

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

EDGBASTON DISTRICT COMMITTEE

WEDNESDAY, 22 JUNE 2016 AT 10:00 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA
SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 ELECTION OF AN EXECUTIVE MEMBER AND DEPUTY EXECUTIVE MEMBER

To elect an Executive Member and a Deputy Executive Member for the current Municipal Year.

2 NOTICE OF RECORDING

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.

3 APOLOGIES

4 MEMBERSHIP OF COMMITTEE

To note the membership of the Committee as follows:-

Councillors: - Des Flood, Bruce Lines and John Lines (Bartley Green Ward).

Councillors: - Deirdre Alden, Matt Bennett and Fergus Robinson (Edgbaston Ward).

Councillors: - John Alden, Jayne Francis and James McKay (Harborne Ward).

Councillors: - Kate Booth, John Clancy and Matthew Gregson (Quinton Ward).

5 **MINUTES**

To confirm and the Minutes of the meeting held on 7 March 2016.

6 **DECLARATIONS OF INTEREST**

This is a standard item included on agendas at all first meetings in the Municipal Year.

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. If a pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

7 **DISTRICT COMMITTEES FUNCTIONS AND GUIDELINES**

To note the executive powers, rules of governance and functions for District and Ward Committees/Forums (Article 10 of the Constitution)

8 **CODE OF CONDUCT**

To note the Code of Conduct at District Committee meetings.

9 **SCHEDULE OF FUTURE MEETINGS 2016/2017**

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

2016

Wednesday 7 September

Wednesday 30 November

2017

Wednesday 18 January

Wednesday 29 March

Wednesday 24 May

The time for future meetings are to be determined.

10 **DISTRICT COMMITTEE APPOINTMENTS**

(a) West Midlands Police and West Midlands Fire Service Co-opted Members

In accordance with the revised protocol for District Committees approved by Cabinet on the 30 July 2012, District Committees may co-opt up to 5 partner representatives.

(b) Councillor Champions

Corporate Parenting Champion

To appoint 1 Member as Champion for looked after children in the Edgbaston District to help co-ordinate visits to children's establishments, feedback any issues and support fellow Members in the Corporate Parenting role.

In 2015/16 Councillor Caroline Badley was appointed.

In 2016/17 Councillor be appointed.

(c) Edgbaston District Champions

The following Members agreed to serve as District Champions for the 2016/17 municipal Year in the following areas: -

Environmental and Green Issues -
Health and Wellbeing Partnership -
Children and Young People's Issues -
Transportation and Parking Issues -
Crime and Community Safety -

(d) A Cultural Heritage Champion

To appoint 1 Member to be involved in developing a wider cultural strategy as the Cultural Heritage Champion for Edgbaston.

In 2015/16 Councillor John Lines was appointed.

In 2016/17 Councillor be appointed.

(e) Jobs and Skills Champion

To appoint 1 Member as the Edgbaston District Jobs and Skills Champion.

In 2016/17 Councillor be appointed.

11 AMEY

Lucy O'Grady, Customer Service Manager, Birmingham Highways Maintenance and Management Service will attend the meeting to give a brief presentation on the programme of work specific to each Ward in Edgbaston District.

12 UPDATE ON REFUSE COLLECTION IN EDGBASTON DISTRICT

John Burke, Principal Operations Manager, Fleet and Waste Management will attend the meeting to give an update on refuse collection including assisted collection in the District.

31 - 112

13 HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT QUARTER 4 - 2015/2016

Report of the Strategic Director, Place.

14 EDGBASTON DISTRICT ANNUAL COMMUNITY PLAN - DRAFT

Keith Dugmore, Edgbaston District Interim Lead will present the item.

15 EDGBASTON DISTRICT NEIGHBOURHOOD CHALLENGE

Keith Dugmore, Edgbaston District Interim LEad will present the item.

16 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.

17 **DATE OF NEXT EDGBASTON DISTRICT COMMITTEE**

The next Edgbaston District Committee meeting will be held on Wednesday 7 September 2016. The time for this meeting is to be determined.

18 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

'In an urgent situation between meetings, the Chairman jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.

BIRMINGHAM CITY COUNCIL

**EDGBASTON DISTRICT
COMMITTEE
MONDAY, 7 MARCH 2016**

MINUTES OF A MEETING OF THE EDGBASTON DISTRICT COMMITTEE HELD ON MONDAY 7 MARCH 2016 AT 1000 HOURS, IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, BIRMINGHAM

PRESENT: - Councillor John Alden in the Chair. Councillors Deirdre Alden, Vivienne Barton, Matt Bennett, James McKay and Fergus Robinson.

ALSO PRESENT: -

Marie Brown, Edgbaston District Engineer, Place
Keith Dugmore, Interim Lead, Edgbaston District
David Harris, Transportation Policy Manager, Economy
Kevin Hicks, Traffic Manager, Place
Ciaron Morgan, Project Manager, BCR
Peter Parker, Design Development Manager, Economy
Tina Richards, Street Scene Coordinator
Anne Shaw, Assistant Director, Transportation and Connectivity
Errol Wilson, Committee Manager

CHAIRMAN'S OPENING REMARKS

274 The Chairman apologised for having this meeting in the morning. He stated that at the last meeting the Committee had decided that they should have meetings in the evenings and not during the day. However, having spoken with the District Interim Lead who had informed him of the cost of holding evening meetings, he decide to stick with the planned Monday morning meeting as this was already scheduled to save on cost.

Councillor Bennett requested clarity on the cost of holding the meetings on an evening. He enquired how much more it cost to hold the meetings on an evening rather than during the day. He added that he did not believe that the cost was dramatically different for meeting in the evening and enquired how much more the cost was.

Keith Dugmore, Edgbaston District Interim Lead advised that the cost for holding the District Committee meeting at the Council House after 1700 hours, was £300. He advised that they had to pay for the facilities which include the cost of the live

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streaming and other things. He further advised that the Districts were only allocated £800 each for this year for their Wards to have meetings.

Councillor Bennett enquired whether it was costing £300 more in the evenings. Mr Dugmore advised that there was no cost for holding the District Committee meetings during the day as the facilities and staffs were available during the day.

Councillor Bennett enquired whether the Council was charging itself £300 for holding meetings after 1700 hours and whether this was for the web-streaming or other costs. Errol Wilson, Committee Manager advised that in terms of setting up the cameras and other equipment for the meetings, the cost include the officer's time for setting up and clearing away the equipment as the meeting would be held outside his contractual hours. As the officer was required to work beyond his contractual hours of 4:00pm, this had resulted in his cost being included in the total cost for holding the meeting at 1900 hours.

Councillor Bennett stated that it strikes him that someone in the Council was preventing the Districts from having evening meetings, when they would be better held in the evenings. He further stated that it was ridiculous to have the meetings at the Council House. *We stitched ourselves up and put ourselves in a corner by allowing them to do that.* He added that he wished the Leader of the City Council, Councillor John Clancy was present at the meeting as the issue was absurd and needed to be changed.

The Chairman stated that he took on board Councillor Bennetts comments and that it was hoped for the new Municipal Year that things could change. He added that in terms of holding the meetings at the Council House, a few years ago the former Edgbaston Constituency Committee decided to use the Council House for the Committee meetings as people from all four Wards found it easier to get to the Council House than when they were trying to have the meetings spread around the four Wards. The failure of having adequate public transport made it useful to have the meetings at the Council House.

NOTICE OF RECORDING

- 275 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

- 276 Apologies for non-attendance were submitted on behalf of Councillors Caroline Badley; John Clancy; Matthew Gregson; Bruce Lines; John Lines and Elaine Williams. An apology for lateness was submitted on behalf of Councillor Deirdre Alden.

MINUTES

- 277 **RESOLVED:** -

That the Minutes of the meeting held on 19 January 2016, having been previously circulated, were confirmed and signed by the Chairman.

CLEAN FOR THE QUEEN

278 Tina Richards, Street Scene Coordinator gave the following verbal presentation on the item.

Clean for the Queen for Her Majesty's 90th Birthday was a campaign that was launched in September 2015 by *Country Life* magazine in partnership with the *Keep Britain Tidy* network to clean up Britain in time for the Queen's 90th Birthday. It would rally an army of volunteers across the country to clean up their local area and would include a special clean up weekend from 4th March 2016 – 6th March 2016.

Everyone had the responsibility to keep their community tidy and the campaign provides a great chance to protect our wildlife and improve the quality of our streets and public spaces. It was hoped that this would lead to a lasting legacy for a cleaner tidier Britain.

There was approximately 2.25 million pieces of litter dropped on the streets of Britain each day. 30 million tonnes of rubbish was collected from Britain's streets each day. This cost approximately £1b every year to clean up litter from our streets. The cost of cleaning up chewing gum in itself from a town centre was up to £60k. If every adult picked up one piece of litter and put it in a bin, this would be more than 50 million pieces of rubbish disposed of.

On the south Quadrant which include Edgbaston District, various activities had either taken place or will be taking place including a litter pick that the Chairman was involved in on Saturday 5 March 2016 in the Harborne area in conjunction with Costa Coffee. A clean up of the Billesley area which was another part of the south Quadrant, that Ms Richards was responsible for.

Future events include a Litter Pick of the Lye Avenue area which would be taking place on Saturday 12 March 2016. Another litter pick in conjunction with the Scouts was arranged for May 21 2016 and other areas of the District including Ferncliffe Road, Harborne, Foster Way in Edgbaston and Welsh House Farm in Quinton had also expressed an interest in taking part in this campaign.

Over 49 registered activities had taken place across the City from the 4th -6th March 2016, but it was certain that a number of others had taken place over the last weekend. Several others would be taking place over the next few months to celebrate Her Majesty's 90th Birthday.

The Chairman stated that he was advised by Ms Richards that Costa Coffee was involved national with the *Clean for the Queen* programme. He added that he had been to see the Manager of the Costa Coffee shop on High Street, Harborne who was relieved to see someone come along to enquire if they could do something as he had instructions from his Head Office that he had to get involved. The Manager at Costa Coffee helped to coordinate the clean-up of Harborne Walk Way on Saturday. They had collected over 11 sacks of rubbish and they were all provided

with Costa Coffee yellow jackets etc. and there were 9 people out doing litter picking which was a success.

Ms Richards advised that the Billesley clean-up was also a success and that the volunteers who were responsible for the Billesley Common Park and Street Scene litter pick streets surrounding the park and some of the Housing land. Several bags of litter were collected.

Councillor Barton advised that the litter picks in Bartley Green was successful and that there were a couple of estates that the litter pick appeared to be working. She expressed thanks to Ms Richards for the work they were doing.

The Chairman advised that if there was anyone who was interested in participating in the programme they could contact Ms Richards. The Chairman thanked Tina Richards for attending the meeting and presenting the information.

HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT QUARTER 3 2015/16

279 The following report with a narrative of the Strategic Director Place was submitted: -
(See document No. 1)

Tina Richards, Street Scene Coordinator introduced the item and advised that in addition to the information in the report and the narrative she advised of the following good news stories in the Edgbaston District –

The young people from the Quinton Ward, Quinton Youth for Christ joined in partnership with residents from the Rosemount Sheltered Scheme to carry out a joint tidy up of the therapeutic gardens that they had, ready for spring for *the Birmingham in Bloom* competition. The elder residents enjoyed teaching the young people basic skills and ploughing and weeding the garden. The community work was fantastic and the residents with the young people enjoyed the event. The Chairman of Quinton Housing Liaison Board (HLB) and Danny Knotts, Youth Worker for Quinton Youth for Christ came together to coordinate the event.

Young people from Bartley Green School, teachers, Councillors and officers had worked together to undertake a clean-up of the Curdale Road area in Bartley Green. Ms Richards stated that from experience, that area was heavily littered and they had cleaned it many times and would continue to do so. Work was also done concerning an emergency situation by Joanne Brown, Housing Officer and Place Manager Karen Bailey to work and support a resident following a fire at their property in Dormstan Drive to ensure the property was secured and that the residents felt safe.

Street Scene had created in Old Abbey Gardens a bins store area for residents to use. Previously the litter bins were located next to the front door, but the District Neighbourhood Caretaker, sorted out an old drying area to create a bin store area which was now well used by the local residents in terms of the recycling of refuse.

The Chairman referred to the *Edgbaston District Estate Assessment Score* in the narrative and enquired what the District could do to become excellent. Ms Richards advised that there were a number of things, but currently the High Rise Blocks at the

top end of Welsh House Farm Road were undergoing major refurbishment. When an estate assessment is carried out they look at the holistic area and this would have reduced the assessment score by a small amount until the refurbishment to the Blocks were completed and the scaffoldings were removed and the area looking a lot better. They had to be honest in the reflection of the scores by taking into account the refurbishment work that was being done. This was also reflected in their High Rise audits where the Blocks would not come up to the excellent stage, but would just be below taking into the account the major work being done on the area.

The Chairman thanked Tina Richards for attending the meeting and presenting the information.

TRAFFIC ISSUES

280 Anne Shaw, Assistant Director, Transportation and Connectivity; David Harris, Transportation Policy Manager, Economy; Kevin Hicks, Traffic Manager, Place; Peter Parker, Design Development Manager, Economy were present for this item and in an extensive and wide ranging discussion, the following were amongst issues debated arising from parking around the University Hospitals Birmingham (UHB): -

1. There were serious issues of parking from UHB in Edgbaston and Harborne Wards which was also spilling over into Quinton Ward. Recently at the top of Court oak Road around the Public House there was parking. If people came to empty the recycling bins they could not park near the bins.
2. In terms of parking around the UHB, they were in the process of developing further regeneration and development plans which would take into account the parking requirements that needed to happen.
3. Following the publication of Birmingham Connected in November 2014, they were working with UHB Trust, the Mental Health Trust, Birmingham Women's Hospital and Queen Elizabeth Hospital as well as the University of Birmingham on setting up the first Green Travel District. This was bringing together at the local level the key stakeholders looking at how they could reduce congestion to and from the Green Travel District area reducing car parking both internally within the site and around the local roads and how they could move towards a more sustainable trips.
4. It was important to understand what needed to be done from the Council's point of view and to working with the key partners - the University of Birmingham and UHB to see what they could do better in relation to joining things up across the site.
5. The first Green Travel District Association, chaired by Jackie Smith, CEO, UHB was now in place and they were working on a range of measures in terms of short term things to get more people walking, cycling and using public transport to the area.
6. A bid was currently being developed for European funding to deliver some quick win measures in terms of personalised travel planning and information output for transport and infrastructure improvement, how they could link in to the cycling and walking infrastructure and improved public transport links;

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joining things up with other programmes they had i.e. Birmingham Cycle Revolution (BCR).

7. Funding was available for Phase 3 for links into the Green Travel Districts which was an area that would be developed and looking at wider measures such as how they could provide a better bus link with the Life Sciences Park , Dental Hospital and the UHB.
8. (The planners were invited to attend the District Committee) as there was on-going work around the Master Plan for the longer term vision for the area which was a strand to the Green Travel District and the Association of the Master Planning Board tied together .
9. They were involved with the Department for Transport in looking at the forthcoming Cycling and Walking Investment Plan work. They would look at how to prioritise and develop walking and cycling route strategies. Some of the work that would be going on Living Streets and consultants and officers in the Transportation Policy Team had been building up evidence based to look at key walking routes.
10. As part of the national pilot, colleagues had been working with Living Streets and looking at how best to do this using the Green Travel District area of Selly Oak Hospital as a pilot to understand how investments and decisions might be developed in terms of forming a national plan going forward. The Master Plan was at a place that they could discuss, but could come forward to a later Committee meeting.
11. It appeared that Transportation rarely raised any issues of concerns regarding traffic issues for large developments. An example was in Edgbaston Ward where it was proposed to build 200 flats and houses, shops and office block on the car park of the Cricket Ground. At the time it was highlighted by the local Councillors that traffic coming out at the busy junction at Pershore Road and Priory Road would cause some difficulties, but Transportation did not raised any complaints and the planning application was approved.
12. Ms Shaw noted Councillor D Alden's concerns regarding the traffic issues pertaining to the proposed development of Warwickshire County Cricket Club Car Park and the Oasis Church Centre, Lee Crescent, Edgbaston and stated that it was correct that all the planning applications that were submitted to Planning, Transportation would look at what the transport impact would be on any new development. They would check the planning applications to see what the developer had stated about the transport statement, including accessibility to public transport, walking and cycling as well as parking and other access requirements.
13. In relation to the Children's Hospital, some work was being done with regard to Master Planning the whole area, not just the cluster of hospitals, but Birmingham University. This includes looking at more details as to what the transport requirements were. They would try to mitigate against some of the issues that were of concerns to the Councillors and residents around this location and to ensure that they had robust transport which would give access to public transport, walking and cycling and minimise the use of cars and traffic around that location and dealing with the issues of parking and free

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parking as it precedes further away from those locations which was what causes the most concern for residents.

14. With regard to Lee Crescent, they had recently had some correspondence and site meetings with Members concerning the issue. Their understanding was that the development with the Church, there was some funds available, but it was uncertain how much within any agreement or development agreement being signed. They were working with Marie Brown, Edgbaston District Engineer to trying and bring something forward that was suitable.
15. Members had given what they thought was a satisfactory solution. They were working on the issue, but they wanted to assure Members that any of the major developments that were submitted was given a robust analysis of the traffic and transport issues. They had to work within the guidelines of the Planning Framework as there were certain things that they could and could not object to.
16. Mr Harris noted Councillor D Alden's comments concerning, the robust analysis, the fact that the City Council was still using the pre-2011 guidelines which reduces the number of car parks that was allowed at these developments and advised that he took on board her comments, but that the issue around parking was a difficult one and that it could be argued that locations like the QE site where there was a reasonable public transport offer, it was fair to say they could have more restrictive parking.
17. Whether or not the balance was right, it probably needed to be reviewed, but some of the things they were finding out as they were doing extra work to feed into the Master Plan, the issues were not just about what was provided, but the way it had been managed internally within the site. This needed to be looked at through the Master Plan exercise as they had seen the evidence.
18. There were spaces within the QE site Car Parks at 10:00 am on a Friday morning, but there were people parking on streets on local roads who had passes. Some of this was to do with the convenience and when shifts finished, people pile out. Perhaps the argument around spaces was part of the question, but was not the whole story as there was a bigger element they needed to look at and work with partners to see how they manage their parking stock more effectively to ensure these issues did not happen.
19. Providing more and more parking was not the only solution. This might take some of the parking off the street, but would not solve the congestion issues as the limited road space they had in the area would simply become more traffic clogged. There was a balance to be struck about how much further parking was to be provided against how they move people to and from the site in future.
20. There was not a straightforward solution to the problem, but through the Master Planning of the site they could take stock and take account of what had happened previously and learn from some of the issues that had happened to date and ensure that things were working better going forward.
21. Ms Shaw stated that from what had already been explained and the briefing note provided by planning colleagues was that this was now on-going to look

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at the wider development of the cluster of university, hospitals etc. and as part of that they were looking at what the wider transport and parking requirements would be. They would come back to the Committee on a future date to give the Committee that information in more detail.

At this juncture, the Chairman advised that Agenda Item 6 (b) was in relation to Harborne Ward and that this item would be tabled at the Ward Committee meeting this evening.

22. There were two points – the phrase *they could have a debate on whether the balance was right at the moment*. It was not thought that they could have that debate. If you walk around the streets of Harborne and Edgbaston, by the QE, the balance was clearly not right. If you try and come down Harborne Park Road and Selly Oak Triangle in the mornings the balance clearly was not right. They needed to start from a point, not that the jury was out whether or not the balance was right so far, the jury was definitely in and it had been gotten wrong.
23. Had Members been invited to any of the Travel District meetings, he would have made that point and he wondered if this was the reason Councillors from both side of the divide were not invited to those meetings. They would have made the point strongly that the balance was not right. Going forward whatever they do had to be based realistically as to how people got there, not staff and patients. Patients to a children's hospital and a maternity hospital, would be less likely to use public transport if they had a private car alternative.
24. It was important that they looked realistically at the patient cohort and how that patient cohort would get there, but also the staff. They could do things with the staff and that they could put pressure on the stakeholders and the hospitals to make much better use of their parking provisions. This was something that the Harborne Ward Committee was trying hard to do and had met a wall of resistance for many years.
25. It had to be based on a realistic projection of demand, not just current demand, but future demand. Otherwise they would have the position they had now with Norton Court, the Birmingham Women's Hospital where things had stabilised and was a successful site and was fantastic for the people of Harborne and Edgbaston.
26. Successful sites grow and develop and it was not just about whenever this planning application comes through and whenever they thought about this Travel District, it was not what they thought about the current demand now, because it was known that the whole Life Sciences Park, the successful QE Trust and the Birmingham Women's Hospital and potential Children's Hospital, it was known that the demand around that site would get much bigger. It was requested that any travel planning be based on what was likely to be coming down the *track*, not just what was currently happening at the moment.
27. Mr Harris noted Cllr McKay's point and advised that in terms of the QE site, when the original transport assessment was done, the reality was that this had grown in terms of popularity in terms of the services offered, staffing, patients and the amount of people that went there. This was a lesson to be learnt in

relation to planning. The whole idea of the Master Planning of the site was to learn from those lessons and to ensure that future proofing was built in.

28. In relation to the car park, they were not saying that there was no need to look at it, but it was about public, private and off-street/on-street and that was part of the work to look at making it all work going forward.
29. The Chairman commented that he was in agreement with Councillor McKay's view and added that he did not believe any Member of the Committee had objected to the success of the QE Hospital, when it was doing superb works and was probably one of the best medical centres in the UK. The issue was that it had grown out of all recognition from the original plans and there were more staff there with patients coming from miles away.

At this juncture, the Chairman invited Jayne Tyler, a local resident who had experience of the parking problems when she was visiting her mother at the hospital during the Christmas period.

30. Ms Tyler stated that since last year, her mother and partner had been treated at the QE Hospital, and that she had visited them on a daily basis, but that she had given up trying to park in the Car Park as there were no spaces available. She advised that she had parked on the road, but was parking further and further away until she got to the point where one day she had to park in the car park at the rear of the High Street, Harborne, which was much cheaper, but was a fifteen minute walk to the hospital. She added that she had to do this for three weeks.
31. The Chairman stated that it was not just people going for appointments, but it was visitors. He added that he recalled speaking to a retired consultant who advised that the number of staff working at the hospital had doubled than was first thought would be there initially. Where there was money from the Hospital Trust to do certain residential parking arrangements, Edgbaston Ward had some residential parking scheme set up, as well as Harborne, this was pushing people further away. He added that in a discussion with Councillor John Clancy, Leader of the City Council, he had informed him that parts of Quinton was getting people parking there to get to the QE Hospital.
32. In looking at the Master Plan for the site, they should ensure that they were taking into account the fact that the QE Hospital was one of the best in the country, but the residents in the area wanted to have a reasonable life and not just find that all the roads were closed. Currently, St Mary's Road, Harborne was packed with cars and it could sometimes take 20 minutes going along that road. It was hoped that the officers would take on board the comments.
33. Ms Shaw commented that it was helpful to listen to Ms Tyler's comments and others who had also commented. It was about the balance and those who needed to visit the hospital by car and needed to have those facilities available to them in terms of parking, and those who did not need to come by car, it was about giving people who had the choice, the choices that they needed.
34. The timing of the Master Planning work they were doing was not just looking at transport in isolation, but looking at the future of the whole site in terms of

changes around the Hospital cluster and the further development. Certainly, understanding from all the meetings that had been held, and she had been present at in the past, particularly with residents that had lived around that area, concerning the problems, all of these issues had been taken on board and was the reason they were doing this piece of work so that they could take all the comments, whilst still allowing the QE and the rest of the site to develop in that centre of excellence.

35. The recent stabbing that took place in Sutton Coldfield, the victim was referred to the QE Hospital for treatment at the Trauma Centre. The chances were that any relatives of the victim coming to the QE Hospital from Sutton Coldfield to visit her would not come by train or bus. In terms of the wider region, this stretches to Wales and further in other directions which meant that people would drive as everything else was inconvenient. They would get into Central Birmingham, which they did not know well and would try to get somewhere to park other than at the hospital.
36. Speaking of future proofing, one would hope that UHB had some idea of scale about what their plans were over the next few years. He stated that he had gotten the impression that this had not been communicated or that it had not been taken into account in terms of putting the plans around issues like parking. It sounded hopeful that they were putting in the Master Plan, but the Master Plan was only as good as the information they got. From memory, there were more car parks in the plans for the new QE than they actually built in the end. It was uncertain why this reduction took place, but it would have been helpful had these additional car parks being built.
37. In terms of the Selly Oak Island, this was a design fault and should be rectified as people coming from Harborne had difficulty getting onto the island which had contributed to the problems.

The Chairman commented that he was aware that the planning application for parking spaces at the QE Hospital was larger than the number of spaces that they had actually built and that the Trust stated that they would not be building anymore. Ms Shaw stated that this was not something she knew about, but that she was willing to investigate the issue and inform the Committee of her findings.

The Chairman then invited Phil Stokes, Honorary Secretary, Harborne Society to remind the Committee of the number of unbuilt car parking spaces at the QE Hospital.

