

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

ERDINGTON DISTRICT COMMITTEE

TUESDAY, 27 SEPTEMBER 2016 AT 14:00 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 of the Erdington District Committee held on 26 July 2016.

11 - 28

4 ERDINGTON DISTRICT COMMUNITY PLAN 2016/17

Mike Davis, District Head, Erdington will present.

5 ERDINGTON HEALTH AND WELLBEING GROUP UPDATE

Michelle Wilkins will present.

29 - 50

6 ERDINGTON NEIGHBOURHOOD CHALLENGE 2015/2016 REPORT – PROGRESS ON RECOMMENDATIONS

Officers will be in attendance to give a verbal progress report on the recommendations.

7 **POLICE UPDATE**

A representative from West Midlands Police will be in attendance to give a verbal report.

8 **FIRE UPDATE**

A representative from West Midlands Fire Service will be in attendance to give a verbal report.

51 - 112

9 **HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT –
QUARTER 1 2016/17**

Report by Place Directorate Performance and support Services

10 **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.

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'.

**MINUTES OF A MEETING OF THE ERDINGTON
DISTRICT COMMITTEE HELD ON TUESDAY 26
JULY 2016 AT 1400 HOURS, IN COMMITTEE
ROOM 2, COUNCIL HOUSE, BIRMINGHAM**

PRESENT: - Councillors Robert Alden, Bob Beauchamp, Mick Brown, Des Hughes, Penny Holbrook, Josh Jones, Gareth Moore, Gary Sambrook, and Mike Sharpe.

ALSO PRESENT: -

Mike Davis – District Head (Erdington)
Sarah Stride – Committee Manager
Councillor Marje Bridle
Dave Robbie – Chair of the Brownfield Road Residents Group

**ELECTION OF THE EXECUTIVE MEMBER AND VICE-CHAIRMAN FOR
ERDINGTON DISTRICT**

On the receipt of nominations, it was:-

328

RESOLVED: -

- a) That Councillor Josh Jones be elected Chairperson (Executive Member) for Erdington District for the Municipal Year 2016/2017, ending with the first meeting of the Committee in the 2017/18 Municipal Year.
- b) That Councillor Mick Brown 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 Josh Jones in the Chair)

NOTICE OF RECORDING

329

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.

APOLOGIES

- 330 Apologies for non-attendance were submitted on behalf of Councillors Lynda Clinton, Mick Finnegan and Ron Storer and Superintendent Brandon Langley, West Midlands Police and for their inability to attend the meeting.
-

MINUTES

- 331 **RESOLVED: -**

That the Minutes of the meeting held on 29 March 2016 having been previously circulated, were confirmed and signed by the Chairman.

MEMBERSHIP OF THE COMMITTEE

- 332 The Membership of the Committee was noted as follows: -

Councillors Robert Alden, Bob Beauchamp and Gareth Moore (Erdington Ward).

Councillors Des Hughes, Gary Sambrook and Ron Storer (Kingstanding Ward).

Councillors Penny Holbrook, Josh Jones and Mike Finnegan (Stockland Green Ward).

Councillors Lynda Clinton, Mick Brown and Mike Sharpe (Tyburn Ward).

Co-opted Members:-

Station Commander Richard Stanton – West Midlands Fire Service
Superintendent Brandon Langley – West Midlands Police.

LEAD OFFICER ARRANGEMENTS

- 333 The lead officer arrangements were noted as follows: -

Lead Officer:- Mike Davis, District Head (Erdington)

Support Officers:-

District Contact Lawyer - Stuart Evans
Committee Manager - Sarah Stride.

DECLARATION OF INTEREST

- 334 No declarations of interest were recorded.
-

CODE OF CONDUCT

The following Code of Conduct for District Committees was submitted:-

(See Document No. 1)

335 **RESOLVED:-**

That the Code of Conduct for meetings of the District Committee be noted.

DISTRICT COMMITTEES FUNCTIONS AND GUIDELINES

The following schedule of District Committee Functions and Guidelines were submitted:-

(See Document No. 2)

336 **RESOLVED:-**

That the Functions and Guidelines be noted.

DISTRICT COMMITTEE APPOINTMENTS 2016/17

It was -

337 **RESOLVED:-**

- a) That the following Members be appointed to serve as Member representatives on the following bodies/ community organisations:
 - (i) Youth Champion - Councillor Josh Jones
 - (ii) Looked after Children's Champion - Councillor Mick Brown
 - (iii) Older Person's Champion - Councillor Mick Finnegan
 - (iv) District Parent Partnership Champion - Councillor Mick Brown
 - (v) Heritage Champion - Councillor Penny Holbrook.

It was agreed that each District Champion would report back on work undertaken at each District Committee.

The first report back would be from the Youth Champion in September followed by the Heritage Champion in November.

- b) To appoint Members to serve as a board representative on the following Community organisations:-

Witton Lodge Community Association

The Chairman agreed to defer this appointment to the next meeting of the District Committee pending further investigation.

Erdington Town Centre Partnership Limited

It was noted that Councillor Robert Alden was appointed at the Erdington Ward Committee to serve as the Member representative on the Erdington Town Centre Partnership Ltd.

NO PARKING ON GRASS VERGES PROJECT

Councillor Marje Bridle and Dave Barrie, Chair of the Brownfield Road Residents Group gave the following verbal presentation:-

- Brownfield Road was over one mile long comprising of approximately 330 properties. Many householders had complained that parking on the grass verges was a problem in the area. The Brownfield Road Residents Group was formed to combat the situation.
- The grass verges were in a very poor state of repair. The Group managed to get Councillor Marje Bridle the Police, the Local Enforcement Team and the Neighbourhood Team involved. Many residents were dedicated to preventing vehicles from driving over the verges and destroying the grass. Together they formed a good team.
- The project took approximately three years to fruition. Residents took photographs of offending vehicles and submitted them to the Police and the Neighbourhood Team as evidence.
- To achieve a parking ban in Brownfield Road the Group required commitment and support from local residents. The Group visited every household in the Road and gained the support of over 85% of residents.
- The Local Enforcement Team visited the Road on a daily basis and issued parking tickets to residents, visitors and even supermarket delivery vans who were not complying with the parking ban. The Manager of Tesco's became involved in the scheme.
- Special signs were erected on lamp posts to advise motorists of the ban.
- Brownfield Road Residents Group set about planting bulbs in the grassed areas to deter motorists from driving over them and the grass. The Police and the local Housing Team were also instrumental in the bulb planting exercise. The exercise encouraged neighbourhood participation, ownership and cohesion.
- An old garage site was put back into usage and was working well.
- Local residents now police the successful scheme.

Erdington District Committee – 26 July 2016

- A scheme was implemented to offer residents a reduced rate for dropped kerbs.
- The signs erected on lamp posts were large and robust. No maintenance was required in future years.

Members welcomed the verbal report and congratulated all those involved in making the parking ban on Brownfield Road a successful scheme.

Members questioned whether a similar scheme could be started in the Erdington District on roads where vehicles were parking over grass verges and in turn making the area look unsightly was a problem.

Councillor Gary Sambrook requested photographs showing the before and after look of Brownfield Road as a visual interpretation will encourage residents in the Erdington District to start their own scheme.

The District Head stated that he would contact John Porter, Constituency Parks Manager to discuss verge maintenance costs and an indication of the chosen regime for the Erdington District.

The Chairman thanked Councillor Marje Bridle and Dave Barrie for attending the meeting and presenting their information.

It was -

338

RESOLVED:-

That the verbal report be noted.

ERDINGTON DISTRICT PLAN

The following report of the Erdington District Head was submitted:-

(See Document No. 4)

Mike Davis, District Head advised that the Erdington District Plan was a working document and he welcomed revisions to the Plan.

It was envisaged that the final document would be submitted to the Erdington District Committee in September 2016.

In response to a question raised by Councillor he was advised that Councillors Gary Sambrook and Penny Holbrook were Members of the Housing Panel. He requested those Members to forward him the minutes of the Housing Panel as he was interested in what the Panel were discussing about Tyburn Ward. The Chairman stated that the minutes of the Housing Panel will be submitted to all Members of the District Committee.

Members raised the following amendments/corrections to the District Plan:

Erdington District Committee – 26 July 2016

- Page 3 – equal opportunities issues – need to tighten wording. Further down should state Four Oaks and not Sutton Coldfield. It was felt that the information contained in the plan was years out of date. Current data and information was required.
- Page 7 – ethnicity issue. If born overseas.
- Data tracker – sample size required.
- Page 10 – need to distinguish whether discussing Erdington Ward or Erdington District.
- Clean, green and safe – information relates to 2014/15. Data from 15/26 is required.
- Need to include that litter and fly-posting has increased in the District.
- Crime data is stated from 2013. Housing issues is stated from 2012. Recent statistics required in both categories.
- Flats above the shops in occupation on Erdington High Street need to be consulted on the Plan prior to implementation.
- The Plan makes reference to Hodge Hill Neighbourhood Challenge. Should relate to Erdington District Challenge.

The Chairman thanked Members for their contribution and it was -

339

RESOLVED:-

That the Erdington District Plan be noted and the amended final version be submitted to the District Committee in September 2016.

ERDINGTON NEIGHBOURHOOD CHALLENGE

The Chairman advised the Committee that the next Neighbourhood Challenge would concentrate on 'mental health and mental health issues'. Work would involve addressing mental health issues including those experienced by ex-soldiers and working with outside organisations to alleviate mental health issues within all groups of the community.

It was -

340

RESOLVED:-

That the verbal update be noted.

WARD MEETINGS AND NEW 'WARD TRACKER' DATABASE

Page 6 of 112

The following report of the Erdington District Head was submitted:-

(See Document No. 5)

Mike Davis, District Head introduced the report and highlighted the salient points. He stated that Lesley Bannister was the officer responsible for the Erdington District and Members should contact her with any comments or queries.

It was -

341 **RESOLVED:-**

That the report on ward meetings and new 'ward tracker' data base be noted.

DATES OF FUTURE MEETINGS 2016/2017

It was -

342 **RESOLVED: -**

That the District Committee note the schedule of meetings for 2016/17: -

2016

27 September
29 November

2017

31 January
28 March

All meetings will be held at 1400 hours in Committee Rooms 3 & 4 at the Council House, Victoria Square, Birmingham.

FUTURE WORKING ARRANGEMENTS / DISTRICT WORK PROGRAMME

343 The Chairman advised that a further meeting to discuss the Neighbourhood Challenge in the near future with an evidence data session and invite outside organisations to attend.

District Champions will be required to explain all work undertaken at future District Committees.

OTHER URGENT BUSINESS (REPORTS BY OFFICERS)

344 No items of urgent business were raised.

AUTHORITY TO CHAIRMAN AND OFFICERS

345

RESOLVED: -

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'.

The meeting ended at 1525 hours.

CHAIRMAN

“Forward in Partnership”

Erdington District’s Community Plan 2016-2017



Erdington

16/17

Contents

September 2016

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2. Purpose of this Community Plan
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 - Employment, Skills and Enterprise
 - Green, Clean and Safe
 - Housing
 - Health
7. Neighbourhood Challenge
8. Delivery, Monitoring & Review
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1. Introduction

From District Executive Member, Councillor Josh Jones

Having been the chair of the Erdington District Committee and its Executive Member for the two years now my aim is to continue to build on the foundation laid by Councillor Penny Holbrook when she was

the chair of Erdington District and to take Erdington District 'forward in partnership,' through our working with our many great partner organisations and community groups.

Erdington continues to be a vibrant and diverse district, rich in community, people and social engagement. We have a wide range of economic activity with a vast array of businesses, communities and active groups. Our sense of community and pride is often hidden by statistics and a humility that prevents us from celebrating our abilities.

Together in partnership we are stronger and more resilient to face the considerable challenges across the district. Birmingham is facing its biggest cuts in history and this means some services will remain and some will be lost. There have been constant cuts to services and budgets since 2010, with even greater cuts to come as the City Council must identify another £250million of savings between now and 2020. This has removed and will continue to remove support for some of those most in need and limiting the opportunity locally to influence change.

Our collective *vision* for Erdington, formed by residents, community groups, businesses, Birmingham City Council and its district officers and elected representatives is of a "*prosperous and vibrant community, where everyone has the chance to achieve their potential with good opportunities available for all and where fairness is at the heart of everything we do and those most in need are supported.*"

Our guiding principles are that everyone has a right to a decent, affordable, warm home in pleasant and safe surroundings, access to a good standard of education and the opportunity to have a decent paid job or career and, above all, a community where no one is left behind and everyone is valued. Progress toward these aims will be delivered through five work streams:

- Employment, Skills & Enterprise
- Clean and Green
- Housing
- Health
- Community Safety

Of personal concern to me is the fact that residents across Erdington District live 2 years less than the average Birmingham resident and around 6 years less than residents of neighbouring Sutton Coldfield District just a few miles away. My ambition is to improve the health and well-being of Erdington residents to match that of our neighbours but this will not happen overnight and is a 20 year vision and objective I will work towards. This challenging agenda, and indeed all the other priorities set out above, cannot be delivered by the council alone. I will be working on creating an Erdington District Regeneration Trust model, with cross party support, to assist take us forward with our aims. Collectively, with all our partners, and led by the residents, we firmly believe we can move towards the above vision. This Erdington Community Plan has been developed with our friends and partners and sits alongside our District Policy Statement. Both documents help in identifying the direction we need to take, and who can play a role in helping to deliver the vision.

2. Purpose of this Community Plan

This District Community Plan outlines the priorities and associated actions of the Council and its Erdington based partners for the year ahead. These priorities and actions draw from the views and experiences of local councillors, local residents, businesses, service providers, voluntary and community organisations and other partners. Consultation with partners has included an Erdington District Convention held on 28 November 2015.

There are already a number of key documents and plans in place in Erdington District that help identify the priorities of the district and the needs of local people. These existing documents and plans make a vital contribution to the overall District Community Plan. These include:

- The Erdington District Policy Statement 2015
- The Erdington District Profile 2014/15
- The Erdington District Convention 2015 Summary report
- The Erdington District Jobs and Skills Plan 2015/16 onwards
- The Birmingham North (Erdington & Sutton Coldfield) Community Safety Partnership's Plan 2016 onwards
- The Erdington District Health & Wellbeing Plan 2016 onwards
- Erdington 'clean & green' Neighbourhood Challenge Report 2016

All these documents are available electronically from the district lead officer who can be contacted on email mike.davis@birmingham.gov.uk or 0776 692 4147.

This Erdington District Community Plan will be monitored periodically by the District Committee and its partners to review progress in delivering on the priorities it contains and to determine if delivery is broadly on track as well as whether any new or different priorities are emerging that may need to be incorporated into the District Community Plan.

3. The Changing Context

This Erdington District Community Plan has been produced at a time of significant change within the city.

New unified city vision:

With a new Council Leader, Councillor John Clancy, from 2015 there is a renewed sense of purpose and direction for the city with a developing vision based on the fundamental ideals of prosperity, fairness and democracy.

The Council Leader together with the leaders of the two opposition parties issued a joint statement in September 2016 as follows:

"Birmingham: a city that works for all of us:

We are proud to serve the people of Birmingham. This is a welcoming city with an historic past and, more importantly, an exciting and influential future. A place where future success for the city means opportunity for all.

As the most youthful city in Europe, supporting young people to realise their potential is paramount - enabling Birmingham to be a great place for children to grow up and learn in, for adults and families to thrive in and, as we mature, to grow old in.

Working together, we must strive for a city that offers a good quality of life to everybody - a city where your postcode or background does not determine your ambitions and achievements.

The council's role is to lead with others. Our shared purpose is to improve people's lives, working with partners from across this great city - pulling together, with leaders across Birmingham and the West Midlands, to ensure citizens have services they deserve.

Our collective efforts must put people first; responding to their needs. We must invest in communities, creating opportunities for people to achieve their aspirations and give everyone neighbourhoods and a city to be proud of.

We will strive to make this vision a reality and look forward to working with the many who share these ambitions.”

As touched upon in the statement above significant change across local government is also underway with new city-regional leadership in place through the West Midlands Combined Authority, with new powers devolved from central government to allow it to drive economic growth, investment and the reform of public services. Birmingham City Council will therefore become more strategic and smaller. See www.birmingham.gov.uk/wmca for more details. Another major change moving forward is the Local Government Boundary Commission's proposal for new, smaller Wards with only one, or occasionally two, elected councillors as well as a national plan to review Parliamentary constituencies.

Despite all these changes right across the city and the wider region there will be more opportunities than ever for delivering services at the neighbourhood level and new ways people can engage in their local community, such as the new local council for Sutton Coldfield. To support the Leader's commitment to further devolution and improved local services a new Cabinet Committee Local leadership was formed in 2016/17 and four elected member 'Assistant Leaders' appointed to drive forward devolved arrangements and new approaches to engaging and empowering local people and partners.

Financial Challenges:

The City Council's vision and its associated financial plan continue to be set in the context of reducing resources available to fund the provision of services and investment in its assets. This is largely as a result of the continuing cutbacks in grant funding as part of the Government's policy of reducing public expenditure in order to address the deficit in public finances. Birmingham City Council needs to find £250 million of savings from its budget between now and 2020 on top of the £560 million that has already been identified as savings since 2011. In addition, central government funded neighbourhood renewal initiatives have also been cut since 2011 removing much needed resources from the local economy. There is now also considerable uncertainty about the financial impact for the public sector and the timetable for implementing the June 2016 national referendum decision to leave the European Union.

Many other public sector and third sector partners operating across Erdington are also working with considerably less resources than in years gone by. The council's new approach is to look at how we can best meet the needs of citizens, through providing services ourselves, but also with a renewed focus on how we can work with partners to achieve shared aims.

District Committees:

The role of District Committees has been reshaped in response to the financial pressures and also taking account of the recommendations of the Kerslake Review of Birmingham City Council undertaken in 2014. This Review recommended that Birmingham's ten District Committees should no longer have a responsibility for directly managing local services and instead:

...should be refocused on shaping and leading their local areas through influence, representation and independent challenge of all public services located in the District, including those of the Council.

(From: 'The way forward: an independent review of the governance and organisational capabilities of Birmingham City Council', December 2014)

The District Committees now have a duty to promote effective neighbourhood management and a duty of "Neighbourhood Challenge" – "to investigate, review and gather data on the performance of all local public services, working in a collaborative but challenging way with all service providers and seeking out and promoting new ways of improving services, in conjunction with Cabinet Members as appropriate."

Other duties of District Committees are to:

- Adopt a Community Plan;
- Make Elected Member appointments to outside bodies;
- Advise or make representations to Council bodies on all matters affecting community interests in their District, including on proposals referred to them by Council bodies;
- Consider and respond to consultations on planning matters affecting their District;
- Consider and make recommendations on 'the performance, integration and co-ordination of public services in the district';
- Promote and improve the economic, social and environmental wellbeing of the area;
- Ensure tenant engagement in the management and development of social housing;
- Promote cleaner and safer neighbourhoods;
- Promote and support 'active citizenship, community empowerment and a diverse and dynamic civil society';
- Ensure effective ward level governance;
- Approve neighbourhood forum grants.

These duties will be aided by a new Local Innovation Fund to be introduced in 2016/17 that can be used to support neighbourhoods and service improvements. The role and remit of District Committees is likely to be further reviewed during 2016/17. A new *Cabinet Committee – Local Leadership* with membership comprising the Leader and Opposition Leader, four Assistant Leaders and ten district chairs will determine the future of district committees as the year unfolds.

Ward Committees:

Ward Committees are changing too with an ability to operate as forums or to explore alternative structures to engage local communities in decisions affecting the local area.

"The ward committees or forums will:

- Provide a forum for community engagement in decisions affecting the local area (through regular meetings including neighbourhood forums, residents associations, parish, community or neighbourhood councils and other local organisations);
- Make representations to the district committee, the Executive or to Council on matters affecting the ward and to support the work of Overview and Scrutiny committees as appropriate;
- Make comments on behalf of residents on significant planning applications within the ward or which have an impact on the ward, subject to the appropriate planning timescales;

- Co-ordinate the work of councillors with neighbourhood forums, residents associations and neighbourhood, community or parish councils to enable local community engagement, debate and action in relation to local issues and priorities;
- Plan work with the other wards in the district to support the functions of the district committee and to engage with partners such as the police.”

More details are contained within the Council’s Constitution and can be viewed at

www.birmingham.gov.uk/constitution

Going forward the review by the Independent Local Government Boundary Commission for England is likely to result in some further changes in the political map of Birmingham with new ward boundaries coming into effect from the local elections in 2018. For more information visit www.lgbce.org.uk

4. Erdington – Who Lives Here

Erdington District is located to the north of Birmingham and comprises the four wards of Erdington, Kingstanding, Stockland Green and Tyburn.

The four wards are largely residential; Kingstanding and Tyburn are the least affluent wards, with many households classified as hard-pressed or of moderate means. Erdington and Stockland Green are much more mixed with pockets of affluence interspersed with areas of relative poverty. Levels of deprivation are high, particularly to the west and south of the district.

At the time of the 2011 Census Erdington had a population of 97,778 the third lowest of all ten districts in Birmingham. This is now estimated to have grown to 98,603 according to the latest mid-year population estimates. The district is 2,197 hectares in size, and the population density is 44.5 people per hectare making Erdington around average density for the city.

It's important to understand who lives within the district as often different groups have varying requirements from public services. For example an older population is likely to have different service needs to a younger one.

Some key background information follows:

Population:

- The total population of Erdington District is estimated to be 98,603 with 41,008 households

Age:

The district has a slightly older age profile compared to Birmingham as a whole.

- 14.1% of Erdington's population are aged 65 or over (compared to 13% city average)
- 63.5% of Erdington's population are aged 16-64 years
- 22.4% of Erdington's population are children 0-15year olds (compared to 22.8% city average)

Ethnicity:

- 73.1% of its population are of White ethnicity
- 5.60% of its population are of multiple ethnicity
- 10.4% of its population are from Asian or Asian British ethnicity
- 10.2% of its population are from Black or Black British ethnicity

Other key statistics:

- 15% of its population were born overseas
- 21.9% of its population have limiting long term illness

The data above is from the '*Erdington District Profile 2014/15*' (Google 'Erdington District Profile' 2014/15 – Fair Brum) which presents a wide range of statistical information about Erdington; the people who live here, the jobs they do, their health and education and also their perceptions of the district and the city. Some brief observations follow on what residents think about the district in which they live and their stated priorities.

5. Erdington Resident Priorities

By using Birmingham Residents Tracker Survey, it is possible to identify what residents in each area identify as their priorities, and how these compare to the city as a whole. The Resident Tracker is a face to face survey carried out each month until July 2015. A top up resident survey took place in Sept-Dec 2015 covering 1,200 adults with 120 from Erdington District in order to ensure a statistically significant sample size.

In terms of the main challenges facing Erdington, "helping people to find jobs" is the number 1 ranked priority both within the district and across the city as a whole. "Supporting Families", "Improving the local environment and highways infrastructure", and "meeting the needs of the city's aging population" are issues of greater importance to Erdington residents compared to elsewhere in the city.

Main Challenges Facing Birmingham	Erdington	Rank	Citywide	Rank
Helping people to find jobs	25.6%	1st	20.1%	1st
Supporting Families	19.1%	2nd	11.6%	4th
Providing high quality public services	17.8%	3rd	13.5%	2nd
Improving the Local Environment	13.5%	4th	7.8%	6 th
Providing more affordable housing	9.6%	5th	11.9%	3 rd
Improving the highway infrastructure	9.3%	6 th	6.8%	9 th
Meeting the needs of the city's aging population	9.0%	7 th	5.8%	11h
Dealing with crime	7.4%	8th	10.5%	5th
Improving relations between various communities	6.2%	9th	5.0%	13th
Making people feel safer	5.4%	10th	6.4%	10th

Looking at what specific issues need improving in Erdington, "roads and pavement" is the issue which the highest proportion of Erdington residents say needs improving – the issue also ranked number 2 across the city. A higher than average proportion of Erdington residents identified "refuse collection" "care and support for older & disabled people" and "play facilities for young children" as in need of improvement.

Quality of Life Issue in Need of Improvement	Erdington	Rank	Citywide	Rank
Road & Pavement Repairs	37.4%	1 st	30.2%	2 nd
Clean Streets	30%	2 nd	32.5%	1 st
Refuse Collection	25.4%	3 rd	19.1%	7 th
Police Presence	22.7%	4 th	19.2%	6 th
Parking	20.9%	5 th	20%	3 rd
Activities for Teenagers	20.6%	6 th	19.5%	4 th
Job Prospects	20.5%	7 th	19.3%	5 th
Care & support for older & disabled people	14.2%	8 th	11.2%	10 th
Play facilities for young children	14.2%	9 th	10.1%	13 th
Wage levels & cost of living	11.9%	10 th	10.4%	12th

The Council is currently considering options on how to conduct an opinion survey in the Autumn of 2016.

6. Summary of Erdington District Priorities

The previous section outlined local residents expressed views regarding their priorities and the things they felt needed improving locally.

In addition to these there is also the statistical information contained in the Erdington District Profile 2014/15 (Google 'Erdington District Profile' 2014/15 – Fair Brum) that cannot be ignored and, since then, other data sets from sources such as the BCC Employment Team and the BCC Public Health Team have emerged to shape and inform future priority actions. For instance, whilst not figuring in the resident Survey top ten priorities, the district profile and public health data would suggest the district should adopt a key aim around improving health and wellbeing as the majority of health outcomes in Erdington are significantly worse than national averages and in some cases worse than the city average.

As well as addressing all these priorities we would also like to support local enterprise across Erdington District by encouraging a “shop local, spend local” ethos. Shopping and engaging local service providers and tradesman from our area is not only more convenient for residents but supports local businesses who, in turn, prosper and potentially offer employment opportunities to local people.

It is also recognised that education and schools attainment is a key priority for the Erdington District. The Birmingham Education Partnership is taking a strong leadership role around schools improvement and therefore, to avoid duplication, this key district priority is the plans that underpin it, are not detailed in this District Community Plan. More details can however be obtained from Sarah Moxon, Birmingham North's Co-ordinator for the Birmingham Education Partnership at sarah.moxon@bep.education

The key priorities actions for Erdington District for 2016-17 will now be outlined over the coming pages of this Plan together with the relevant accompanying themed plan in the set of appendices. These are grouped together under 4 main themes as follows:

Theme 1: Employment, Skills and Enterprise

Theme 2: Clean, Green and Safe

Theme 3: Housing

Theme 4: Health

For each theme the pages that follow give a concise indication of the factors that led to the theme becoming an Erdington District priority including some brief baseline data and then the key priority areas are identified together with a contact for anyone who feels they can contribute to the delivery of agreed actions under that theme.

Theme 1: Employment, Skills & Enterprise

There is much economic data available via:

www.birmingham.gov.uk/birminghameconomy

Just a few headlines, provided by the BCC Employment Team as at August 2016, are:

- The Erdington District unemployment claimant figure (as a proportion of the working age population) as at July 2016 is 5.3% which is the joint second highest District in the city. Stockland Green Ward recorded the highest figure of the four Wards at 5.9% followed by Kingstanding Ward at 5.4%, which make them the 7th and 8th highest of 40 Wards in the city.
- Erdington District has the highest (of ten districts) youth claimant unemployment proportion (7.2%) as at July 2016. Sutton Coldfield District has the lowest youth unemployment proportion (2.3%). Stockland Green Ward is 7.6% and Kingstanding Ward 7.3% which make them the 5th and 7th highest of 40 Wards in the city.
- 19.0% of Erdington District residents are workless (i.e. claim an out-of-work benefit), the highest proportion of all the city's districts (Feb 2016).
- Erdington District has the 2nd highest proportion of residents with no qualifications whatsoever of the ten districts at 23.9%

The data and the views of local people and stakeholders have been used to identify priorities for action. In brief, the key employment related priorities across Erdington District are:

- Helping young people achieve their potential by reducing youth unemployment and NEETS
- Reducing levels of worklessness, particularly in neighbourhoods and with families experiencing complex multiple barriers to the labour market
- Increasing self-employment, social enterprise development and the establishment of small businesses.

