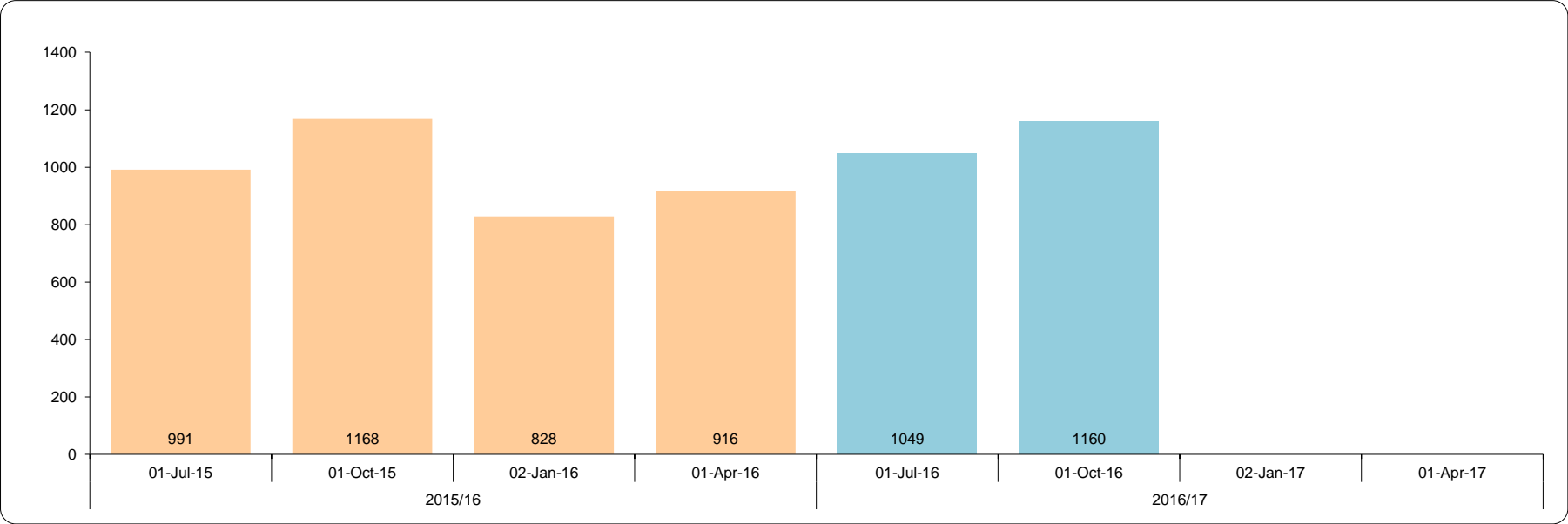
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	100%	100%	88.9%	90.7%	100%	99.4%	96.9%	97.7%	100%	92.4%

ASB07



Number of live ASB cases - Snapshot figure

RAG Status	No Target
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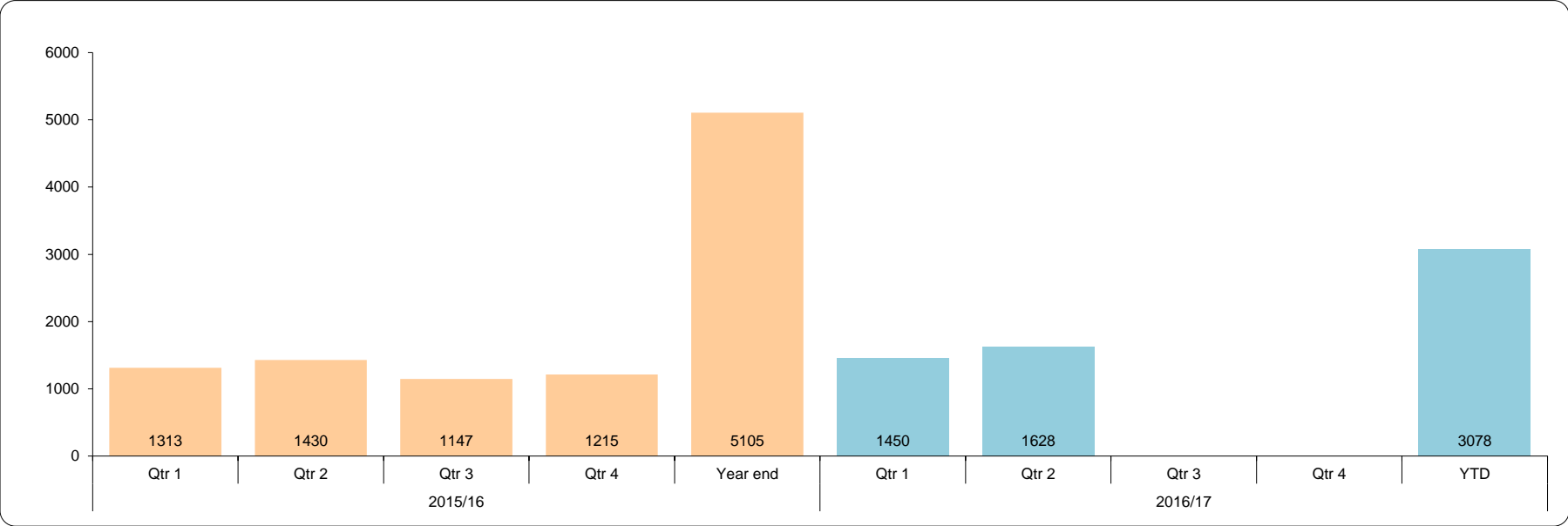
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of live ASB cases - Snapshot figure	991	1168	828	916	1049	1160		

Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	95	165	54	126	190	160	41	102	26	201

ASB22

Total cases responded to on time

RAG Status	No Target
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	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			3078

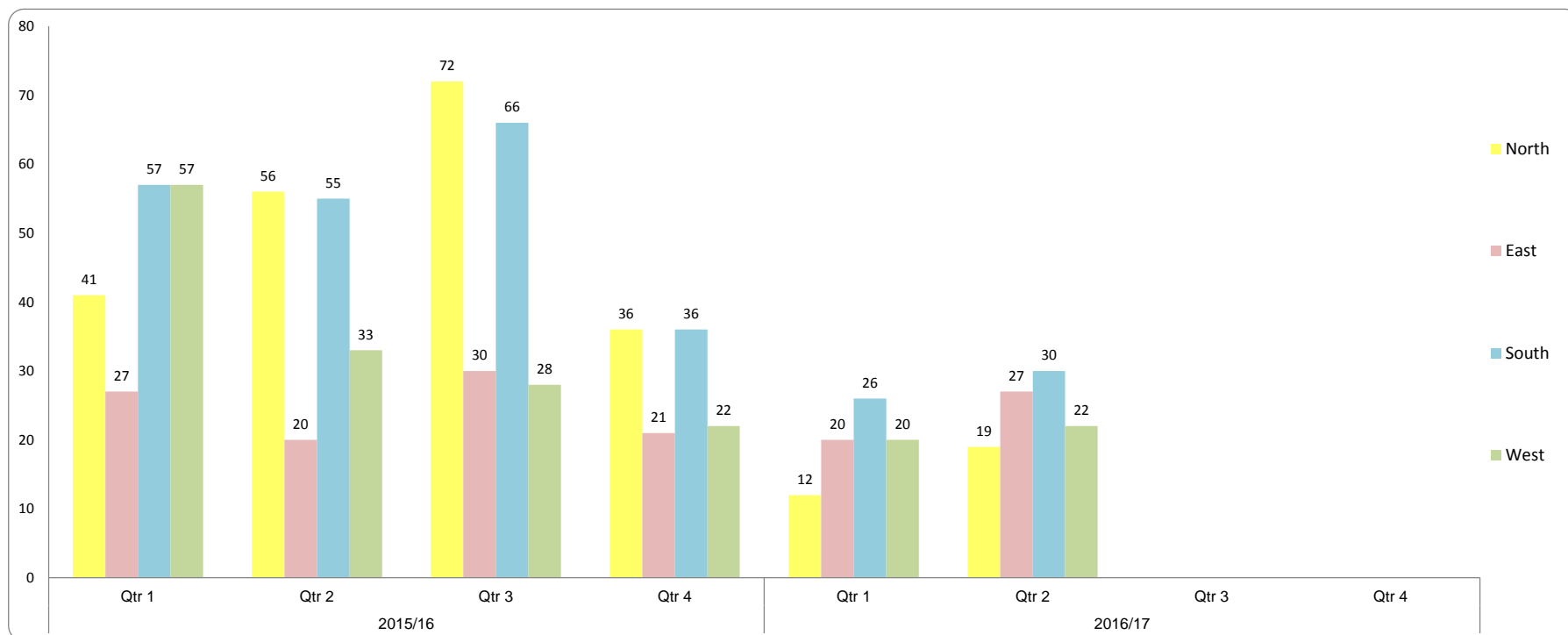
Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	181	158	69	152	196	334	71	198	73	196

ASB16

RAG Status

No Target

# Number of live Think Family cases



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		
East	27	20	30	21	20	27		
South	57	55	66	36	26	30		
West	57	33	28	22	20	22		

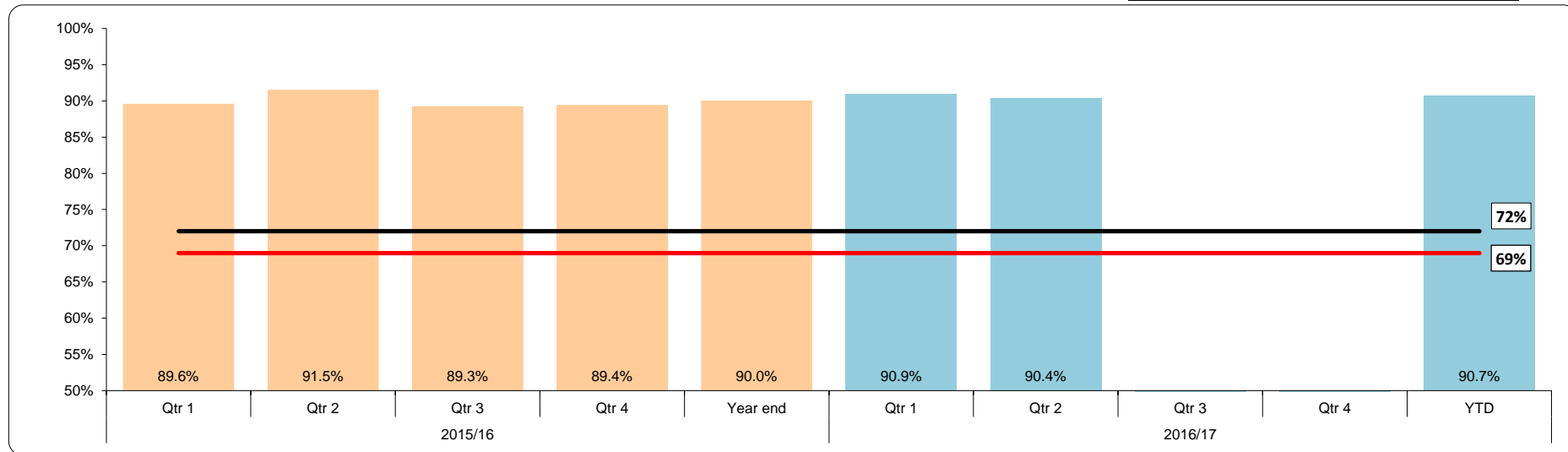
ASB21

## 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%			90.7%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

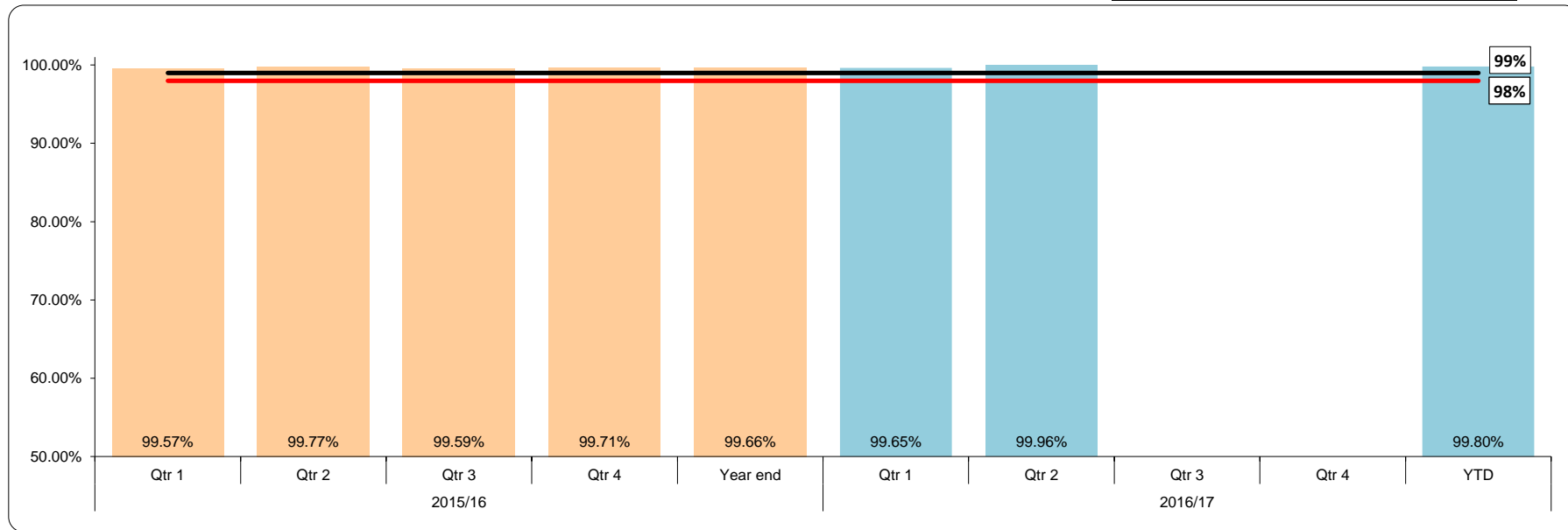
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	91.7%	87.7%	no high-rise	97.0%	82.5%	90.2%	100%	96.3%	100%	100%

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%			99.80%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