38. Mr Stokes advised that the outline planning application had several thousand spaces and the final planning application had considerable fewer spaces and the current figure showed that they were still 50 fewer spaces down on that. Green Travel Plans were tinkering at the edges. They had attended the Calthorpe Residents' Association presentation and Jackie Smith boasted that the hospital was not just a Birmingham Hospital, not a regional or a national hospital, but an international hospital and that they had dealt with over one million patient visits in the year.
39. The question was how many of these people would look at the map if they had mobile phone or the timetables, look at the website to which bus(s), trains they should come on when they were driving from various areas. People

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would come to the hospital by car. The Council's officers were in denial, if only they would say that they hold their hands up, we got it wrong, let's not make this mistake again.

40. The Birmingham Women's Hospital outline planning application that was approved recently provides the entire deletion of the visitor/out patients' car park which consists of 46 spaces. The Chairman of the Birmingham Women's Hospital attended the Ward Committee and stated that there would be many more parking spaces. The 46 spaces went and they provide 8 disabled spaces.
41. It was self-evident that there were not enough spaces and the Traffic Regulation Orders and the Cycle Lane Scheme in Harborne, would only solve the problem of the residents who had parked inconsiderately, but would result in the displacement of those vehicles to other roads in Harborne. There were double yellow lines on every road off Metchley Lane and the question was where all these cars would go.
42. Officers maintained that the Green Travel Plan would deter people and he was in favour of people who would travel to the hospital by bus, not being allocated a parking pass by the hospital. People parking in Quinton were perhaps doing so to get on Bus Service 99 which travels along the Hagley Road through the back of Harborne to the hospital.
43. The QE Hospital appears to think that having a Farmers Market and a fruit stall every day, allowing the Guide Dogs to train on their ground, developing a fruit tree orchard was showing how wonderful they were to their local community. Jackie Smith Chief Executive had emphasised that there was to be no more parking spaces.
44. As stated, the QE Hospital was a national and international hospital and this was true of the Children's Hospital as there were children there who had come from Wales and other places. They would have that problem again if the Children's Hospital moved to the QE site.
45. The failure was the Council's failure and as a result of the big things that were taking place, the Council could not afford to perpetuate that failure. *Learning lessons* was another cliché phrase – it had to be ensured that these lessons were learned and not repeated as the residents in Harborne and Edgbaston in particular would suffer greatly if they got this wrong.
46. Ms Shaw stated that future proofing and understanding what would be developed on the site in the long term will impact on what they had. It was not just dealing with the patients that were attending clinics or appointments, but also the people who were working and delivering there. The deliveries that were coming into the hospital and the university, those areas where they could remove some of these journeys off the network, remove some of that parking on the existing parking, look at what the parking requirements were and knowing that development work, by looking at what the broader developments coming forward and what the requirements would be.
47. The comments would be taken into the developments of what they would do and bring this back to the Committee for that further discussion. The

Committee could also be part of that analysis and taking forward the proposals that would come out of that.

The Chairman commented that it appeared that they wanted a new car park that would take probably 2,000 cars, so that all the cars could be taken off the roads as there would be surplus capacity when one shift goes off and a new shift comes on so that there would not be any problems with parking at the hospital. He could not see that the hospital would want to build a multi-storey car park to accommodate 2000 cars, but it would make the residents of Harborne and Edgbaston and Quinton feel they would not have the parking problem in their roads. There would then be the knock on problem as to how they would get all these cars onto the site.

Currently in Metchley Lane, there was no right turn at the Hub except for emergency vehicles and buses, but people were turning right. He had spoken to Marie Brown District Engineer and the Police concerning the issue. He added that the Police had agreed that drivers were breaking the law and had suggested that the TRO be removed as they were unable to Police the junction permanently.

The Chairman thanked Jayne Tyler and Phil Stokes for their contributions to the discussion. He thanked David Harris and Anne Shaw for attending the meeting and presenting the information. He added that it was hoped that the Committee would have that further discussion concerning the Master Plan for the QE site.

PLANNING - UNIVERSITY HOSPITALS BIRMINGHAM (QE) SITE

281 The following briefing note concerning the Selly Oak Master Plan and the Children's Hospital was submitted for information: -

(See document No. 2)

Councillor Bennett referred to the briefing note and stated that it was unclear who had written the note. He enquired whether the meeting that had taken place with the former Leader of the City Council, Sir Albert Bore, took place before or after he ceased to be Leader of the City Council. If this was before he should have told someone about it, i.e. the Chairman or someone from this Committee, if it was after, they would like to know what he thought he was doing. He sought clarification concerning the issue.

The Chairman stated that he was aware that pre-planning applications meant that officers spoke with developers and no local councillor was told until the application was in place. He advised that it had been rumoured in Harborne and perhaps Edgbaston Wards that the Children's Hospital would be located on the QE site and that they might be building on the playing fields in Metchley Lane. He commented that this would be a disaster and that it was known that the City Council owns the freehold of the playing fields and that there was a long lease to the university which had 95 years left to run. If the Children's Hospital was to be built there, and the university was offered several £ 000's to give up their lease it was unsure they would be willing to do so.

Ms Shaw advised that the paper came from Liz Jesper, Development Planning Manager, Planning and Regeneration Team. In terms of the question relating to Councillor Sir Albert Bore attending meetings before or after he was Leader of the

City Council, she could not respond to that question as it was uncertain what the dates of those meetings were, or when they took place. She undertook to investigate the issue and respond to the Committee at a future date.

Councillor D Alden suggested that should there be any further discussion concerning the issue that the District Chairman be invited as it was such an issue in Edgbaston Ward someone from the Ward be invited. When meetings were held the people from the local area who got all the problems afterwards were ignored. She referred to the second paragraph of the briefing note and advised that Peter Wright had informed her that he was retiring in Easter. She questioned who the officers were to contact following Mr Wright's retirement. Councillor D Alden stated that when the QE hospital was built, she along with former Councillor James Hutchings had written a number of emails in response to the different bits of the consultation and each time they had both stated – make sure you got the infrastructure right – but this did not happen. She voiced concern regarding the Children's Hospital proposal as she did not feel that there was the capacity for the hospital to be located on the QE site.

Ms Shaw stated that she had made a note of the request for the local Councillors and the District Chairman and residents needed to be involved in the discussions. In terms of Peter Wright's replacement, they were going through a number of staff changes and the number of officers were being reduced as part of the budget constraint they had as a Council, but they would inform the Committee of whom the replacement would be that was leading on this piece of work so that Members could refer their questions to.

The Chairman thanked David Harris and Anne Shaw for attending the meeting and presenting the information. The Chairman advised that he had invited Ms Jesper to attend the meeting, but she was on leave today and it was presumed that this could be the reason she had sent the briefing note.

UPDATE ON BIRMINGHAM CYCLE REVOLUTION

282 The Chairman advised that in relation to the proposed contra-flow cycle lane, the Harborne Ward Committee meeting would be held this evening and the cycle lane issue would be raised there. Of concern was that where they had existing contraflow cycle lanes, in some roads where it was *One-Way*, there was no official contraflow cycle lane, yet cyclists seem to think that they could cycle contraflow to the traffic which in his view was not helpful. If there was going to be coordinated plans on cyclists throughout the district, perhaps they should have ideas of where the cycle lanes were being proposed. The Chairman stated that at the last Edgbaston District Committee meeting a number of questions were raised concerning the Birmingham Cycle Revolution.

At this juncture, the Chairman advised that he was asked to read a memorandum from the Bartley Green Ward Committee Members concerning a resolution that was passed at the Bartley Green Ward Committee on the 28 January 2016, concerning the proposal by Birmingham Cycle Revolution for the cycle path that followed the stream at Woodgate Valley.

(See document No. 3)

Ciaran Morgan, Project Manager, Birmingham Cycle Revolution South stated that he was not fully aware of the specific items, but it was something that they could take on board after the meeting and provide a written response. He advised that the City Council had employed a consultant for the Harborne area to take on board the concept design that had been agreed by the City Council team and they were currently investigating the proposal to its full extent and the feasibility options. This would then be presented to the City Council with a list of concerns or options with any specific junctions along the route from Five Ways roundabout through to Quinton and some parallel routes such as Lordswood Road.

Keith Dugmore advised that Bartley Green Ward Members would receive a response in the next few days including issues that had been brought up at the Ward Committee.

Councillor McKay stated that in terms of the contra flow cycle lanes and cycling lanes generally, it was important that they think about proper segregation. There was a short stretch of contraflow cycling lane in Harborne on Greenfield Road between Vivian Road and the High Street. At one end there was a Public House that use to puts out its trade waste bins on the pavement, but as a result of the parents taking their children to St Mary's School, there was a number of objections concerning this as the children had to walk in the road. Therefore the trade waste bins were placed on the road once or twice per week ready for collection.

This meant that as the drivers were coming up Greenfield Road towards the High Street had to swerve around the bins into the contraflow cycle lane. He added that he had experience of this in a car turning in this stretch of road. The bin Lorries were there and looking round there was a cyclist coming at him. Had he not looked around he would have gone into the cyclist. There was a real case of asking ourselves whether these were safe enough as in his opinion he did not think that this was the case. There was no reason for mandatory cycle lanes to have other traffic in them.

The objection was that you could purchase a lot of paint for a small amount for physical segregation, but as was shown at the recent Sustrans event, there were ways of doing this and examples were given of American cities where physical segregation could be done cheaply to establish the principle and stop car traffic going into these and then going back at a later date and then doing a physical segregation. He voiced concerns where contraflows were just paint where driver observations were poor. The question was whether they were applying the safety test concerning these.

Peter Parker, Design Development Manager, Birmingham Cycle Revolution stated that in relation to Bartley Green points, his colleague Andy Middleton was picking up these points and was speaking with the Ward Committee concerning the issues. In relation to Cllr McKay's points concerning the physical separation, what they were doing at present, not just concerning the measures for Edgbaston District, but across the City, they were looking at three key issues: the road capacity, impact on amenity and the impact on the environment. They were trying to come forward with a number of options that provides with on balance the best scheme to meet the objectives which was to get more people cycling. This includes the physical segregation as this would get more people cycling. This was partly the reason he process was taking slightly longer than previously stated. They were looking to consult Members in May 2016.

The Chairman stated that he was in agreement with Councillor McKay's comments concerning the trade waste bins on Greenfield Road.

Councillor McKay stated that he believes that there was a feeling within the cycling community in Birmingham, which the way the decisions had been made in the past had been to tend towards advisory cycle lanes and painting the road to try and square a circle and try and follow the path of resistance. What this then did was to please no one. The points made were valid concerning the impact on parking, road capacity and encouraging cycling, but they would not get the modal shift if they just go down the route of paint on the road and advisory cycling, because what they would get was dangerous parking in the cycle lanes and people not cycling where a lot of money was spent and they got no one. He stated that he would personally like to see less and better infrastructure and paint all over the city that cars were parked on as they would get less people cycling than they did at present.

Mr Parker noted Councillor McKay's points and stated that it would be taken forward. He added that they were working towards the highest quality route for the budget that they had available.

Councillor D Alden commented that she was in agreement with Councillor McKay's statements. She stated that they seemed to have gone wrong as they had started all over the place instead of starting with something that was good that they could roll out elsewhere, but it appeared that they had started all over the City with plans that would not encourage people. The whole plan of encouraging people who were not currently cyclist which was the point she had raised concerning Harborne Road 18 months ago that putting people contraflow on a busy road was not going to encourage anybody new to take up cycling. In her opinion, it would have been better for the City to decide on one route first and do that well and then start looking at others. Councillor D Alden enquired how much of the BCR money the City had left that was not being spent on cycling as she got the impression that some of this fund was spent on other things like pedestrian phases at junctions and that there would be some car park spaces made in Harborne and showers in the Council House from the BCR money.

Ms Shaw advised that it was worth noting that when they first submitted the cycle revolution to the Cycle City Ambition Grant 3 – 4 years ago, they did this in conjunction with a number of cyclist stakeholders in terms of what they would like to see the City develop as part of its cycle network. This was based on a 20 minute cycle journey from the City Centre in order to shift some of those car trips into the City Centre into cycling. They came up with a range of different options which they were trying to take forward. This includes off-road and was the reason they had letters concerning Woodgate Valley Country Park.

They had done a number of off-road routes within the City's parks, refurbished a large amount of canals network that was not just enjoyed by cyclist but, by pedestrians and local communities. Where they came out of the parks and go across the roads into another part of that green route, those areas were looked at as part of the cycle revolution as well in order to make those safe crossing points. A number of new access points onto the canals and a number of other softer measures and in terms of showers in buildings, there was a programme called Top Cycle Locations where they offered grants to businesses, universities and other institutions to offer their workforce cycle facilities and to encourage those people to cycle as well.

In terms of money that was spent, this was only spent on the BCR and they could supply the Committee with that information. They have been working with Sustrans in terms of looking at what they were trying to do. It had to be remembered that the BCR was a long term programme to develop a network of cycling routes. They were looking at and now working with people ascertain whether they got it right or whether they needed to do something different, how they would encourage people to cycle on the road and what was it that made them feel safe and secure on that road network; where did they need to put those better quality segregated routes. They were looking at all of the things they were doing and were continually looking to get the design of the proposals that they got and having that longer term programme of what it was they were trying to do.

Councillor D Alden commented that it appeared that she was correct as the Council had put some showers in the Council House which was paid for out of the BCR money. Ms Shaw advised that this was part of a programme of work that was called the Top Cycle Locations. She was uncertain about the Council House, but they had given grants to businesses and other institutions about providing cycle facilities whether it was parking within a business place or something else. The Committee could be provided with the information in relation to who was included in the Top Cycle Locations programme.

The Chairman requested that the information be provided to the Committee Manager for distribution to the Committee. He added that earlier in the debate, mention was made of the Living Streets Audit; he enquired whether it was known when the Council would finish reviewing this and produce the result from it. Mr Harris advised that this was part of the Department for Transport (DfT) piece of work and that he was not aware of the timescale for completion, but the Cycling, Walking investment Strategy was meant to be later this year. He stated that within the next few months there would be some output from that as they were involved working with the DfT in that work. He undertook to get an update and report back in due course.

Councillor Robinson enquired whether there were any other TRO's in Harborne Ward other than St Mary's Road in terms of the timescale. The Chairman advised that he had mentioned that in passing briefly as it was something that Councillor McKay, Chairman for Harborne Ward Committee would be discussing at the Harborne Ward Committee this evening, as this was a Ward issue as opposed to a cross Ward one.

Councillor McKay advised that there was a package of measures that includes Lordswood Road outside the Harborne Pool and Fitness Centre and St Mary's Road, which were the two biggest TRO's. They were advertised as a block, but two objections were received to the Lordswood Road scheme. They were working with the objectors, but the objections remained. These have now been separated out and the St Mary's Road and other measures were going forward. The Lordswood Road scheme by the Harborne Pool and Fitness Centre had to be the Cabinet Member for Development, Transport and the Economy, Councillor Tahir Ali's decision as to whether to override the objections. The work for St Mary's Road would be done in April 2016 and the timescale for the Cabinet report and Lordswood Road outside the Harborne Pool and Fitness Centre was longer.

Mr Harris advised that he understood that the Cabinet report was imminent and that speaking with Gary Dalton who was managing the process, he had suggested that if

they could get the objections overruled in time the work would be delivered as one package going forward.

The Chairman thanked Ciaron Morgan, Peter Parker, Anne Shaw and David Harris for presenting the information.

OTHER URGENT BUSINESS (REPORTS BY OFFICERS)

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Local Innovation Fund

Keith Dugmore, Interim Lead, Edgbaston District informed the Committee that the Local Innovation Fund (LIF) from the City Council may be made available in May 2016. He requested that the Members look at some innovative ideas that could be pulled together for the Wards should there be a bid process that they had to go through. It was not yet known how much would be allocated to each District, but it would be a good idea to put some form of focus group together to put some innovative idea together if this was a bid process.

The Chairman stated that his understanding was that £2m would be made available, but that this would not be divided into £200k per District, but would be down to bids to be made and that the money might be available in September 2016 as Ifor Jones was currently working on the rules for bidding for the money.

Councillor D Alden stated that she would like to voice an objection that if there was that money, it should be divided equally so that each District got something. It was known that some people would get more, some people less and some people none at all. She suggested that Edgbaston District Committee should put forward the following:

That this fund be divided equally so that every District had the same amount to spend.

The Chairman advised that he had made this suggest a fortnight ago at a meeting concerning the issue, but that the issue would be followed up.

Neighbourhood Challenge

Mr Dugmore advised that the Committee needed to devise a Community Plan, which would be sent to a printer to be printed for the District. The funds for this would be made available from the centre. Copies of the Community Plan would be circulated to Members before it was sent to the printers. The Neighbourhood Challenge was due to be reviewed as the currently had the Disability Advisory Group in Harborne and the Jobs and Skills that needed to be looked at in depth. He undertook to circulate to the Committee a copy of the draft Plan for Members to comment on and to give a response within the next two weeks.

The Chairman stated that one of the Neighbourhood Challenge should be the parking problems around the University Hospitals Birmingham, so that when they come to bidding for money they could stand a better chance. If they did not have anything in their challenges, they could be denied any funding.

Edgbaston District Committee - 7 March 2016

The Chairman advised that once the Municipal Elections were completed in May 2016, the Committee Manager would find out from the Members of the District Committee what their views were and when they wanted meetings. He added that they should consider having evening meetings if they could get over the challenge of having a cost.

Councillor McKay stated that he was certain that his colleagues would be happy for him to speak on their behalf, and that he was personally in favour of evening meetings rather than daytime meetings.

The Chairman expressed thanks to all for their contributions and for attending the Committee meeting.

AUTHORITY TO CHAIRMAN AND OFFICERS

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RESOLVED: -

Chairman to move:-

"That 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 2012 hours.

CHAIRMAN

Article 10 - District Committees and Ward Forums

This Article sets out details with regard to District Committees and Ward Forums consisting of the Members of that District or Ward.

- 10.1. Ten District Committees have been established by the Council and the relevant Ward Members have been appointed to serve on them:-

District Committee:	Area:	Members from the following Wards:
1. Edgbaston	South	Bartley Green, Edgbaston, Harborne and Quinton,
2. Erdington	North	Erdington, Kingstanding, Stockland Green and Tyburn
3. Hall Green	East	Hall Green, Moseley & Kings Heath, Sparkbrook and Springfield
4. Hodge Hill	East	Bordesley Green, Hodge Hill, Shard End and Washwood Heath
5. Ladywood	Central	Aston, Ladywood, Nechells and Soho
6. Northfield	South	Kings Norton, Longbridge, Northfield and Weoley
7. Perry Barr	Central	Handsworth Wood, Lozells & East Handsworth, Oscott and Perry Barr
8. Selly Oak	South	Billesley, Bournville, Brandwood and Selly Oak
9. Sutton Coldfield	North	Sutton Four Oaks, Sutton New Hall, Sutton Trinity and Sutton Vesey
10. Yardley	East	Acocks Green, Sheldon, South Yardley, Stechford & Yardley North

- 10.2 Ward Forums will be constituted in each District to encourage and facilitate dialogue, between the Council and local people within their Ward. Cabinet has delegated the functions, operational powers and duties to the relevant Ward Forums as set out in Volume B (B6).

- 10.3 The Councillor membership of District Committees shall consist of those Members elected to serve Wards within that District and that Ward. The co-option of partner members without voting rights is permitted in respect of each District Committee. Once Committees have been established, only the City Council can dissolve them. The Member of Parliament for the District should be invited to attend District Committees as an observer with the right to speak.

EXECUTIVE POWERS DEVOLVED TO DISTRICT COMMITTEES

- 10.4 Cabinet has delegated the functions, operational powers and duties to the relevant District Committee(s) as set out in **Volume B (B6)**. These Terms of Reference may be amended by Cabinet from time to time to reflect the shape of the Future Council. District Committees have a right to consider and respond to consultations on planning briefs and frameworks and major development proposals. Any such

responses are to be given to the Planning Committee for consideration at the appropriate time.

10.5 Meetings

Chairs will be appointed by each District Committee and by each Ward Forum at the first meeting of the municipal year. Deputy Chairs are elected at the same meeting for the purpose of substituting for the Chair if absent. In the event of a District Committee failing to appoint, the matter will be determined by the Leader of the Council. They will have a leadership responsibility for 'place' matters within their District including:

- (i) Effective discharge of the local executive remit, through delegations, of their District Committee.
- (ii) Production of a Community Plan out locally determined priorities and policies for approval by the District Committee.
- (iii) Attend Overview and Scrutiny to account for delegated responsibilities for the District Committee, and policy priorities as set out in policy statements and development plans.
- (iv) Working closer with the Assistant Leaders as part of the Cabinet Committee Local Leadership.

Each District Committee will also hold an annual District Convention with input from community groups, Ward Forums, partners and other stakeholders, to inform on District priorities arising from the Local Service Community Plans.

10.6 Quorum

- (a) The Quorum for a District Committee shall be 6 Elected Members.
- (b) The Quorum for a Ward Forum shall be 2 members.

10.7 The Council will establish (or dissolve) Ward Forums on the recommendation of the Council Business Management Committee.

B6 – District Committee and Ward Forum Functions

1. THE ROLE AND PURPOSE OF DISTRICT COMMITTEES IS MORE PARTICULARLY SET OUT WITHIN THE "TERMS OF REFERENCE" BELOW. THE TERMS OF REFERENCE ARE SUBJECT TO AMENDMENT BY CABINET OR BY COUNCIL BUSINESS MANAGEMENT COMMITTEE, AS APPROPRIATE, TO REFLECT THE EMERGING SHAPE OF THE FUTURE COUNCIL.

2. The following functions are devolved to District Committees:

- Enforcement of litter prevention.
- Enforcement relating to fly-posting, placarding, graffiti and fly-tipping.
- Local community safety (local CCTV and local neighbourhood tasking issues taken forward usually in partnership with the police).
- Power to authorise the picking up of stray dogs, and relating to scavenging in alleyways and fouling of land.
- Street Cleansing – local decisions on services and the specific role of working with local communities and social enterprises to encourage additional services such as community clean ups and anti-litter campaigns.
- Grants to Neighbourhood Forums from the budget approved for this purpose.
- The right to consider and respond to consultations on planning briefs and frameworks and major development proposals and for any such response to be given to the Planning Committee for consideration at the appropriate time.

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TERMS OF REFERENCE FOR DISTRICTS AND WARDS

Background

These terms of reference form part of a three pronged approach to defining the role and remit of the Council's community governance structure at both district and ward level. This also includes a schedule of functions that are to be delegated to these committees or forums, amending section B6 from the 2014/15 City Council Constitution; an article recognizing the existence of district committees and ward committees or forums and granting authority and powers to both and the terms of reference set out in this document.

Principles

The City Council is committed to the retention and the on-going development of its devolved approach to community governance, given the scale, size and diversity of challenges, opportunities and needs across the city.

The operation of new arrangements at the district and ward level must be consistent with the new resource framework for local governance and services, with a dramatic reduction since the council introduced its devolved arrangements over ten years ago. This means that the

support and administration of the refined model needs to take account of this and focus on the key priority of protecting front line service delivery, whilst also helping to shape new approaches to service delivery at a local level through partnership working and co-production.

The new model demands a particular set of cultural, organisational and individual behaviours, values and technical competencies. A key priority for its future operation is to shape a systematic, whole organisation approach to getting this right. This will be incorporated within the wider Future Council programme.

Overall purpose of the districts

Work at the district level will promote democratic accountability and support councillors in their community leadership role. It will also drive forward service improvement, community empowerment, active citizenship and local partnership working, and ensure maximum influence over the use of service budgets and resources, to ensure they are aligned with local needs, with the ultimate outcome of improving the economic, social and environmental wellbeing of the local area.

