Birmingham City Council

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

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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	Green	CBP	36
Average days void turnaround - all voids	Green		37
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Amber		38

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks	Amber		39
Percentage of Careline calls answered within 60 seconds	Green		40

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled	No Target		41
Average time taken to answer calls (in seconds)	Green		42
Percentage of calls answered	Green		43

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Amber		44
Percentage of gas servicing completed against period profile	Red		45
We will resolve routine repairs within 30 days	Green	BP	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
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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

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%

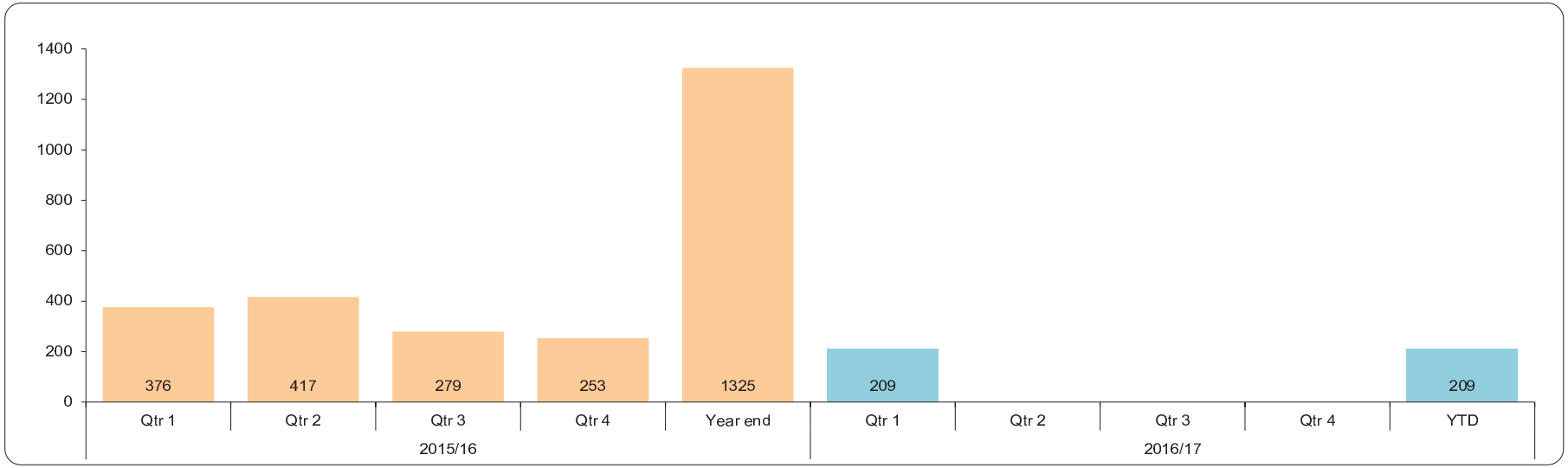
Commentary provided by: Gary Nicholls

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



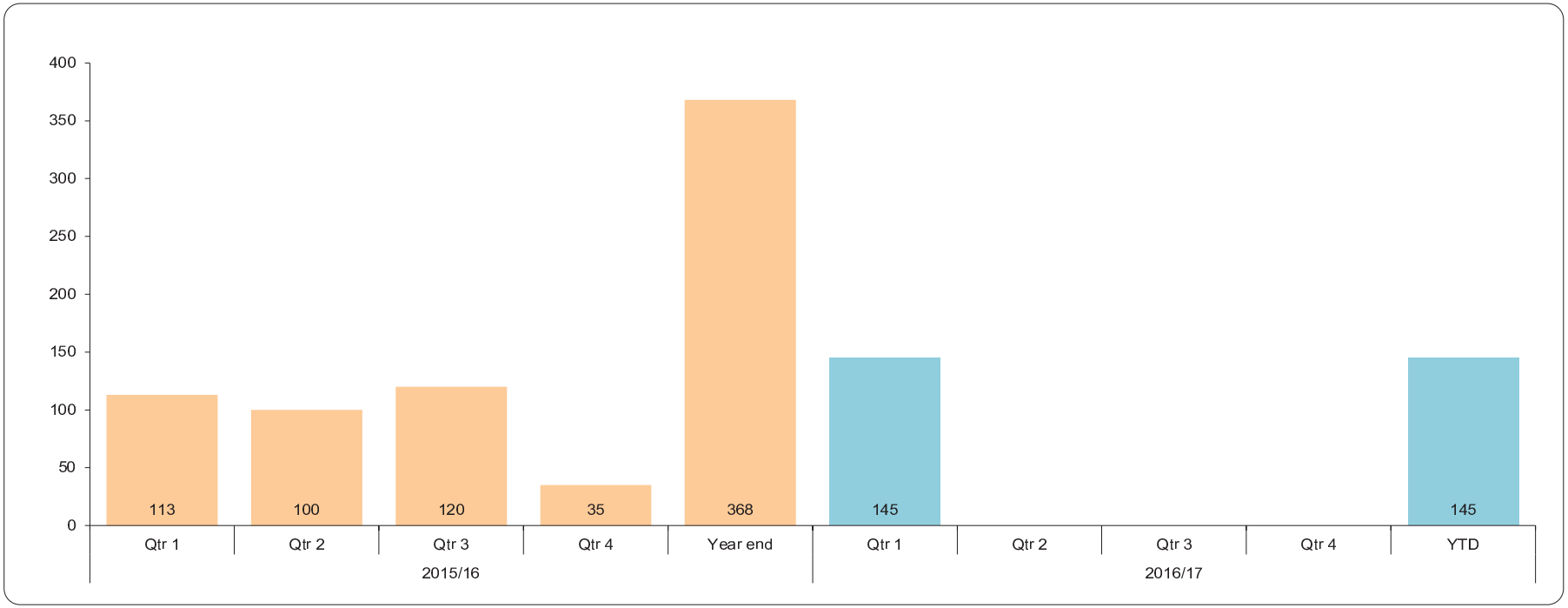
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	209				209

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



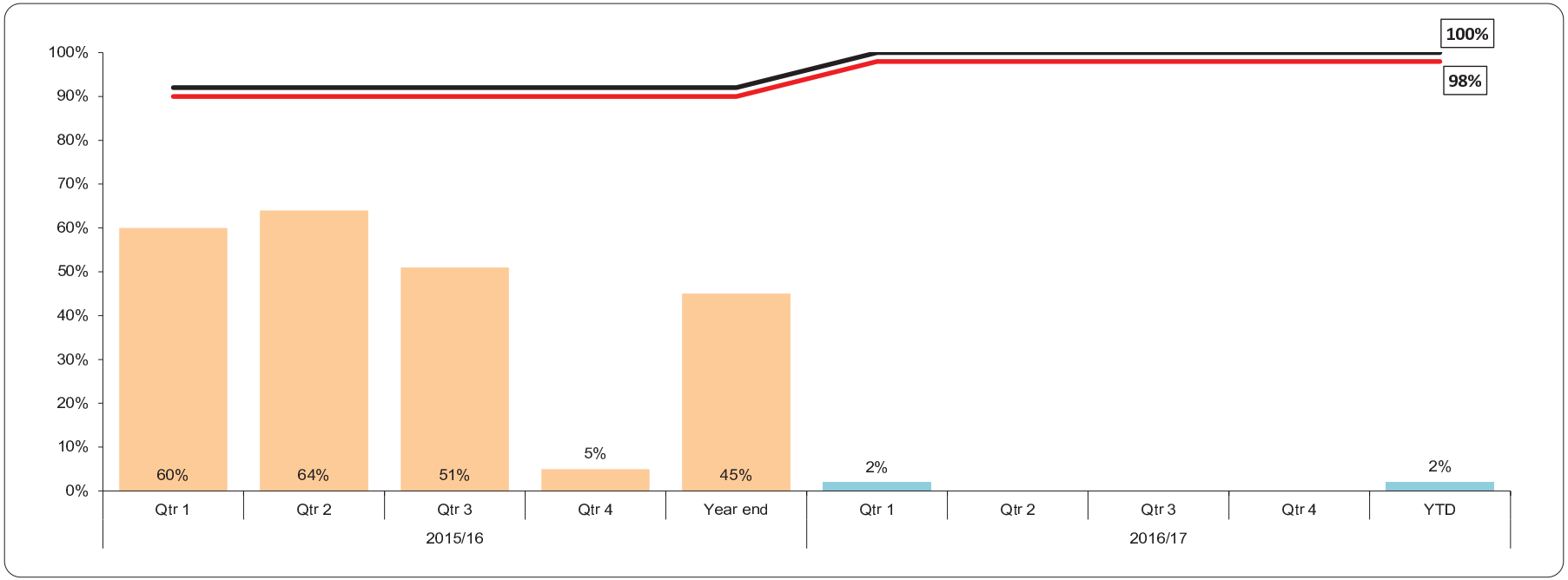
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	113	100	120	35	368	145				145

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



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%**

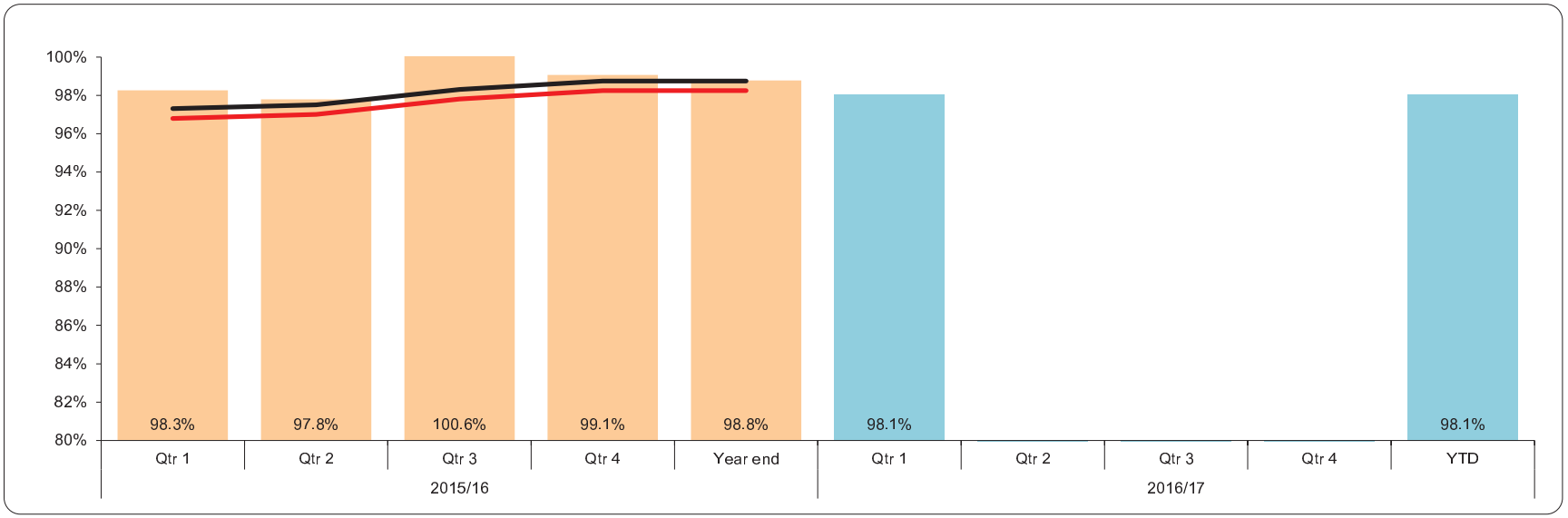
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	1%	0%	2%	3%	1%	2%	3%	0%	9%	2%

RB03

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%**					

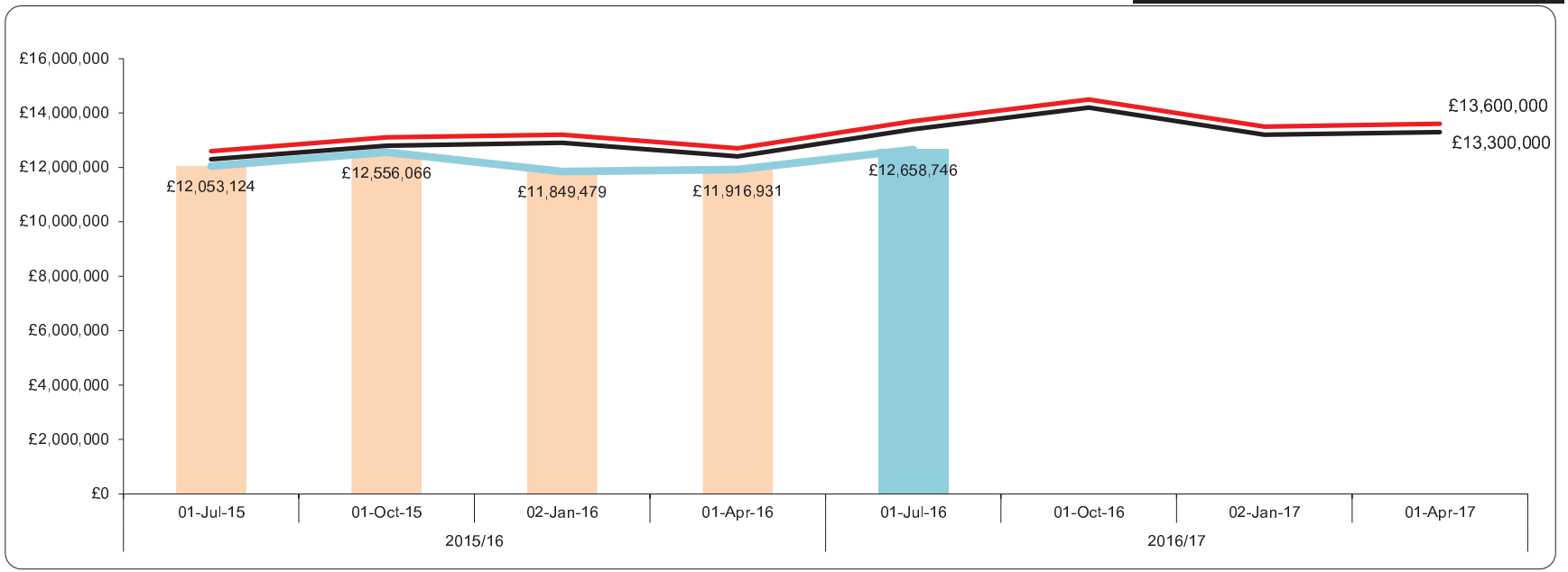
Monthly targets	Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%
	May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%
	Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%

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.

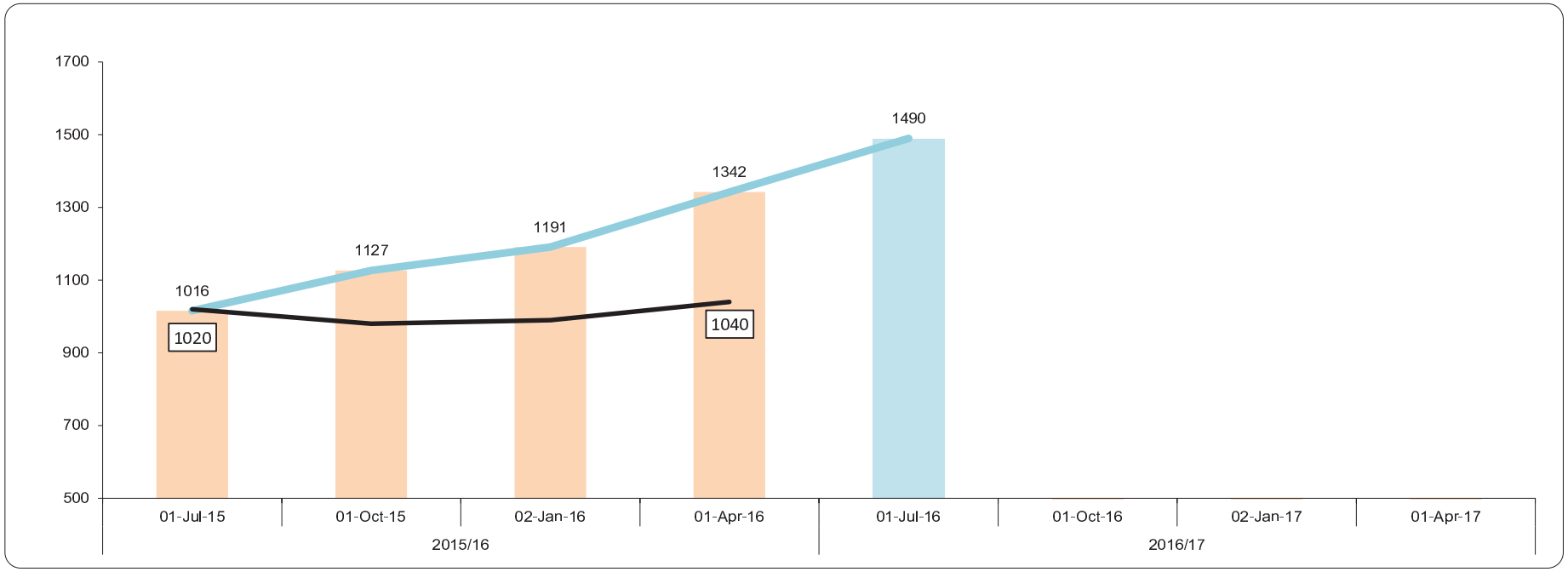
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 April 2017	£ 1,526,545.0	£ 1,415,468.0	£ 369,651.0	£ 1,663,578.0	£ 2,294,237.0	£ 1,971,602.0	£ 425,261.0	£ 1,107,284.0	£ 296,247.0	£ 1,447,736.0