To address these key priorities a separate and comprehensive 'Employment, Skills & Enterprise' Action Plan (Appendix 2) has been developed and this outlines the delivery strategy, delivery activities and associated outcomes and performance indicators.

It should be recognised that the partnership group of itself has no dedicated financial resources to tackle these deeply entrenched issues. However the group will look to influence and bend mainstream resources to ensure the best outcomes possible are delivered locally. External factors beyond the control of the district and its partners such as the decision to leave the European Union, central government policy and the state of the national and international economy, can all have an impact on outcomes locally. Nevertheless, this does not stop Erdington partners doing all within their means to support and encourage the drive toward improved outcomes.

The key contact for this section of the overall District Plan is:

Afzal Hussain, Chief Officer, Witton Lodge Community Association on 0121 382 1930.

Theme 2: Clean, Green & Safe

Clean & Green:

Living in a clean, green environment free from high crime continues to be a high priority for Erdington residents. The city carries out Environmental Quality Survey's in each Ward using 'Keep Britain Tidy' criteria. The survey assesses the percentage of sites surveyed that fall below an acceptable standard. Considering the surveys undertaken in 2014 – 2016 the position is as follows:

WARD/ Element	Sites falling below an acceptable standard			
Erdington	Target	May 2016	Jan 2016	Jan 2015
Litter	5.00%	4.29%	7.14%	6.43%
Detritus	8.35%	5.97%	5.22%	7.97%
Fly posting	1.00%	0.00%	2.14%	0.71%
Graffiti	7.00%	0.00%	2.14%	2.86%
Kingstanding		June 2016	July 2015	Sept 2014
Litter	5.00%	14.29%	16.43%	5.00%
Detritus	8.35%	16.91%	10.29%	7.46%
Fly Posting	1.00%	0.71%	0.00%	1.43%
Graffiti	7.00%	6.43%	1.43%	9.29%
Stockland Green		April 2016	Oct 2016	Nov 2014
Litter	5.00%	9.29%	5.00%	7.14%
Detritus	8.35%	5.22%	13.85%	10.45%
Fly Posting	1.00%	5.71%	0.71%	2.14%
Graffiti	7.00%	0.00%	2.14%	5.00%
Tyburn		July 2016	Aug 2015	July 2014
Litter	5.00%	12.14%	10.00%	6.43%
Detritus	8.35%	6.52%	11.94%	15.67%
Fly Posting	1.00%	1.43%	4.29%	1.43%
Graffiti	7.00%	5.00%	8.57%	3.57%

In summary and having regard for the most recent survey findings::

- 3 Wards in Erdington District failed by a considerable margin to meet the target of 5% unacceptable sites on the **litter** standard.
- Kingstanding Ward had double the number of unacceptable sites due to **detritus** that it should have had as per the target.
- Stockland Green had five times the level of **fly posting** it should have had to keep within target.
- All Wards were pleasingly below target for unacceptable sites due to **graffiti**

It is appreciated this survey is 'a moment in time' but the resident survey results showed that residents feel this is a matter that needs further improvement. Elected Members also expressed concerns about the cleanliness of the district and in 2015/16 chose to make 'Clean & Green' the subject of the District's first Neighbourhood Challenge. See the separate section on 'Neighbourhood Challenge' later in this document and the relevant report appended.

Some key '**clean & green**' priorities for Erdington District are:

- Developing the existing clean and green partnership with representation from all four wards.
- Maintaining and enhancing green open spaces and promoting their value for physical activity
- Ensuring a good quality refuse collection service is provided and street cleanliness standards and raising recycling rates

The key points of contact for such clean and green issues are:

John Porter, BCC North Birmingham Parks Manager on 0121 354 4070

Mike Davis, BCC Erdington District Head on 0776 692 4147

Nick Reid, BCC North Waste Management Operations Manager on 0121 303 1975

Safe:

A district that feels a safe place to live and with low levels of anti-social behaviour are high priorities for Erdington residents. Such factors influence whether people wish to live, visit and invest in an area. The statistics suggest:

- Over the year there has been 7397 total recorded crimes. That is 5.31% more comparing 2015/16 to the previous year 2014/15. That is an increase of 373 reported crimes. The top five crime types are assault (726 crimes reported), theft from shop (707), burglary (486), criminal damage to vehicle (472), theft from vehicle (364).
- While the majority of residents (92.8%) feel safe during the day in their local area this is the 9th lowest figure of ten districts.
- Just over half (52.7%) feel safe outside after dark which again ranks 9th lowest of ten districts.

The key 'safe' related priorities of the District are:

- Maintaining a coordinated approach to engaging and working with young people and providing interventions that contribute toward the reduction of crime and anti social behaviour.
- To raise awareness of domestic abuse issues and contribute toward interventions designed to reduce the occurrence of domestic abuse
- To create a coordinated approach to dealing with all aspects of drug and alcohol abuse.
- Building engaged and informed neighbourhoods right across the district and increasing 'feelings' of safety

There are a comprehensive set of plans in place to progress all these safe priorities and these are attached as appendix 4. The key point of contact for safe issues is: Pam Powis, BCC Safer Places Officer on 464 2200.

Theme 3: Housing

Housing related concerns feature strongly in resident expressed priorities.

There are just over 41,000 homes in Erdington District for which the tenure is as follows:

- Owner occupier 52.7%,
- Council 17%,
- Housing Association 11.9% (therefore 28.9% social housing)
- Private Rent 16.7% and
- Other 1.7%

Owner occupation and renting from the Council have fallen since the last set of figures were produced whilst private rental and renting from a social registered landlord have increased with the greatest increase in private rentals. The cost of renting in the private rented sector has continued to rise across the city and district, with just 12.6% of advertised available for let properties falling within local housing allowance rates (housing benefit).

The 2015 benefit cap, commencing November 2016, sets a new lower limit on the total amount in benefit that most working aged people can claim. This is estimated to affect 543 households in Erdington District with Kingstanding Ward (175) followed by Stockland Green Ward (154) having the highest number of households affected. Capped households will have a reduction made to their housing benefit which may lead to difficulties maintaining tenancies (private and social tenants) due to the cost of housing.

In terms of home ownership and affordability the average property price in Birmingham as at June 2016 was £159,732 (land registry) this is over 6 times the average income in Birmingham. Prices have recovered following a steep fall in 2012 when the average was £115,209.

In 2012, there were 2031 persons registered from addresses in Erdington District on the Council Housing Register, however figures as at March 2016 show that the persons registered has fallen to 1572, indicating a reduction of 20%. 2016 figures indicate 1136 (72.3%) persons registered require a one or two bedroomed properties in Erdington which continues to be the greatest need 434 (27.6%) households require properties with 3 bedrooms or more.

In 2015/16 there were 272 homeless acceptances from households living in the Erdington district. In comparison to previous years (2012/13) there were fewer numbers of homeless applications (-212) and acceptances (-157). Parental exclusion and the ending of tenancies in the private sector made up the top reasons for homelessness in the district.

In 2015, a strategic assessment of housing was carried out, which is available upon request to the district head or housing lead. This highlighted the link between poverty/deprivation and housing markets at risk. There were four key sub-districts that require a specific policy intervention; the report recommended that a stewardship model was developed with the aim of identifying lead agencies to take forward the strategic interventions required. There is some positive progress through the support of local agencies, including Witton Lodge Community Association and the Pioneer Group.

The Housing Panel has set out the more immediate priorities for action in 2016-17 being as follows:

Place Management

- Understanding the impact of Welfare Reform on peoples' ability to access and maintain housing, seeking out alternative housing options.
- Tackling fuel poverty
- Tacking the challenges in an overheated private rented sector
- Understanding the impact of anti social behaviour an crime

New development

- BMHT development programme
- Identifying development priorities, including use of land and tenure requirements

Housing Renewal

- Exploring community based housing models to support housing renewal
- Retro-fitting and grants available
- Access to funding/finance for homeowners

The main points of contact for this theme within our Erdington Plan are:

Peter Richmond, Chief Executive, Pioneer Group on 0121 748 8100

Patrick Canavan, BCC Senior Housing Service Manager (North) on 0121 303 1984.

Theme 4: Health & Well-being

Major challenges face the City, including the health inequalities that exist between neighbourhoods, communities and districts. There is a need to modernise services so that they meet people's aspirations for health and social care in the 21st Century. For Birmingham to become a healthier city, action is needed to create the physical and social environments in which people find it easier to stay healthy.

Again the Erdington District Profile 2014/15 is where more statistical evidence can be located but a few key observations on our District's health:

- Life expectancy in Erdington is 77.9 years which is 2 years less than the city average of 79.7 years.
- Although on a downward trend smoking prevalence in Erdington, at 25.1% is still higher than the Birmingham average of 20.7%. Mortality from respiratory disease (related to smoking) are also high.
- Misuse of alcohol remains a concern with alcoholic liver disease mortality rate at 192.5 (92% higher than the national average. Hospital admissions due to alcohol were also significantly high for Erdington District residents.

Therefore, helping people to live healthier lifestyles is a key aim across the district. The key priorities are:

- Increasing smoking cessation
- Tackling alcohol and substance misuse
- Reducing obesity levels in children and adults
- Helping older people improve their general health including falls prevention
- Contributing to improved mental health and well-being

An Erdington District Health and Wellbeing Action Plan has been produced and this outlines the health delivery strategy, delivery activities and associated outcomes and performance indicators. This reflects a focus for the district around common approaches, effective and efficient pathways and an overall focus on mental health and wellbeing. There is consensus which is reflected in the plan that all of the priorities for the district could be as result of poor mental health and wellbeing or can lead to a decline in mental health so as a group the main priority is to provide opportunities, training and joined up working around this key priority.

If you can contribute to the delivery of the district's health priorities the main point of contact is:

Michelle Wilkins, Support Services Manager at Compass-Support: 0121 748 8103

7. Neighbourhood Challenge

In May 2015 the City Council gave a new responsibility to the ten district committees to undertake a 'Neighbourhood Challenge'. This involves putting the spotlight on a district issue affecting local residents and exploring ways to improve the experiences of local people.

In 2015/16 Erdington District Committee decided its Neighbourhood Challenge exercise would be on the topic of 'Clean and Green.' During the year a series of key questions were agreed as the basis of the challenge and evidence taken from a number of local stakeholders. A final Neighbourhood Challenge report has been produced containing a series of recommendations designed to improve the opportunities for young people within the district to progress along the pathway to employment. These recommendations, and the progress made, will be further considered by District Committee during 2016/17. This report is available from the district lead officer.

The District Committee members have collectively agreed to make 'mental health' the topic of its new Neighbourhood Challenge exercise in 2016/17.

8. Delivery, Monitoring and Review

As you will see a set of appendices are available with specific plans and proposals to progress and deliver a range of actions, from 2016 onwards, on our four main themes to bring vital improvements to the things that matter most to Erdington residents.

Over recent years, under the leadership of Erdington District's Executive Member, an 'Erdington Advisory Group' has been assembled and also a number of themed sub-groups with identified lead officers in order to develop and refine plans and progress actions. Each theme group will be invited to report its progress to the overarching Erdington Advisory Group at least bi-annually and, where possible, human and financial resources will be identified to assist in delivery.

The Erdington District Community Plan itself should be reviewed annually through the Erdington District Committee made up of the 12 elected councillors from the four Wards of Erdington, Kingstanding, Stockland Green and Tyburn. The Committee will wish to check on progress and on the achievement of the targets set out in the Erdington District Plan and its thematic appendices. We will continue a rolling programme of updates to District Committee on the work undertaken by each Erdington themed group to the District Committee. This will likely detail what has been achieved in that year and the actions proposed for the coming year and how residents can become involved.

It is also the intention to build on the Erdington District Conventions held on over the past few years with further annual events that will provide the opportunity to confirm that the vision and direction for Erdington District is still appropriate and reflects the sort of Erdington that we are all working towards.

9. Resources

These are very challenging times for the City Council and the public sector generally and resources are very much more limited, both human and financial. The same can be said of many of our partner organisations working with us across Erdington District.

Therefore, if we are to progress the challenging agenda set out in the Erdington Community Plan 2016-2019 it will be by working together and targeting our collective resources toward meeting priorities. Where possible existing resources should be realigned and redirected to meet agreed priorities and in the event that additional resources are required then efforts will be made to explore and secure other internal or external funding opportunities.

Local Government is under pressure across the country and Birmingham will have had its controllable budget cut by almost 50% by 2018. Many of our partners are facing similar situations. Despite this we are hopeful and positive about the future in Erdington. Working together we can, and already are ensuring that the decisions we make, the money we spend, the services we keep are connected and directed at those issues that will generate the best outcomes for our residents and communities.

This is a truly collaborative plan for Erdington, and in many cases the Council is not the lead agency, rather we are working together to use all our resources and expertise to change the future for the better.

All our partners have committed time, resource and money to this process and are in many cases delivering services the council can no longer afford to run. Without the determination and commitment of all those who live and work in Erdington none of these ambitions would be possible.

This plan is bigger than any single agency, it is about working together with a common purpose and moving ***forward in partnership*** – to ensure Erdington remains a great place to live, work and study.

List of Supporting Documents

1. Erdington District Policy Statement
2. Erdington District Profile 2014/15
3. Erdington District Convention 2015 report
4. Erdington Job & Skills Plan
5. Birmingham North Community Safety Plan
6. Erdington Housing Priority statement
7. Erdington Health & Wellbeing Plan
8. Erdington 'Clean & Green' Neighbourhood Challenge

Available individually from Mike Davis, District lead Officer, by email on mike.davis@birmingham.gov.uk or phone 0776 692 4147

Erdington District's Neighbourhood Challenge-Clean & Green

1. Introduction from Josh Jones, Executive Member, Erdington District Committee

“ At its Annual General Meeting in May 2015, Birmingham City Council gave a new responsibility to the ten District Committee's to undertake a “Neighbourhood Challenge.” This involves putting the spotlight on a district issue affecting local residents and exploring ways to improve the experiences of local people.

The Erdington District Committee agreed, in September 2015, to use the new powers available to it to undertake a challenge exercise into:

“Clean and green issues and how relevant services across the district could be improved.”

I am grateful to the council officers and district partners who gave evidence to Erdington District Committee and also to the District Members who, at a special session on 9 March 2016, helped to review the evidence and agree recommendations for future clean and green improvements.

Having got this far with our neighbourhood challenge exercise we must continue to work with providers to bring about the improvements desired and ensure we receive regular updates. “

2. Purpose of the Neighbourhood Challenge

District Members recognize that the environment in which people live has a significant impact on both their physical health and mental wellbeing. Clean streets and well maintained local parks and open spaces make a powerful contribution to resident's quality of life and levels of satisfaction with the area in which they live.

The City Council has challenging targets around environmental cleanliness and recycling. It has recently introduced wheelie bins for household waste and for the recycling of paper/ cardboard, multi-materials and a chargeable green waste service. Whilst there was not universal support for wheelie bins amongst all District Members now they are here all Members are united in wanting to see the arrangements that have been put in place working effectively and efficiently in order to enhance residents experience and in turn their perception of the council.

The Neighbourhood Challenge exercise aims to assist the council and the relevant service departments to improve clean and green related services across Erdington. It will also enable Members and officers to gain a better understanding of the overall services available and the experiences of local residents.

3.Key Questions for our Neighbourhood Challenge Exercise

A list of key questions for the challenge exercise was developed as follows:

Topic: Clean & green issues (including wheelie bins.)		<u>Who can provide evidence?</u>
1.	<u>Parks & Open Spaces</u>	BCC parks
a)	Can we evidence standards of cleanliness in our parks & open spaces compared to other districts and local authorities:	BCC GM Contractor
b)	What resources (financial & human) are expended on the above in Erdington District and how does that compare to other districts and local authorities?	BCC Fleet & Waste
c)	Despite limited resources how can we improve standards and improve Erdington resident perceptions of the service?	BCC Housing
2.	<u>The District as a place to live, work and shop</u>	Veolia
a)	Can we evidence standards of cleanliness in Erdington District compared to other districts and local authorities in respect to our: <ul style="list-style-type: none"> • Streets • Local shopping centres • housing owned land • car parks 	Env Quality Surveys
b)	What resources (financial & human) are expended on the above in Erdington District and how does that compare to other districts and local authorities?	Env Health Officers
c)	Despite limited resources how can we improve standards and improve Erdington resident perceptions of the service?	Ward Committees
3.	<u>Refuse Collection & Recycling</u>	HLBs
a)	What are the current recycling rates across Erdington District for: <ul style="list-style-type: none"> - Paper/cardboard - Multi materials - Garden / green waste Have these rates improved (or not) since the introduction of wheelie bins?	Residents groups
b)	What are the current levels of residual waste disposal (landfill) for Erdington District and have the levels improved (or not) since the introduction of wheelie bins?	KRT
c)	What resources (financial & human) are expended on the above in Erdington District and how does that compare to other districts and local authorities?	WLCA
d)	What are the current levels of Erdington residents satisfaction with the refuse collection service and has this improved (or not) since the introduction of wheelie bins	CVCHA / Pioneer
e)	How can we further raise standards on recycling and improve Erdington residents perceptions of refuse collection service?	Forest Schools / KFC

4. Methodology for conducting the Neighbourhood Challenge

Two evidence gathering sessions were held at district committee meetings and the detailed evidence taken at these two sessions is attached as Appendix 1.

Firstly, on 24 November 2015, a session was held to consider the management and maintenance of local parks and open spaces with evidence taken from the Area North Parks Manager and the City's Grounds Maintenance Contract Manager. Then, to gain an understanding of how partners and community organisations can contribute to parks management and park improvements an external perspective was provided by Linda Hines, Friends of Witton Lakes and from Jagwant Johal on behalf of Witton Lodge Community Association. In addition, at this session, the North Senior Service Manager for Housing and the North Street Scene Co-ordinator were interviewed and gave evidence concerning the way the council's housing teams are addressing clean and green issues locally. Finally, Mike Davis, District Head, gave evidence in relation to the maintenance of the council's Erdington based Pay & Display car parks that were, until May 2015, managed by the district team.

The second session was held at Erdington's District Committee meeting on 26 January 2016 and was devoted to issues around Erdington District's refuse collection, street cleansing and recycling services with evidence taken from Richard Smith, a Perry Barr depot based officer within the BCC Fleet & Waste Management Service.

Once the two evidence giving sessions had been completed a special meeting of the Erdington District Members was held on 9 March 2016 to reflect on the evidence and crucially to develop a set of recommendations designed to encourage future improvement to the way local services operate or to add value to the existing arrangements.

5. Findings:

(a) What Works Well

- District Members paid tribute to the efficiency and responsiveness of Nick Reid, Depot Manager, who personally deals with so many enquiries they submit direct to him on behalf of residents. Members value having this point of contact in order to resolve resident issues
- District Members recognize the contribution of John Porter, Area Parks Manager in working with partners in an innovative manner to improve the districts parks and open spaces
- The work of Friends of Parks Groups and other volunteer based groups as well as third sector organisations was acknowledged. The role of those outside of the Council is increasingly important in this time of shrinking resources.

(b) What Needs Improving:

- A re-occurring theme is the need to improve communications with District Members and with partners. These can help in the identification of repeat hotspot areas and help suggest where scarce resources can best be deployed. They can also help in monitoring the efficiency and effectiveness of council services.
- On EQS scores 3 of 4 Wards in district are falling below the target on littering, 2 of 4 are falling below standard on fly posting. Tyburn Ward is one of nine in the city failing on all 3 scores. (Appendix 2)
- A detailed set of recommendations follows and it is the intention to review progress in delivering these by means of a progress report in six months and again in 12 months.

6. Recommendations

	Recommendations	Responsibility	Timescale
Improving Cleanliness across the District:			
R01	Improve refuse collection arrangements for flats above shops introducing wheelie bins where practical to do so	Depot Manager	March 2017
R02	Improve refuse collection arrangements to residents in newly built homes within district	Depot Manager	Sept 2016
R03	Provide a list of homes requiring alternative alleycat collection service and work to stabilize	Depot Manager	Sept 2016
R04	Ensure all bins are collected on the day specified (and not the next day) Improved communication on missed collections and when round not completed from crew to depot and then to Members	Depot Manager	Sept 2016
R05	Share street cleansing rotas with Members and partners at ward level to ensure the same resource is best meeting local needs	Depot Manager	Sept 2016
R06	Make better use of EQS reports at Tasking meeting, Members meetings and in district clean & Green group	EQS Surveyor / District Head/ Tasking Chairs	March 2017
R07	Recycling Banks to be removed in conjunction and with agreement of Ward Members to ensure implications understood.	Depot Manager	Sept 2016
R08	Encourage regular enforcement around trade waste contracts	Environmental Health Officer	Sept 2016
R09	Greater communication with District Members about enforcement campaigns to allow resources to be influenced / targetted.	Environmental Health Officer	Sept 2016
R10	Greater enforcement around fly posting where contact details are readily available	Environmental Health Officer	Sept 2016
R11	Better deployment of mobile CCTV cameras in conjunction with Members (e.g Car parks)	Place Manager (Community Safety)	Sept 2016
R12	Work toward introducing more regular systematic cleaning arrangements in place on BCC local car parks	District Car Parks Lead	Sept 2016
R13	Better use of Housing Environmental Capital Budget to tackle hotspot areas	Budget Programme Lead	March 2017

Park & Open Spaces			
R14	Potential to expand wildflower meadow approach (rather than grass cutting) in conjunction and with agreement of Members and partners	Area Parks Manager	Sept 2016
R15	Share the Grounds Maintenance specification with Members and partners to involve in monitoring and agreeing any future savings	Area Parks Manager	Sept 2016
R16	Improve links between BOSF (Birmingham Open Spaces Forum) and Friends of Parks Groups. Improve communications with Friends Groups and work with them toward attracting external funds where possible	Area Parks Manager / District Members / District Head	Sept 2016
R17	Consider if the five park keepers within Erdington parks can be used more flexibly to support a neighbouring park.	Area Parks Manager	Sept 2016
R18	Pilot no parking on grass verges in a small part Perry Common in conjunction with Witton Lodge Community Association and then explore potential to expand into other areas.	WLCA/ BCC	Sept 2016
General			
R19	District Committee to receive progress report 6 months and 12 months after completion and agreement to the challenge recommendations	District Head	Sept 2016 & March 2017
R20	Maintain the district clean and green group and ensure the Neighbourhood Challenge recommendations are shared with partners and progress reported to the group	District Head	Sept 2016

Appendices

1. Notes of evidence giving sessions at District Committees on 24 November 2015 and 26 January 2016
2. Environmental quality standard (EQS) scores 2015/16 for 40 Wards

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Appendix 1

Erdington District's Neighbourhood Challenge-Clean & Green

24 November 2015

Evidence Session 1:

Parks & Grounds Maintenance - *Phil Beville & John Porter*

How is the standard of cleanliness measured in Erdington and how does it compare with others?

Phil explained there are in Erdington 76 parks and open spaces sites and 1.716 million square metres of grass with the same core standard of maintenance applied across the city.

One way to measure cleanliness is via complaint enquiries and only had 8 enquiries about litter in parks in past 3 years where average across other districts is 10

Glendale is the external partner and the last half yearly contract meetings their litter levels are showing as lower than last year indicating a reduction in litter volumes.

The Grounds Maintenance contract show a completion rate of 99.4% across Erdington (of all jobs in the schedule) suggesting a good completion rate. The city rate is 99.88%. Our experience is that the litter collection work contractors are supposed to complete they are in fact doing. Those contracts are monitored extensively

The core standard is to collect litter weekly on majority of sites. Over 1 million square metres has collection on a weekly basis. The rest (84K?) is done twice a week in summer and once in winter.

John added the district has EQS information which covers parts of parks and you can nominate sites to be surveyed and any failing sites could be referred to the provider but the parks EQS demonstrates it meets standards required on litter picking. Also important to attract resources to parks via Friends of Parks groups who often litter pick on a volunteer basis. These who get involved enjoy their parks more and that type of partnership is the way forward.

What resources - human and financial are expended in Erdington?

Erdington has 5 dedicated park keepers at Centre Park Castle Vale, Pype Hayes Park, Rookery Park, Witton Lakes and Brookvale Park and they are expected to pick litter, deal with graffiti and fly tipping and around outskirts of park also. When they cut the grass 12 x per year they must pick up litter

before cut grass to avoid confetti effect. It is in interest of contractor to do this to protect the heavy machinery.

How can the service be improved?

Most surveys show people look for parks with toilets and cafes. We have good local parks but not premier parks offering these facilities and there would be aspirations around making some basic provisions for park users. There is some positive steps being taken in that direction and a great deal of hope with partners such as WLCA with Asset Transfer and with new owners of Pype Hayes Hall and the planned community involvement to come from Rookery Park development so we are on the upward path in many ways with increased community involvement and joined up thinking with communities.

Cllr Josh Jones - agreed partnerships and working with others to bring in extra resources is something we should continue to push hard on through the clean & green group.

John mentioned as a highlight our work on Urban HWB Park which covers part of 3 Wards so instead of separate parks doing the same we would see neighbouring parks specializing slightly so perhaps sailing and a café at Brookvale and different offers at Witton Lakes and Bleak Hill. The parks collectively can provide a suite of opportunities for all ages and we know getting out enjoying the environment is fundamental to wellbeing and in a way we are trying to get back to basics.

Cllr Sambrook made a point on use of open spaces and parks and Friends Group . There is a cliché around Birmingham partnerships but it is about working with friends not just on land issues but wider issues such as the Pimple group who have in their mind wider aims such as tackling ASB

John thanks Cllr for those comments and acknowledged we are the victim as well as the community and the solution is often off site via the community.

Cllr Beauchamp - (1) the enquiries on litter and the number of 8 from Erdington comparing well but is it simply complaints you take into account. (2) amazed at the number of sites so what is included? Is it grass verges and central reservations and islands. (3) Cafes and toilets. Many have barred up provisions but barred up for good reasons so how can do differently? (4) The 'Jungles' along Witton Lakes stream and what attention is paid to those including Kingstanding island? (5) With groups setting up is there any conflict if too enthusiastic and how to you assist and help?

John responded re litter complaints on some sites park keeper records number bags and also spot checks done to see weekly collections are happening plus great feedback from staff and councilors so we know the hotspots. On the areas mentioned yes these are large and small sites. The toilets is a good question. Stand alone toilets have not survived and need to combine with cafes where staff in attendance and that is very much the idea at PH Hall where new owner is considering. On jungles we have fantastic natural wildlife sites and aim to increase wildlife habitat but not to the point

when they become unacceptable to people if the term jungle is used in that sense. Friends of groups can be over-ambitious but that's a good thing and we do lots of training and have rules around engagement so they cannot use chain saws or do the work of contractors but they do bring added value. There is appetite to do things together and add value.

John said this was a bespoke report for Erdington.

External perspectives -

Friends of Witton Lakes (FOWL) , Linda Hines

Linda used to walk the dog and began noticing the harm to wildlife so set up Friends of Witton Lakes and then Duckling Watch along with former Cllr Bennett. There were 35 showed interest at first meeting in 2009 and membership has since stayed constant at around 15-20 supported by John Porter over recent years. The value that brings to a Friends Group and as regards 'direction' Linda feels this is negotiated and benefits identified that would not have been there before. Friends bring ideas and then go do it not pass ideas over. Example being a reed bed that is being installed by the volunteers at Witton Lakes.

The Manager of Glendale is on Friends Group. We tell it as it is both for right things and wrong things.

The orchard at Witton Lakes is excellent but has been largely developed by the Friends who introduced Midland Toilet Hire who donated two free portaloo toilets so its all this partnership working makes a difference.