The roles of district committees

In conjunction with the relevant Cabinet Members and the Cabinet Committee Local Leadership the role of district committees is to:

- Develop and support the community leadership role of councillors and others in the area. This includes roles in relation to governance, community planning, local dialogue, partnership, commissioning and accountability
- Promote and influence service improvement, service integration and a focus on prevention across the whole of the local public sector in the district
- Work in partnership with all local stakeholders to further the needs and priorities of local residents in the district
- Ensure that city wide and city regional levels of decision making have a good understanding of local needs and priorities in different parts of the city
- Promote community empowerment and active citizenship and a diversity of local service provision, including community and voluntary organisations and social enterprises (e.g. through the Standing up for Birmingham campaign) and to develop positive working relationships with parish, neighbourhood or community councils
- Take local decisions on local issues as specified in the constitution and this Terms of Reference

Functions delegated to district committees

Within each Committee's area:

(Council functions)

1. To adopt and review a Community Plan
 2. To make Elected Member appointments to outside bodies; where such appointments relate solely to one Ward within the District, the appointment should be made by the relevant Ward Committee Members.
 3. To advise or make representations to the Council, the Executive or an Overview and Scrutiny Committee on all matters affecting community interests, including the exercise of a "Neighbourhood Challenge" function, working in conjunction with Cabinet Members to provide improved accountability in council and other public services within the district
 4. To consider and respond to consultations on planning briefs and frameworks and on major development proposals affecting the district, within appropriate planning timescales
 5. To consider proposals referred to the committee by the Council, the Executive or an Overview and Scrutiny committee and to report back the committee's views to the referring body
 6. To consider the performance, integration and co-ordination of public services in the district and make recommendations to the Executive and to the council's partners as appropriate
- (Executive functions)

7. To promote and improve the economic, social and environmental well-being of the area
8. To exercise any executive functions that may be delegated in section B6 of the constitution - specifically to exercise the following duties and delegated functions in conjunction with designated officer responsibilities, relevant ward councillors and the relevant Cabinet Member:
 - a) A duty to ensure tenant engagement in the management and development of social housing, in conjunction with the relevant Cabinet Member
 - b) A duty to promote safer neighbourhoods, including local CCTV and neighbourhood tasking issues taken forward in partnership with the police and in conjunction with the relevant Cabinet Member
 - c) A duty to promote cleaner neighbourhoods, in conjunction with the relevant Cabinet Member, specifically:
 - Street cleansing – taking local decisions on service delivery in conjunction with appropriate officers and working with local communities and social enterprises to encourage additional services such as community clean ups and anti-litter campaigns
 - Enforcement of litter prevention
 - Enforcement relating to fly posting, placarding, graffiti, and fly-tipping

- Power to authorise the picking up of stray dogs, scavenging in alleyways, Dogs (Fouling of Land) Act
- d) 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 relevant Cabinet Member(s) as appropriate, including:-
 - Approval of grants from the Local Innovation Fund (from April 2016)
 - Bidding for external funding to support neighbourhood and service improvement
- e) A duty to promote effective neighbourhood management
- f) A duty to promote and support active citizenship, community empowerment and a diverse and dynamic civil society, in conjunction with the relevant Cabinet Member
- g) A duty to ensure effective ward level governance arrangements, in Conjunction with the Leader of the Council
 - Approval of neighbourhood forum grants

The roles of ward forums

Members will also provide community leadership at the ward level to take forward the functions of the district committees, in particular through engaging the local community and identifying very local issues and priorities (for example through Ward Litter Plans or Neighbourhood Tasking meetings). The ward forums will:

1. 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)
2. 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
3. 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
4. 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
5. Plan work with the other wards to engage with partners such as the police

CODE OF CONDUCT AT THE DISTRICT COMMITTEE

1. This code applies to all persons present at the District Committee.
2. The Chair of the meeting is responsible for the good conduct of the meeting.
3. The purpose of the meeting is to transact the business of the District in relation to the functions, operational powers and duties delegated by Cabinet.
4. The meeting's format is set out in the Agenda. The Chair of the meeting may vary the order of items.
5. The Chair will decide if members of the public can address the meeting. Anyone wishing to do so should raise their hand, and may speak **only** at the invitation of the Chair.
6. Members of the public may ask questions on an item by raising their hand, but **only** at the invitation of the Chair.
7. Reports will be presented by City Council officers or other invited guests. These presenters are representing their organisations and may be bound by the decisions taken by those organisations.
8. The good conduct of the meeting is controlled by the Chair of the meeting. Those people wishing to speak should try to inform the debate currently in discussion. The Chair having invited a person to speak, has the final say and can order a person to discontinue their speech.
9. If the Chair of the meeting feels that a person(s) is persistently disregarding the good conduct of the meeting or if disorder breaks out then the Chair may order the person(s) to leave, suspend the meeting until in his/her opinion the meeting can restart or close the meeting.

Edgbaston District

Performance Narrative **Quarter 4 2015 / 2016**

Anti Social Behaviour	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <ul style="list-style-type: none">• The District received 162 new reports of ASB in the quarter and closed 166 cases. 99.4% of the cases closed were with a successful conclusion.• The ASB initial contact performance during this quarter is 96% of cases being contacted within the Service standard. This is in line with the service standard. However, Staff are investigating ways to improve the service.• As at 1/6/2016 the ASB team were working on 42 ASB cases of these, 7 are Cat A cases.• As at 1/6/2016 the Bartley Green ward had 54.8% (23 cases), Quinton ward 28.6% (12 cases), Harborne ward 2.4% (1 case) and Edgbaston ward 14.3% (6 cases) of the ASB cases open.
Estates and Tenancy Management	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <p>The Edgbaston District has 7309 local authority Housing Properties.</p> <p>Bartley Green Ward 3513 tenancies Quinton ward 2318 “ Edgbaston ward 698 “ Harborne Ward 780 “</p> <p>The Constituency has 16 high rise blocks with a total of 778 properties managed by the two local Housing teams a further 10 of these are managed by 3 Tenant Management Organisations (TMO's) Roman Way, Four Towers and Manor Close</p> <p>The city target for cleaning of high rise blocks is that 72% of them expected to achieve a 'good or better' score rating of 60 points plus. 78% of tower blocks on Edgbaston District achieved this.</p> <p>Low Rise Blocks</p> <p>The area has 310 low rise blocks within the District.</p>

	<p>Currently 105 low rise blocks are covered by either neighbourhood caretaking schemes or external contract cleaners.</p> <p>The city target for low rise blocks we clean is 50% of them to be audited and of those 100% should be found to be cleaned to a satisfactory standard. For the quarter the Edgbaston District achieved, 100% of the blocks audited were found to be cleaned to a satisfactory standard.</p> <p>Lodgers in Occupation, also known as unlawful occupiers</p> <p>At the end quarter Edgbaston had 15 live Unlawful Occupier cases over 12 weeks old. These cases are complex and often require us to take possession action. Dealing with cases of this nature, includes waiting court hearing dates. Regrettably this will take possession cases beyond 12 weeks.</p> <p>Unlawful Occupiers are required to pay a use and occupation charge whilst their application is being determined.</p> <p>Introductory tenancies</p> <p>At the end of the quarter the Edgbaston District had 4.9% of Introductory Tenancies waiting promotion to secure. This is better than the city target of 8%</p> <p>Estate Assessment Scores.</p> <p>The Estate assessment scores rated the Edgbaston District Estates as “Good” and just 0.2 points from being rated as “Excellent” (29 plus)</p>
<p>Voids and Lettings</p>	<p>Voids and Lettings is managed by Guy Chaundy (Senior Service Manager)</p> <p>For the quarter the total average turnaround to re-let properties in Edgbaston was 33.3 days. This is better than the City Standard of 35 days average turnaround time. Excluding Sheltered Housing Voids the average turn round time for voids drops to 26.7 days. This is better than the City target of 30 days.</p>

	<p>The number of days taken to let sheltered accommodation is 71.8 days. Please note that these figures can widely fluctuate due to the performance only being measured when a property is let.</p> <p>The average time taken to repair empty property by the Repairs provider Willmott Dixon South is 16.1 days. This is better than the City Target of 17 days.</p> <p>The % of properties advertised and re-let 1st time was 85.7%. This is within the City Standard of 70% or more.</p> <p>As a snap shot the Edgbaston District had 11 Sheltered Housing Void properties at the end of the Quarter.</p>
Achievements – Quarter 4	<ul style="list-style-type: none"> • These will be verbally reported on during the meeting

Housing Transformation Board Performance Report

Quarter 4 2015-16

Report produced by Place Directorate Performance and Support Services Team
Version 3.0 10/06/2016

Contents

RAG status
(based on Q4 data unless stated)

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<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	Green	17
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Number of households in Temporary Accommodation	Red	19
Number of households in B&B	Red	20
Number of homeless preventions	Red	21
Number of health and housing assessments currently outstanding	No Target	22
Number of households on housing waiting list	No Target	23
Average number of weeks families in B&B	No Target	24

Landlord Services

Antisocial Behaviour (Tracey Radford)

Number of new ASB cases received - A, B and C categories	No Target	25
Number of new hate crime cases	No Target	27
Percentage of A cases responded to on time	Amber	28
Percentage of B cases responded to on time	Green	
Percentage of C cases responded to on time	Red	
Total ASB cases closed	No Target	29
Percentage of ASB cases closed successfully	Green	30
Number of current ASB cases	No Target	31
Number of Live Think Family cases - snapshot figure	No Target	32

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	33
Percentage of low-rise blocks rated satisfactory or better	Green	34
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	35
Percentage of introductory tenancies over 12 months old, not made secure	Green	36
Condition of estates - average of bi-annual estate assessment scores	No Target	37
Condition of estates - number of excellent, good and poor ratings to date	No Target	38

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties	Green	39
Average days void turnaround - all voids	Green	40
Average days void turnaround - void sheltered properties only	No Target	41
Average calendar days to repair a void property	Amber	42
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red	43
Percentage of void properties let first time	Green	44
Customer satisfaction with letting staff	Green	45
Customer satisfaction with new home	No Target	46

Services for Older People (Carol Dawson)

Number of new void sheltered properties	No Target	47
Number of current void properties - sheltered only	No Target	48
Percentage of support plans completed in 4 weeks	Green	49
Percentage of Careline calls answered within 60 seconds	Green	50

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled	No Target	51
Average time taken to answer calls (in seconds)	Green	52
Percentage of calls answered	Green	53

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time

Percentage of appointments kept

We will respond to emergency repairs in two hours

We will resolve routine repairs within 30 days

Amber

Amber

Red

Red

Bham Promise

Bham Promise

54

55

56

57

Gas:

Percentage of gas servicing completed against period profile

Percentage of gas repairs completed within 7 days

Green

Red

58

59

Customer Satisfaction:

Customer satisfaction with repairs

Amber

60

Independent Living:

Number of households assisted by independent living

Number of Wise Move completions

Red

No Target

61

62

Capital Works (Martin Tolley)

Capital Works:

As per contractor assessment the percentage of capital improvements completed within timescale

63

Red

The percentage of capital improvements works completed and audited by BCC with no defects on handover

64

Red

Percentage of customers satisfied with contractor performance

65

Amber

Percentage of customers satisfied with the quality of their home improvement

66

Green

Percentage of customers satisfied with Birmingham City Council's overall process

67

Red

Percentage of actual spend as a proportion of revised annual budget - year to date

68

TBC

Capital Works completed to date by type, as a proportion of year-end target
Year-end Targets

69

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation (HMO) Licencing:

Houses in Multiple Occupation licences issued

71

No Target

Licensed and unlicensed Houses in Multiple Occupation inspected

72

No Target

Private Tenancy Unit:

Private Tenancy Unit - Requests for assistance

73

No Target

Private Tenancy Unit - Cases assisted through advice

74

No Target

Private Tenancy Unit - Cases assisted through intervention

75

No Target

Empty Properties:

Empty properties brought back into use

76

Green

CBP

Housing Development (Clive Skidmore)

Number of affordable homes provided

77

Green

Housing Transformation Board

Exception Report Quarter 4 2015-16

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: 16
Target: 92%
Performance: 5%
Commentary provided by: Louise Fletcher

Statutory timescales are not being met for a number of reasons:-

- There has been a high volume of Right to Buy applications, whilst there has been a reduction in employees within the Home Sales team since December 2015, both of which have impacted significantly on timescales for issuing RTB2 accepting or denying the RTB application. This has been compounded with the continuation of additional Social Housing Fraud checks, and more in-depth liaison with the Social Housing Fraud team.
- As well as the workload and process changes issues outlined above, delays in receiving valuation figures from Birmingham Property Services and the BMHT Team, and also outstanding EPC Certificates from Repairs Contractors, has resulted in S125 Offers not being issued in line with legislative deadlines.

To ensure that the Home Sales Team team is better able to cope with fluctuating workloads proposals are being developed to integrate the Home Sales and Leasehold Teams, and colleagues within other service areas are being challenged about their failures to adhere to service levels agreements.

Homeless Service/Allocations (Jim Crawshaw)

Measure:

Number of households in Temporary Accommodation

Page: 19

Target

1040

Performance:

1342

Commentary provided by:

Jim Crawshaw

There has been significant increases over the last 12 months and is reported on a weekly basis to Cllr Cotton. An action plan has been drafted and is currently in the process of being signed off.

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Homeless Service/Allocations (Jim Crawshaw)

Measure:

Number of households in B&B

Page: 20

Target

40

Performance:

135

Commentary provided by:

Jim Crawshaw

There has been significant increases over the last 12 months and is reported on a weekly basis to Cllr Cotton. An action plan has been drafted and is currently in the process of being signed off.

Page 42 of 112

Measure:

Number of homeless preventions

Page: 21

Target

9500

Performance:

7843

Commentary provided by:

The prevention performance was 7,843 against a target of 9,500. There has been a decrease in the number of preventions undertaken by commissioned 3rd sector providers which will be explored further.

Antisocial Behaviour (Tracey Radford)

Measure:

Percentage of C cases responded to on time

Page: 28

Target

95%

Performance:

91.5%

Commentary provided by:

Claire Berry

The SLA for category C cases has been missed because of errors made in south quadrant. All cases that have missed target have been examined. It appears that on a couple of occasions cases /tickets were created in error, on other occasions customers have been contacted within timescale but this has not been properly recorded on system. The staff making these errors have been given additional training and instruction in the use of Northgate system by ASB manager in south quadrant.

Page 43

Voids and Lettings (Gary Nicholls)

Measure:

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

Page: 43

Target

10

Performance:

14.8

Commentary provided by:

Gary Nicholls

The Fit for Letting to Tenancy Start Date period has reduced from an average of 22.4 days in 2014/15 to 14.8 days in 2015/16. This demonstrates a significant improvement in performance against an extremely challenging 10 day target. However it should also be noted that this performance indicator is a component part of the overall Void Turnaround time. Therefore overall Void Turnaround was 28.3 days which is within the corporate target of 30 days.

Asset Management and Maintenance (John Jamieson)

Measure:

We will respond to emergency repairs in two hours

Page: 56

Target

97%

Performance:

90.4%

Commentary provided by:

John Jamieson

Performance in March continued to be impacted by poor performance of the outgoing North Area Gas Servicing & Maintenance contractor PH Jones although action taken greatly improved actual repairs completions. Overall the city wide annual performance remained at 94.9% and within expected target levels for all other contractors (and just 0.1% short of the minimum standard of 95% despite the impact of PH Jones' performance in the final 2 months). This performance will be monitored under the new Repairs, Maintenance & Investment Contracts which include 2 new contractors and stringent penalties for poor performance..

Page

Asset Management and Maintenance (John Jamieson)

Measure:

We will resolve routine repairs within 30 days

Page: 57

Target

100%

Performance:

94.1%

Commentary provided by:

John Jamieson

Performance has continued to improve throughout the year against this target. This is expected to improve further under the ethos of the new Repairs, Maintenance & Investment contracts given that they now cover all repairs and gas maintenance responsibilities (rather than separately previously).

Asset Management and Maintenance (John Jamieson)

Measure:

Percentage of gas repairs completed within 7 days

Page: 59

Target

90%

Performance:

83.4%

Commentary provided by:

John Jamieson

Performance in the final quarter was below the minimum contractual standard of 85% with only the Central Gas Servicing & Maintenance contractor Mears being above target in this period, however across the year city wide performance was above the minimum standard at 87.2%. All incumbent gas contractors have been replaced in the new comprehensive Repairs Maintenance & Investment contracts commencing in 1st April 2016 which created challenging performance management issues in the final quarter, nonetheless 100% gas safety compliance was achieved and outgoing contractors will be recharged for work not completed within target time scales.

Asset Management and Maintenance (John Jamieson)

Measure:

Number of households assisted by independent living

Page: 61

Target

150

Performance:

106

Commentary provided by:

John Jamieson

Performance in the final quarter slowed in preparation for the new contract arrangements for delivery of Council Tenant cases through the new Repairs, Maintenance & Investment Contractors from 1st April 2016. However this was offset by higher completions in the previous Quarter resulting in an overall performance above target for the year.

Capital Works (Martin Tolley)

Measure:	As per contractor assessment the percentage of capital improvements completed within timescale		Page: 63
Target	95%	95.0%	
Performance:	40.7%	41%	
Commentary provided by:	Pat McWilliam	Pat McWilliam	

The city figure is affected by the customer providing access to allow the contractor to complete the capital work. Quarter 4 saw 1,170 capital completions - 100 were kitchen/ bathroom completions of which all were completed within timescale. -246 were property electrical tests and inspections of which all were completed within timescale. The remaining gas heating upgrades (824) of which 15% were completed within 5 working day timescale.

Measure:	As per contractor assessment the percentage of capital improvements completed within timescale		Page: 64
Target	95%		
Performance:	40.7%		
Commentary provided by:	Pat McWilliam		

The Quarter 4 period performance relates to the kitchen and bathroom capital work that have had inspections at the capital handover stage. The period performance is below standard as the contractor has not completed the capital work to BCC standard, therefore the contractor is instructed to carry out the rectification stated within the inspection, however it should be noted that the defects identified are of a minor nature.

Capital Works (Martin Tolley)

Measure:

Percentage of customers satisfied with Birmingham City Council's overall process

Page: 67

Target

97%

Performance:

91.3%

Commentary provided by:

Pat McWilliam

Customer satisfaction returns received for Quarter 4 are for the kitchen, bathroom and gas upgrade capital programme. From the 46 forms received in the period, 42 customers expressed satisfaction with BCC.

Where customer dissatisfaction has been expressed the survey form has been reviewed. For the period dissatisfaction relates to kitchen capital programme (1 form) and the gas installation programme (3 forms). The dissatisfaction expressed has been raised with the capital contractor and rectification where justified have been undertaken by the contractor.

Page

Private Sector Housing (Pete Hobbs)

Measure:

Empty properties brought back into use

Page: 76

Target

75

Performance:

36

Commentary provided by:

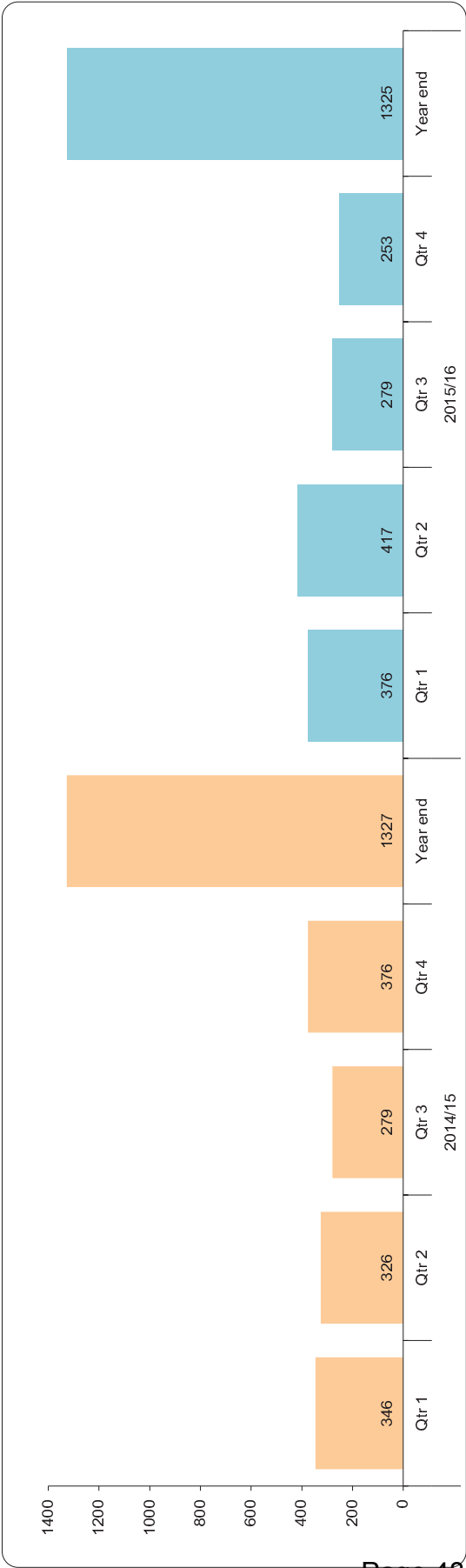
Pete Hobbs

The total target for 2015/16 was 300 properties and this was achieved in February and it was agreed to halt the project and use staff to support the Rogue Landlord Fund programme until the 1 April. Because of progress made in previous quarters it was therefore only necessary to achieve 36 properties in Q4 to reach the target

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status	No Target
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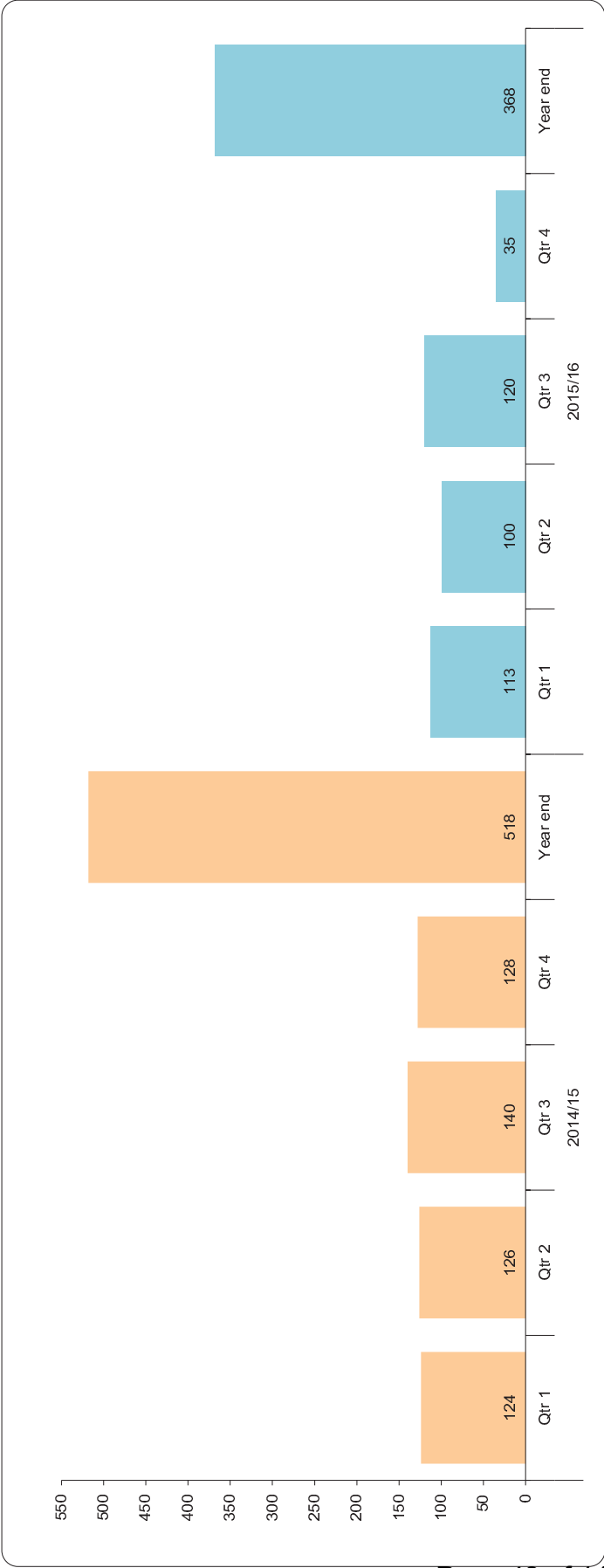
Version 3.0 10/06/2016

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of Right To Buy applications received	346	326	279	376	1327	376	417	279	253	1325
Number of Right To Buy applications received Quarter 4 2015-16	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
	29	17	20	40	44	28	14	21	5	35

RB01

RAG Status	No Target
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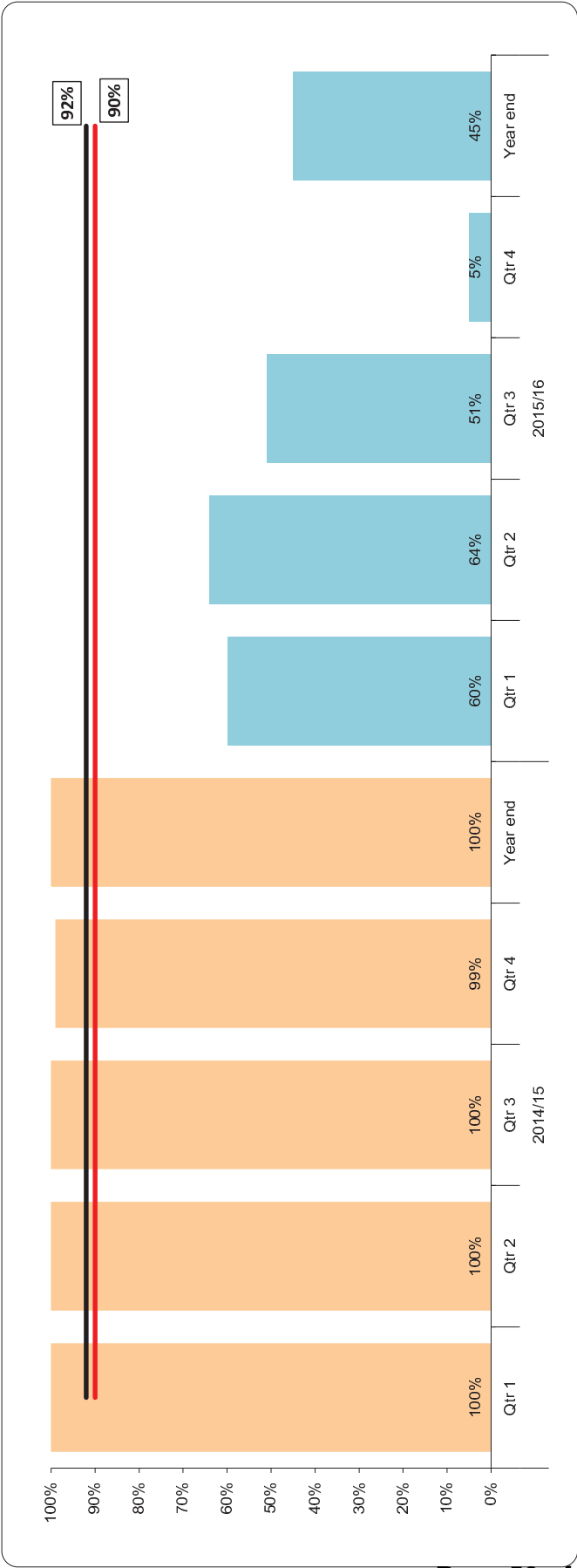
Number of properties sold under Right To Buy