R02

Housing Options (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status	TBC



Smaller is better

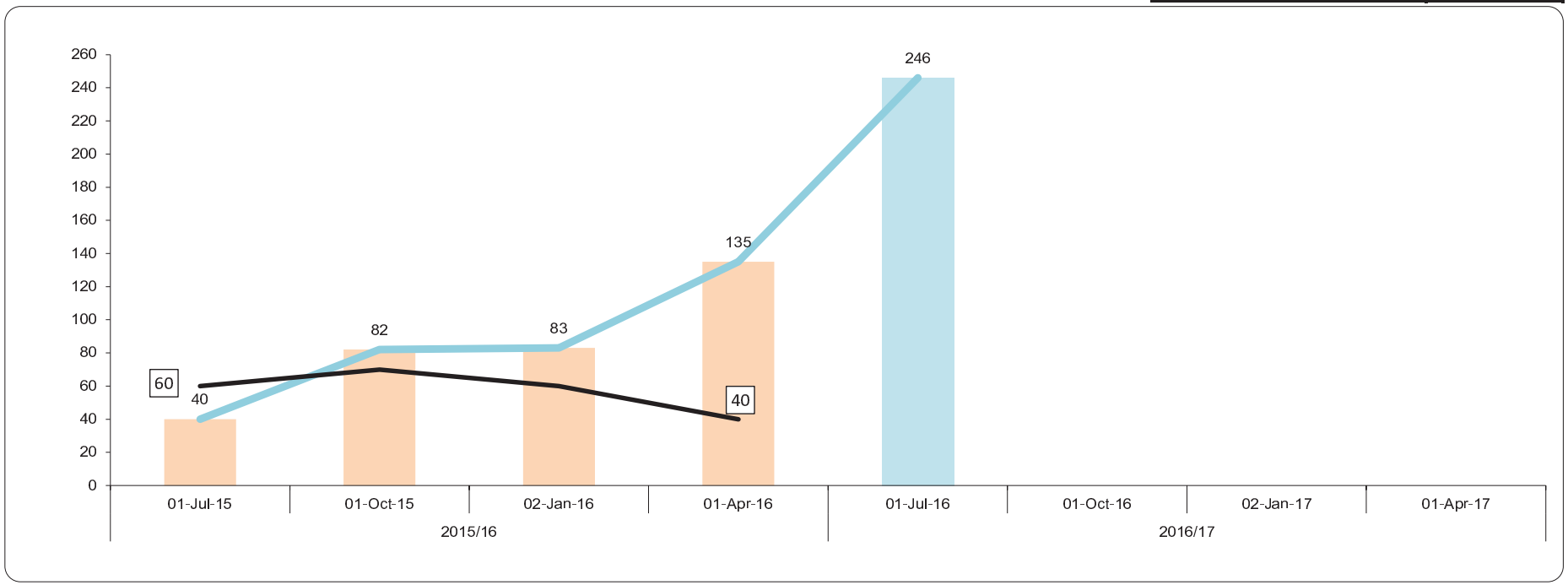
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in Temporary Accommodation - Snapshot figure	1016	1127	1191	1342	1490			
Target	**1020**	**980**	**990**	**1040**				

Targets for this year have not yet been confirmed

SP01

Number of households in B&B - Snapshot figure

RAG Status	TBC



Smaller is better

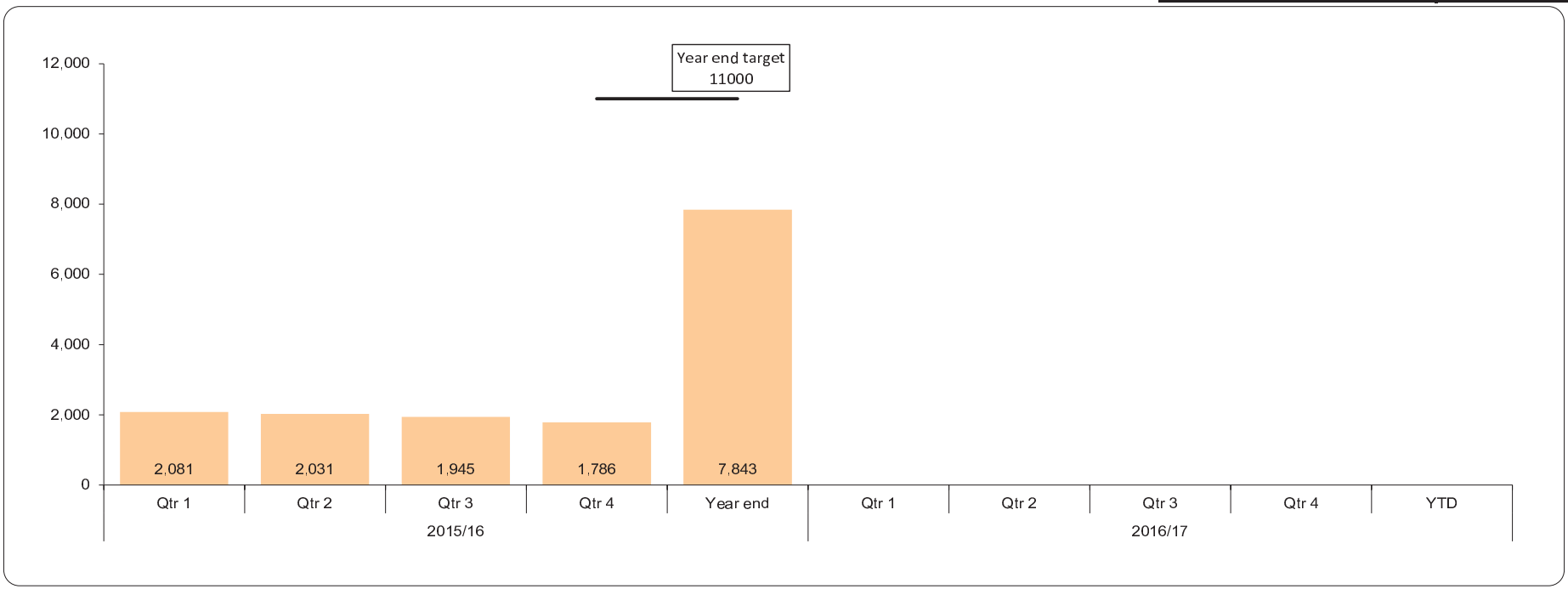
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in B&B - Snapshot figure	40	82	83	135	246			
Target	**60**	**70**	**60**	**40**				

Targets for this year have not yet been confirmed

SP02

Number of homeless preventions

RAG Status	end of year target



Bigger is better

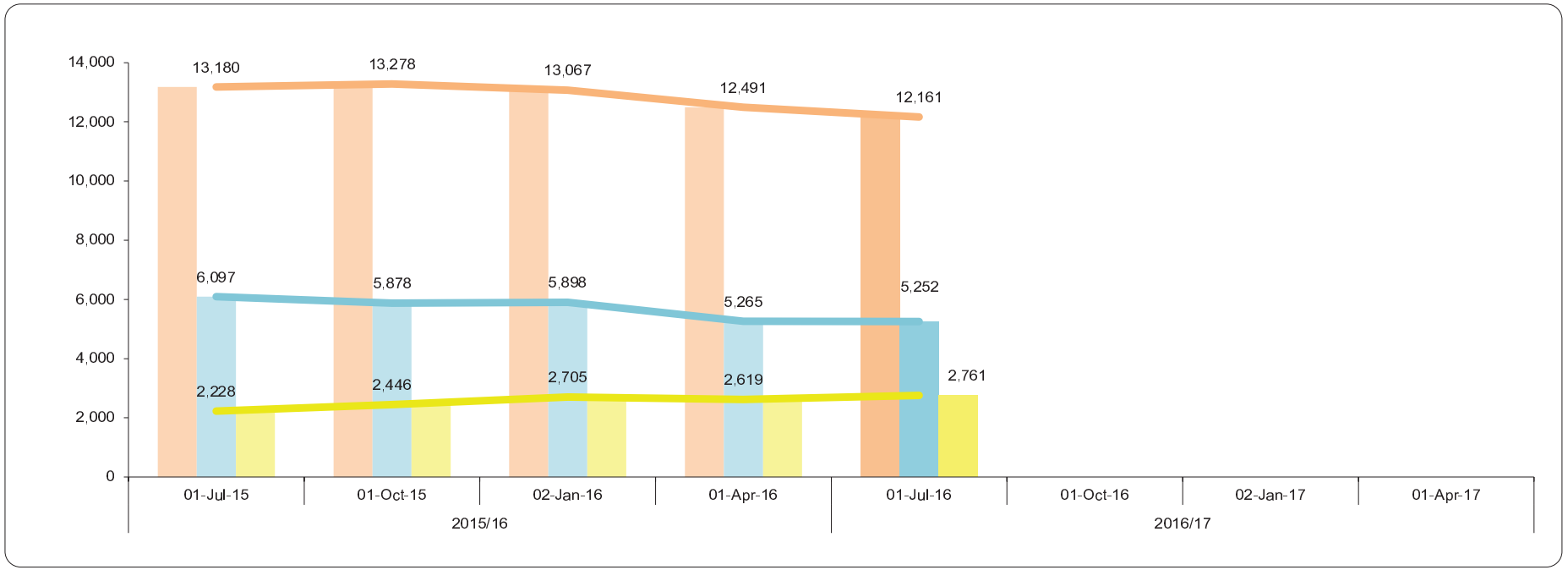
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of homeless preventions	2,081	2,031	1,945	1,786	7,843					
Year end target					**11,000**					

Data for this measure has not yet been received

SP03

Number of households on housing waiting list - Snapshot figure

RAG Status	No Target



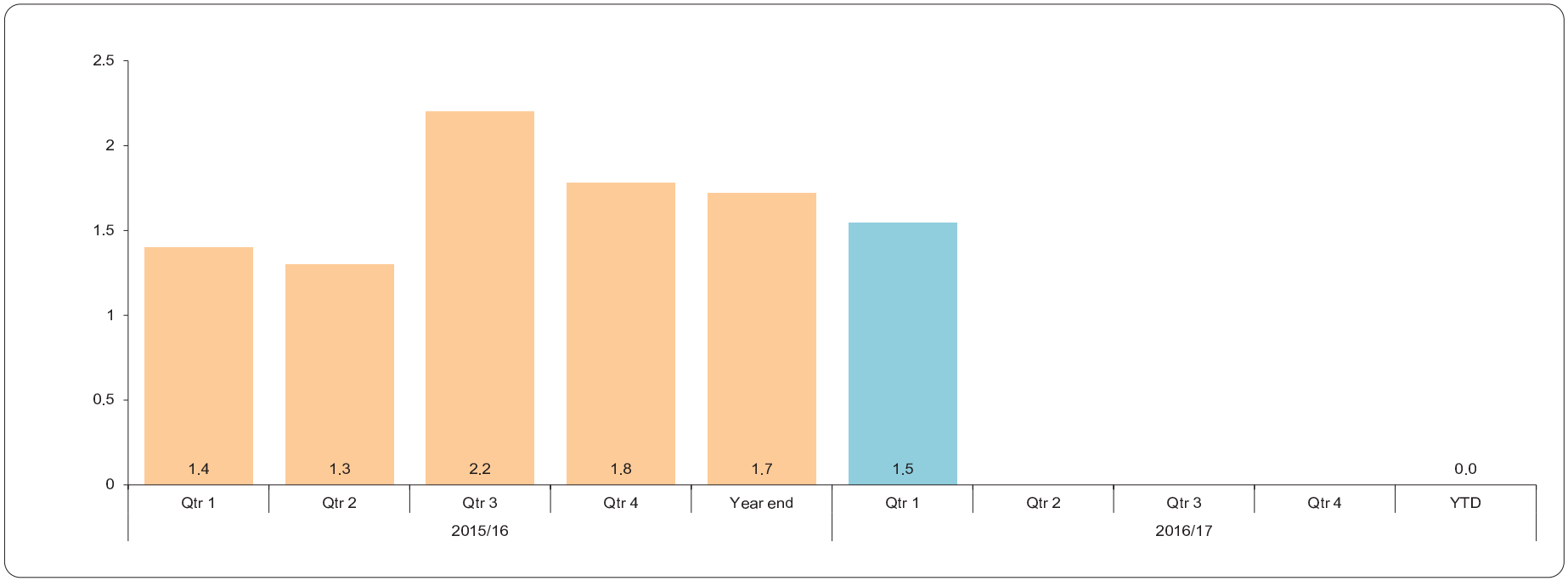
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	2015/16				2016/17			
Housing need category	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
General needs	13,180	13,278	13,067	12,491	12,161			
Transfer	6,097	5,878	5,898	5,265	5,252			
Homeless	2,228	2,446	2,705	2,619	2,761			

SP05

Average number of weeks families in B&B

RAG Status	No Target



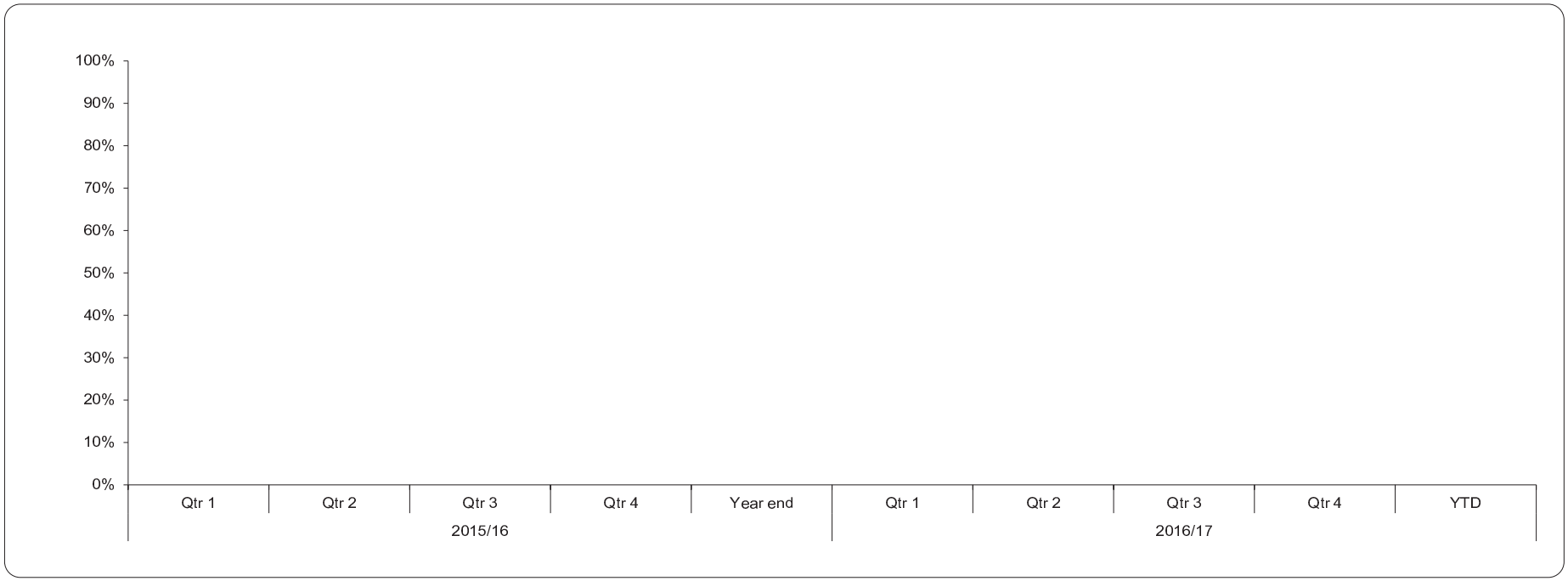
Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average number of weeks families in B&B	1.4	1.3	2.2	1.8	1.7	1.5				0.0

SP08

Percentage of Health and Housing Assessments completed within 6 weeks

RAG Status	TBC



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Health and Housing Assessments completed within 6 weeks	-	-	-	-	-	-	-	-	-	-
Target	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**

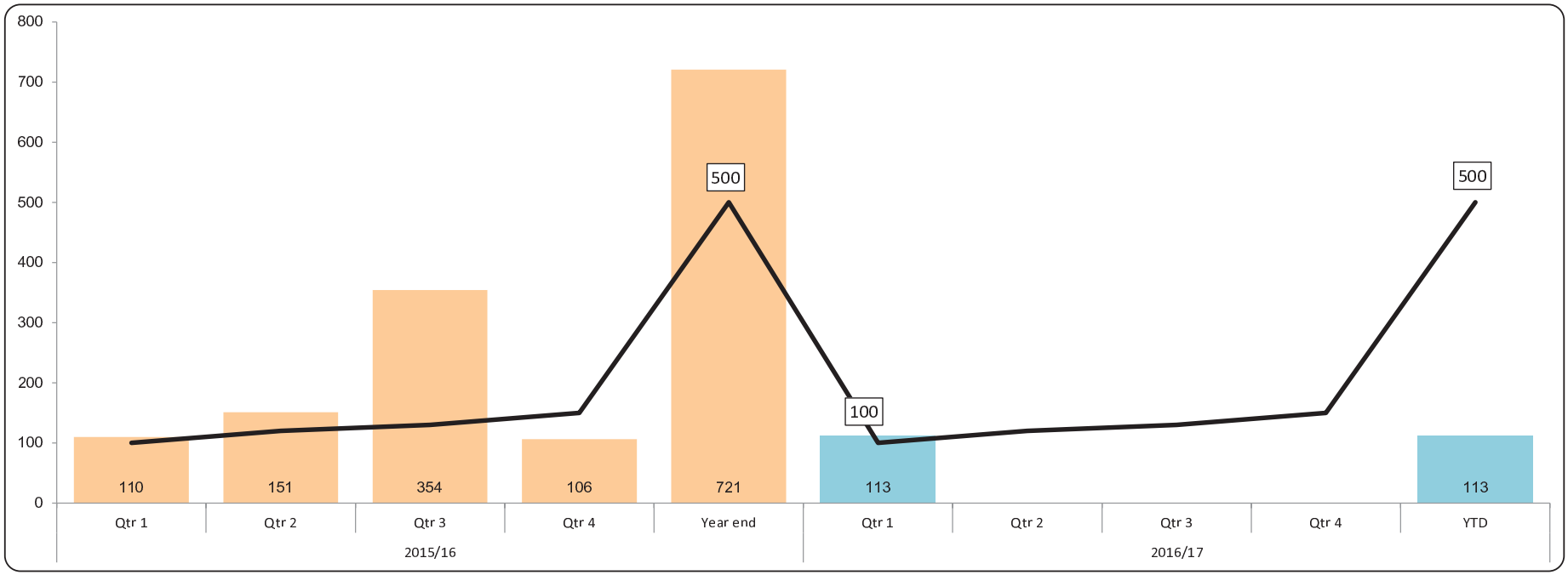
Data is currently unavailable for this measure