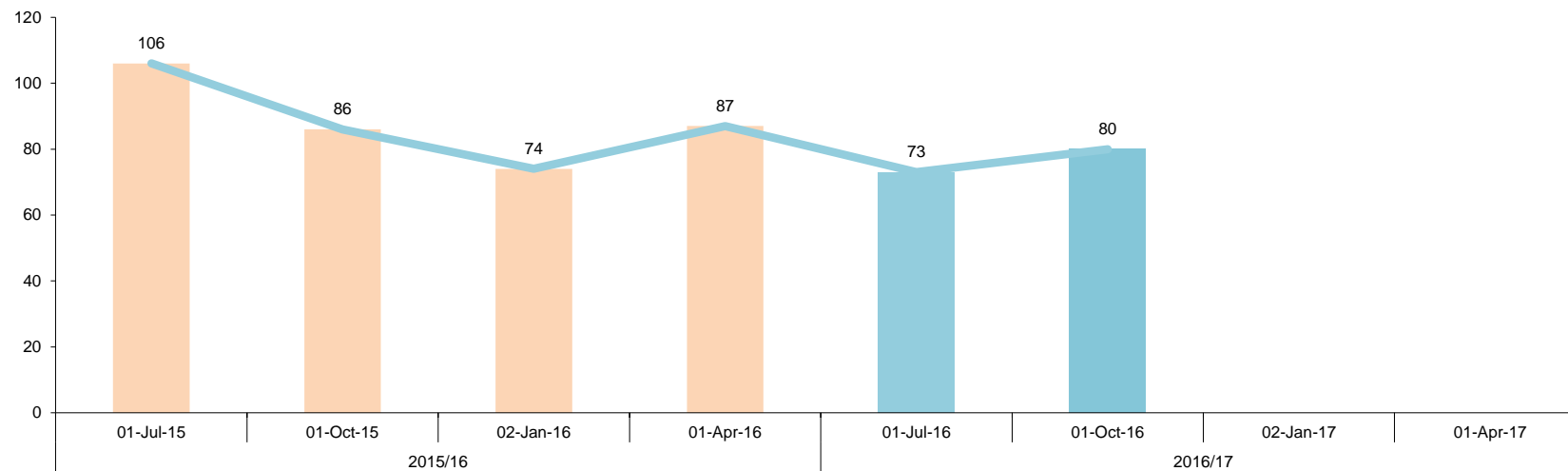
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	100%	100%	98.36%	100%	100%	100%	100%	100%	100%	100%

ETM02

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

RAG Status

No Target



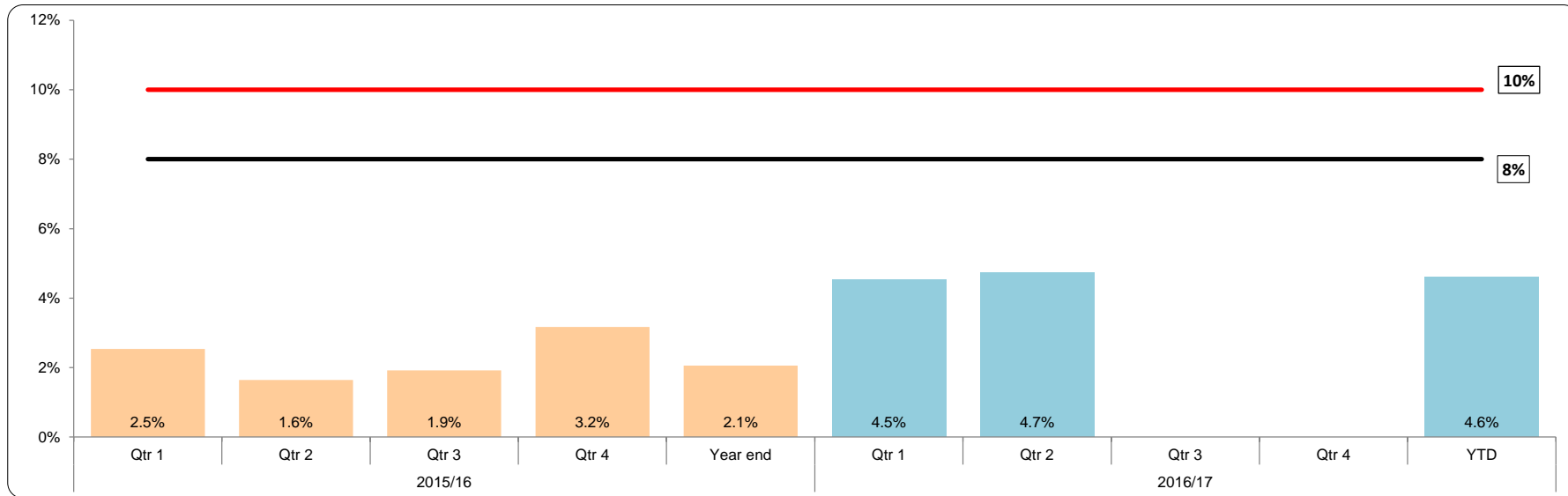
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73	80		

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-Oct-16	12	15	2	3	11	14	1	15	1	4	2

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%			4.6%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

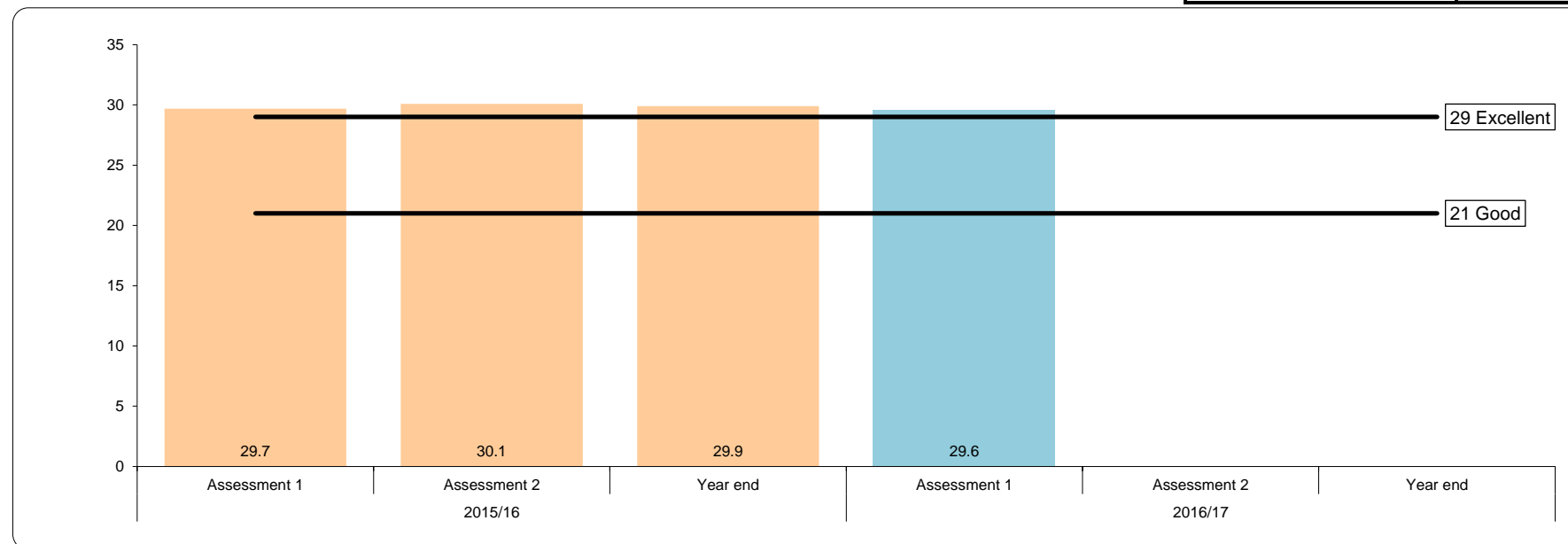
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	11.8%	5.8%	0.0%	6.7%	2.9%	4.9%	3.2%	3.0%	0.0%	1.9%

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

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

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

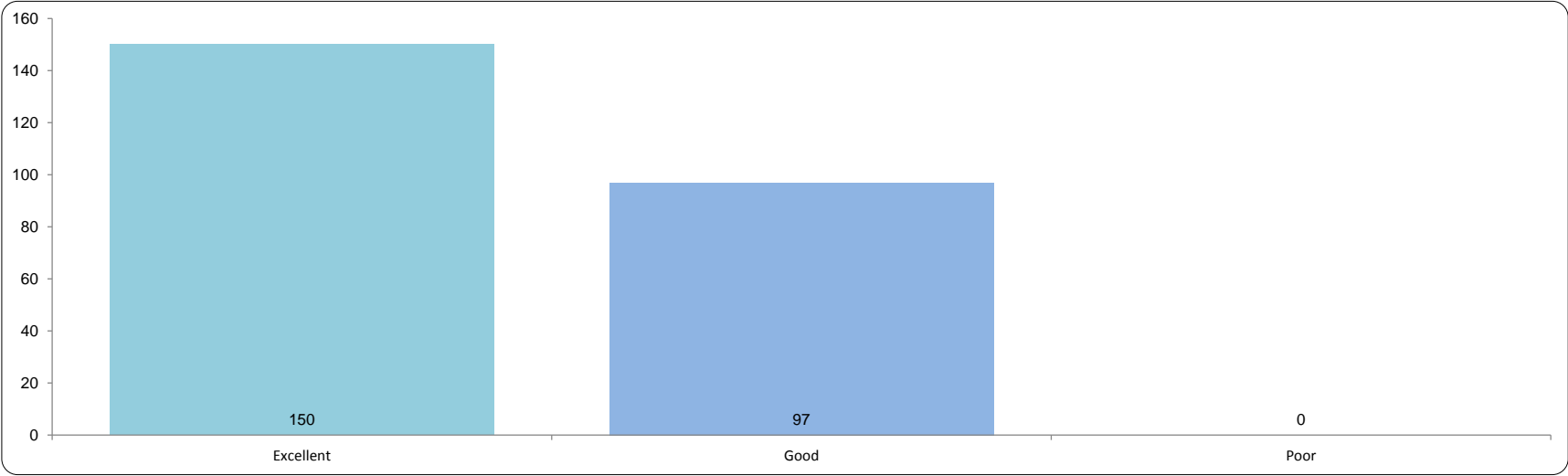
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	28.9	31.4	27.7	30.4	26.7	28.4	27.6	29.2	32.5	32.5

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



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

RAG Status	No Target
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2016/17	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	150	97	0

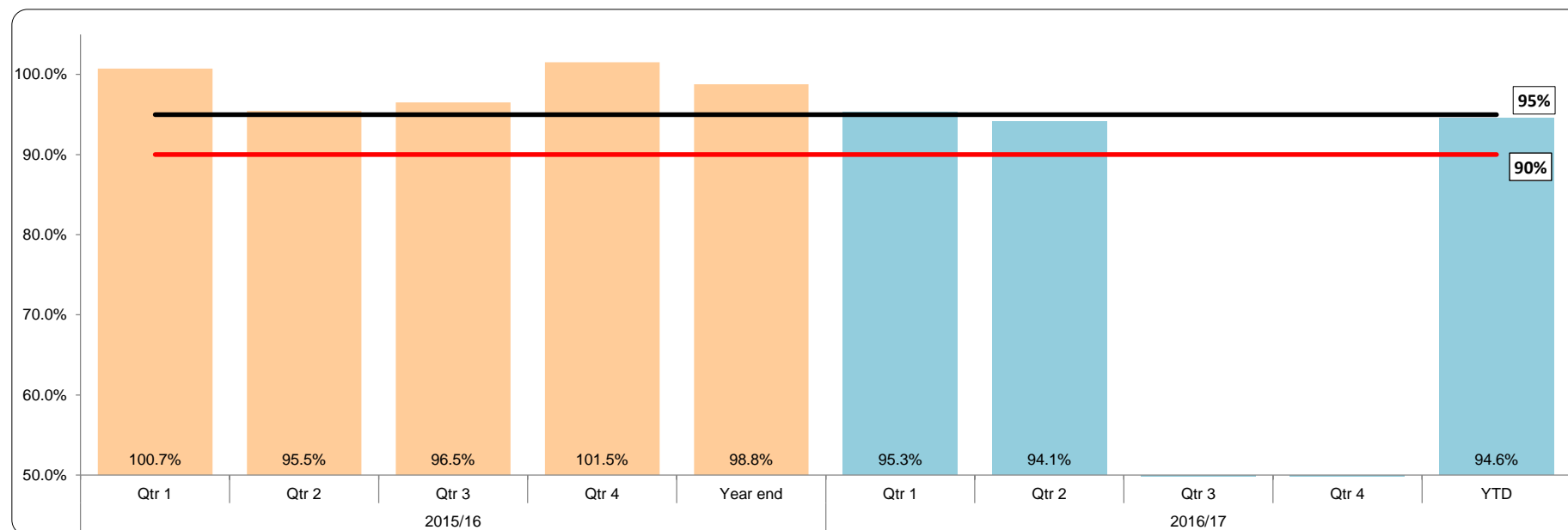
ETM06

## Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Amber



Bigger is better

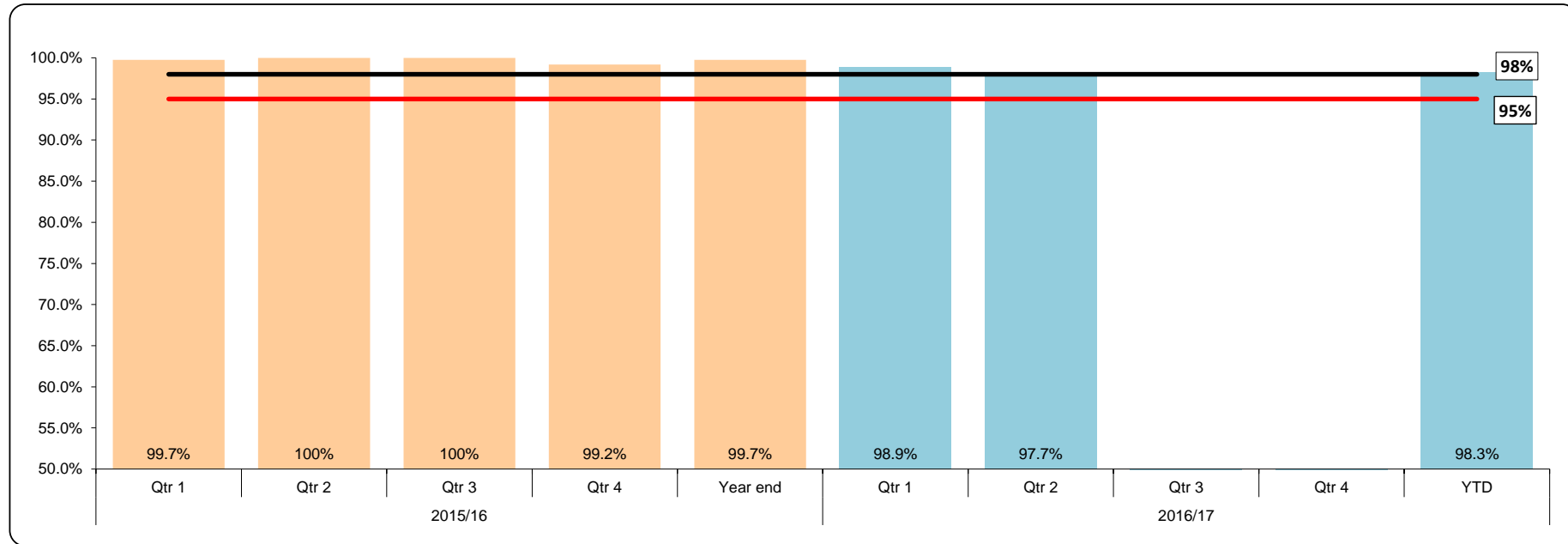
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	100.7%	95.5%	96.5%	101.5%	98.8%	95.3%	94.1%			94.6%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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%			98.3%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