		2014/15				2015/16					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of properties sold under Right To Buy		124	126	140	128	518	113	100	120	35	368
Number of properties sold under Right To Buy Quarter 4 2015-16		Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
		4	3	2	7	5	5	2	1	0	6

RB02

Right to Buy compliance to statutory timescales



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Right to Buy compliance to statutory timescales	100%	100%	100%	99%	100%	60%	64%	51%	5%	45%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

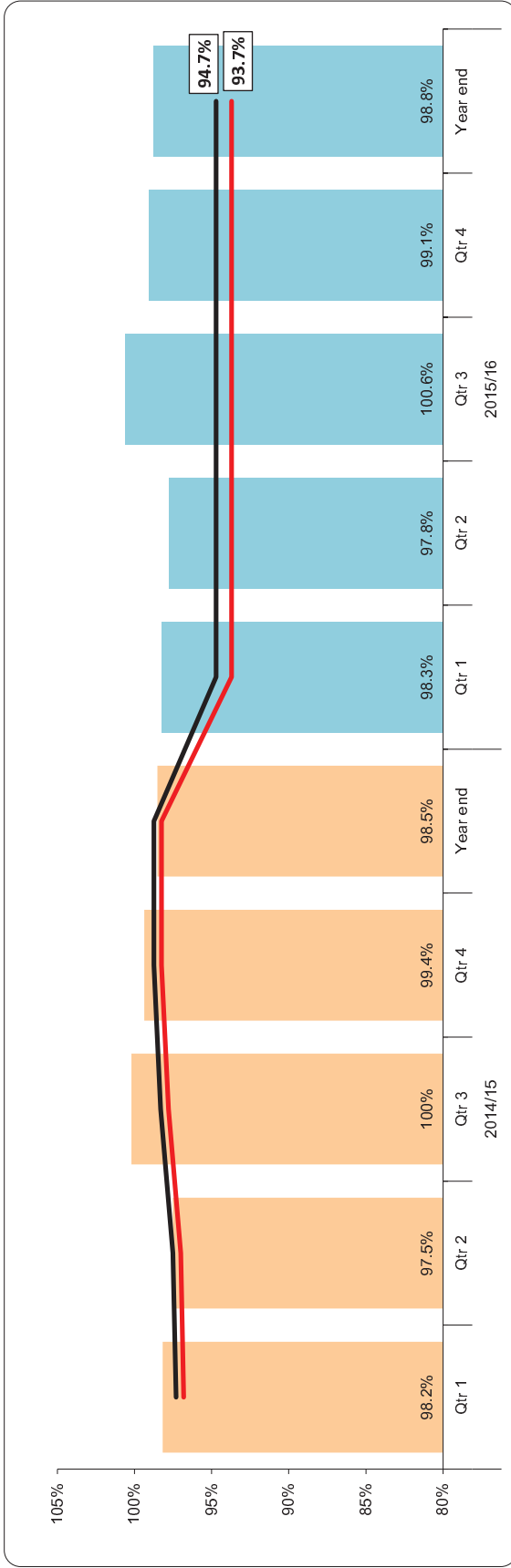
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	7%	2%	5%	5%	4%	13%	3%	2%	0%	6%

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of rent collected	98.2%	97.5%	100%	99.4%	98.5%	98.3%	97.8%	100.6%	99.1%	98.8%
Target	97.3%	97.5%	98.3%	98.7%	98.7%	94.7%	94.7%	94.7%	94.7%	94.7%
Standard	96.8%	97.0%	97.8%	98.2%	98.2%	93.7%	93.7%	93.7%	93.7%	93.7%

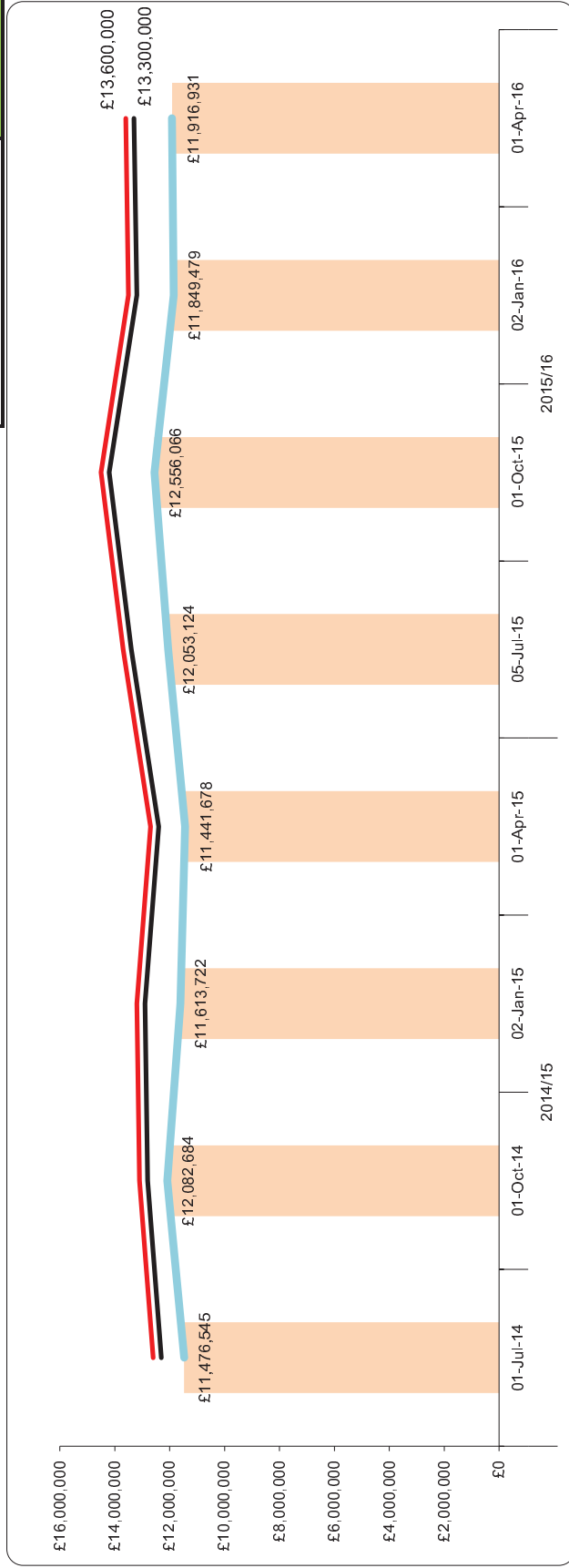
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	99.36%	98.74%	98.44%	98.60%	100.22%	98.36%	99.35%	98.44%	96.97%	100.01%

R01

Current amount of rent arrears - Snapshot figure

RAG Status

Green



Smaller is better

12

	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	05-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Current amount of rent arrears - Snapshot figure	£11,476,545	£12,082,684	£11,613,722	£11,441,678	£12,053,124	£12,556,066	£11,849,479	£11,916,931
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

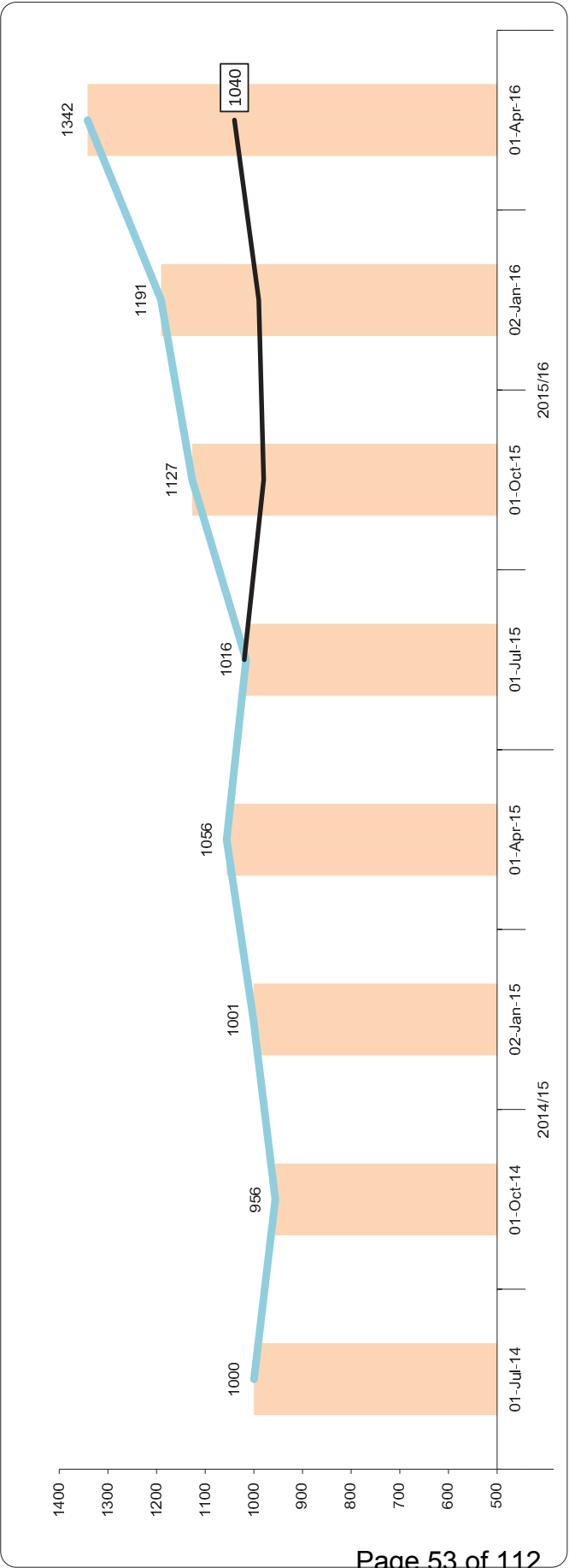
Citywide rent arrears figure includes £111,784 arrears from Bloomsbury TMO not included in district breakdown below.

Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 April 2016	£ 1,490,311.0	£ 1,333,335.0	£ 349,303.0	£ 1,592,556.0	£ 2,224,687.0	£ 1,777,988.0	£ 376,940.0	£ 1,012,330.0	£ 280,312.0	£ 1,367,385.0

R02

Number of households in Temporary Accommodation - Snapshot figure

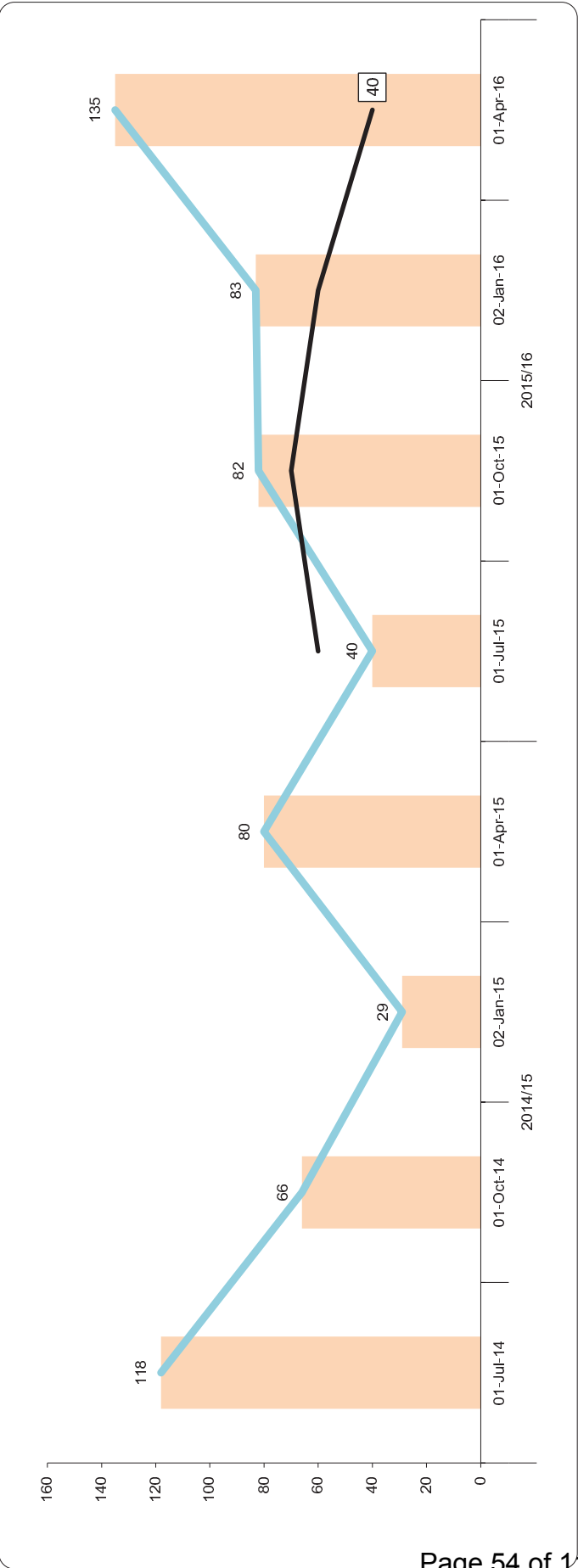
RAG Status
Red



Smaller is better

	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in Temporary Accommodation - Snapshot figure	1000	956	1001	1056	1016	1127	1191	1342
Target					1020	980	990	1040

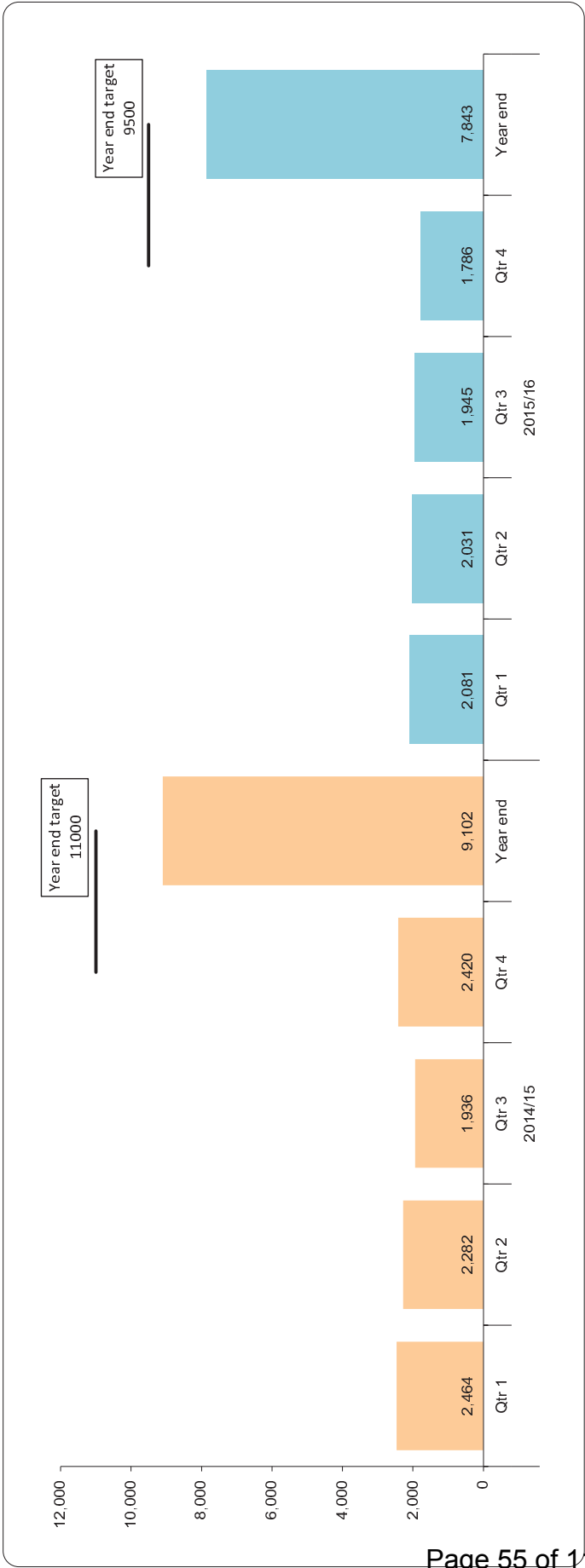
Number of households in B&B - Snapshot figure



Smaller is better

		2014/15				2015/16			
		01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in B&B - Snapshot figure	118		66	29	80	40	82	83	135
Target						60	70	60	40

RAG Status	Red
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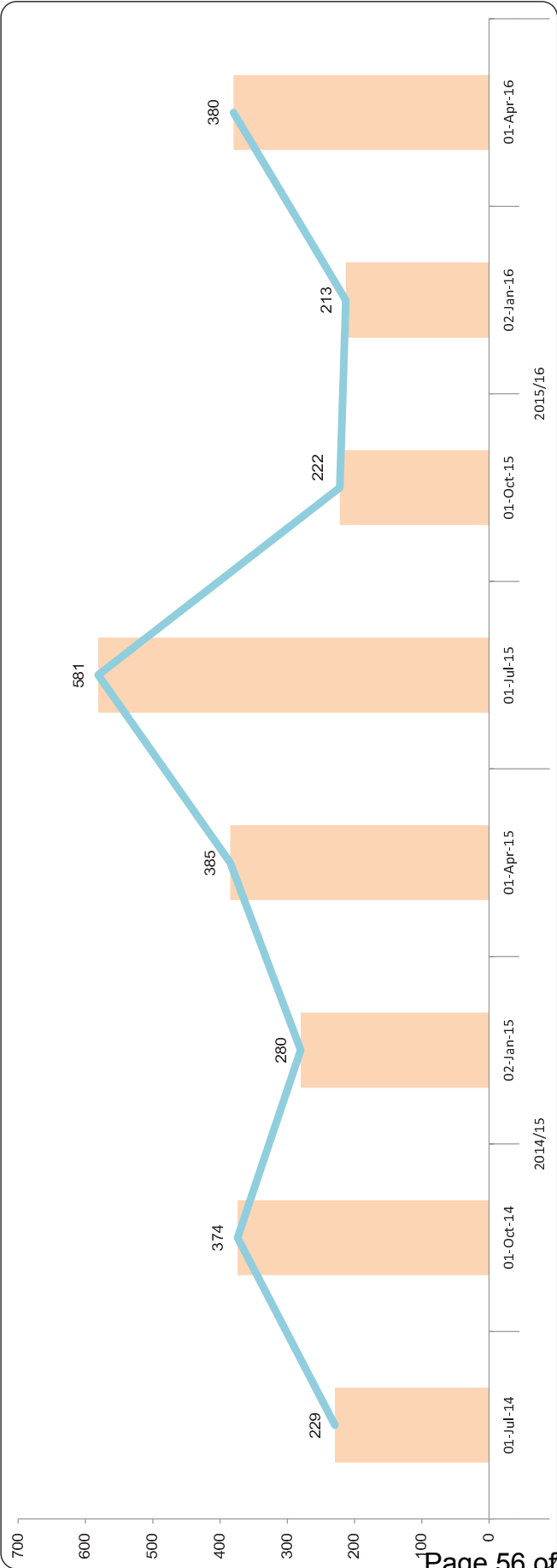


Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of homeless preventions	2,464	2,282	1,936	2,420	9,102	2,081	2,031	1,945	1,786	7,843
Year end target					11,000					9,500

SP03

Number of health and housing assessments currently outstanding - Snapshot figure

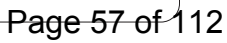


Smaller is better

	2014/15				2015/16		
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16
Number of health and housing assessments currently outstanding - Snapshot figure	229	374	280	385	581	222	213
							380

SF04

RAG Status	No Target
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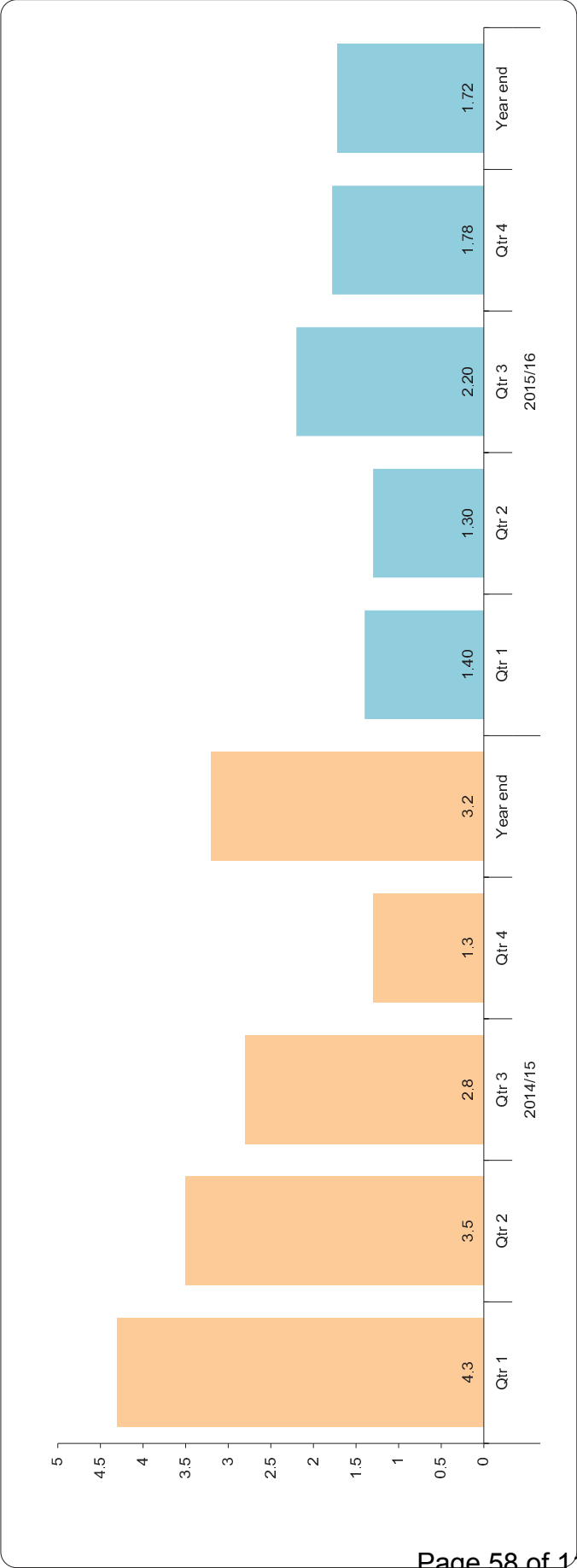


	2014/15				2015/16			
Housing need category	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
General needs	15,952	15,475	15,197	13,921	13,180	13,278	13,067	12,491
Transfer	8,314	11,820	8,011	6,365	6,097	5,878	5,898	5,265
Homeless	2,278	2,366	2,202	2,228	2,228	2,446	2,705	2,619

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Average number of weeks families in B&B

RAG Status	No Target
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Smaller is better

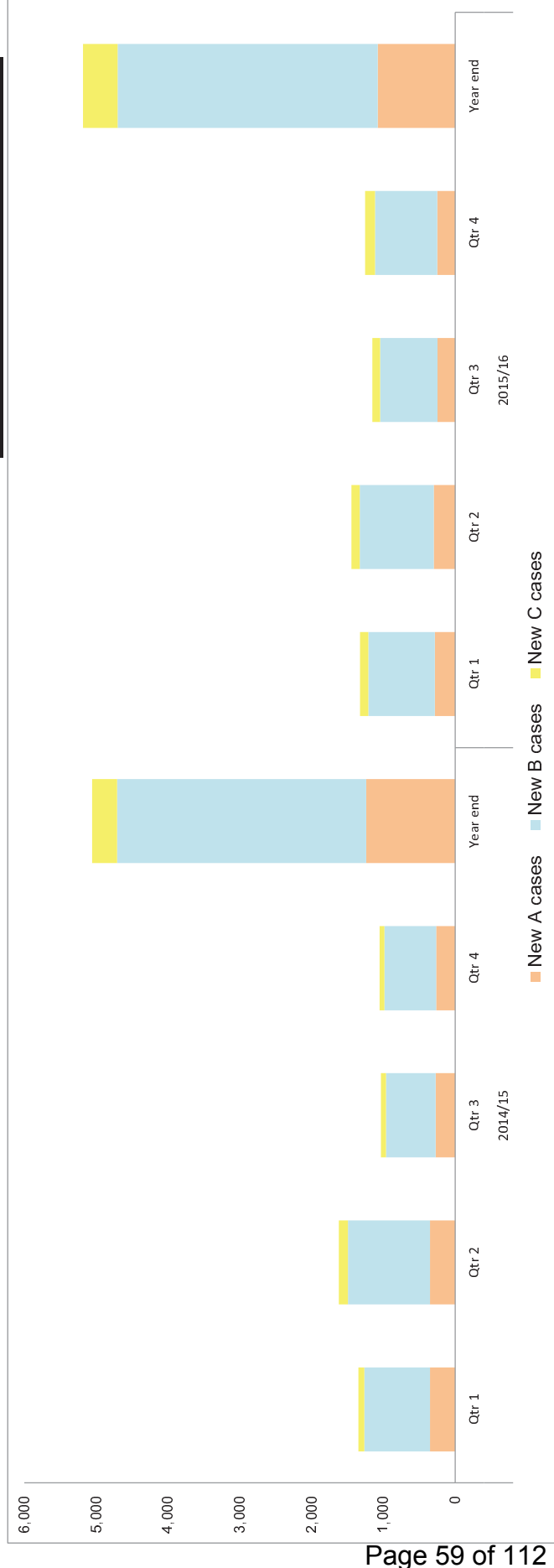
Average number of weeks families in B&B	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	4.3	3.5	2.8	1.3	3.2	1.40	1.30	2.20	1.78	1.72

SF08

Antisocial Behaviour (Tracey Radford)

Number of new ASB cases received - A, B and C categories

RAG Status	No Target
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	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
New A cases	350	352	273	264	1,239	283	298	248	252	1,081
New B cases	916	1,141	690	723	3,470	926	1,033	796	863	3,618
New C cases	83	128	71	65	347	117	114	111	141	483
Number of new ASB cases received - A, B and C categories	1,349	1,621	1,034	1,052	5,056	1,326	1,445	1,155	1,256	5,182
Number of new ASB cases received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	162	127	56	114	147	239	69	182	37	123

continued on next page...

