

**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, 29 SEPTEMBER 2016 AT 13:30 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](http://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 MINUTES**

To confirm and sign the Minutes of the last meeting of the Yardley District Committee held on 21 July 2016.

**4 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 PETITION(S)**

To consider petitions relating to planning applications submitted by Councillors on behalf of local residents.

**3 - 12**

6 **EAST COMMUNITY SAFETY GROUP - UPDATE**

Amelia Murray and Mark Ward to provide a verbal update.

**13 - 76**

7 **HOUSING TRANSFORMATION PERFORMANCE REPORT QUARTER 1 - 2016/17**

Report of the Strategic Director, Place.

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

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

24 November 2016

26 January 2017

23 March 2017

All meetings will be held on Thursdays at 1330 hours in Committee Room 6, Council House.

9 **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.

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

The next meeting of Yardley District Committee will be held on Thursday 24 November 2016 at 1330 hours in Committee Room 6, Council House.

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**

**YARDLEY DISTRICT  
COMMITTEE  
21 JULY 2016**

**MINUTES OF A MEETING OF THE YARDLEY DISTRICT COMMITTEE  
HELD ON THURSDAY, 21 JULY 2016 AT 1330 HOURS  
IN COMMITTEE ROOM 2, 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:** -

Chris Jordan	- Head of Service Integration
Lesley Bannister	- Community Governance and Support Team
Paul Walls	- Leisure Project & Client Manager
Jamie Bryant	- Birmingham Community Leisure Trust
Rose Bansal	- Place Manager, Sheldon
Mushtaq Hussain	- Place Manager, Lea Hall
Pete Barratt	- Street Scene
Mark Ward	- Chief Inspector, WMP
Marie Reynolds	- Area Democratic Services Officer

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**ELECTION OF THE EXECUTIVE MEMBER AND DUPUTY EXECUTIVE MEMBER**

On the receipt of nominations, it was:-

373

**RESOLVED:** -

- a) That Councillor Mike Ward be elected Chairman (Executive Member) for Yardley District for the Municipal Year 2016/2017, ending with the first meeting of the Committee in the 2017/18 Municipal Year.
- b) That Councillor Basharat Dad be appointed Committee Vice-Chairperson for the 2016/2017 Municipal Year, ending with the first meeting of the Committee in the 2017/18 Municipal Year.

(Councillor Mike Ward in the Chair)

At this juncture, the Chairman thanked Councillor Sue Anderson for her chairmanship of Yardley District Committee for the past four years and for all her efforts and hard work which was reiterated by members.

Councillor Sue Anderson confirmed that she would continue to support the two Employment and Skills and Health and Wellbeing Partnerships although the executive member would also be expected to attend the meetings. She further confirmed that she would continue in the role as the Corporate Parent Champion for Yardley District.

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**NOTICE OF RECORDING**

- 374 The District Committee were 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.
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**MEMBERSHIP OF YARDLEY DISTRICT COMMITTEE:**

- 375 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 Ward)

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

**CO-OPTED MEMBERS:-**

Rob Davis, Station Commander, WMFS (to provide a substitute if unavailable)  
Mark Ward, Chief Inspector, WMP (to provide a substitute if unavailable)

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**LEAD OFFICER ARRANGEMENTS**

- 376 To note the Lead Officer arrangements as follows:-

Lead Officer – (Yardley) – Richard Davies  
Area Democratic Services Officer – Marie Reynolds

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**APOLOGIES**

- 377 Apologies were submitted on behalf of Councillor Tilsley for lateness and from Councillors Iqbal, Eustace and O'Shea for having to leave the meeting prematurely in order to attend a further meeting.

## **Yardley District Committee – 21 July 2016**

It was noted that Chris Jordan was in attendance at the meeting as Richard Davies, Yardley District Lead was unable to attend due to a prior commitment.

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### **MINUTES**

- 378 The Minutes of the meeting of the Yardley District Committee held on 28 January 2016 were confirmed and signed by the Chairman subject to the following amendment on page 471; that Councillor Tilsley had not agreed to circulate training dates.
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### **DISTRICT COMMITTEE APPOINTMENTS**

- 379 The following appointments were noted:-

Corporate Parent Champion (Councillor Sue Anderson)  
Special Education Needs Champion (Councillor Zafar Iqbal)  
Employment, Jobs and Skills Champion (Councillor Nawaz Ali)  
Cultural Heritage Champion (Councillor Paul Tilsley)  
Regulation 33 Visits (Councillor Sue Anderson)

Councillor Sue Anderson referred to Regulation 44 visits and stated that they were the children's homes which included all of the private homes where children from Birmingham lived. With regard to Regulation 33 visits, she confirmed that she would continue visiting the 2 establishments within the district. She added that Councillor O'Shea had volunteered to partner her with visits to 2 homes within Acocks Green Ward and therefore she would be arranging partnering for members in order that this year they all could undertake visits.

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### **DECLARATIONS OF INTEREST**

- 380 No declarations were submitted
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### **CODE OF CONDUCT**

The following Code of Conduct for meetings of Yardley District Committee was submitted:-

(See document No. 1)

- 381 **RESOLVED:-**

That the Code of Conduct be noted.

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### **DISTRICT COMMITTEE'S FUNCTIONS AND GUIDELINES**

The following District Committee's Functions and Guidelines were submitted:-

(See document No. 2)

Upon further consideration, it was:-

382

**RESOLVED;-**

That the District Committee's Functions and Guidelines be noted.

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**HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT  
QUARTER 4 2016 & YARDLEY DISTRICT NARRATIVE**

The following report of the Service Director, Housing Transformation was submitted:-

(See document No. 3)

Mushtaq Hussain, Place Manager gave an overview of the report and the narrative and as a result of several comments and questions from members, the following were amongst the points made:-

The Chairman highlighted that fortunately the red indicators were not due to under-performance in the east and that the best void turnaround performance was within the east of the city which he stated was good news

Very serious concerns were raised by members regarding off road bikes and associated vehicles causing major disturbances with communities and tenants of the housing department. Councillor Tilsley requested an assurance from the department that tenancy regulations would be enforced rigorously where there were found to be perpetrators living in council properties.

Rose Bansal, Place Manager confirmed that the department was working closely with the police in tackling this issue. She highlighted that residents were beginning to be more proactive in coming forward and providing valuable information which was resulting in more action being taken by the department and the police. She added that the police were issuing more warrants in this area of work.

Councillor Tilsley highlighted the importance of the public reporting any known perpetrators to the department or the police. The Chairman suggested that if the public were reluctant to report to the police they could contact their local councillors who would report on their behalf.

Councillor Anderson referred to the number of housing association properties and private rentals in the district and suggested that an appeal should be extended to all in reporting the perpetrators.

Councillor Harmer highlighted the importance of the issue being prioritised and progressed through all parts of the city council system as he explained that in the past this had not always been the case. He highlighted how the police in Solihull were tackling the issue and the training sessions they had undertaken

with the magistrates in order that they understood the level of impact it had on the public. He further highlighted that after the training, magistrates had become more rigorous in their sentencing behaviour. He added that he welcomed the fact that the department was taking the issue much more seriously and highlighted the importance of perpetrators being made aware of the significant consequences if they continued to demonstrate anti-social behaviour.

Councillor O'Shea highlighted the importance that people now had the confidence to report these issues and believed that action would be taken. He further highlighted that although there had been a large number of bikes ceased it was still not enough. He added that this particular issue involved not just young people but some very serious criminals and at times, residents had had difficulty in reporting these issues by phone to the police. He stated that the city council as a landlord should clearly publicise the likely outcome if off road vehicles were used anti-socially as it was unfair on the community.

Following several comments from members, Rose Bansal confirmed that the public could report either to the police or to the Anti-Social Behaviour Team at Lea Hall, as it was a joint working partnership.

Chief Inspector Mark Ward confirmed that Superintendent Bas Javid was leading on this from a force perspective. He further confirmed that the police had agreed that a slightly different approach should be taken together with 'buy in' from the city council, and that due to the associated criminal behaviour taking place, the police were trying to make it more criminal focused. He referred to the work that the police had carried out relating to investigations and that it had been agreed that there would be a nominated lead to take responsibility across the piece for off road bikes. He highlighted that it had reached a level across the West Midlands area where it could not continue to escalate.

He added that Inspector Dave Keen who covered Yardley District had been to various meetings and had been part of the off road summit and was working closely with Chief Inspector Jack Hadley, Solihull in addressing this issue and pushing it forward. He further added that there would be additional dedicated resources in tackling this issue and that they had requested a dedicated CPS lawyer as well as looking for a point of contact from the city council in terms of civil interventions, and for 'buy in' from the social registered landlord sector and support from local councillors.

In response to several comments relating to communication, Mark Ward confirmed that there was a communication plan in place and that there was the monitoring of all open spaces as would be expected. With regard to drones he confirmed that he was unsure as to whether they had been considered however agreed to take back. He further agreed to provide to members a breakdown of the number of bikes that had been seized in the district on a ward basis.

Councillor Anderson stated that due to the fact that there would now be a dedicated team in place tackling the issue and other associated criminal activity, and whilst recognising it was a long-term plan, suggested it would be useful to have an update at the next meeting of the outcomes in order that this could be then fed back to residents.

Mark Ward stressed that it was not just a police issue and that all had a part to play in terms of encouragement and bringing information forward. He referred to the active citizen meeting that had taken place in the north side of the city and subsequently explained how it worked with members of the community providing support and although it was in its infancy he confirmed that they would be looking to replicate in other areas of the city.

The Chairman concluded by thanking Mark Ward, Mushtaq Hussain and Rose Bansal for reporting.

Upon further consideration, it was:-

383

**RESOLVED:-**

That the report and comments be noted.

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**PLACE MANAGERS' UPDATE**

The following Report – Street Scene East was submitted:-

(See document No. 4)

Pete Barratt, Street Scene Co-ordinator, gave an overview of the report and as a result of several comments and questions from members, the following were amongst the points made:-

Pete Barratt highlighted that before they undertook a litter pick the area would be leafleted in order that residents were aware of when it was taking place. With regard to targeting areas, he confirmed that when items were deposited they were photographed and properties were leafleted and residents visited by the department as a means to educate them in order to try and change their behaviour patterns. He added that there had been occasions when residents had deposited rubbish outside their properties and after receiving a visit from the department advising them that they could be fined, they had often retrieved it.

He further explained the difficulties relating to enforcement and unless there was a witness or a strong burden of proof, it was very difficult to prosecute. He stated however that with the badgering of people and almost naming and shaming and through education, there had been a reduction of litter and fly-tipping in certain areas. With regard to litter picking, he stated that the lack of resident participation was somewhat frustrating, especially, when numerous projects had been organised and in many cases it had resulted in only the local councillors and estate teams participating in the litter picks.

Mushtaq Hussain referred to other areas where litter picks had been quite successful with place managers working with local community groups. He added that one of the main focal points was educating children who in turn educated their parents.



Pete Barratt confirmed that they had ordered 8 CCTV cameras for east quadrant and that they could be relocated 8 times per year although it involved a cost. At present he was not aware of where they would be positioned however hoped that every ward would have an opportunity of the benefit of a camera. He believed that the best way forward in tackling litter was educating at grass roots level and the need to get environmental/green issues on to the nursery agenda.

Upon further consideration, it was:-

384

**RESOLVED:-**

That the report and comments be noted.

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

Paul Walls, Leisure Projects Client Manager and Jamie Bryant, Partnership Manager provided an update.

Jamie Bryant confirmed that at Fox Hollies Leisure Centre the squash courts and sports hall had been refreshed and a new fitness suite had recently been completed. The suite contained all types of equipment as well as a large matted area that was suitable for all different types of programmes. Reference was made to the partnership working with Ninestiles School to ensure that the facilities were suitable for the students and their curriculum.

He added that the next programme of works would be the changing rooms whereby completion was expected by Christmas. He further added that the patronage had increased considerably with the introduction of school holiday schemes and that there had been a favourable response through social media regarding the new facilities at the centre.

It was noted that at Stechford Cascades and Fox Hollies there had been the introduction of large inflatables which was proving popular with the current children's holiday schemes and splash parties.

It was noted that the swimming pools at Stechford Cascades had been closed on Friday 8 July 2016 as a precautionary measure due to the testing for Cryptosporidium. If the results were proven negative they were looking to re-open tomorrow. As a result of a recent incident, additional measures would be taken by the trust to ensure all of their pools were safe to use.

Paul Walls reported that planning permission had now been granted for the new Stechford Leisure Centre pool and that work would begin with the removal of the existing flumes, prior to construction commencing on 12 September 2016 at the site next door. He further reported, that the existing play area would be demolished as part of the redevelopment and that a new play area would be installed in the adjacent park land although the location had not yet been determined, as this was subject to public consultation which would commence shortly.

He confirmed that the new centre would include new sports hall courts, swimming pools, a 120 station fitness suite, dance studio, community room and café. He added that there would be provision to permit specifically sexed swimming sessions and that completion was expected by March 2018. Demolition of the existing building would take place after the new centre was fully operational.

It was noted that there would be a ground breaking ceremony where members would be invited to come along.

Councillor Eustace stated that it was good news for the play area and subsequently highlighted the importance of the play area being located in a prime visual position.

Councillor Dad thanked Paul and Jamie for the comprehensive update and for taking on board the provision for privacy and female swimming.

Councillor Anderson referred to the excellent facilities at Fox Hollies Leisure Centre and highlighted that it far outshone any facilities within the private sector.

The Chairman concluded by thanking Paul and Jamie for reporting.

Upon further consideration, it was:-

385

**RESOLVED:-**

That the update and comments be noted.

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At this juncture, the Chairman decided to vary the order of the agenda.

**EAST COMMUNITY SAFETY GROUP TO UPDATE**

Chief Inspector Mark Ward briefly explained the changes in West Midlands Police and the programme the police had responded to in terms of austerity.

He reported that from November 2016 the local policing unit would be moving into neighbourhood policing units and that Birmingham North and East would become one policing unit. He explained that it was a more effective and efficient way of working for the police as they would be able to use the nearest resource available, and that the service would not affect the public in any way. He referred to the fact that there would be an increase in neighbourhood policing in Birmingham North and East and a slight reduction in other areas of the West Midlands. With regard to Police Community Support Officers (PCSO's) it was reported that there would be subject to some change in due course.

He reported that there would be the introduction of body cameras for all 999 response officers over the coming months. The cameras had been trialled in other areas and had proven to be very useful in capturing evidence.

It was noted that at a local level, Inspector Dave Keen remained in place as did all of the other neighbourhood sergeants and neighbourhood teams.

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

Mark Ward stated that he was not aware that Stechford Police Station was closing. He confirmed that the designated custody block was now in Perry Barr and that the plan was for the neighbourhood police officers to remain in the locality, whilst the response function would take prisoners over to the custody block. He further reported that there was now a drive to deal with out of court disposals far more than court disposals as scientific indicators were alluding to better outcomes. He further highlighted the introduction of procedural justice which was a way of getting the victim and offender together in respect of lower level anti-social behaviour issues whereupon again scientific indicators were alluding to better outcomes.

He highlighted that the force had looked at identifying a lead for the whole of West Midlands with regard to dealing with travellers and encampments. He confirmed that locally Dave Keen and Jacqui Kennedy were working on a joint protocol and at this given time, was not sure if the document had been signed off by the police. He added that it would bring together the Birmingham police powers and Birmingham city powers in tackling these types of issues.

The Chairman concluded by thanking Chief Inspector Mark Ward for updating the committee.

Upon further consideration, it was:-

386

**RESOLVED:-**

That the information be noted.

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

The following information for Ward Meetings and New “Ward Tracker” Data base was submitted:-

(See document No. 5)

Chris Jordan, Head of Service Integration introduced the document highlighting that there was a greater emphasis now on less formal meetings and more flexible engagement with local communities. It was noted that there were no longer formal minutes of meetings as these were now replaced with action notes.

At this juncture Lesley Bannister, Community Governance and Support Team introduced the ward action tracker highlighting that the system would track all of the actions raised at the meetings and remain on the database until resolved.

She added that it was a way of illustrating at ward level what had been raised and could be used as an indicator of what was happening across the city and whether there were any particular themes emerging.

It was noted that Lesley Bannister, Beverley Edmead and Kay Thomas would continue to provide officer support at ward meetings/forums.

387 Upon further consideration, it was:-

**RESOLVED:-**

That the information be noted.

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**SCHEDULE OF FUTURE MEETINGS 2016/17**

388 The following schedule of meetings was noted:-

All meetings would be held on the following Thursdays at 13:30 hours in The Council House, Victoria Square, Birmingham:

29 September 2016 – Room 2	24 November 2016 – Room 6
26 January 2017 – Room 6	23 March 2017 – Room 6

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**FUTURE WORKING ARRANGEMENTS/DISTRICT WORK PROGRAMME**

389 Councillor Anderson reported on the Employment and Skills Partnership and the successfulness of the Job Centre Plus in helping people into employment. Reference was made to the number of local employment offices that had provided support and the job fayres that were being organised.

Further reference was made to the various employment opportunities in Tyseley and over the next 12 months opportunities would continue to increase.

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**DATE OF NEXT YARDLEY DISTRICT COMMITTEE MEETING**

390 The next Yardley District Committee Meeting was scheduled for Thursday, 29 September 2016 at 13:30 hours in Committee Room 2, Council House, Victoria Square, Birmingham B1 1BB.

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**AUTHORITY TO CHAIRMAN AND OFFICERS**

391 **RESOLVED:-**

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 15:25 hours.

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CHAIRMAN

## Yardley District

### End of Year Performance Narrative

#### Quarter 1 2016/2017

<b>Anti-Social Behaviour</b>	<p>In Quarter 1, 100% of ASB cases in the Yardley District were responded to within timescale.</p> <p>In Quarter 1, 97% cases were also closed successfully. There were 100 cases closed in Quarter 1</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 133 new cases of ASB reported in Quarter 1 of which 3 were hate crime.</p> <p>There is 1 Think Family Support Officer based at the Lea Hall East Quadrant Office. They worked with a total of 20 cases during Quarter 1.</p> <p><b>Introductory Tenancies</b> In Quarter 1, 3.2% of Introductory Tenancies were not made secure against a target of 8%. The main reason for not making tenancies secure was arrears of rent.</p>
<b>Voids and Lettings</b>	<p><b>Overview</b></p> <p>In Quarter 1, 72 void properties were let at an average void turnaround of 23.5 days. The city target is 28 days. Non sheltered voids let in the quarter were at a turnaround of 20.02 days</p> <p>Sheltered voids were let during the period at an average turnaround of 23.5 days which is an improvement.</p> <p>The average days from FFL to TSD was 15.29 days against a target of 10 days. This target was affected by sheltered voids proving harder to let than non-sheltered voids</p>

	This quarter's performance is well within the Corporate 28 day target.
Repairs	<p><b>Percentage of RTR (Right to repair) completed on time:</b> There are no figures available for each District but City wide the performance was 88.4% against the City target of 92.6% for the first quarter.</p> <p><b>Average time taken to complete repairs that are not RTR:</b> There are no performance figures available on a District level.</p> <p><b>Percentage of works overdue by more than 5 days as a proportion of jobs received:</b> There are no District performance figures available for Quarter 1.</p>

# **Housing Transformation Board Performance Report**

## **Quarter 1 2016/17**

Report produced by Place Directorate Performance and Support Services Team  
Version 1.0 01/08/2016

<b>Contents</b>	<b>RAG status</b> (based on Q1 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	8
Number of properties sold under Right To Buy	No Target	9
Right to Buy compliance to statutory timescales	Red	10
<b><u>Rent Service (Tracy Holsey)</u></b>		
Percentage of rent collected	No target	11
Current amount of rent arrears	Green	12
<b><u>Housing Options (Jim Crawshaw)</u></b>		
Number of households in Temporary Accommodation	TBC	13
Number of households in B&B	TBC	14
Number of homeless preventions	end of year target	15
Number of households on housing waiting list	No Target	16
Average number of weeks families in B&B	No Target	17
Percentage of Health and Housing Assessments completed within 6 weeks	TBC	18
<b><u>Independent Living (Afsaneh Sabouri)</u></b>		
Number of households helped by Independent Living	Green	19
Number of Wise Move completions	No Target	20



## **Landlord Services**

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

Number of new ASB enquiries received - A, B and C categories	No Target	21
Number of new hate crime enquiries	No Target	23
Percentage of A cases responded to on time	Amber	24
Percentage of B cases responded to on time	Green	
Percentage of C cases responded to on time	Green	
Total ASB cases closed	No Target	25
Percentage of ASB cases closed successfully	Green	26
Number of live ASB cases	No Target	27
Total cases responded to on time	No Target	28
Number of live Think Family cases	No Target	29

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

Percentage of high-rise blocks rated good or better	Green	30
Percentage of low-rise blocks rated satisfactory or better	Green	31
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	32
Percentage of introductory tenancies over 12 months old, not made secure	Green	33
Condition of estates - average of bi-annual estate assessment scores	No Target	34
Condition of estates - number of excellent, good and poor ratings to date	No Target	35

### Voids and Lettings (Gary Nicholls)

Available council homes as a percentage of total stock

Average days void turnaround - all voids

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

Green

**CBP**

36

Green

37

Amber

38

### Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

Percentage of Careline calls answered within 60 seconds

Amber

39

Green

40

### Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

Average time taken to answer calls (in seconds)

Percentage of calls answered

No Target

41

Green

42

Green

43

## Asset Management and Maintenance (John Jamieson)

### Repairs:

Percentage of Right To Repair jobs completed on time	Amber	<b>BP</b>	44
Percentage of gas servicing completed against period profile	Red		45
We will resolve routine repairs within 30 days	Green		46
KPI001 - Customer Satisfaction	Green		47
KPI002 - Work orders completed within timescale	Amber		48
KPI004 - Service Improvement Notices	Green		49
KPI005 - Safety SIN's	Green		50
KPI007 - Appointments made	Red		51
KPI008 - Appointments kept	Red		52
Capital Works	Unavailable		53

## Private Sector Housing (Pete Hobbs)

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

Houses in Multiple Occupation licences issued	No Target	54
Licenced and unlicensed Houses in Multiple Occupation inspected	No Target	55

### Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target	56
Private Tenancy Unit - Cases assisted through advice	No Target	57
Private Tenancy Unit - Cases assisted through intervention	No Target	58

### Empty Properties (Matthew Smith)

Empty properties brought back into use	Green	<b>CBP</b>	59
Number of properties improved in the private rented sector as a result of Local Authority intervention	Green	<b>CBP</b>	60

## Housing Development (Clive Skidmore)

Number of affordable homes provided	TBC	61
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## Housing Transformation Board

### Exception Report Quarter 1 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: 10  
**Target:** 100%  
**Performance:** 2%  
**Commentary provided by:** Louise Fletcher

The statutory deadlines and targets have not been achieved due to the backlog of RTB applications which were outstanding from 2015/16. The service is being restructured to cope with the additional demand on this team, however this will not be completed until later in the year.