The litter from PC Rd was an issue and John said why not ask the developers to donate 200 metres of top soil and plant wild flowers they did and the result is a wildlife meadows with people taking photos from miles around have stopped the littering. So as Friends we look at different ways to stop things happening we don't want but also thinking of different ways to do what we want to do in parks.

Jagwant Johal, Witton Lodge Community Association

WLCA has been going for 20 years when community came together to address issues along with council. With parks and open spaces we operate an asset based model looking at what we have got not what we haven't. As Linda said with Duckling Watch it started solving a nature issue but has introduced families to the park for enjoyment and as John said parks were created for relaxation but have become anything but that. Maybe the council imposed rules and regulations about how parks can be used but now Friends Groups are taking some ownership.

When John spoke of Urban Park that is a City Council officer idea. Sometimes people listen to people from outside more than internally so John

partnered with WL to look at a collection of parks and see what Friends Groups and other can do in those parks and how we give park keepers permission to be project officers and be creative forces and develop solutions.

A common question across the city is around park keepers and can we have them back in more parks well maybe by working with contractors we can do so as part of those contractors workforce so can they be incorporated in future contracts

Previously there was more resources for council maintenance and with resources disappearing it makes working with community organisations more important even when they themselves have more limited resources. An example of co-operation is when green waste charge introduced and leaf fall a problem on streets for residents so WL phoned Nick the depot manager with an offer that if residents swept leaves up into piles would Fleet & Waste collect and because of the relationship WL has with the council it is able to do so for mutual benefit. It is possible to do those things if the relationships are there.

Also we need to instill in public consciousness the need for personal responsibility not to drop litter but also to pick it up when we see it in our road or in our park because that's where we need to get to.

On Enterprise it is madness to always do the same things the same way and expect any different or better outcomes. So local people can put forward different proposals around land ownership and management so can the district make land plots available for growing food and so we shift the responsibility, reduce spend and complaints.

Can we raise awareness among residents so they can monitor whether the service is happening on time or not. So more information given to lay people on the specification and how to report to avoid issues being raised at the councilors level.

Cllr Jones - interesting points from both thanks and an emphasis on a good dialogue with third sector and the residents around education and personal responsibility. Its important to work with schools and young people who will in turn nag parents. We have examples such as Marsh Hill allotments where schools have been to see how food is grown which goes to local food banks and also Kingstanding Food Communiy and what they have done with Edmonton Ave.

Cllr Finnegan recalled Linda's Duckling Watch presentation in SG Ward Committee and congratulated and thanked her for her work. He commented on running a fishing competition with NRF funds with young children between 12 and 25 in number many of whom still fish to this day. We need more such local projects.

Cllr Sambrook wished to explore how existing groups can share their skills and expand links and share best practice?

Linda responded by commenting on The Pimple bringing 15 together and having someone from the Friends Group makes a difference in telling it as it really is and overcoming negativity.

BOMB ALERT DELAYED MEETING FOR ONE HOUR

BCC Housing Division - *Patrick Canavan & Dave Billingham*

Pat made an information sheet available.

The NC exercise fits with the Place agenda. Dave is the Street Scene Co-ordinator and is looking at cleaner safer part of agenda for the district.

Evidence of cleanliness in Erdington on housing owned sites.?

The Erdington EQS was distributed by Pat and he explained how the scores are used to improve standards. This a key tool used by housing staff. They are used to target clean ups and then sites are monitored over coming months. The solution may include engagement with residents or even enforcement. Some before and after videos are being considered also.

Glendales also cut grass and maintain housing land.

Dave's described how his work will include face to face engagement around bulky waste issues and overgrown alleyways to remind them of their own responsibilities and to encourage action. If issues are not progressed then enforcement may follow such as bag searches. If bag searches do not identify culprit lets door knock and be visible so we are seen to be tackling and not tolerating.

Dave is overseeing a number (target to get up to 10) of 16-24 year olds on a 12 week placement to work on environmental projects and do what residents want perhaps around drying areas.

Resources financial and human in Erdington?

Erdington Housing Team has 4 district neighbourhood caretakers on North plus neighbourhood cleaners and caretakers with service charge funded for 35% of time so other 65% can be used for wider community. Allocation of resources is based on stock numbers so east has twice the stock and twice the area caretakers. Also environmental crew 4 days managed by Dave to target hotspot areas and cost is 87k for crew.

Will have a one off quadrant for 14 weeks a wagon and crew of 3 persons and Dave is managing to tackle failing EQS areas and others.

How can the service improve?

The 4 E's are key. Also:-

Own your road - approach

Good Neighbour Agreements so residents can contribute to improving the area.

Door knocking intelligence on tipping

Regular performance visits until the place is clean and tidy

Ward Place Manager plans

Resident litter picks and make equipment available.

Ensure the offer to the overall Place agenda is continued from other service departments

Use complaints information and use Dave to address

Use resources to target failed sites in EQS.

4 streetscene visiting officers now available to work with residents

Cllr Jones - interested in a trainee programme and it is good this is happening to keep the streetscene nice.

Cllr Beauchamp - asked for more detail on the training programme - Dave replied that it was 16-24's who no longer get housing benefit so this gives them estate skills and job ready skills to help them toward employment and so far 3 of 5 have gone into employment.

Cllr Jones asked about overgrown gardens and the powers around annual housing officer visits? Dave recognized the problem and he has a role around enforcement and has streetscene visiting officers to remind tenants of responsibilities but eviction very unlikely. If vermin involved referral to environmental health and clean up or fine the resident. If someone really cannot do garden and no relatives a small trainee resource could be considered.

Cllr Beauchamp - how are clean up crews and opportunities promoted to the public? Dave said this is an internal resource for councilors and officers and much of the identification is done by officers and caretakers. His officers need to make residents aware in hotspot areas what to do with their rubbish so there is no excuse.

Cllr Jones asked about housing's work with schools? Also what are differences between Erdington and Sutton he has noticed? Can EQS surveys be sent to councilors? Dave agreed to do this. On work with schools there is a Streetscene lead on education. He spoke of littered alleyway alongside the North Bham Academy where a lot comes from school kids. He wants to be there when kids come out and engage with schools. Dave would like tenants to learn about streetscene issues in letting interviews e.g the size of bags to go down refuse chute in high rise.

Cllr Finnegan - agreed on education but said not to be afraid of enforcement from recent experiences in Stockland Green. Dave agreed we cannot be a

toothless tiger. Dave started as an officer 8 years ago serving FPNs for littering and he agrees.

Cllr Beauchamp queried enforcement on alleyways as easy to say it not do it. Dave spoke of using a crew to clean up then promptly as soon as done there is a follow up visit to make residents aware of their own duties and then further monitoring.

Car Parks - *Mike Davis*

Mike reported to the committee that there are 4 BCC car parks in Erdington and cleanliness is deemed no better or worse than elsewhere and our cleaning process like others is rather ad hoc, rather than a planned process, it is reactive so either the matter is drawn to our attention or our own officers see the need. Most districts use Fleet and Waste and occasionally Payback is used. In Erdington we have had Community Chest used for cleaning car parks but no longer available. We try and keep spend to a minimum but when fall below an acceptable standard we do address that.

Cllr Clinton asked about Church rd No 2 car park behind Iceland and said it isn't just litter there is a tendency to fly tip and wonders if the stores are responsible? Cllr Jones suggested we could work with Dave and he could speak to the stores and see if there are any issues with businesses. Cllr Alden explained there are joint visits of Town Centre, Police and councilors to the businesses. Some waste comes from flats above rather than businesses as trade waste licenses are checked on the regular visits. Cllr Alden spoke of the secluded nature of the car parks leading to tipping of commercial waste from vans.

Mike recognized this as an issue and that we need to respond as necessary. Volunteers do assist as recently on Church Rd no 1 but it is a council duty and we have to respond to issues as and when they arise.

Erdington District Neighbourhood Challenge - Clean & Green

26 January 2016

Evidence Session 2:

Fleet & Waste Management - Richard Smith

Evidence standards of cleansing and comparisons with others?

Figures of November 2015 EQS:

	Erdington (ave) 2015	City (21 Wards) 2015 (Nov)	Target
Litter	9.47%	6.2%	5%
Detritus	11.01%	14.16%	8.35%
Graffiti	3.75%	5.2%	7%
Flyposting	1.43%	2.07%	1%

Latest ward scores coming in litter 7.14% and detritus 5%

Re SG Ward recycling bank has been reviewed following complaints

‘Street Cleansing’ Resources expended?

City spend for Street Cleansing is 9.6 million for city excludes transport and overheads.

3 new beatsweepers on Slade Rd, Station Rd and Sutton New Road plus 2 existing on High St and Kingstanding making 5 beatsweepers in total. Deployment of resources is reviewed by FWM officers using their local knowledge to meet needs.

Currently running 4 Ward crews on street cleansing and these consist of three man teams operating 5 days per week in the Wards. We have small mechanical sweeper vehicle operating on footpaths and beatsweeper at the weekend on Erdington High St both Sat and Sun. On top of that is a two man crew that does all the smaller shopping parades on a six day a week basis excluding Sunday. This covers Slade Rd shops, Kingstanding Circle, Hawthorn Rd, In addition are large mechanical sweepers at least once a week subject to resources on main streets.

How can we improve street cleansing standards?

More targeting of resources that we have to best effect.

Reviewing ‘one size fits all’ approach that doesn’t work due to higher density and footfall in some areas - so a more flexible use of resources. And prioritization of workload for Ward teams to meet basic standards.

Great public awareness and engagement - via NTG forums if we can get into those and we have done that successfully somewhere else.

Volunteering, community groups & schools - keen to get people involved in helping themselves and to help with tidy ups.

Work with Place based managers and Streetscene co-ordinator for a unified approach and again can do that via NTG forums. Also work closely with enforcement and consider education & engagement. We have worked with CVCHA and others.

Our Waste Prevention Team will tackle hotspot areas with education and tackle individual cases.

‘Recycling Rates’ across Erdington and comparisons?

Difficult in providing for Erdington as we are zonal based so we cross some Wards with our collection service.

Compare for 4 months of June 14 to Sept 14 with same 4 months a year later June 15 to Sept 15, we have seen an 82 tonne increase in multi material recycling and a paper increase of 67 tonnes.

Figures for green waste not available but in 2014 3462 tonnes were collected and in 2015 4,666 tonnes were collected . These are best estimates on zoned collections which do cross districts.

Figures for residual household waste again are estimated due to zonal working but in June-Sept 14 collected 1525 tonnes and 1249 tonnes in June-Sept 2015 showing a reduction of 277 tonnes year on year or 18%. Currently send less than 6% of waste to landfill on a city basis

Financial & Human Resources for Refuse Collection (RC)?

City spend 15.9 Million excluding transport and overheads so averages 1.6 Million per district. Again there is zonal working so at times crews working on a Monday Wednesday and Friday in Erdington also work part of a day in another district.

Satisfaction with the overall service?

In quarter 1 2015/16 (April to June 2015) it was 80% for Erdington and no details were available for quarter 2 at the time of the meeting. This was 5th of 10 districts

How can we raise standards and improve resident perceptions of overall service?

We have issues around contamination so crews have been trained and briefed on how to talk to residents and they will tag bins and we have waste

prevention teams that go out to persistent offenders and provide leaflets and education and log record of visit on a shared database. The education process is designed to clarify what can and can not be recycled. 2787 letters issued by Waste Prevention Team up until June 2015 to residents. Section 46 notices served to 130 residents. Mike asked if those figures were for Erdington or if Erdington specific figures were available? Richard believed they were Erdington but offered to get specific figures to us.

Specific door knocking exercises have been carried out on Slade Rd, George Rd, High St Erdington, flats and maisonettes on Brookvale estate and Deakin Avenue. We do have issues with fly tipping in city but look to collect on the appointed day.

Collection standards and process is improving and this needs to continue. We are looking at where new builds are coming along in Erdington, such as Lyndhurst / Abbey Fields and also Pitts Farm, and carry out property assessments for all such new build properties. These will receive their bins in time or be advised of any alternative collection method.

Flats above shops - still a bit of a problem working to get service right with appropriate collection method and working with Trade Waste Team to make sure shops are not disposing of trade waste in amongst household waste from shops.

Leafing exercise is now near completion.

Cllr Clinton queried percentages and whether low was good or bad? Richard confirmed a low percentage is good as it is the % of unacceptable sites (on the EQS rating that takes a 50 metre section of land at random and surveys it) which we want as low as possible so low is best.

Cllr Clinton asked for clarity around (1) the shops cleansing service and whether reached small parade of a handful of shops such as Tyburn and Kingsbury rd (2) queried how well crews were tackling education on contamination as they seem to rushed to check bins unless something obvious on top (3) were examples of streets door knocked requested by ward members and (4) are we having any problems with clinical waste and how it should be disposed of now.

Richard replied he would seek clarification on designation of shopping areas and get back to the committee. Door knocking was at random and determined by depots. Clinical waste if incontinence can go in bins like nappies and normal disposal. Hazardous waste has special collection and treatment via Tyseley depot. On contamination - yes generally clear from looking on top and tag placed on bin plus a copy goes to the Waste Admin Team recorded on computer 'SharePoint' and letter sent.

Cllr Jones followed up the issue of shopping cleanliness and ask for a comprehensive list.

Cllr Moore asked why statistics could not have been distributed in advance as would have helped in the analysis of performance. From what I heard none of the EQ standards have been reached which is a concern. So can we have these and expect we will need time to scrutinize ,

Cllr Moore asked (1) about the larger wagons which were too large for some routes and alleycats were more appropriate. He asked how problems of this sort were addressed given an experience in a cul de sac where there were missed collections due to access issues and despite repeated reports from councilors nothing seemed to be actioned. (2) about delays in provision of wheelie bins with some provided months after main roll out including his own address where upon reporting he was told bins had been delivered when clearly they had not. Lots of time has been wasted for residents and councilors getting a basic service in place.(3) new builds that are occupied now and still are not getting a collection service on Abbey Fields and again constant reporting with little evidence of action.(4) on trade waste what is council performance on collecting on time such as at a local school where paper recycling has not been collected.

Richard apologized for not having handouts and will get out. Vehicles are new and turning circles are different. Greswold Drive Holly Lane is being put on alleycat route but has to go through admin to update website and collection days and residents. Richard took details of Cllr's address to investigate. On new builds Richard said we need to stabilise service and everything should be on a round now.

Cllr Jones suggested Fleet & Waste liaise with Economic development for details of new builds to aid their service planning.

Cllr Moore responded that issues at Greswold Drive had been raised since August and only now being told it will go on an alleycat round.. Bearing in mind it was an alleycat round in first place before it had bins and he could not see why it took so long to resolve. On Abbey Fields he questioned why crew collected multi materials but not residual household waste from new houses.

Richard replied that the crews are different for recycling and household collections and some issues with round completion which are beginning to stabilize.

Cllr Alden picked up on Cllr Moore's point and questioned why at the very least crews were not reporting back to the depot there were bins not on their round that needed collection from new homes on Abbey Fields. In connection with alleycats Cllr Alden asked (1) how many roads were taken off alleycat collections when Wheelie bins introduced that are now having to be put back on alleycat rounds? (2) on litter where city is 6.2% and Erdington 9.4% failed sites that means litter is an average 50% higher in Erdington and totally unacceptable, You spoke of reallocation of resources within the district but is there any way resources can come from other districts to assist in bringing the litter rate to an acceptable level and maintaining it? (3) High St enforcement we have had environmental health out a lot to do walkabouts because issues

of dumping at rear of shops and traders not having waste licenses. The view on occasions is as there are no obvious signs of rats we can leave for the landowner to clean up but we do have a duty to keep a clean environment for shoppers and don't we have powers to remove and recharge the landowner so can you work toward improving in this work area. If traders have had a letter and failed to clean up then let's use the powers we have. (4) some suggestion of new collection arrangements linked to council budget proposals for new build. Cllr would be concerned if different methods applied on opposite sides of road e.g. a communal bin for one side and a domestic wheelie bin for other side.

Richard new nothing on last point re different collection methods proposed. On alleycat rounds some assessments done across the North and some have moved with success to normal collection but can look into numbers of those moved back to alleycat and get that to Cllr at some point. Issues of waste dumped behind shops is something we can look at with our EHO's and trade waste team. If cllr provides locations we can do joint visits and some joint working to tackle. (Cllr Alden agreed to ask Town Centre Manager to send details to Richard.) Responding to missed collection issues on new build Richard is aware of issues and concerns and work is ongoing to build sufficient capacity into the rounds to cope with the new builds.

Cllr Hughes asked (1) how the EQS survey can have meaning if it is a random process and how the service takes account of known hotspot roads and locations prone to littering. (2) re satisfaction level of 80% is it a genuine reflection of what people think. (3) the term stabilization after wheelie bins introduced has been used often and yet this does not seem to have happened and even since xmas residents are suggesting the service still has not settled down yet and Cllr finding it difficult now after several months to tell them any more or reassure.

Richard said yes some areas may go unsurveyed for sometime in a random process but as he said before they will take other factors into account including local knowledge to target resources to areas with more need. The stabilisation period has taken longer than expected. Recruitment of drivers has just taken place and will be in post soon and also reviewed the size of some rounds to bring about improvement so going forward should be more positive news. On surveys Richard believe these are done at random with general public but not sure method. It was acknowledged we need to clarify survey method as if 100 survey forms are dispatched and 1 responds and is satisfied then that could be treated as 100% satisfaction.

Cllr Sambrook made some points on collections and that 1000 houses in Kingstanding were missed last week, not just the odd cul de sac, but a whole estate so deep problem. The Xmas service was described as pretty shocking with many having no refuse collection for 2 weeks and the week after road after road had missed collection and not a satisfactory service over xmas. Need to seriously look at bank holidays and xmas and improve the collection arrangements. There are issues with bins not being returned to the right

property and rubbish dropped on floor is left behind and brooms not used to pick up.

Richard replied and acknowledged issues over xmas but contributed to by residents putting bins out on wrong week. Bins not returned is being addressed by briefing to crews and spot checks. Cllr Sambrook responded that not many residents see the Observer of the mail where details of Xmas collection publicized. He added his thanks to Nick and Richard were very responsive to emails.

Cllr Alden commented on the survey and pointed out it's the trend that is important.

Mike commented that having a single figure for qtr 1 in isolation is not helpful and given we are trying to understand impact on customer satisfaction before and after wheelie bins we ideally need before and after survey results. The figures provided show a mixed picture not best or worst but we are the only district where members have chosen to scrutinize clean and green issues and we would suggest that the live streaming is reviewed by other senior managers and would ask for a focus on this service in Erdington and perhaps I could work with you to convert this raw data into several areas improvement and to agree recommendations to take forward and bring you or Nick back in the future.

Cllr Brown asked for customer satisfaction data numbers, methodology and copy of questionnaire.

Cllr Sharpe asked why we need surveys to identify priorities as the crews pass the bags regularly. Also queried information on frequency of mechanical sweeper rounds and beat weeper rounds because in the past the schedules provided do not match the reality on the ground as these areas do not look as if they have been done at the stated frequencies. Also agree that rubbish is dropped on floor and blowing down roads and no effort to collect. Also the paper pod is not being put back inside and left on the floor.

Richard acknowledged piles of sacks may not be collected as crew has designated routes to adhere to. Street cleansing schedules are available with up to date frequencies. Richard to look into pods being thrown on floor and requested locations.

Cllr Sharpe thanked Pam Fields for a fantastic job.

Cllr Finnegan explained flats over shops get overlooked in Stockland Green and 10 bags put out by residents then get added to by other bags. Cllr Jones added that at Slade Rd this needs to be addressed without regular calls being made. Richard acknowledged flats above shops need to be on a regular schedule. And crews are now picking up all bags irrespective and working with EHO's and Trade Waste Team around trader waste bags being within the general household collection.

Cllr Beauchamp said (1)the city has a long history over 100 years of waste collection and it has grown through those years and indeed recently and the service should have systems in place to bring on new build properties and to manage the new workload but there have been countless calls by councilors and others to get access to a service. (2) you mentioned contamination - what sort and who really knows what is recyclable stuff. How is this information communicated to residents so they can help the service.

Richard replied explaining some of the contamination issues such as the paper going in the main bin instead of the pod and residents informed and educated as necessary. Leaflets with advice on what can and cannot be recycled were distributed with the wheelie bin introduction and if roads are identified more work can be done to educate . Cllr Beauchamp said we have a transient population and leaflets just once is not sufficient it needs regular reinforcing. On the new housing Richard again spoke of his knowledge of one round now on Abbey Fields but some access issues given construction vehicles and activity and as new houses are built new rounds will be established.

Cllr Moore said he was sure the council was encouraging departments to work together and take ownership of issues rather than leave to others. Surely crews even if on a fixed round are in a good position to provide feedback on other issues that they observe when out and about and should be feeding intelligence back to depot. Does there need to be a changed mentality where if you see something either you pick it up there and then or if not you feed it back to avoid someone else having to report it later.

Richard said this was valid and the crews do have in their packs paperwork for referrals to highways as well as waste issues. We are working continuously to achieve this.

Cllr Storer - asked (1) for recycling increases to also be in percentages when send on to committee members later. (2) what effect drug and alcohol tests had on drivers and inturn the service over xmas (3) going to the survey from experience of residents he spoke to it was closer to 100% dissatisfaction.

Random drink testing introduced and 3 out of 4 depots had this over xmas. It was 3 of 4 because it was random and decided upon at a higher level. There have been fails and these are being investigated. If it was a driver it would have a significant impact.

Cllr Alden - assumed recycling rates quoted earlier were city figures but can we get recycling data broken down by ward so we can see if improvements are across all wards and also comparisons with previous periods.

Cllr Sambrook queried the impact on the rest of the crew if a driver failed a test and the crew could not go out. Richard said they would be deployed on other duties and not sent home. If another driver could be identified they could go on the round as usual.

APPENDIX 2

2015/16 street cleansing inspection performance data

Ward (date in brackets denotes start of two-day inspection)	Litter	Fly-posting	Graffiti
Acocks Green (16/07/2015)	3.57	0.00	5.00
Aston (04/06/2015)	5.71	3.57	5.71
Bartley Green			
Billesley (24/11/2015)	5.00	0.71	7.86
Bordesley Green (13/08/2015)	11.43	4.29	10.00
Bournville (16/09/2015)	3.57	0.71	7.86
Brandwood (07/07/2015)	7.86	1.43	11.43
Edgbaston (26/01/2016)	2.14	6.43	1.43
Erdington (14/01/2016)	7.14	2.14	2.14
Hall Green (22/09/2015)	6.43	6.43	5.71
Handsworth Wood (18/11/2015)	12.86	2.14	8.57
Harborne			
Hodge Hill (26/08/2015)	5.00	1.43	2.86
Kings Norton (10/12/2015)	7.14	1.43	3.57
Kingstanding (21/07/2015)	16.43	0.00	1.43
Ladywood (21/10/2015)	5.00	8.57	4.29
Longbridge (29/09/2015)	10.00	2.86	2.14
Lozells & East Handsworth (14/10/2015)	22.86	6.43	8.57
Moseley & Kings Heath (14/04/2015)	0.00	0.71	6.43
Nechells			
Northfield (12/01/2016)	5.71	0.71	7.86
Oscott (15/12/2015)	7.14	1.43	5.00
Perry Barr (02/07/2015)	9.29	3.57	7.86
Quinton (10/11/2015)	7.14	0.71	5.00
Selly Oak (29/10/2015)	5.00	1.43	5.71
Shard End (10/06/2015)	0.71	5.71	5.71
Sheldon (13/05/2015)	1.43	0.71	10.71
Soho			
South Yardley			
Sparkbrook (06/10/2015)	8.57	7.14	12.14
Springfield (08/09/2015)	12.14	3.57	2.86
Stechford & Yardley North (04/11/2015)	5.71	4.29	7.86
Stockland Green (13/10/2015)	5.00	0.71	2.14
Sutton Four Oaks (23/06/2015)	0.71	1.43	0.71
Sutton New Hall (03/09/2015)	1.43	0.00	0.00
Sutton Trinity (05/08/2015)	5.00	0.00	1.43
Sutton Vesey (02/12/2015)	1.43	0.00	1.43
Tyburn (20/08/2015)	10.00	4.29	8.57
Washwood Heath (18/06/2015)	6.43	1.43	7.86
Weoley			

Target (percentage of unsatisfactory inspected sites)	5%	1%	7%
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% performance of inspected wards below target	57.58%	60.61%	39.39%
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Note 1: 70 sites are inspected in each ward to reach the figures reported

Note 2: The Wards with no figures are scheduled to be inspected before the end of the 2015/16 financial year

Note 3: All 40 Wards are inspected once annually. This is currently under review, with a view to increasing the frequency

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

Contents	RAG status (based on Q1 data unless stated)	Page
<u>Exception Report</u>		6
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>		
Number of Right To Buy applications received	No Target	8
Number of properties sold under Right To Buy	No Target	9
Right to Buy compliance to statutory timescales	Red	10
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	No target	11
Current amount of rent arrears	Green	12
<u>Housing Options (Jim Crawshaw)</u>		
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
<u>Independent Living (Afsaneh Sabouri)</u>		
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	BP	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	CBP	59
Number of properties improved in the private rented sector as a result of Local Authority intervention	Green	CBP	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

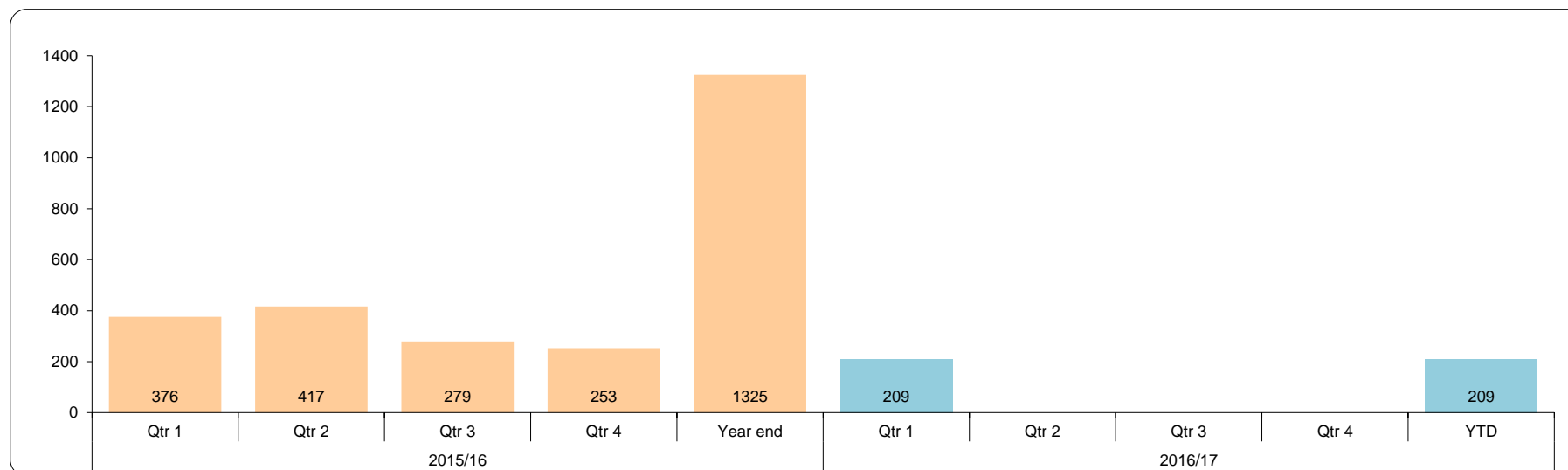
All contractors are in red and this is an area where significant improvement is required. There have been some examples of service failure but these issues are being tackled. There have also been some training issues with the use of PDAs and other data issues.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