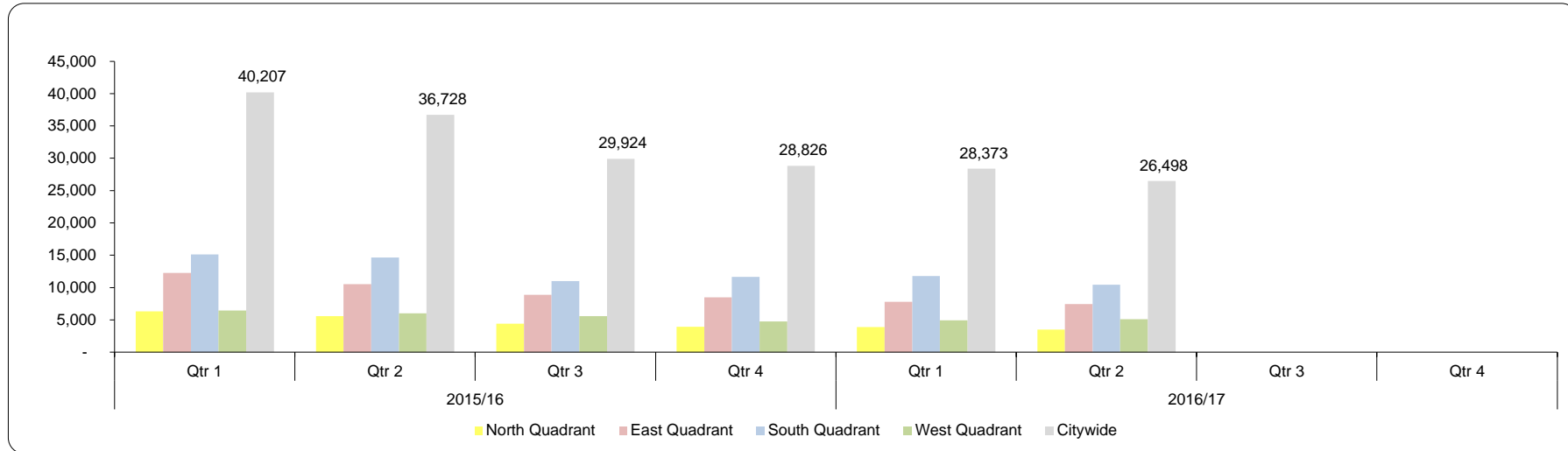
SfOP02

## Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target



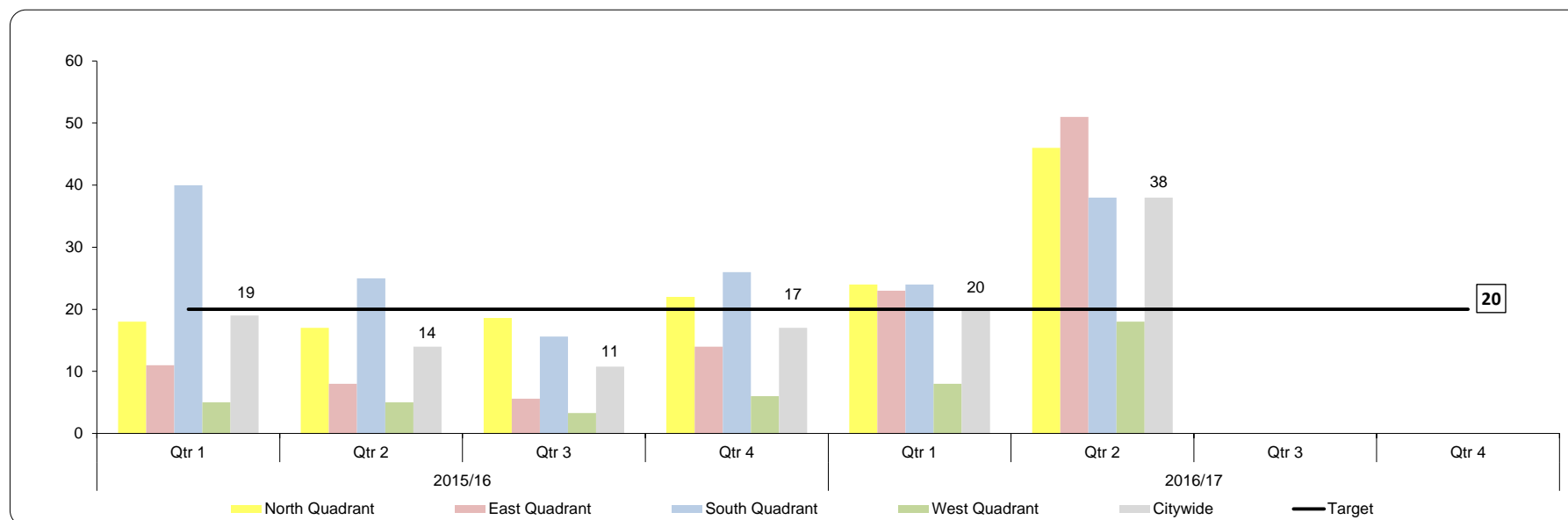
	2015/16				2016/17			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877	3,522		
East Quadrant	12,280	10,510	8,892	8,485	7,812	7,438		
South Quadrant	15,138	14,627	11,024	11,671	11,770	10,430		
West Quadrant	6,469	6,010	5,583	4,749	4,914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

HCS01

# Average time taken to answer calls (in seconds)

RAG Status

Red



Smaller is better

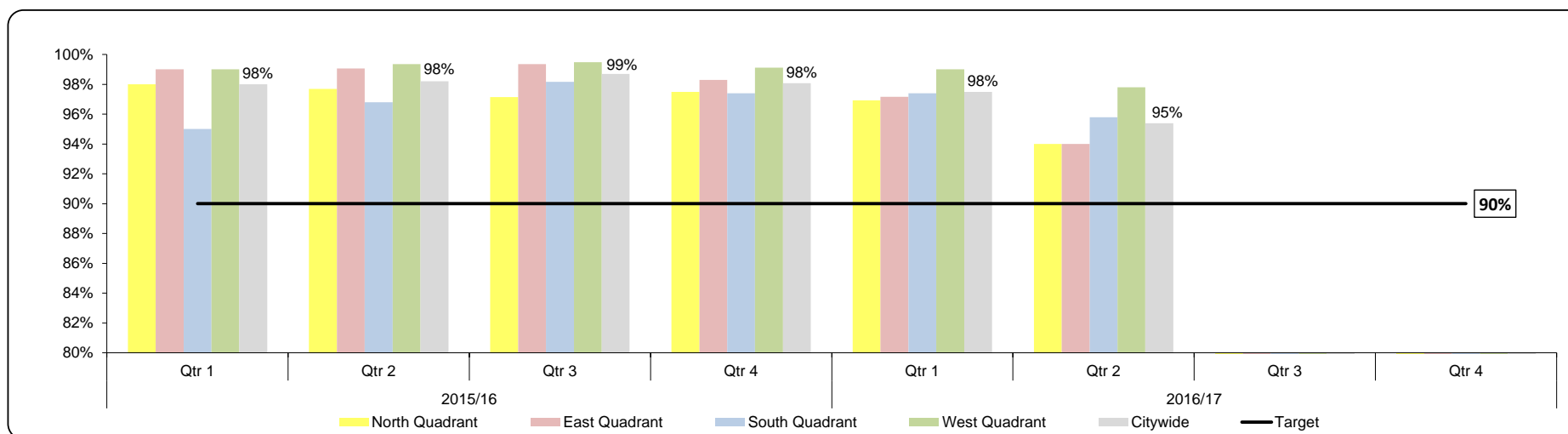
Average time taken to answer calls (in seconds)	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	18	17	19	22	24	46	0	0
East Quadrant	11	8	6	14	23	51		
South Quadrant	40	25	16	26	24	38		
West Quadrant	5	5	3	6	8	18		
Citywide	19	14	11	17	20	38		
Target	20	20	20	20	20	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%	0%	0%
East Quadrant	99%	99%	99%	98%	97%	94%		
South Quadrant	95%	97%	98%	97%	97%	96%		
West Quadrant	99%	99%	99%	99%	99%	98%		
Citywide	98%	98%	99%	98%	98%	95%		
Target	90%	90%	90%	90%	90%	90%	90%	90%

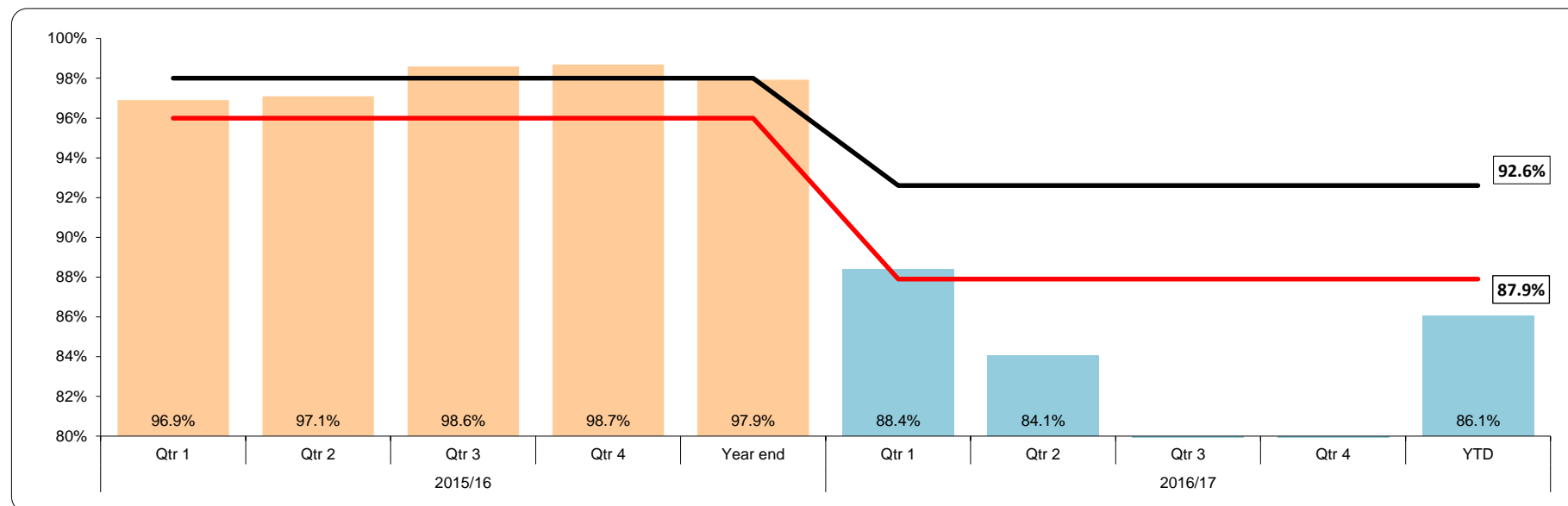
HCS03

## 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%			86.1%
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%

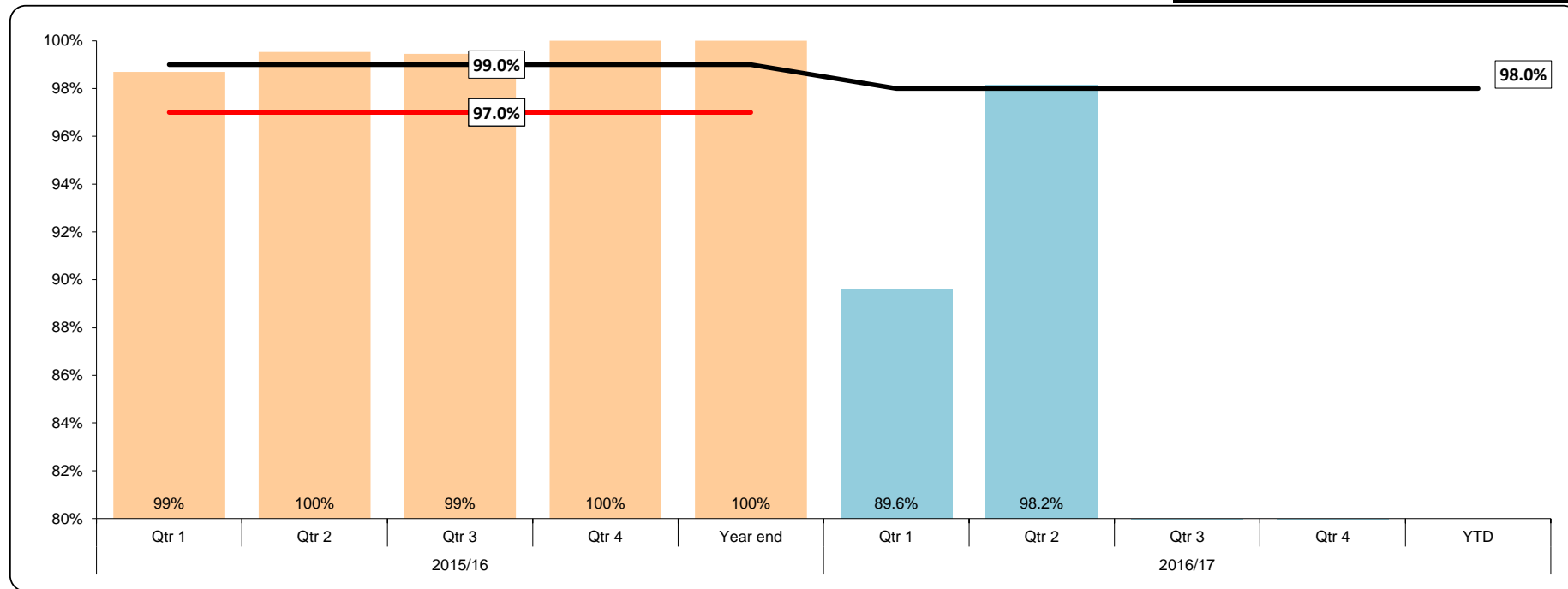
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	80.5%	87.9%	84.9%	86.4%	84.1%	88.2%	78.8%	79.9%	85.9%	83.7%