#### Asset Management and Maintenance (John Jamieson)

**Measure:** Percentage of gas servicing completed against period profile Page: 45  
**Target:** 98.0%  
**Performance:** 89.6%  
**Commentary provided by:** Gary Nicholls

All Contractors are in red apart from Keepmoat who are in green

The contractors have experienced problems with the lettering process which has created some difficulties. There have also been issues with access to the 0800 number on the Wates contractor area. These issues are now largely resolved but the problems earlier in the quarter have impacted on Quarter 1 performance". However performance is generally getting better overall.

## Asset Management and Maintenance (John Jamieson)

**Measure:** KPI007 - Appointments made

Page: 51

**Target** 98.1%

**Performance:** 94.9%

**Commentary provided by:** Gary Nicholls

Keepmoat, Willmott Dixon Partnerships and Wates East are all in Amber. Wates West are in red but only fractionally outside Amber. Further work is ongoing to continue to increase the amount of appointments made.

**Measure:** KPI008 - Appointments kept

Page: 52

**Target** 98.1%

**Performance:** 64.2%

**Commentary provided by:** Gary Nicholls

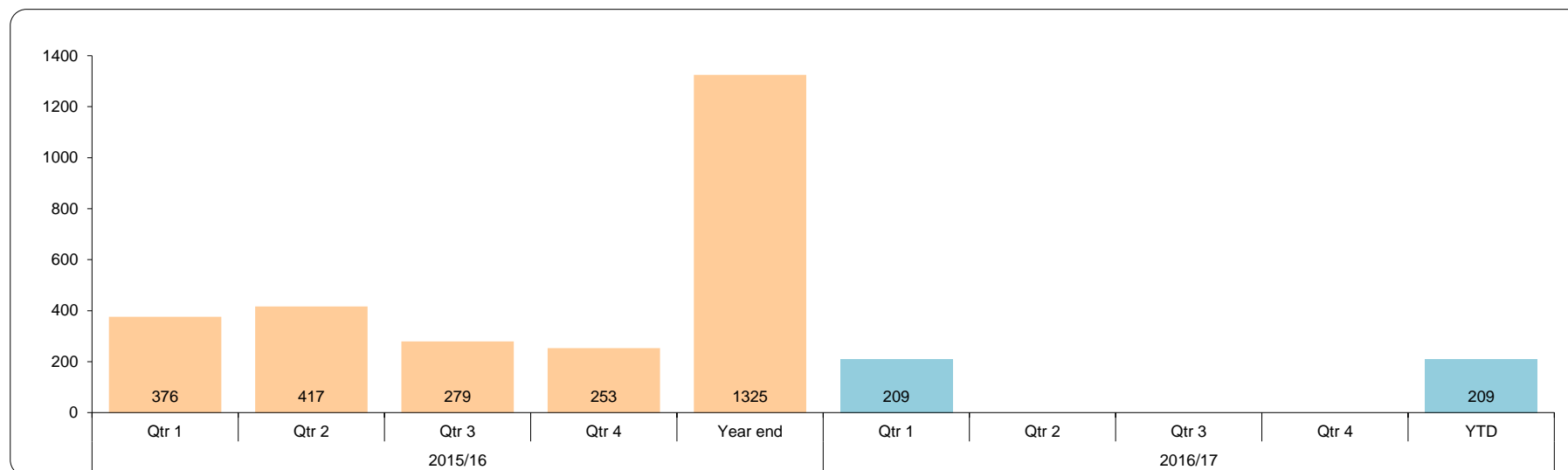
All contractors are in red and this is an area where significant improvement is required. There have been some examples of service failure but these issues are being tackled. There have also been some training issues with the use of PDAs and other data issues.

## Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



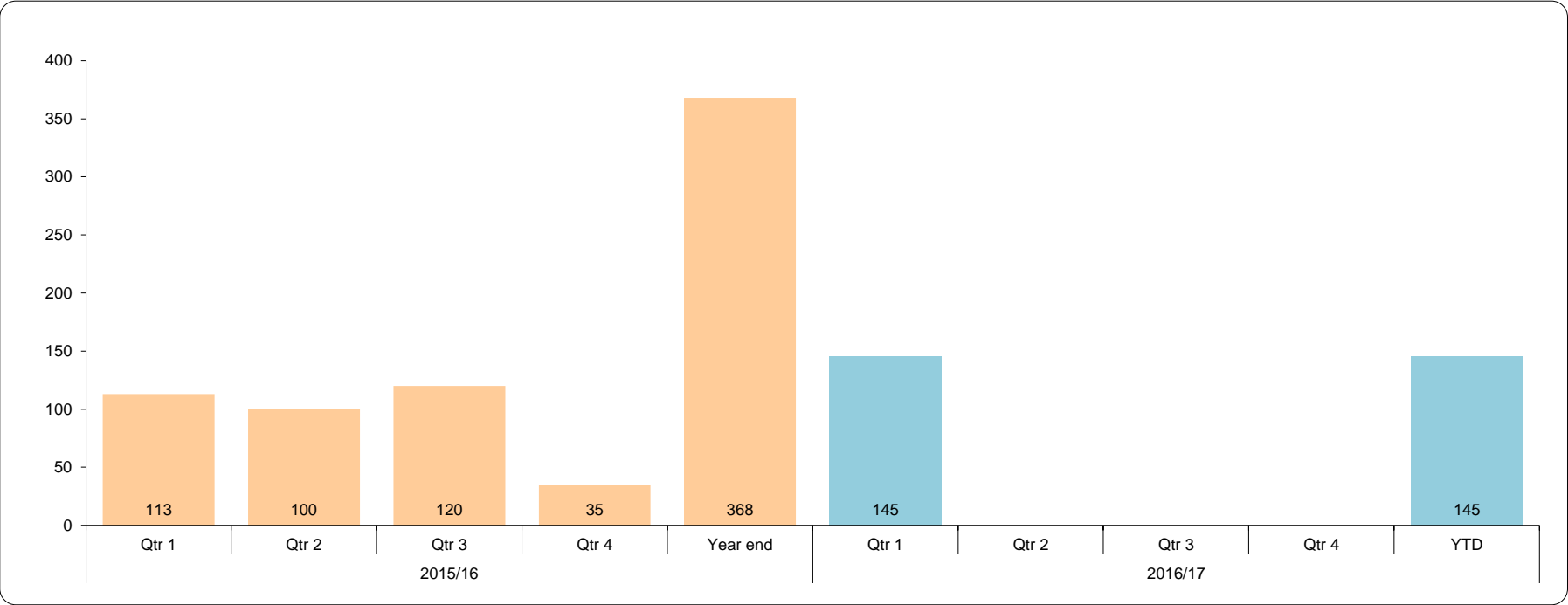
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	209				209

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	21	25	15	34	28	28	4	22	2	30

RB01

Number of properties sold under Right To Buy

RAG Status	No Target
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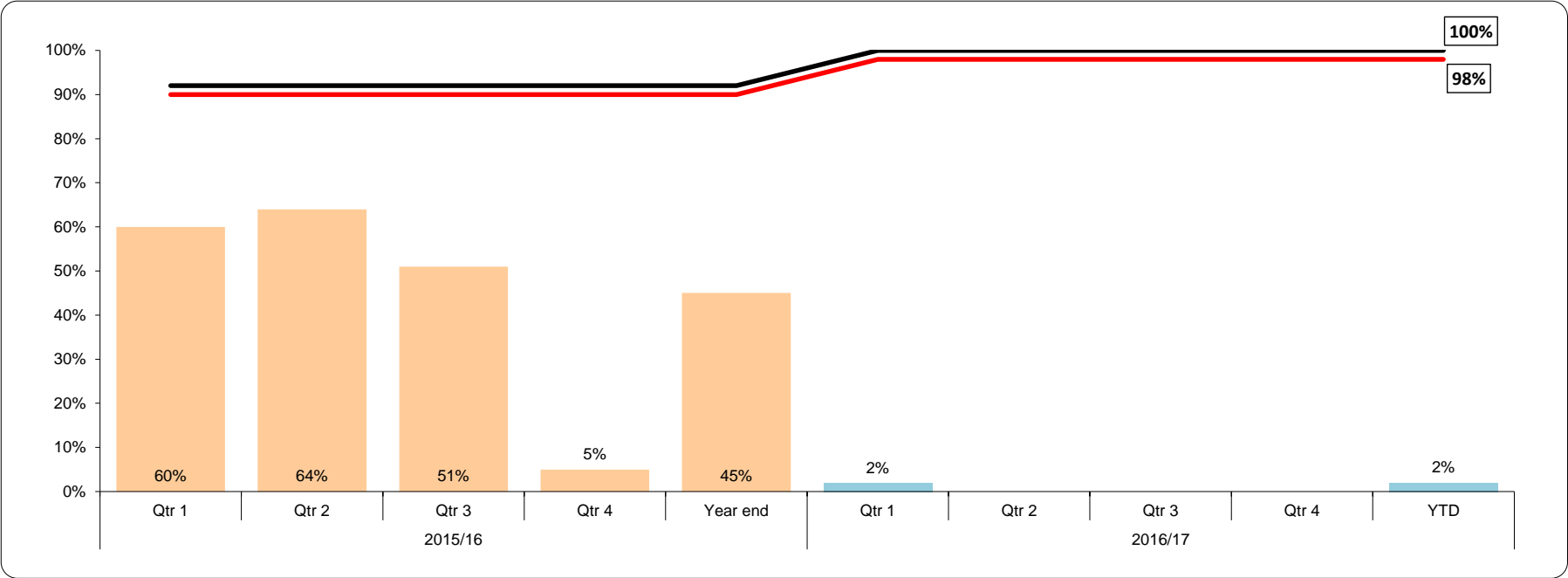
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	113	100	120	35	368	145				145

Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	13	12	11	24	20	18	8	10	4	25

RB02

Right to Buy compliance to statutory timescales

RAG Status	Red
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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
Right to Buy compliance to statutory timescales	60%	64%	51%	5%	45%	2%				2%
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 1 2016/17	1%	0%	2%	3%	1%	2%	3%	0%	9%	2%

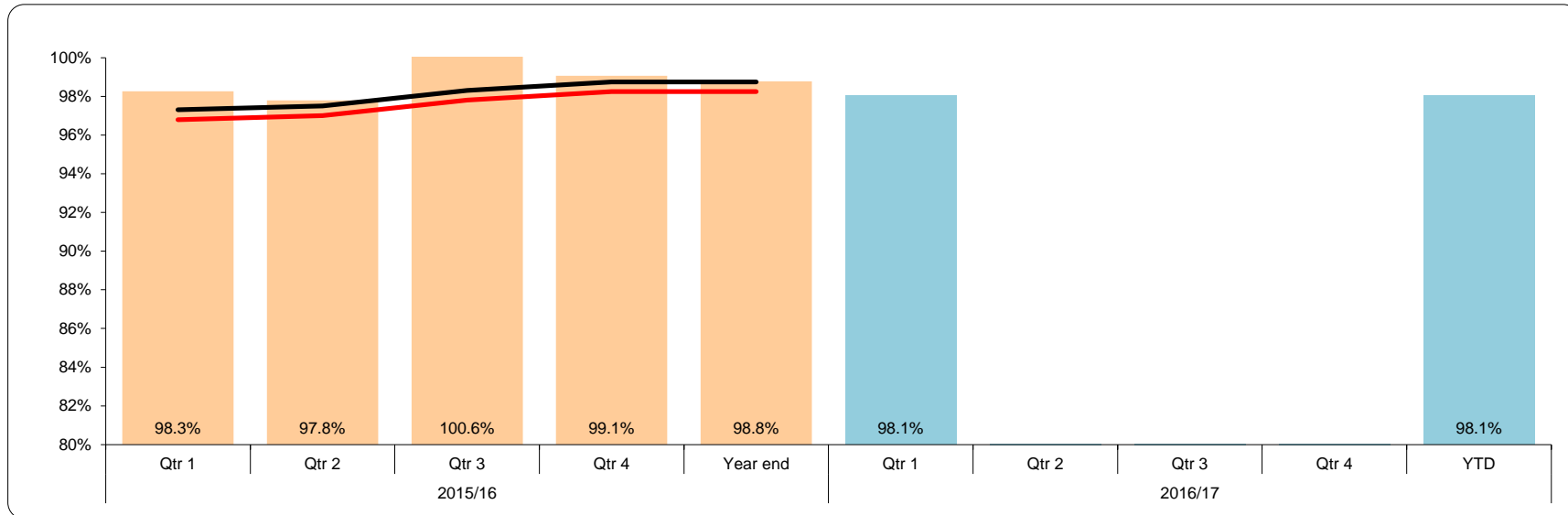


## Rent Service (Tracy Holsey)

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	98.3%	97.8%	100.6%	99.1%	98.8%	98.1%				98.1%
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%

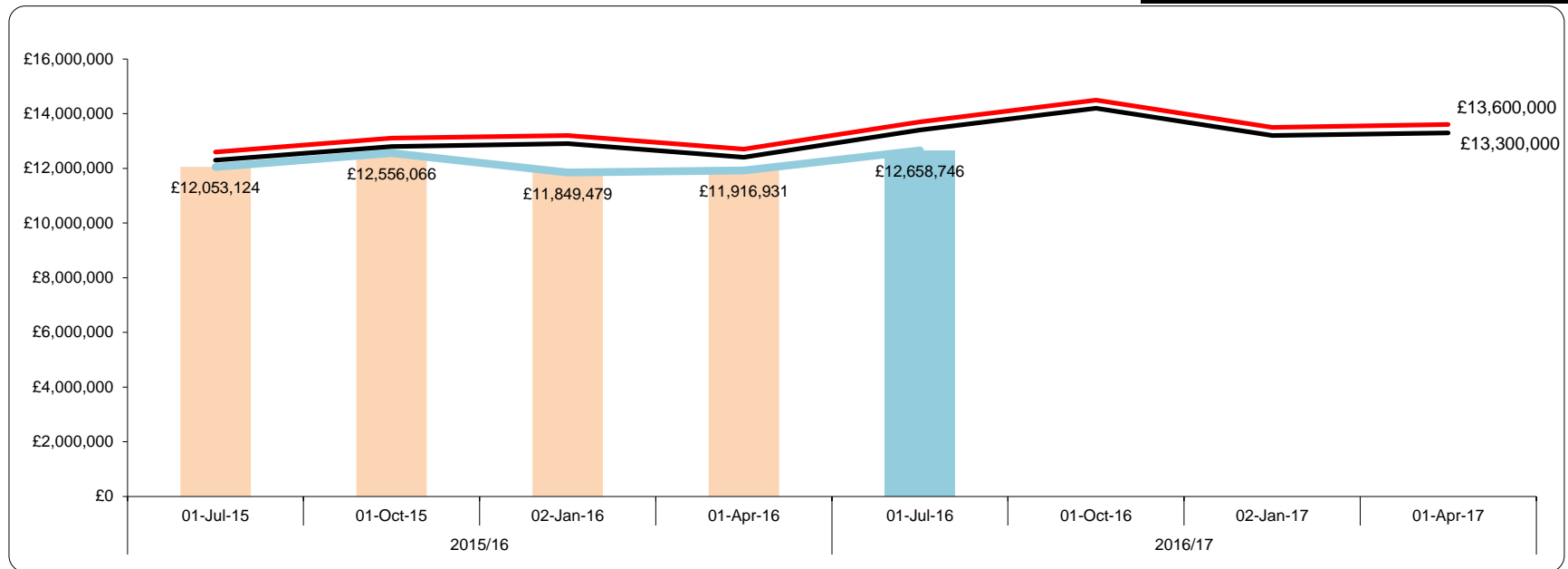
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	98.7%	98.2%	98.2%	98.0%	98.0%	97.4%	97.6%	97.7%	100.7%	98.5%

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			
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 £141,137 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	£ 1,526,545.0	£ 1,415,468.0	£ 369,651.0	£ 1,663,578.0	£ 2,294,237.0	£ 1,971,602.0	£ 425,261.0	£ 1,107,284.0	£ 296,247.0	£ 1,447,736.0

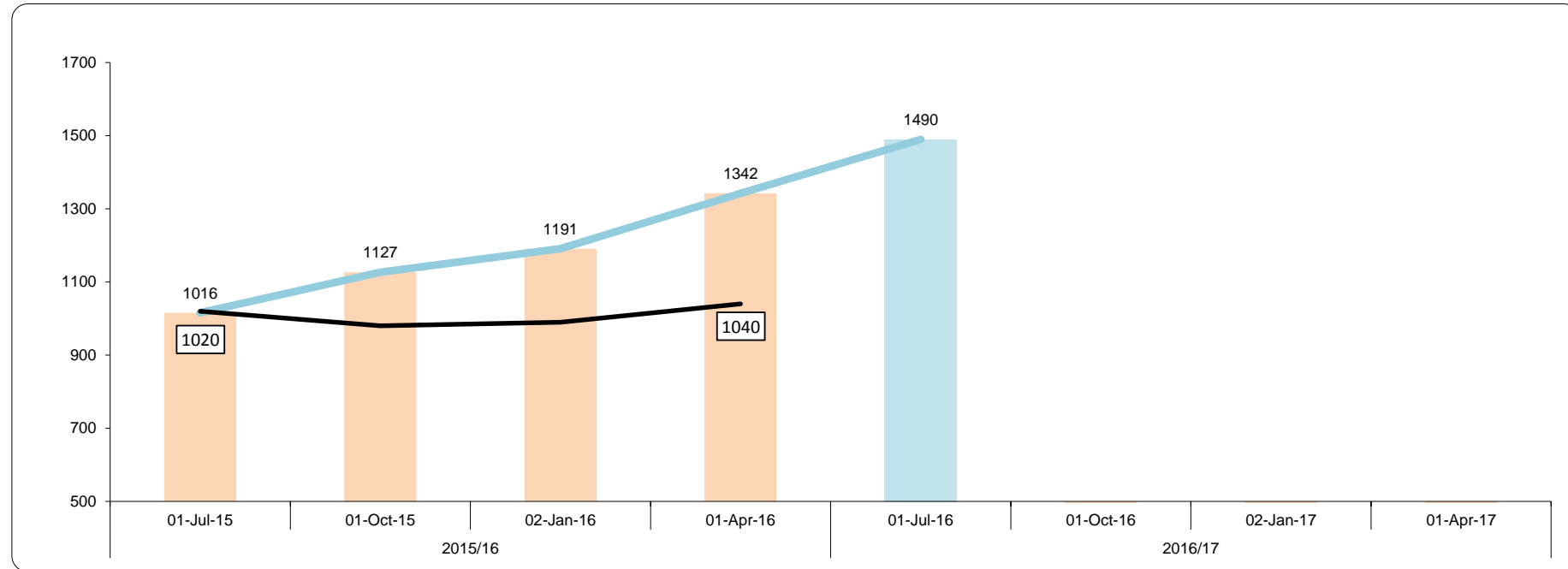
R02

## Housing Options (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

TBC



Smaller is better

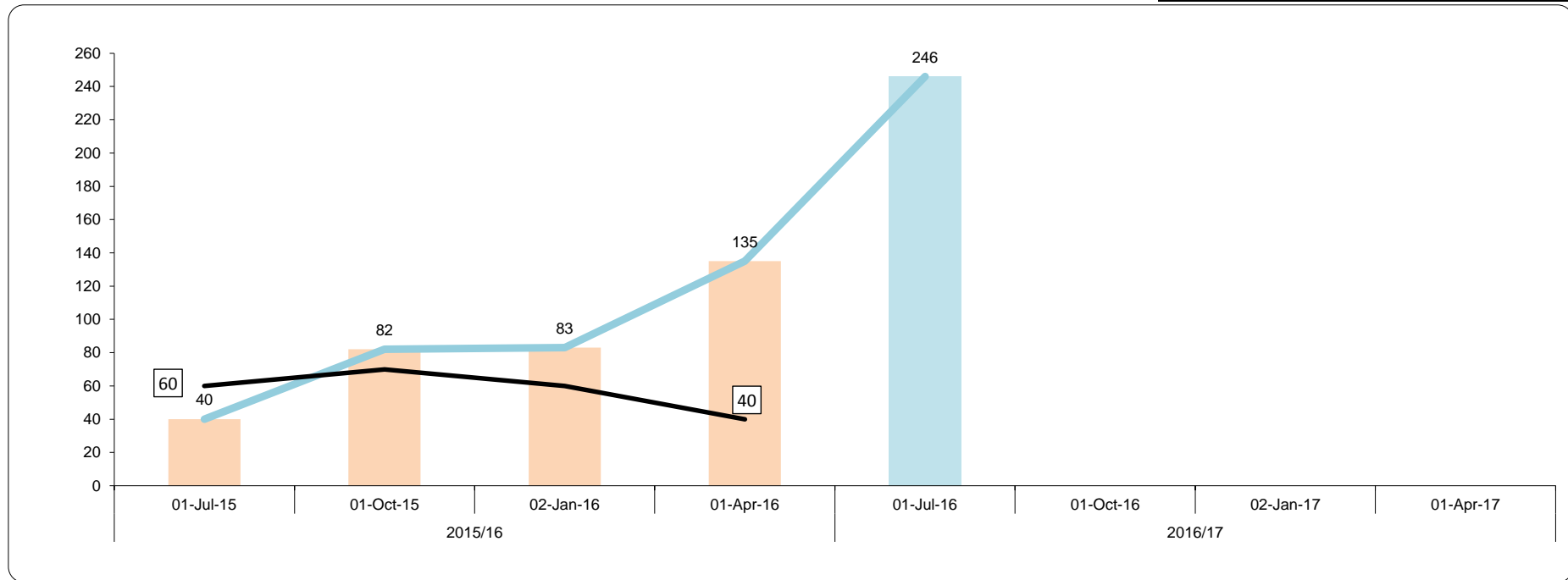
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in Temporary Accommodation - Snapshot figure	1016	1127	1191	1342	1490			
Target	1020	980	990	1040				