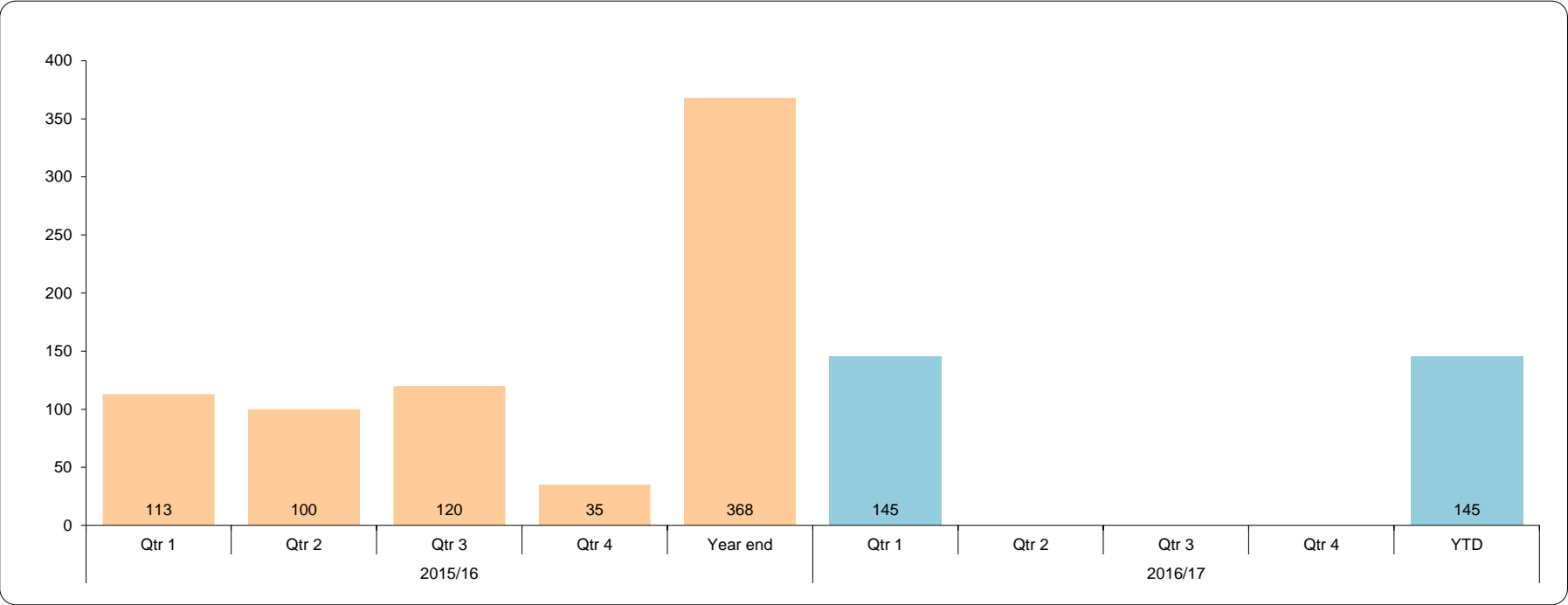
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	209				209

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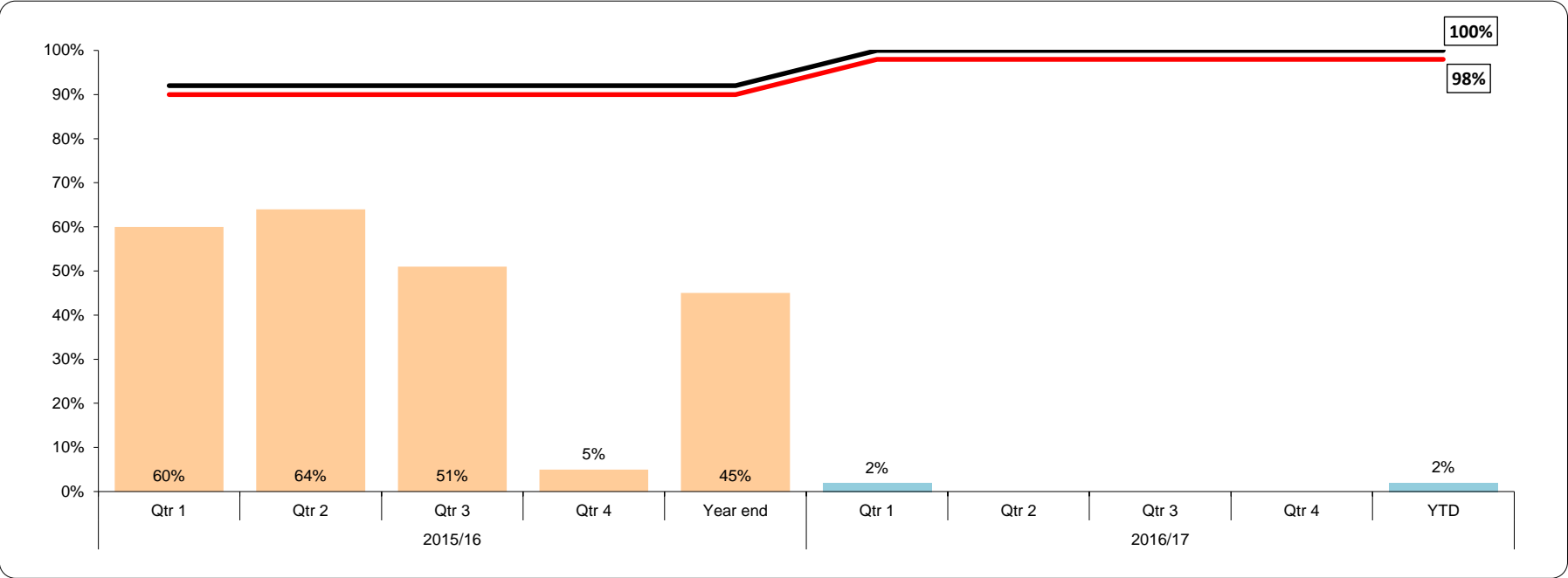
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	113	100	120	35	368	145				145

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%

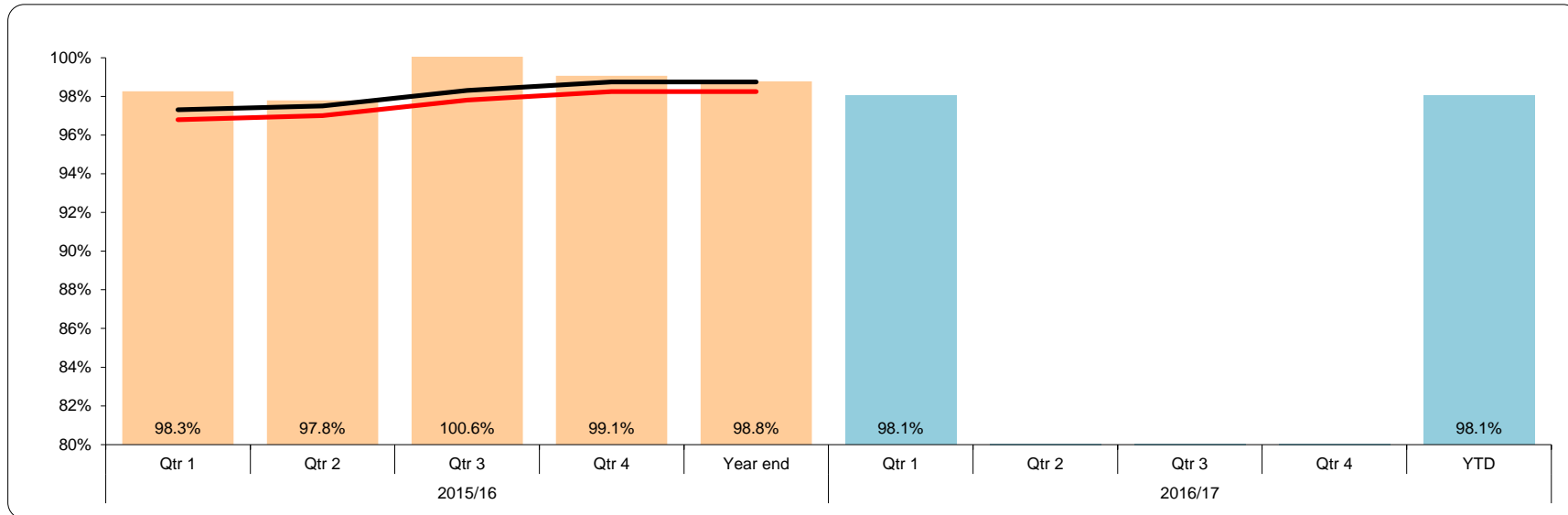
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	1%	0%	2%	3%	1%	2%	3%	0%	9%	2%

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%

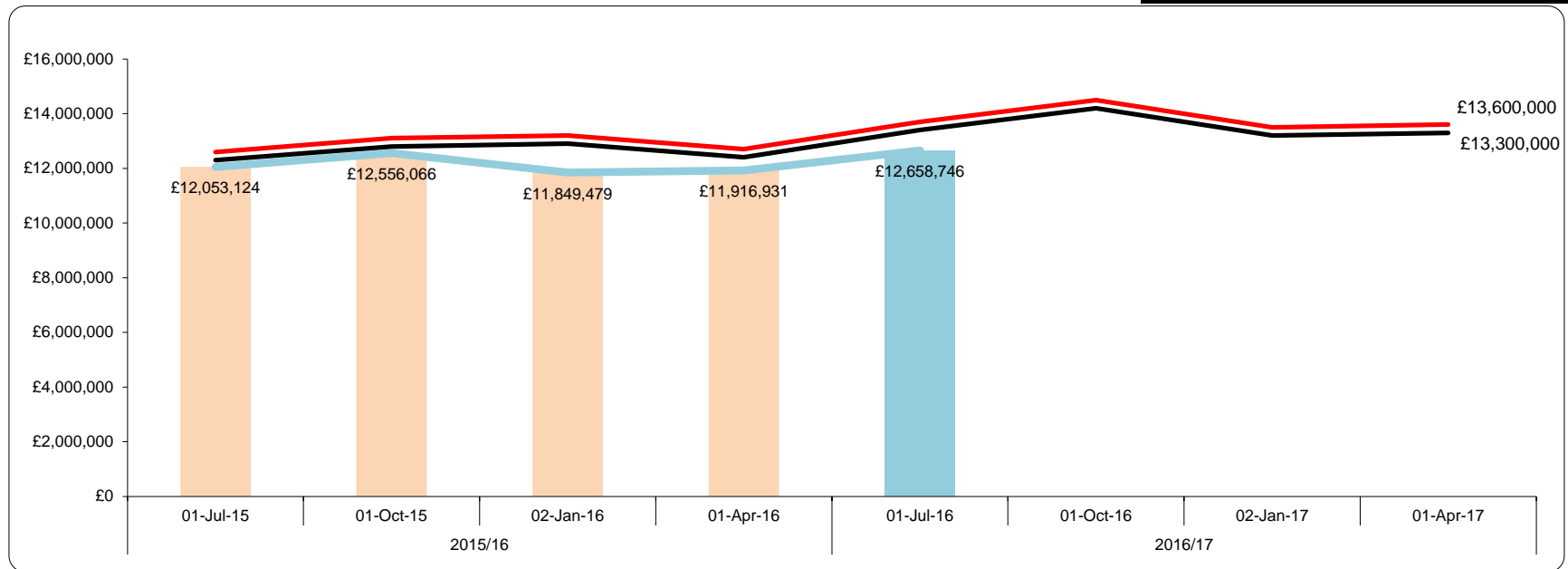
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	98.7%	98.2%	98.2%	98.0%	98.0%	97.4%	97.6%	97.7%	100.7%	98.5%

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

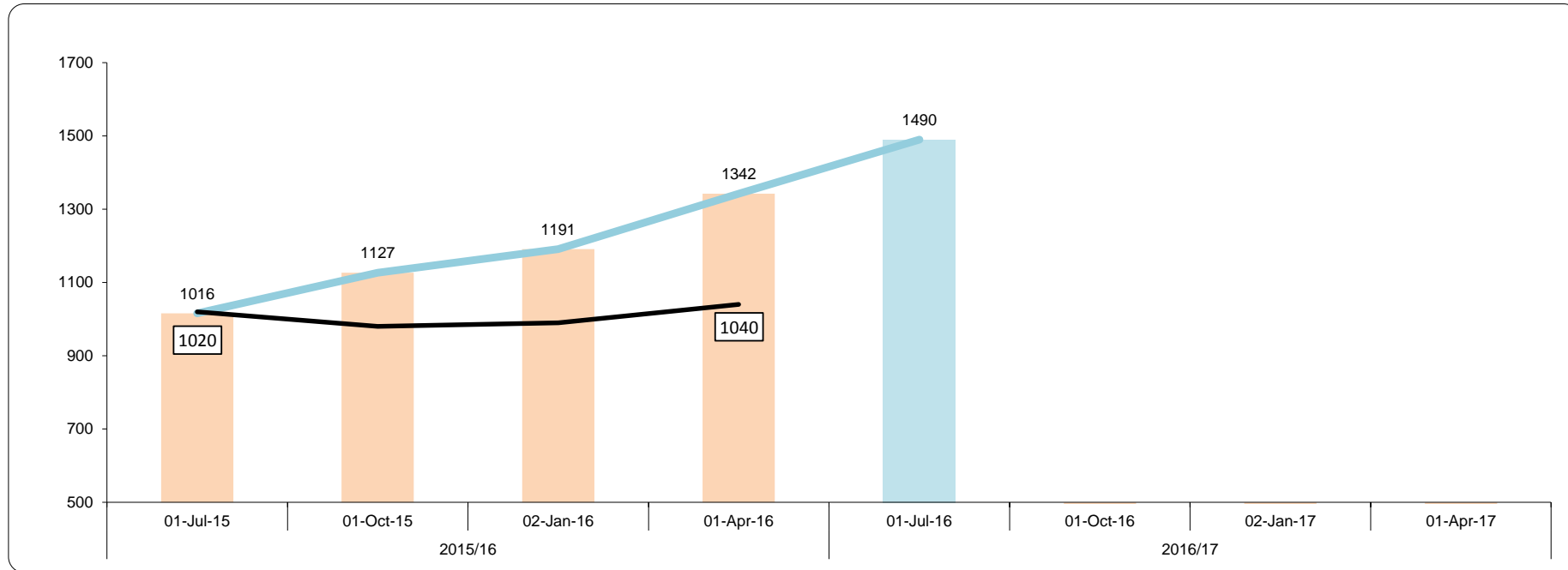
R02

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				

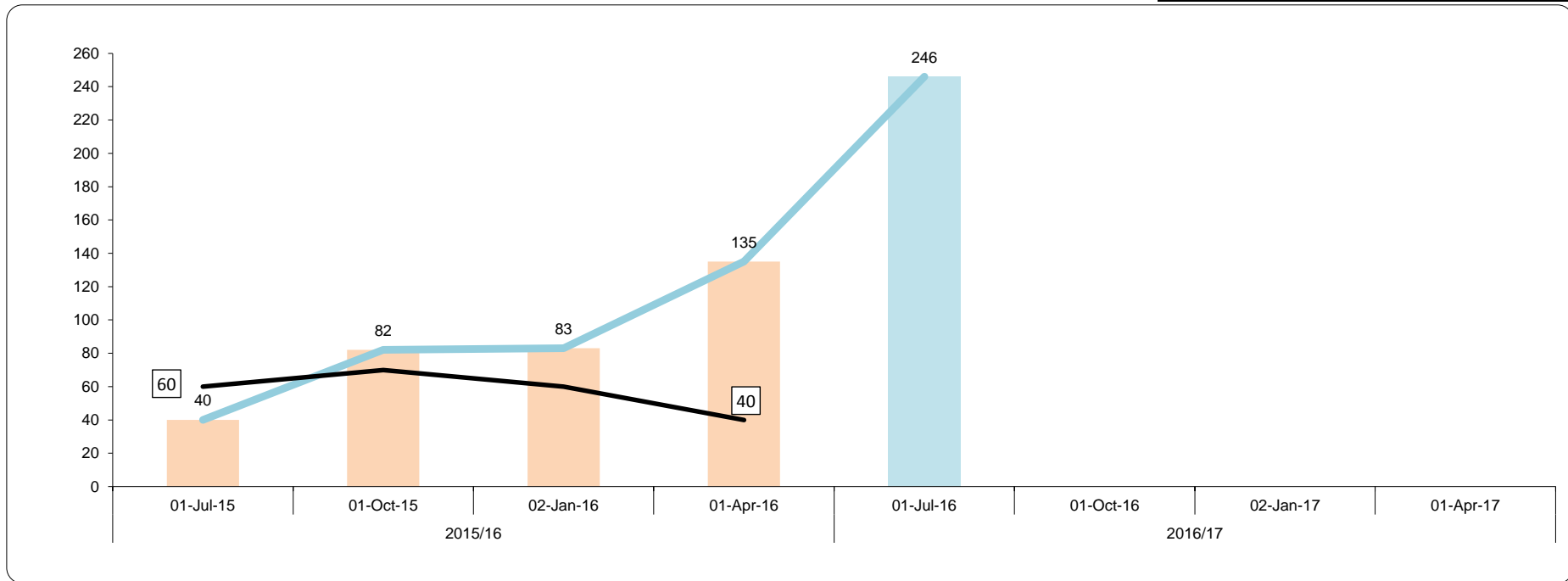
Targets for this year have not yet been confirmed

SP01

Number of households in B&B - Snapshot figure

RAG Status

TBC



Smaller is better

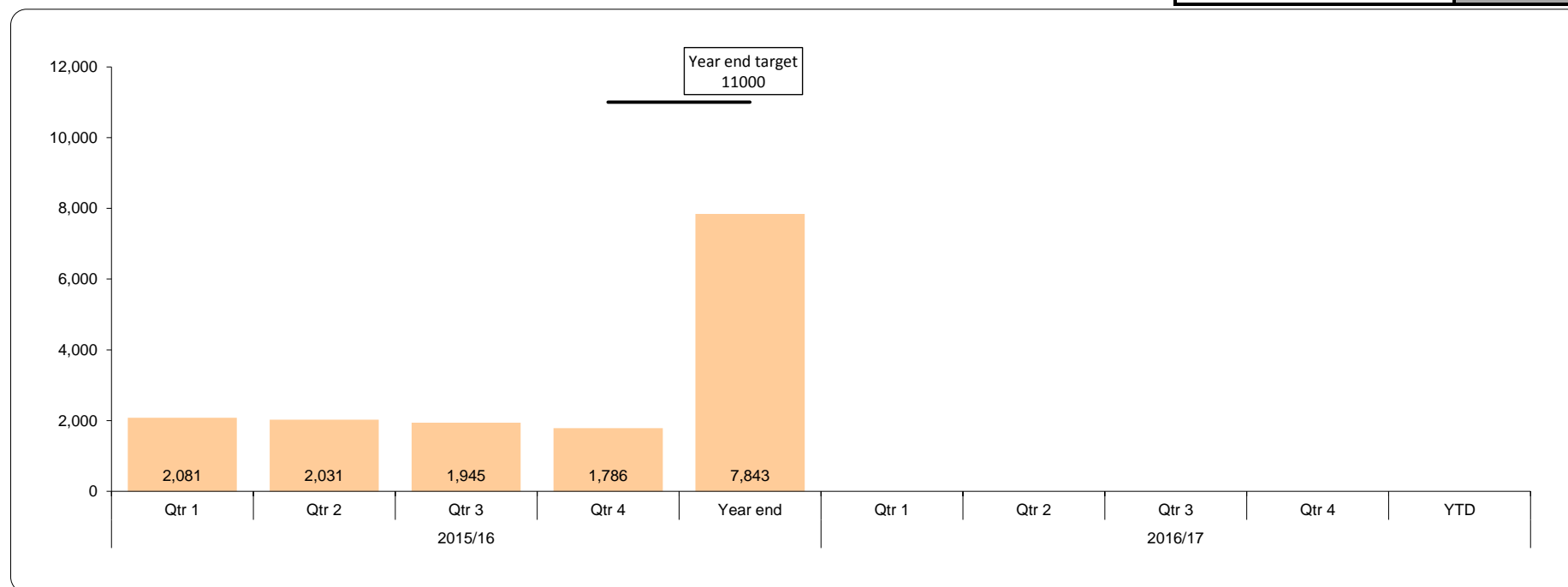
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in B&B - Snapshot figure	40	82	83	135	246			
Target	60	70	60	40				

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					

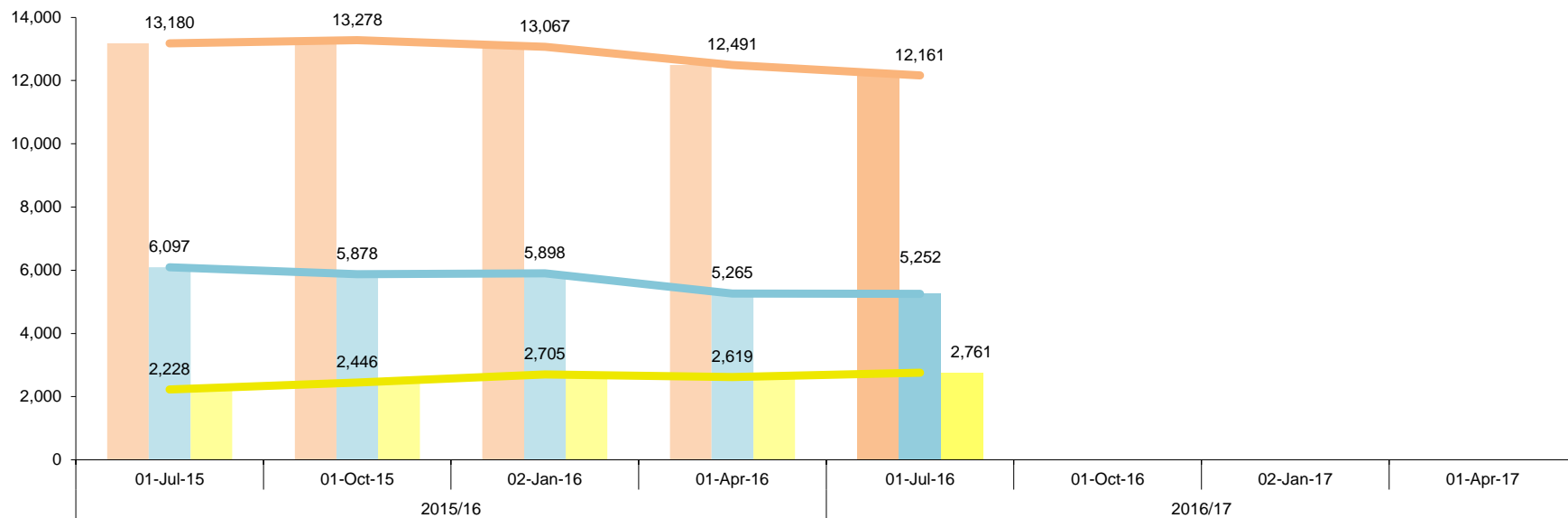
Data for this measure has not yet been received

SP03

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



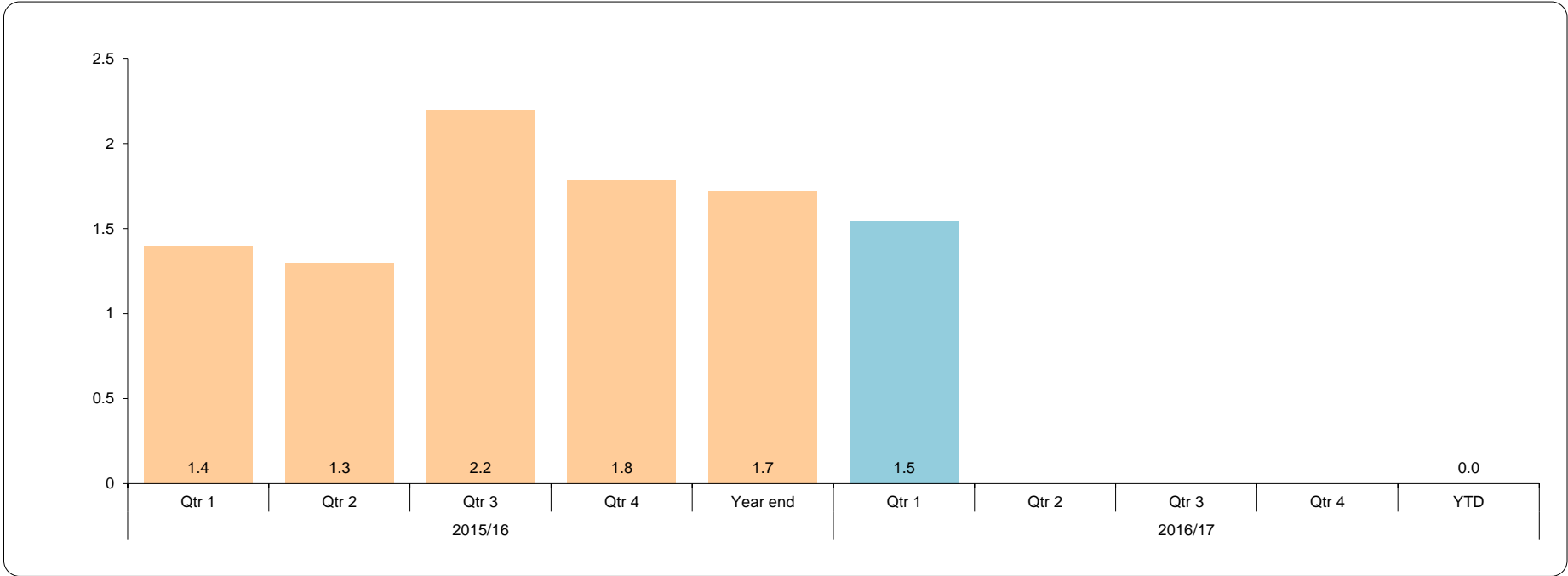
Smaller is better

	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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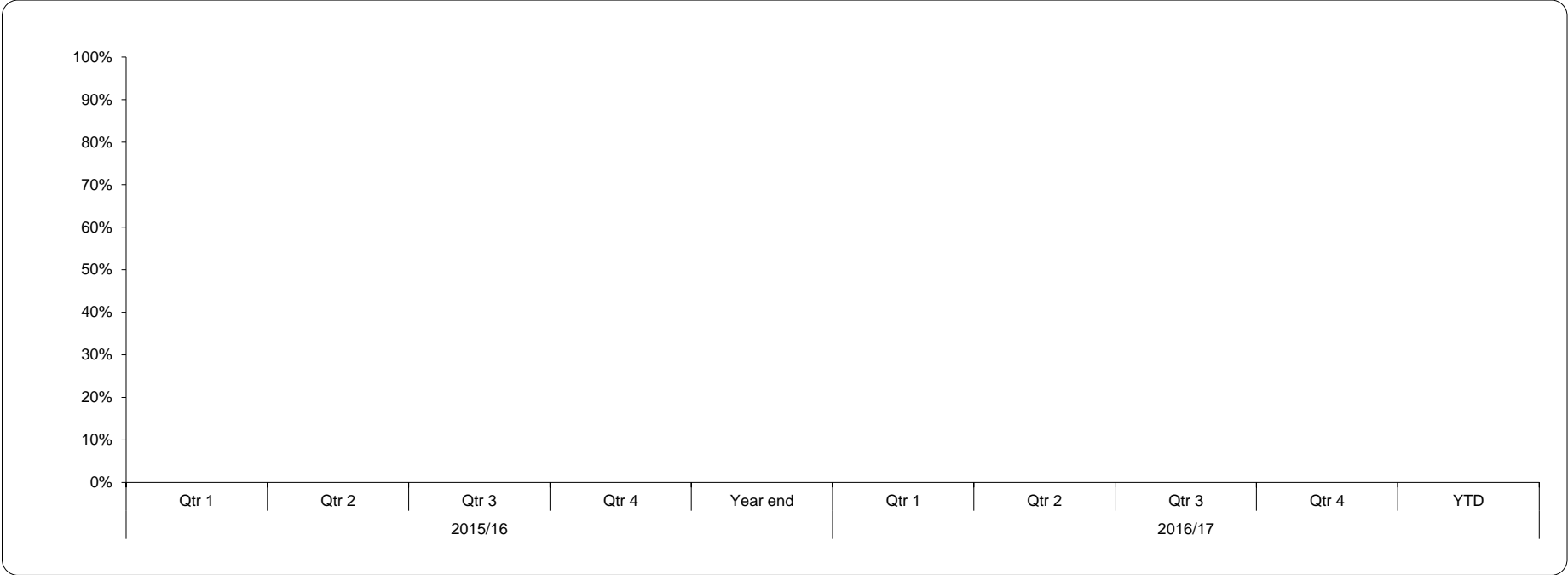
Smaller is better