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

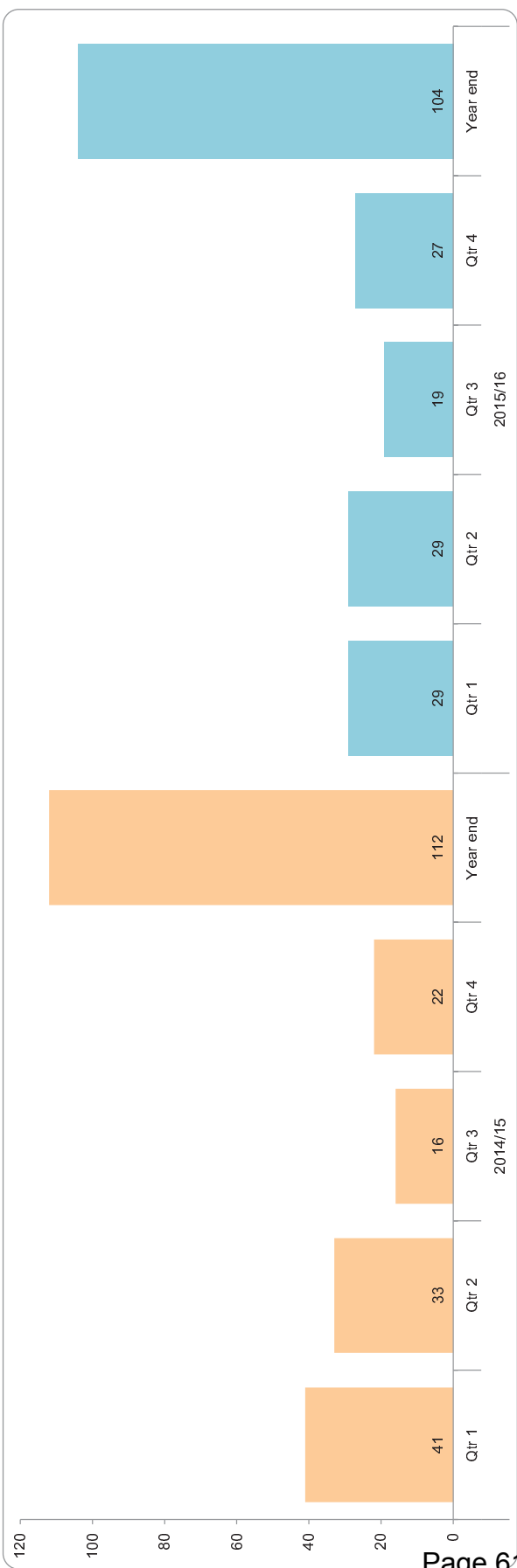
Category B - Serious

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

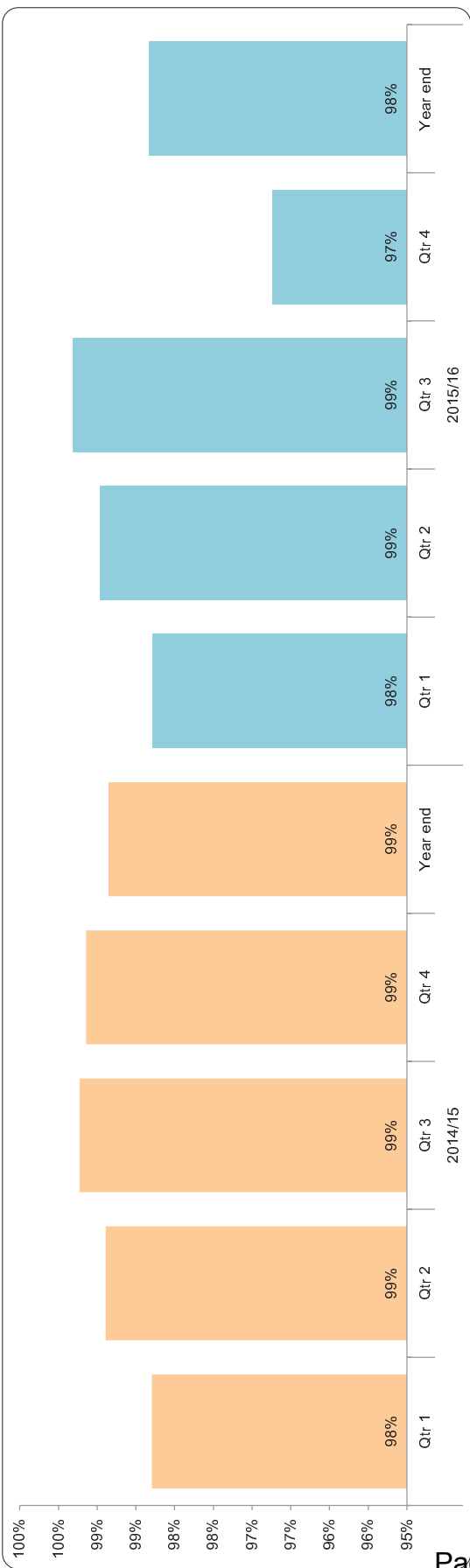
This category includes: Pets or animal nuisance, misuse of a public/communal space, loitering, fly tipping, nuisance from vehicles, domestic noise, and neighbour dispute.

Number of new hate crime cases



	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of new hate crime cases	41	33	16	22	112	29	29	19	27	104
Number of new hate crime cases	Edgbaston	Erdington	Hal Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
	Quarter 4 2015-16	4	9	0	4	0	3	2	1	4

Percentage of cases responded to on time



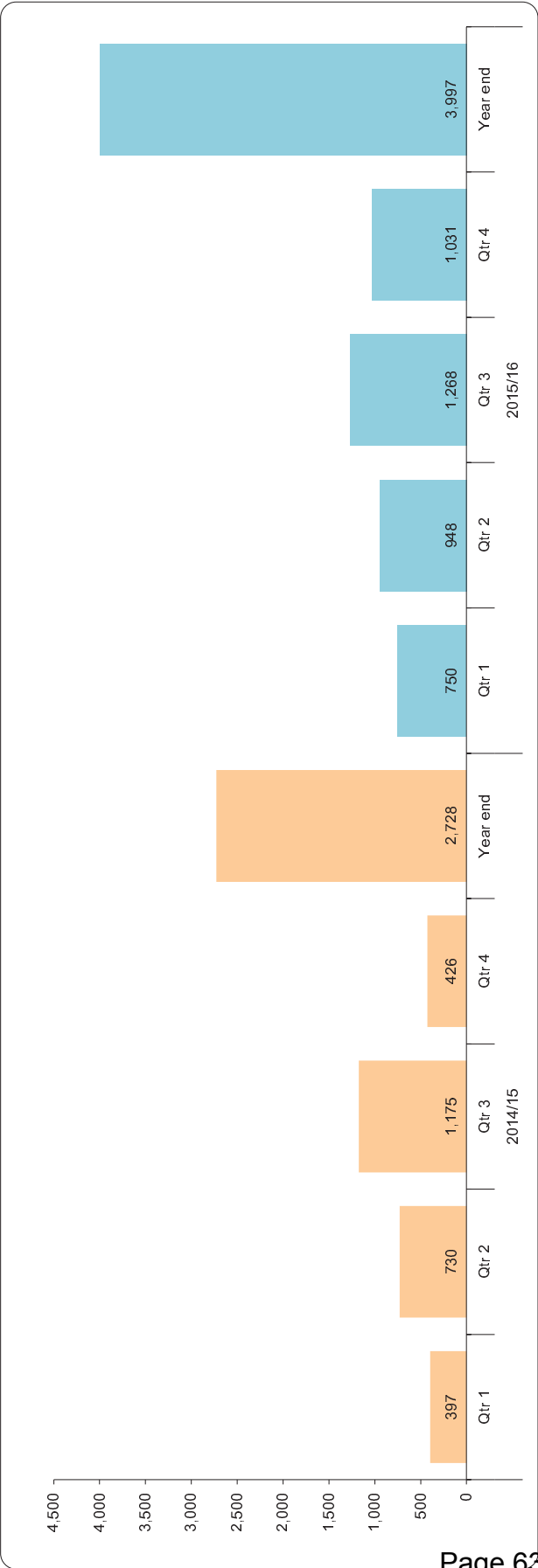
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of cases responded to on time	98%	99%	99%	99%	99%	98%	99%	99%	97%	98%

	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	242	96%	100%	95%	Amber
Percentage of B cases responded to on time	844	98%	95%		Green
Percentage of C cases responded to on time	129	91%	95%		Red

Percentage of cases responded to on time	Edgbaston	Erdington	Hal Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	96%	98%	98%	100%	97%	97%	86%	95%	100%	100%

Total ASB cases closed



	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Total ASB cases closed	397	730	1,175	426	2,728	750	948	1,268	1,031	3,997

Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	166	96	27	94	122	199	49	167	45	66

ASB06

Percentage of ASB cases closed successfully



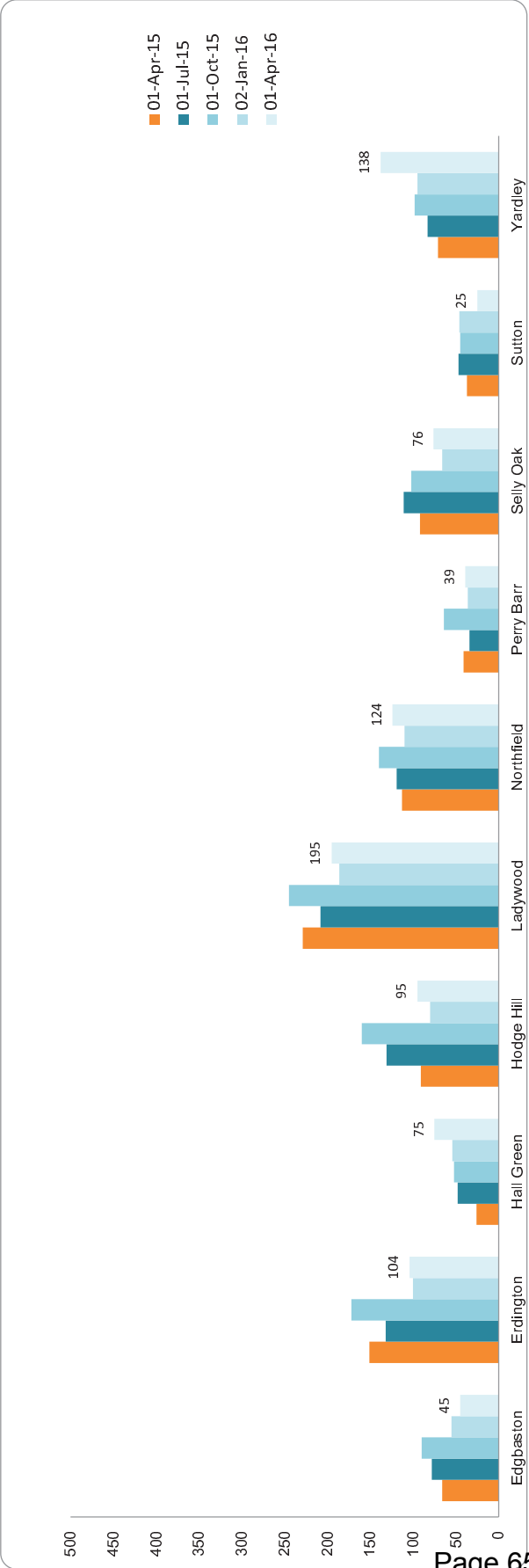
Bigger is better

Percentage of ASB cases closed successfully	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	99.7%	99.5%	99.3%	99.5%	99.1%	99.4%	99.3%	99.2%
Target	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 4 2015-16	99.4%	100%	100%	100%	99.2%	98.5%	98.0%	98.8%	100%	100%

ASB07

Number of current ASB cases - Snapshot figure

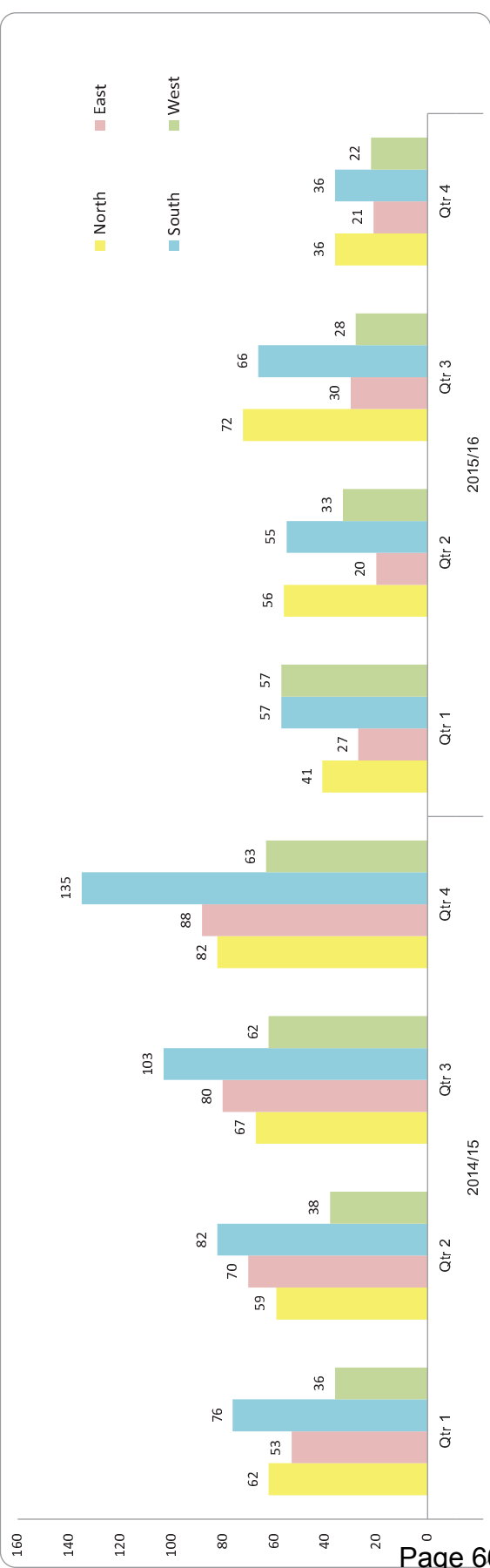


Number of current ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15	90	172	52	160	245	140	64	102	45	98	1168
02-Jan-16	55	100	54	80	186	110	36	66	46	95	828
01-Apr-16	45	104	75	95	195	124	39	76	25	138	916

ASB22

Number of Live Think Family cases - snapshot figure

RAG Status	No Target
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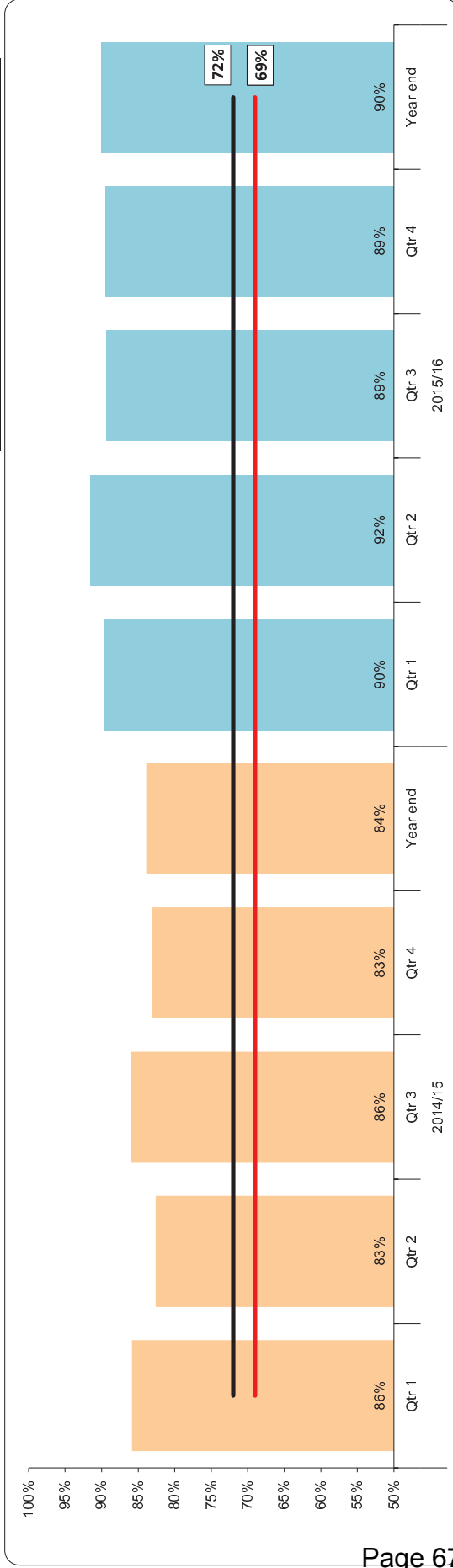
Quadrant	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	62	59	67	82	41	56	72	36
East	53	70	80	88	27	20	30	21
South	76	82	103	135	57	55	66	36
West	36	38	62	63	57	33	28	22

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

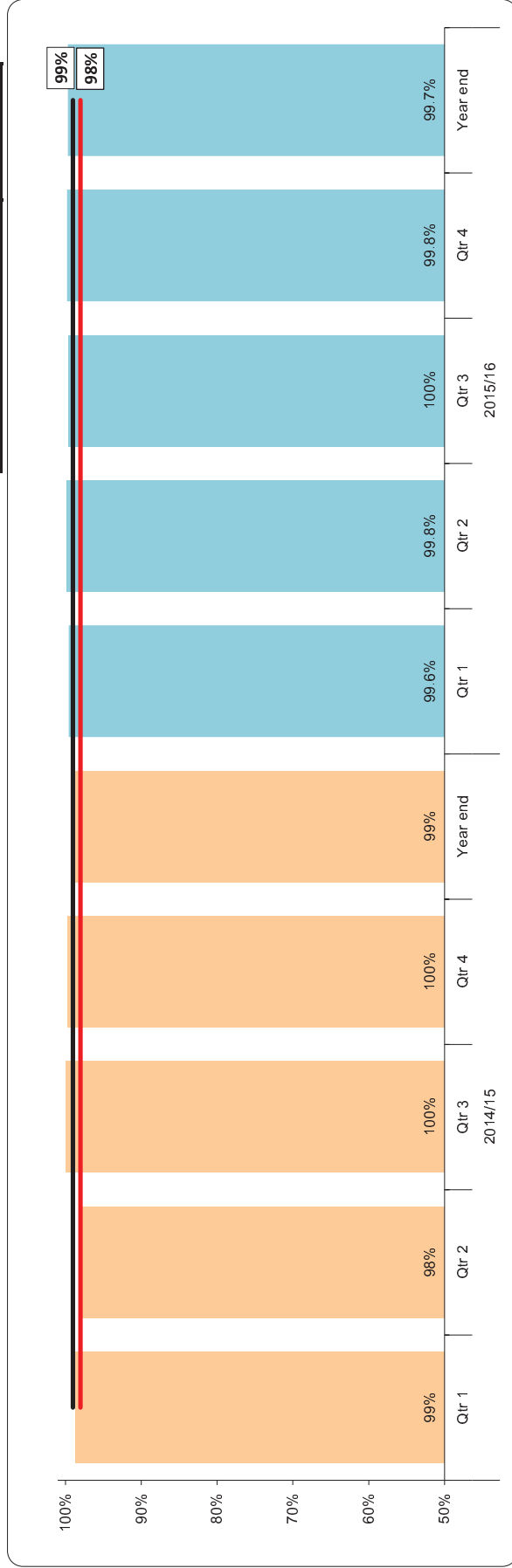
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of high-rise blocks rated good or better	86%	83%	86%	83%	84%	90%	92%	89%	89%	90%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	78%	93%	no high rise	94%	77%	99%	100%	98%	100%	100%

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



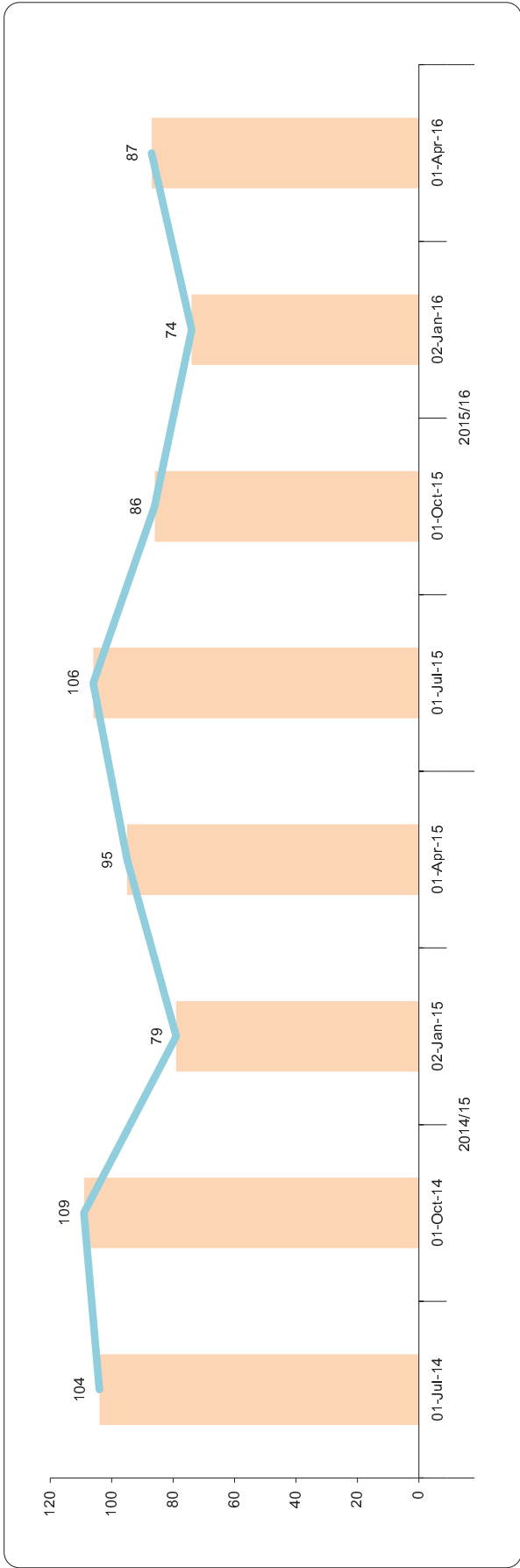
Bigger is better

		2014/15				2015/16					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of low-rise blocks rated satisfactory or better		99%	98%	100%	100%	99%	99.6%	99.8%	100%	99.8%	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 4 2015-16	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.7%

ETM02

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

RAG Status	No Target
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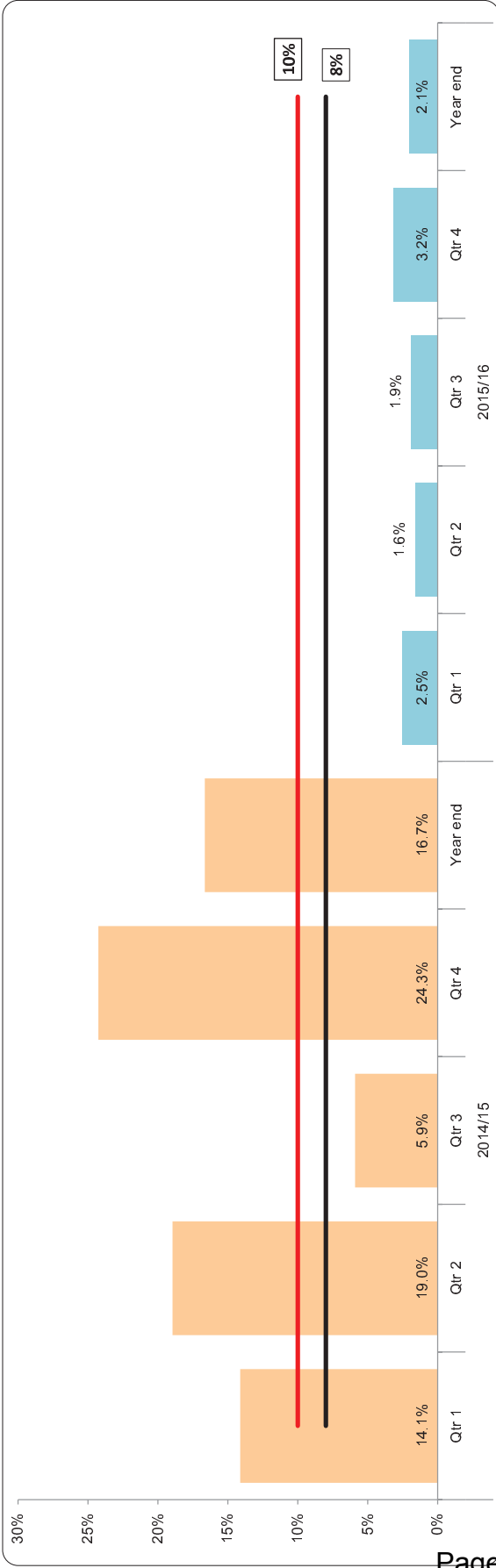
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	86	74	87