Targets for this year have not yet been confirmed

SP01

## Number of households in B&B - Snapshot figure

RAG Status	TBC
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Smaller is better

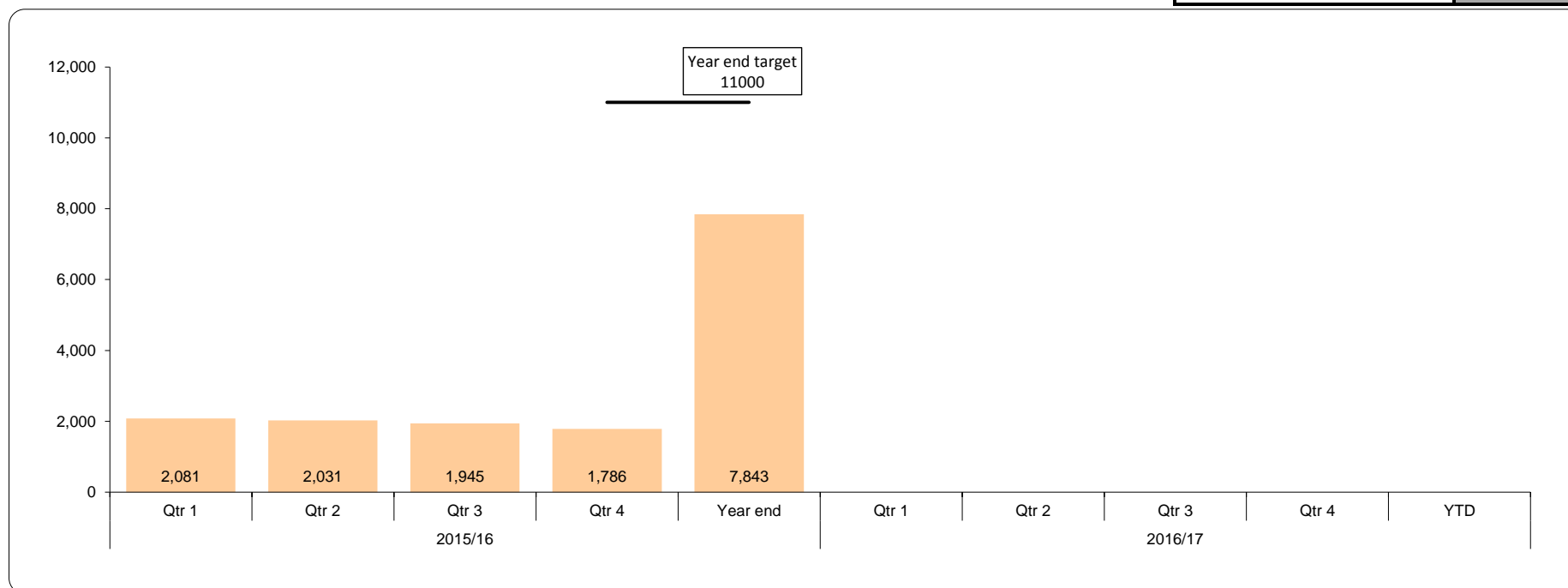
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in B&B - Snapshot figure	40	82	83	135	246			
Target	60	70	60	40				

Targets for this year have not yet been confirmed

SP02

## Number of homeless preventions

RAG Status	end of year target
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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
Number of homeless preventions	2,081	2,031	1,945	1,786	7,843					
Year end target					11,000					

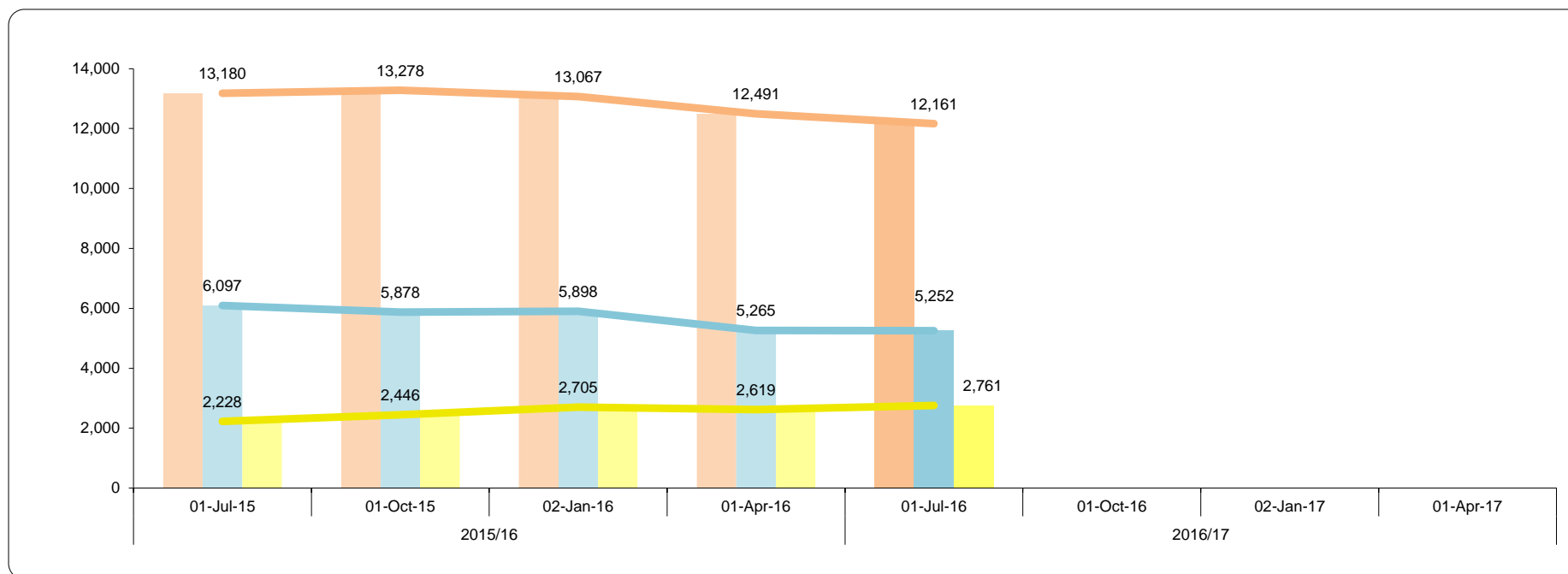
Data for this measure has not yet been received

SP03

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

RAG Status

No Target



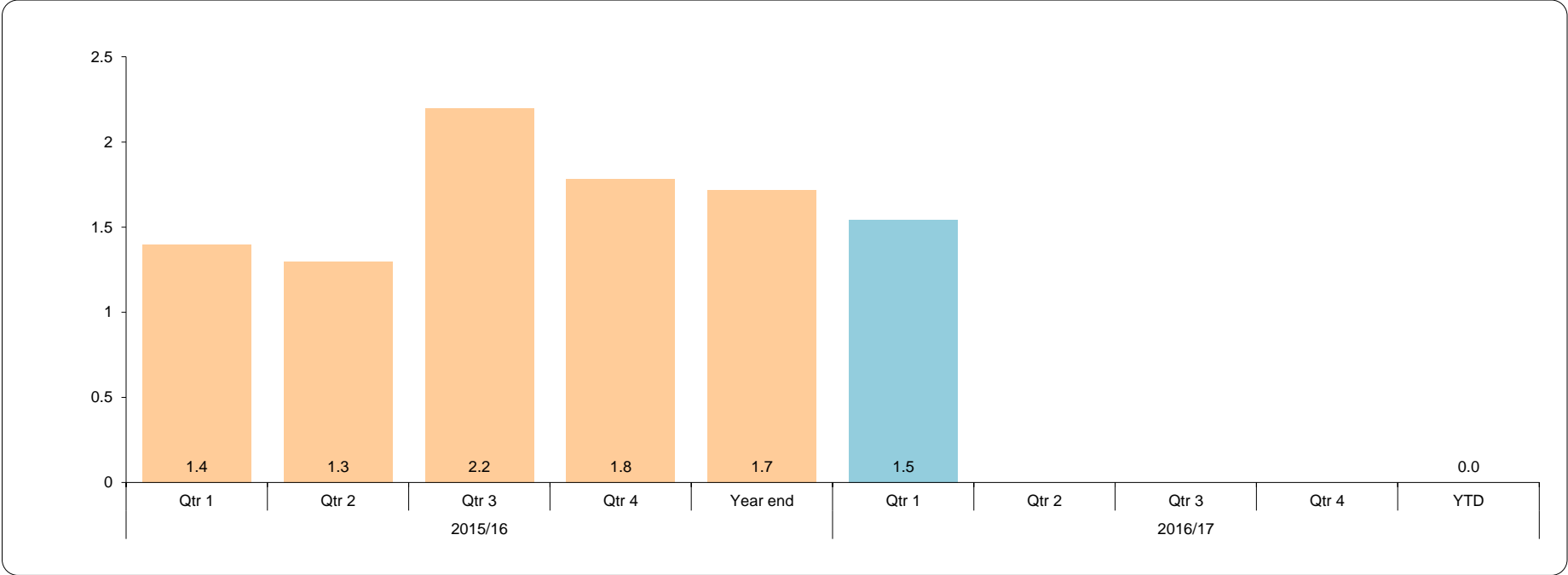
Smaller is better

	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			
Transfer	6,097	5,878	5,898	5,265	5,252			
Homeless	2,228	2,446	2,705	2,619	2,761			

SP05

Average number of weeks families in B&B

RAG Status	No Target
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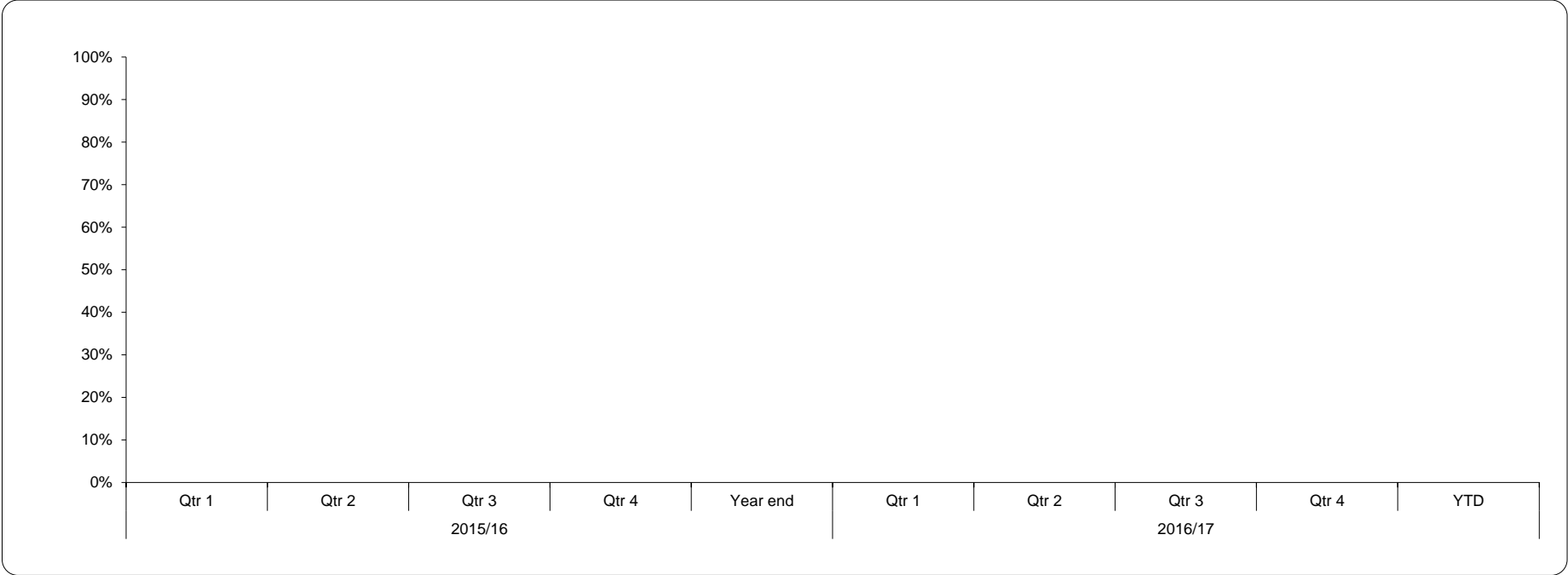
Smaller is better

	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				0.0

SP08

Percentage of Health and Housing Assessments completed within 6 weeks

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



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	-	-	-	-	-	-	-	-	-	-
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Data is currently unavailable for this measure

SP11

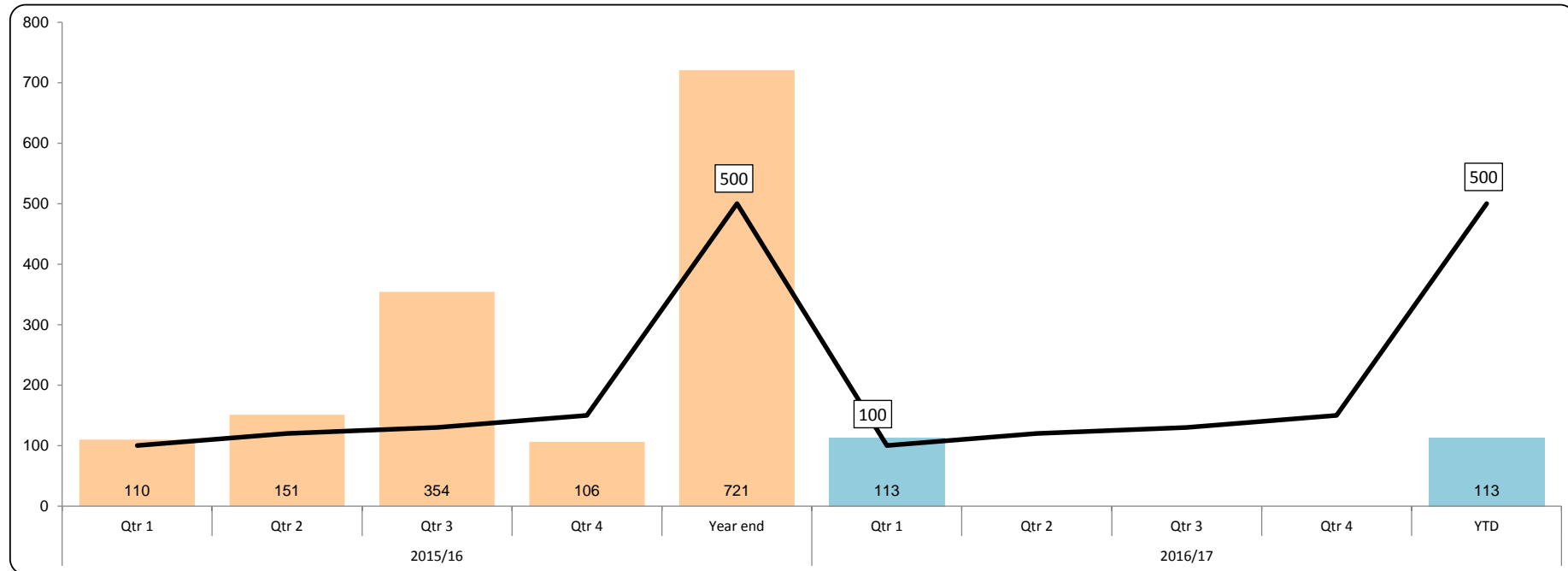


## Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status

Green



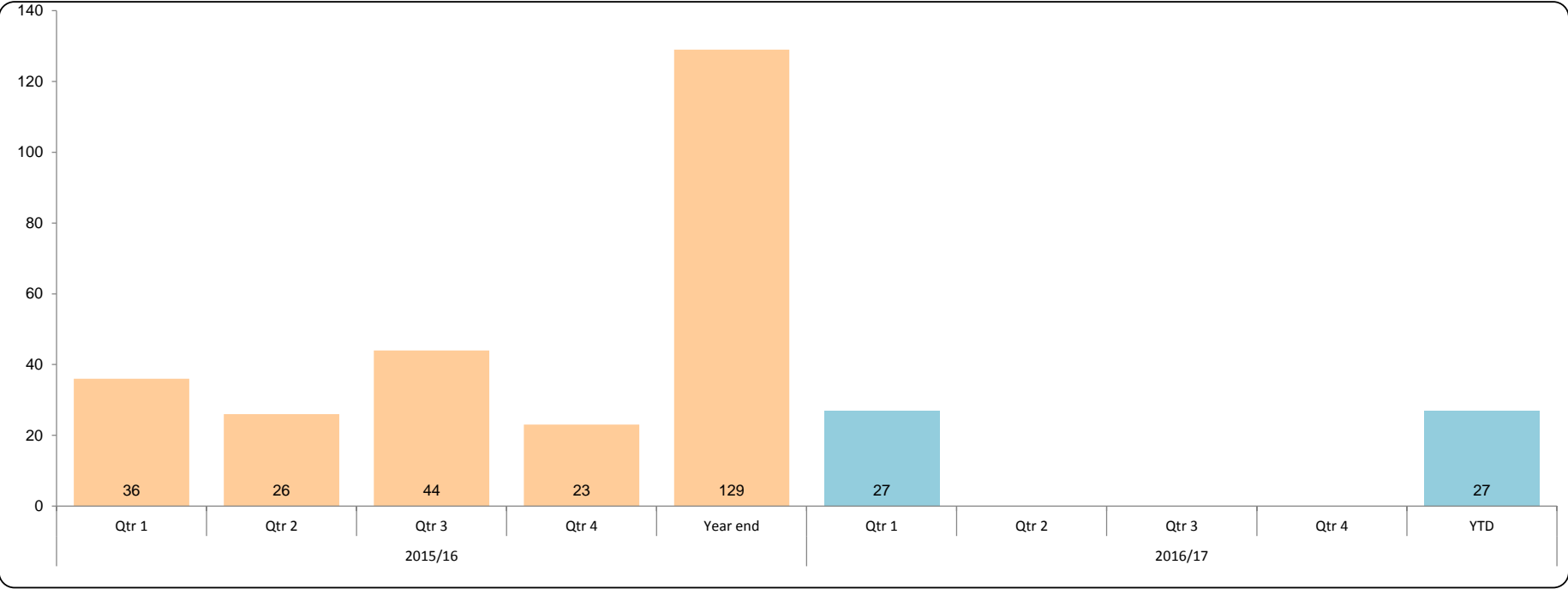
Bigger is better

	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				113
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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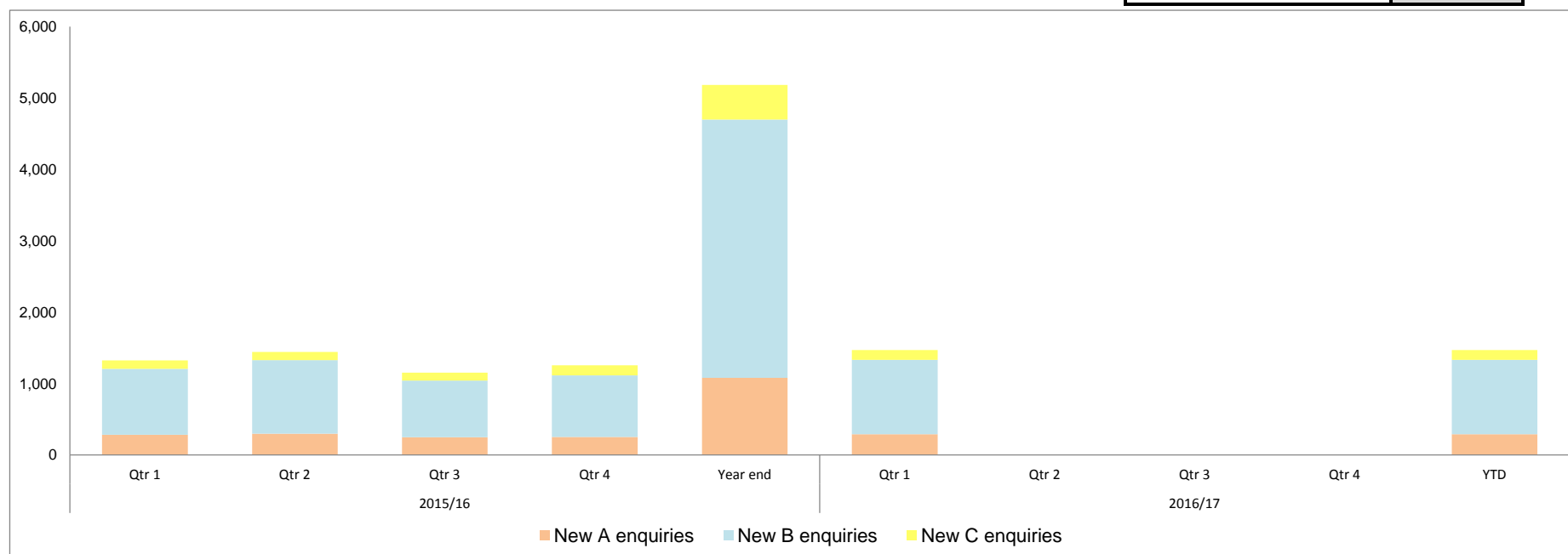
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Wise Move completions	36	26	44	23	129	27				27