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

Data is currently unavailable for this measure

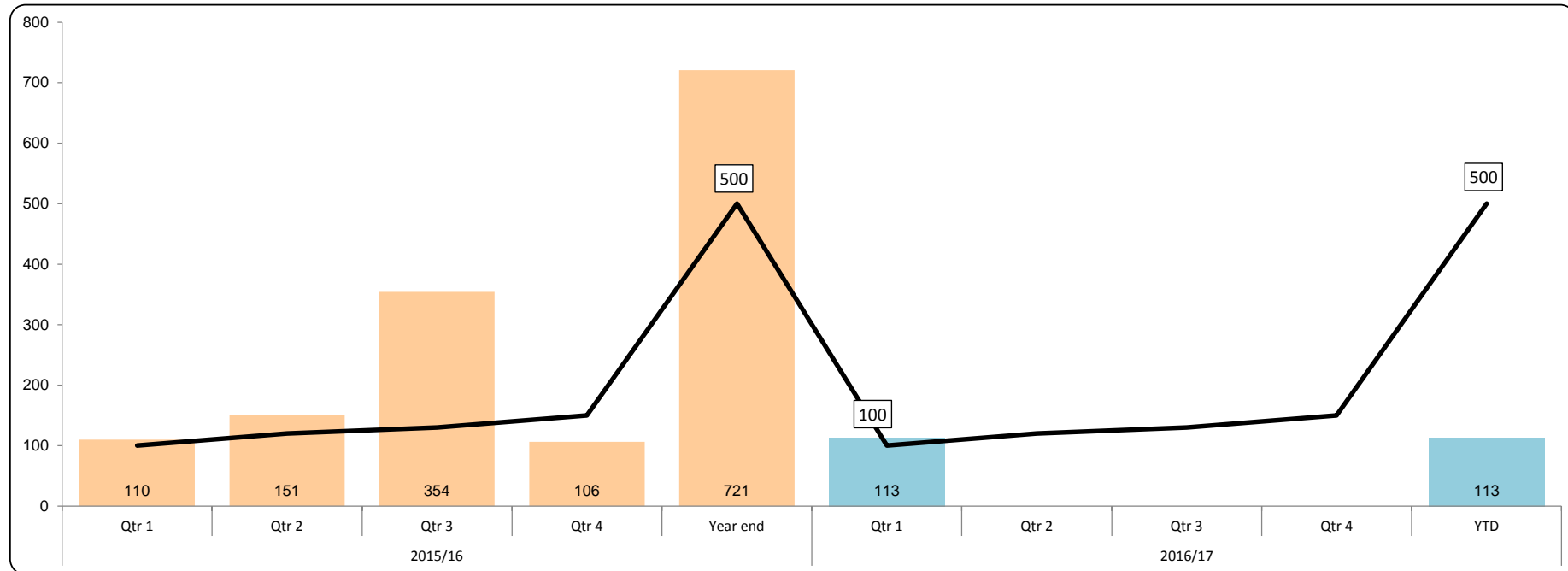
SP11

Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status

Green



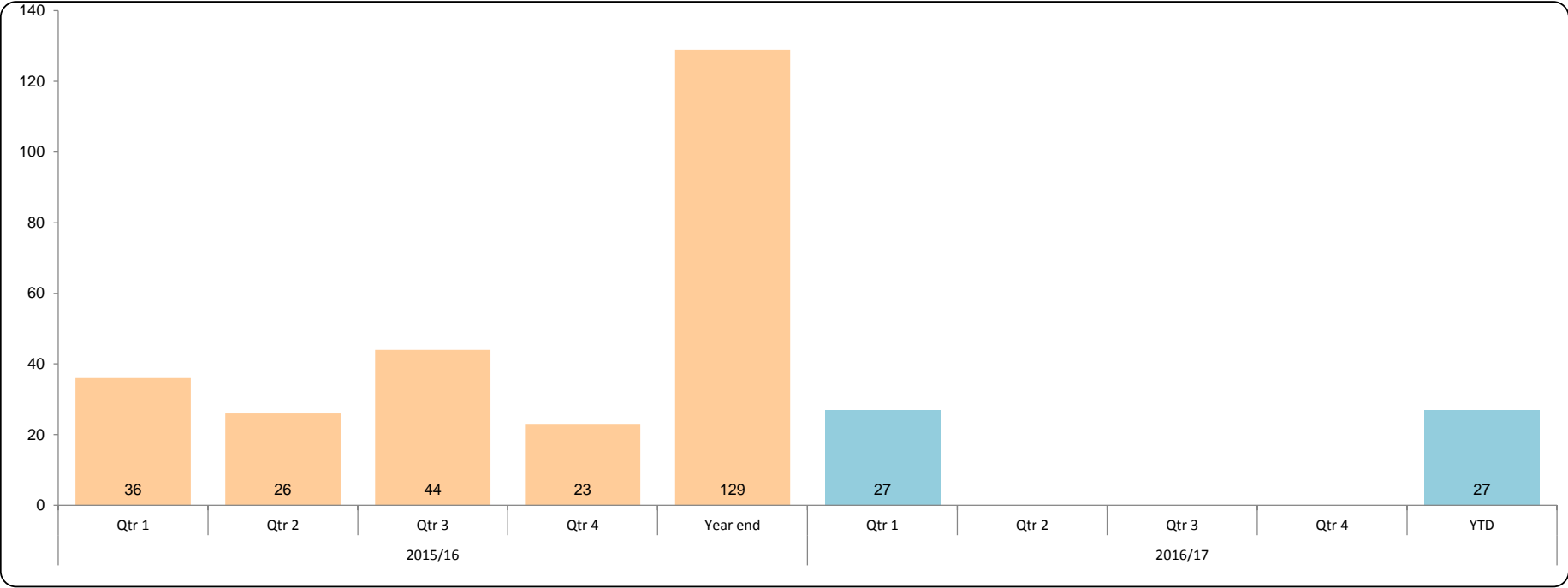
Bigger is better

	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

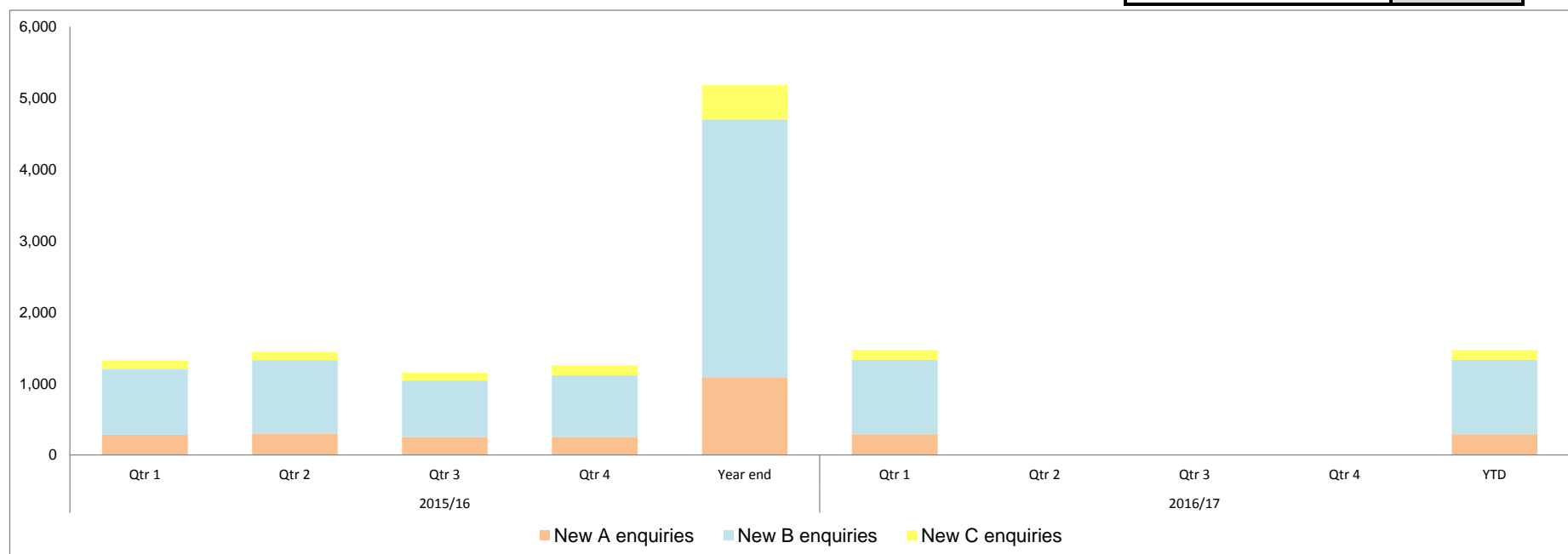
IL02

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				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

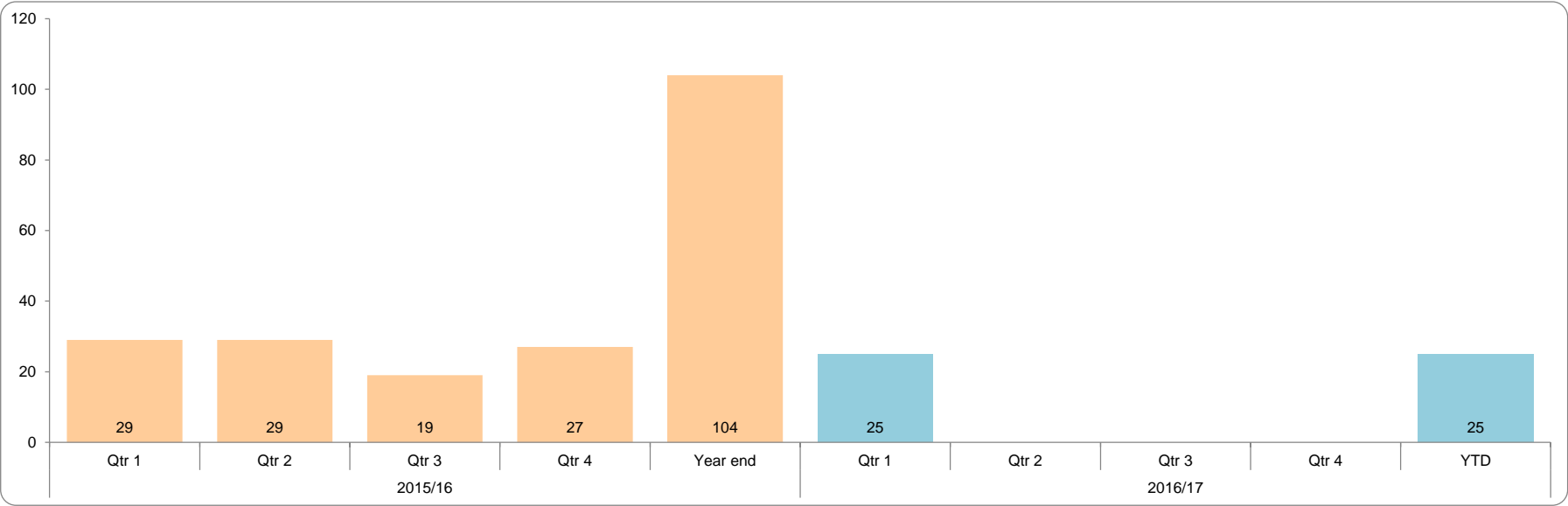
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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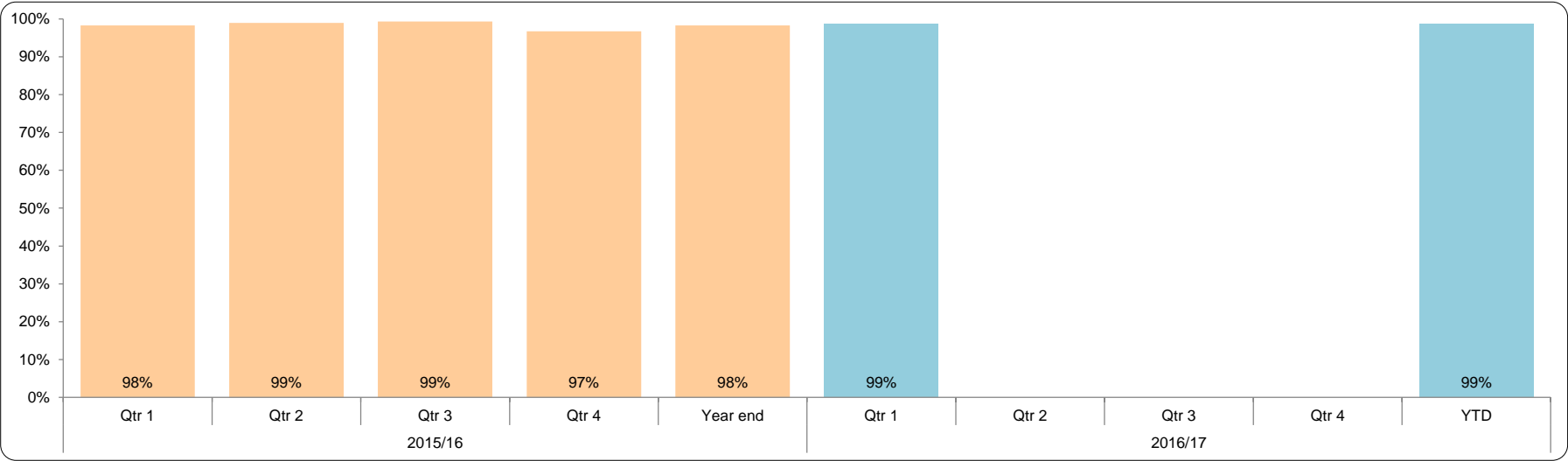
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25				25

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

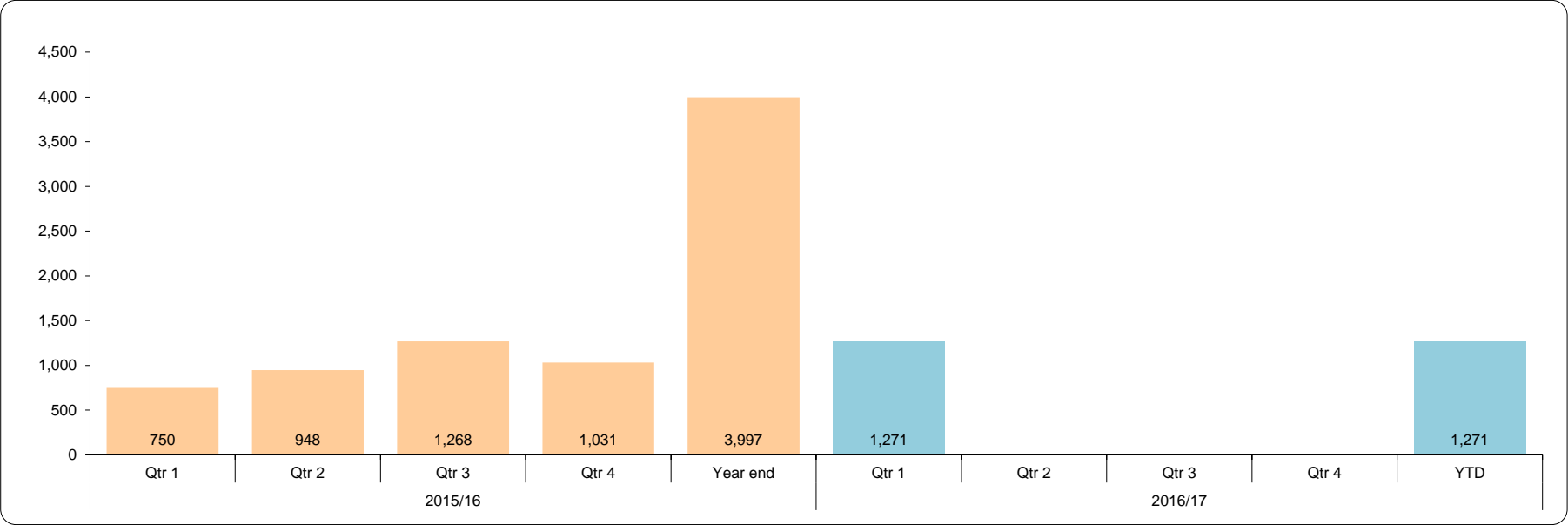
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98%	99%	99%	97%	98%	99%				99%

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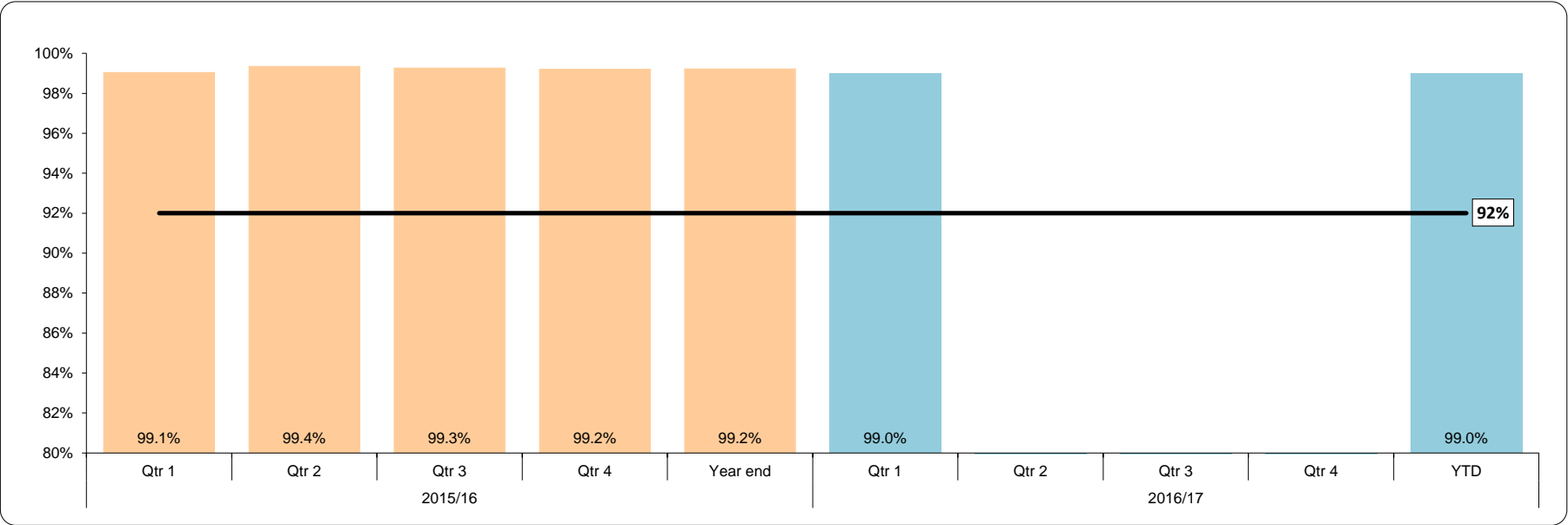
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	750	948	1,268	1,031	3,997	1,271				1,271

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

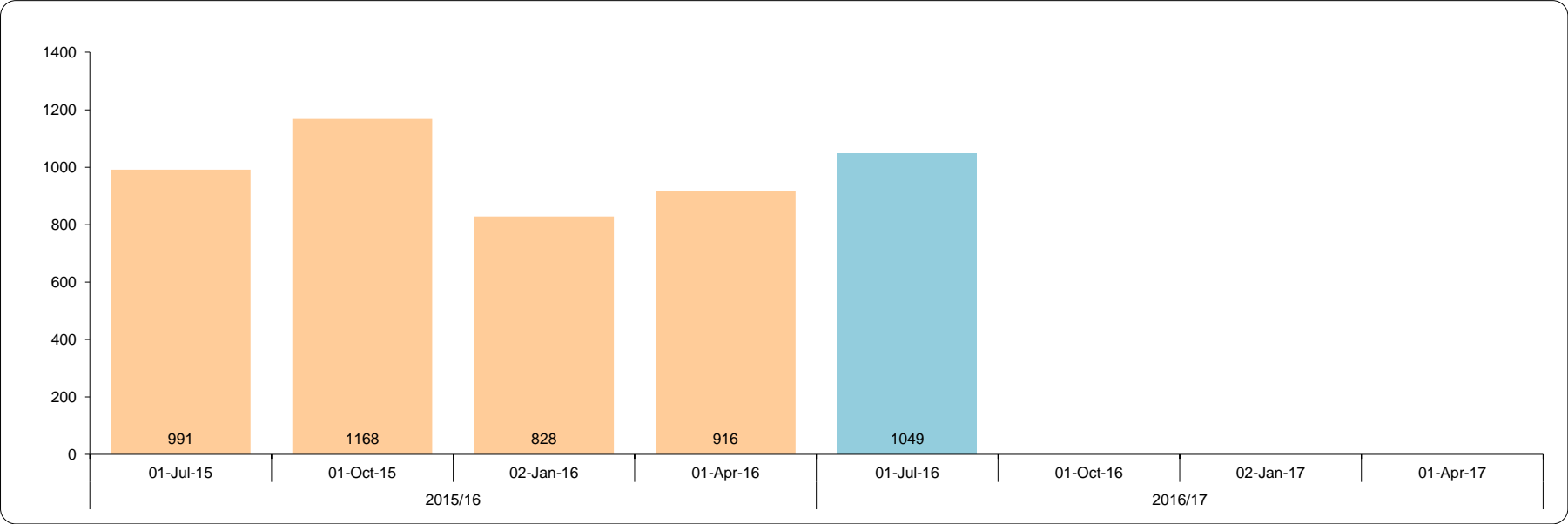
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.1%	99.4%	99.3%	99.2%	99.2%	99.0%				99.0%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

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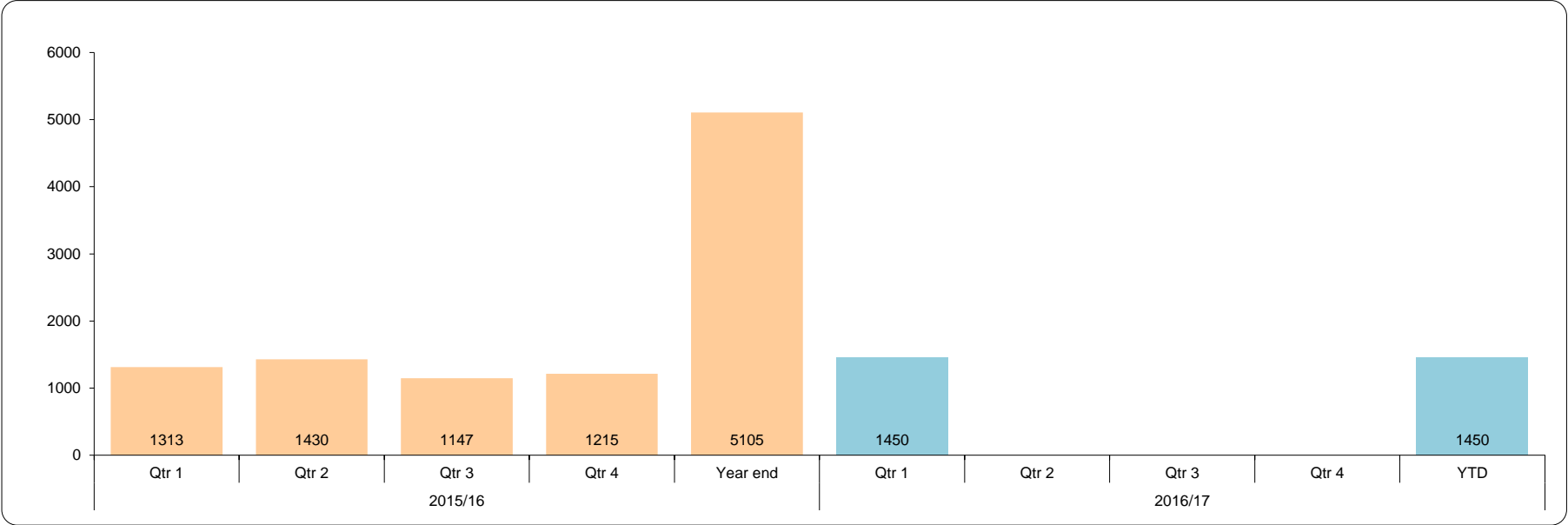
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of live ASB cases - Snapshot figure	991	1168	828	916	1049			

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

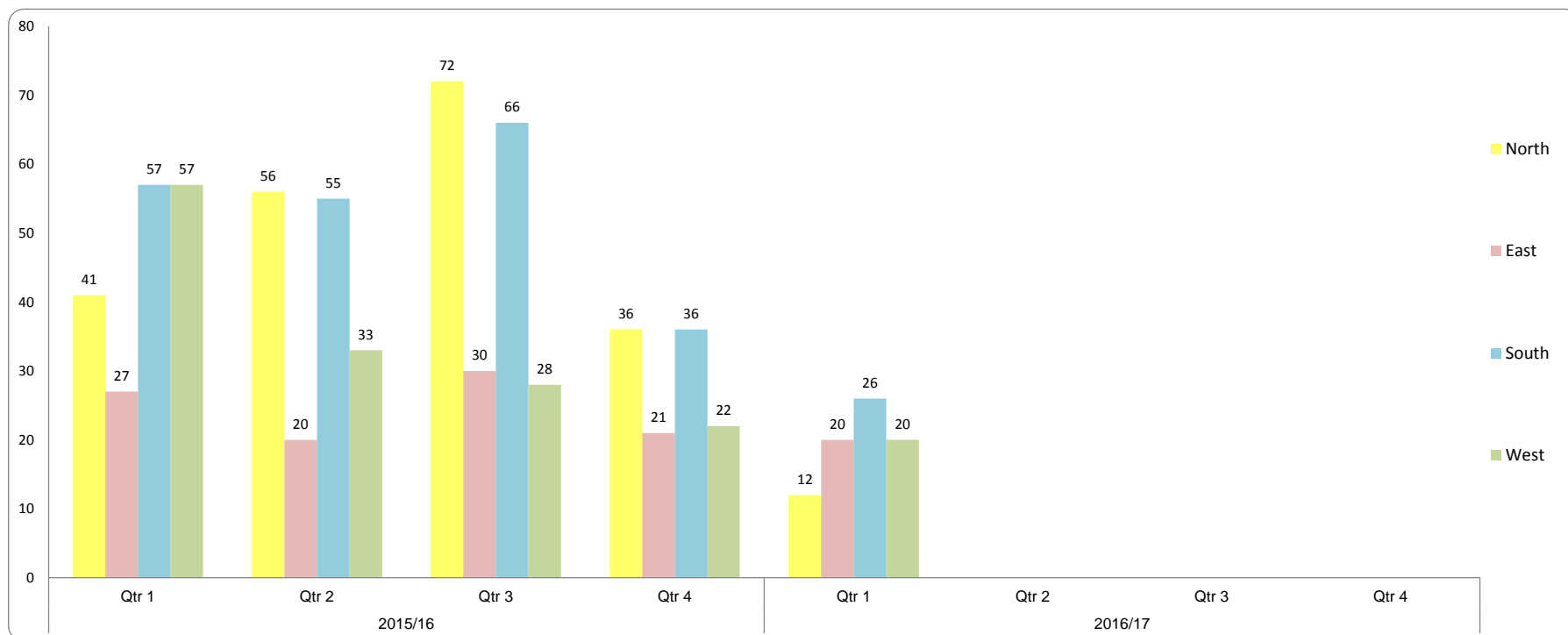
Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	179	189	55	138	153	318	82	150	53	133

