

## Selly Oak District

### Performance Narrative Quarter 4 2015 / 2016

Anti Social Behaviour	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <ul style="list-style-type: none"><li>• The ASB teams received 182 new cases during the Quarter. This is 14.5% of all new cases received by the City in the quarter</li><li>• The Teams closed 167 cases with 98.8% of these being successfully closed.</li><li>• The ASB initial contact performance during this quarter is 95% of cases being contacted within the Service standard. This is in line with the service standard however Staff are investigating ways to improve the service.</li><li>• As at 1/6/2016 the two local teams were working on 58 ASB cases of these, 4 are Cat A cases.</li><li>• On The 1/6/2016 The Billesley ward had 29.3% (17 cases); Bournville ward 17.2% (10 cases), Brandwood ward 46.6% (27 cases) and Selly Oak ward 6.9% (4 cases) of the ASB cases open.</li></ul>												
Estates and Tenancy Management	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <p>The Selly Oak District has 6133 local authority Housing Properties.</p> <table><tr><td>Billesley ward</td><td>2375</td><td>tenancies</td></tr><tr><td>Bournville ward</td><td>857</td><td>“</td></tr><tr><td>Brandwood ward</td><td>2511</td><td>“</td></tr><tr><td>Selly Oak ward</td><td>390</td><td>“</td></tr></table> <p>The District has 27 high rise blocks managed by the local Housing teams.</p> <p>The city target for cleaning of high rise blocks is for 100% of them to achieve a 'satisfactory' score rating of 45 points and above with 72% of them expected to achieve a 'good' score rating of 60 points or above.</p> <p>In the quarter 98% of our high rise blocks achieved a ‘good’ rating or higher.</p> <p><b>Low Rise Blocks</b></p>	Billesley ward	2375	tenancies	Bournville ward	857	“	Brandwood ward	2511	“	Selly Oak ward	390	“
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	<p>Within the constituency currently 106 low rise blocks are covered by either neighbourhood caretaking schemes or external contract cleaners.</p> <p>For the quarter the Selly Oak District achieved, 100% of the blocks audited were found to be cleaned to a satisfactory standard or better. This is above the City Target of 99%</p> <p><b>Lodgers in Occupation also known as Unlawful Occupiers</b></p> <p>At the end of the quarter Selly Oak District had 18 open cases over 12 weeks. This is an increase from the previous quarter by 5. These cases are complex and often require us to take court possession action. Dealing with cases of this nature, including waiting for court hearing dates will take cases beyond 12 weeks.</p> <p>Unlawful Occupiers left in occupation are required to pay a use and occupation charge whilst their application is being determined.</p> <p><b>Introductory Tenancies</b></p> <p>At the end of the quarter the Selly Oak District had 5.6% of its Introductory tenancies over 12 months old. This is well within the City target of 8%.</p> <p><b>Condition of Estates- Average of Bi-annual estate assessment scores.</b></p> <p>Selly Oak District was assessed at 30.9 points. This puts its estates into the “Excellent” range of scores but is a slight drop from the previous Quarter.</p>
<b>Voids and Lettings</b>	<p><b>Voids and Lettings is managed by Guy Chaundy (Senior Service Manager)</b></p> <p>For the Quarter the average day’s turnaround to re-let all properties in the Selly Oak District was 28.4 days. This is better than the City Target of 30 days but 3 days longer than the previous Quarter</p> <p>Average days void turnaround sheltered properties only is 57.5 days. Please note that this figure can widely fluctuate due to the performance only being measured when a property is let.</p> <p>The average time taken to repair empty property by the</p>

	<p>Repairs provider Willmott Dixon South was 13.1 days per void. The performance is within the City target of 17 days and is the best performance in the City.</p> <p>The % of properties advertised and re-let 1<sup>st</sup> time is nearly the same as last quarter and currently stands at 78.7% let first time. This is better than the 75% City Target.</p> <p>Customer satisfaction with the letting Staff was 100% as was their satisfaction with their new home.</p> <p>As a snap shot the Selly Oak District had 7 Sheltered Housing Void properties at the end of the Quarter.</p>
<b>Achievements – Quarter 4</b>	<b>These will be verbally presented during the meeting</b>