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%			
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 Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	97.1%	99.5%	98.8%	99.1%	98.7%	96.9%	98.1%	98.3%	99.6%	98.9%

AMM08

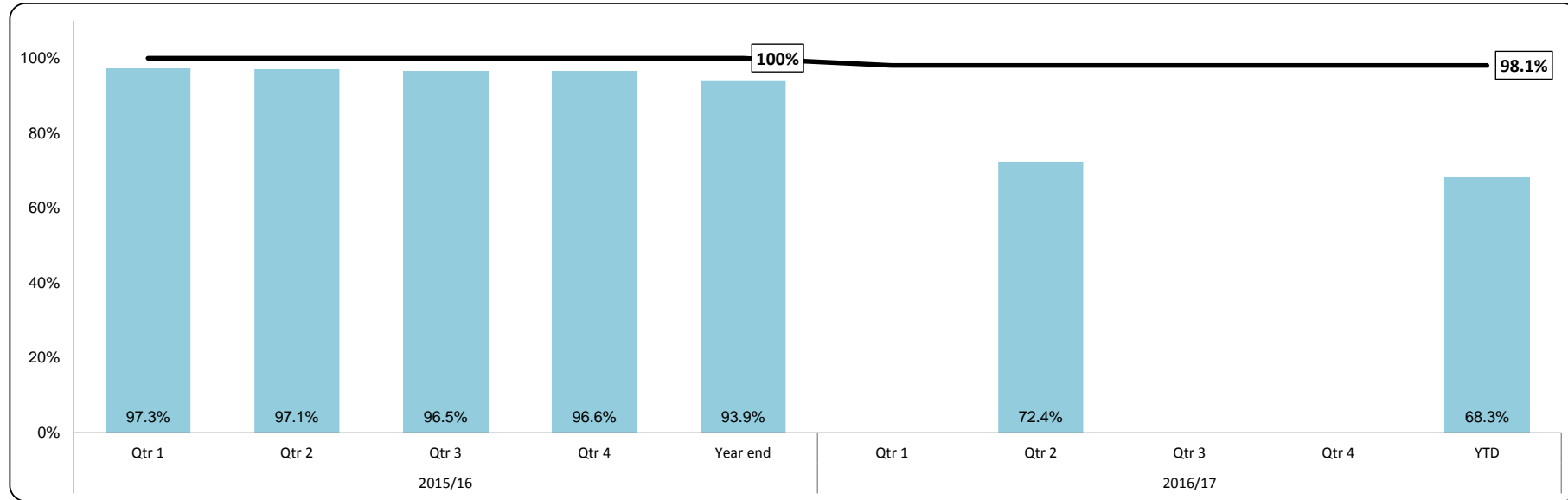


# We will respond to emergency repairs in two hours

(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%			68.3%
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 2 2016/17	57.9%	65.7%	80.0%	83.3%	78.4%	60.1%	73.3%	62.5%	70.2%	83.0%

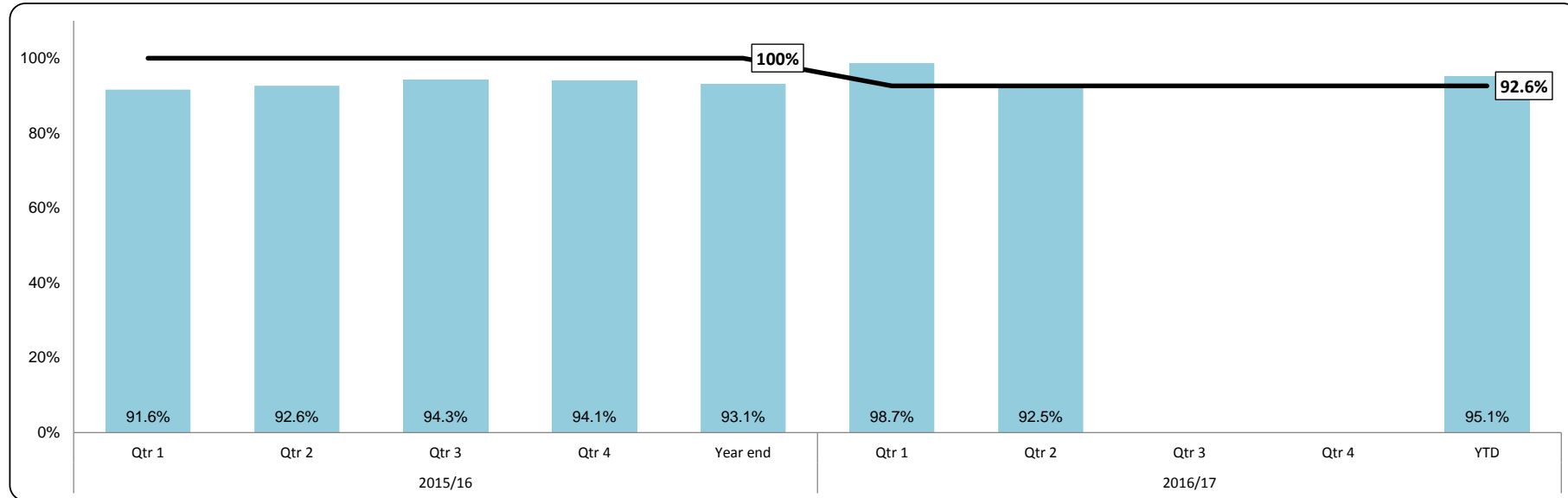
AMM15

# We will resolve routine repairs within 30 days

(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 resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%	92.5%			95.1%
Target	100%	100%	100%	100%	100%	92.6%	92.6%	92.6%	92.6%	92.6%

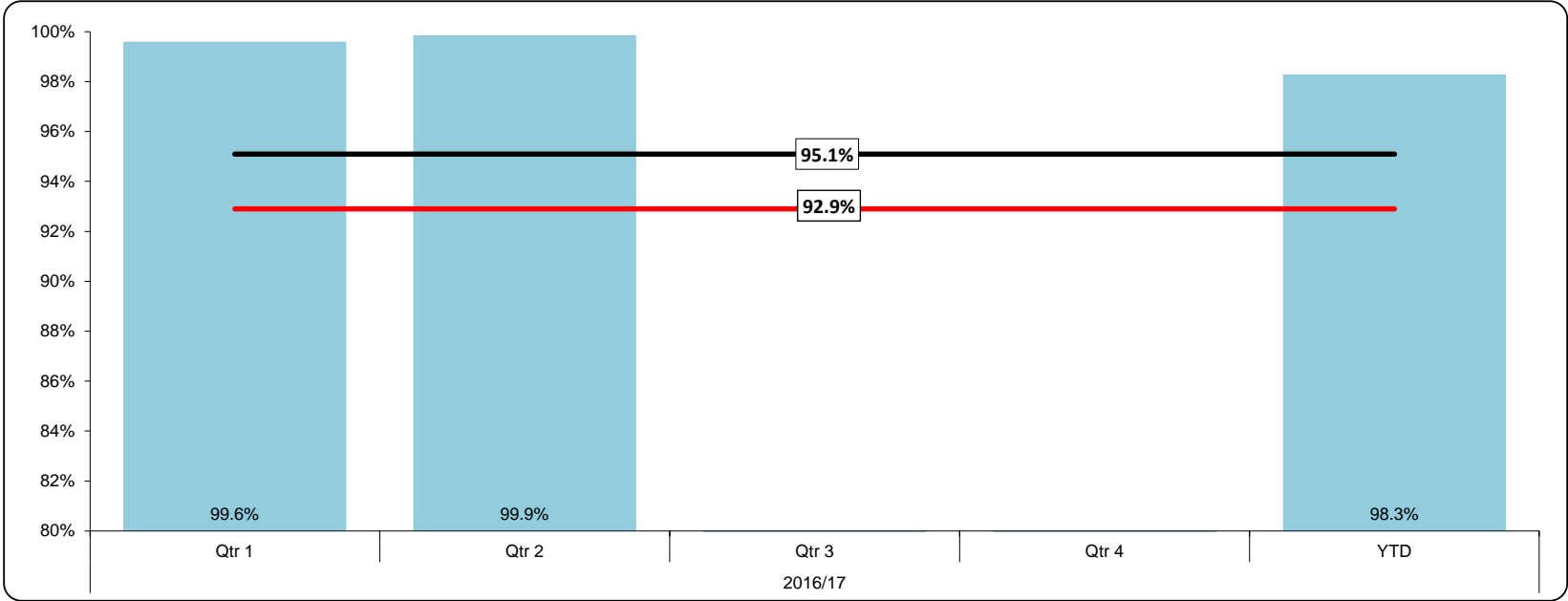
  

We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	90.2%	94.1%	93.3%	94.3%	92.9%	93.4%	93.6%	90.7%	93.8%	92.1%

AMM15

KPI001 - Customer Satisfaction

RAG Status	Green
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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%			98.3%
Target						95.1%	95.1%	95.1%	95.1%	95.1%
Standard						92.9%	92.9%	92.9%	92.9%	92.9%

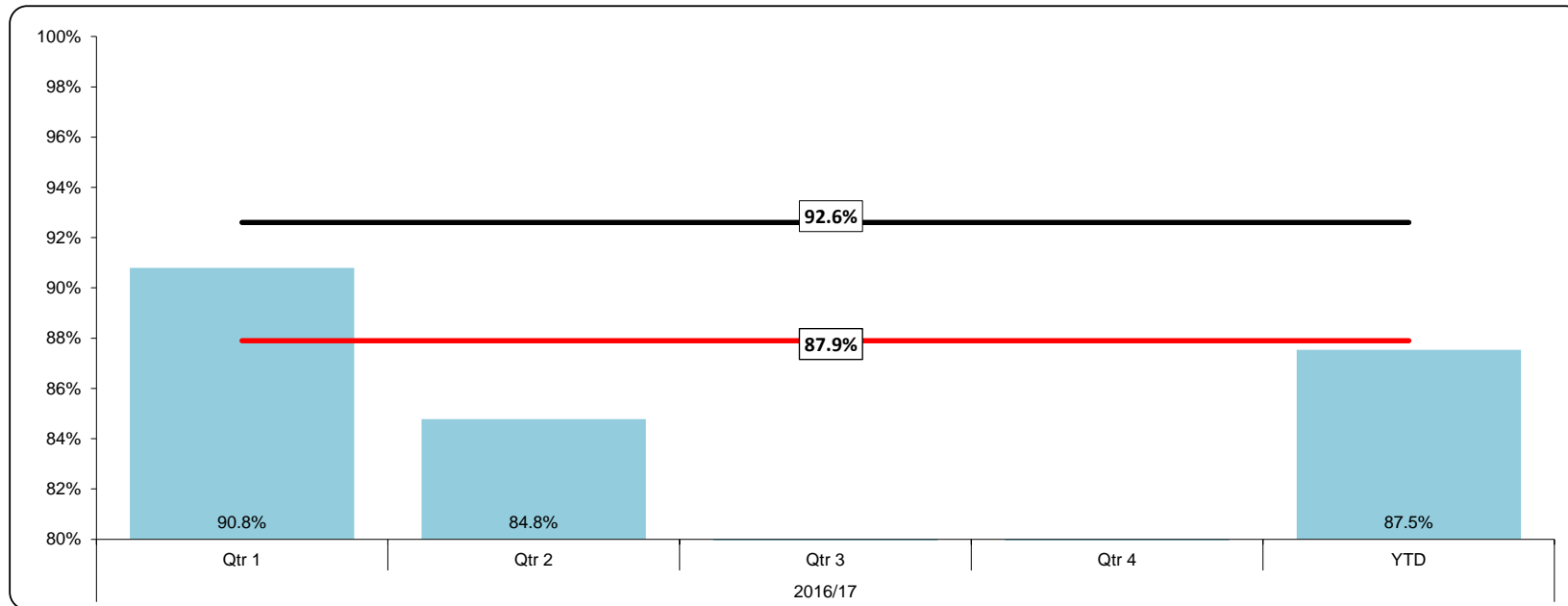
KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	99.9%	99.7%	99.9%	99.9%	99.8%	99.9%	99.7%	100.0%	99.7%	99.9%

AMM16

KPI002 - Work orders completed within timescale

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
KPI002 - Work orders completed within timescale	This is a new measure. There is no historical data available.					90.8%	84.8%			87.5%
Target						92.6%	92.6%	92.6%	92.6%	92.6%
Standard						87.9%	87.9%	87.9%	87.9%	87.9%