SP11

Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status	Green



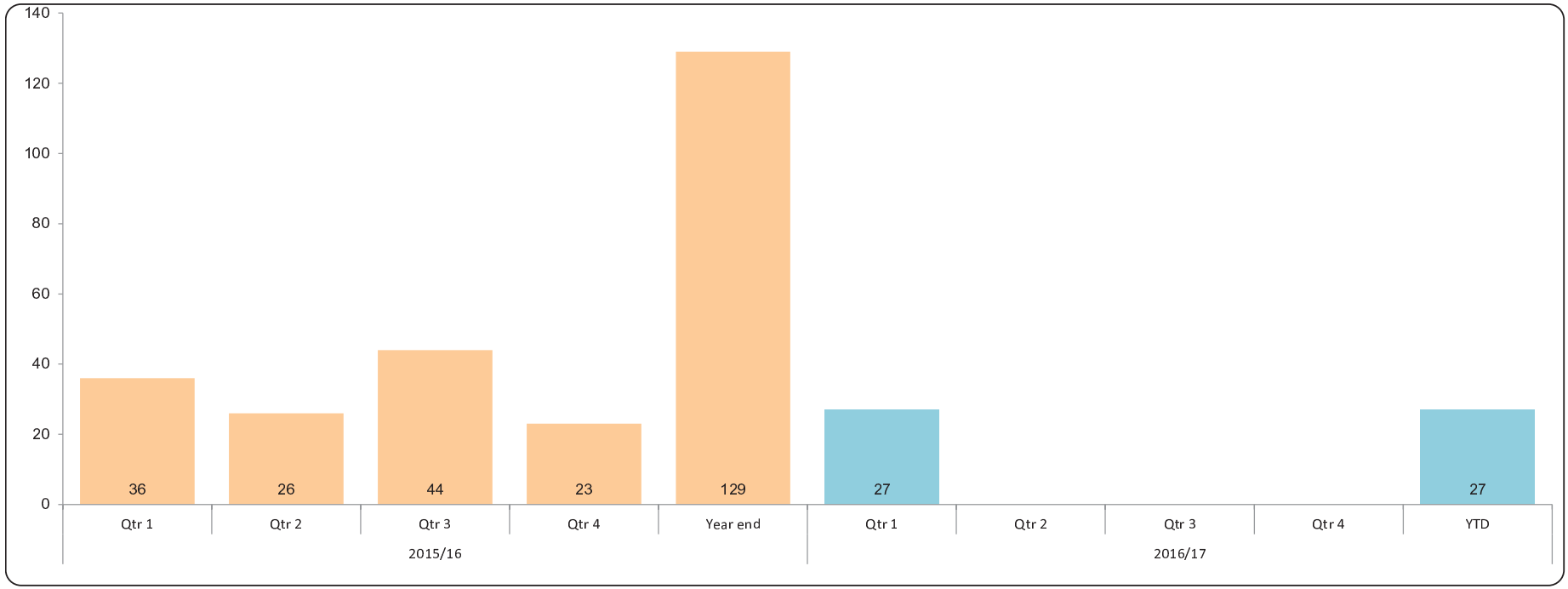
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of households helped by Independent Living	110	151	354	106	721	113				113
Target	**100**	**120**	**130**	**150**	**500**	**100**	**120**	**130**	**150**	**500**

IL01

Number of Wise Move completions

RAG Status	No Target



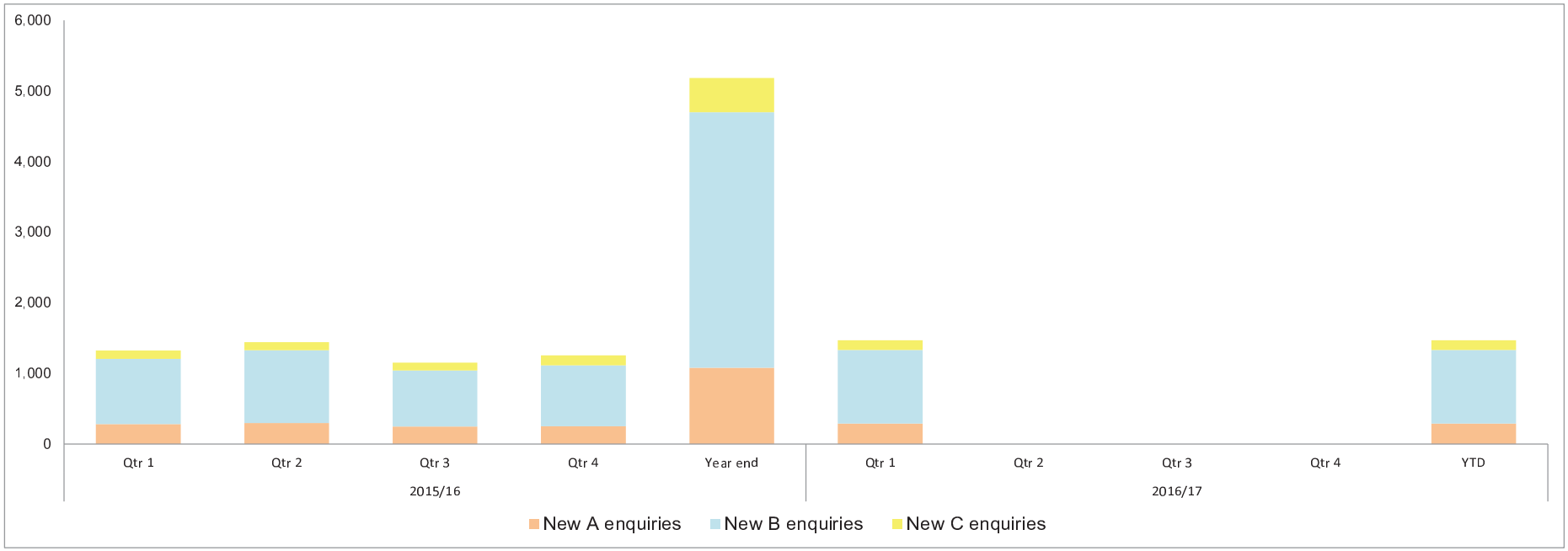
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Wise Move completions	36	26	44	23	129	27				27

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

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ASB01

The number of ASB cases received in period recorded on Customer Records Management (CRM) system

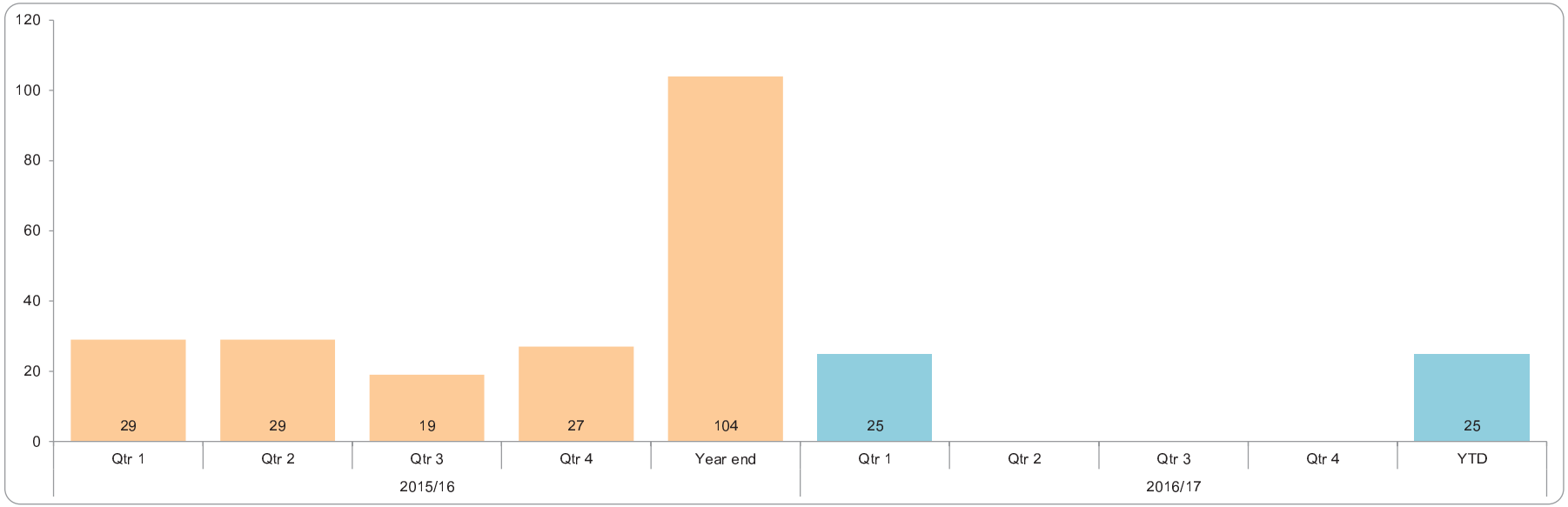
Category A – Very Serious
This category includes: Criminal behaviour, hate incidents and harassment (verbal abuse, threats of violence, assault or damage to property based on race, sexual orientation, gender, age, disability, religion etc.), physical violence, harassment, intimidation

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



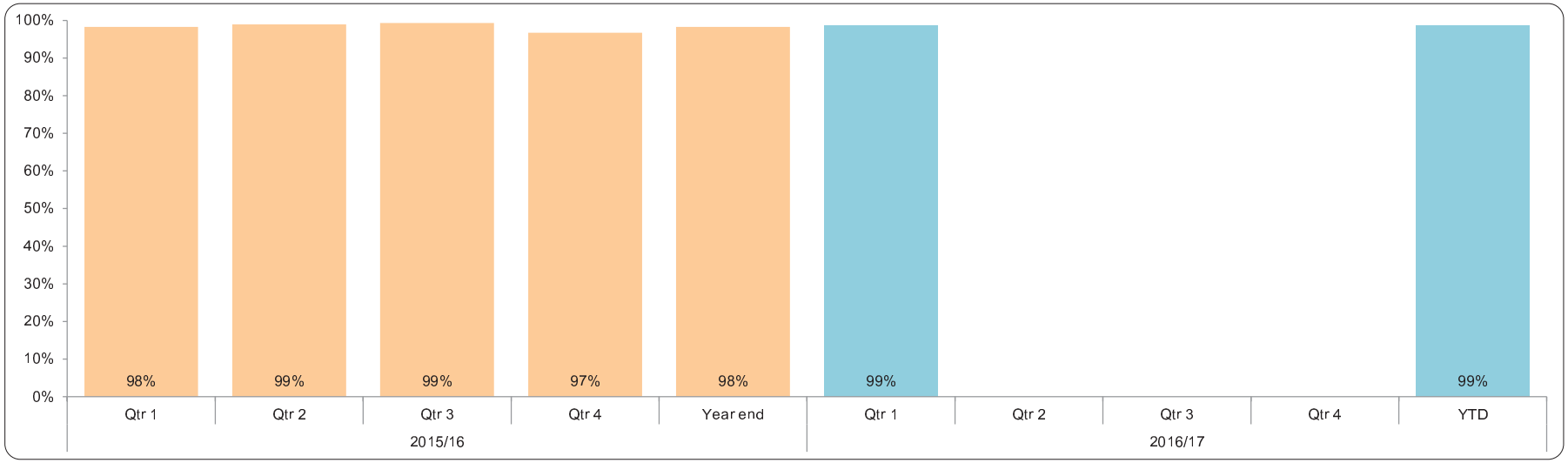
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25				25

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



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%

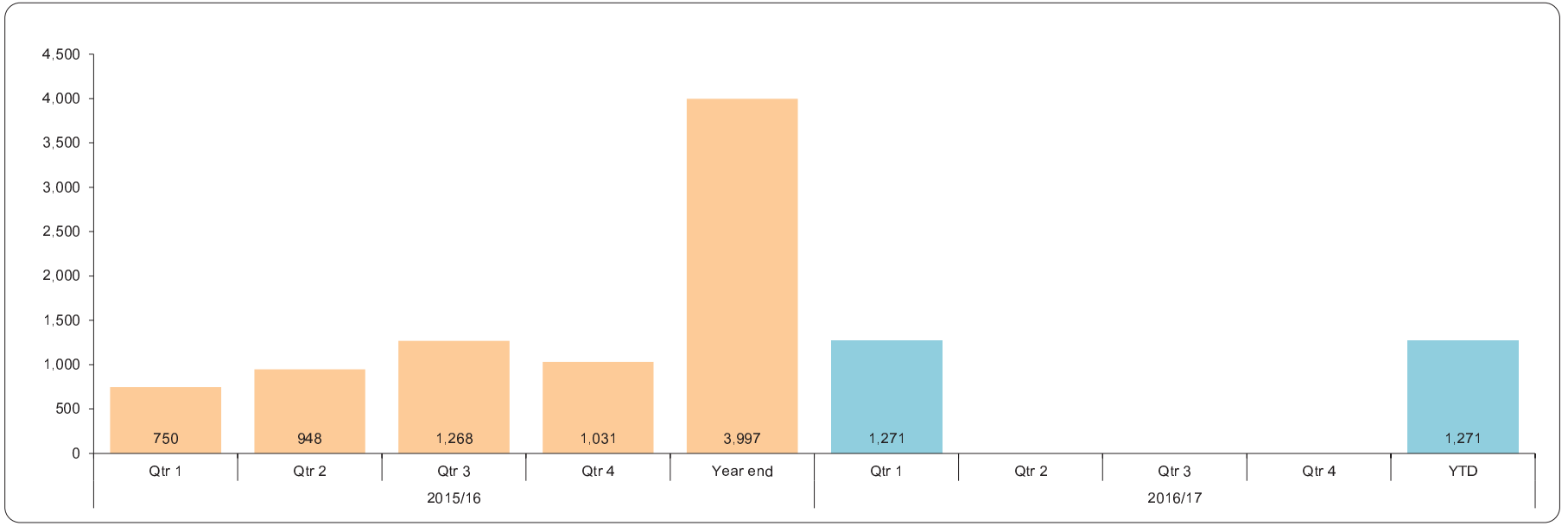
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	286	98%	**100%**	**95%**	**Amber**
Percentage of B cases responded to on time	1027	99%	**95%**		**Green**
Percentage of C cases responded to on time	137	100%	**95%**		**Green**

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%

ASB20

Total ASB cases closed

RAG Status	No Target



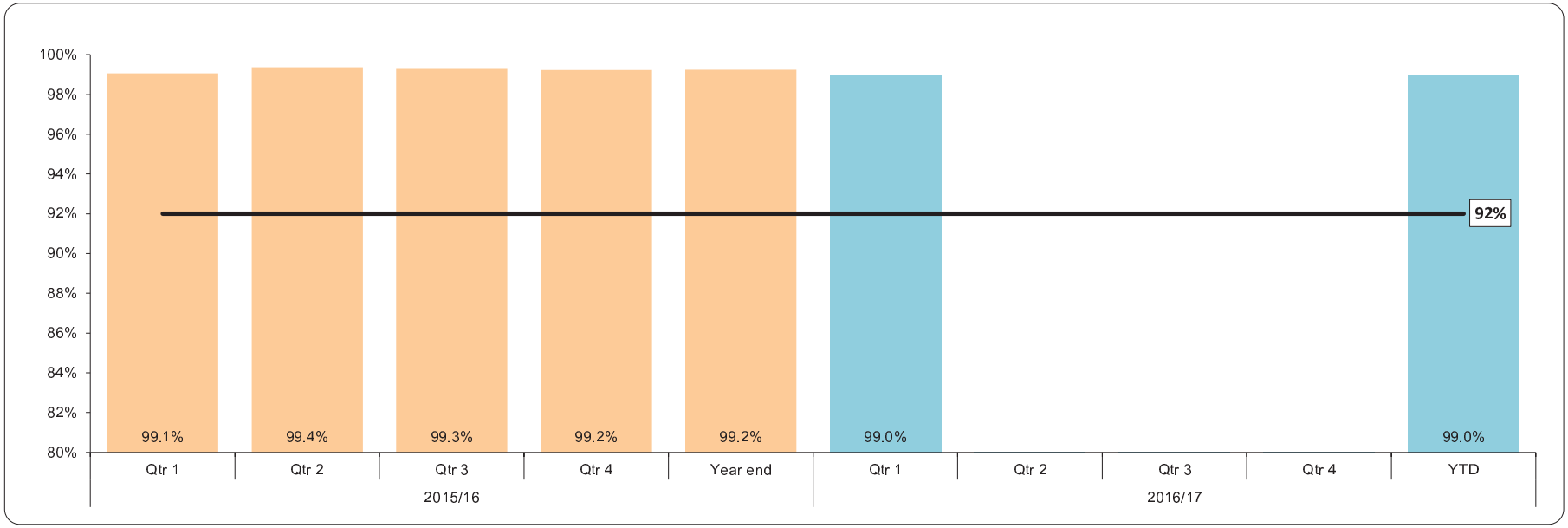
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	750	948	1,268	1,031	3,997	1,271				1,271

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



Bigger is better

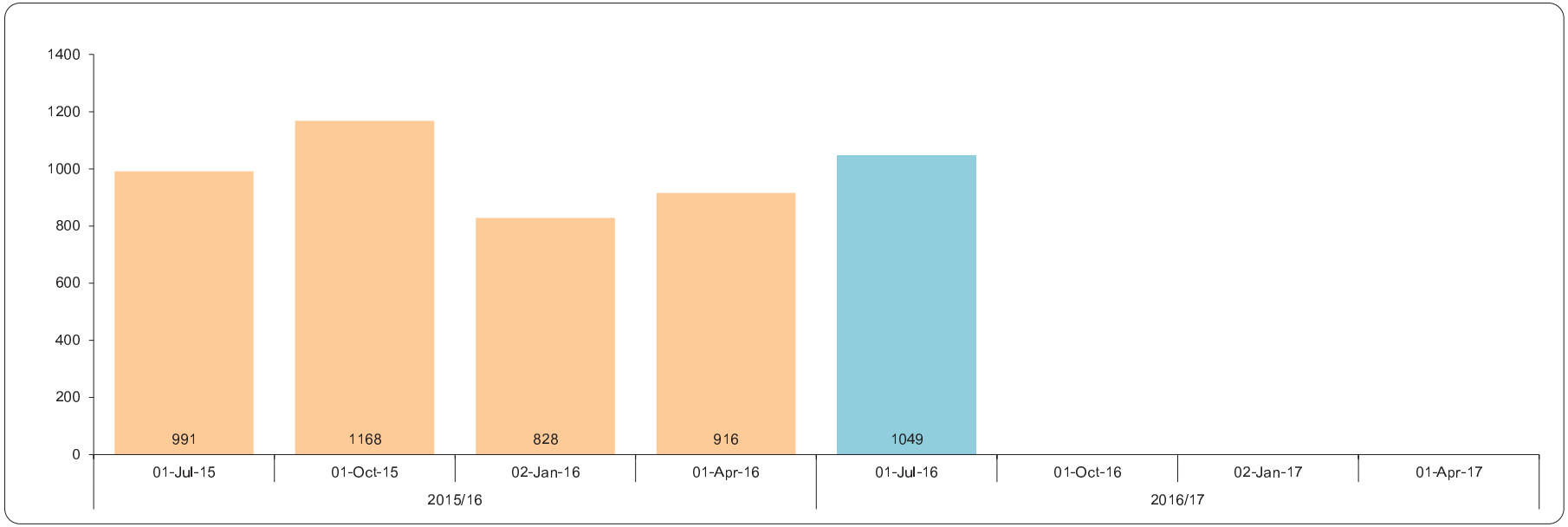
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.1%	99.4%	99.3%	99.2%	99.2%	99.0%				99.0%
Target	**92%**	**92%**	**92%**	**92%**	**92%**	**92%**	**92%**	**92%**	**92%**	**92%**

Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	98.8%	100%	98.1%	97.3%	100%	99.0%	100%	99.3%	100%	97.0%

ASB07

Number of live ASB cases - Snapshot figure

RAG Status	No Target



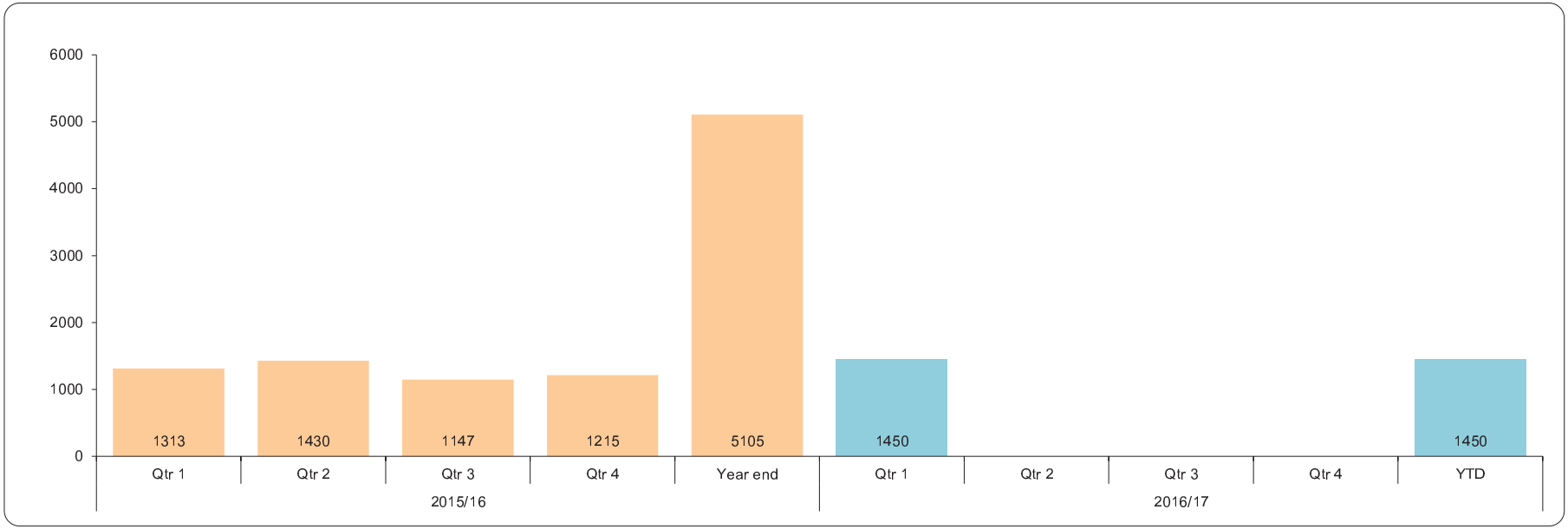
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of live ASB cases - Snapshot figure	991	1168	828	916	1049			

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

ASB22

Total cases responded to on time

RAG Status	No Target



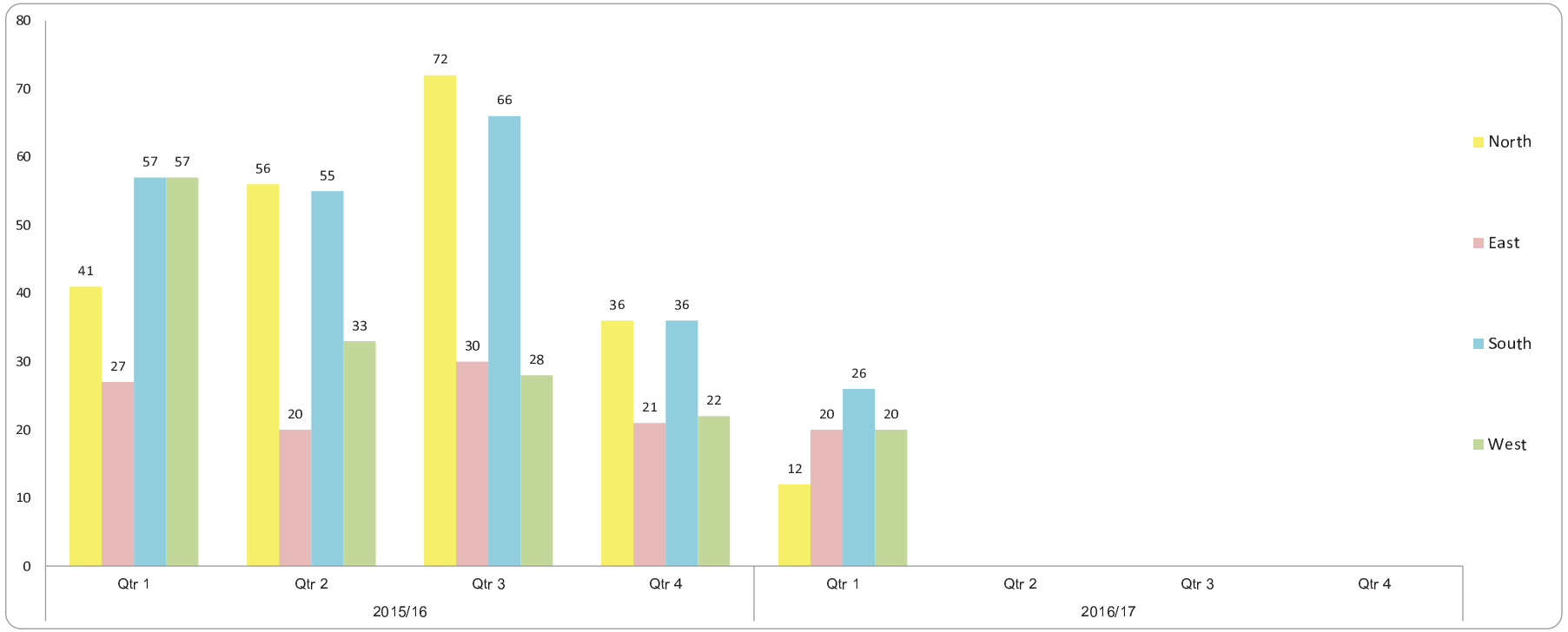
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time	1313	1430	1147	1215	5105	1450				1450

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

ASB16

Number of live Think Family cases

RAG Status	No Target



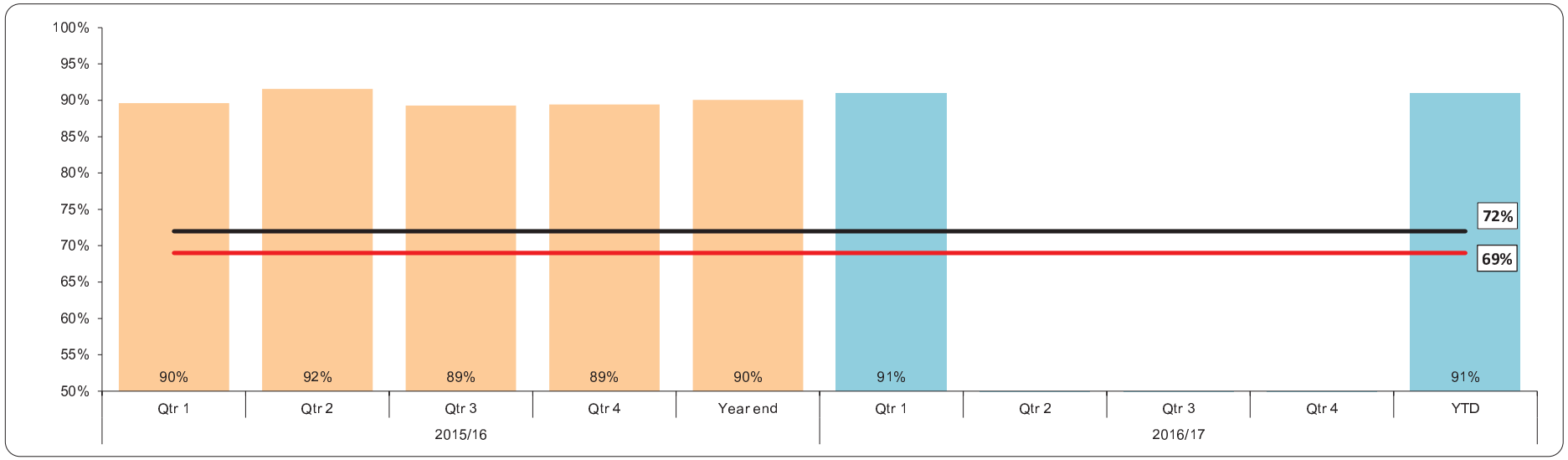
Quadrant	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	41	56	72	36	12			
East	27	20	30	21	20			
South	57	55	66	36	26			
West	57	33	28	22	20			

ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status	Green



Bigger is better

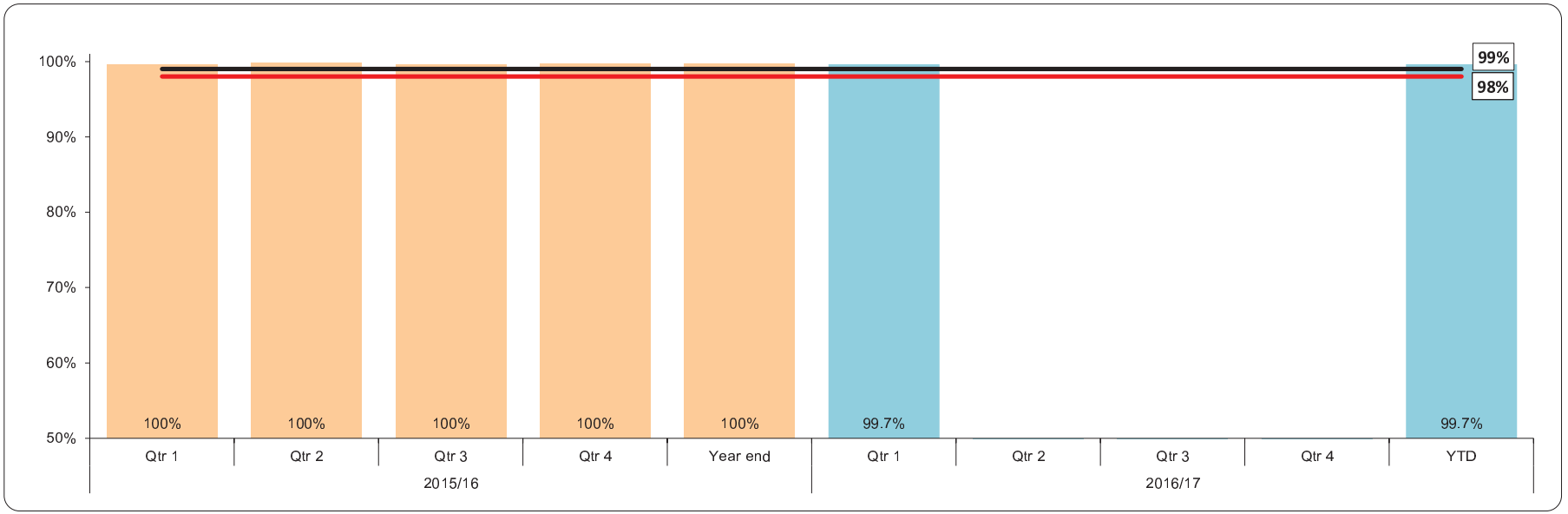
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of high-rise blocks rated good or better	90%	92%	89%	89%	90%	91%				91%
Target	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**
Standard	**69%**	**69%**	**69%**	**69%**	**69%**	**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

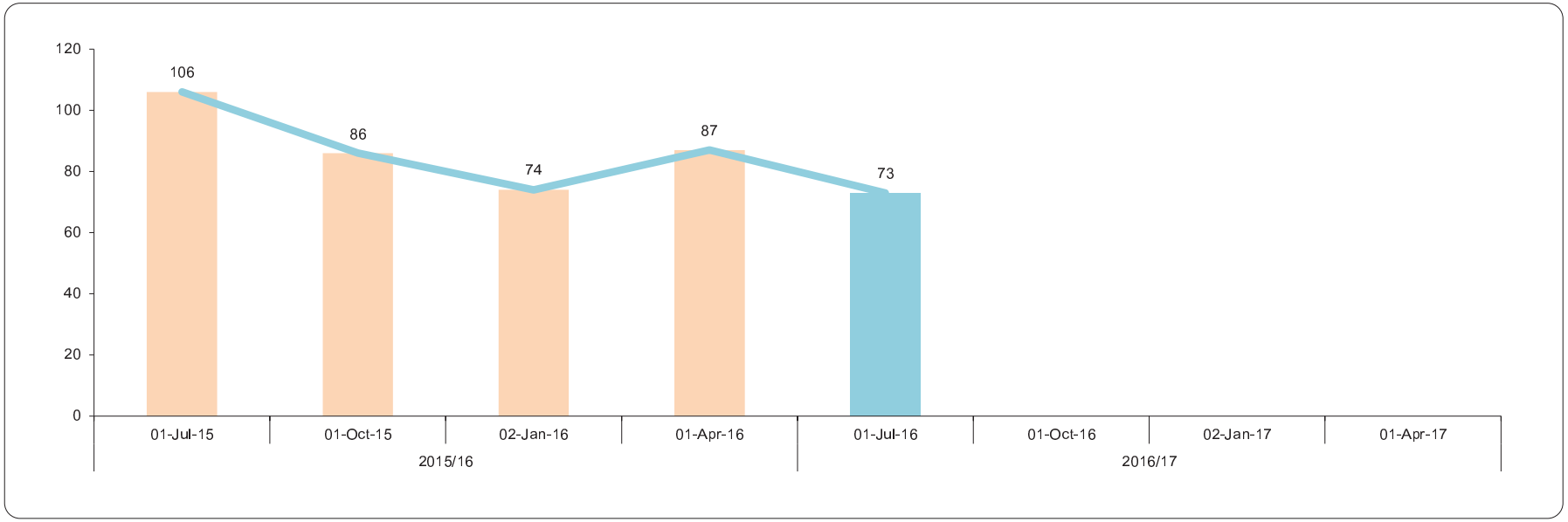
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of low-rise blocks rated satisfactory or better	100%	100%	100%	100%	100%	99.7%				99.7%
Target	**99%**	**99%**	**99%**	**99%**	**99%**	**99%**	**99%**	**99%**	**99%**	**99%**
Standard	**98%**	**98%**	**98%**	**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



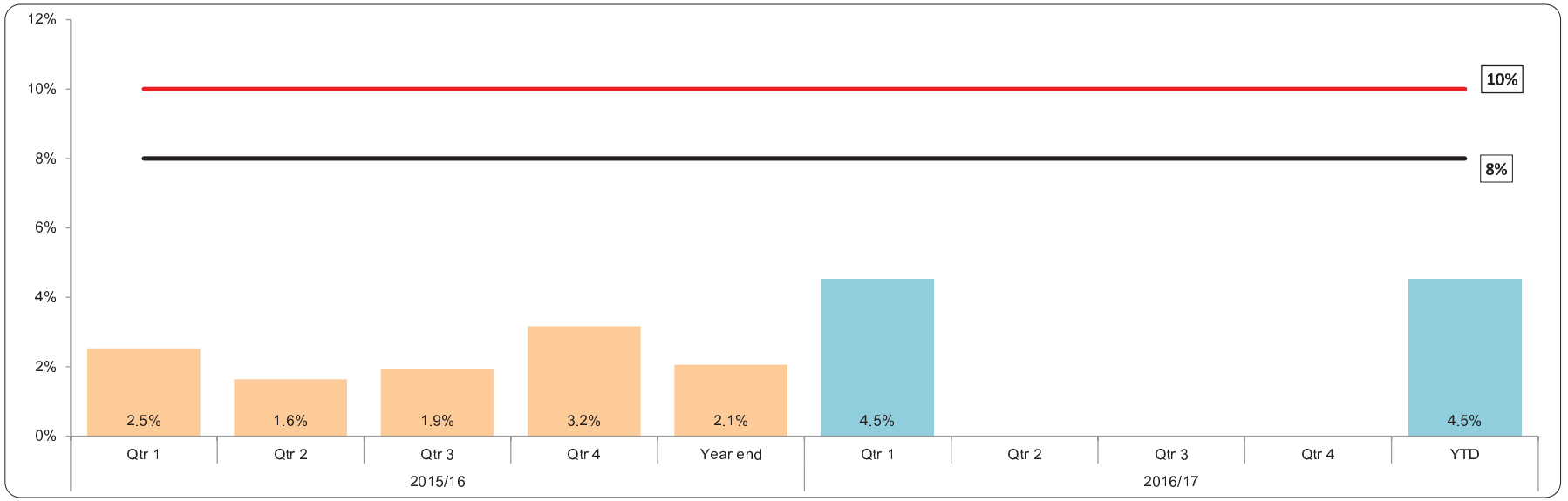
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73			