## 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				293
New B enquiries	926	1,033	796	863	3,618	1,040				1,040
New C enquiries	117	114	111	141	483	137				137
Number of new ASB enquiries received - A, B and C categories	1,326	1,445	1,155	1,256	5,182	1,470				1,470

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 1 2016/17	183	191	55	139	154	323	82	157	53	133

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

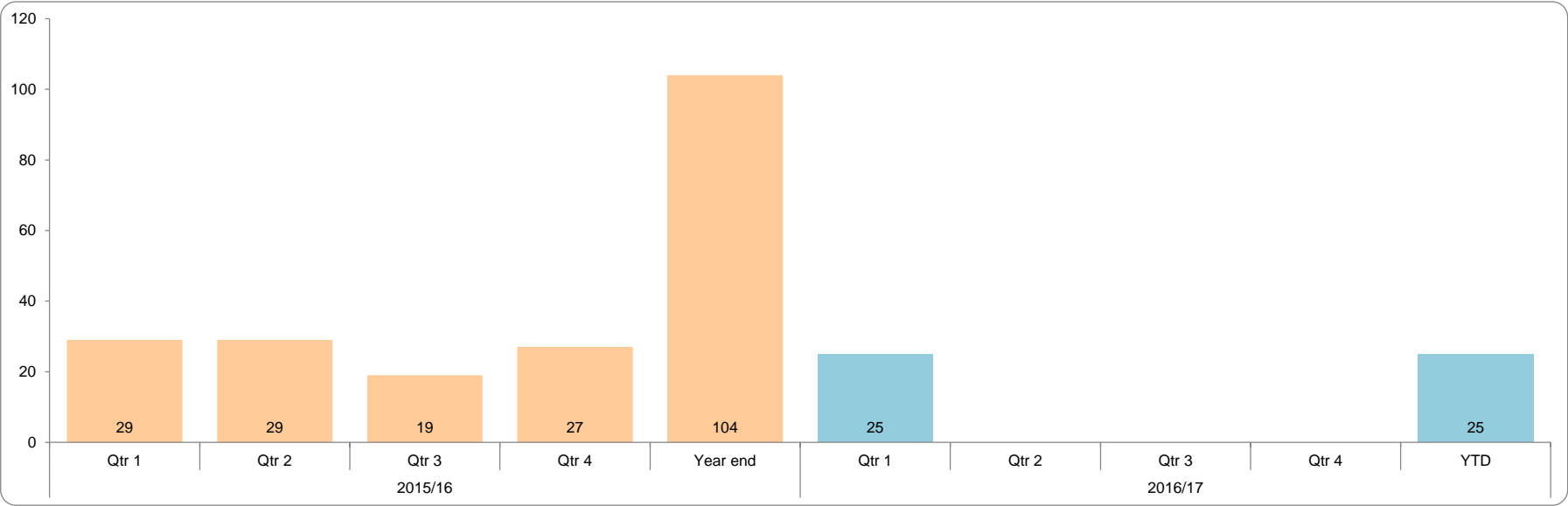
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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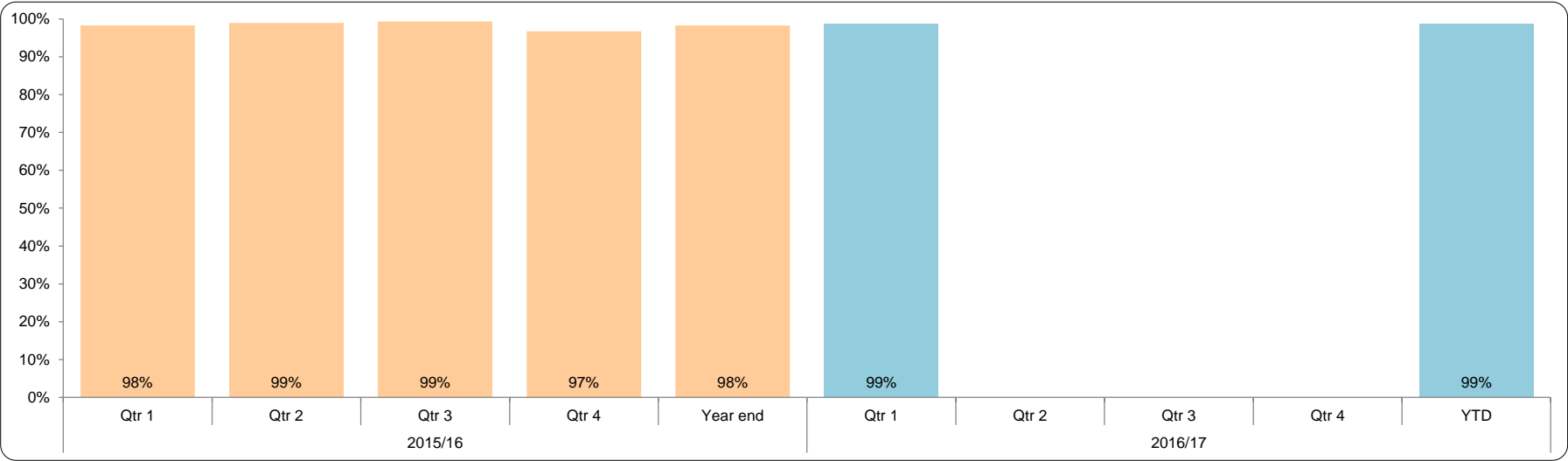
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25				25

Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	1	3	0	3	2	8	0	4	1	3

ASB05

Percentage of cases responded to on time

RAG Status	See below
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Bigger is better

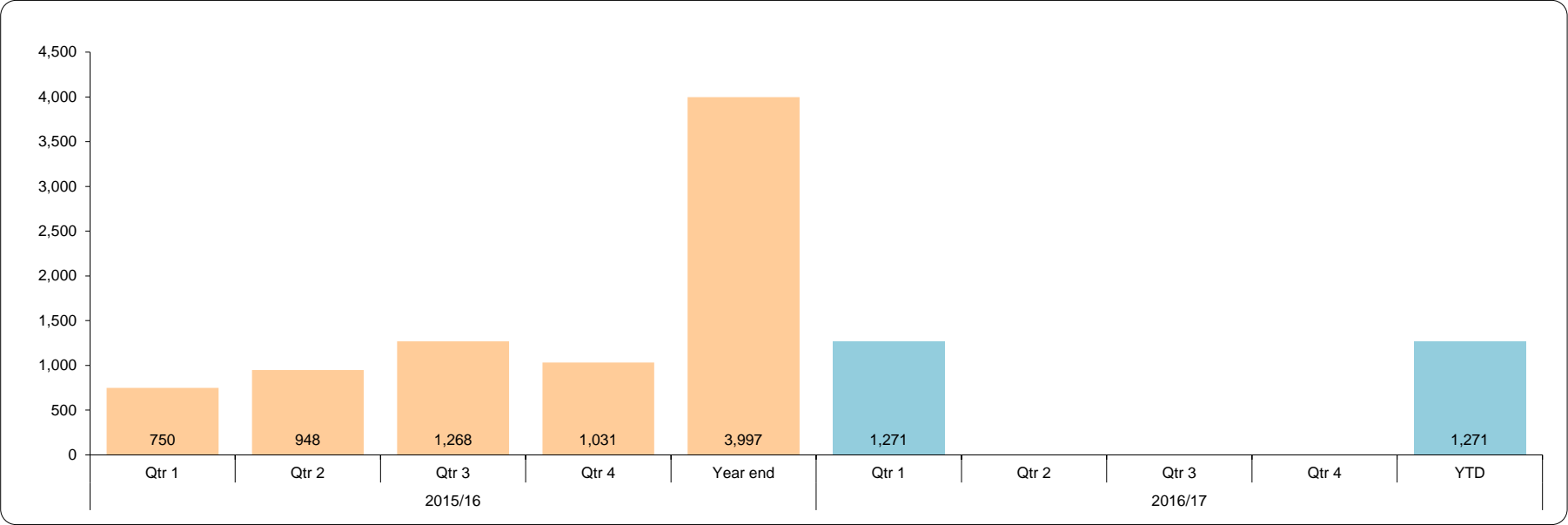
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98%	99%	99%	97%	98%	99%				99%

	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	286	98%	100%	95%	Amber
Percentage of B cases responded to on time	1027	99%	95%		Green
Percentage of C cases responded to on time	137	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 1 2016/17	98%	99%	100%	99%	99%	98%	100%	96%	100%	100%

Total ASB cases closed

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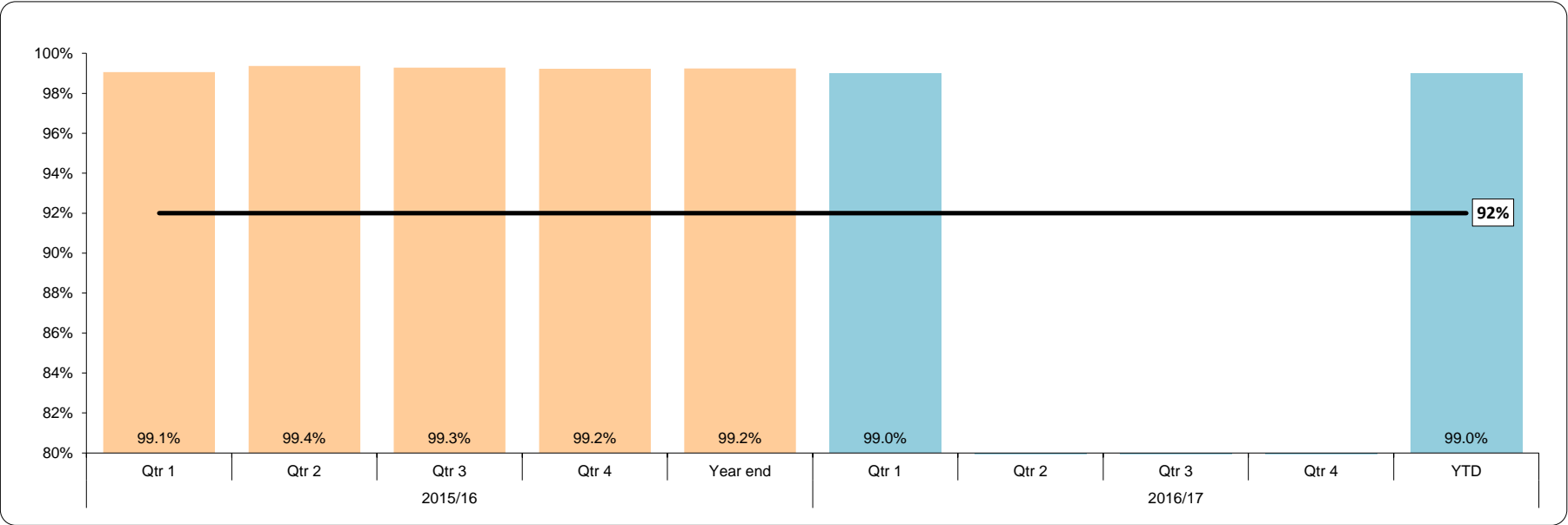
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	750	948	1,268	1,031	3,997	1,271				1,271

Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	168	134	53	112	162	292	61	143	46	100

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%				99.0%
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 1 2016/17	98.8%	100%	98.1%	97.3%	100%	99.0%	100%	99.3%	100%	97.0%

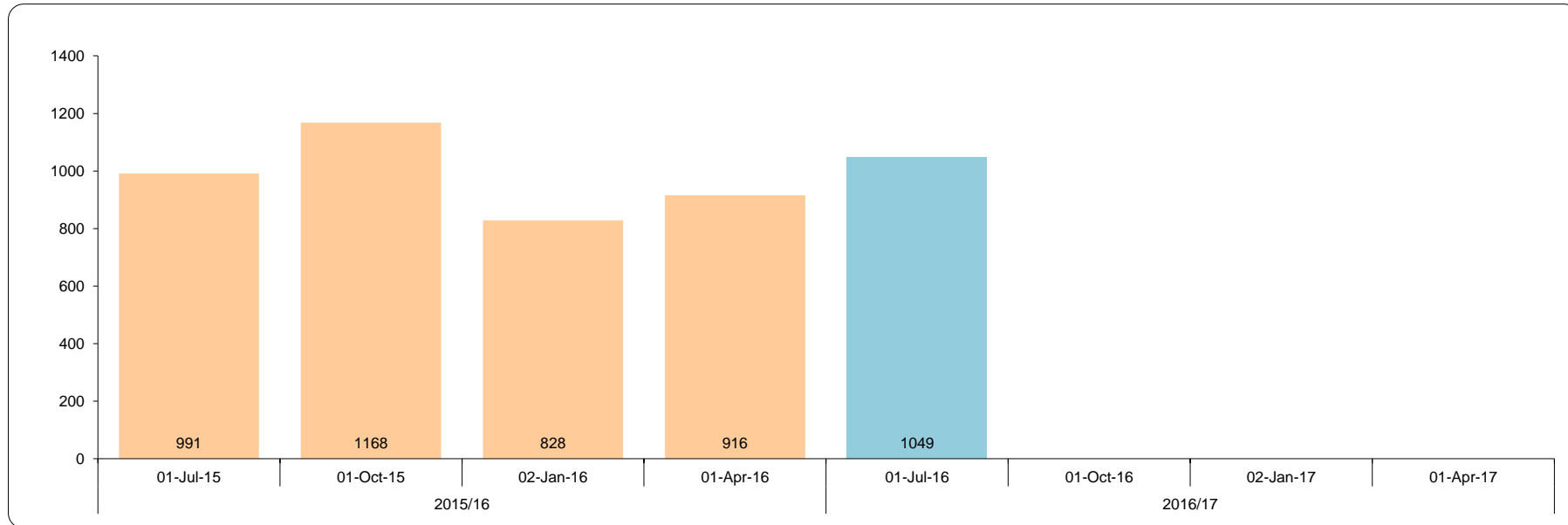
ASB07



## Number of live ASB cases - Snapshot figure

RAG Status

No Target



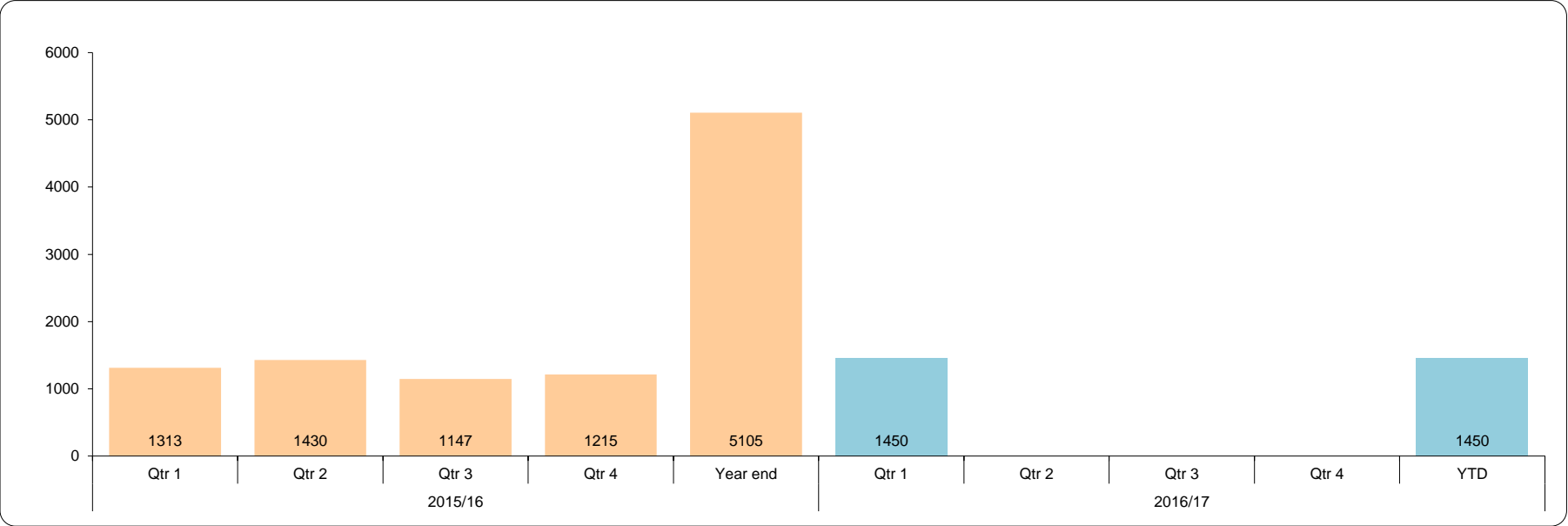
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of live ASB cases - Snapshot figure	991	1168	828	916	1049			

Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	66	150	44	106	181	182	45	92	31	152

ASB22

Total cases responded to on time

RAG Status	No Target
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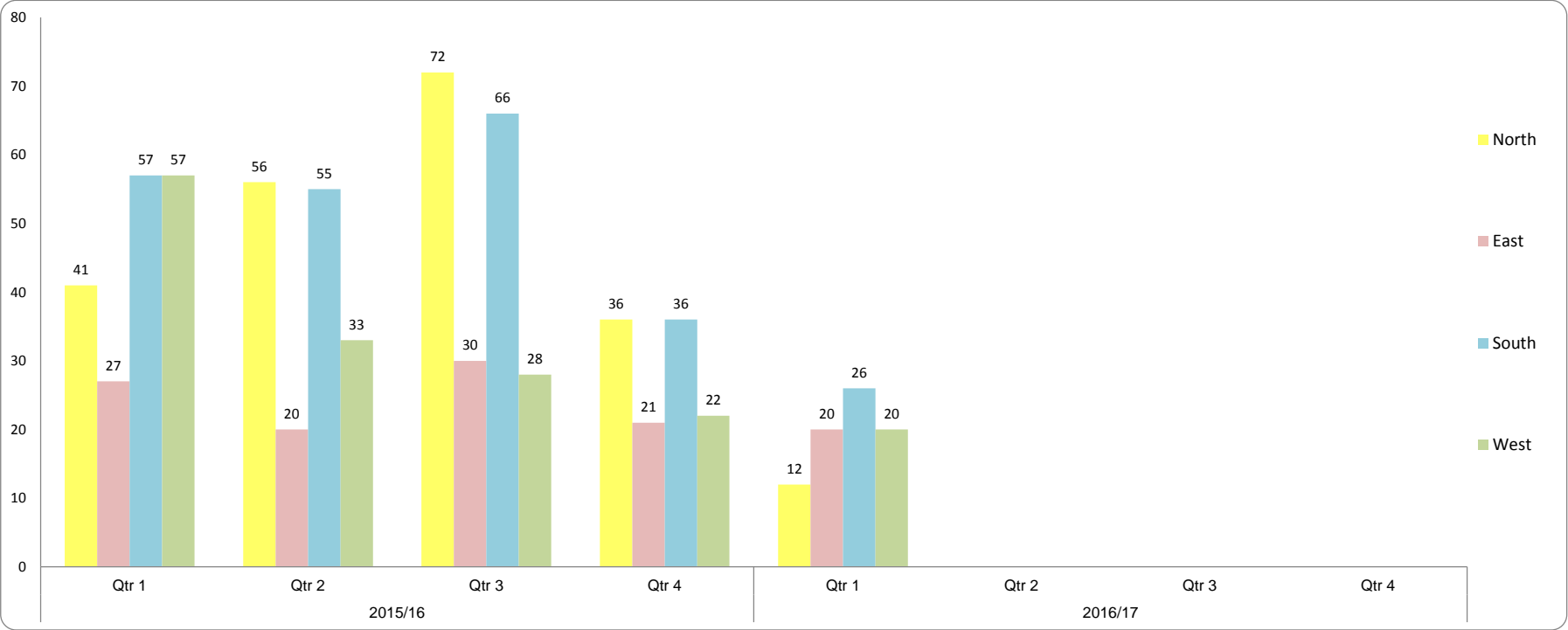
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time	1313	1430	1147	1215	5105	1450				1450

Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	179	189	55	138	153	318	82	150	53	133

ASB16

Number of live Think Family cases

RAG Status	No Target
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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			
East	27	20	30	21	20			
South	57	55	66	36	26			
West	57	33	28	22	20			

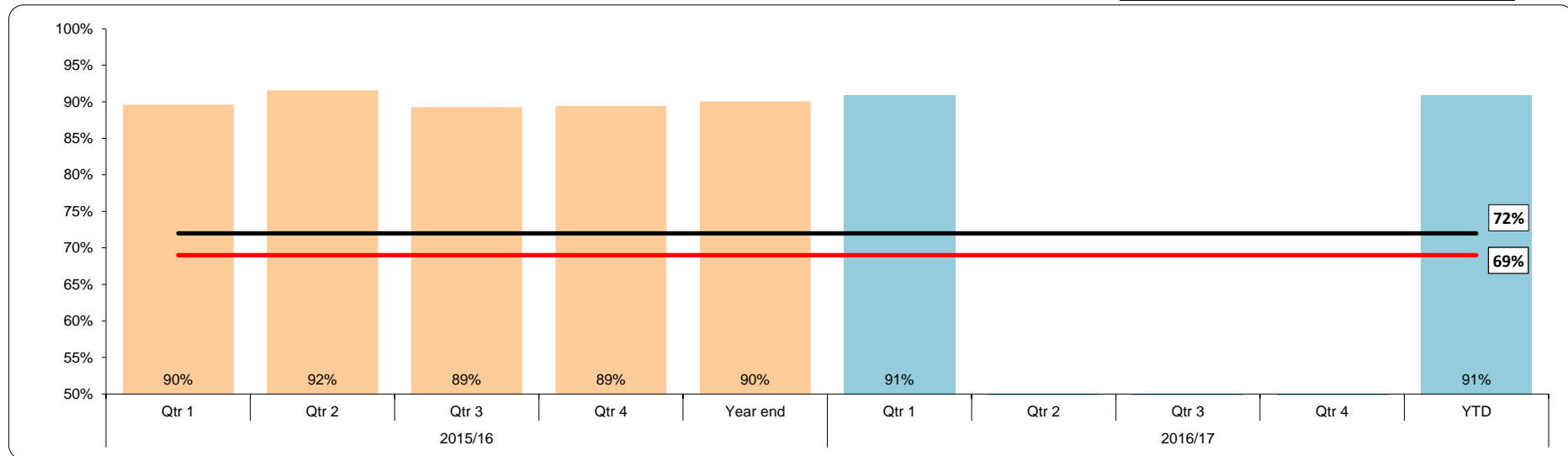
ASB21

## 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	90%	92%	89%	89%	90%	91%				91%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

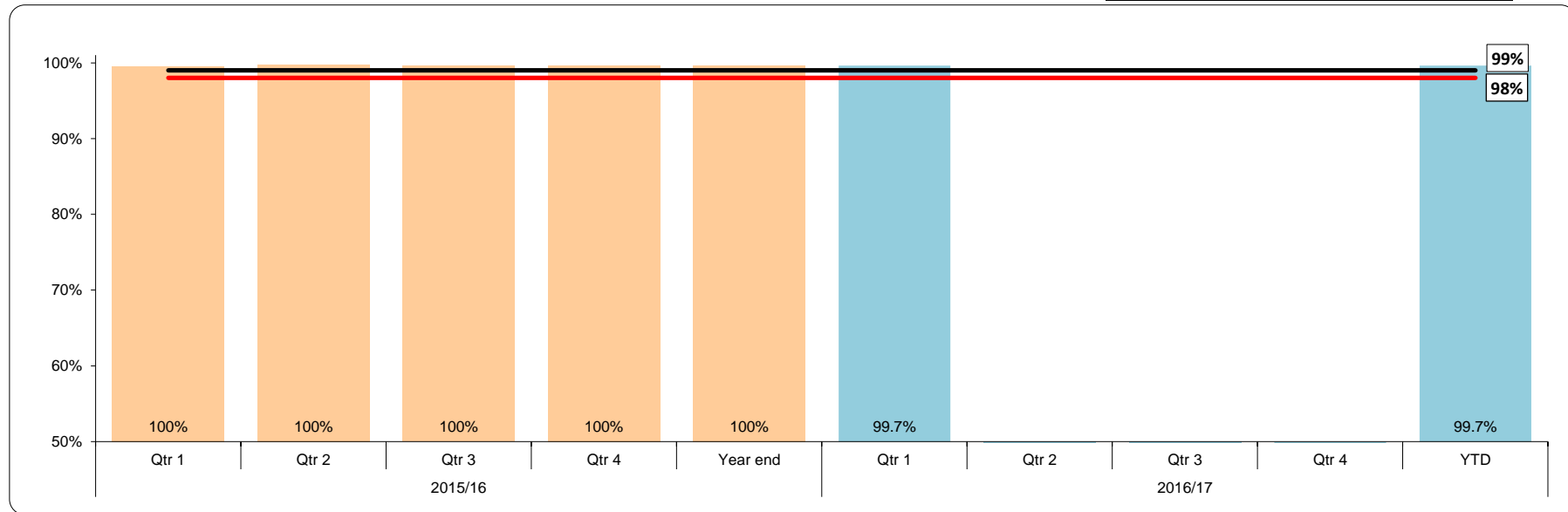
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	92%	91%	no high-rise	92%	82%	92%	100%	100%	100%	100%

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	100%	100%	100%	100%	100%	99.7%				99.7%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

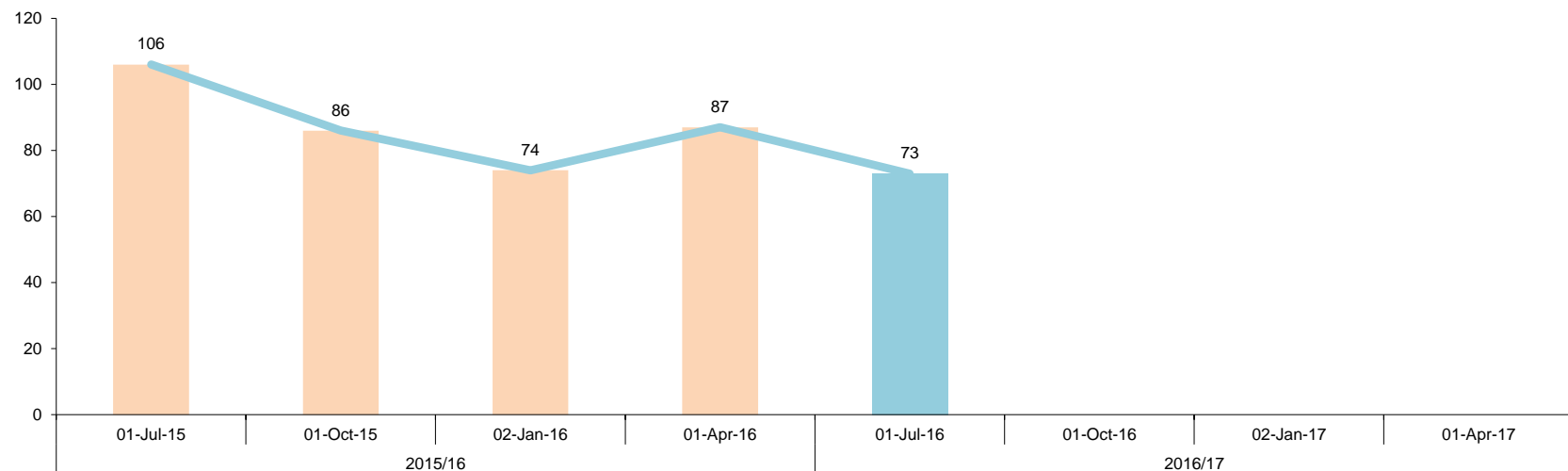
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%

ETM02

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

RAG Status

No Target



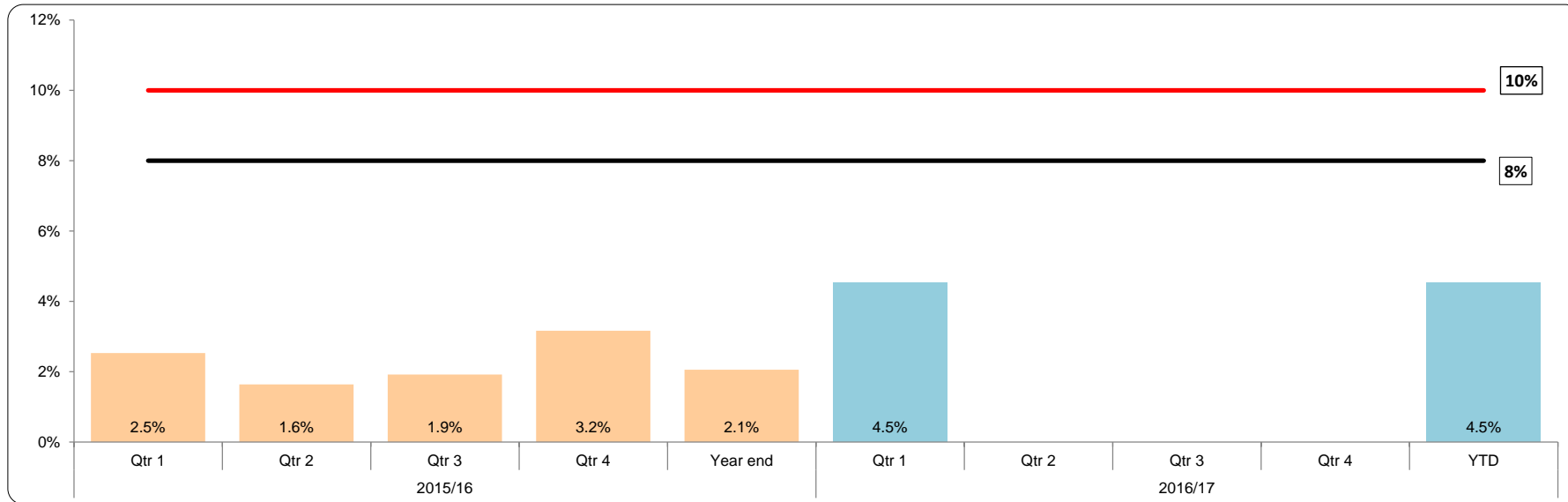
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73			

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-Jul-16	11	8	0	2	9	16	2	16	1	5	3

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%				4.5%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

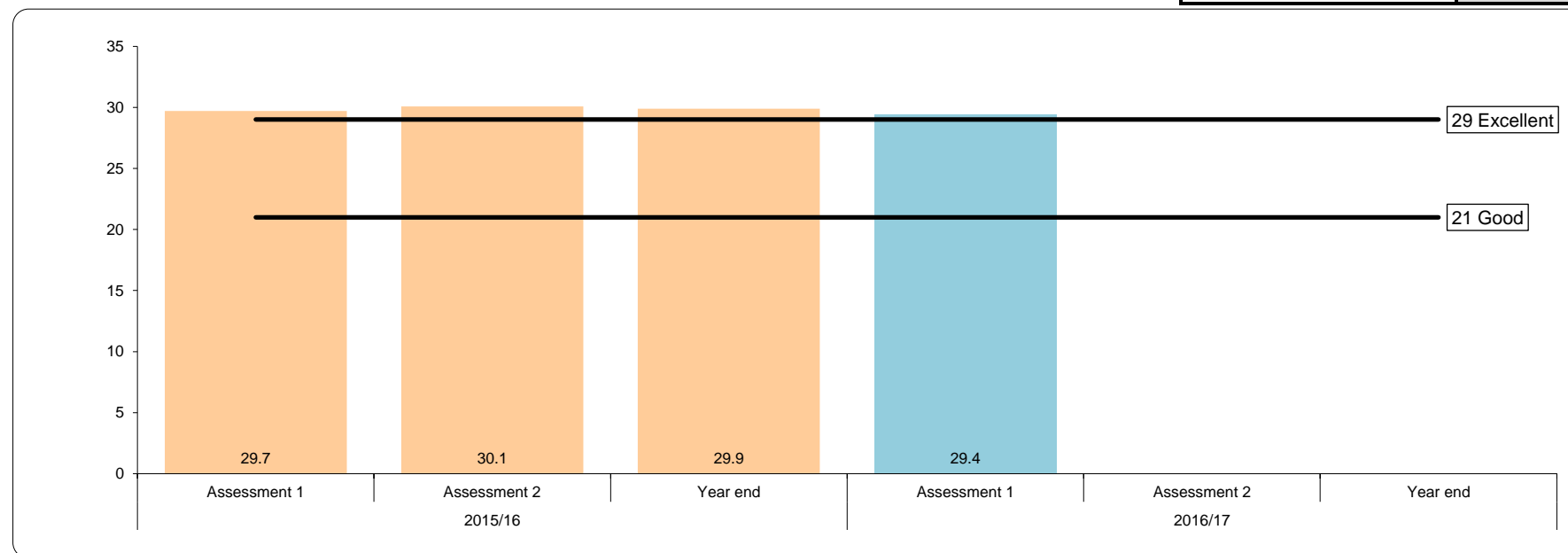
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	4.6%	6.5%	7.7%	6.4%	2.1%	3.8%	9.7%	4.5%	0.0%	3.2%

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	29.4		
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.

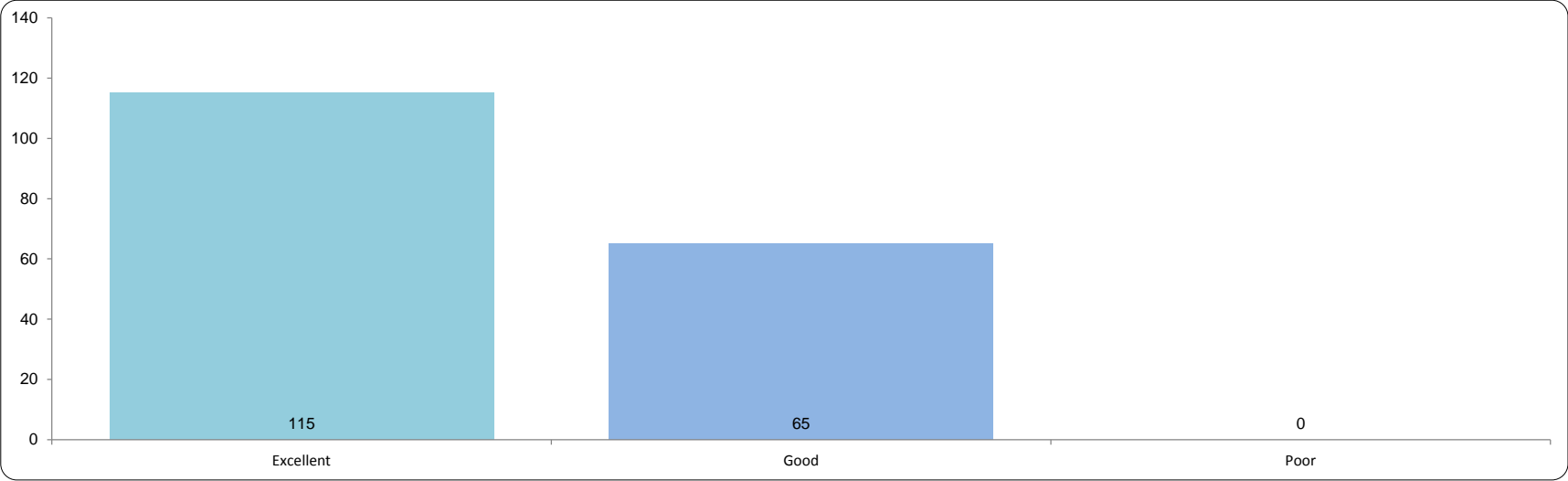
Score: 1-20 = Poor, 21-28 = Good, 29+ = Excellent

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 1 2016/17	28.9	31.4	27.7	33.0	26.7	28.4	27.6	29.8	32.5	32.5



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	115	65	0

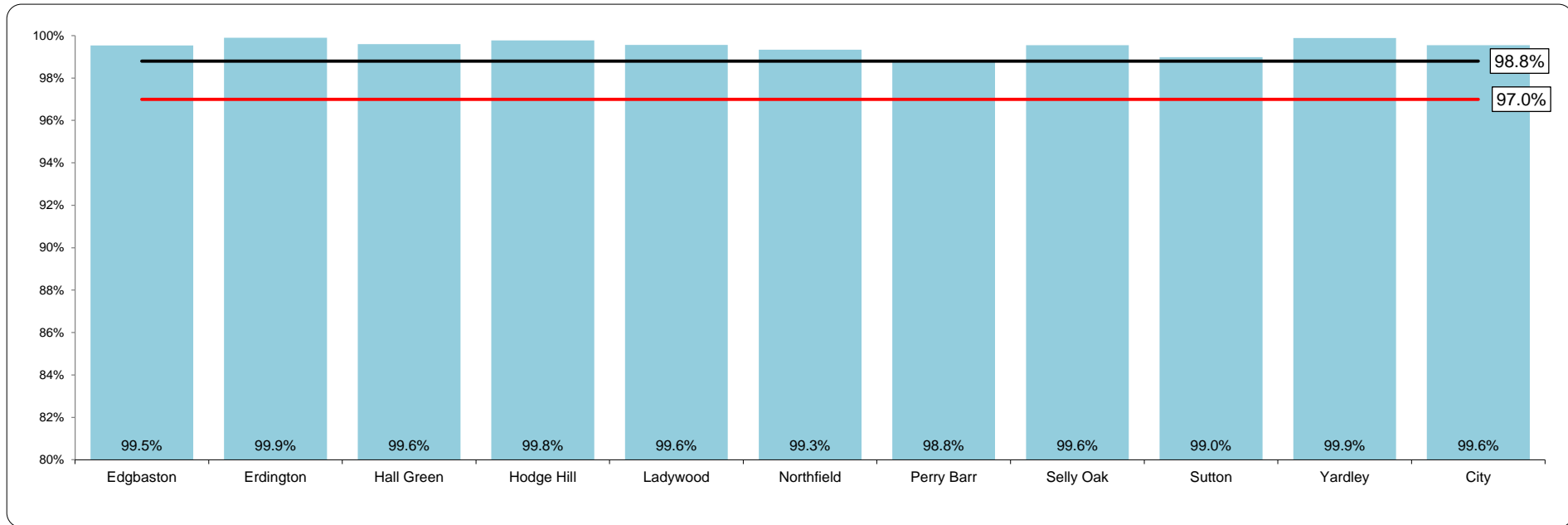
ETM06

## Voids and Lettings (Gary Nicholls)

### Available council homes as a percentage of total stock

RAG Status

Green



**Bigger is better**

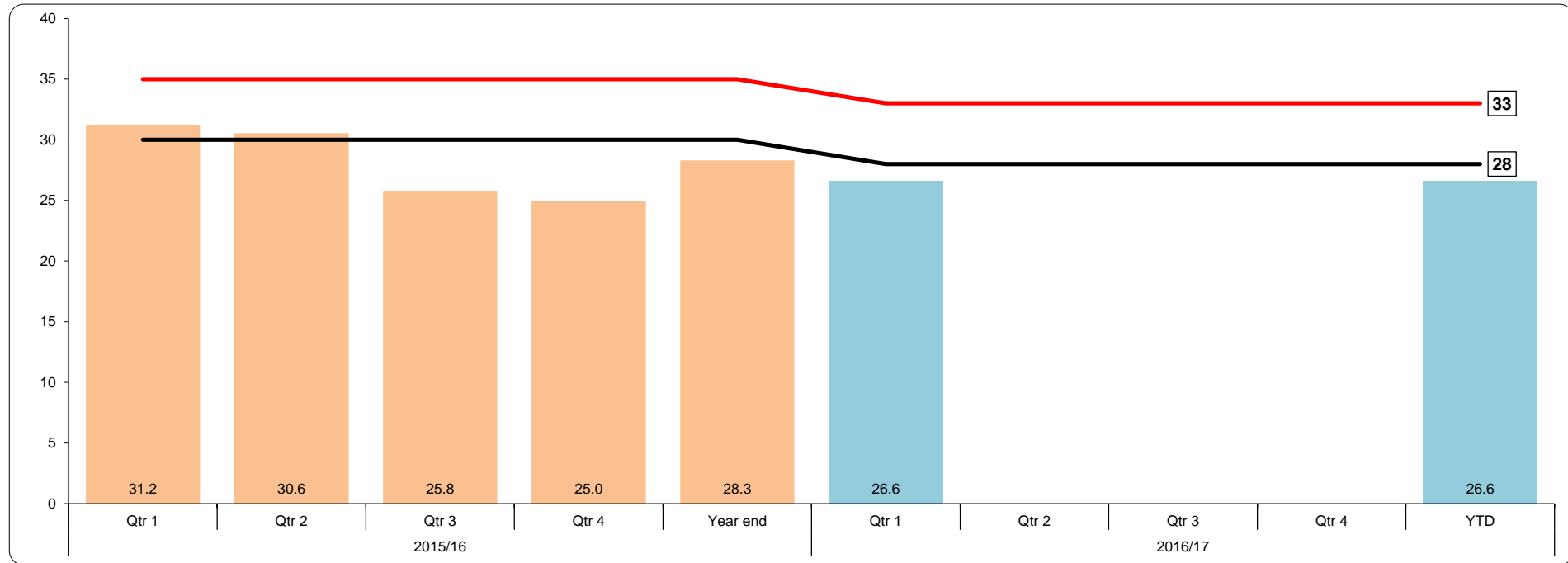
Available council homes as a percentage of total stock	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 1 2016/17	99.5%	99.9%	99.6%	99.8%	99.6%	99.3%	98.8%	99.6%	99.0%	99.9%	99.6%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	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%