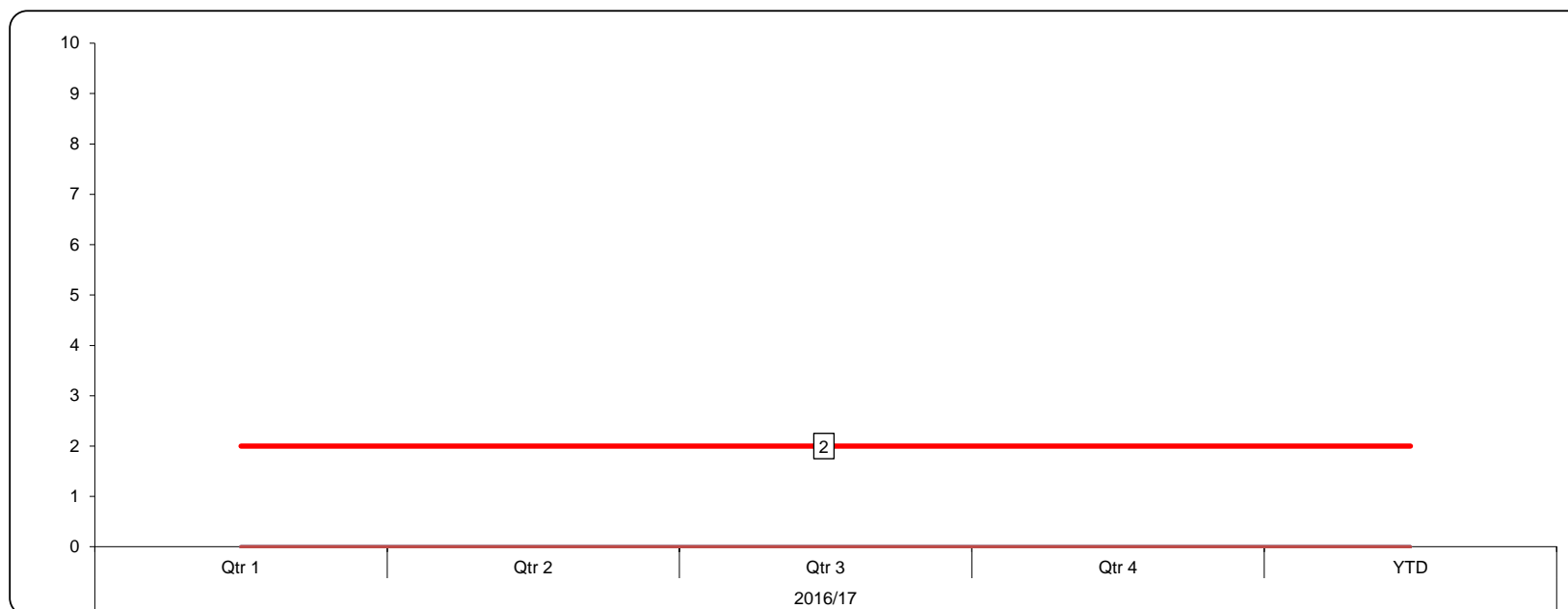
KPI002 - Work orders completed within timescale	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	82.0%	89.8%	85.9%	88.6%	84.4%	85.4%	85.7%	80.0%	87.3%	86.0%

AMM17

# KPI004 - Service Improvement Notices

RAG Status

Green



Smaller is better

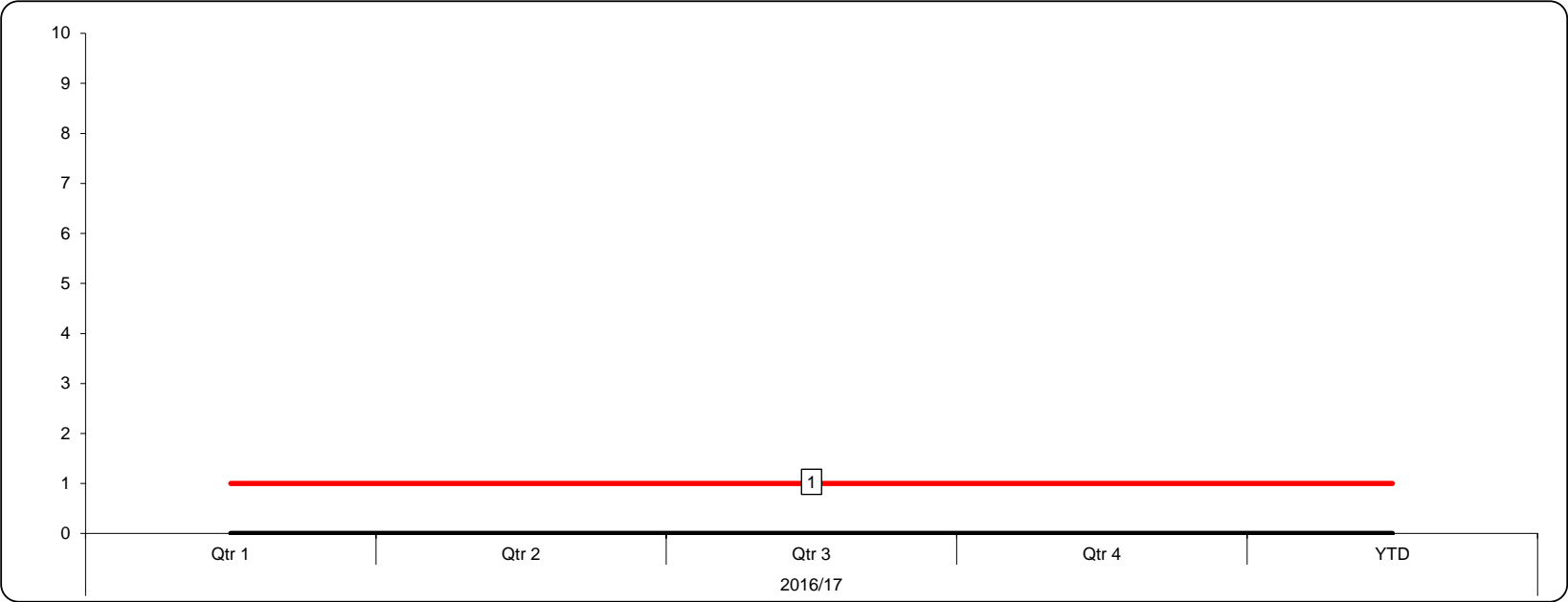
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0	0			0
Target						0	0	0	0	0
Standard						2	2	2	2	2
KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 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
Target						0	0	0	0	0
Standard						1	1	1	1	1

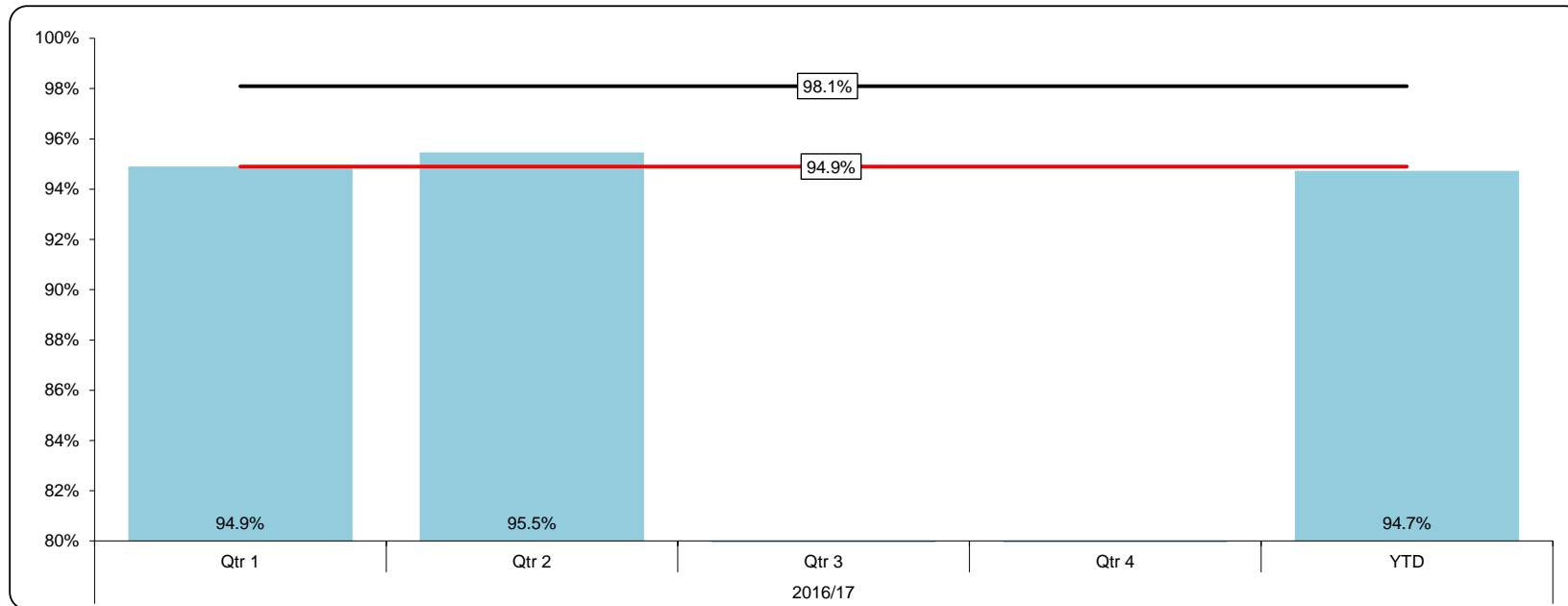
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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%			94.7%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						94.9%	94.9%	94.9%	94.9%	94.9%

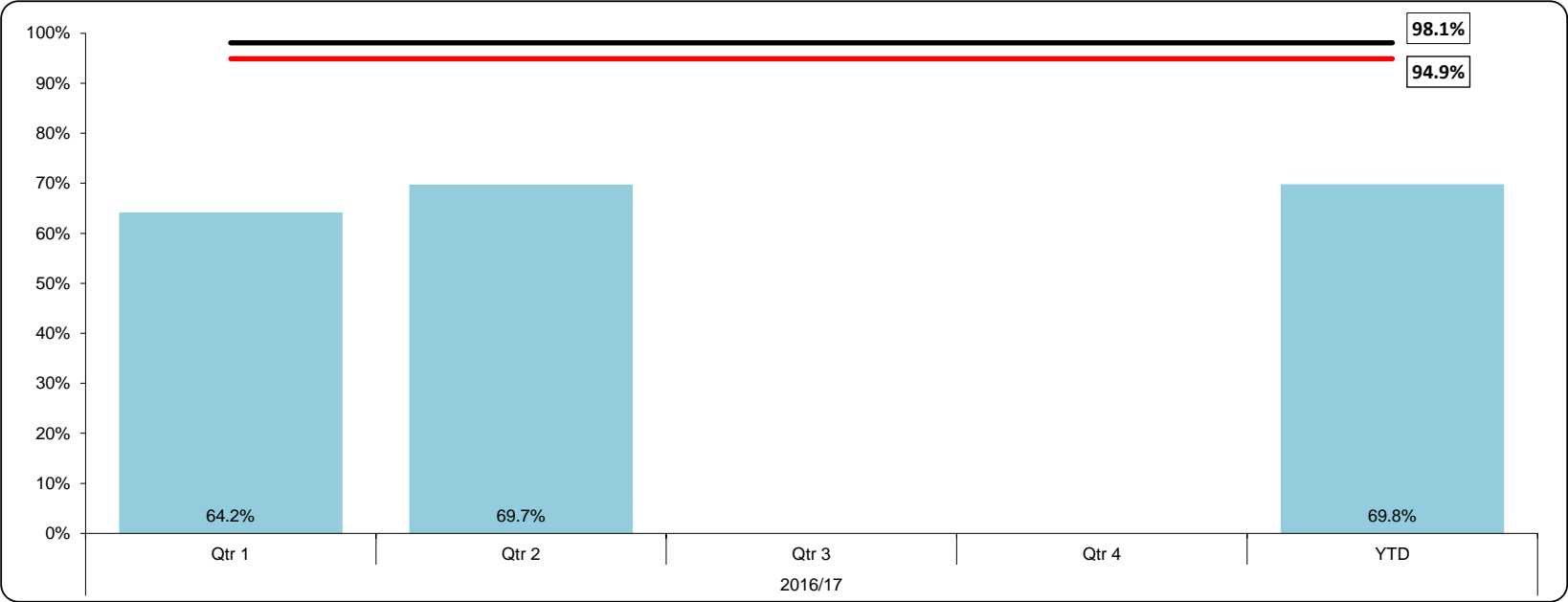
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	94.7%	95.7%	94.1%	97.3%	94.6%	95.3%	94.5%	94.2%	95.5%	97.0%

AMM22

KPI008 - Appointments kept

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
KPI008 - Appointments kept	This is a new measure. There is no historical data available.					64.2%	69.7%			69.8%
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 2 2016/17	65.4%	72.5%	78.3%	75.7%	66.2%	65.4%	65.5%	68.9%	75.2%	78.1%

AMM23



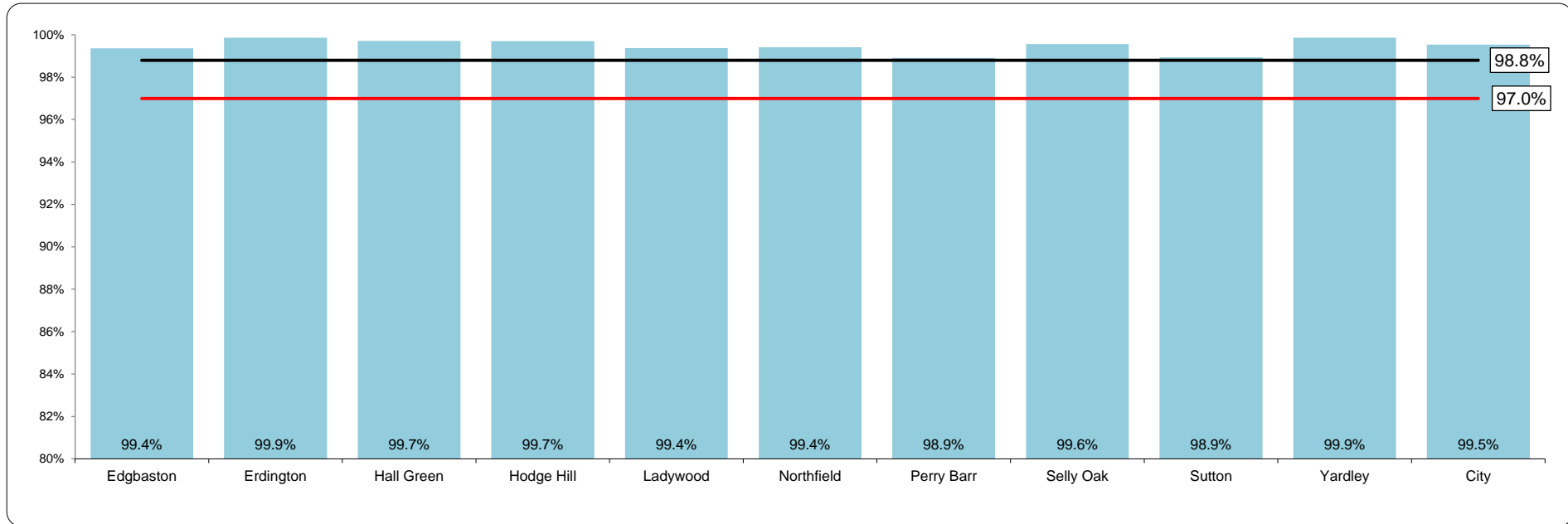
## Voids and Lettings (Gary Nicholls)