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

ETM03

Percentage of introductory tenancies over 12 months old, not made secure

RAG Status	Green



Smaller is better

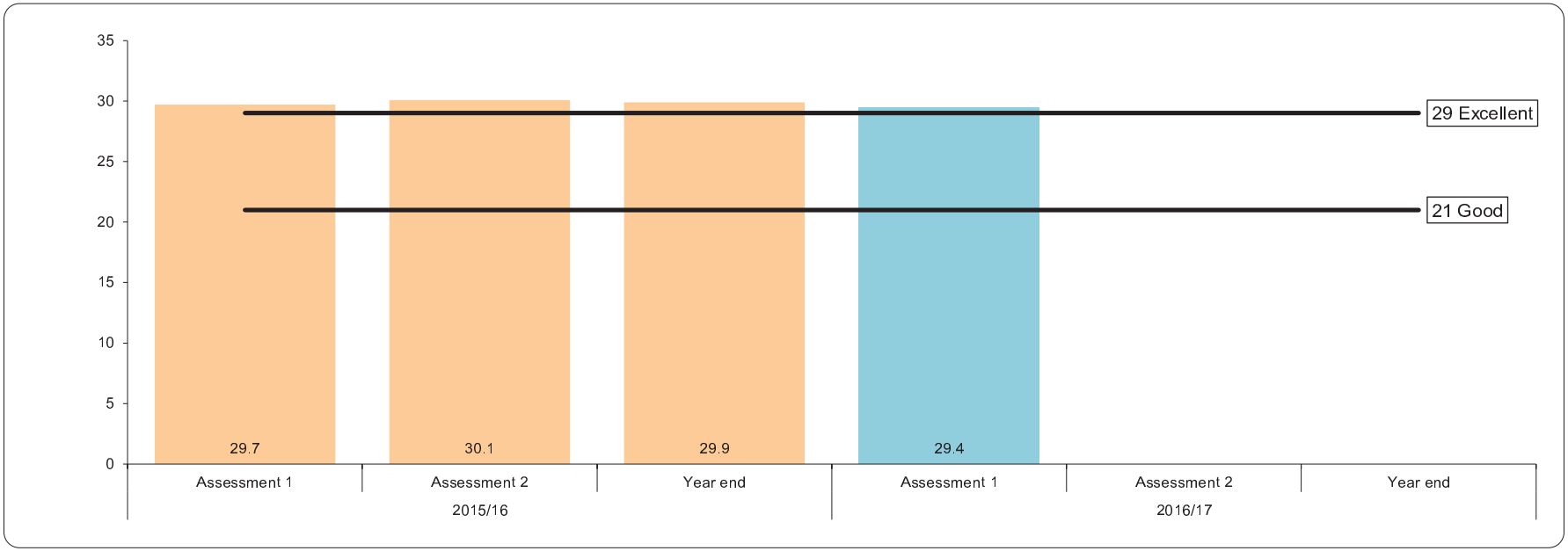
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of introductory tenancies over 12 months old, not made secure	2.5%	1.6%	1.9%	3.2%	2.1%	4.5%				4.5%
Target	**8%**	**8%**	**8%**	**8%**	**8%**	**8%**	**8%**	**8%**	**8%**	**8%**
Standard	**10%**	**10%**	**10%**	**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

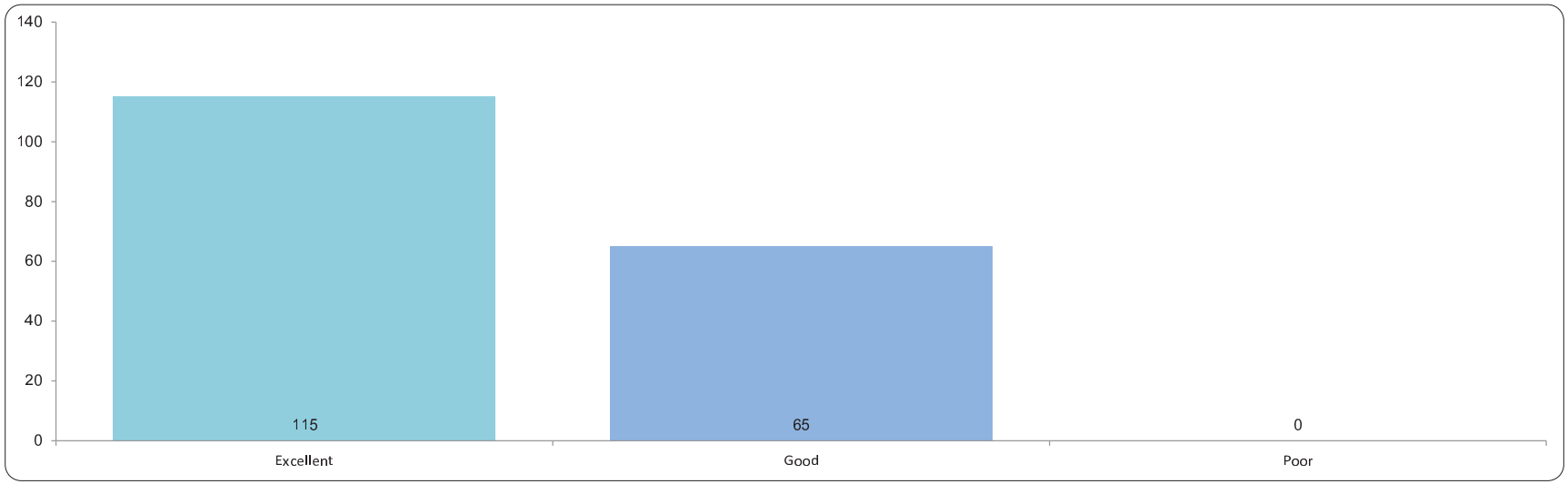
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	28.9	31.4	27.7	33.0	26.7	28.4	27.6	29.8	32.5	32.5

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

ETM05

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

RAG Status	No Target



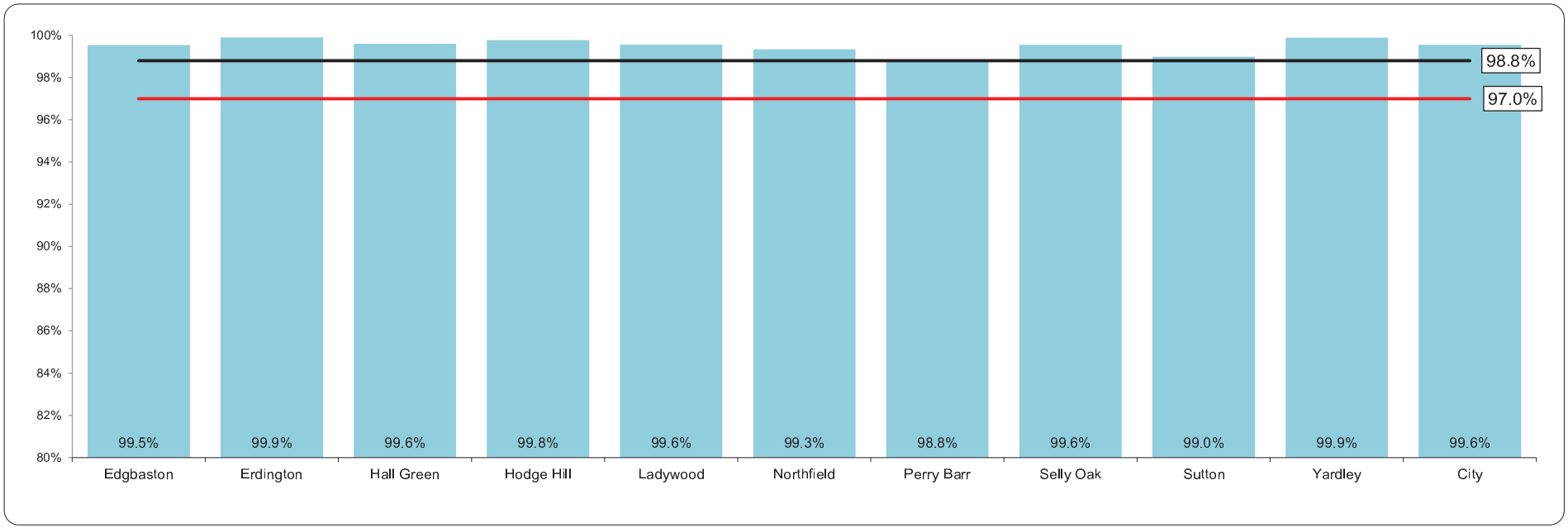
	Condition category		
2016/17	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	115	65	0

ETM06

Voids and Lettings (Gary Nicholls)

Available council homes as a percentage of total stock

RAG Status	Green



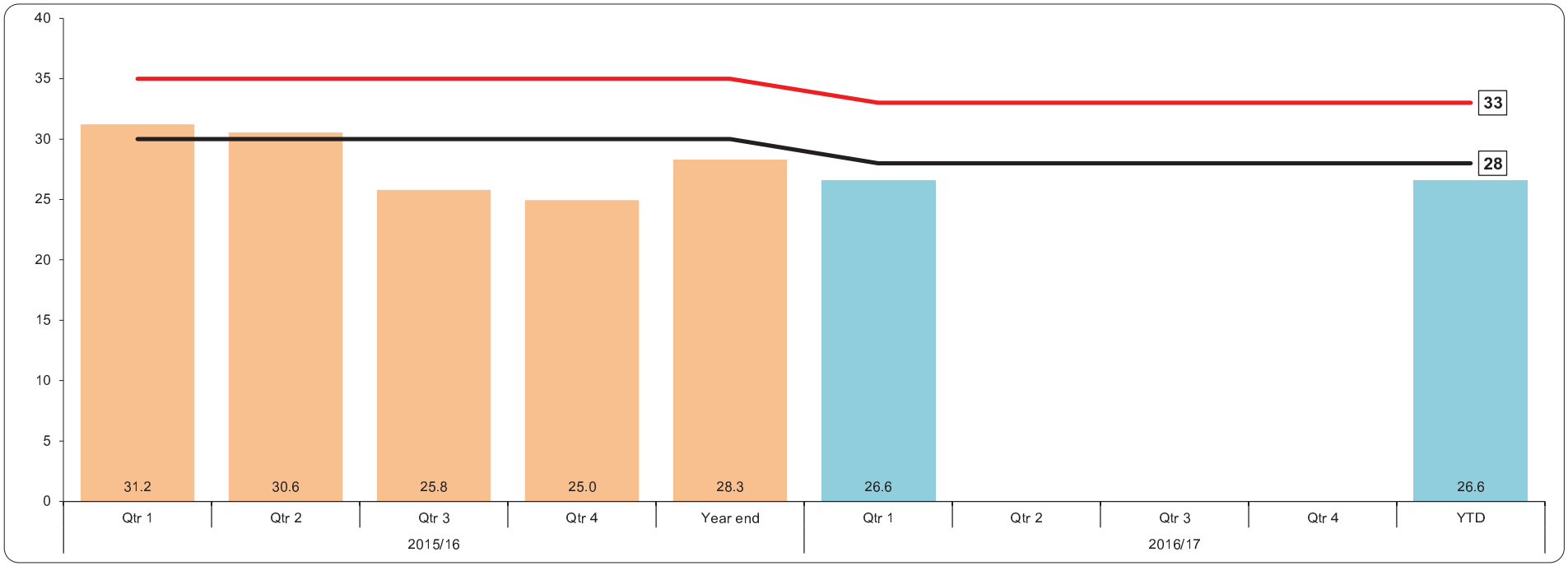
Bigger is better

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**

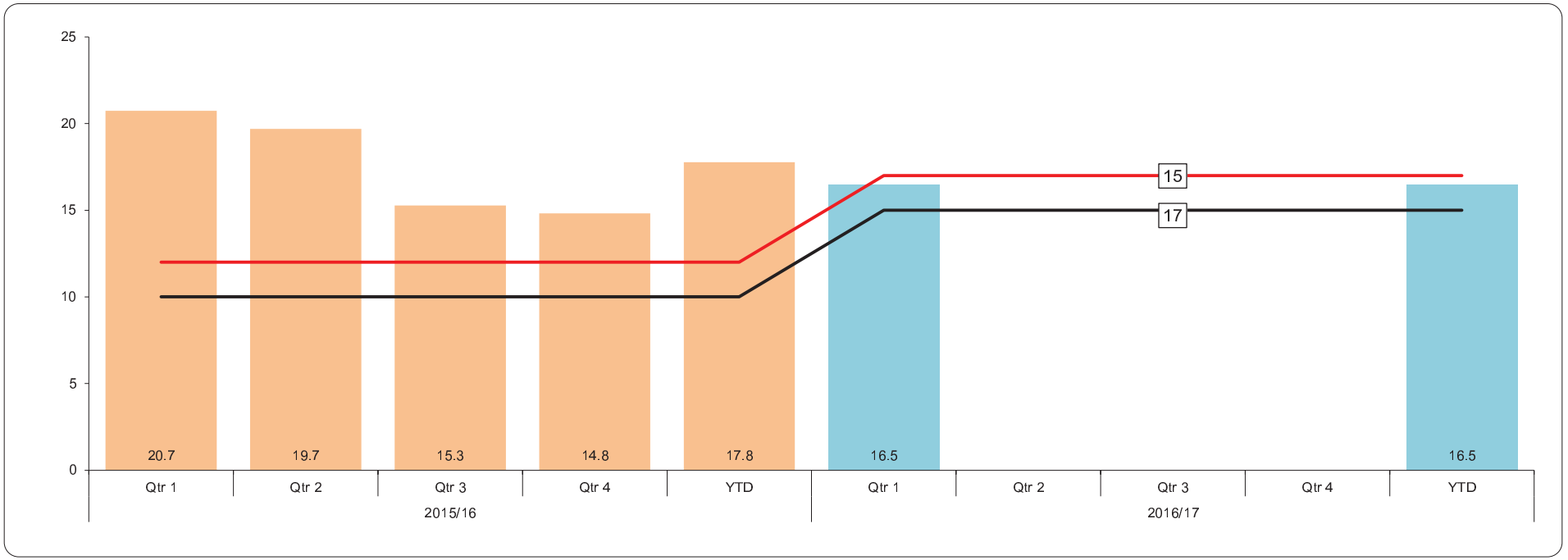
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	29.2	28.0	20.8	23.4	23.2	29.6	26.8	31.4	32.5	21.5

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**

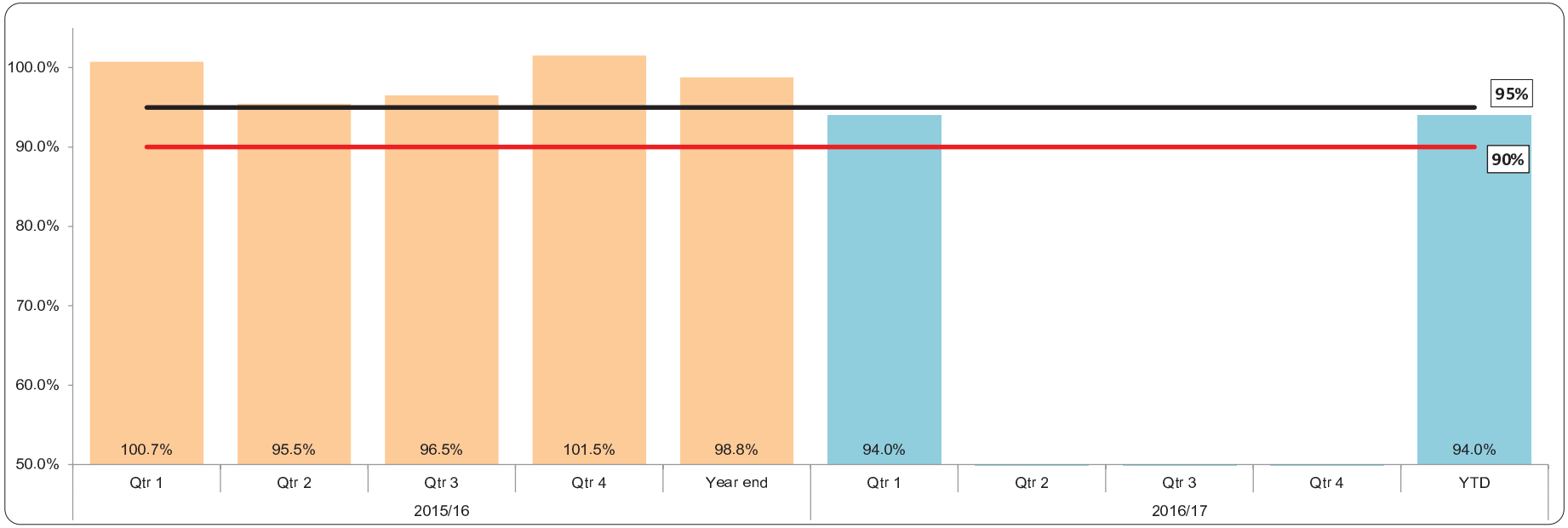
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2016/17	18.0	13.3	16.8	16.1	11.8	19.2	13.8	21.4	19.1	15.3