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-Apr-16	15	9	0	2	11	16	4	18	3	7	2

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

RAG Status

Green



Smaller is better

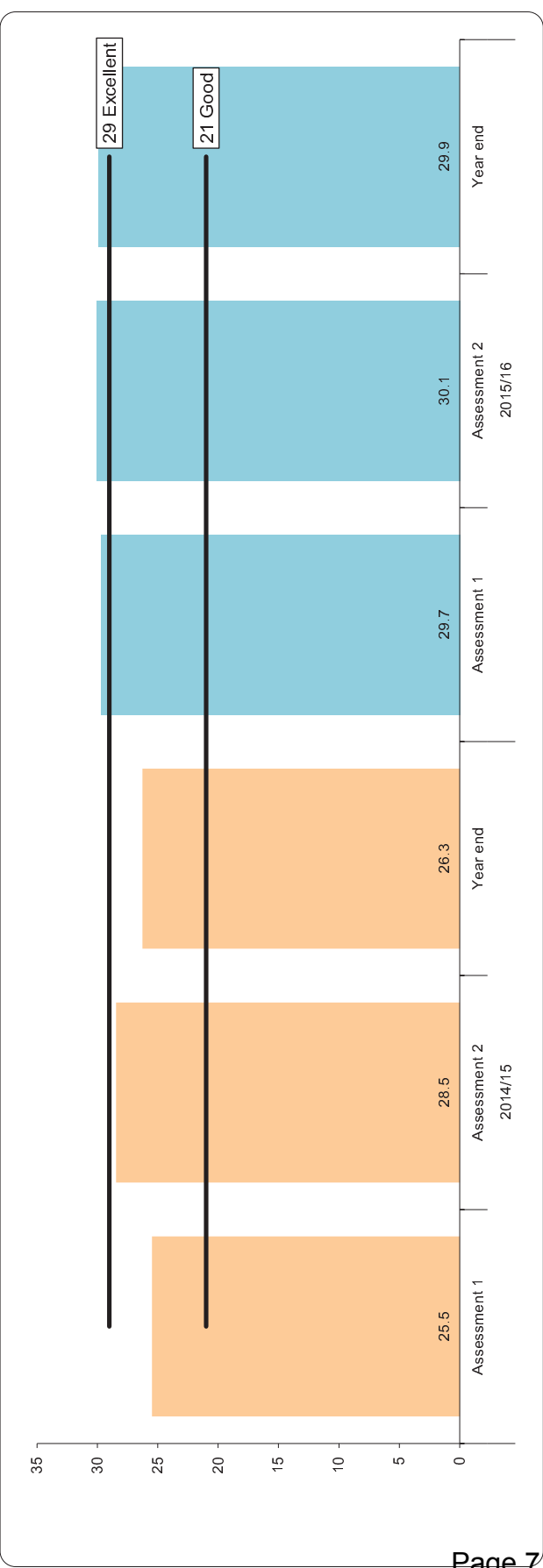
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of introductory tenancies over 12 months old, not made secure	14.1%	19.0%	5.9%	24.3%	16.7%	2.5%	1.6%	1.9%	3.2%	2.1%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

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 4 2015-16	4.9%	3.6%	-	3.7%	0.8%	1.9%	4.5%	5.6%	0.0%	4.2%

From Quarter 1 2015-16 only Introductory Tenancies that are at least 30 days overdue are included in this measure. This provides a more accurate figure and accounts for the improvement in performance.
ETM04

Condition of estates - average of bi-annual estate assessment scores

RAG Status	No Target
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Bigger is better

	2014/15		2015/16	
	Assessment 1	Assessment 2	Assessment 1	Assessment 2
Condition of estates - average of bi-annual estate assessment scores	25.5	28.5	29.7	30.1
Good score	21	21	21	21
Excellent score	29	29	29	29

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

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

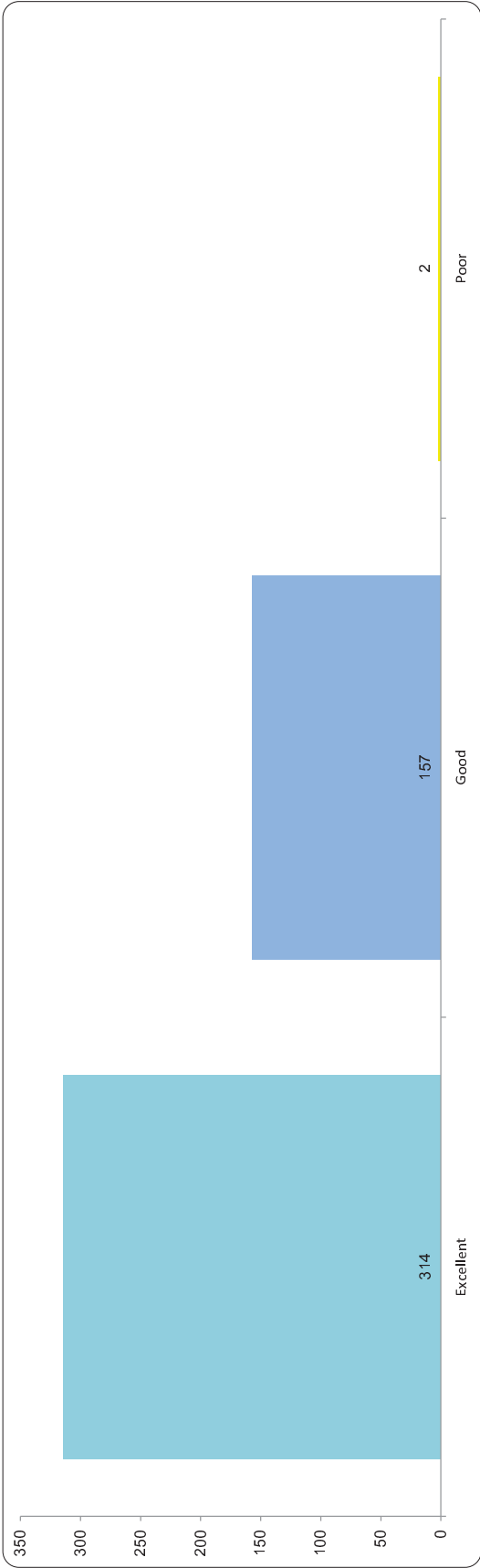
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	28.8	31.7	30.4	30.1	26.3	28.2	26.8	30.9	33.5	33.0

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
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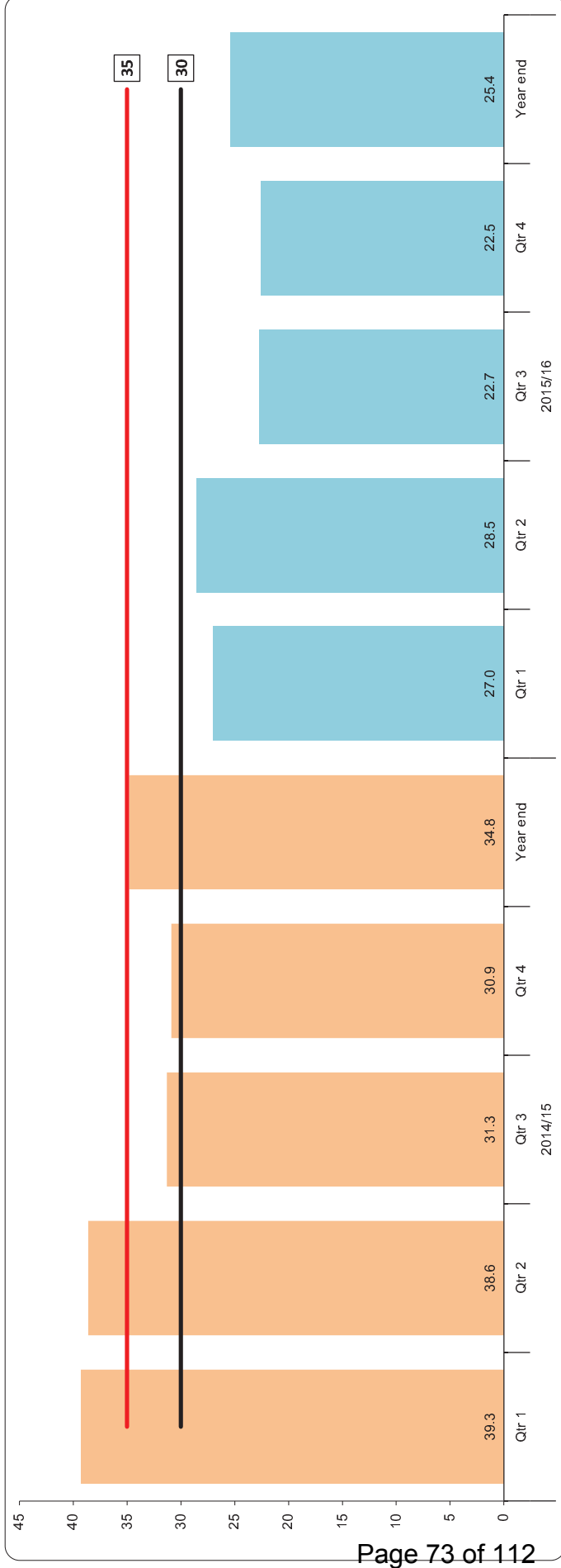
2015/16	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	314	157	2

ETM06

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

RAG Status	Green
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Version 3.0 10/06/2016

	2014/15				2015/16					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average days void turnaround - excluding void sheltered properties	39.3	38.6	31.3	30.9	34.8	27.0	28.5	22.7	22.5	25.4
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	26.7	21.6	25.8	20.4	22.1	23.8	19.1	23.7	29.8	17.6

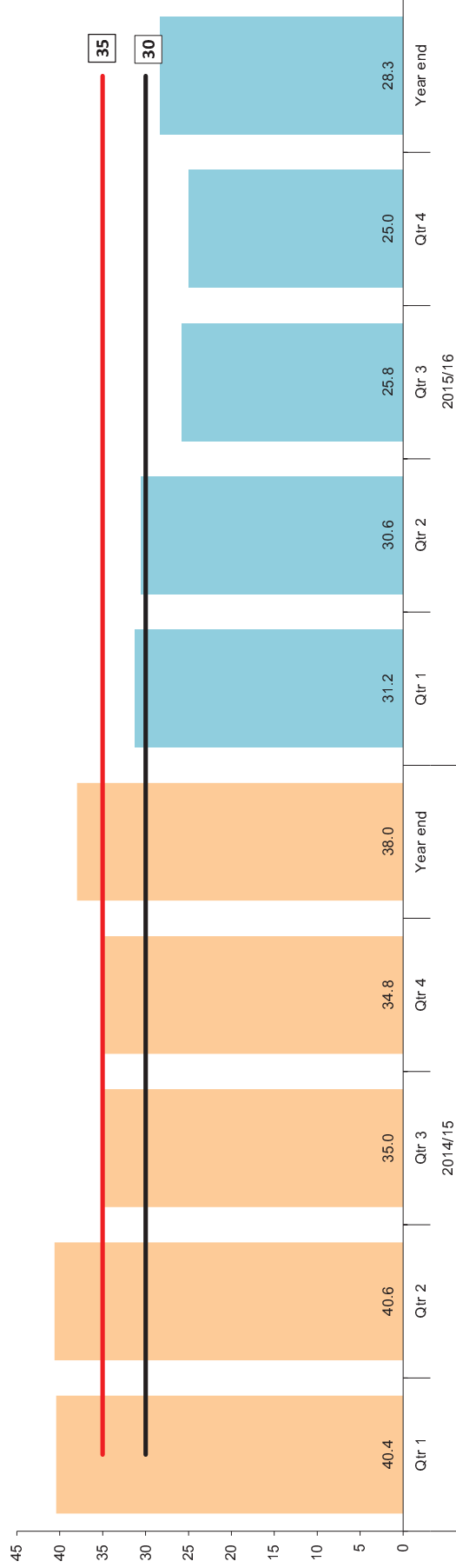
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL02

Average days void turnaround - all voids

RAG Status

Green



Smaller is better

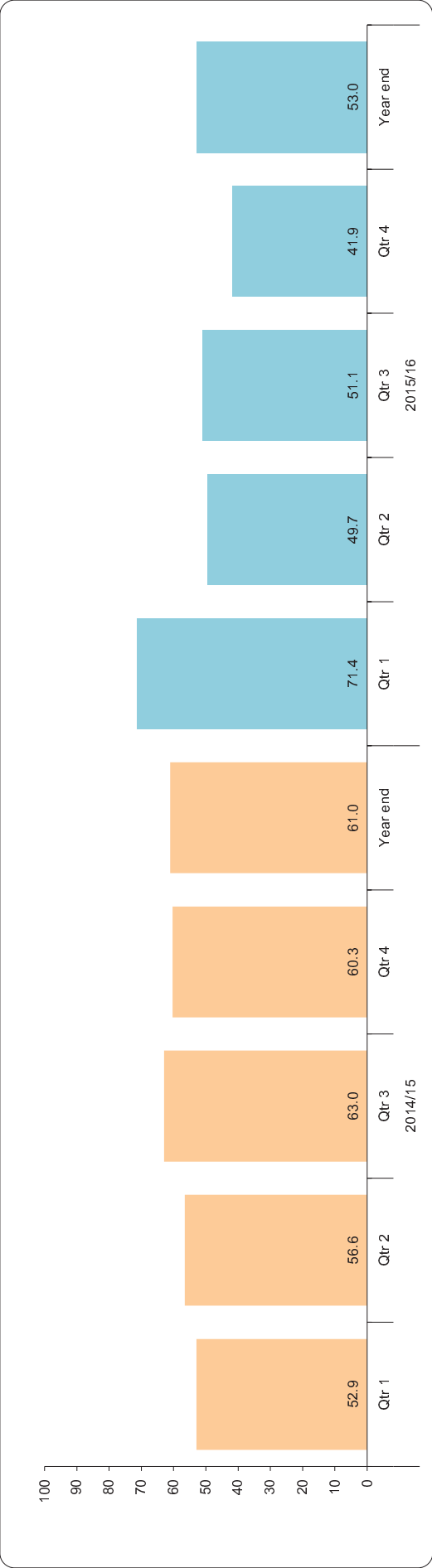
	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Average days void turnaround - all voids	40.4	40.6	35.0	34.8	31.2	30.6	25.8	25.0
Target	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak
Quarter 4 2015-16	33.3	25.2	27.1	20.4	21.9	25.1	20.8	31.6
								Sutton
								Yardley
								19.3

Definition: From date property becomes void to date it has a tenancy start date. Turnaround 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

Average days void turnaround - void sheltered properties only

RAG Status

No Target



Smaller is better

Average days void turnaround - void sheltered properties only	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
	52.9	56.6	63.0	60.3	61.0	71.4	49.7	51.1

Average days void turnaround - void sheltered properties only	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	71.8	40.3	45.5	20.4	18.6	39.5	29.4	57.5	34.5	31.7

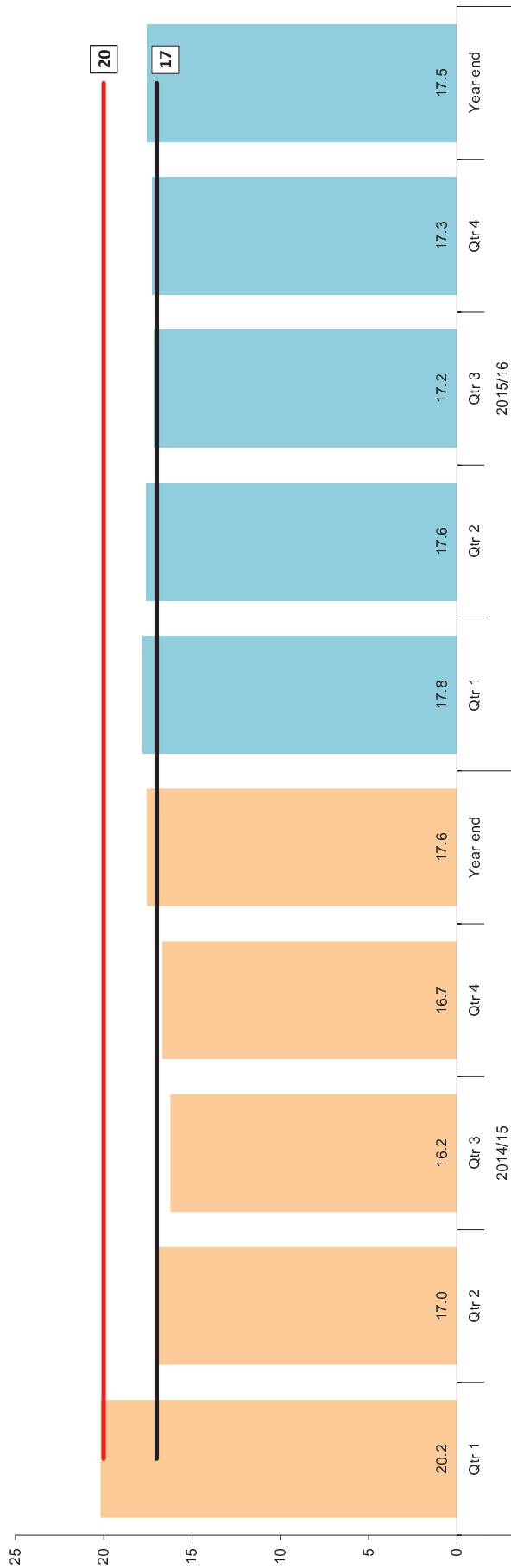
Ladywood's high figure is due to the relet of 2 sheltered accommodation voids, of which one is a long term void.
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

VL03

Average calendar days to repair a void property

RAG Status

Amber



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average calendar days to repair a void property	20.2	17.0	16.2	16.7	17.6	17.8	17.6	17.2	17.3	17.5
Target	17	17	17	17	17	17	17	17	17	17
Standard	20	20	20	20	20	20	20	20	20	20

Average calendar days to repair a void property	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	14.4	20.4	15.3	21.2	20.5	13.6	20.8	13.1	20.8	18.0

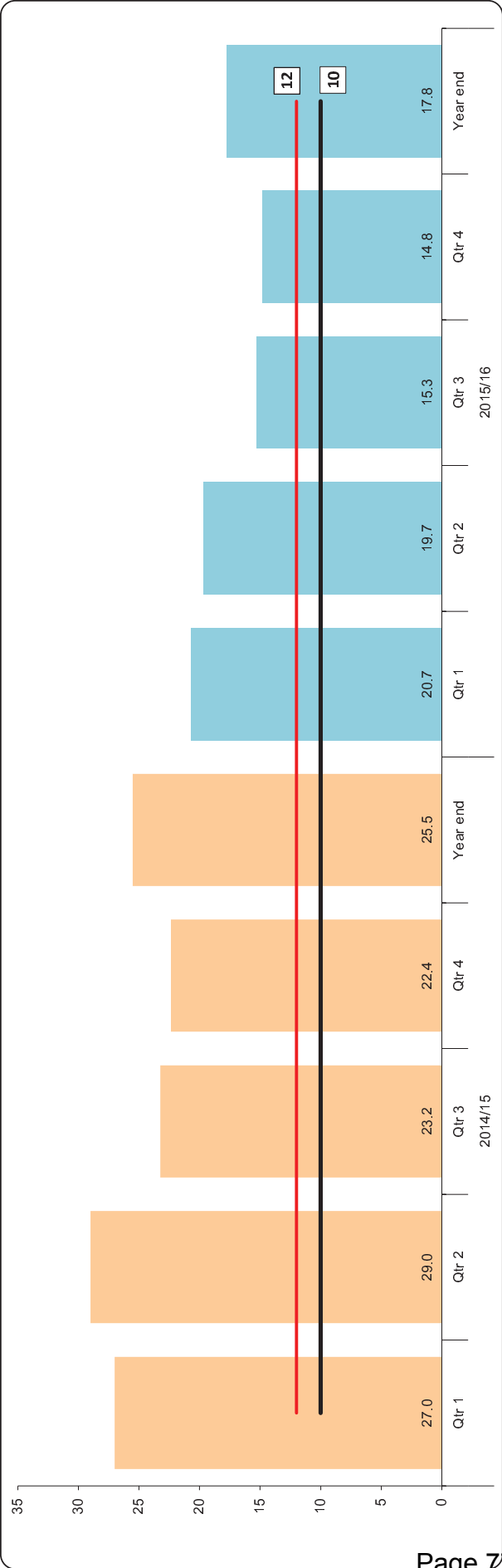
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

VL04

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

RAG Status

Red



Smaller is better

	2014/15				2015/16					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	27.0	29.0	23.2	22.4	25.5	20.7	19.7	15.3	14.8	17.8
Target	10	10	10	10	10	10	10	10	10	10
Standard	12	12	12	12	12	12	12	12	12	12

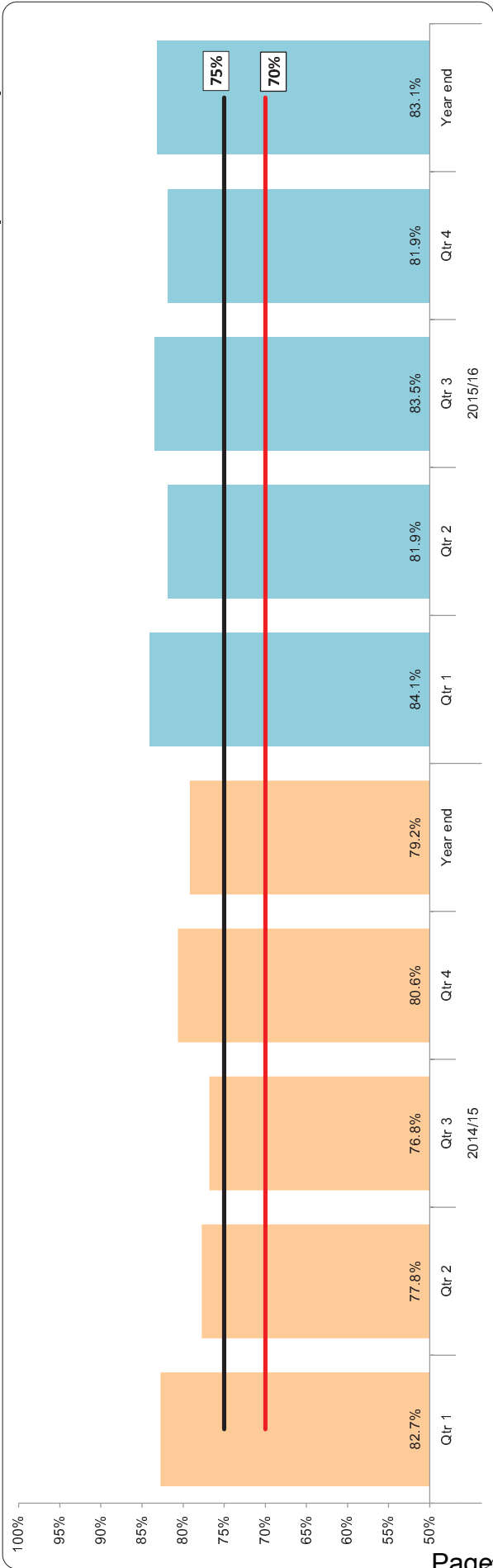
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	20.5	13.6	19.9	10.9	10.9	16.5	10.6	18.7	18.4	10.0

Definition: From date property becomes FFL to date it has a tenancy start date. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc.