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

(Council Business Plan)

RAG Status

Green



**Bigger is better**

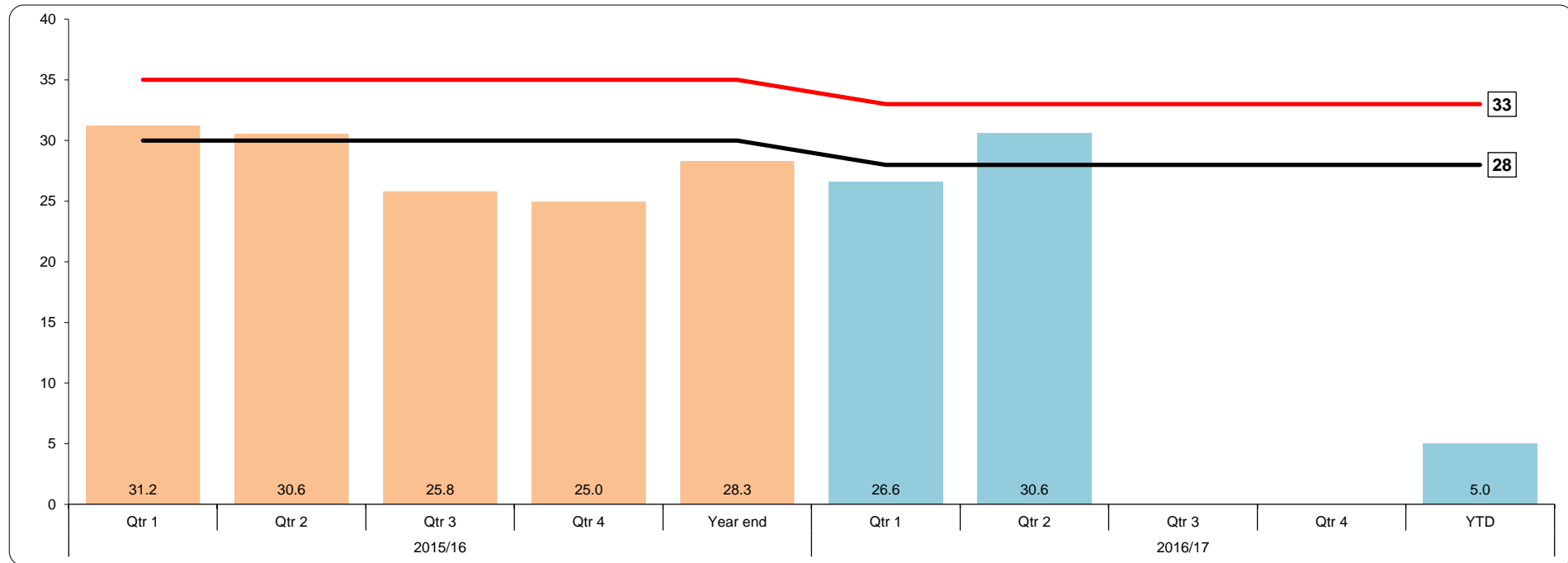
Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 2 2016/17	99.4%	99.9%	99.7%	99.7%	99.4%	99.4%	98.9%	99.6%	98.9%	99.9%	99.5%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	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	62736
										Available homes	62443

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			5.0
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 2 2016/17	25.9	28.7	16.4	30.2	35.1	30.2	55.8	30.8	35.7	25.6

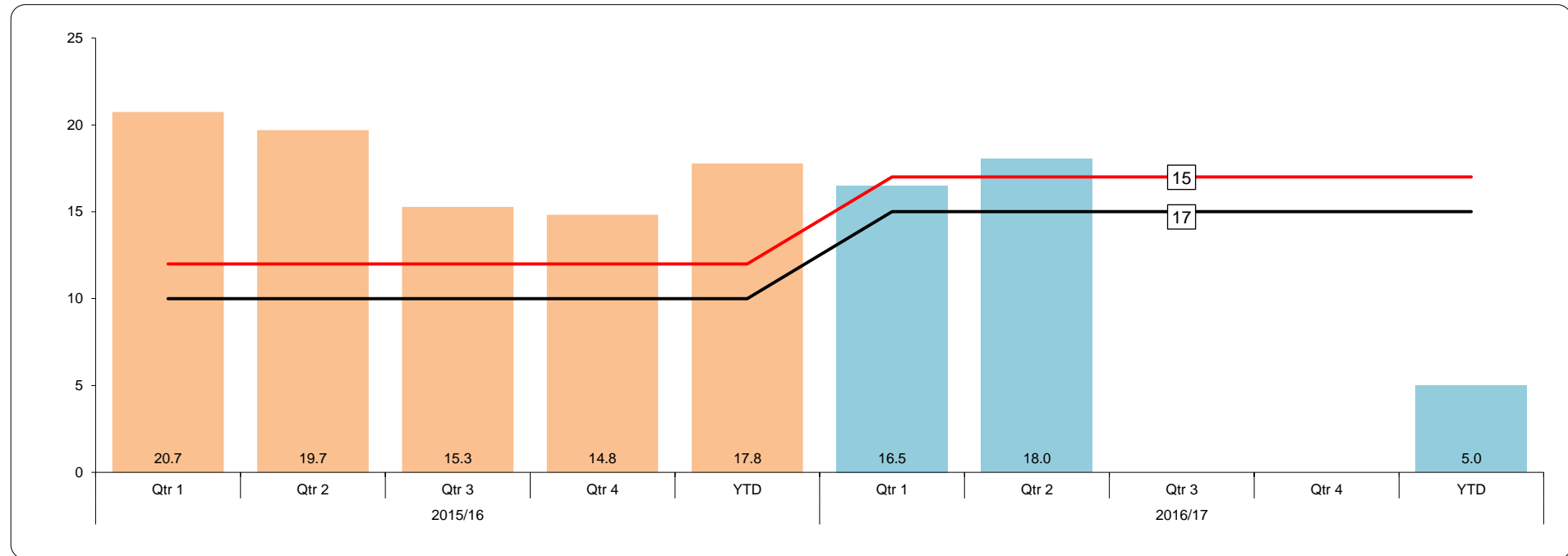
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

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			5.0
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 2 2016/17	14.6	16.3	12.1	21.4	21.6	17.2	34.2	14.9	18.7	14.6

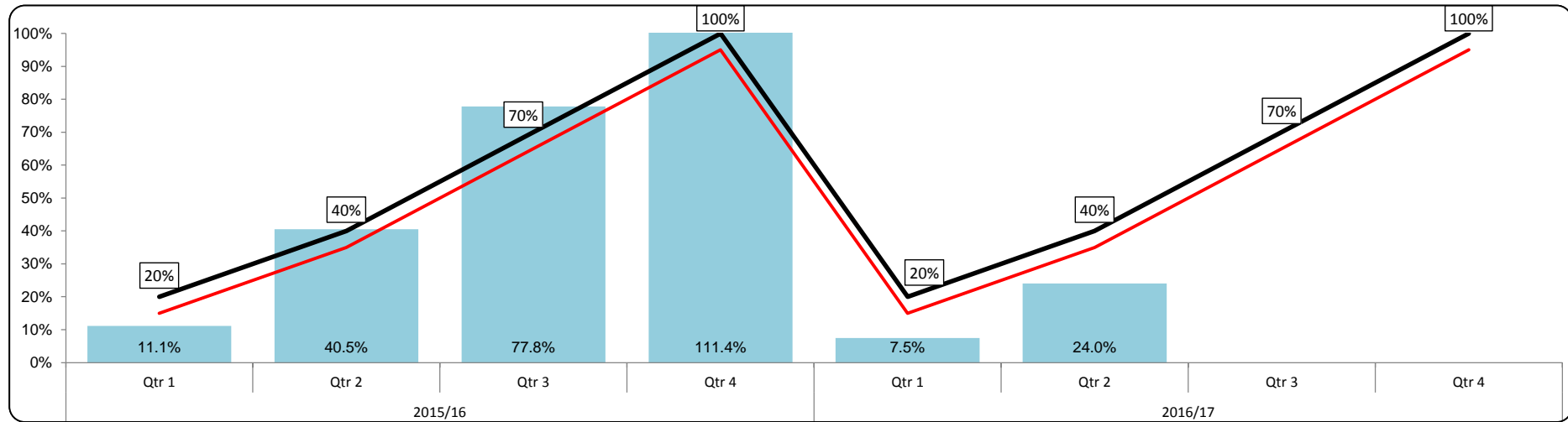
VL05

## 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**



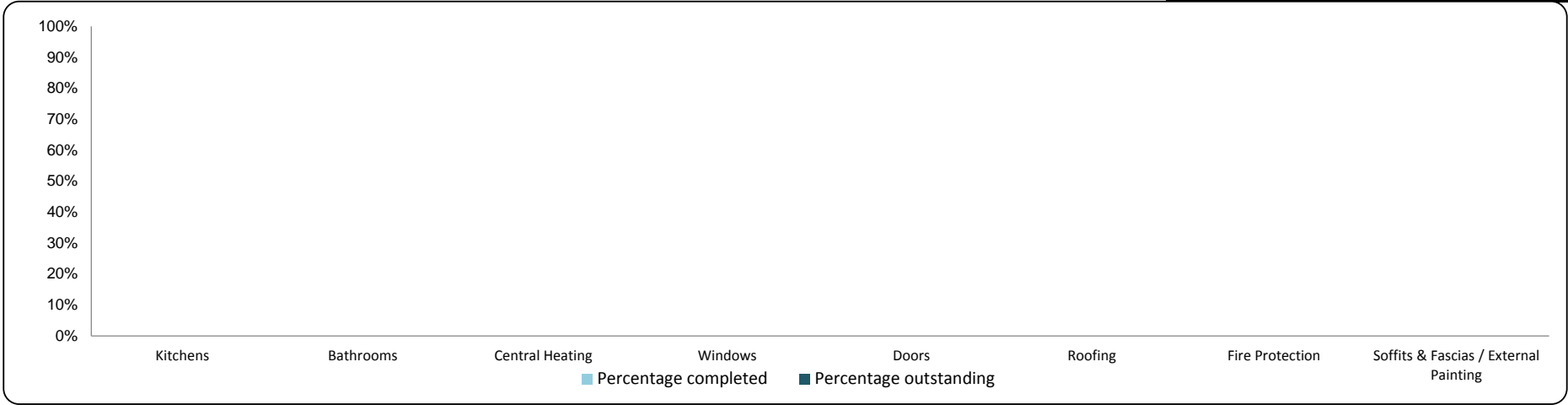
**Bigger is better**

	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%		
Target	20%	40%	70%	100%	20%	40%	70%	100%
Standard	15%	35%	65%	95%	15%	35%	65%	95%

CW06

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

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



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	0	0	0	#DIV/0!	#DIV/0!
Bathrooms	273	0	0	0	#DIV/0!	#DIV/0!
Central Heating	1,135	0	0	0	#DIV/0!	#DIV/0!
Windows	526	0	0	0	#DIV/0!	#DIV/0!
Doors	1,432	0	0	0	#DIV/0!	#DIV/0!
Roofing	321	0	0	0	#DIV/0!	#DIV/0!
Fire Protection	986	0	0	0	#DIV/0!	#DIV/0!
Soffits & Fascias / External Painting	37	0	0	0	#DIV/0!	#DIV/0!

Performance information unavailable at time of reporting

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.