ASB16

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

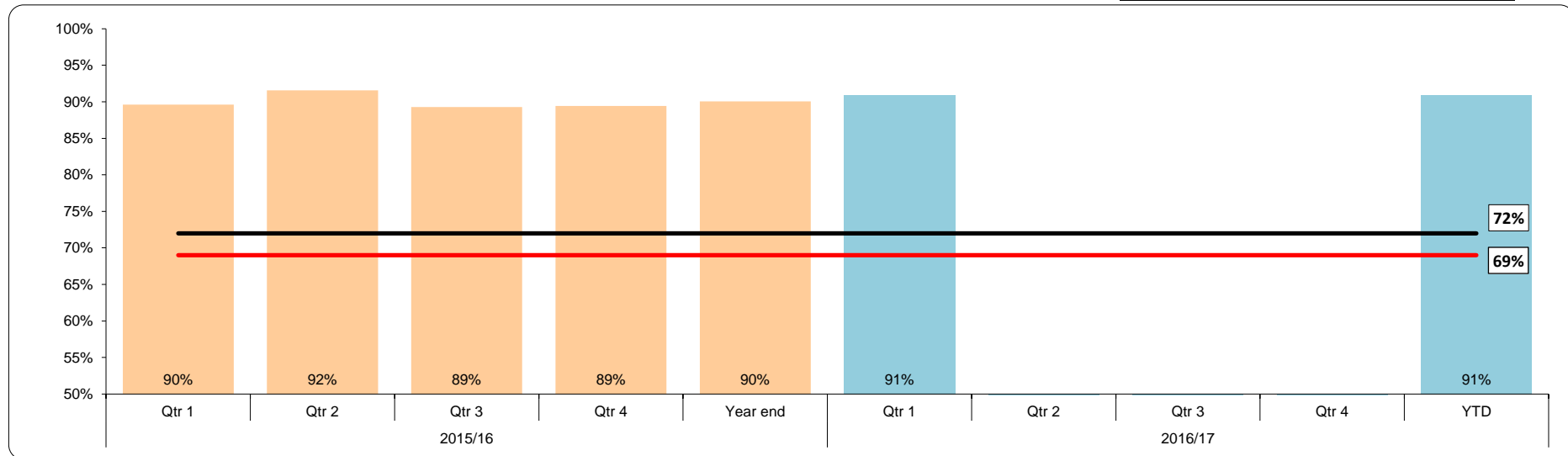
ASB21

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%

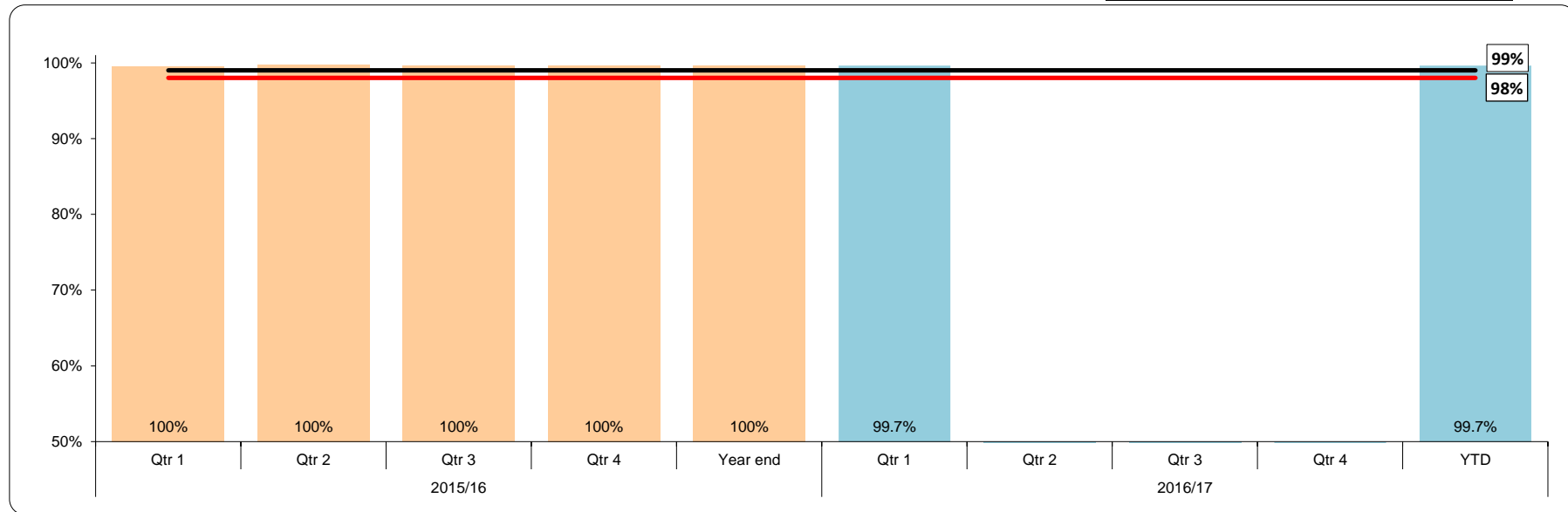
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	92%	91%	no high-rise	92%	82%	92%	100%	100%	100%	100%

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%

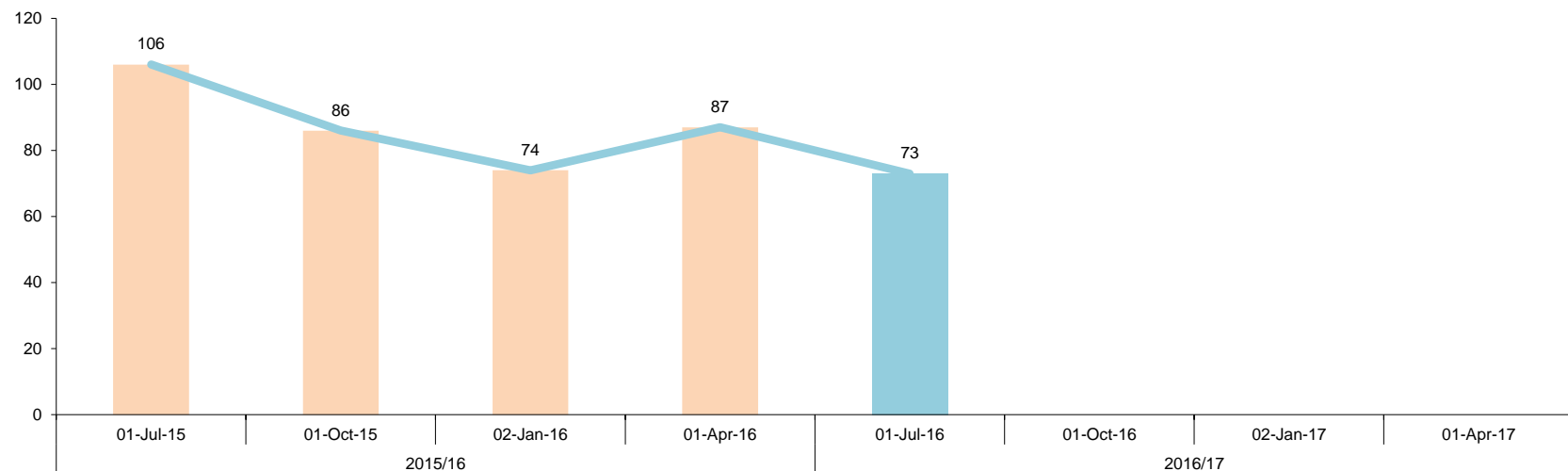
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%

ETM02

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

RAG Status

No Target



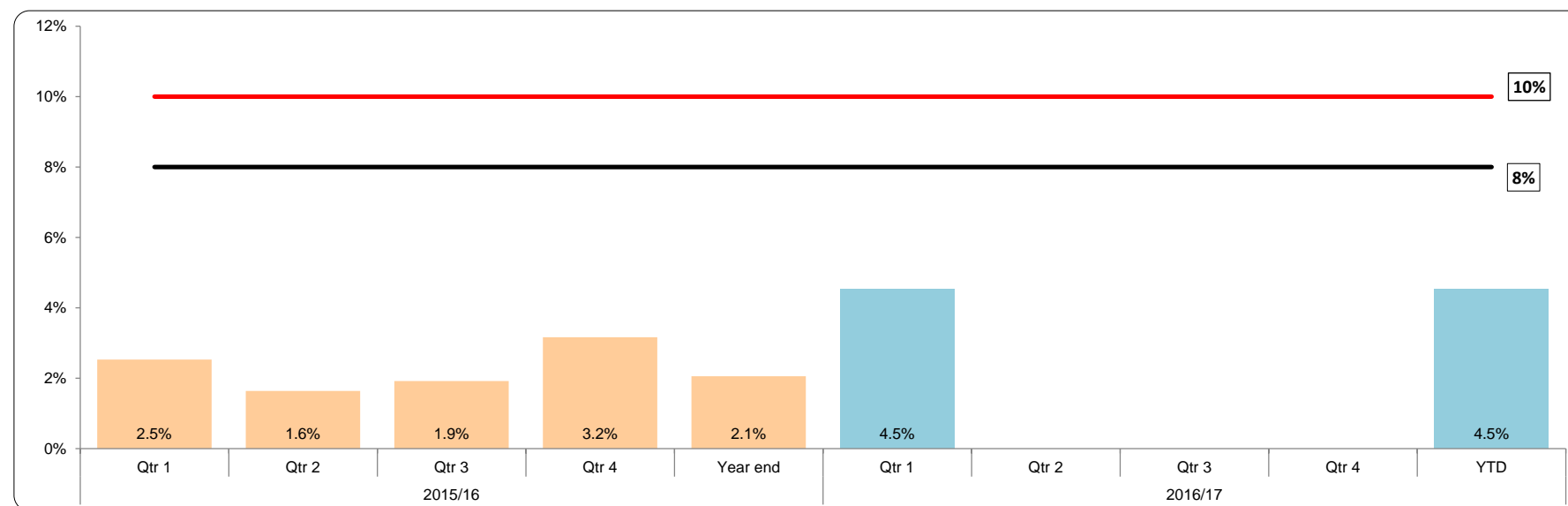
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73			

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%

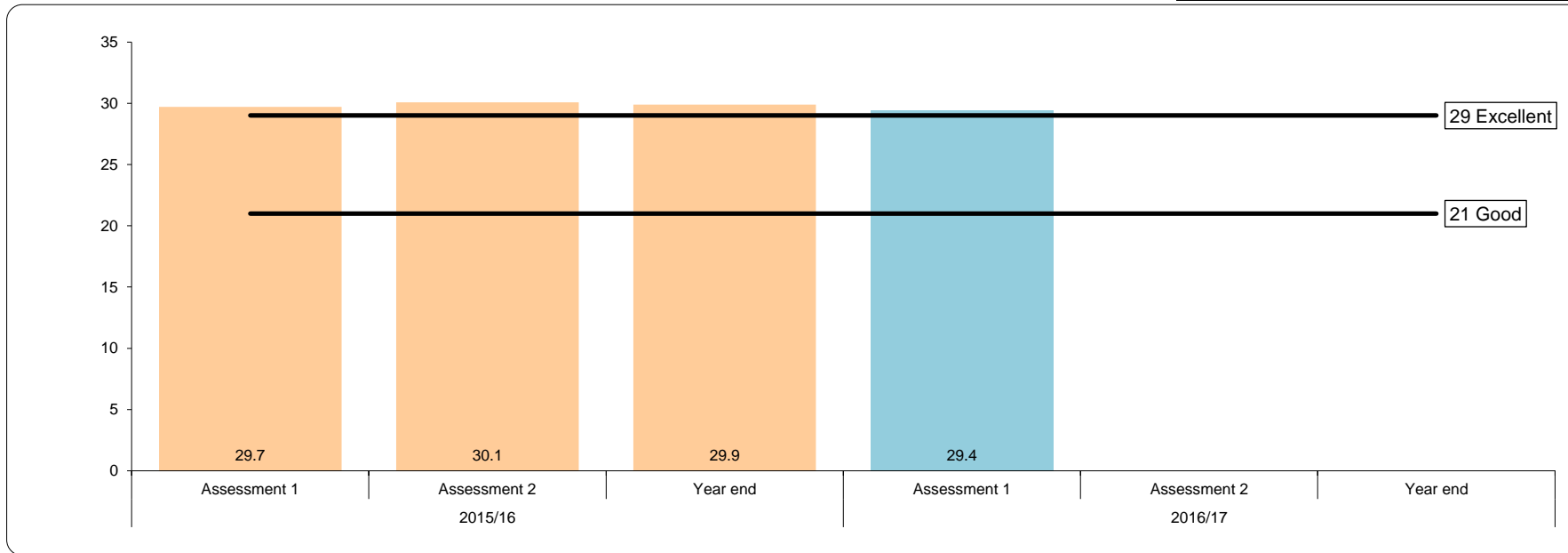
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	4.6%	6.5%	7.7%	6.4%	2.1%	3.8%	9.7%	4.5%	0.0%	3.2%

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

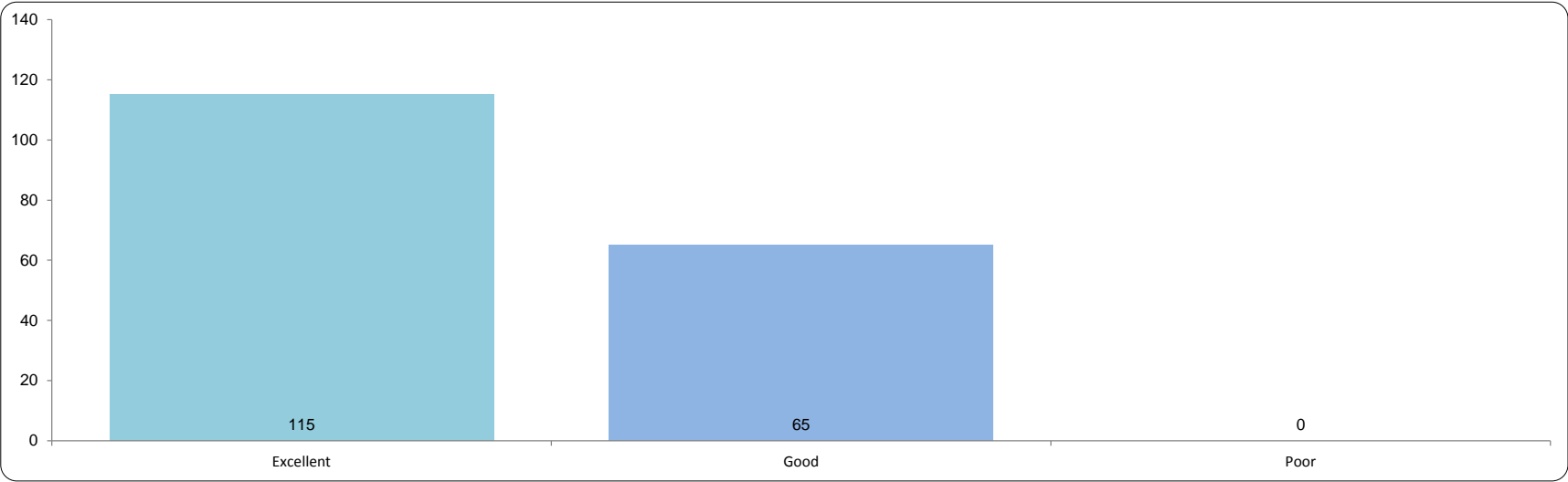
Each estate is required to have two assessments during each year.

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

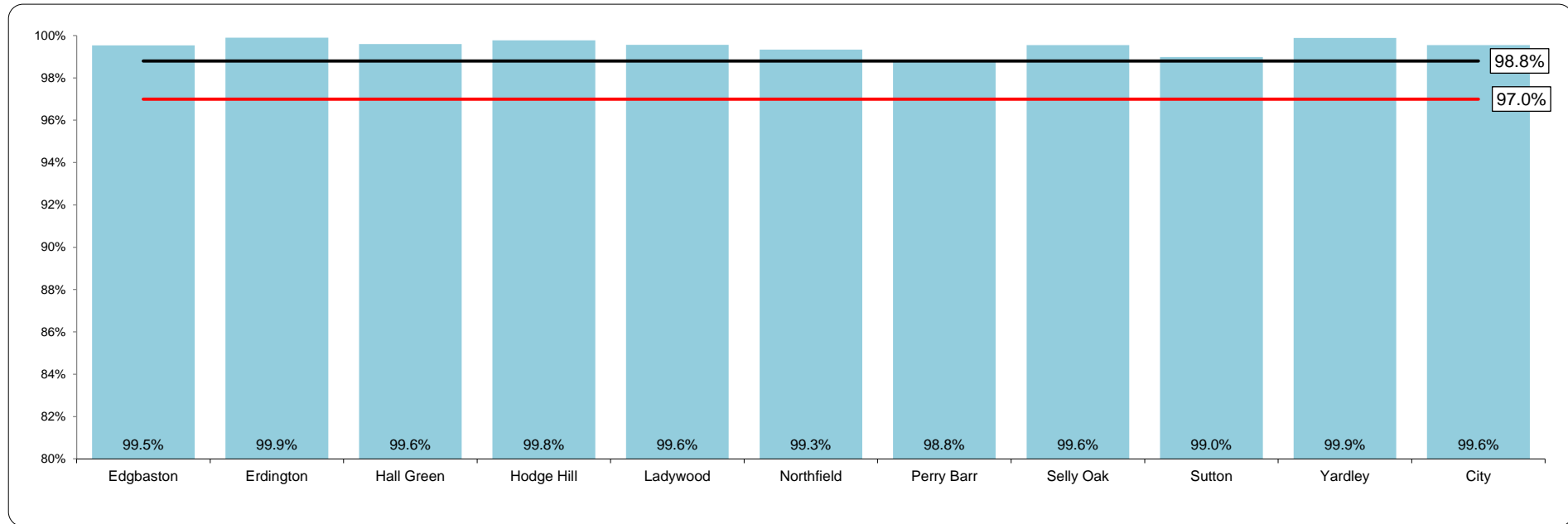
ETM06

Voids and Lettings (Gary Nicholls)

Available council homes as a percentage of total stock

RAG Status

Green



Bigger is better

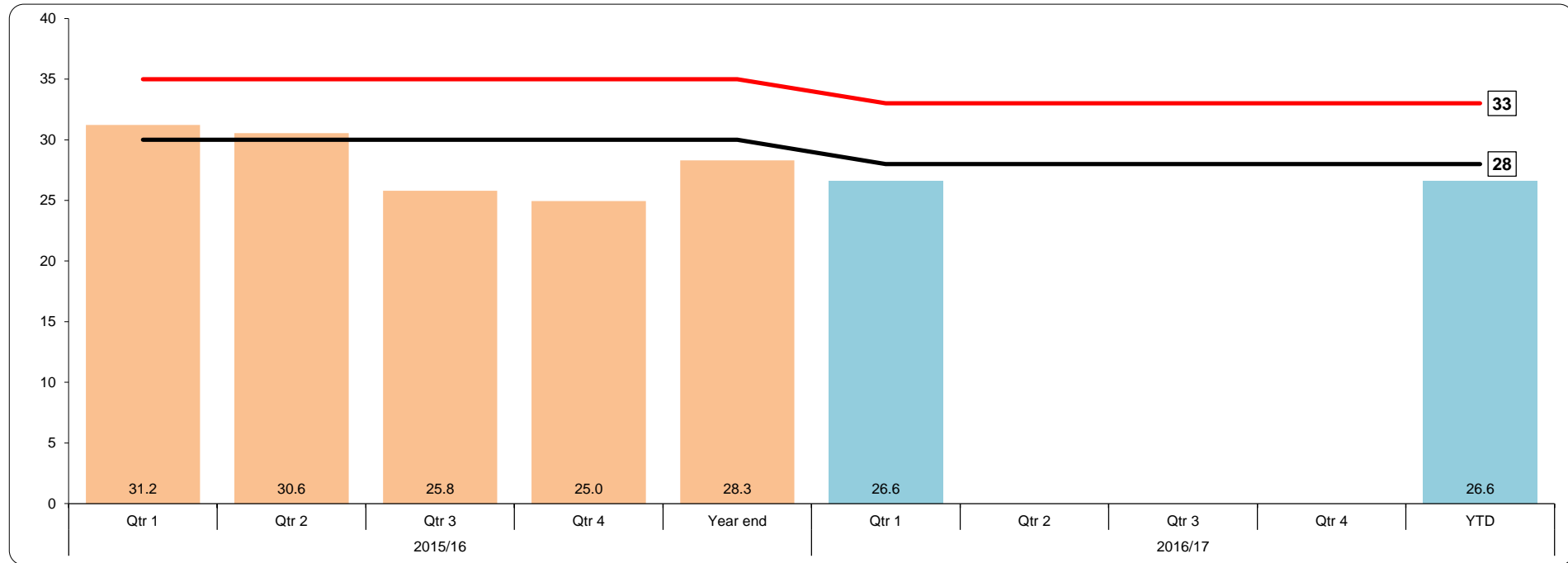
Available council homes as a percentage of total stock	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 1 2016/17	99.5%	99.9%	99.6%	99.8%	99.6%	99.3%	98.8%	99.6%	99.0%	99.9%	99.6%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%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

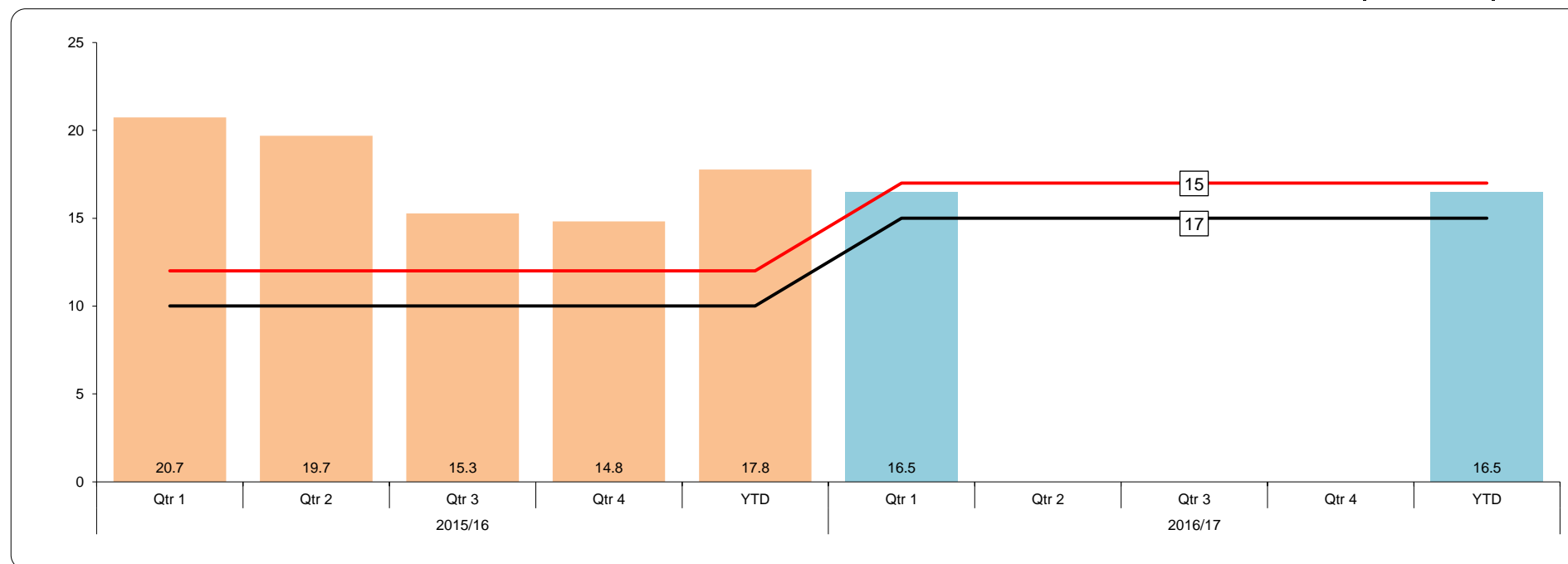
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

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

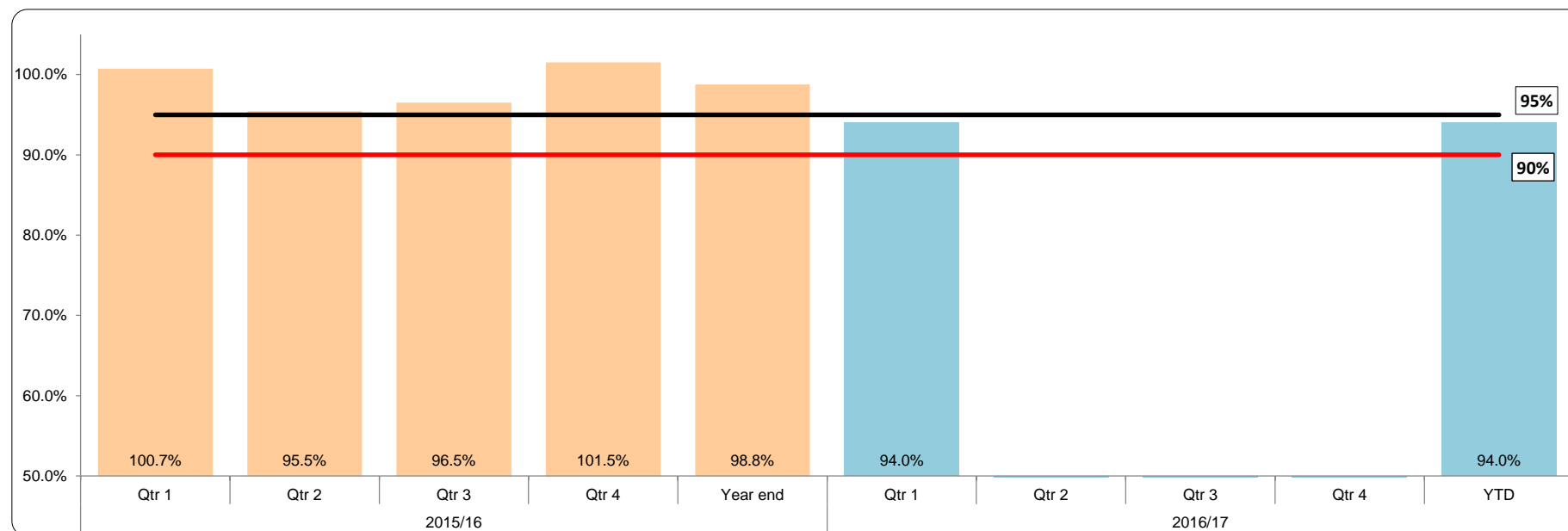
VL05

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Amber



Bigger is better

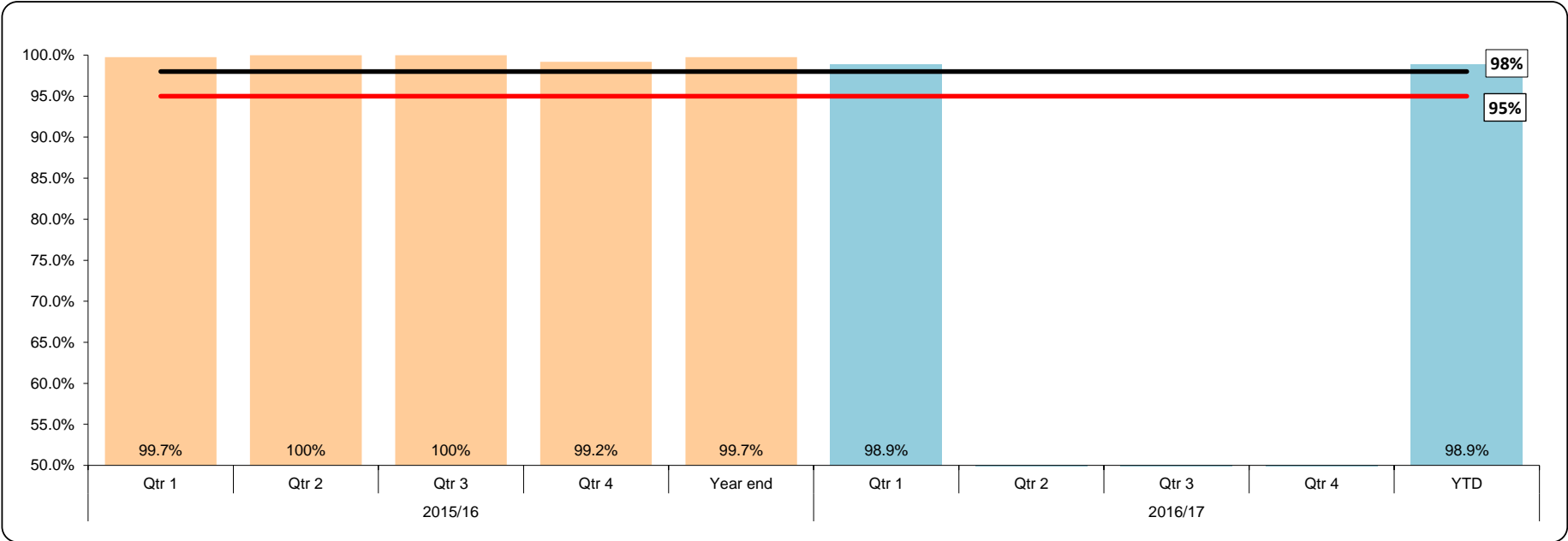
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	100.7%	95.5%	96.5%	101.5%	98.8%	94.0%				94.0%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status