VL17

## Average days void turnaround - all voids

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
Average days void turnaround - all voids	31.2	30.6	25.8	25.0	28.3	26.6				26.6
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 1 2016/17	29.2	28.0	20.8	23.4	23.2	29.6	26.8	31.4	32.5	21.5

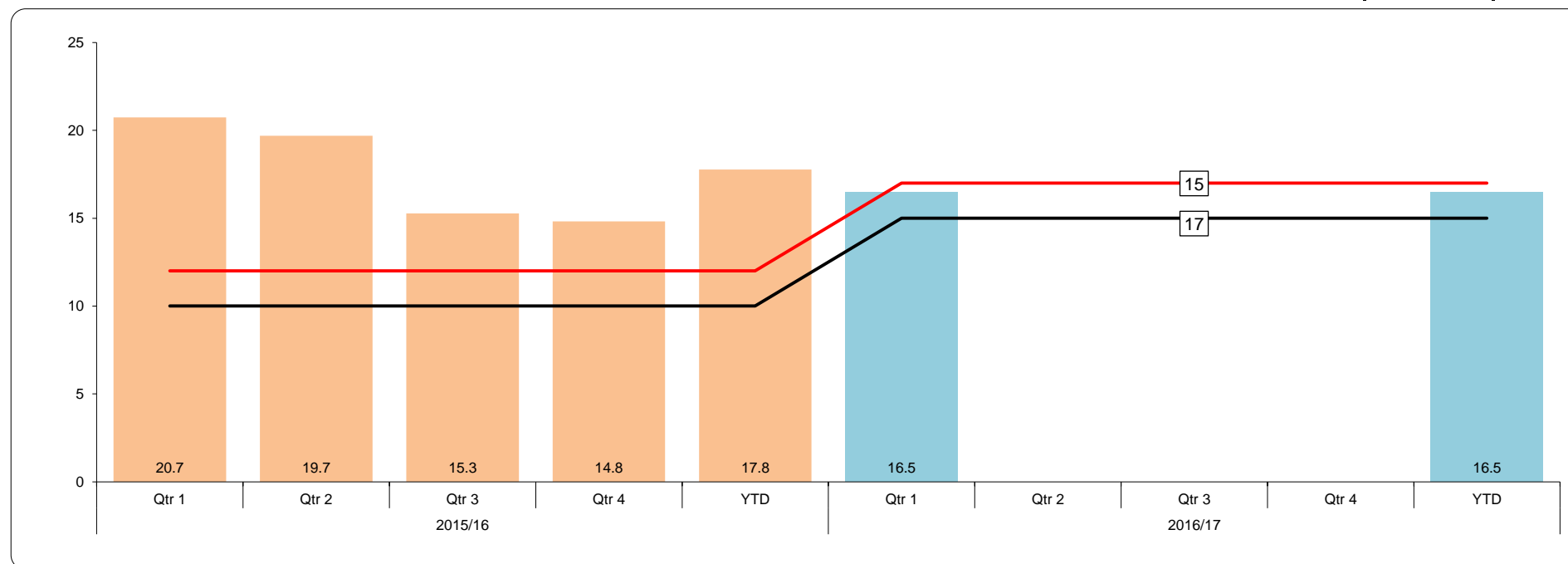
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

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

RAG Status

Amber



## 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				16.5
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 1 2016/17	18.0	13.3	16.8	16.1	11.8	19.2	13.8	21.4	19.1	15.3

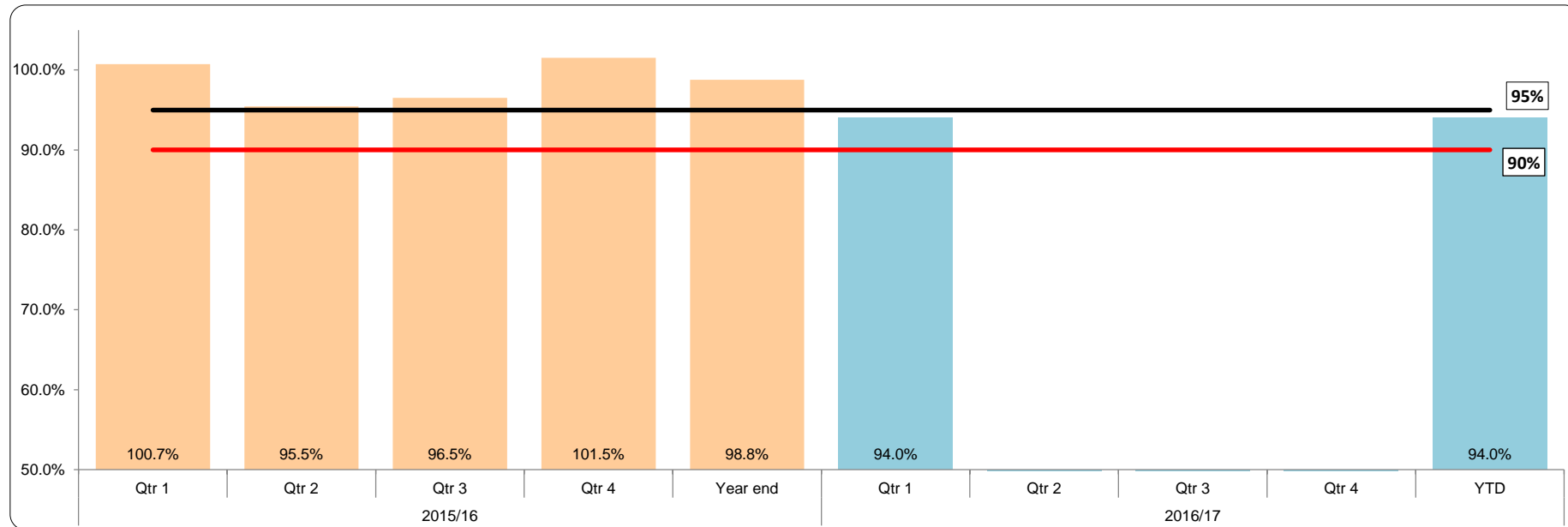
VL05

## Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Amber



Bigger is better

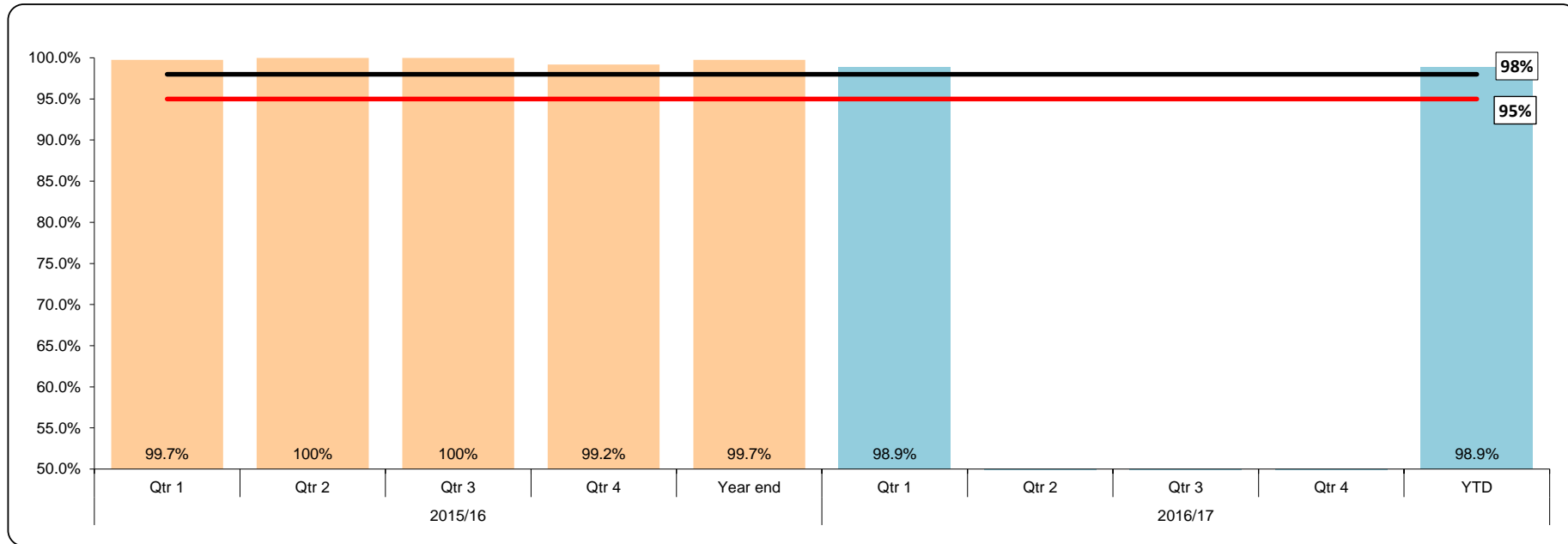
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	100.7%	95.5%	96.5%	101.5%	98.8%	94.0%				94.0%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status

Green



Bigger is better

	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%				98.9%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

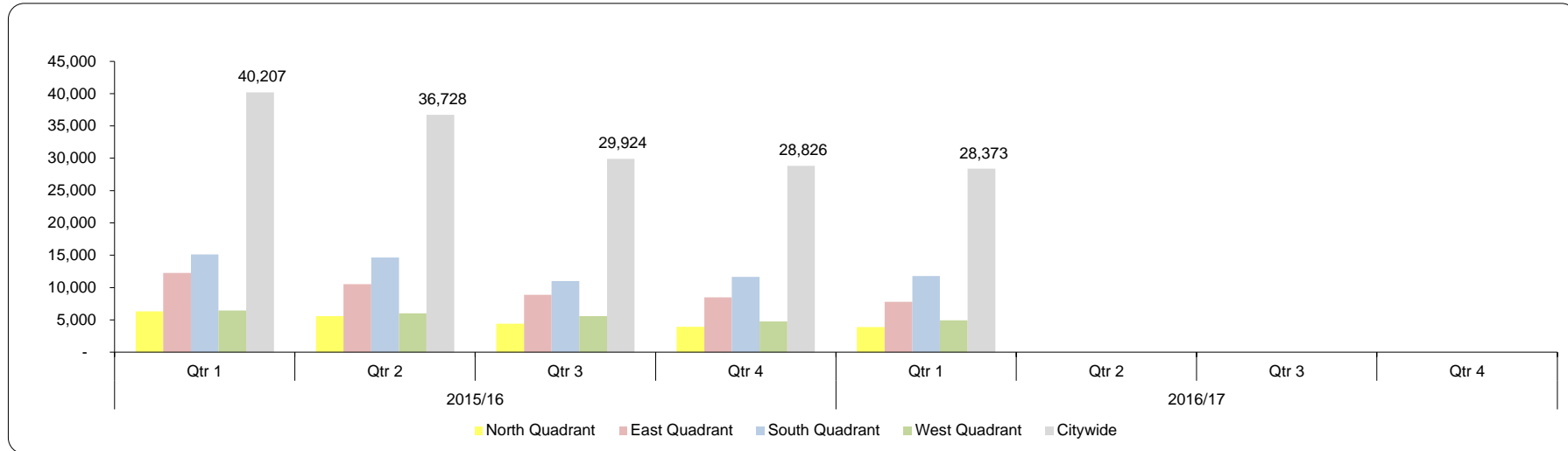
SfOP02

## Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target



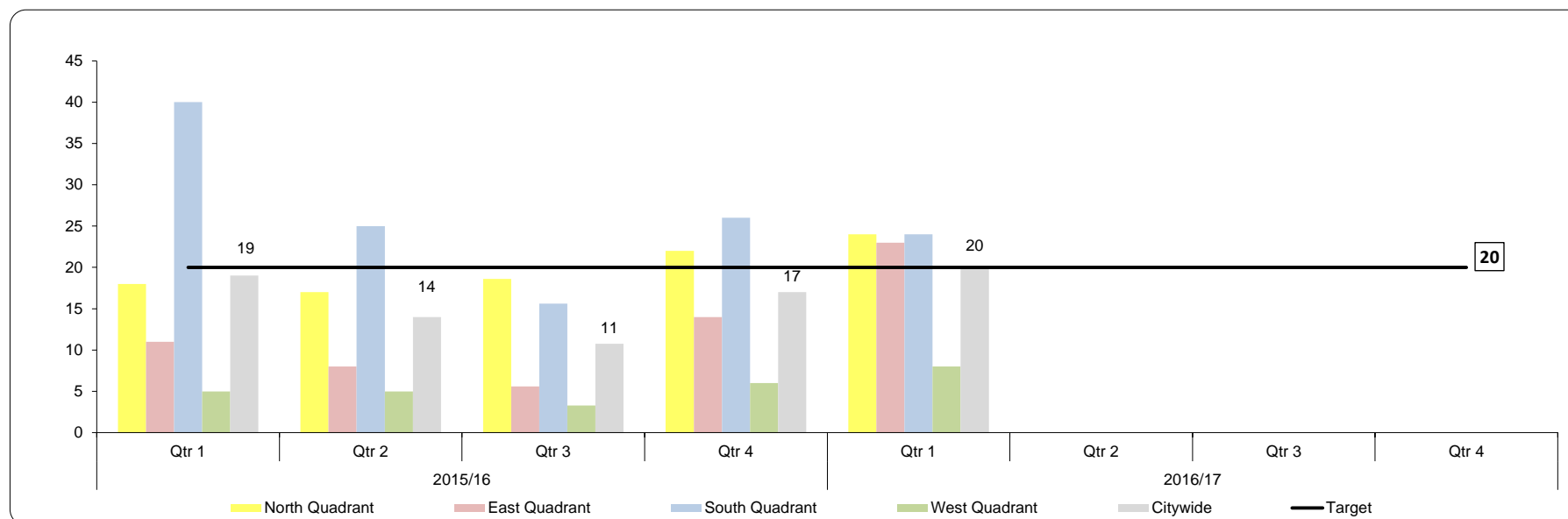
	2015/16				2016/17			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877			
East Quadrant	12,280	10,510	8,892	8,485	7,812			
South Quadrant	15,138	14,627	11,024	11,671	11,770			
West Quadrant	6,469	6,010	5,583	4,749	4,914			
Citywide	40,207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

HCS01

# Average time taken to answer calls (in seconds)

RAG Status

Green



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	0	0	0
East Quadrant	11	8	6	14	23			
South Quadrant	40	25	16	26	24			
West Quadrant	5	5	3	6	8			
Citywide	19	14	11	17	20			
Target	20	20	20	20	20	20	20	20

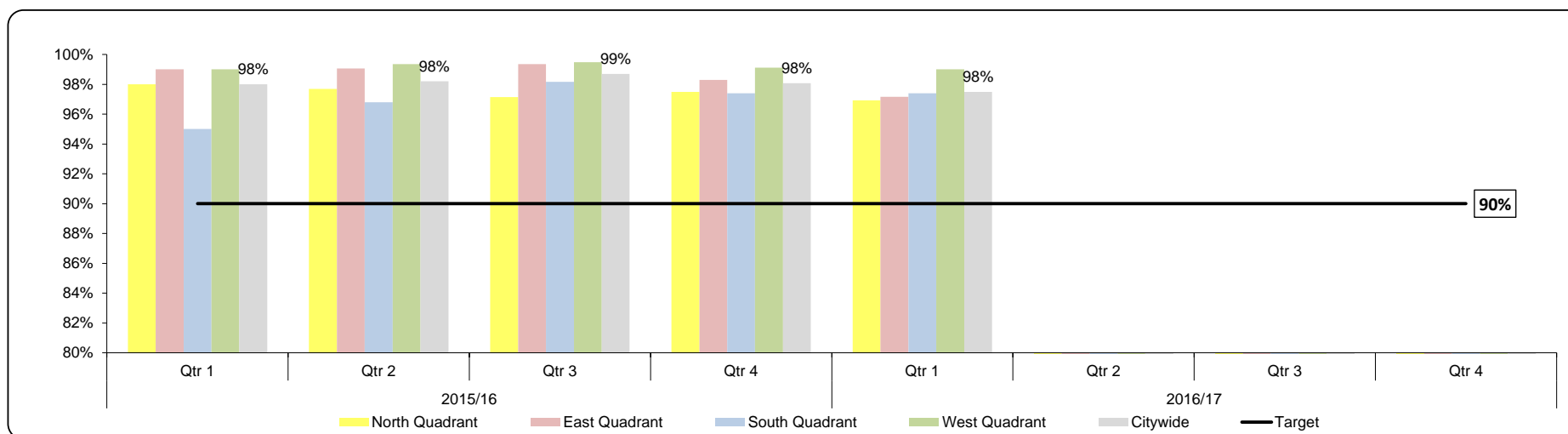
HCS02



## 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%	0%	0%	0%
East Quadrant	99%	99%	99%	98%	97%			
South Quadrant	95%	97%	98%	97%	97%			
West Quadrant	99%	99%	99%	99%	99%			
Citywide	98%	98%	99%	98%	98%			
Target	90%	90%	90%	90%	90%	90%	90%	90%

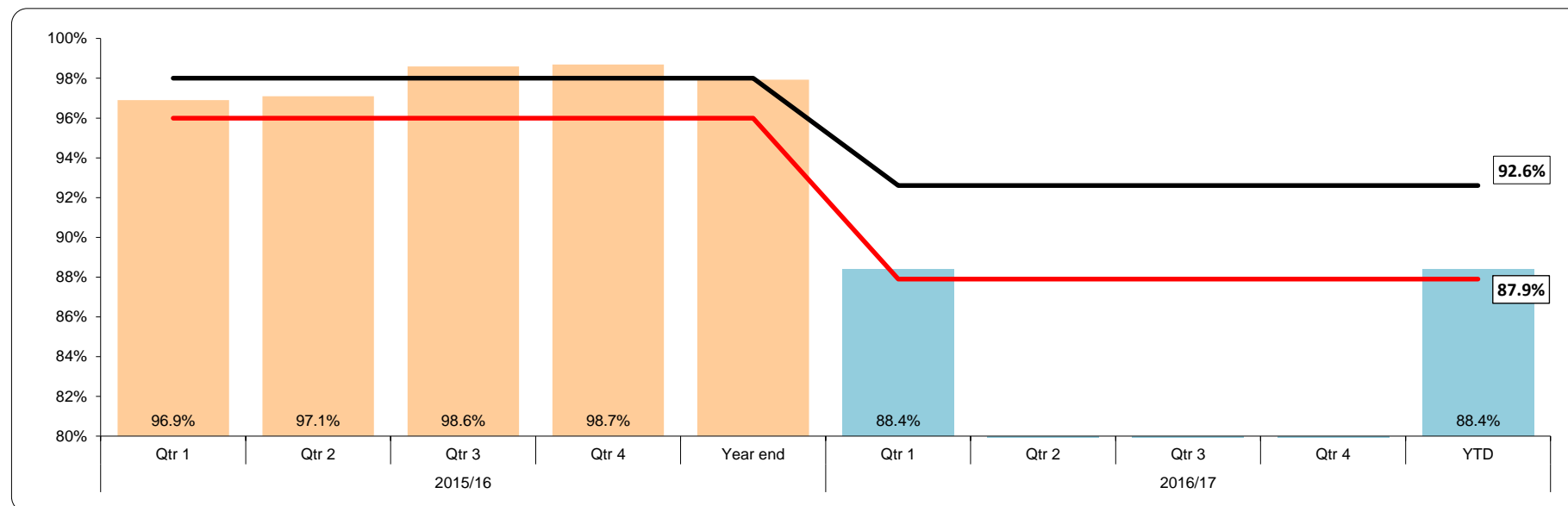
HCS03

## Asset Management and Maintenance (John Jamieson)

### Percentage of Right To Repair jobs completed on time

RAG Status

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 Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	88.4%				88.4%
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%