Percentage of void properties let first time

RAG Status

Green



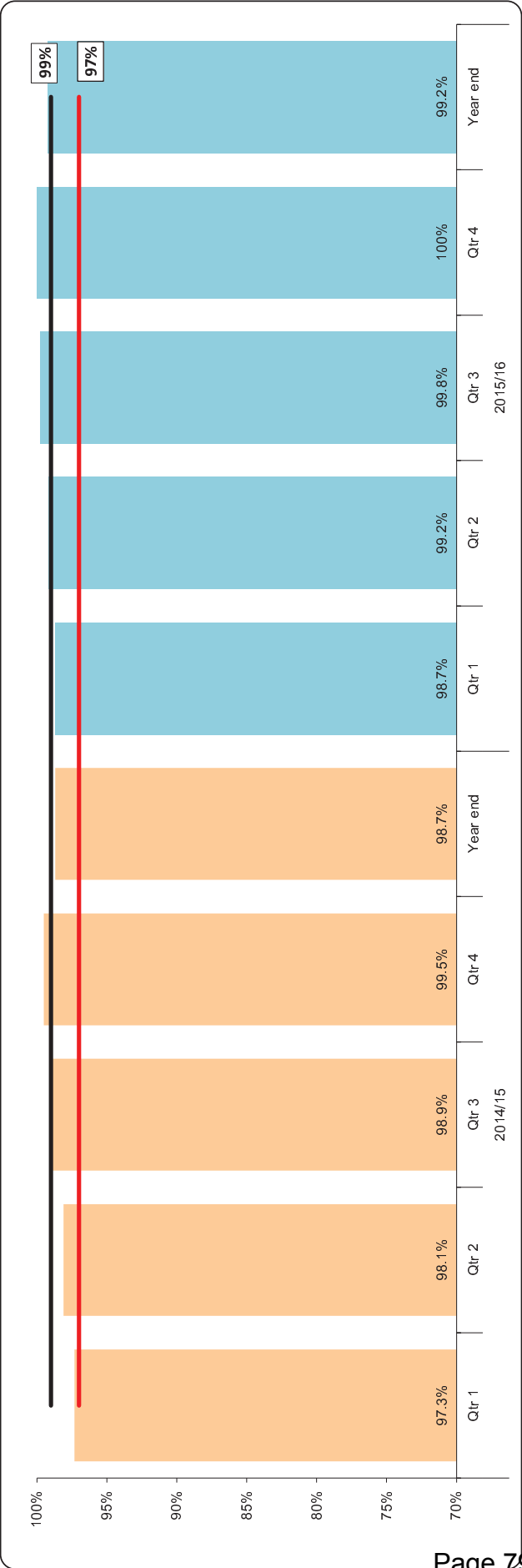
Bigger is better

Percentage of void properties let first time	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	82.7%	77.8%	76.8%	80.6%	84.1%	81.9%	83.5%	81.9%
Target	75%	75%	75%	75%	75%	75%	75%	75%
Standard	70%	70%	70%	70%	70%	70%	70%	70%

Percentage of void properties let first time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	82.6%	76.1%	81.3%	80.6%	79.2%	84.9%	90.0%	78.7%	89.5%	84.9%

VL06

Customer satisfaction with letting staff

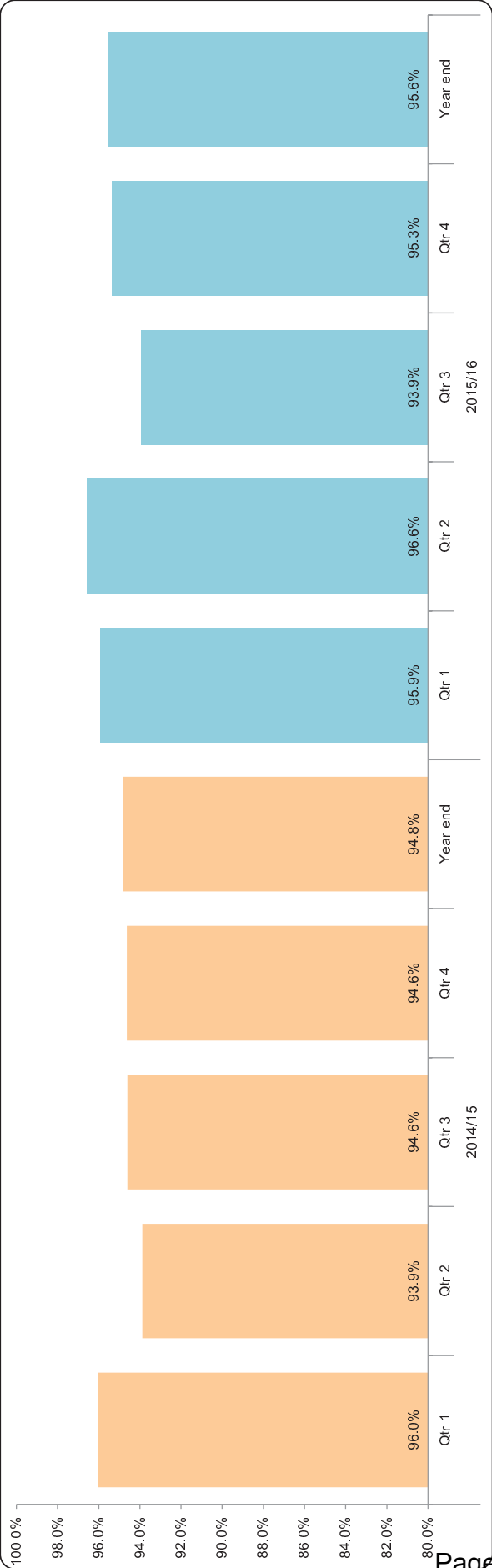


Bigger is better

Customer satisfaction with letting staff	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	97.3%	98.1%	98.9%	99.5%	98.7%	98.7%	99.2%	99.8%	100%	99.2%
	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Customer satisfaction with letting staff	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
	Quarter 4 2015-16	100%	100%	no data	100%	100%	no data	100%	100%	100%

VL14

Customer satisfaction with new home



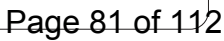
Bigger is better

		2014/15					2015/16				
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Customer satisfaction with new home		96.0%	93.9%	94.6%	94.6%	94.8%	95.9%	96.6%	93.9%	95.3%	95.6%
Customer satisfaction with new home		Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16		100%	0.0%	no data	100%	100%	100%	no data	100%	100%	100%

VL15

Services for Older People (Carol Dawson)

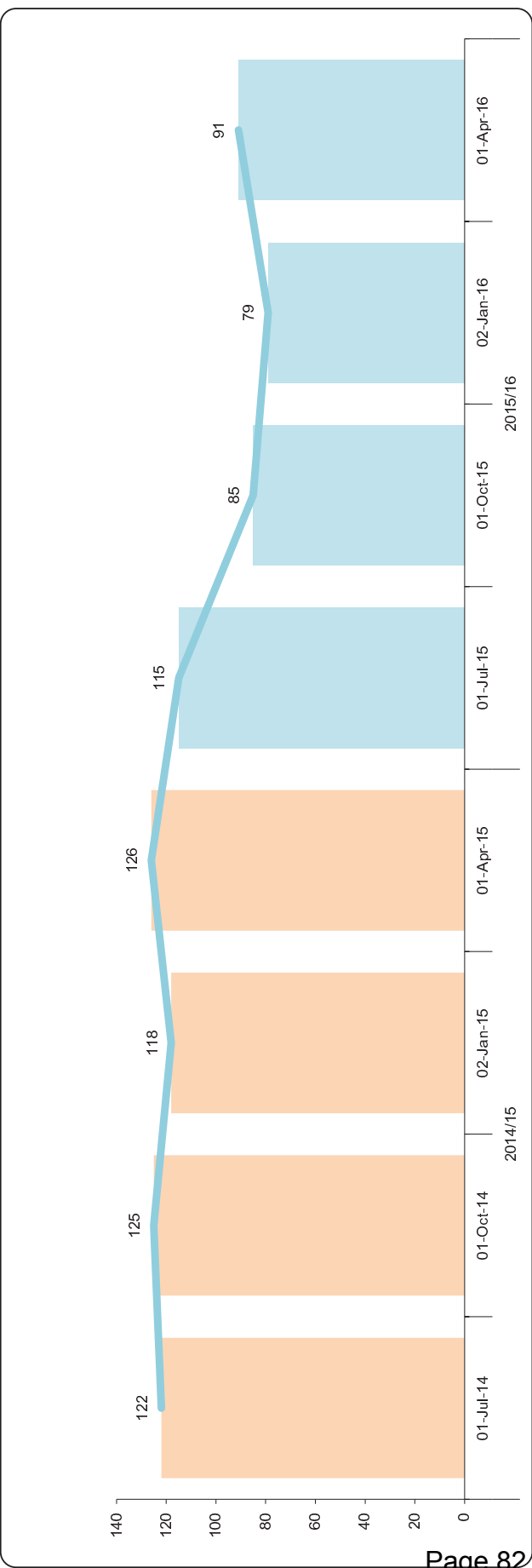
RAG Status	No Target
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There has been some movement with the YTD figure as Void start dates can be revised due to Landlord services updating Northgate

47 of 77

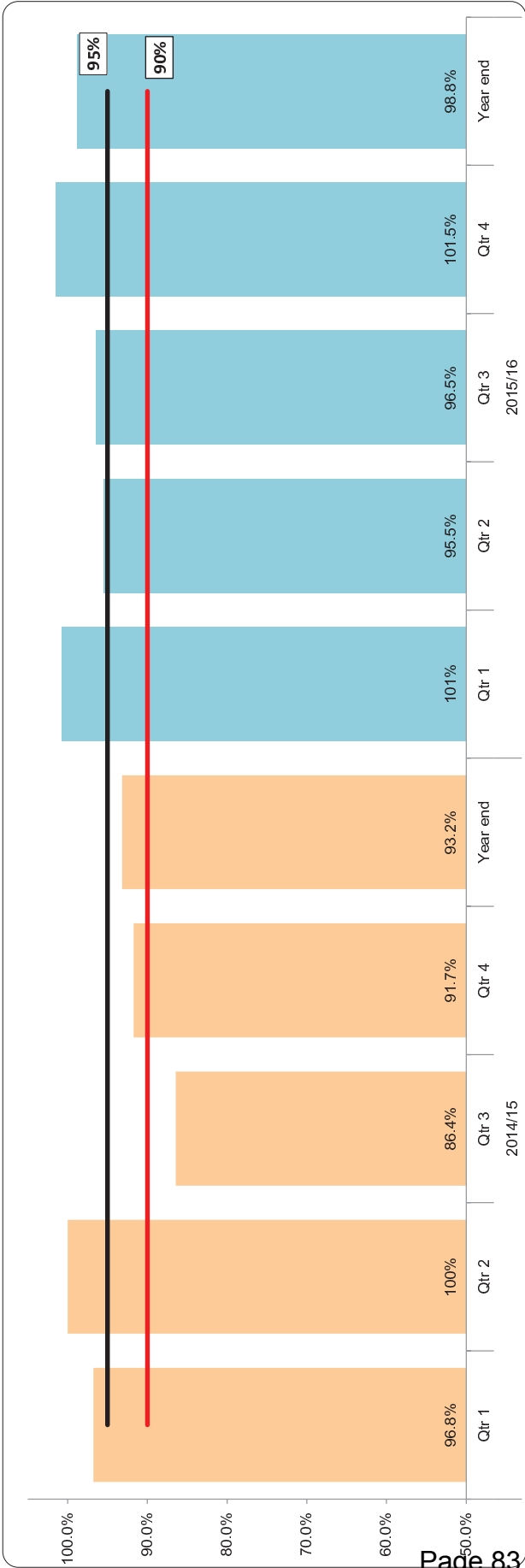
Number of current void properties - sheltered only - Snapshot figure



	2014/15			2015/16		
	01-Jul-14	01-Oct-14	02-Jan-15	01-Jul-15	01-Oct-15	02-Jan-16
Total number of current void properties - Snapshot figure	122	125	118	115	85	79
						91

Total number of current void properties - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Apr-16	13	11	1	20	12	6	11	4	4	9

Percentage of support plans completed in 4 weeks

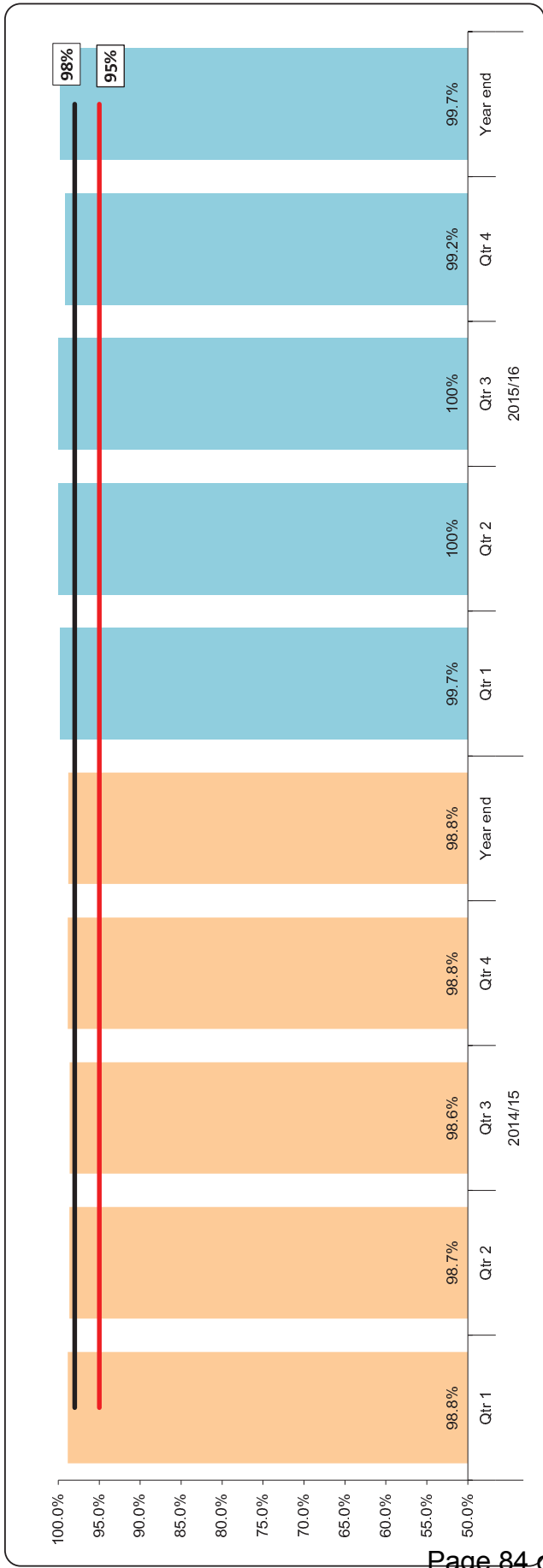


Bigger is better

Percentage of support plans completed in 4 weeks	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	96.8%	100%	86.4%	91.7%	93.2%	101%	95.5%	96.5%	101.5%	98.8%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SOP01

RAG Status	Green
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Bigger is better

[illegible]

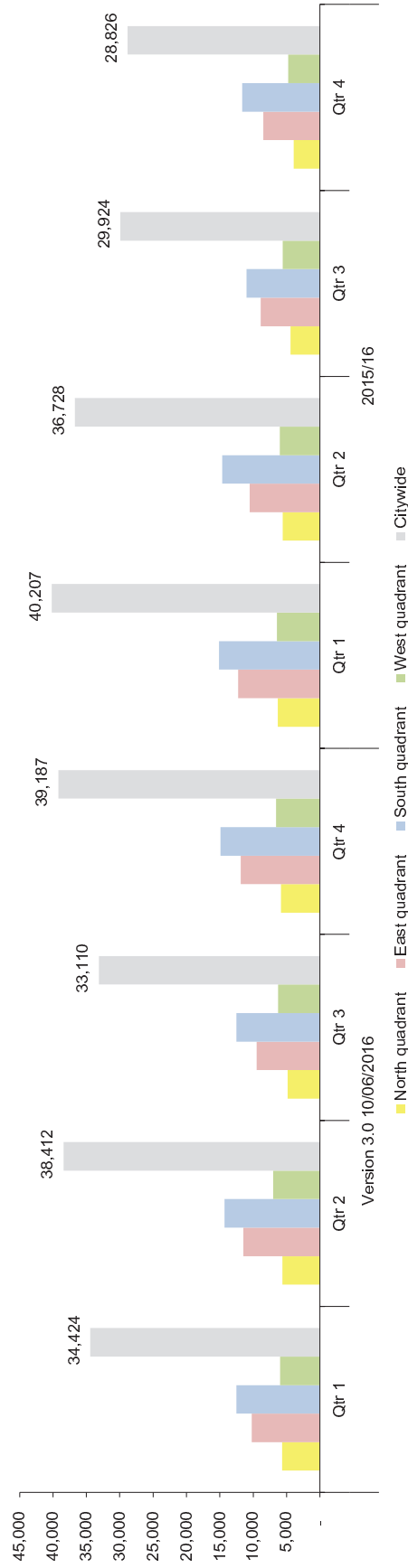
SfOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target

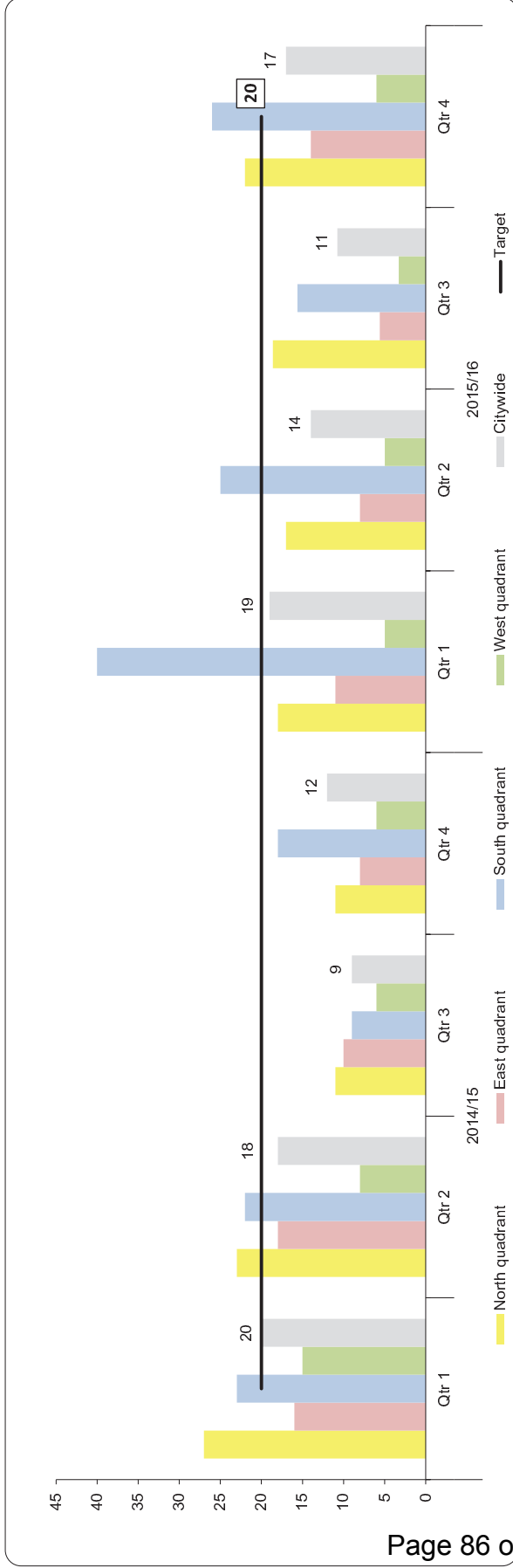


Number of calls handled	Version 3.0 10/06/2016				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	5,668	5,609	4,850	5,836	6,320	5,581	4,425	3,921
East quadrant	10,233	11,476	9,485	11,851	12,280	10,510	8,892	8,485
South quadrant	12,533	14,321	12,519	14,915	15,138	14,627	11,024	11,671
West quadrant	5,990	7,006	6,256	6,585	6,469	6,010	5,583	4,749
Citywide	34,424	38,412	33,110	39,187	40,207	36,728	29,924	28,826

Average time taken to answer calls (in seconds)

RAG Status

Green

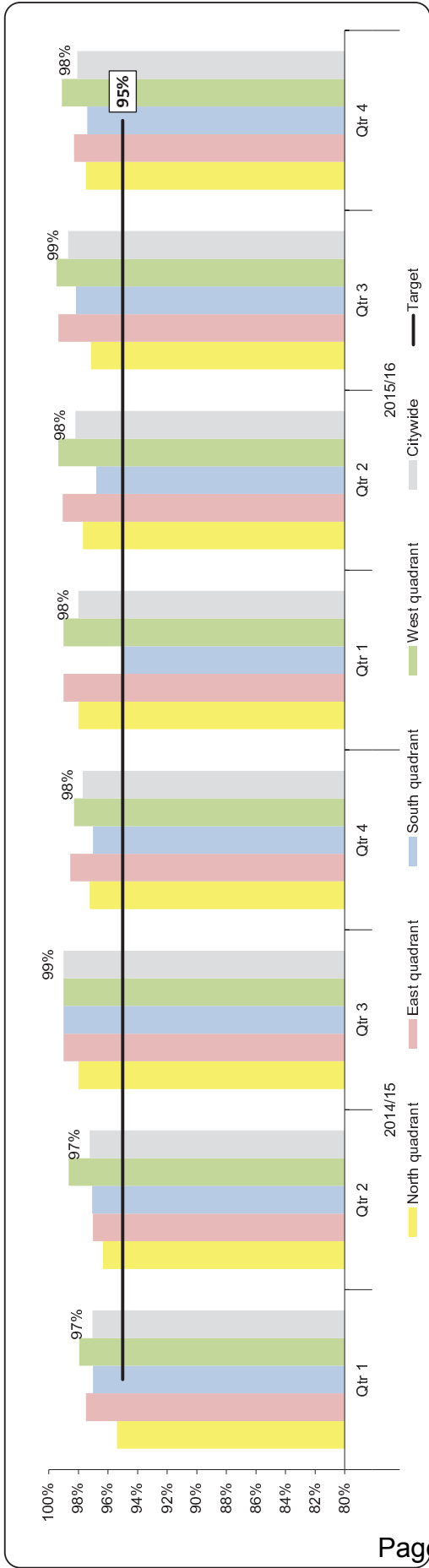


Smaller is better

Average time taken to answer calls (in seconds)	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	27	23	11	11	18	17	19	22
East quadrant	16	18	10	8	11	8	6	14
South quadrant	23	22	9	18	40	25	16	26
West quadrant	15	8	6	6	5	5	3	6
Citywide	20	18	9	12	19	14	11	17
Target	20	20	20	20	20	20	20	20

HCS02

Percentage of calls answered



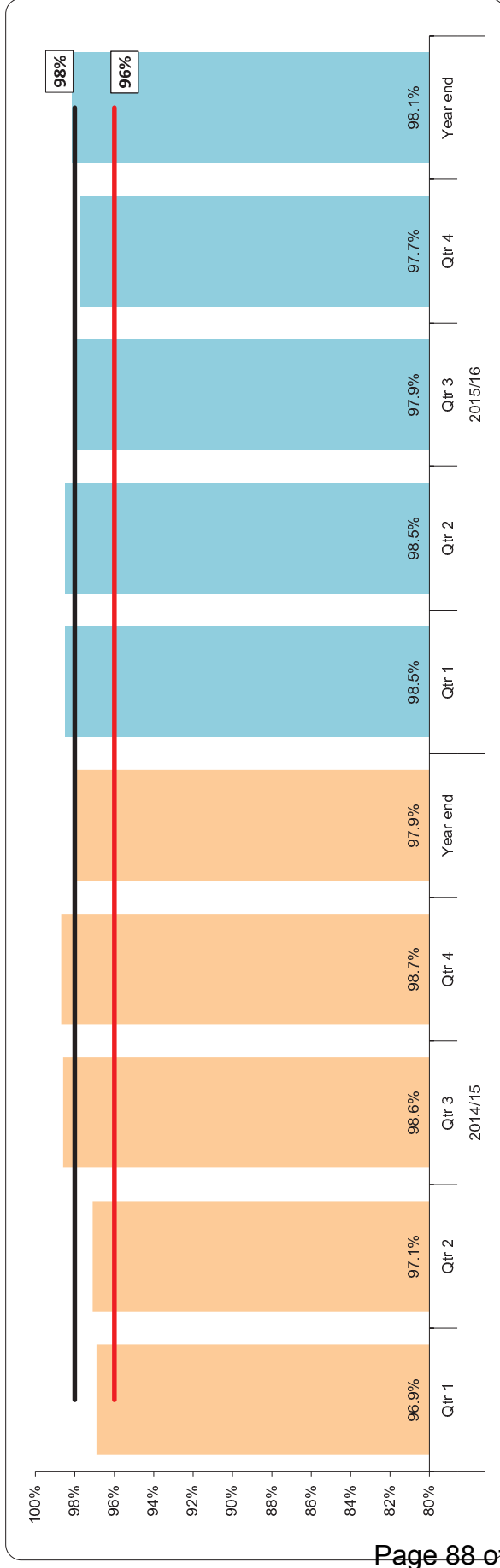
Bigger is better

Percentage of calls answered	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	95%	96%	98%	97%	98%	98%	97%	98%
East quadrant	98%	97%	99%	99%	99%	99%	99%	98%
South quadrant	97%	97%	99%	97%	95%	97%	98%	97%
West quadrant	98%	99%	99%	98%	99%	99%	99%	99%
Citywide	97%	97%	99%	98%	98%	98%	99%	98%
Target	95%	95%	95%	95%	95%	95%	95%	95%