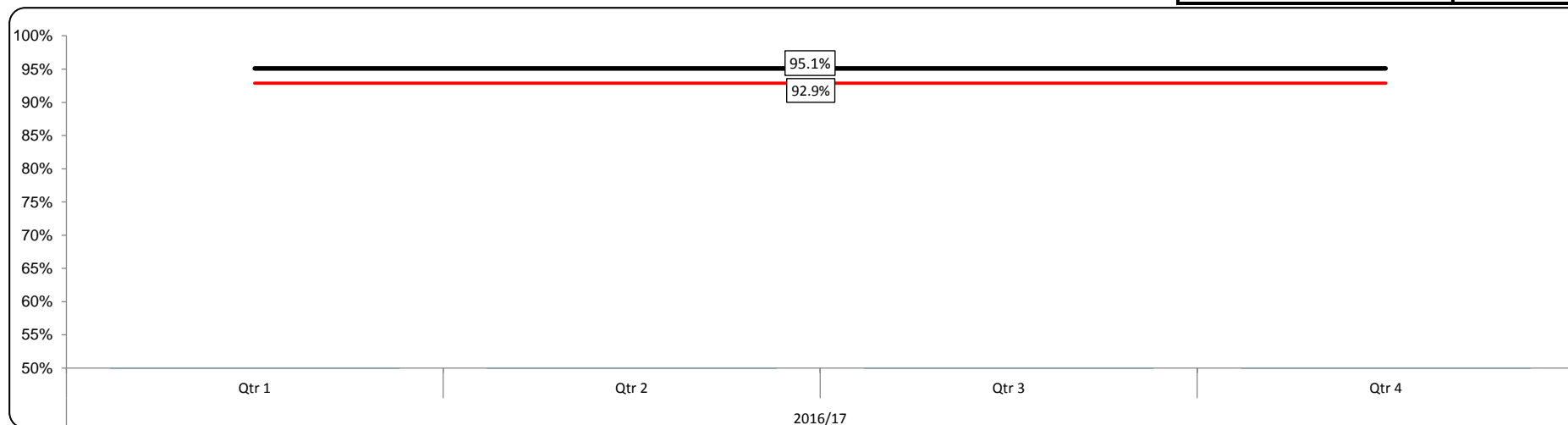
**Fire Protection** - this is a combination of work that is carried out at block and individual property level. At a property level this will include the installing of mains smoke detector. The block work will include: emergency light and fire stopping (fire retardant painting, renew fire doors, fire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

TBC



**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				
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

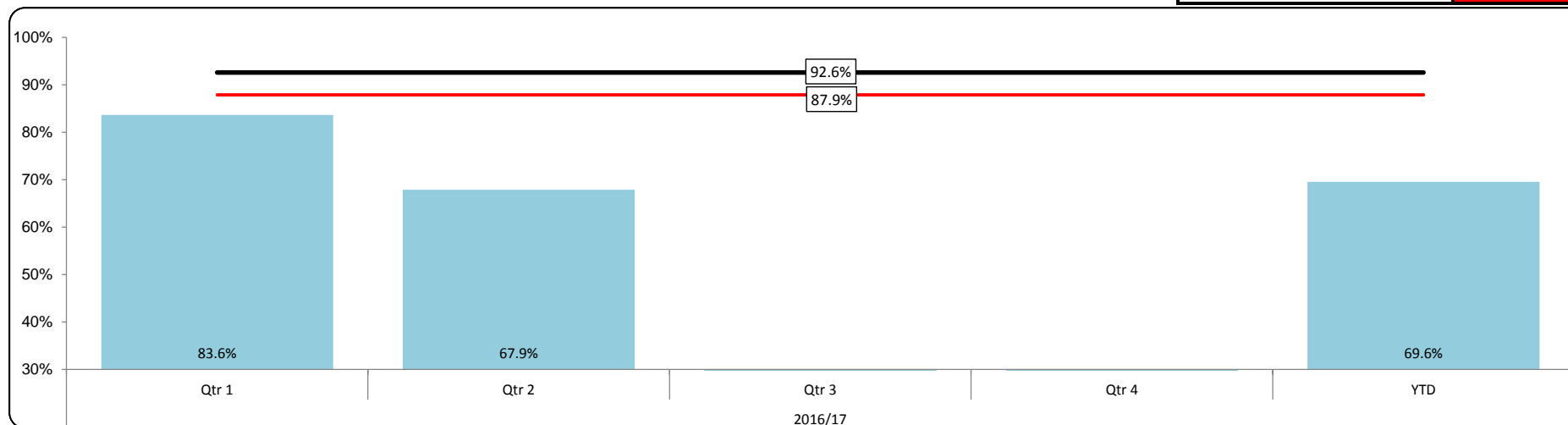
Performance information unavailable at time of reporting

CW08

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

RAG Status

Red



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	83.6%	67.9%			69.6%
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

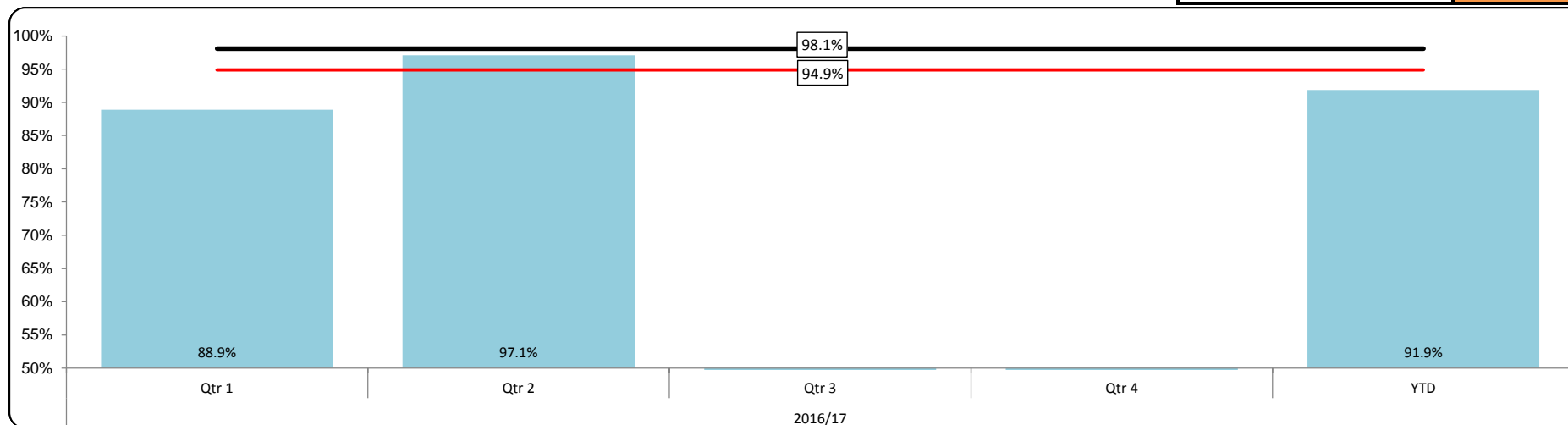
CW09



# KPI008 - Appointments kept (Capital Works only)

RAG Status

Amber



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	88.9%	97.1%			91.9%
Target	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%

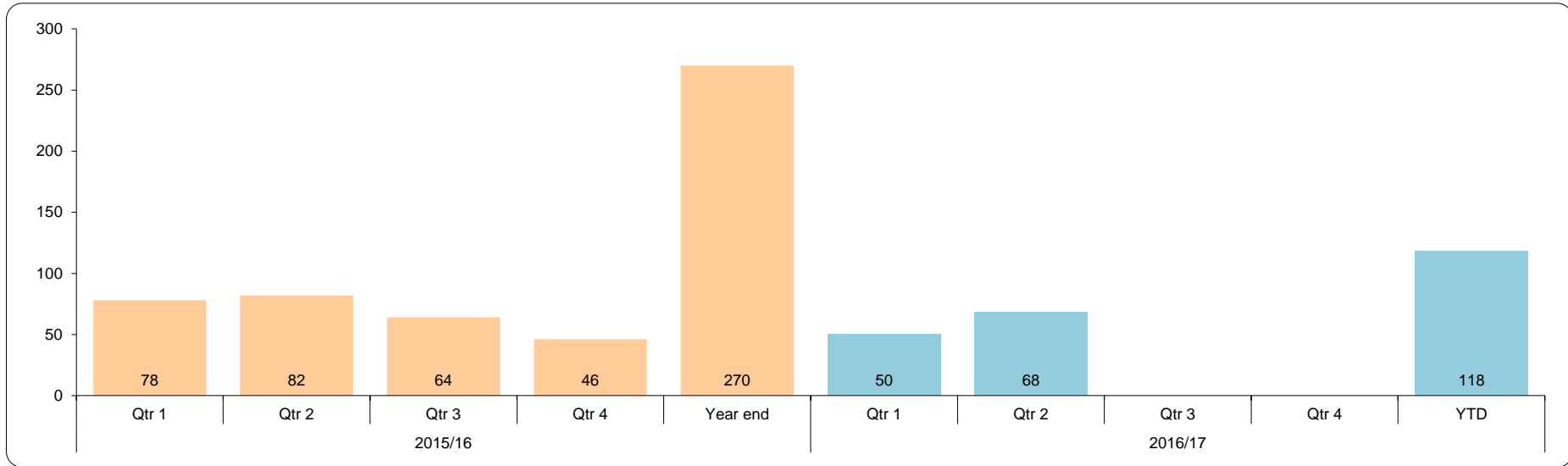
CW10

## Private Sector Housing (Pete Hobbs)

### Houses in Multiple Occupation licences issued

RAG Status

No Target



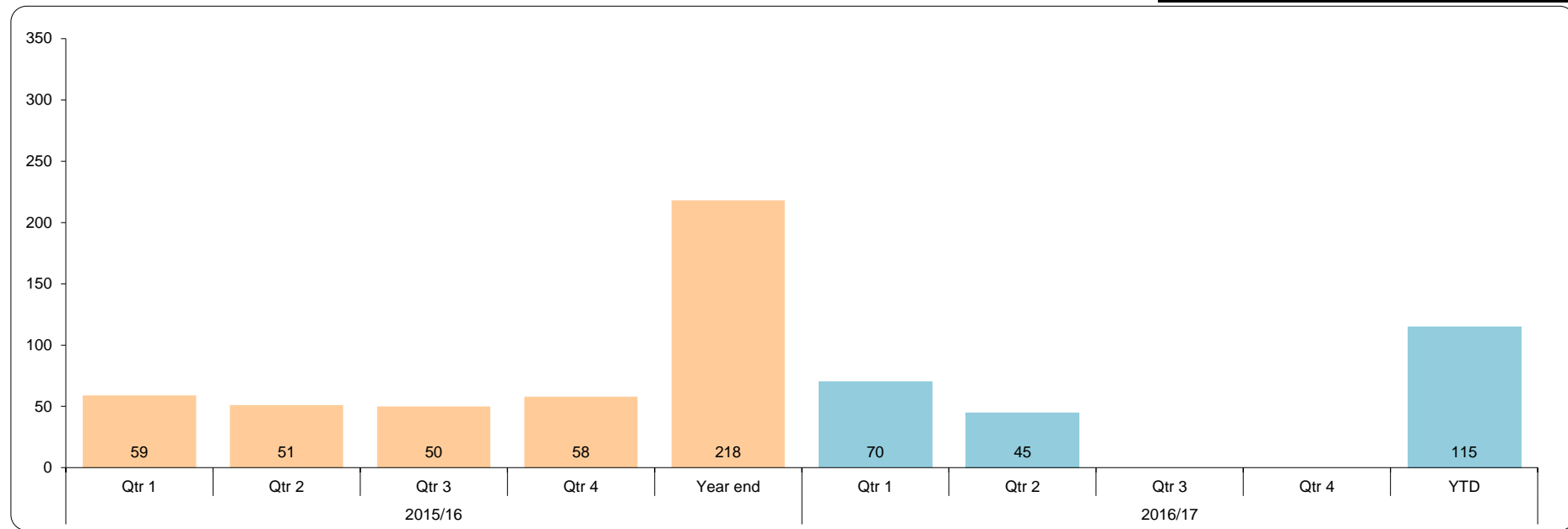
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50	68			118

PRS01

# Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target

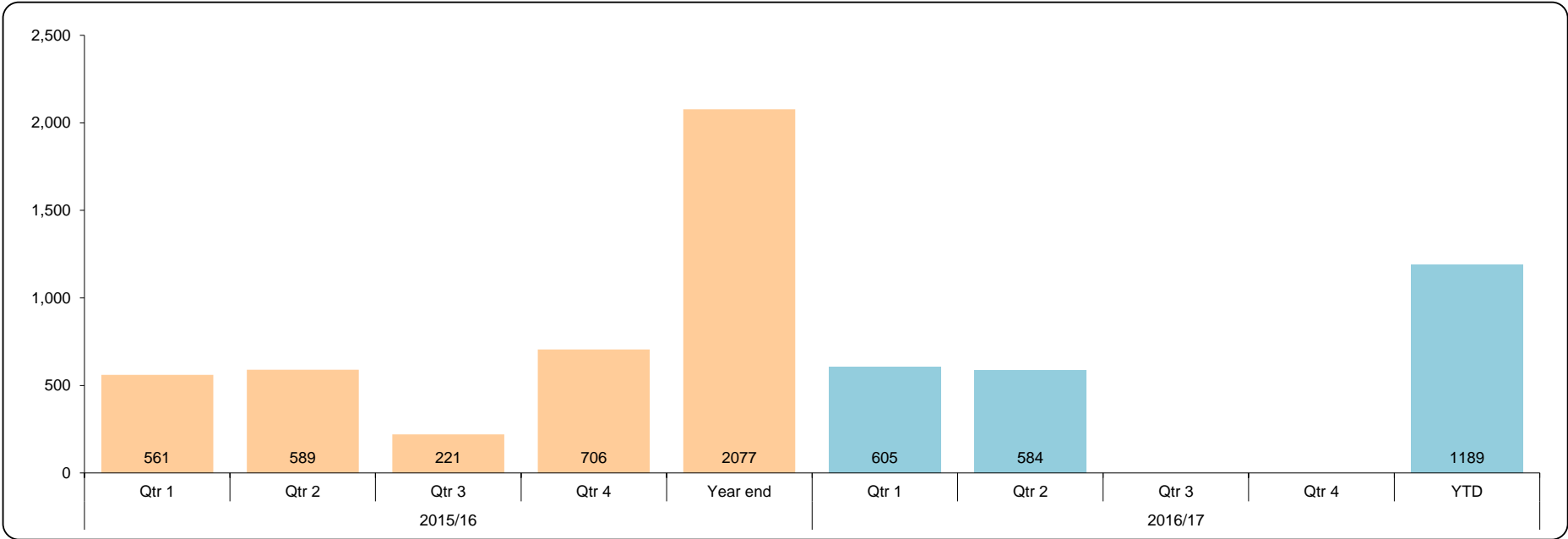


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Licenced and unlicensed Houses in Multiple Occupation inspected	59	51	50	58	218	70	45			115