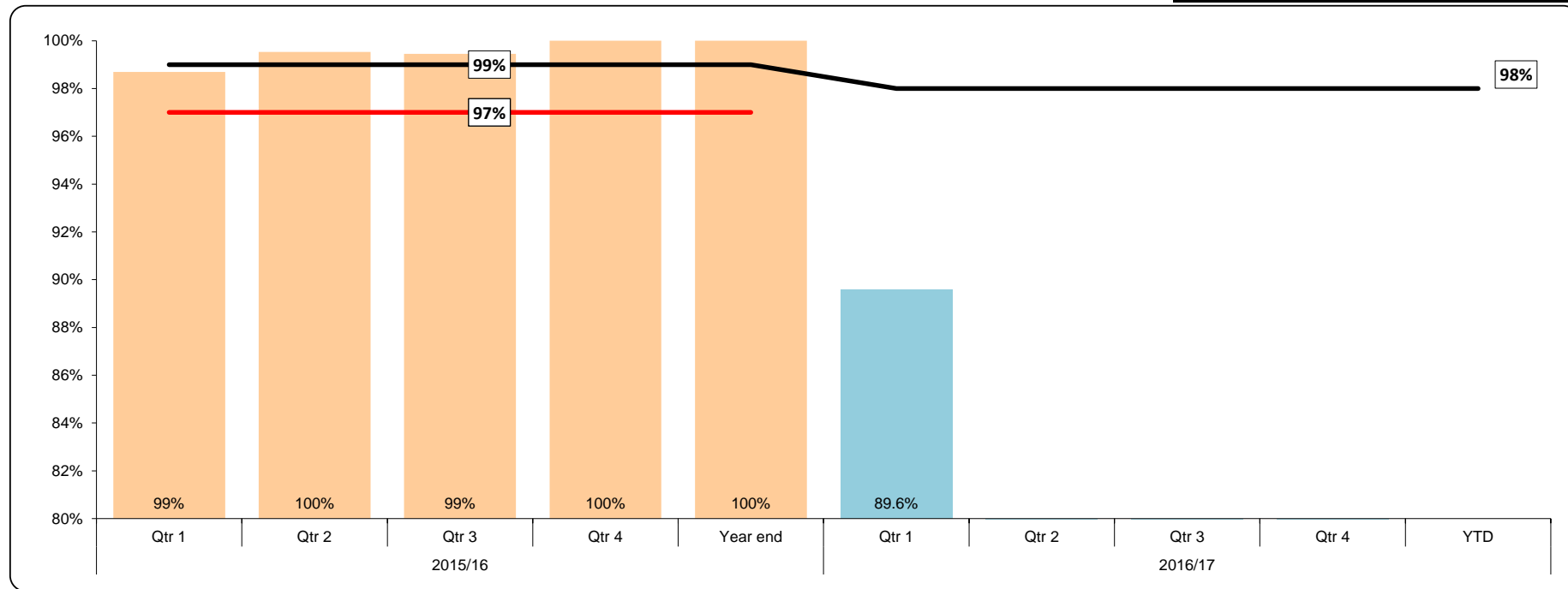
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

AMM01

# Percentage of gas servicing completed against period profile

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 gas servicing completed against period profile	99%	100%	99%	100%	100%	89.6%				
Target	99%	99%	99%	99%	99%	98%	98%	98%	98%	98%
Standard	97%	97%	97%	97%	97%	-	-	-	-	-

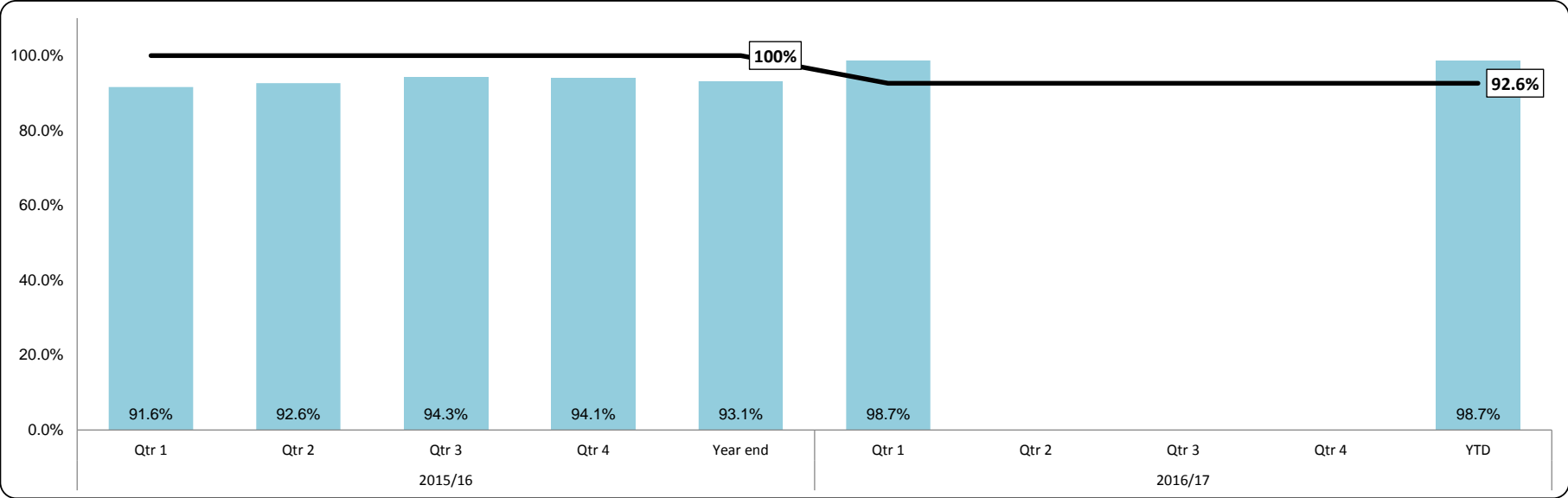
YTD figure is only reported at Year End

Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

AMM08

We will resolve routine repairs within 30 days

RAG Status	Green
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Bigger is better

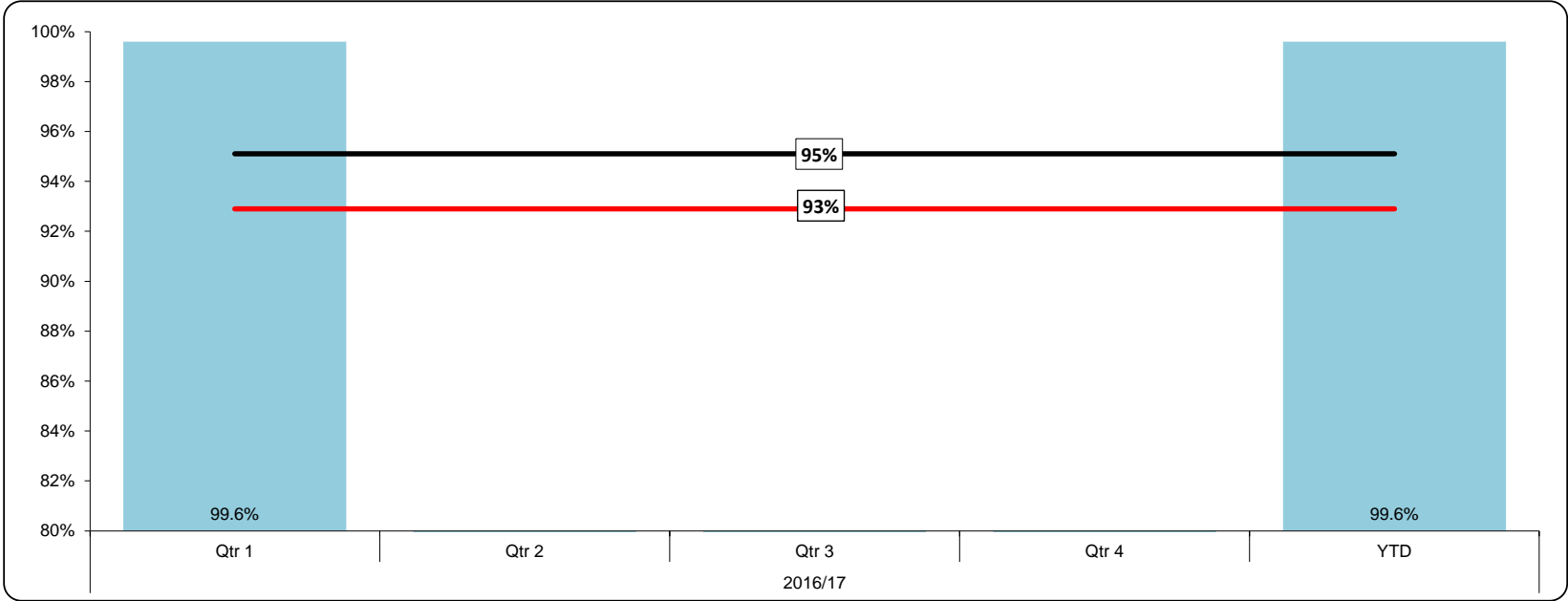
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%				98.7%
Target	100%	100%	100%	100%	100%	92.6%	92.6%	92.6%	92.6%	92.6%

We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

AMM15

KPI001 - Customer Satisfaction

RAG Status	Green
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Bigger is better

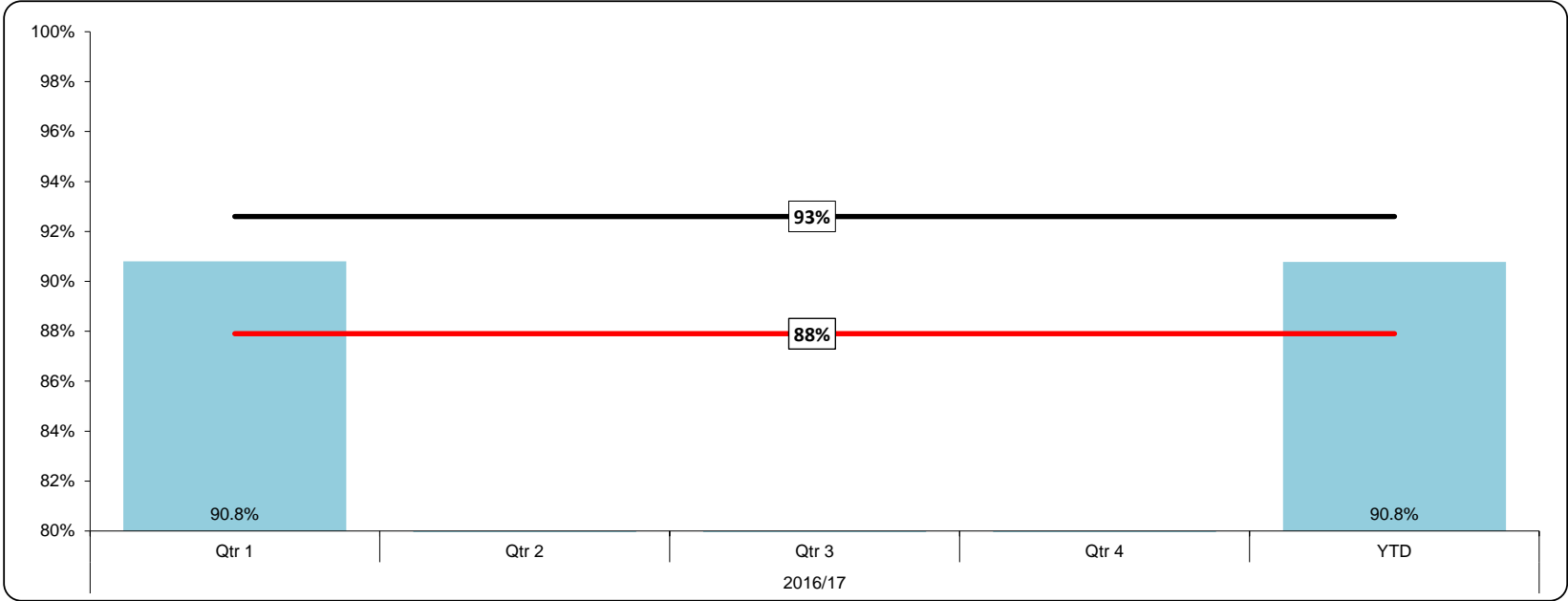
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	This is a new measure. There is no historical data available.					99.6%				99.6%
Target						95%	95%	95%	95%	95%
Standard						93%	93%	93%	93%	93%
KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

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%				90.8%
Target						93%	93%	93%	93%	93%
Standard						88%	88%	88%	88%	88%

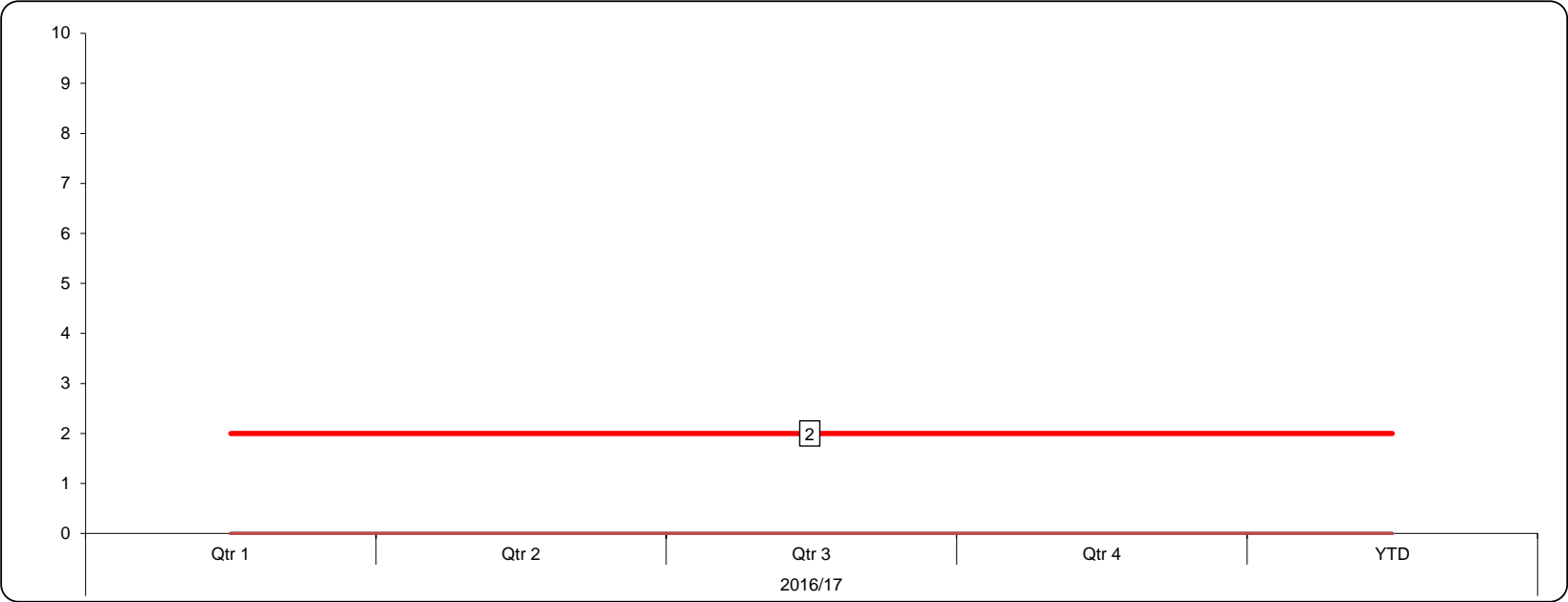
KPI002 - Work orders completed within timescale	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

AMM17

KPI004 - Service Improvement Notices

RAG Status

Green



Smaller is better

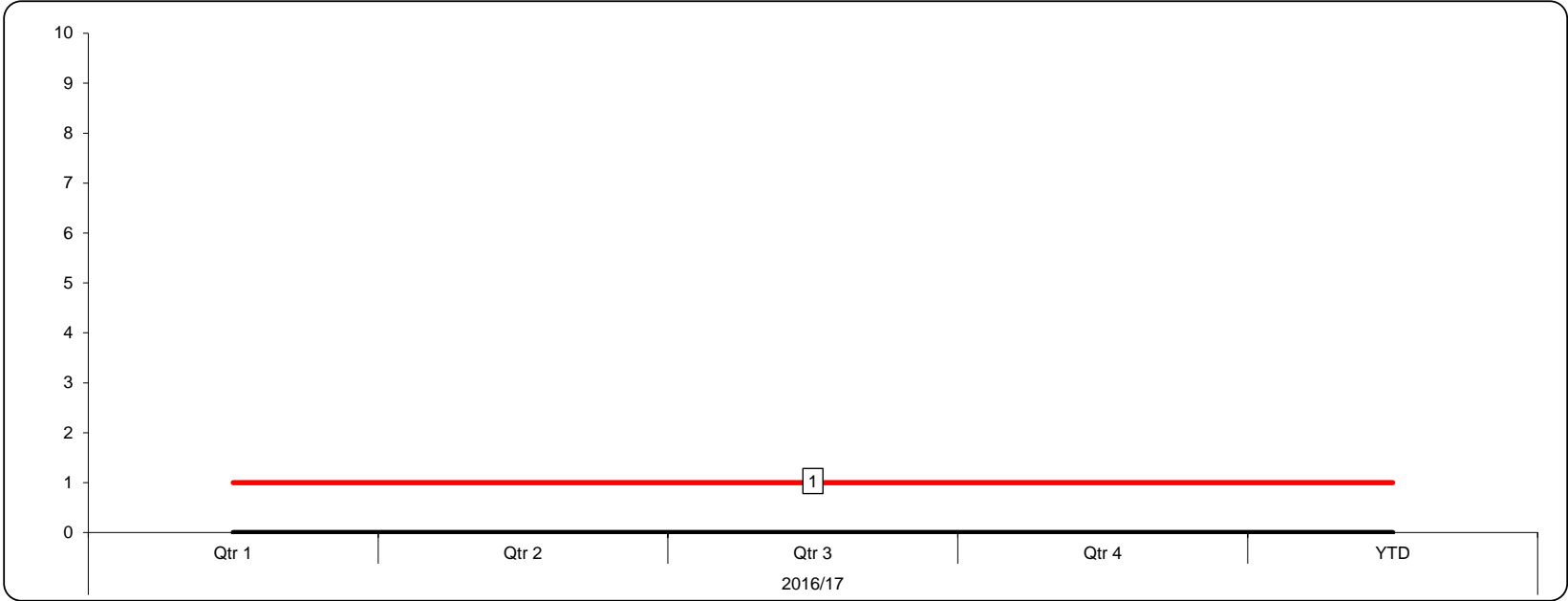
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0				0
Target						0	0	0	0	0
Standard						2	2	2	2	2

KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

AMM19

KPI005 - Safety SIN's

RAG Status	Green
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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
KPI005 - Safety SIN's	This is a new measure. There is no historical data available.					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 1 2016/17	District breakdown unavailable									

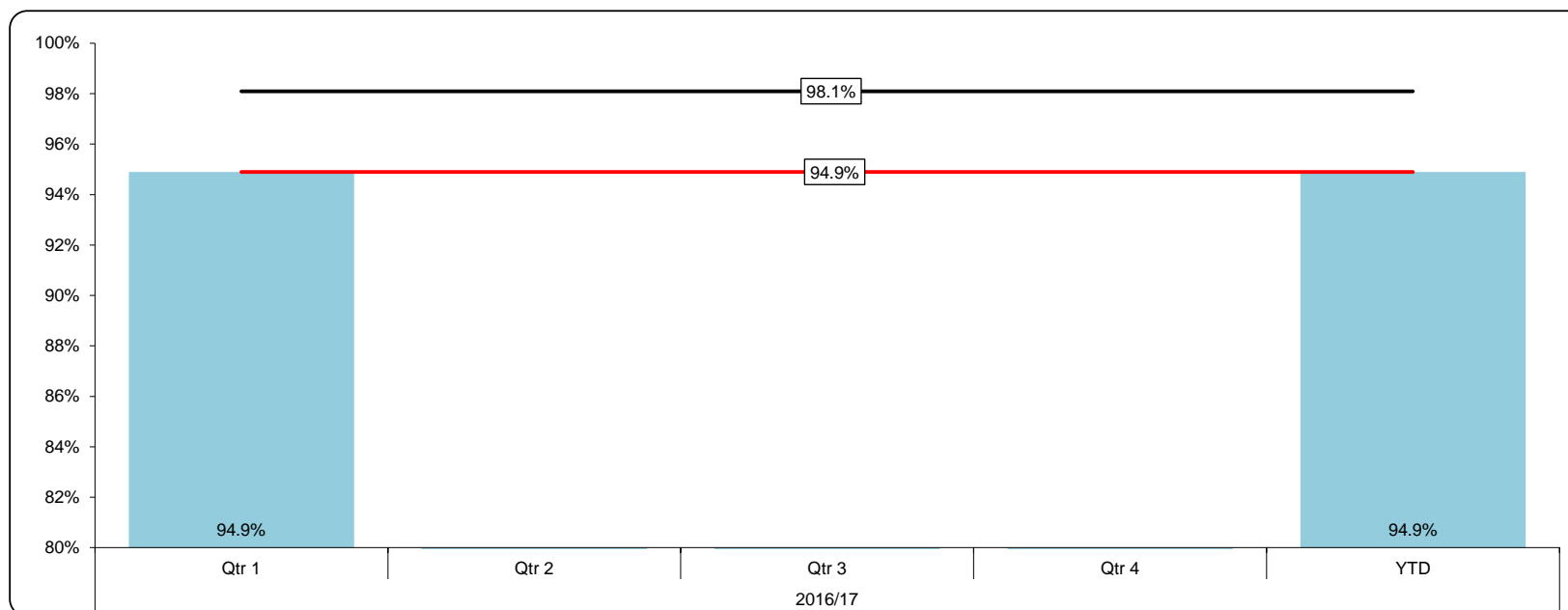
AMM20



# KPI007 - Appointments made

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
KPI007 - Appointments made	This is a new measure. There is no historical data available.					94.9%				94.9%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						94.9%	94.9%	94.9%	94.9%	94.9%

