

Housing performance information for scrutiny report 2016/17					
Measure	Aim	Yearly Target 2016/17	End of year performance 2016/17	RAG	Commentary
Council Business Plan Measures					
Available Council Homes as a % of total stock	Bigger is better	98.8%	99.7%	Green	
Empty properties brought back into use (cumulative)	Bigger is better	324	303	Red	The Council was on target to achieve the overall 324 properties but it was agreed from February 2017 to divert resources for the delivery of the priority to consult and implement Selective Licensing for the Privated Rented Sector in target wards.
No. of properties improved in the Private Rented Sector as a result of Local Authority intervention (cumulative)	Bigger is better	288	490	Green	
Number of cases where homelessness is prevented or relieved	Bigger is better	8000	8,549	Green	
number of homes built that are 'Affordable' homes	Bigger is better	203(Apr to Sept target)	353	Green	
Birmingham Promise Measures					
We will respond to council housing emergency repairs within 2 hours	Bigger is better	98.1%	95.2%	Amber	There has been an improvement from below tolerance to within tolerance (red to amber). We continue to work with all contractors on a weekly basis to improve performance.
We will resolve council housing routine repairs within 30 days	Bigger is better	92.6%	94.5%	Green	
High Level KPI's					
Percentage of Right to Repair jobs completed on time	Bigger is better	92.6%	87.3%	Red	Although performance ended the year as red, there was an in month improvement in March 2017 City wide; although performance remained fractionally below target. Keepmoat (Erdington and Sutton) achieved 85.0%, Wates Central (Ladywood and Perry Barr) achieved 89.6%, Fortem South (Edgbaston, Northfield and Selly Oak) achieved 84.8% and Wates East (Hall Green, Hodge Hill and Yardley) achieved 89.4%. The service continue to work with all contractors on a weekly basis to improve performance.
Percentage of gas servicing completed against period profile - snapshot figure	Bigger is better	98%	100%	Green	
Average days taken to turn around a void	Smaller is better	28	30.2	Amber	Performance continued to improve towards the end of the year. This reflects the improved processes in place and more stringent repairs targets.
Number of Households in B&B	Smaller is better	No Target	282	No Target	
Number of Households in Temporary Accommodation	Smaller is better	No Target	1713	No Target	
High Level KPIs - RENT SERVICE (HOUSING CABINET MEMBER REPORT)					
Percentage of rent collected	Bigger is better	94.9%	99.3%	Green	
Total number of current tenants in rent arrears	Smaller is better	No Target	17,486	No Target	
Current rent arrears - City	Smaller is better	£ 13,800,000.00	£ 12,274,533.00	Green	