Green



Bigger is better

Percentage of Careline calls answered within 60 seconds	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	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%

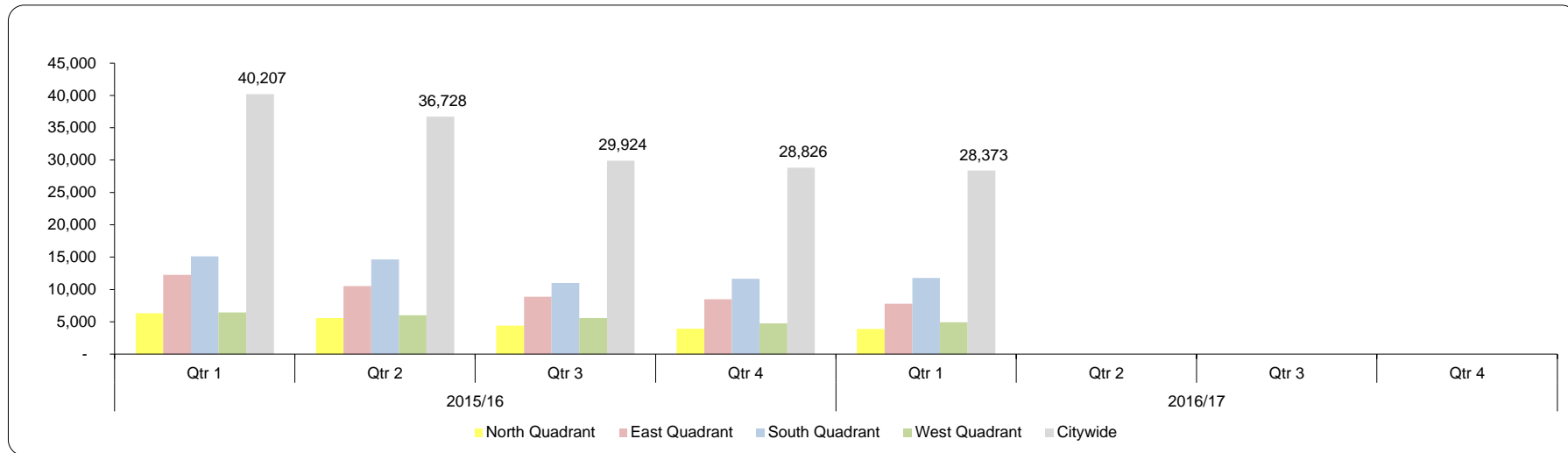
SfOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target



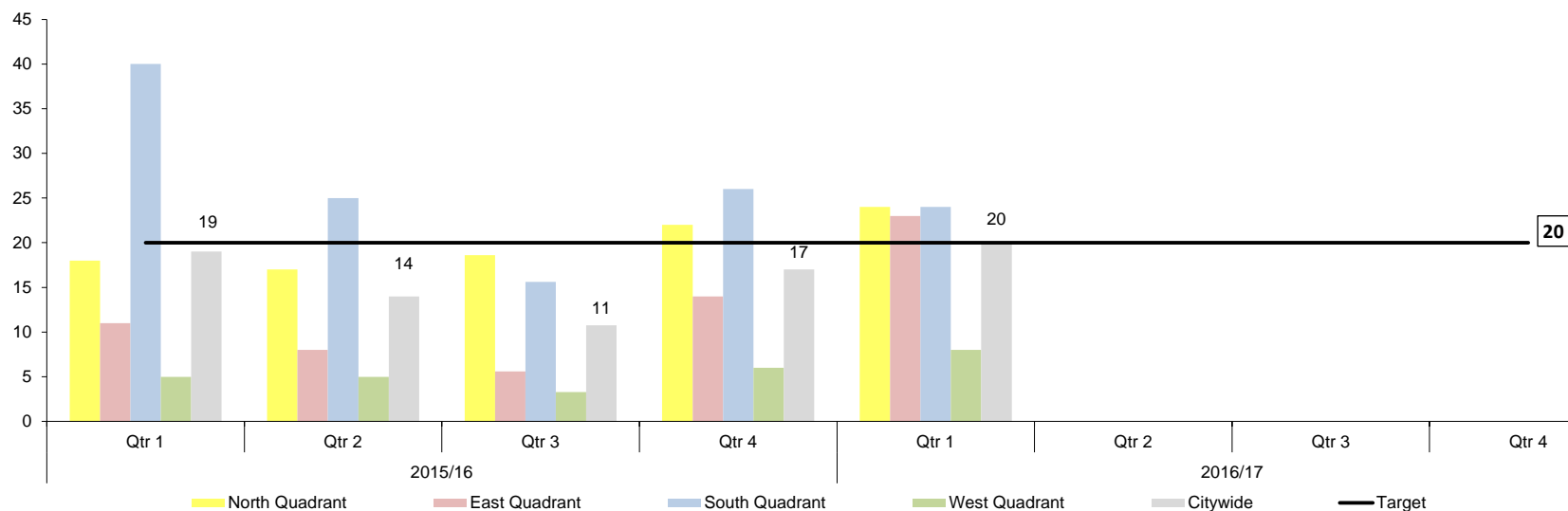
	2015/16				2016/17			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877	-	-	-
East Quadrant	12,280	10,510	8,892	8,485	7,812	-	-	-
South Quadrant	15,138	14,627	11,024	11,671	11,770	-	-	-
West Quadrant	6,469	6,010	5,583	4,749	4,914	-	-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

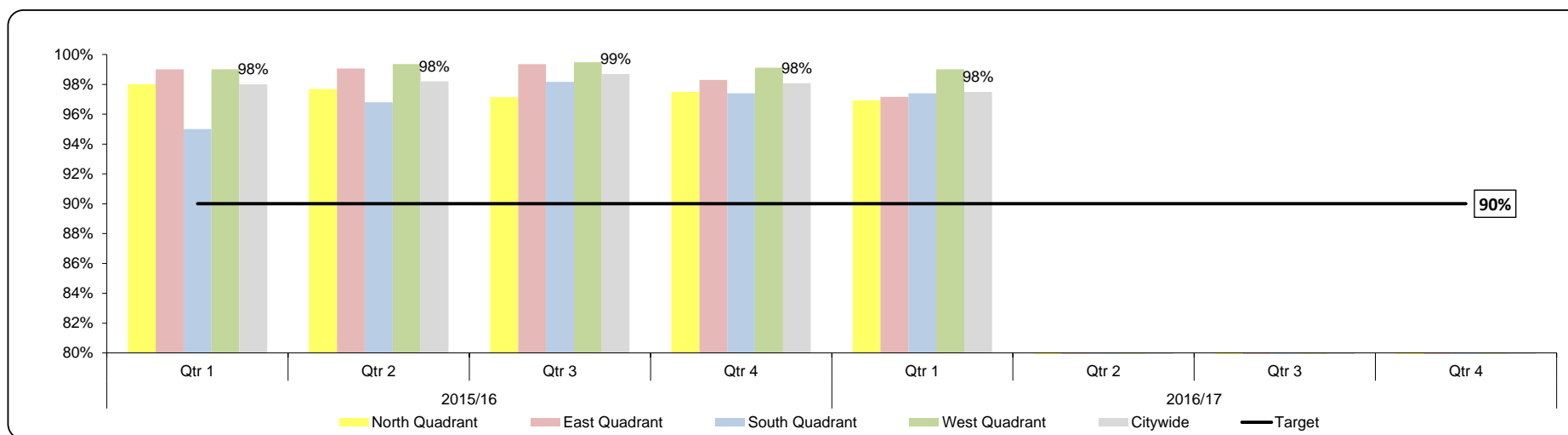
Average time taken to answer calls (in seconds)	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	18	17	19	22	24	0	0	0
East Quadrant	11	8	6	14	23			
South Quadrant	40	25	16	26	24			
West Quadrant	5	5	3	6	8			
Citywide	19	14	11	17	20			
Target	20	20	20	20	20	20	20	20

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%

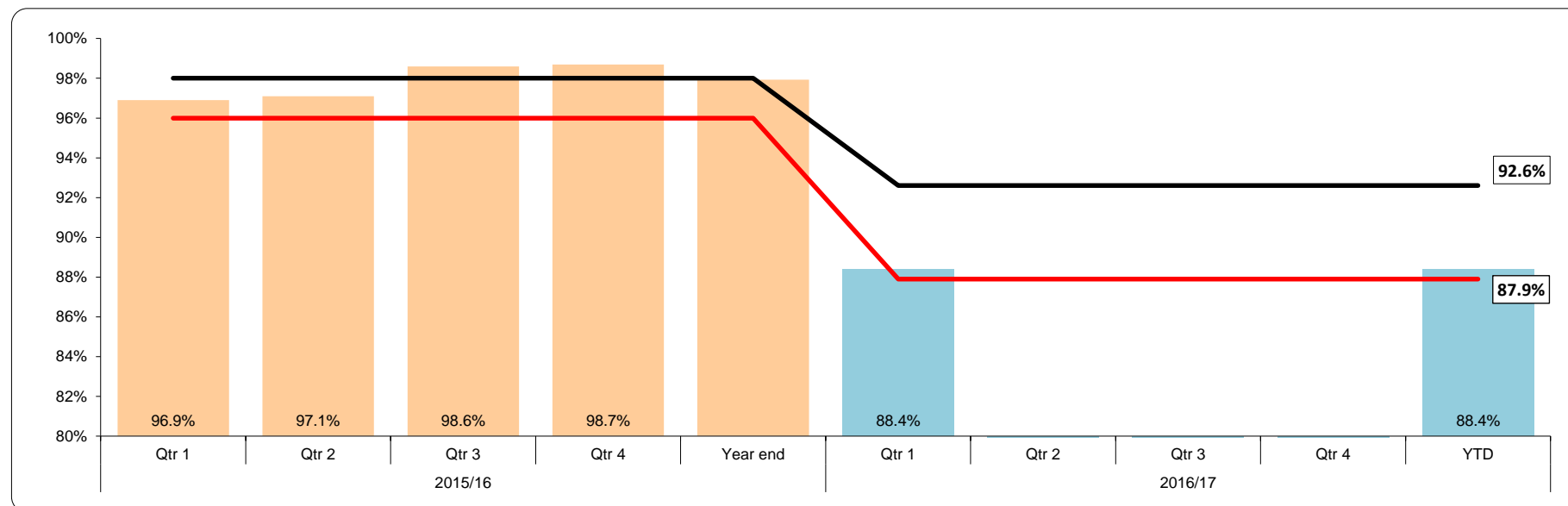
HCS03

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%

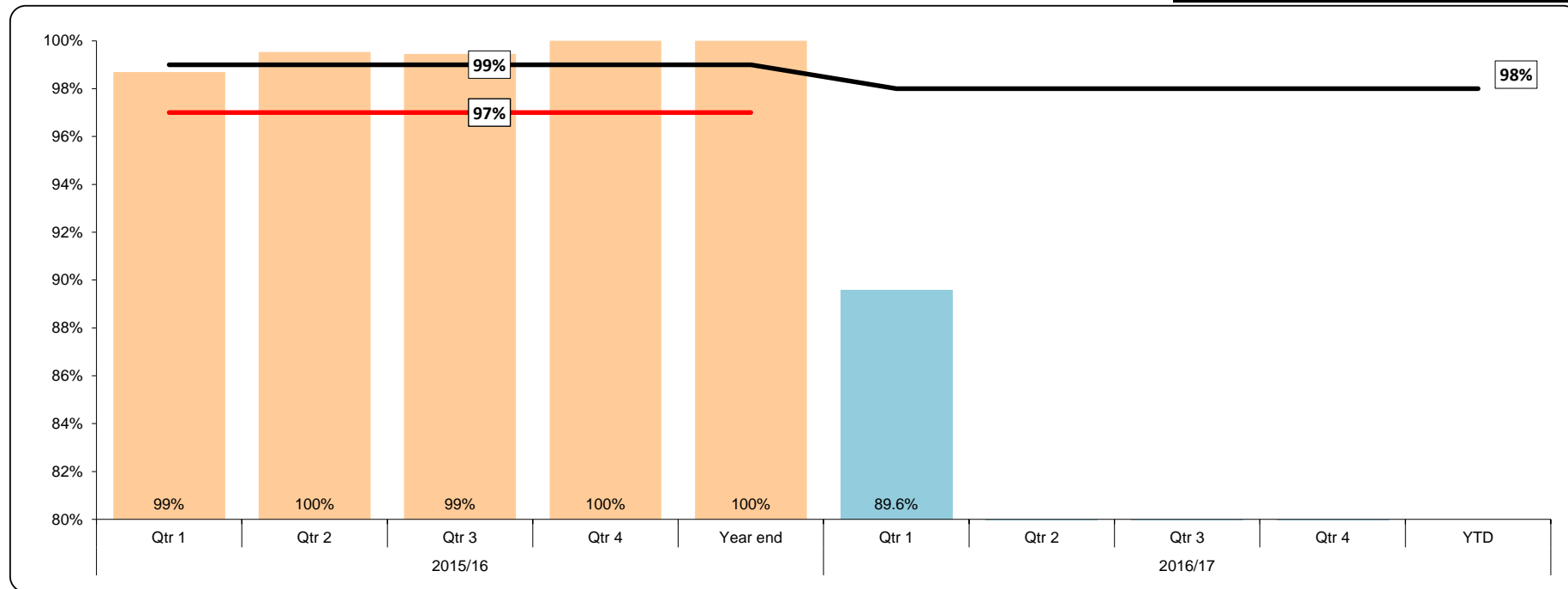
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

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

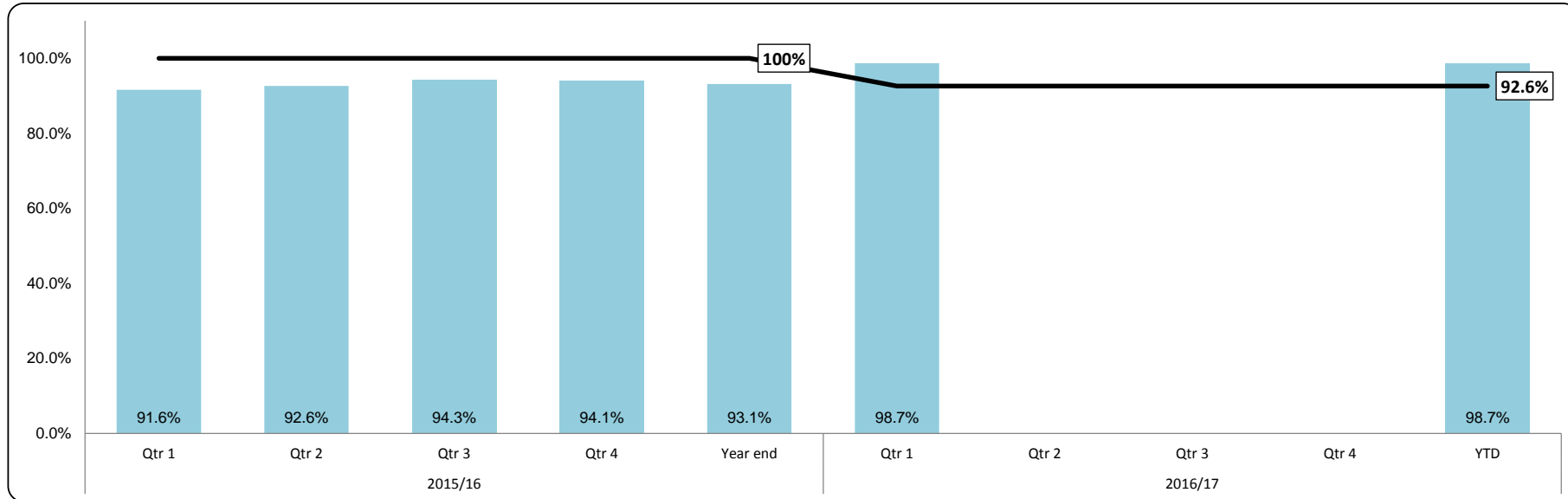
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

AMM08

We will resolve routine repairs within 30 days

RAG Status

Green



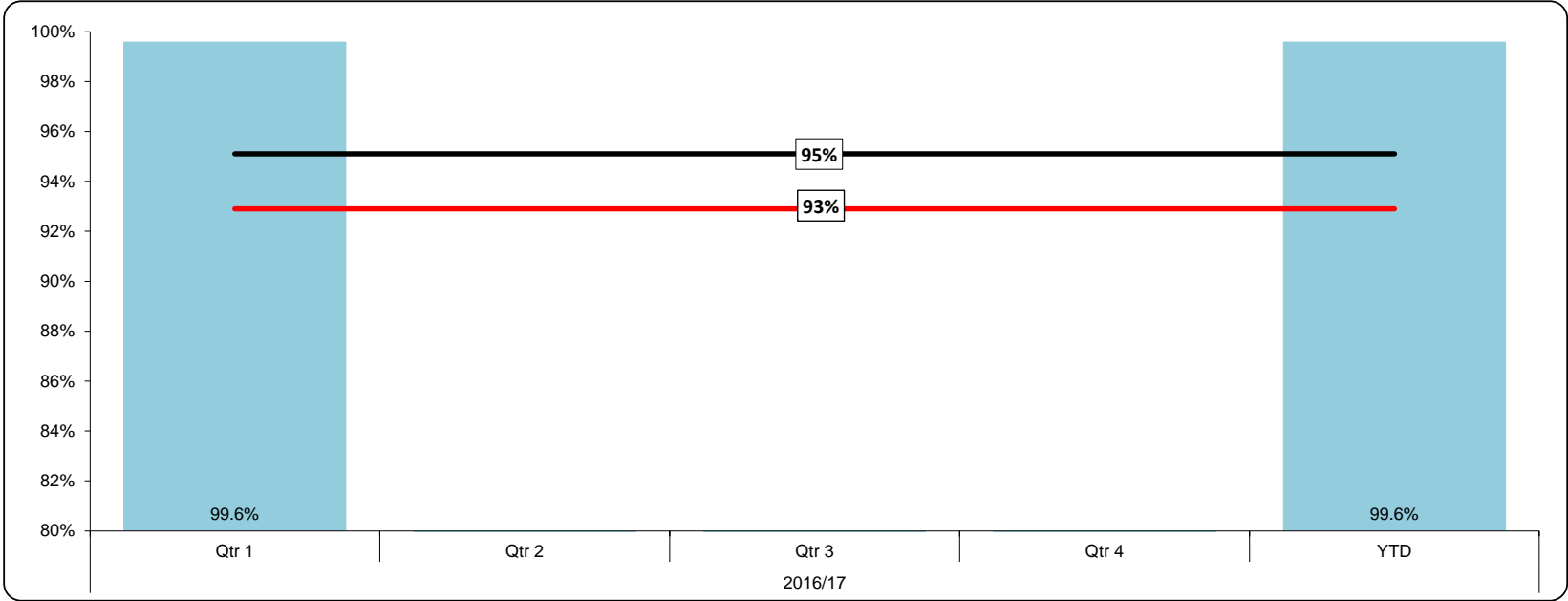
Bigger is better

	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

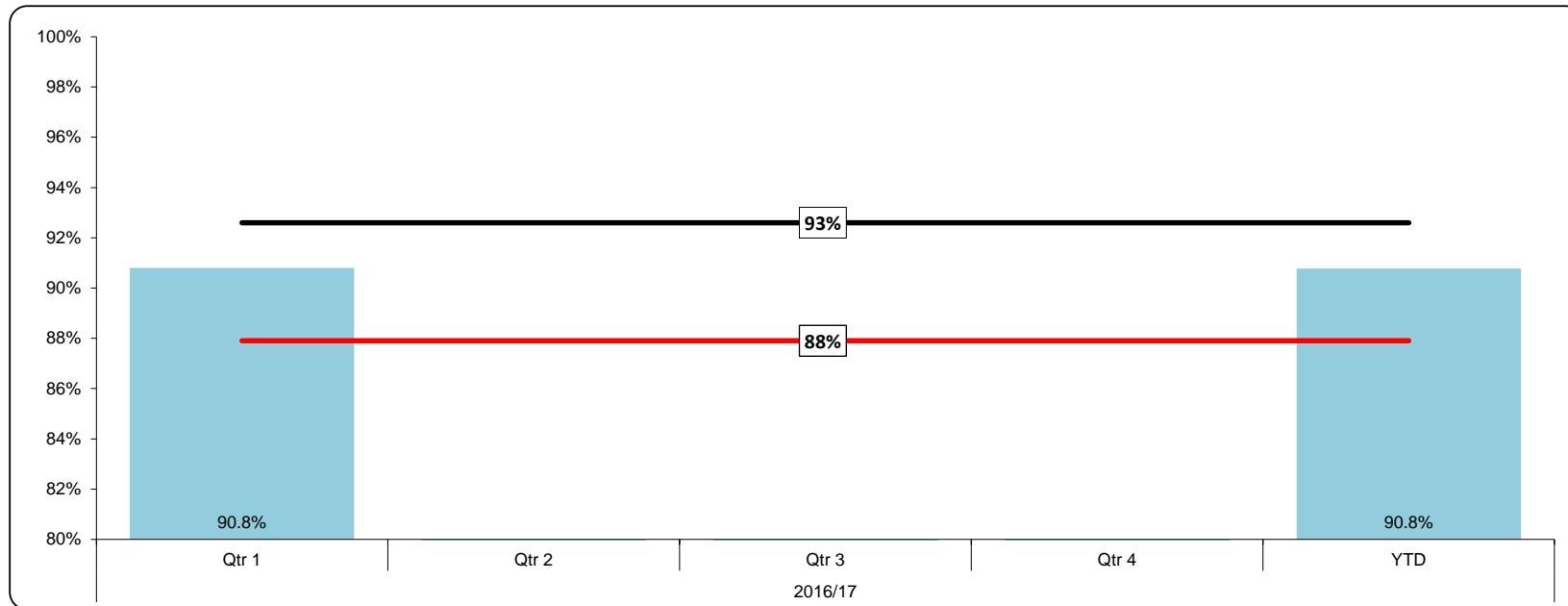
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	This is a new measure. There is no historical data available.					99.6%				99.6%
Target						95%	95%	95%	95%	95%
Standard						93%	93%	93%	93%	93%
KPI001 - Customer Satisfaction	Edgbaston	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

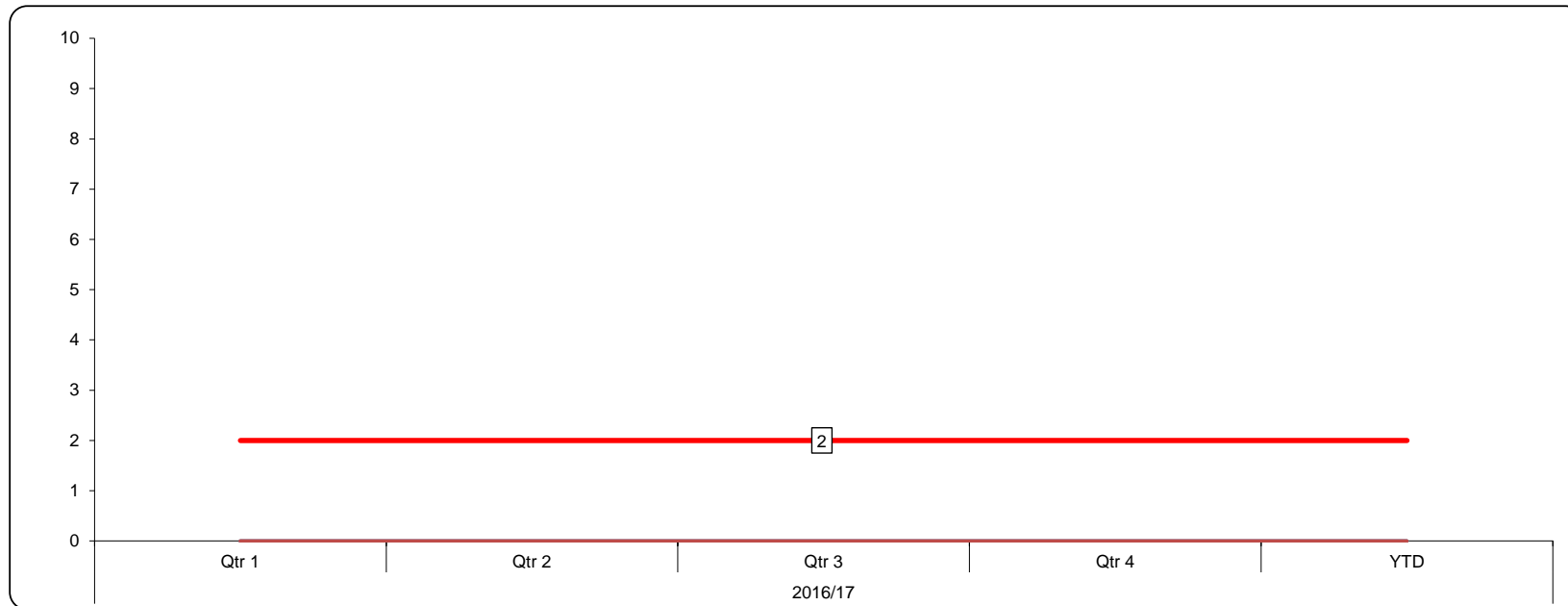
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI002 - Work orders completed within timescale	This is a new measure. There is no historical data available.					90.8%				90.8%
Target						93%	93%	93%	93%	93%
Standard						88%	88%	88%	88%	88%
KPI002 - Work orders 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