VL05

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status	Amber



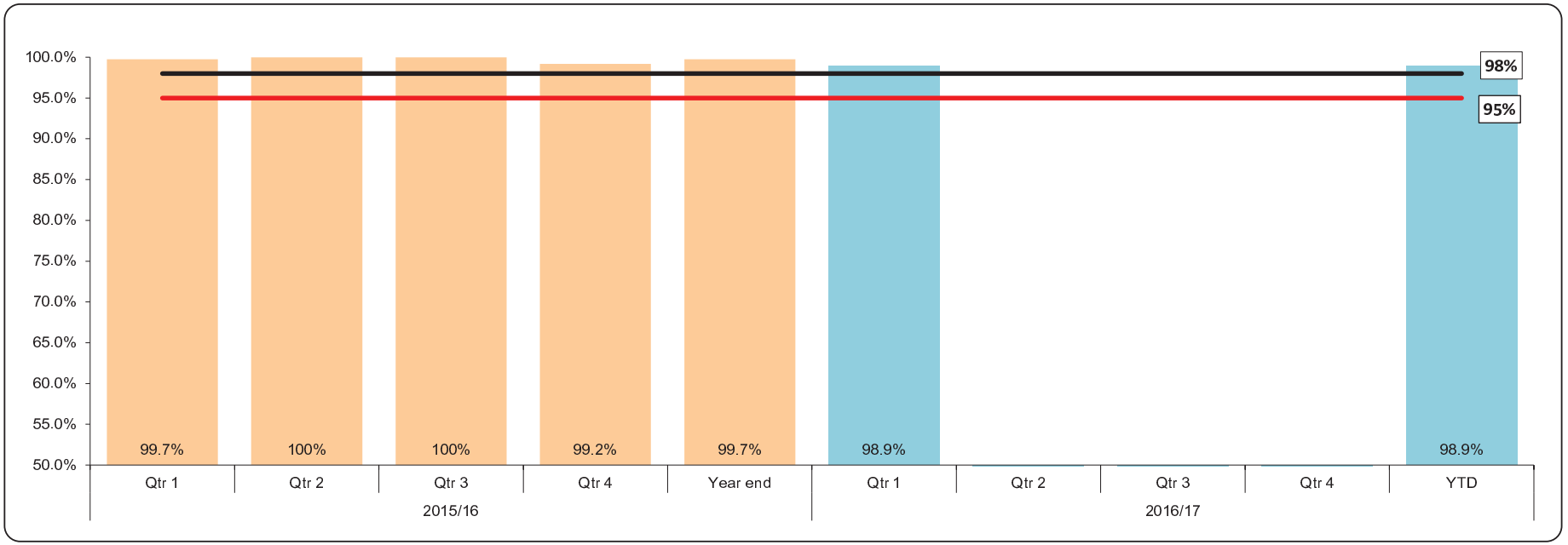
Bigger is better

	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%**

SfOP01

Percentage of Careline calls answered within 60 seconds

RAG Status	Green



Bigger is better

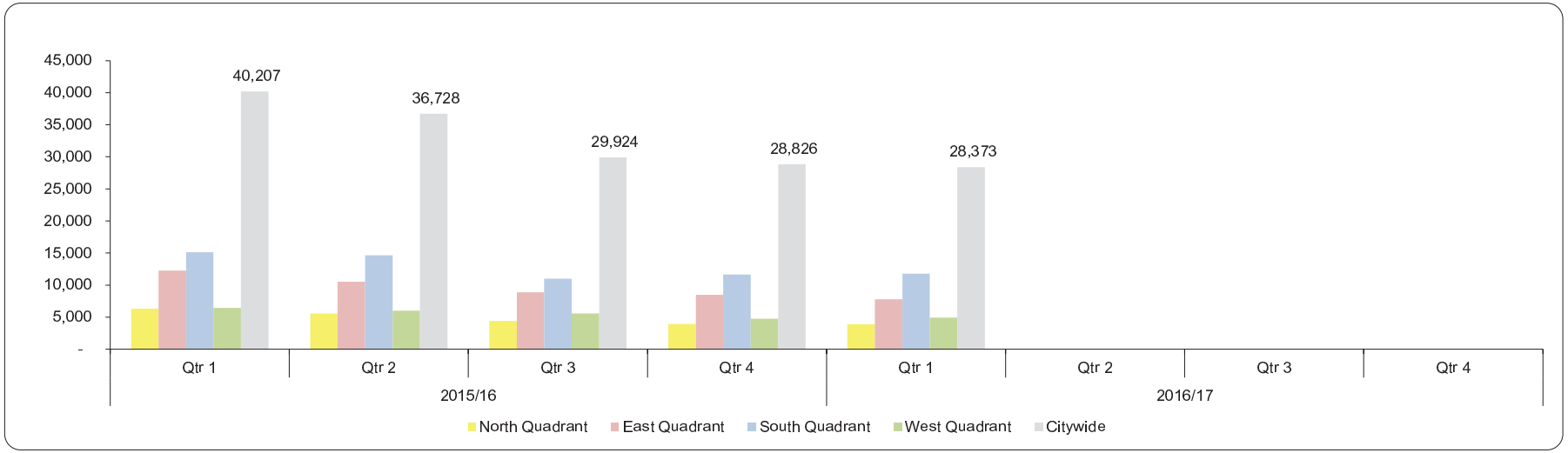
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Careline calls answered within 60 seconds	99.7%	100%	100%	99.2%	99.7%	98.9%				98.9%
Target	**98%**	**98%**	**98%**	**98%**	**98%**	**98%**	**98%**	**98%**	**98%**	**98%**
Standard	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**

SfOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status	No Target

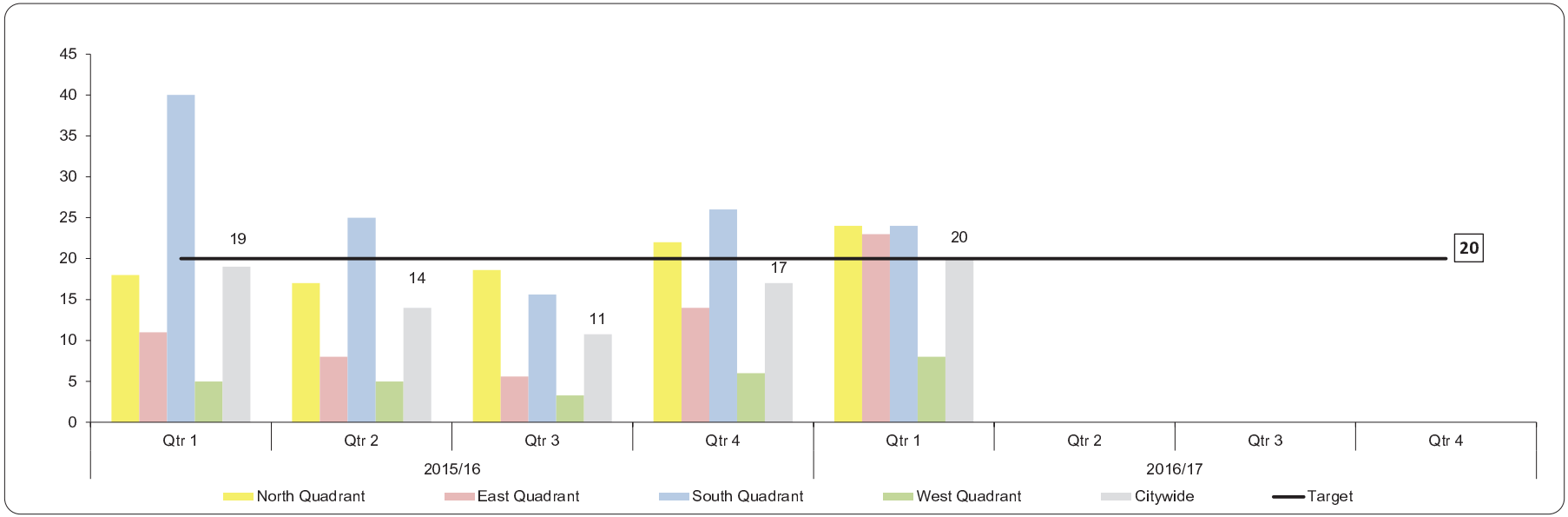


	2015/16				2016/17			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877	-	-	-
East Quadrant	12,280	10,510	8,892	8,485	7,812	-	-	-
South Quadrant	15,138	14,627	11,024	11,671	11,770	-	-	-
West Quadrant	6,469	6,010	5,583	4,749	4,914			
Citywide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

HCS01

Average time taken to answer calls (in seconds)

RAG Status	Green



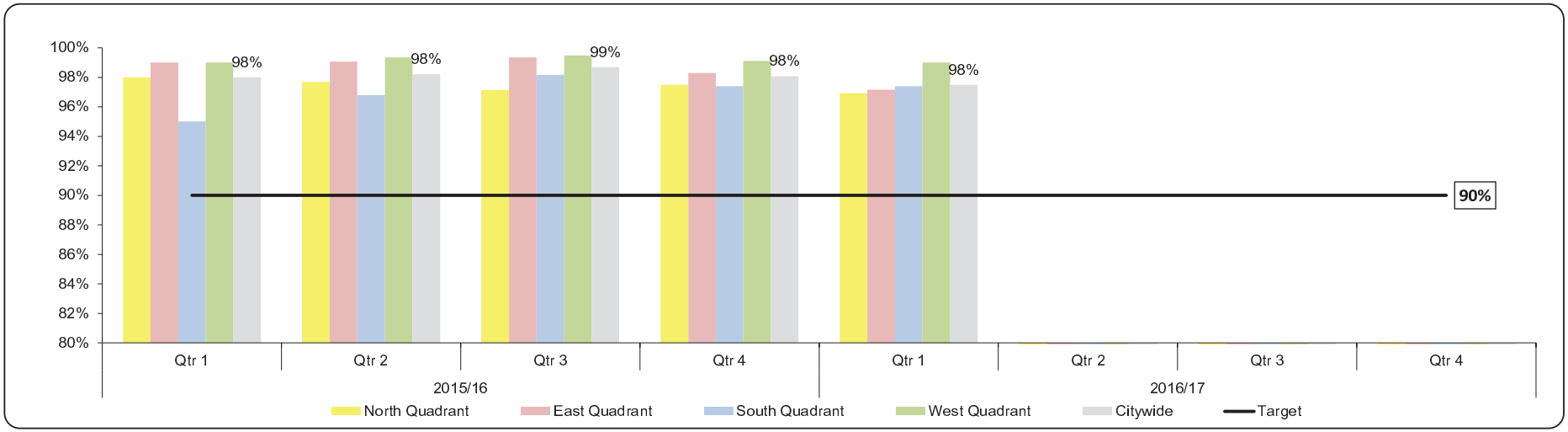
Smaller is better

	2015/16				2016/17			
Average time taken to answer calls (in seconds)	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

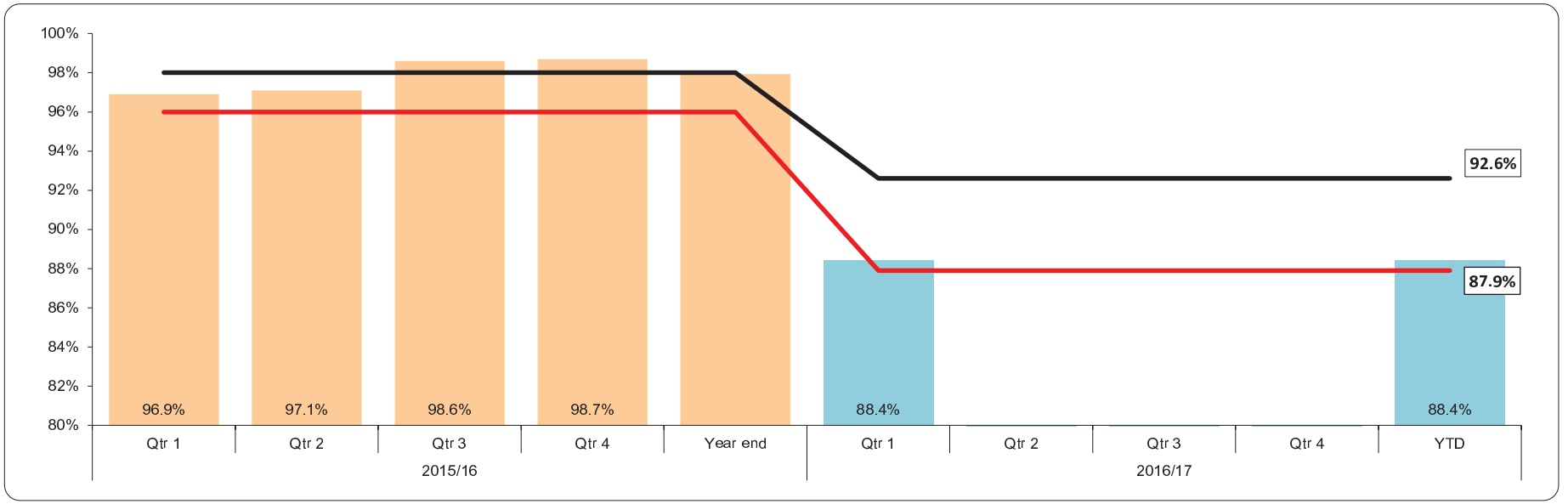
	2015/16				2016/17			
Percentage of calls answered	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	98%	98%	97%	98%	97%	0%	0%	0%
East Quadrant	99%	99%	99%	98%	97%			
South Quadrant	95%	97%	98%	97%	97%			
West Quadrant	99%	99%	99%	99%	99%			
Citywide	98%	98%	99%	98%	98%			
Target	**90%**	**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

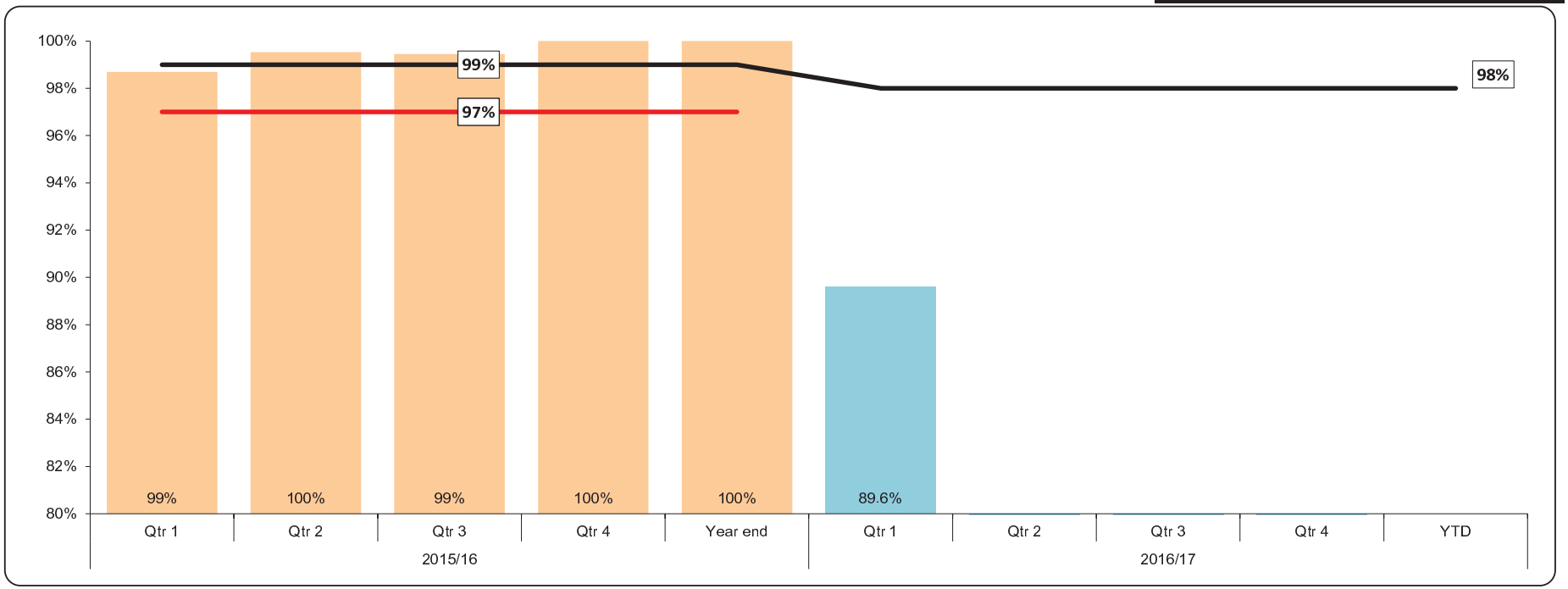
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	88.4%				88.4%
Target	**98%**	**98%**	**98%**	**98%**	**98%**	**92.6%**	**92.6%**	**92.6%**	**92.6%**	**92.6%**
Standard	**96%**	**96%**	**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%**	-	-	-	-	-

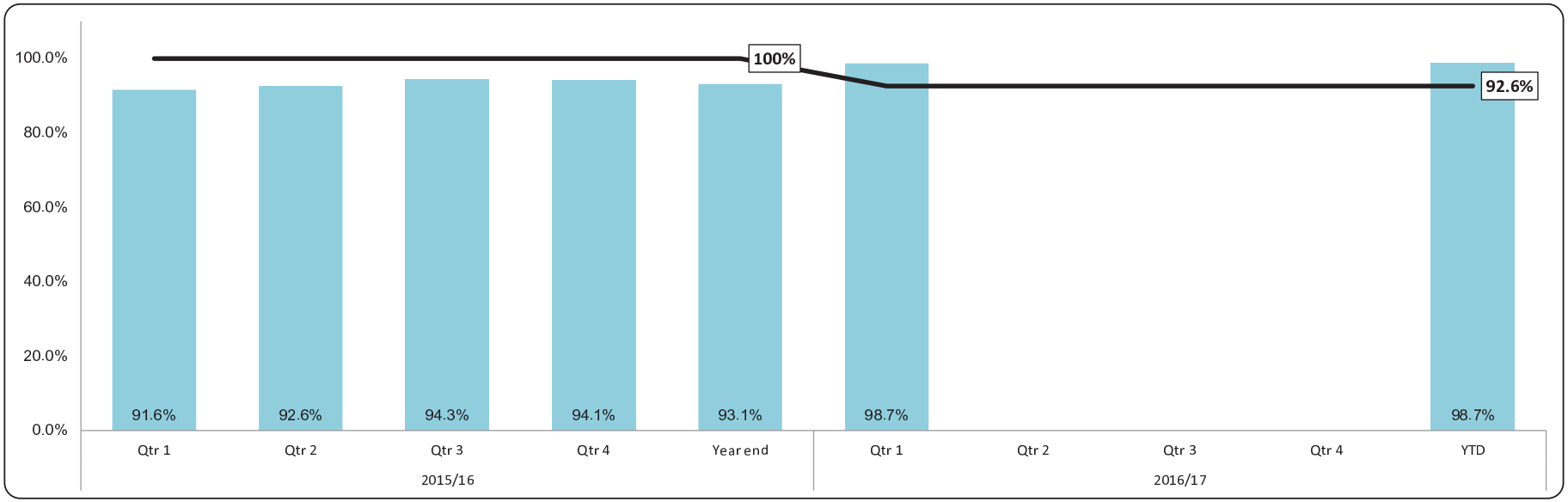
YTD figure is only reported at Year End

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

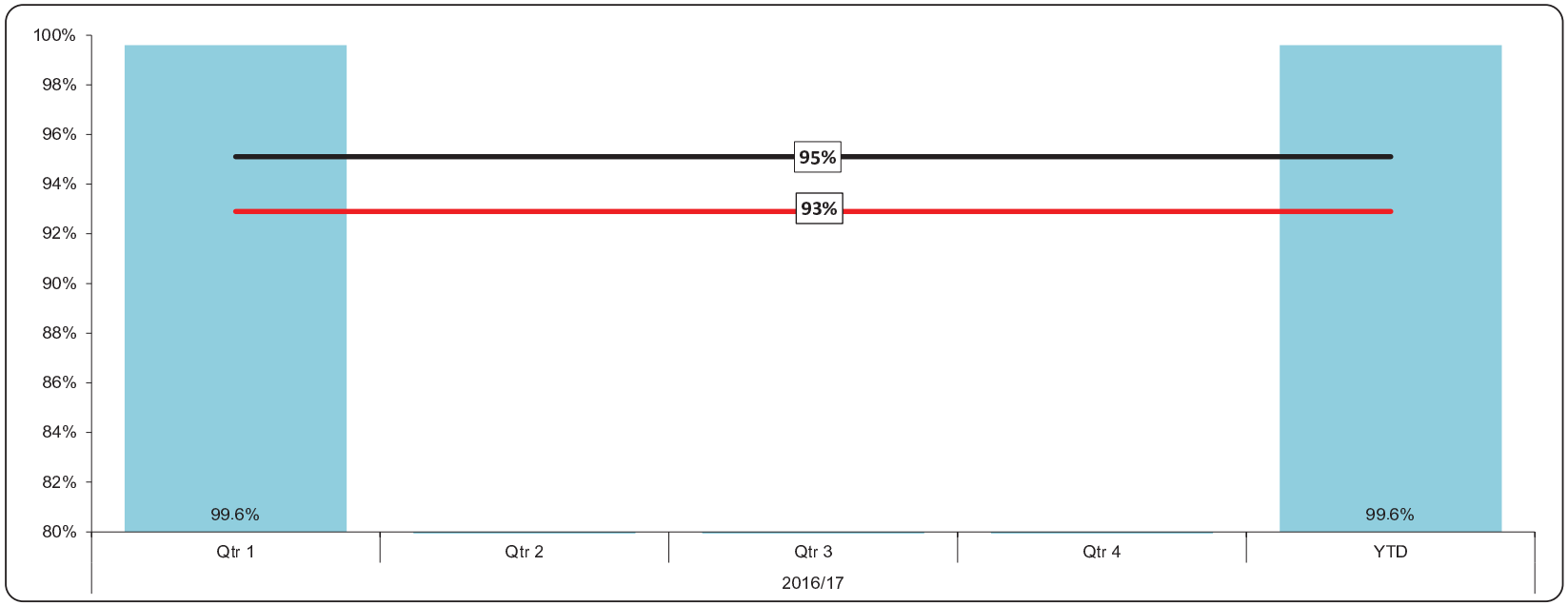
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%				98.7%
Target	**100%**	**100%**	**100%**	**100%**	**100%**	**92.6%**	**92.6%**	**92.6%**	**92.6%**	**92.6%**