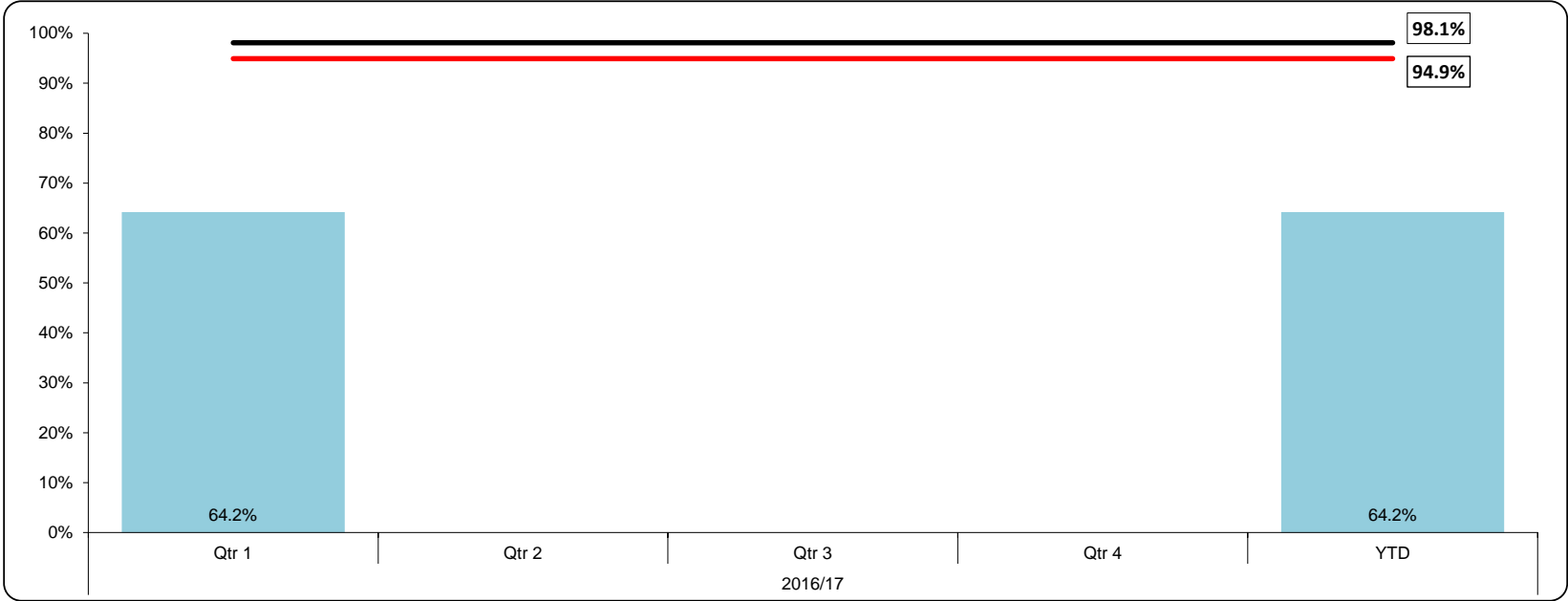
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

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%				64.2%
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 1 2016/17	District breakdown unavailable									

AMM23

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

CW01

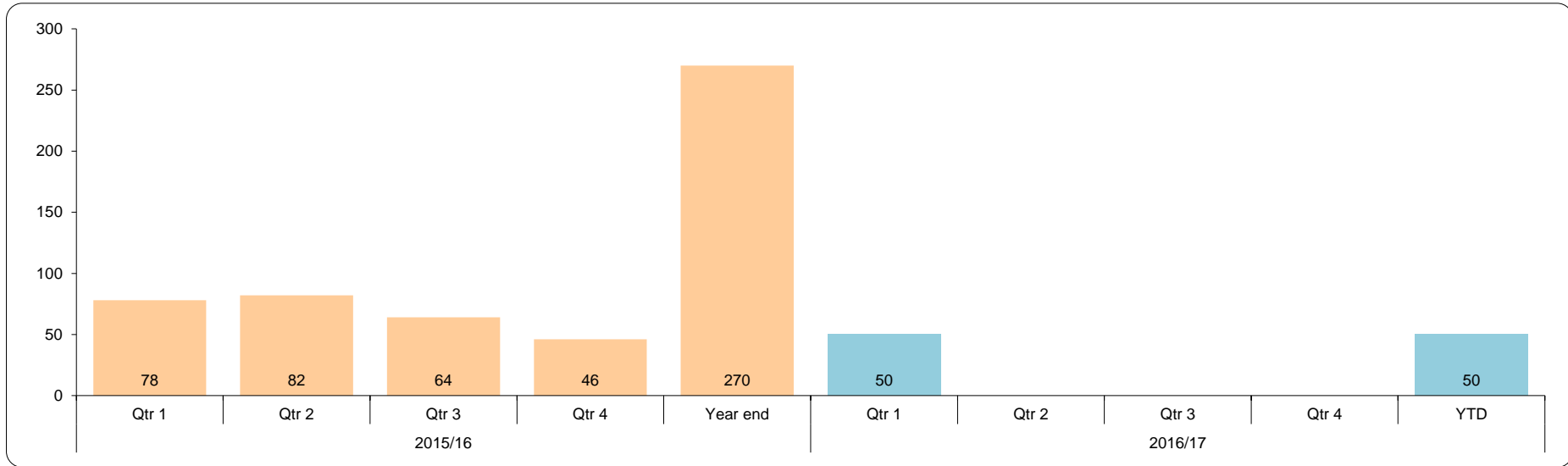
Capital Works data will not be available until Qtr 2.

## Private Sector Housing (Pete Hobbs)

### Houses in Multiple Occupation licences issued

RAG Status

No Target

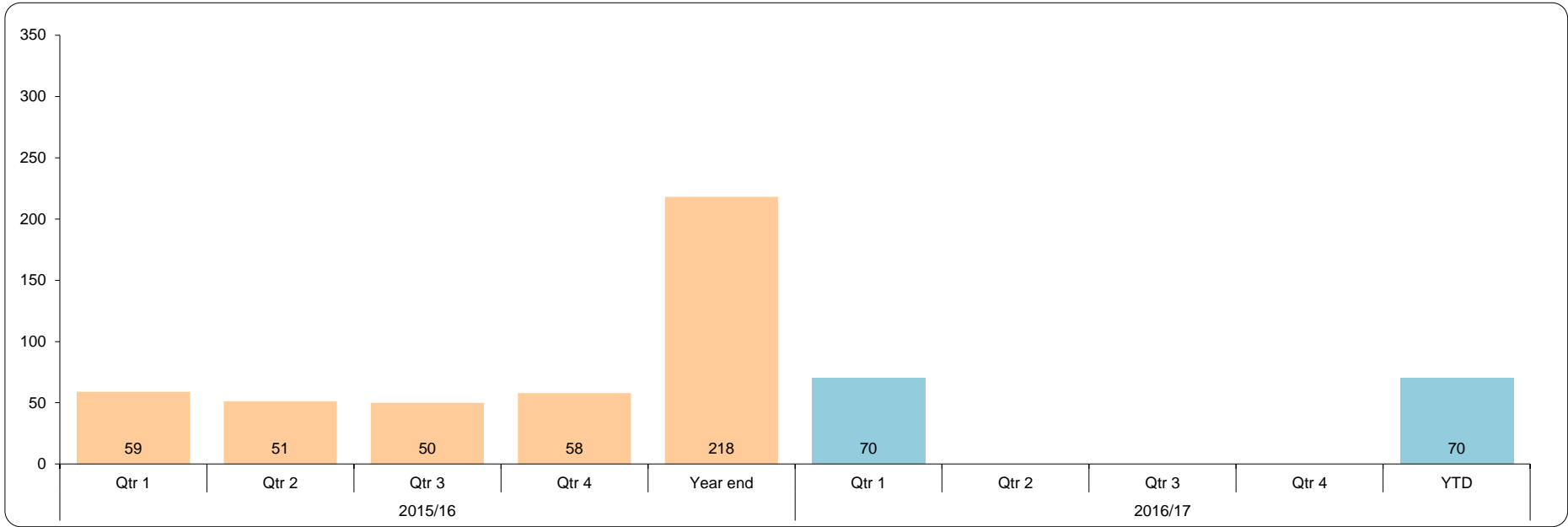


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50				50

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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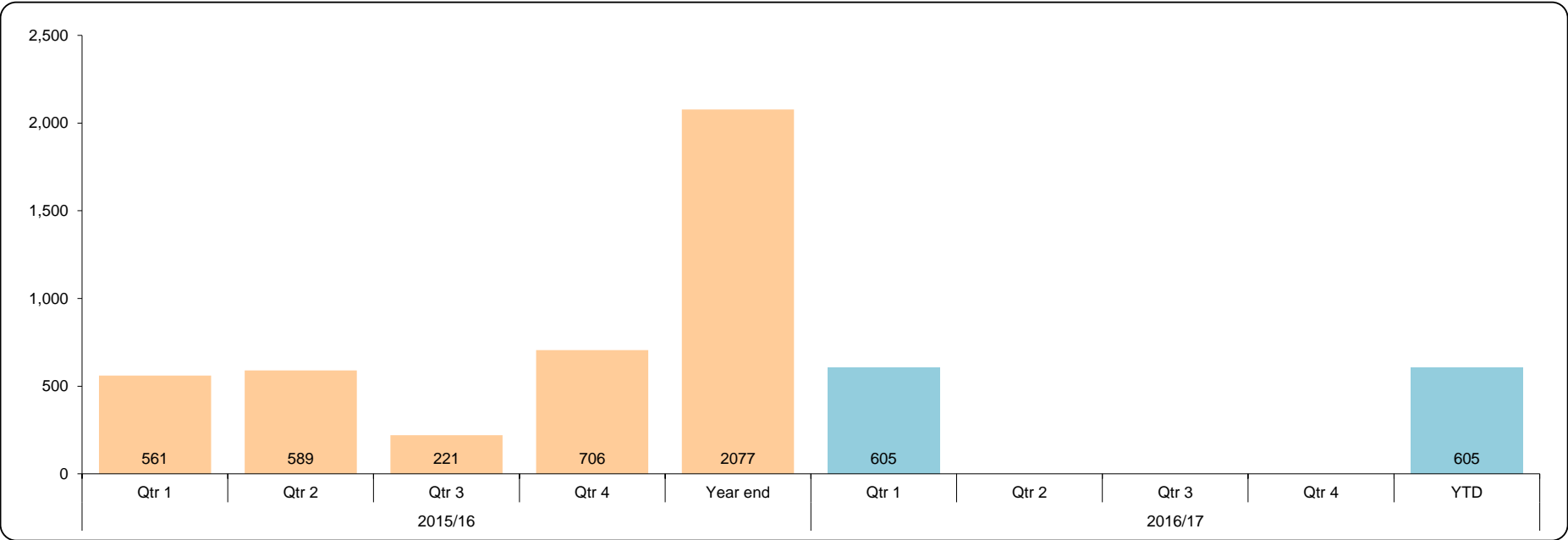


Licenced and unlicensed Houses in Multiple Occupation inspected	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	59	51	50	58	218	70				70

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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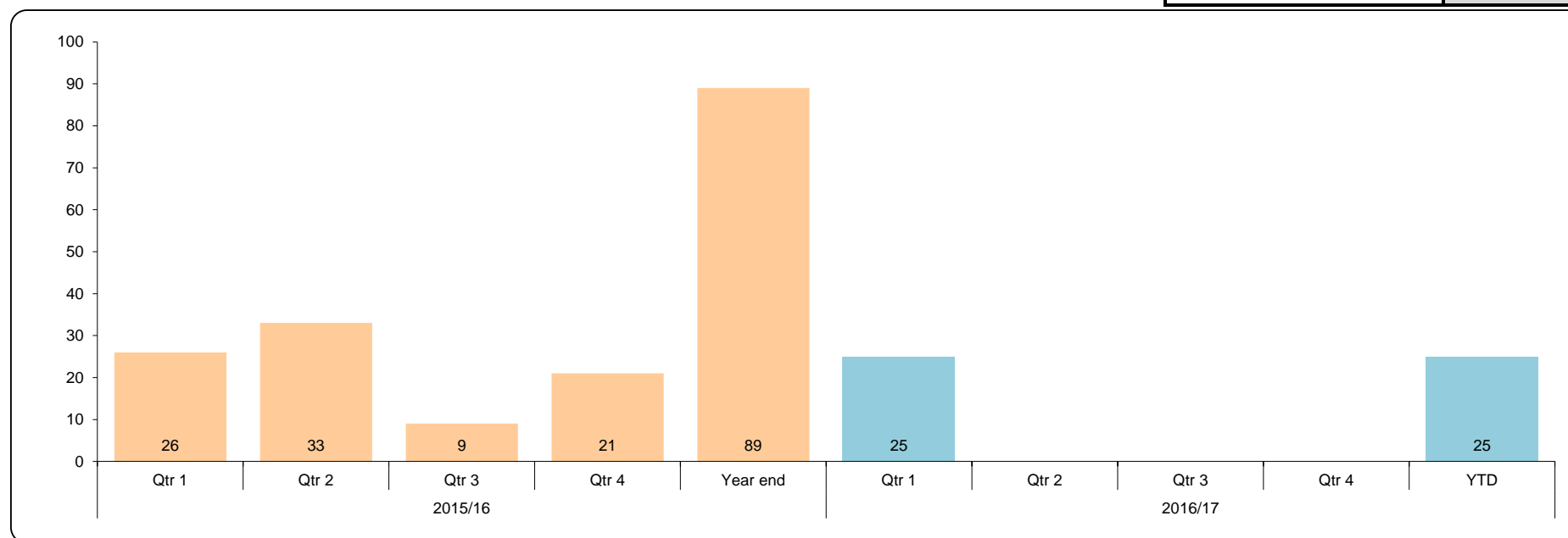
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605				605

PRS03

# Private Tenancy Unit - Cases assisted through advice

RAG Status

No Target

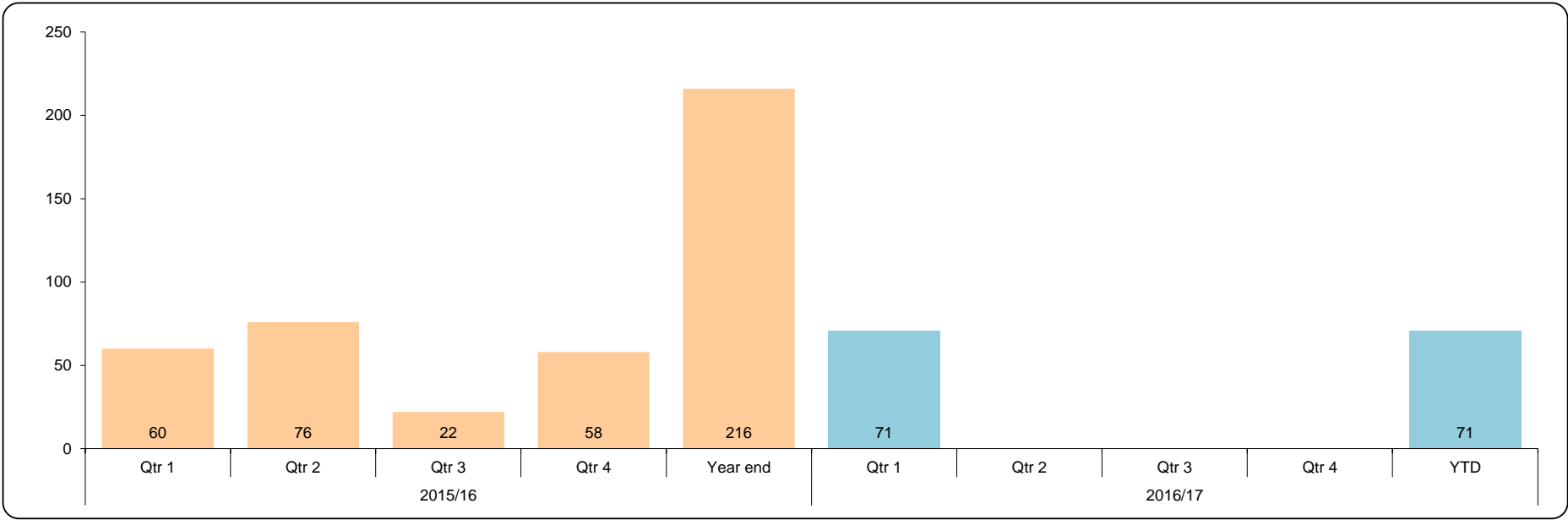


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	26	33	9	21	89	25				25

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				71

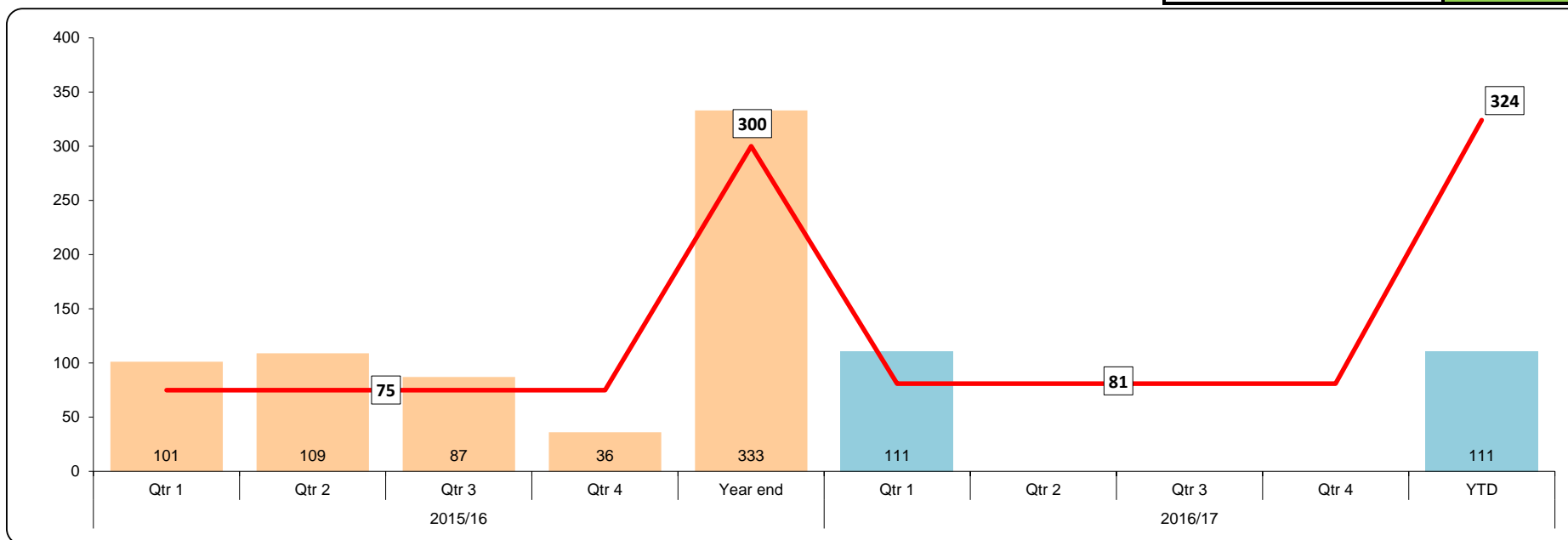
PRS05



## Empty properties brought back into use

RAG Status

Green



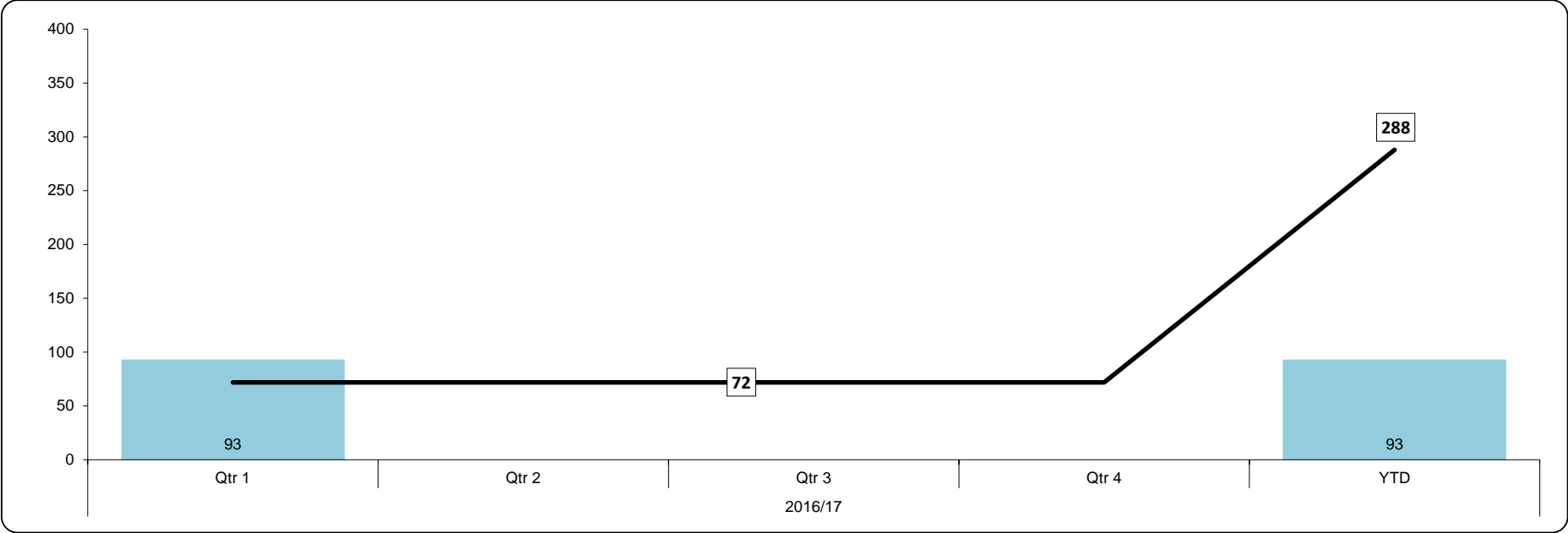
## Bigger is better

	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	101	109	87	36	333	111				111
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

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				93
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.