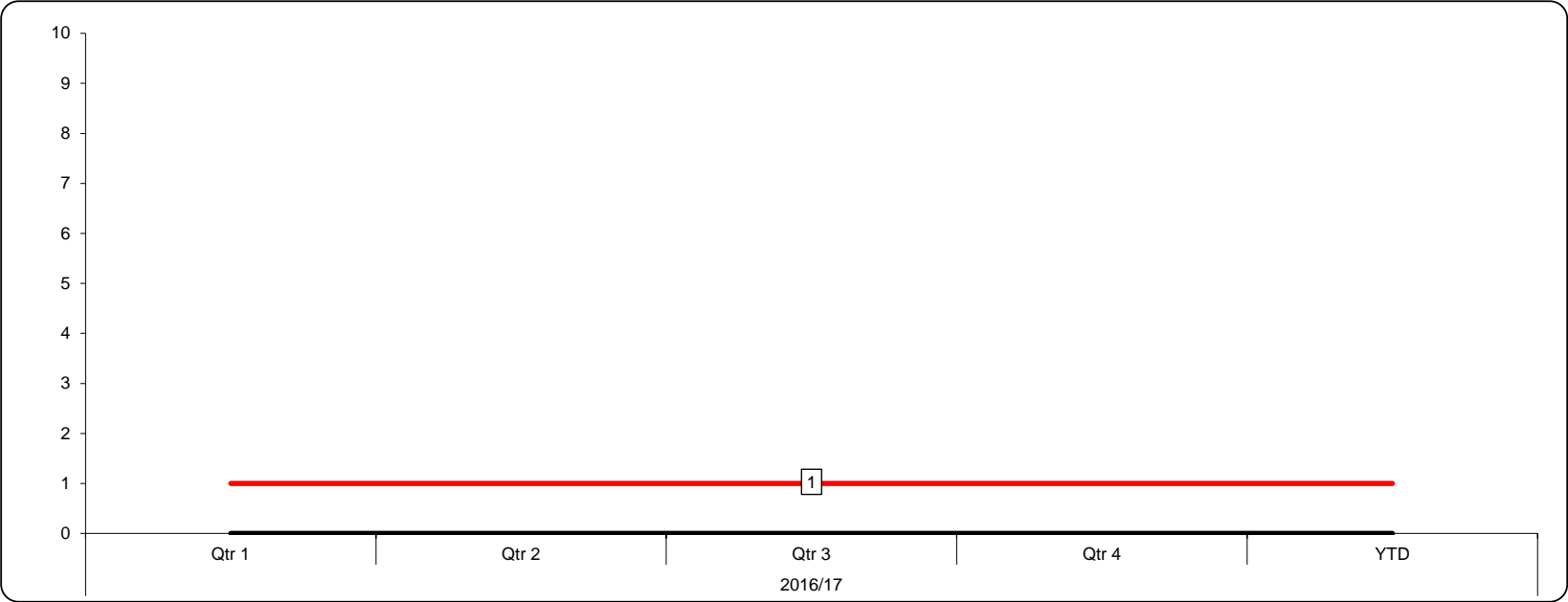
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0				0
Target						0	0	0	0	0
Standard						2	2	2	2	2
KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall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



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

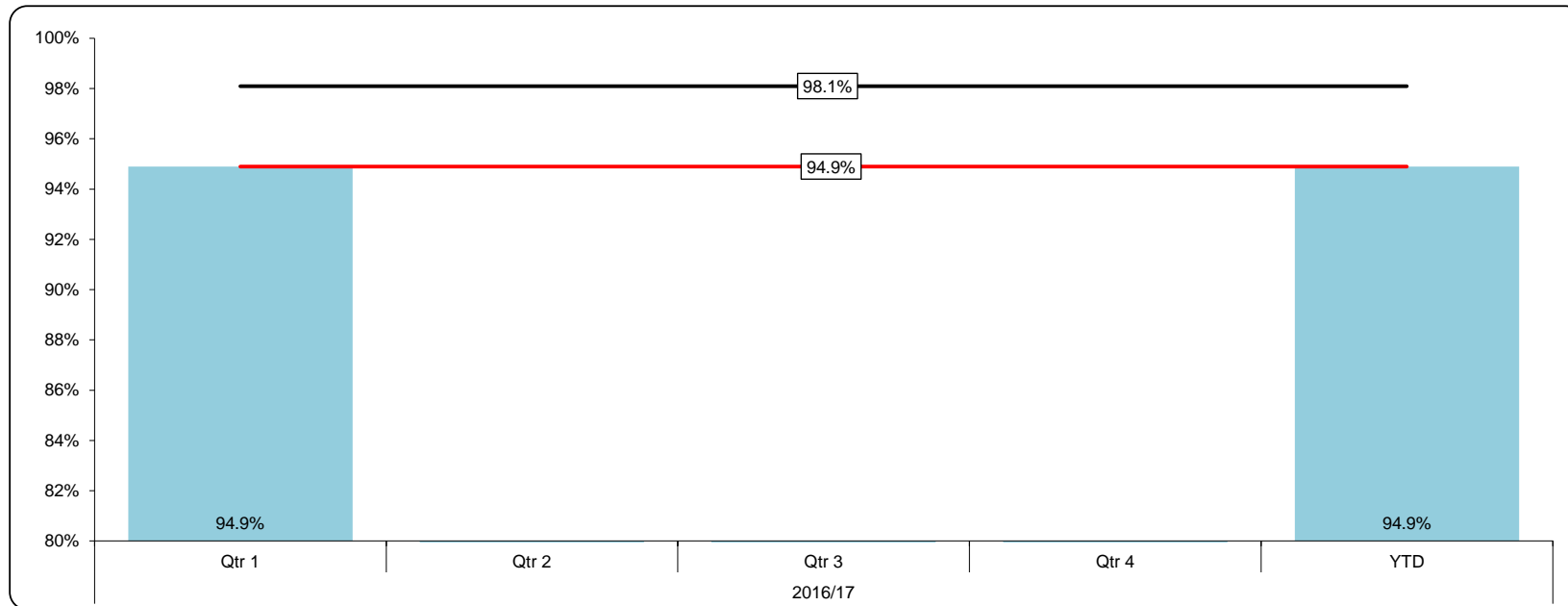
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

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%

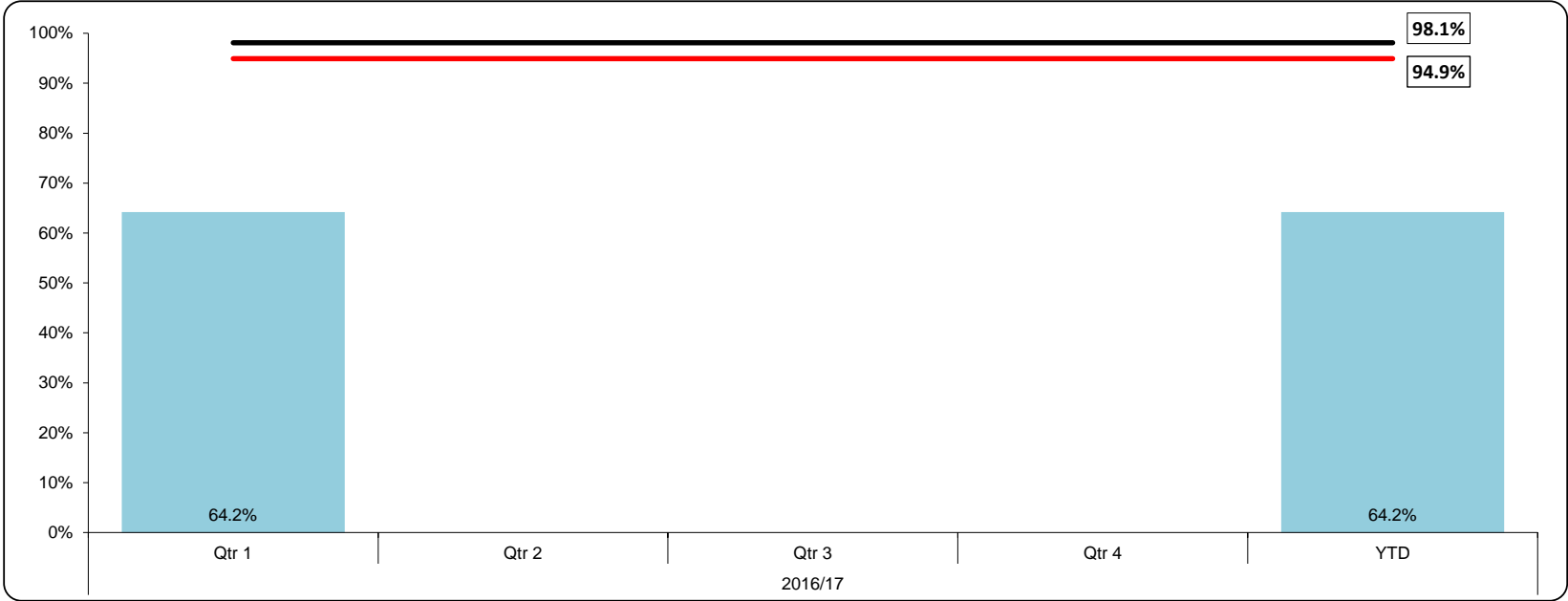
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	District breakdown unavailable									

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

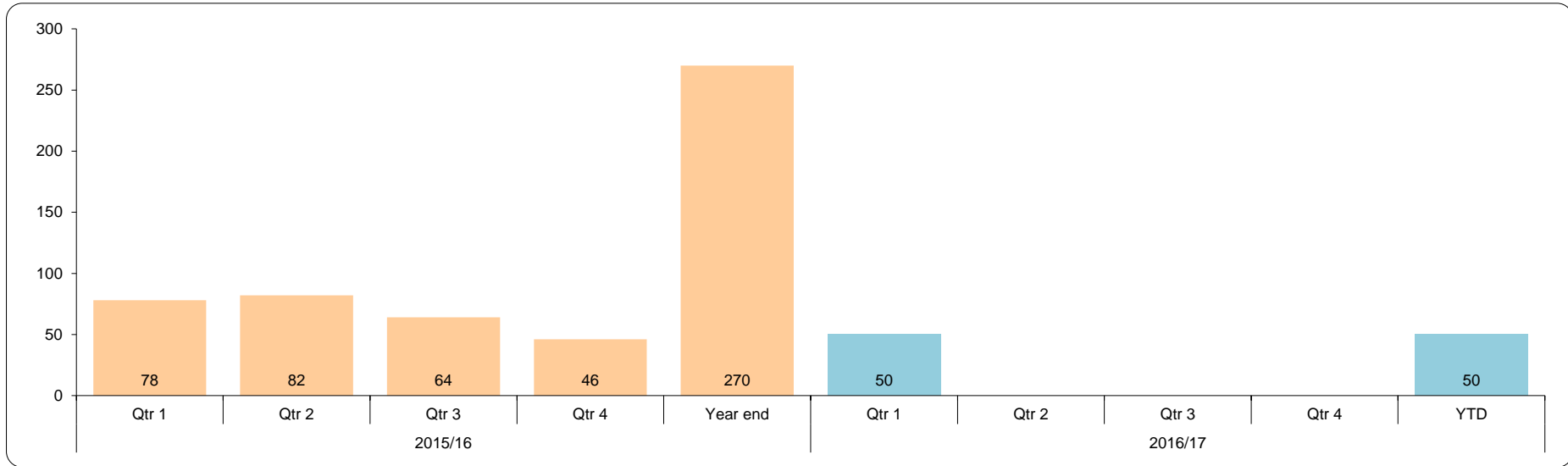
Capital Works data will not be available until Qtr 2.

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target

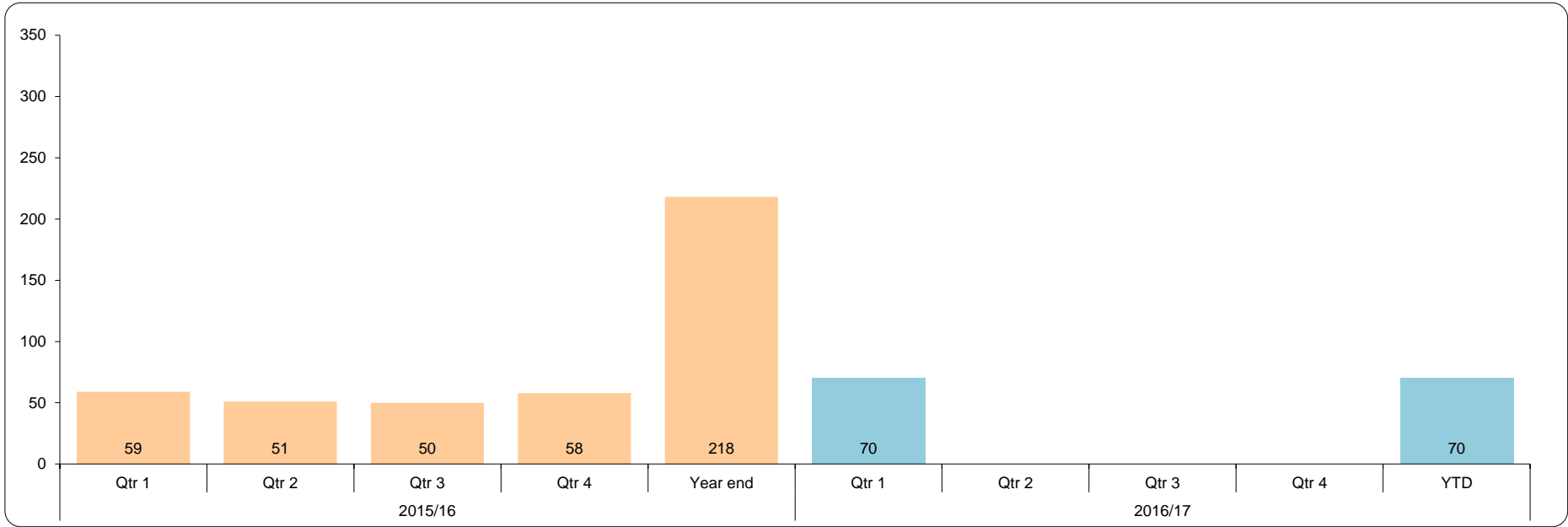


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50				50

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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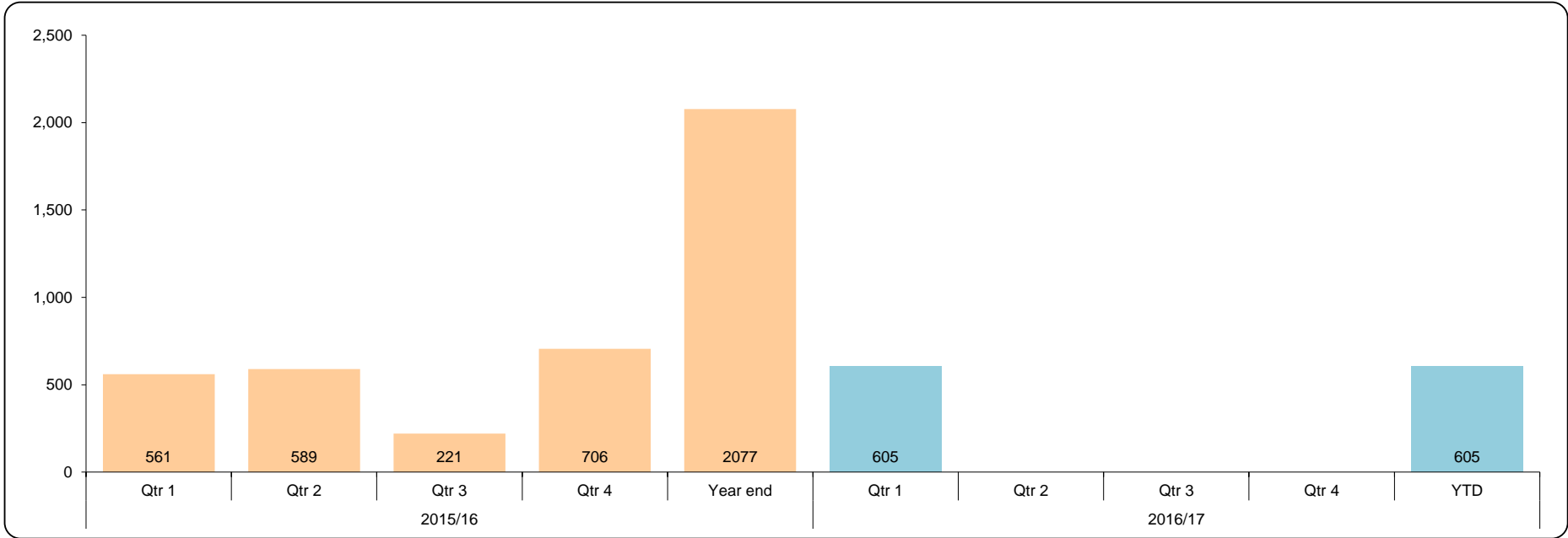


Licenced and unlicensed Houses in Multiple Occupation inspected	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	59	51	50	58	218	70				70

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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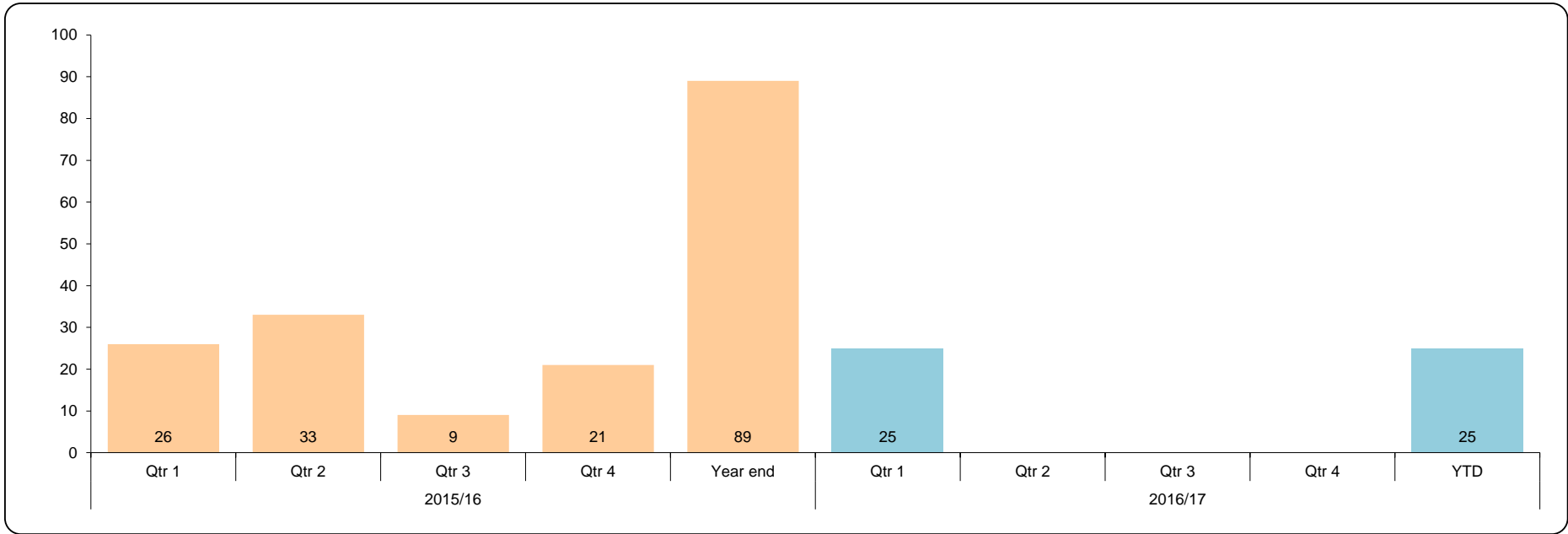


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605				605

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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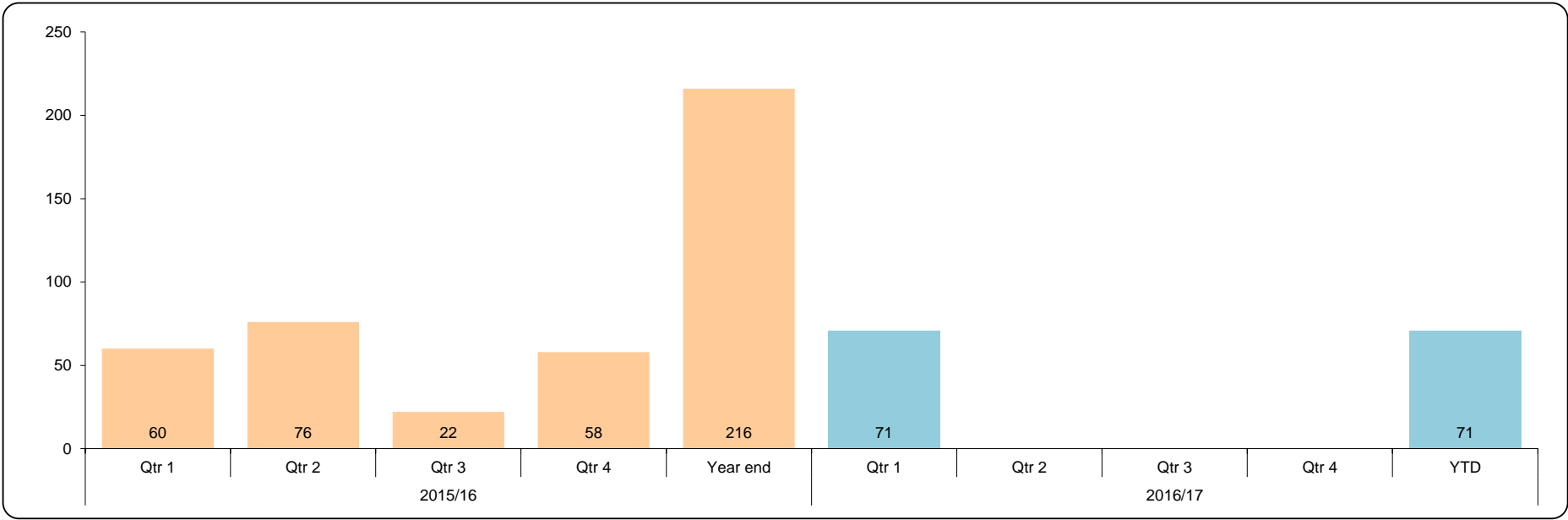


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	26	33	9	21	89	25				25

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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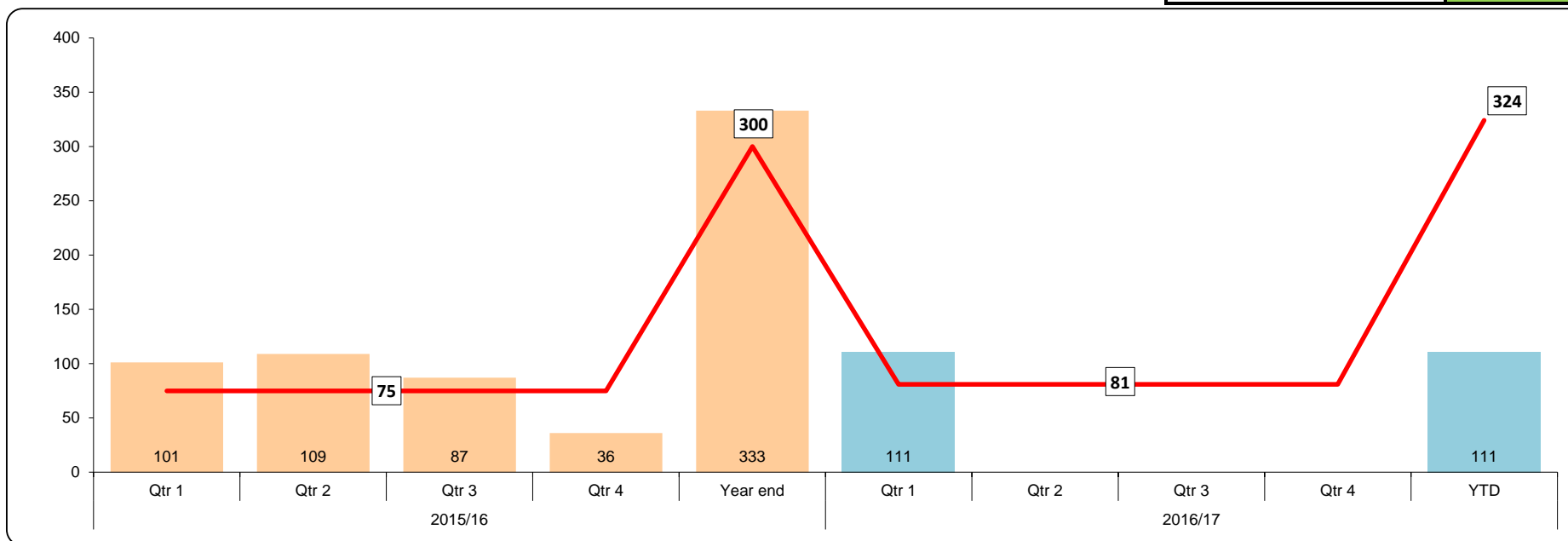
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through intervention	60	76	22	58	216	71				71

PRS05

Empty properties brought back into use

RAG Status

Green



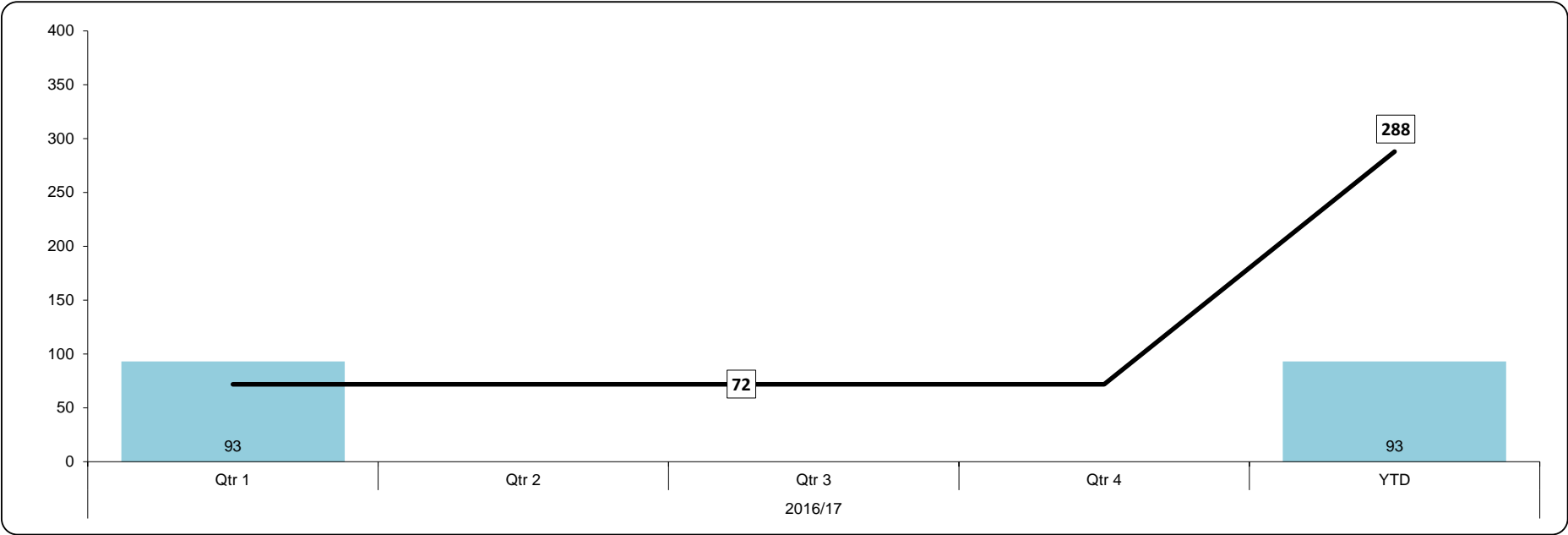
Bigger is better

	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.