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



Bigger is better

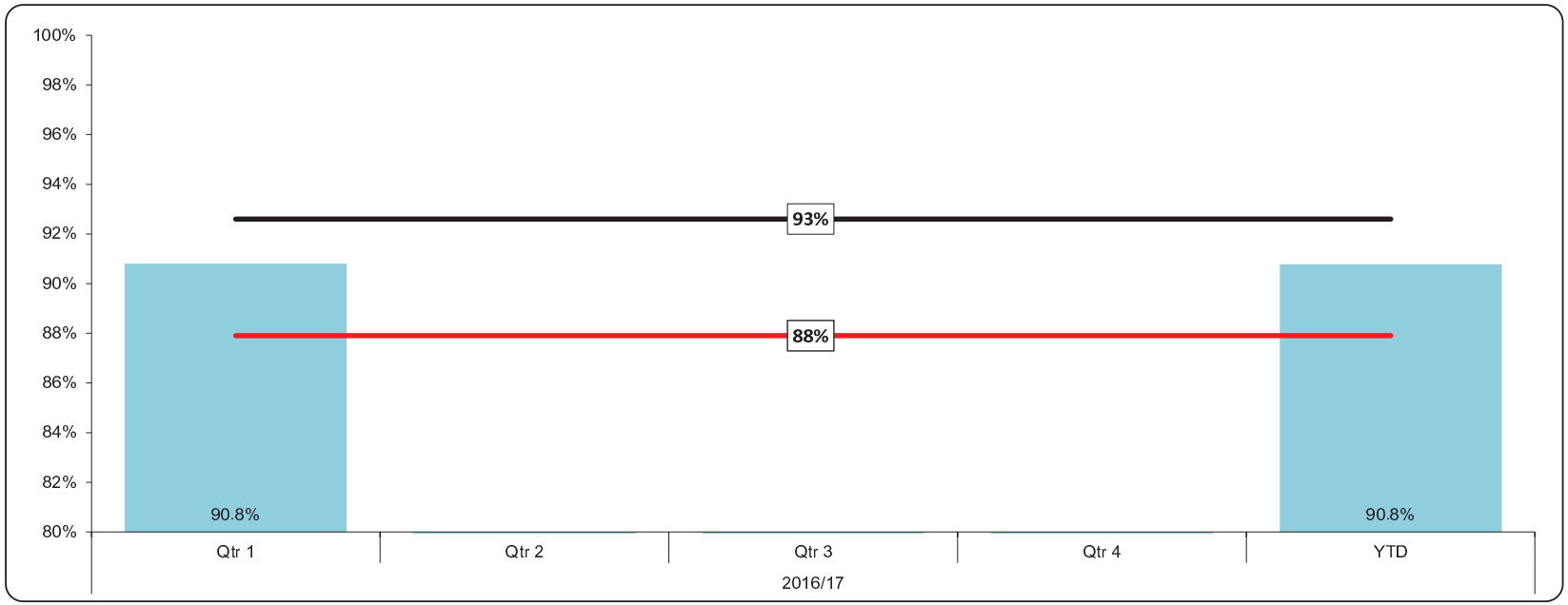
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	This is a new measure. There is no historical data available.					99.6%				99.6%
Target						**95%**	**95%**	**95%**	**95%**	**95%**
Standard						**93%**	**93%**	**93%**	**93%**	**93%**

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

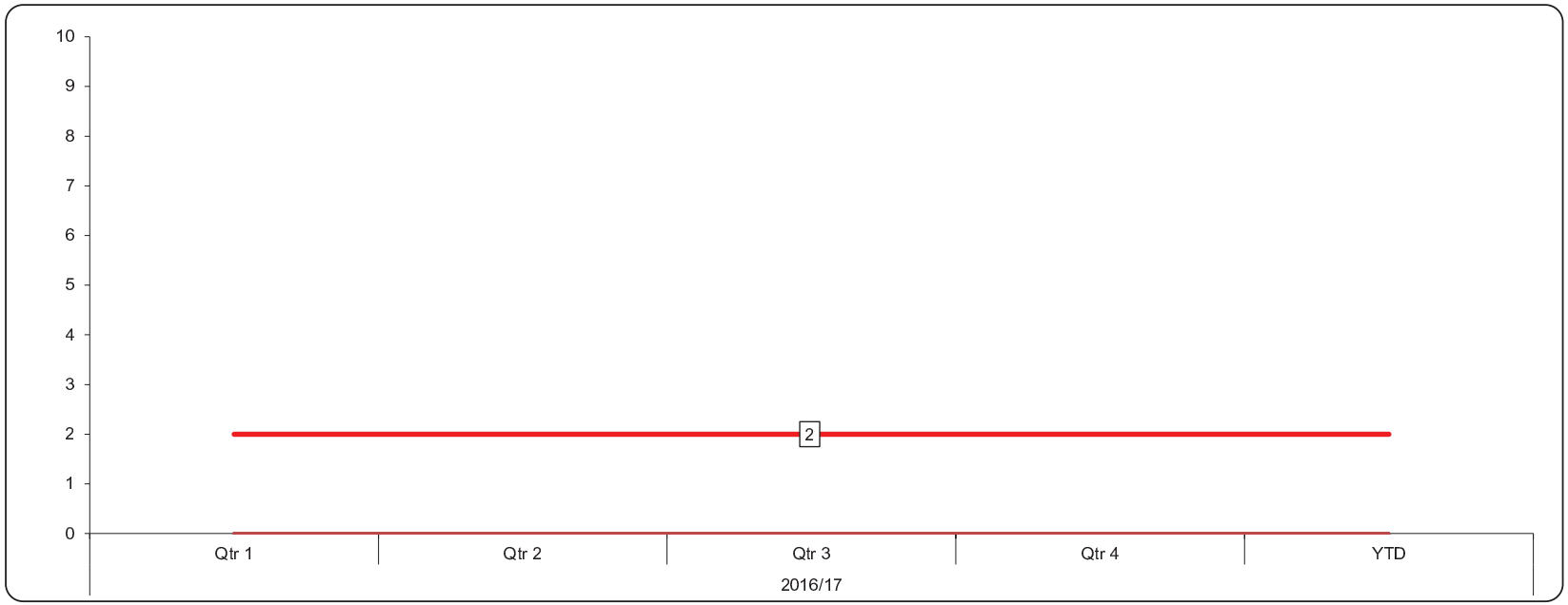
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI002 - Work orders completed within timescale	This is a new measure. There is no historical data available.					90.8%				90.8%
Target						**93%**	**93%**	**93%**	**93%**	**93%**
Standard						**88%**	**88%**	**88%**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

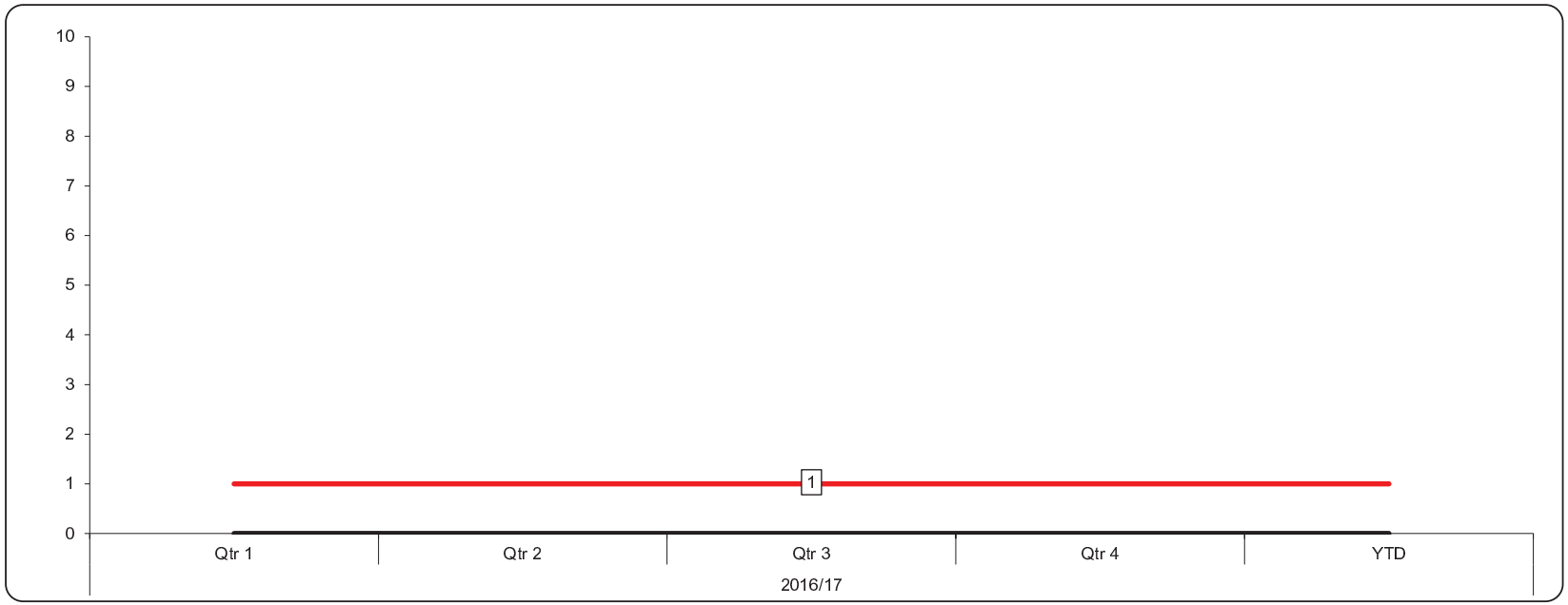
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0				0
Target						**0**	**0**	**0**	**0**	**0**
Standard						**2**	**2**	**2**	**2**	**2**

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

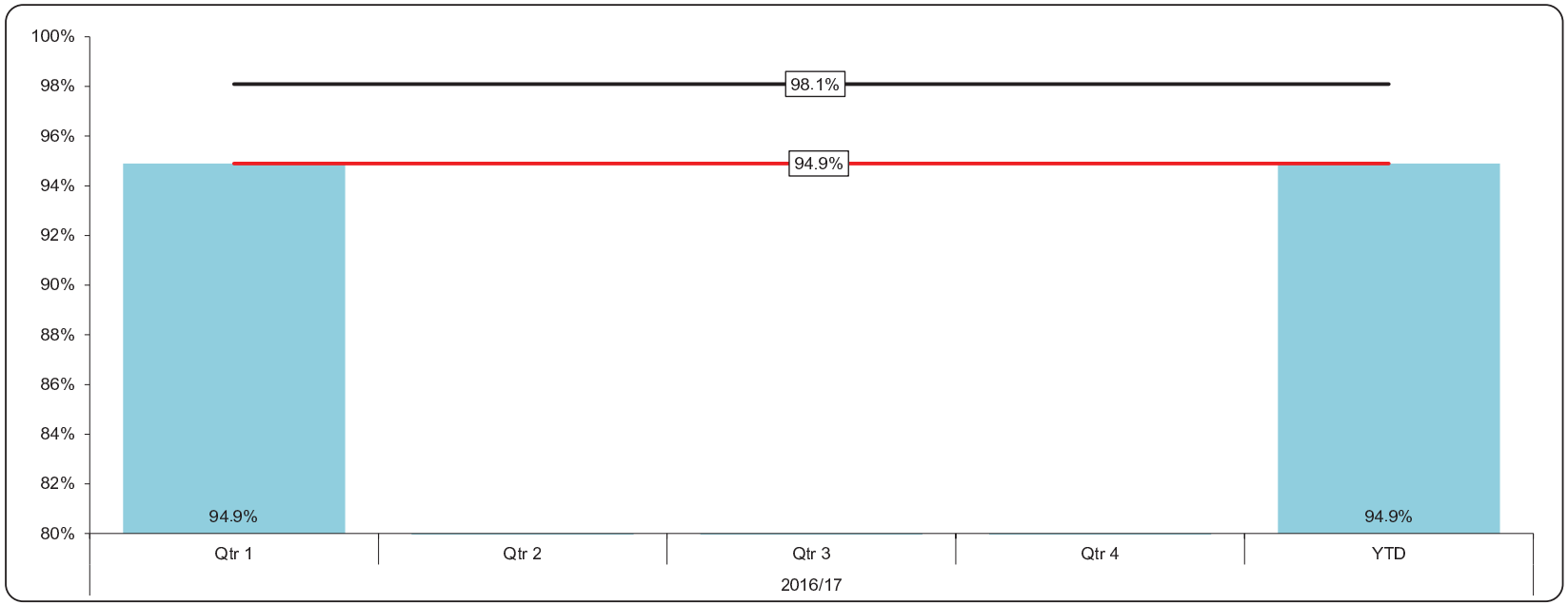
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI005 - Safety SIN's	This is a new measure. There is no historical data available.					0				0
Target						**0**	**0**	**0**	**0**	**0**
Standard						**1**	**1**	**1**	**1**	**1**

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

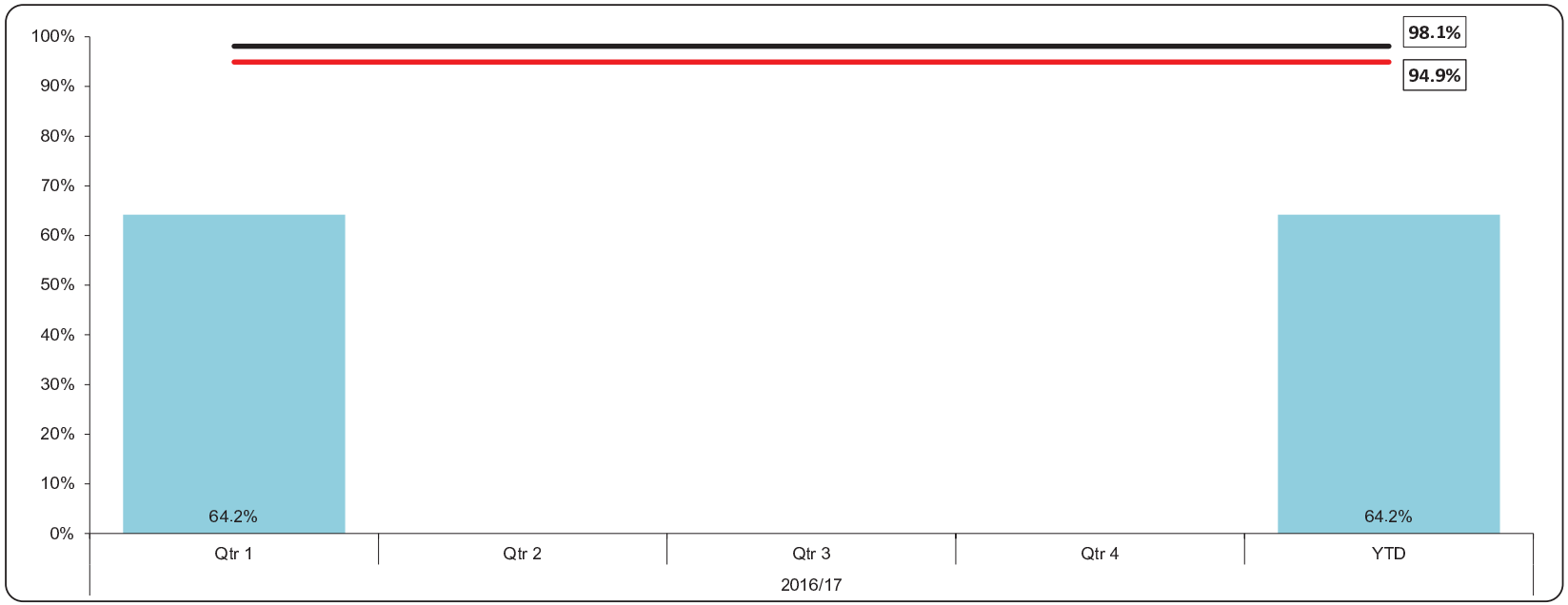
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI007 - Appointments made	This is a new measure. There is no historical data available.					94.9%				94.9%
Target						**98.1%**	**98.1%**	**98.1%**	**98.1%**	**98.1%**
Standard						**94.9%**	**94.9%**	**94.9%**	**94.9%**	**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)