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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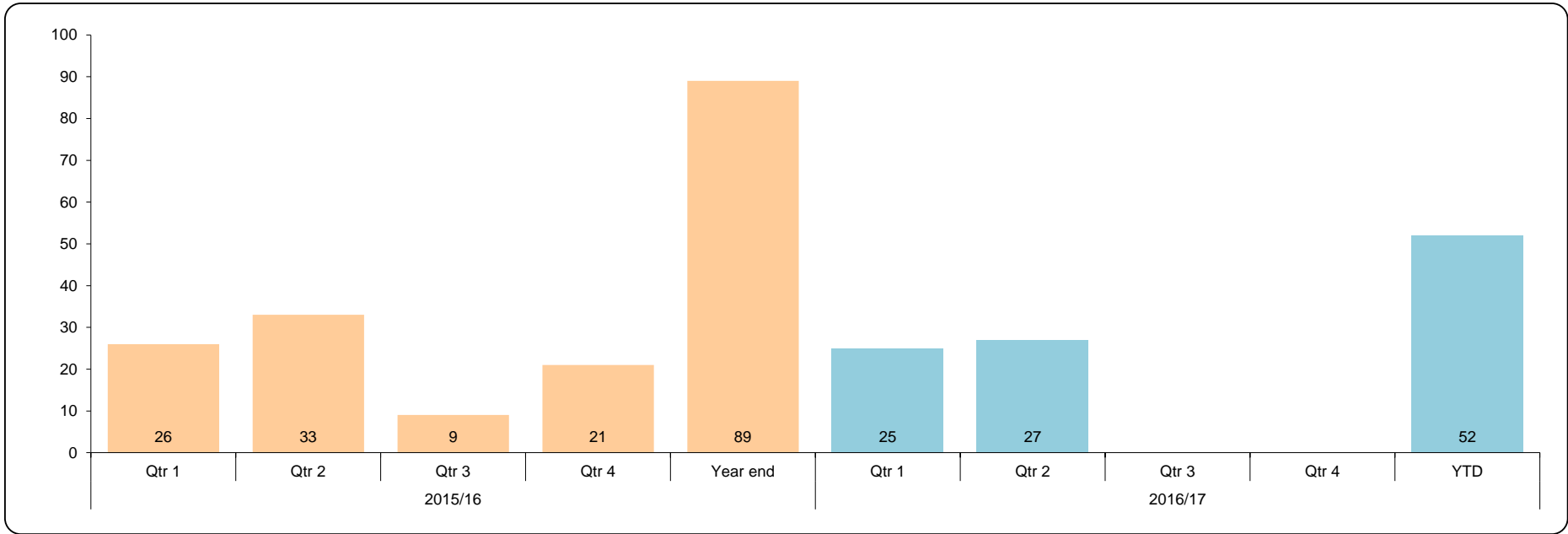


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605	584			1189

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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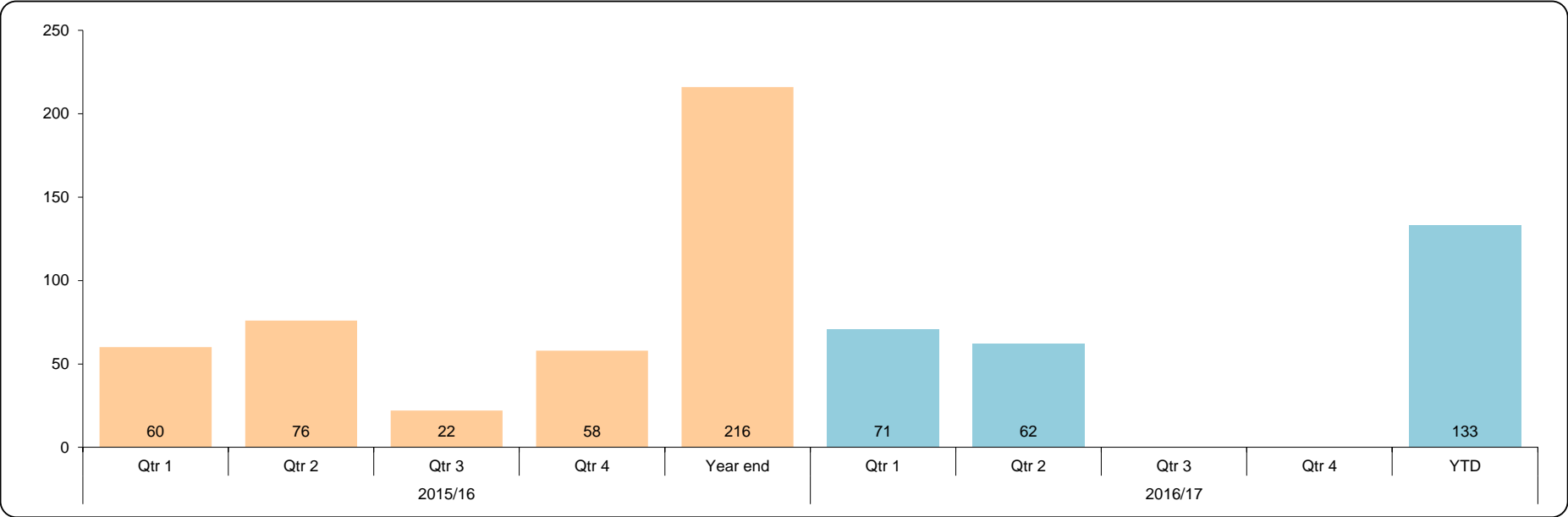


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	26	33	9	21	89	25	27			52

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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	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			133

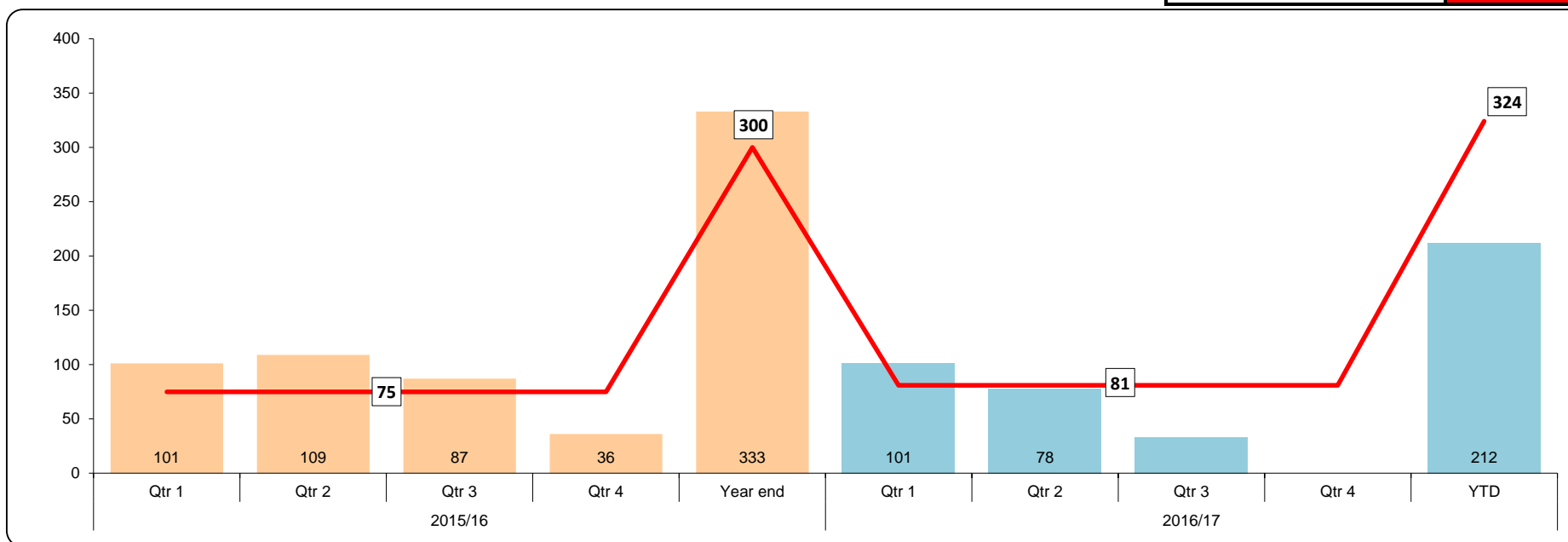
PRS05

## Empty properties brought back into use

(Council Business Plan)

RAG Status

Red



Bigger is better

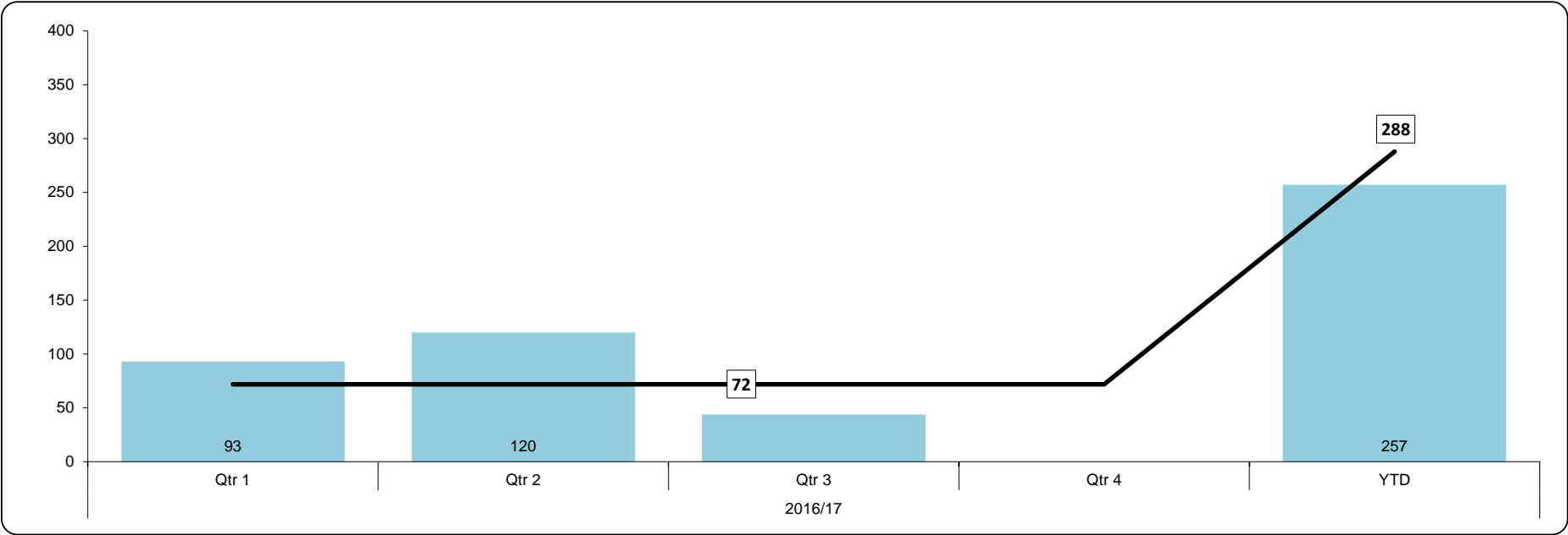
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	101	109	87	36	333	101	78			212
Target	75	75	75	75	300	81	81	81	81	324

PRS06

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

(Council Business Plan)

RAG Status	Green
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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			257
Target	n/a	n/a	n/a	n/a	n/a	72	72	72	72	288



## **Housing Development (Clive Skidmore)**

Housing Development data is currently being reviewed and will not be available until Qtr 3.



## Housing Transformation Report Q2 2016-17

### Perry Barr District Committee

The table below summarises Perry Barr specific information from the City-wide Housing Transformation report.

<p><b>Management of ASB</b></p> <p>Perry Barr continues to have a relatively low level of ASB cases with 73 new enquiries received during period 2, of which 0 were classified as hate crimes. 97.3% of cases were responded to on time which is above the standard for this measure of 95%. A total of 64 cases were closed during the period presented.</p>	<p>No. of new cases received: 73</p> <p>No. of new hate crime cases: 0</p> <p>Percentage of cases responded to on time: 99.5%</p> <p>Total ASB cases closed: 64</p>
<p><b>Percentage of high and low-rise blocks rated good or better</b></p> <p>100% of high-rise blocks in Perry Barr achieved the good or better score and likewise, low rise blocks have achieved a 100% satisfaction score</p>	<p>100% of high-rise blocks good or better</p> <p>100% of low-rise blocks satisfactory</p>
<p><b>‘Lodgers in Occupation’ for more than 12-weeks</b></p> <p>This measures the number of people occupying council properties where the tenancy has ended and the status of those occupying requires further investigation. The situation normally arises when the tenancy ends either because of the death of the tenant or relationship breakdown. There was 1 case in Perry Barr where investigations had taken longer than 12-weeks.</p>	<p>No of cases: 1</p>
<p><b>Percentage of Intro tenancies over 12 months old not made secure</b></p> <p>3.2% of tenancies in Perry Barr over 12-months old were not been made secure during Q2 with all of these being due to issues relating to rent arrears.</p>	<p>Percentage of tenancies over 12-months old not made secure: 3.2%</p>
<p><b>Conditions of estates – average bi-annual estate assessment scores</b></p> <p>In Perry Barr, the average of estate assessment scores was 27.6 which is above the ‘good’ score of 21, but below the score for excellent of 29. The estate assessments take</p>	<p>Average bi-annual estate assessment score: 27.6</p>

place twice per year and lead to the development of improvement plans.	
<b>Voids</b>  The average days to let a property from Fit For Let date to Tenancy Start Date was 34.2 in Perry Barr during Q2, although the average days turnaround was 55.8 days reflecting some lets that were made during the quarter after lengthy delays	Average days from Fit For Let to Tenancy Start Date: 34.2
<b>Repairs</b>  Performance of work completed within timescale is slightly below the target range of 87.9% - 92.6% at 85.7% however performance in quarter 3 has seen an improvement in the overall year to date performance. Works order for gas are above target, however, the overall KPI is currently impacted by contractors completing older outstanding repairs  Percentage of appointments made is slightly below the target range of 94.9% - 98.1% at 94.5% which is 0.4% below the standard however performance in November has seen this move into amber.  The percentage of appointments kept is below the target range of 94.9% - 98.1% at 65.5% however performance in quarter 3 has seen improvement. Contractors are reviewing their data and also addressing operative behaviour to ensure correct use of PDAs to record arrive on site time. Overall, tenants are receiving a responsive repairs service even where the operative arrives outside the appoint time.  The Percentage of Right to Repair jobs completed on time is slightly below the target range of 87.9% - 92.6% at 78.8% however quarter 3 has seen an overall improvement in performance across the two districts managed by Wates in the central west area. Performance for new repairs is improving but this KPI is currently impacted by contractors successfully completing older outstanding cases which are outside the SLA for their category  Responding to emergency repairs within 2 hours is below the target range of 94.9% - 98.1% at 73.3% however contractors are addressing issues where operatives fail to use PDAs correctly, and additionally have established separate Quick Response Teams to further improve	Work completed within timescales: 85.7%  Appointments made: 94.5%  Appointments kept: 65.5%  Right to Repairs jobs completed on time: 78.8%  Respond to emergencies within 2 hours: 73.3%

<p>performance. It must be stressed that whilst the 2-hour target it not currently being met, emergency repairs are being responded to well and average response times show that the majority of tenants are still experiencing quick response times. Performance in quarter 3 has seen improvement.</p>	
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