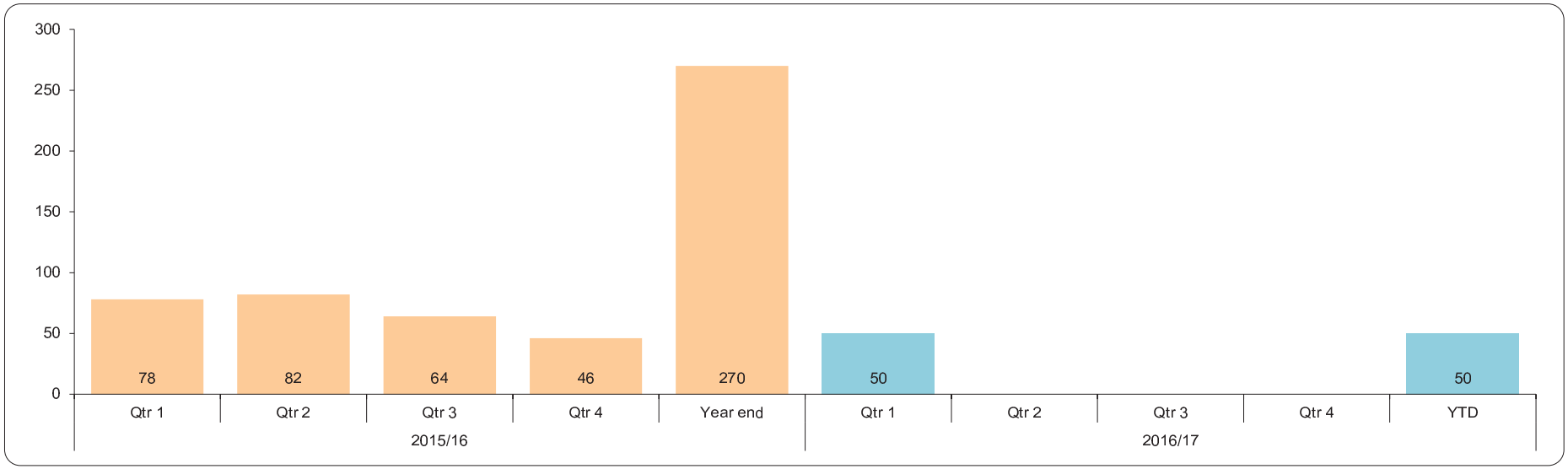
CW01

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

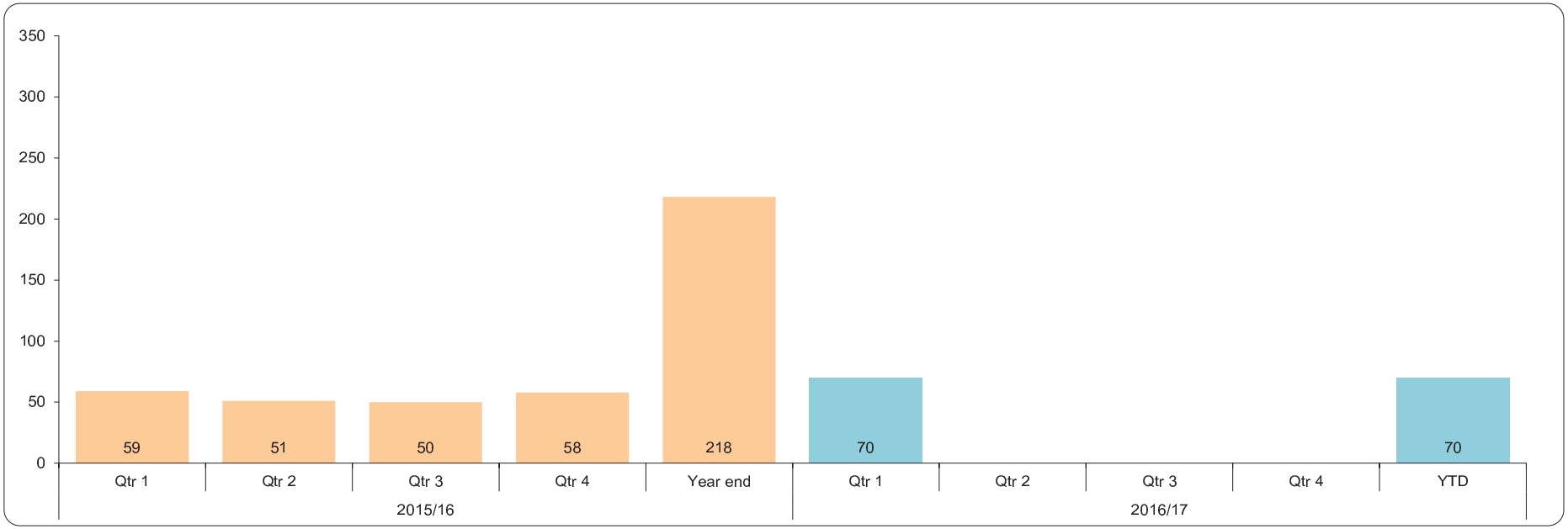


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50				50

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target

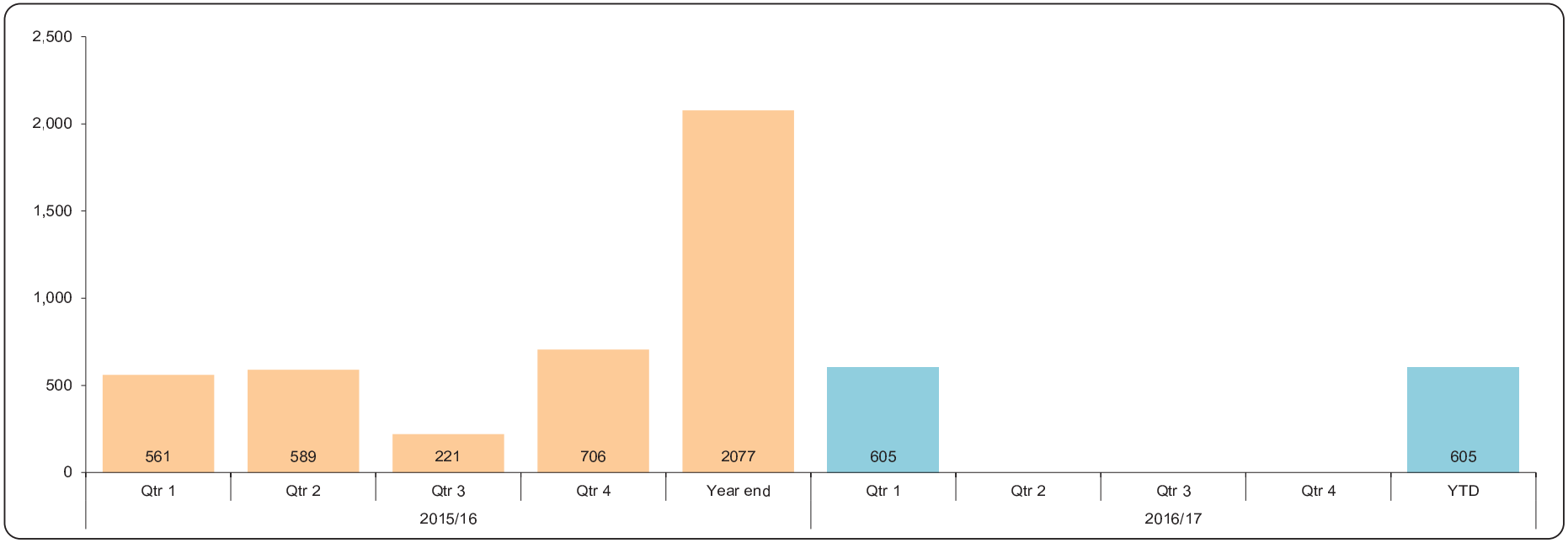


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Licenced and unlicensed Houses in Multiple Occupation inspected	59	51	50	58	218	70				70

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target

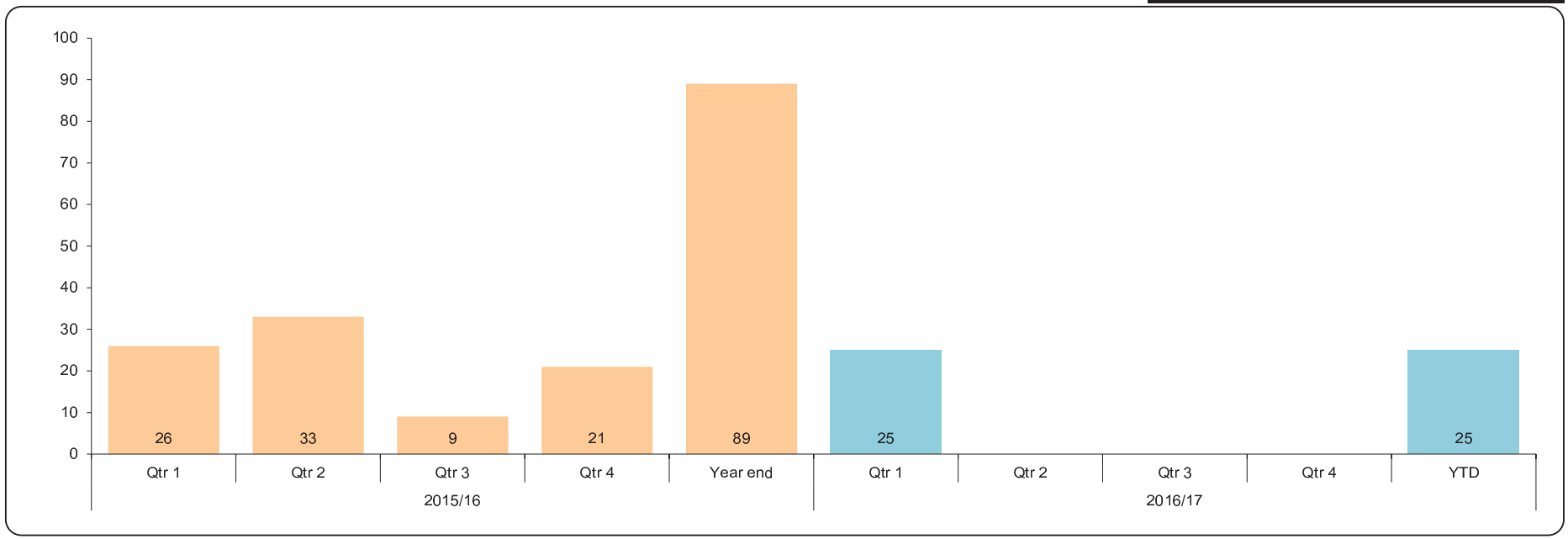


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605				605

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target

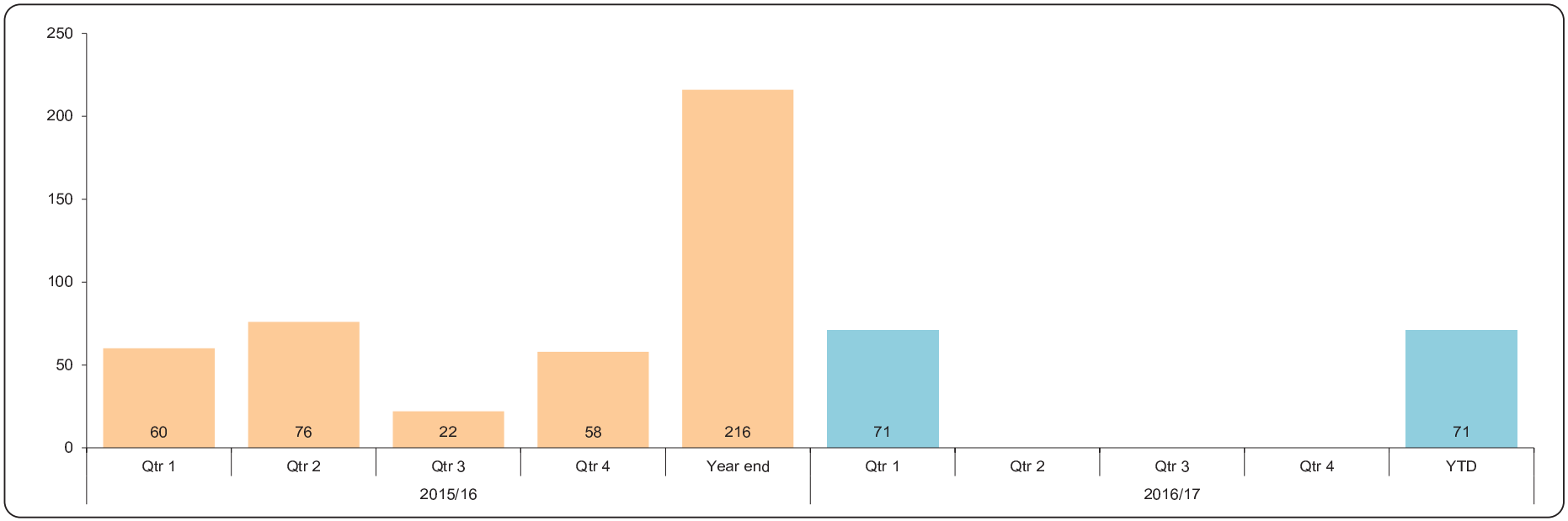


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	26	33	9	21	89	25				25

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target

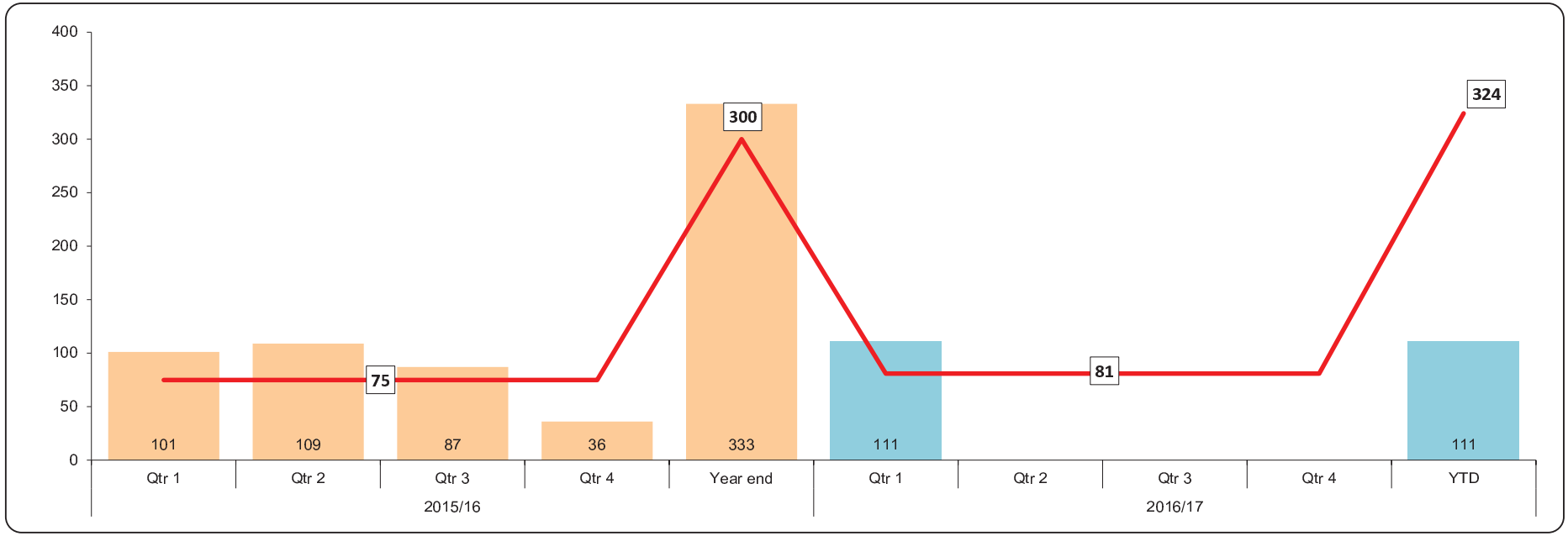


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through intervention	60	76	22	58	216	71				71

PRS05

Empty properties brought back into use

RAG Status	Green



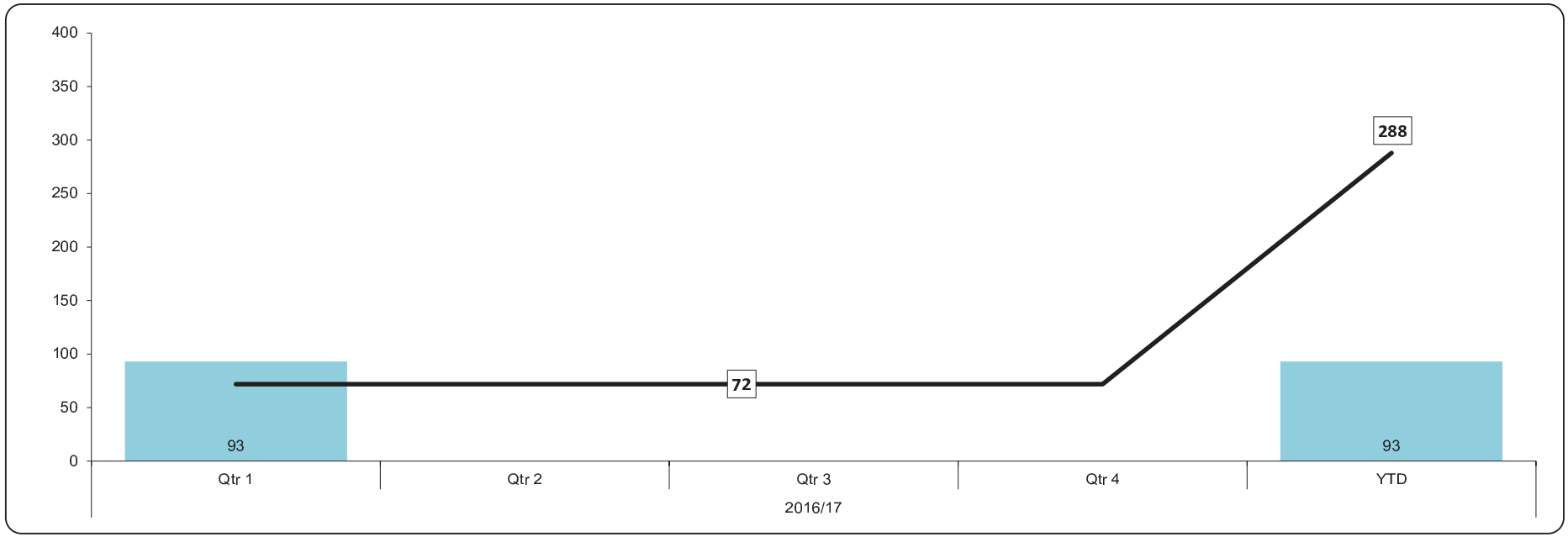
Bigger is better

	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



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

PRS06

Housing Development (Clive Skidmore)

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