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status
Amber

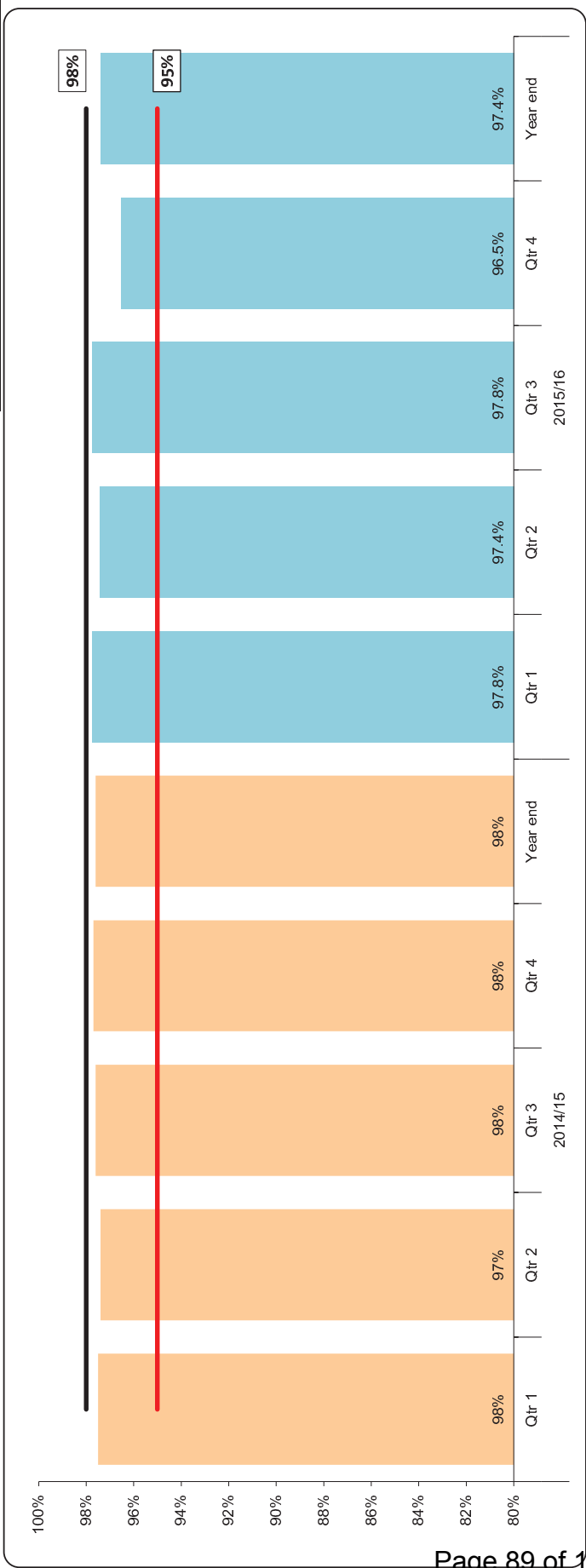


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	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	98.5%	98.5%	97.9%	97.7%	98.1%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%
Percentage of Right To Repair jobs completed on time										
Quarter 4 2015-16	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
	98.6%	96.4%	98.1%	98.8%	95.6%	99.3%	94.4%	98.8%	96.2%	98.7%

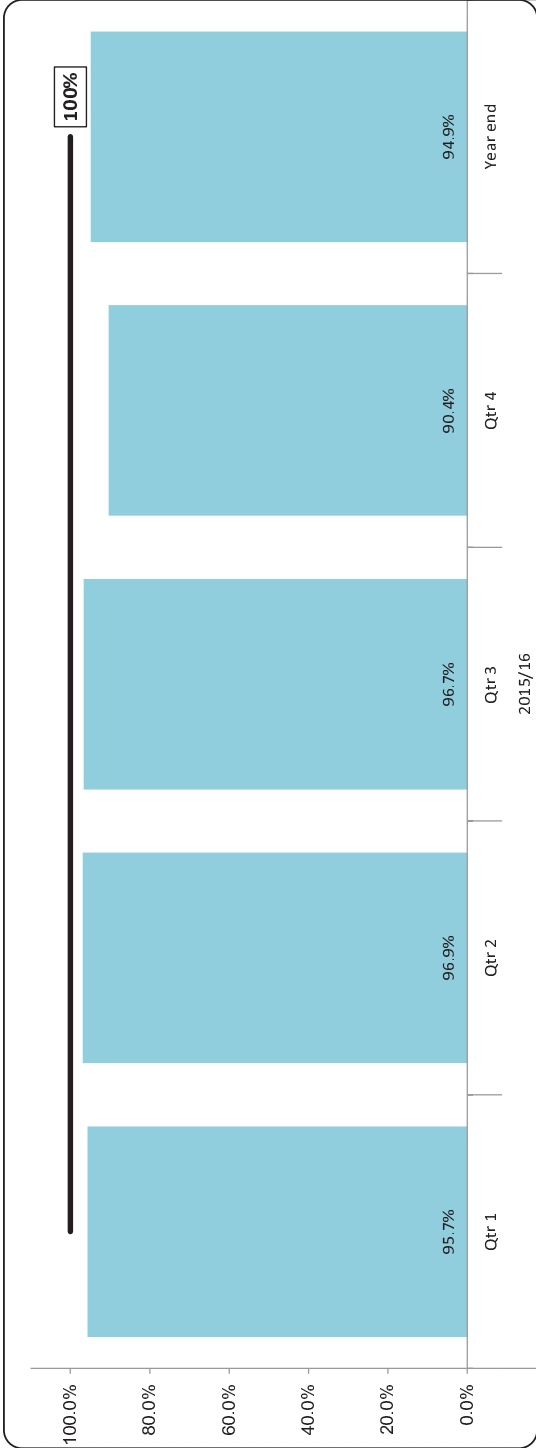
AMIM01

Percentage of appointments kept



Bigger is better

Percentage of appointments kept	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	98%	97%	98%	98%	97.8%	97.4%	97.8%	96.5%
Target	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%



Bigger is better

We will respond to emergency repairs in two hours	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	This is a new measure. There is no historical data available				95.7%	96.9%	96.7%	90.4%
Target	100%	100%	100%	100%	100%	100%	100%	100%

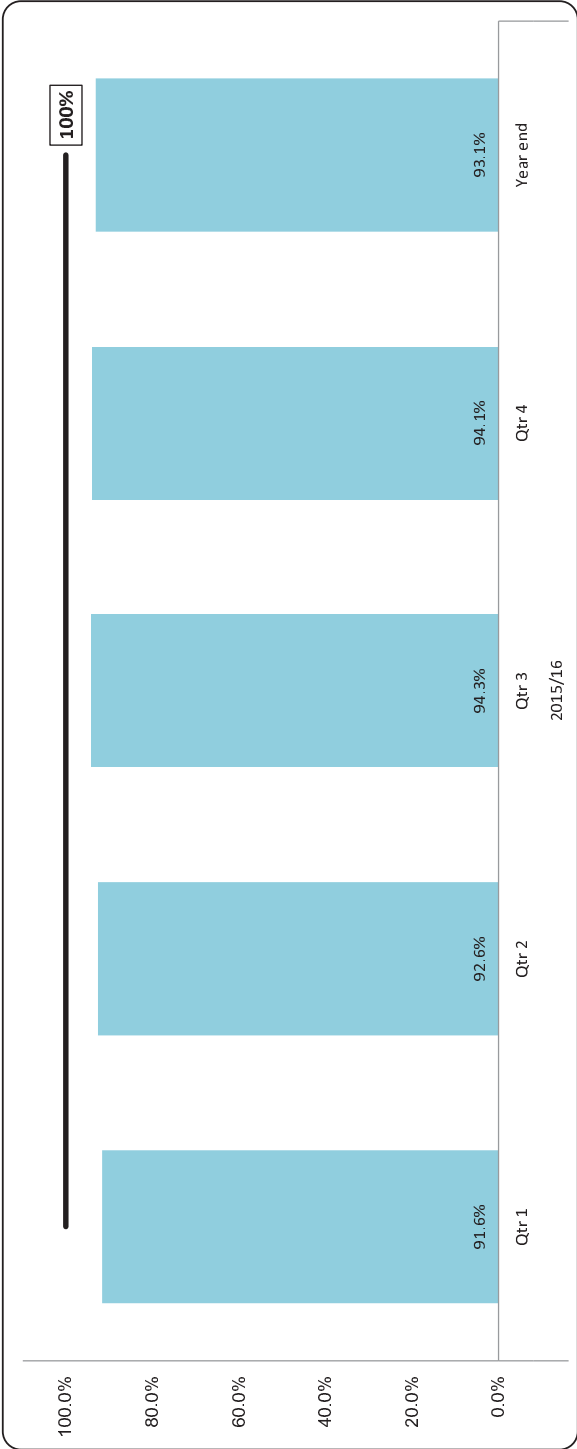
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



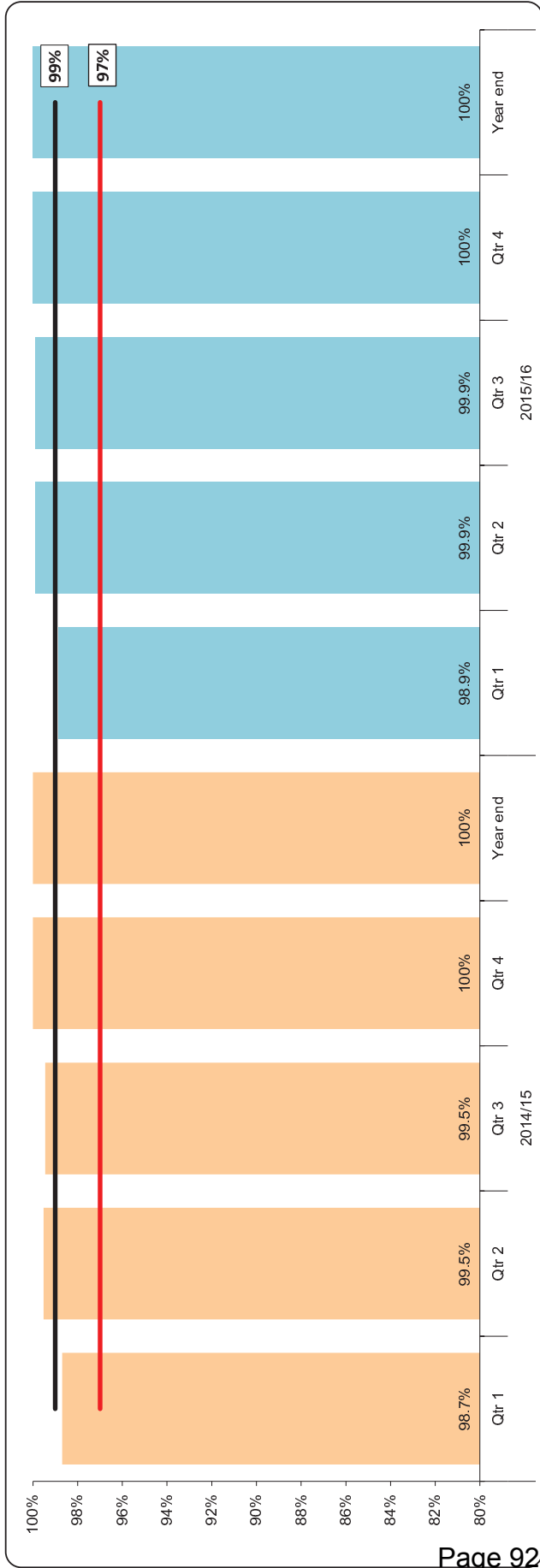
Bigger is better

We will resolve routine repairs within 30 days	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	This is a new measure. There is no historical data available				91.6%	92.6%	94.3%	94.1%
Target	100%	100%	100%	100%	100%	100%	100%	100%

We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	91.8%	94.6%	91.5%	94.3%	95.2%	94.1%	93.6%	92.4%	96.6%	95.5%

AMM15

RAG Status	Green
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Target - Bigger is better

	2014/15						2015/16					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	
Percentage of gas servicing completed against period profile	98.7%	99.5%	99.5%	100%	100%		98.9%	99.9%	99.9%	100%	100%	
Target Standard	99%	99%	99%	99%	99%		99%	99%	99%	99%	99%	
	97%	97%	97%	97%	97%		97%	97%	97%	97%	97%	

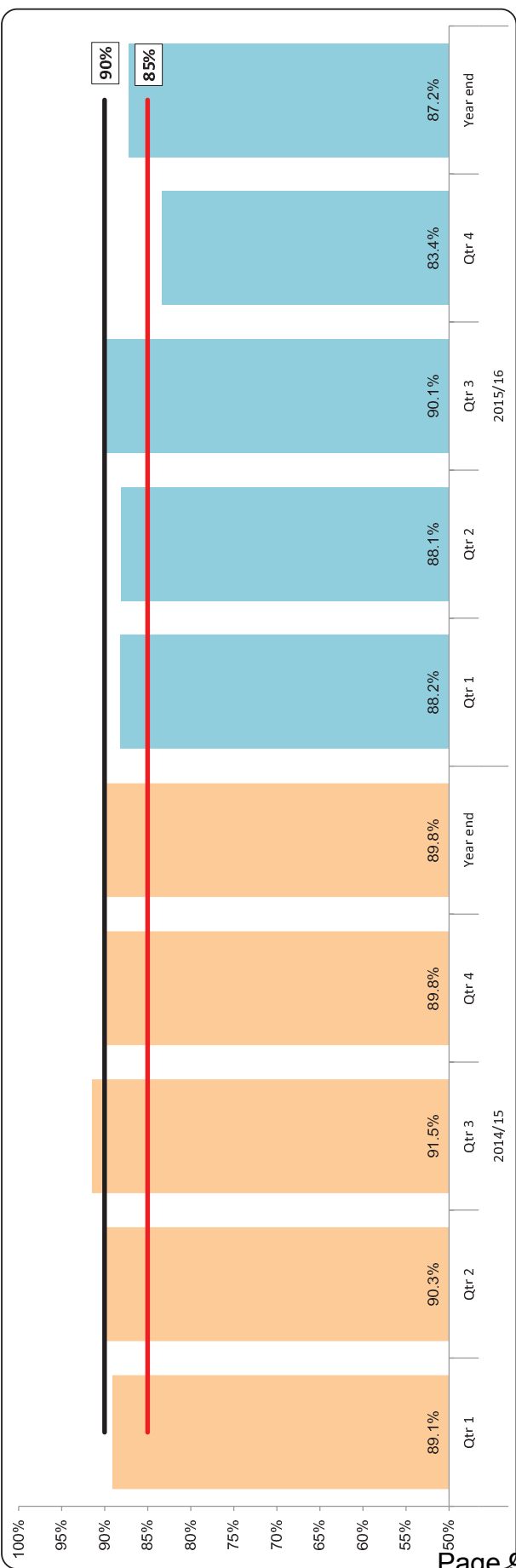
[illegible]

From April 2015 this measure excludes voids.

Percentage of gas repairs completed within 7 days

RAG Status

Red

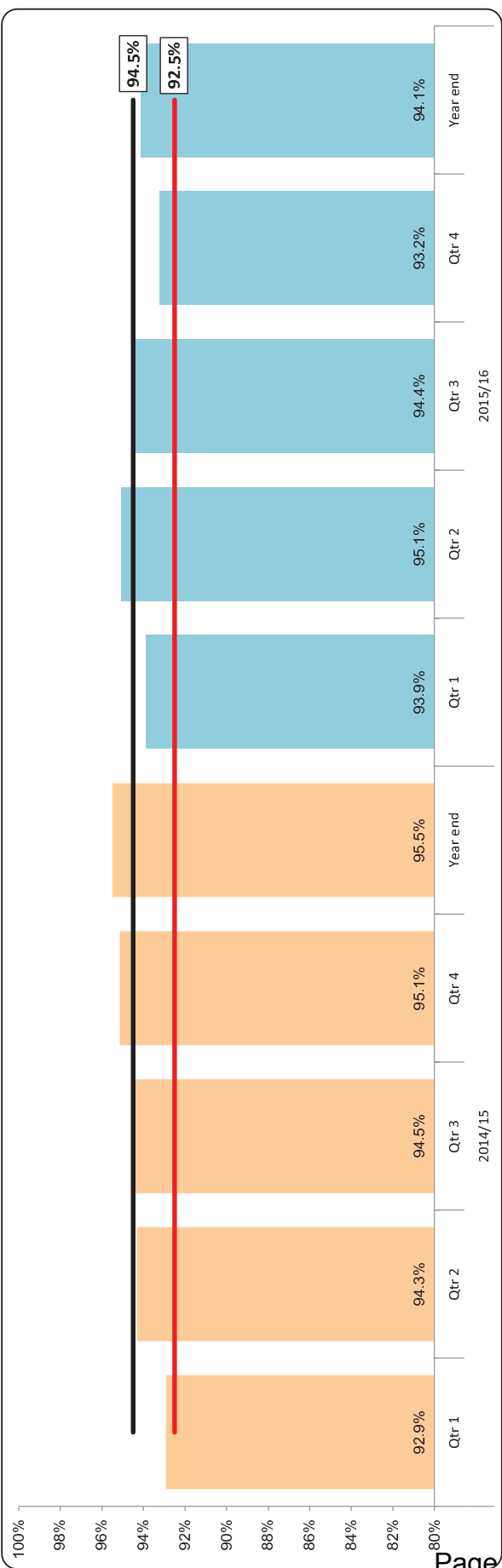


Target - Bigger is better

Percentage of gas repairs completed within 7 days	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	89.1%	90.3%	91.5%	89.8%	89.8%	88.2%	88.1%	90.1%	83.4%	87.2%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Percentage of gas repairs completed within 7 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	81.4%	77.3%	79.2%	91.8%	81.2%	78.9%	79.8%	82.0%	74.3%	90.4%

AMM10

Customer satisfaction with repairs

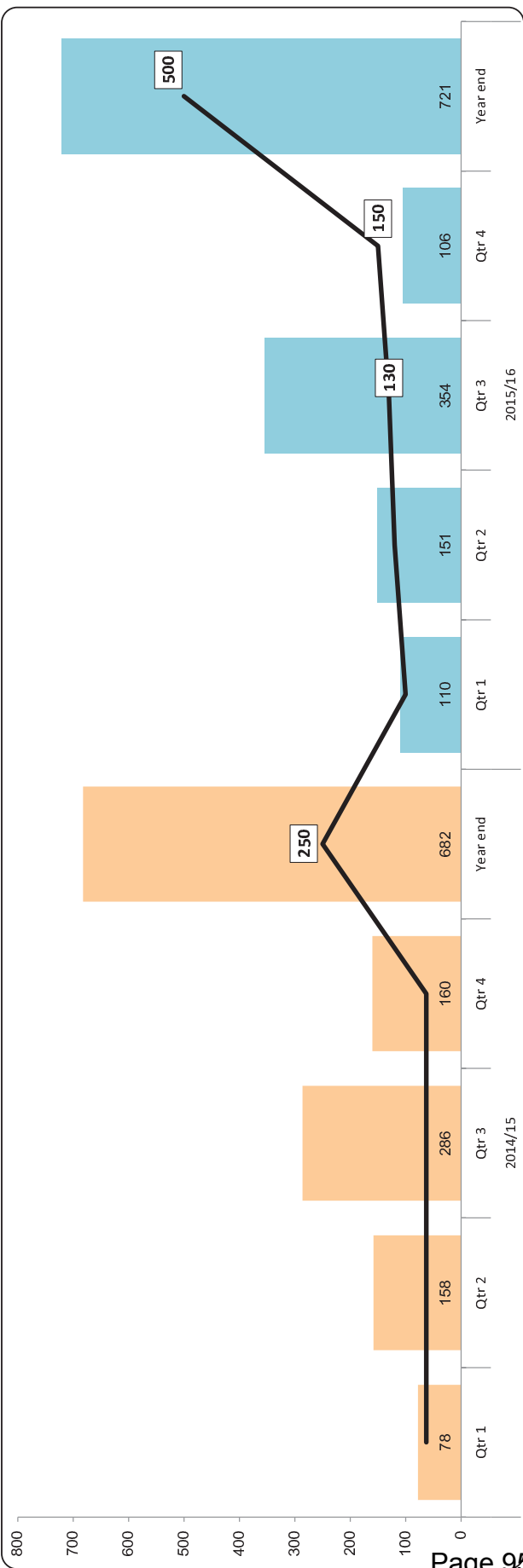


Bigger is better

Customer satisfaction with repairs	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	92.9%	94.3%	94.5%	95.1%	95.5%	93.9%	95.1%	94.4%	93.2%	94.1%
Target	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%
Standard	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%

AMM11

Number of households assisted by independent living



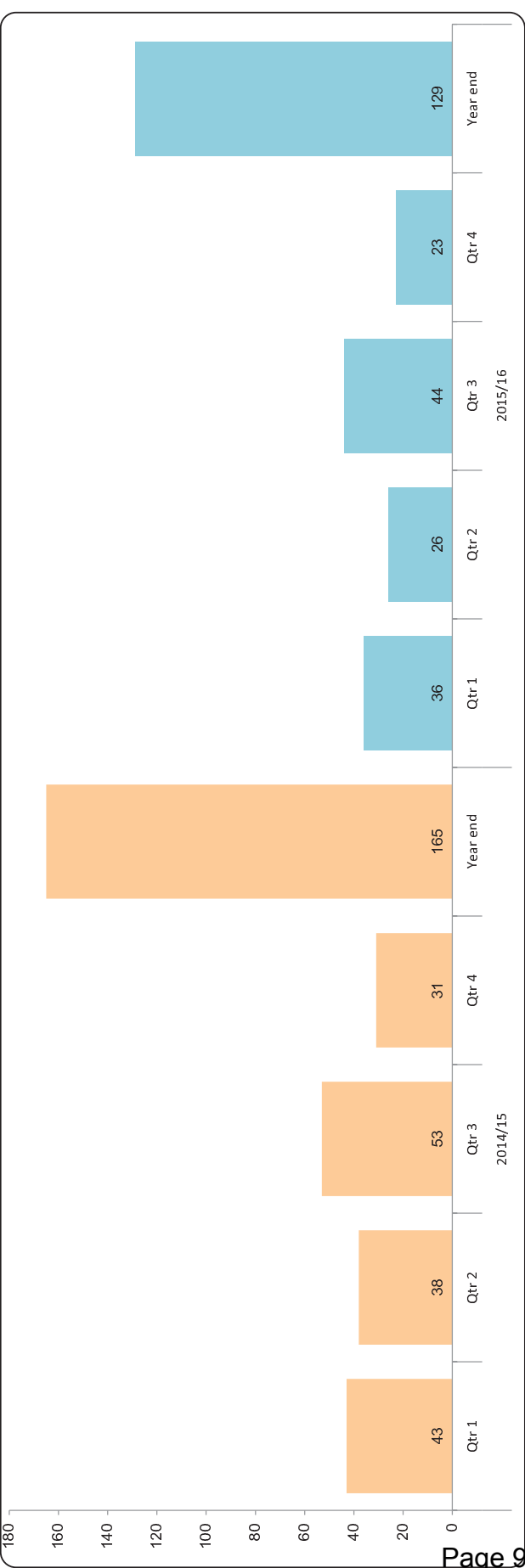
Bigger is better

12	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	78	158	286	160	682	110	151	354	106	721
Number of households assisted by independent living	62.5	62.5	62.5	62.5	250	100	120	130	150	500

The Q3 figure has been revised since Q3 reporting. This is due to payments being backdated and being paid after the Q3 reporting period.

AMM12

Number of Wise Move completions



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of Wise Move completions	43	38	53	31	165	36	26	44	23	129

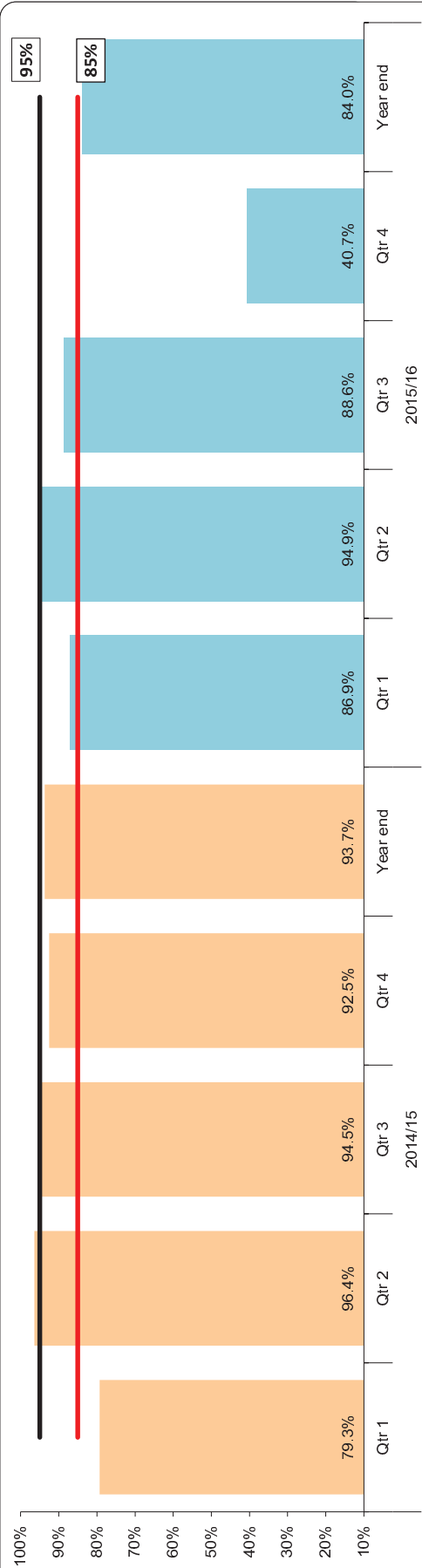
AMM13

Capital Works (Martin Tolley)

As per contractor assessment the percentage of capital improvements completed within timescale

RAG Status

Red



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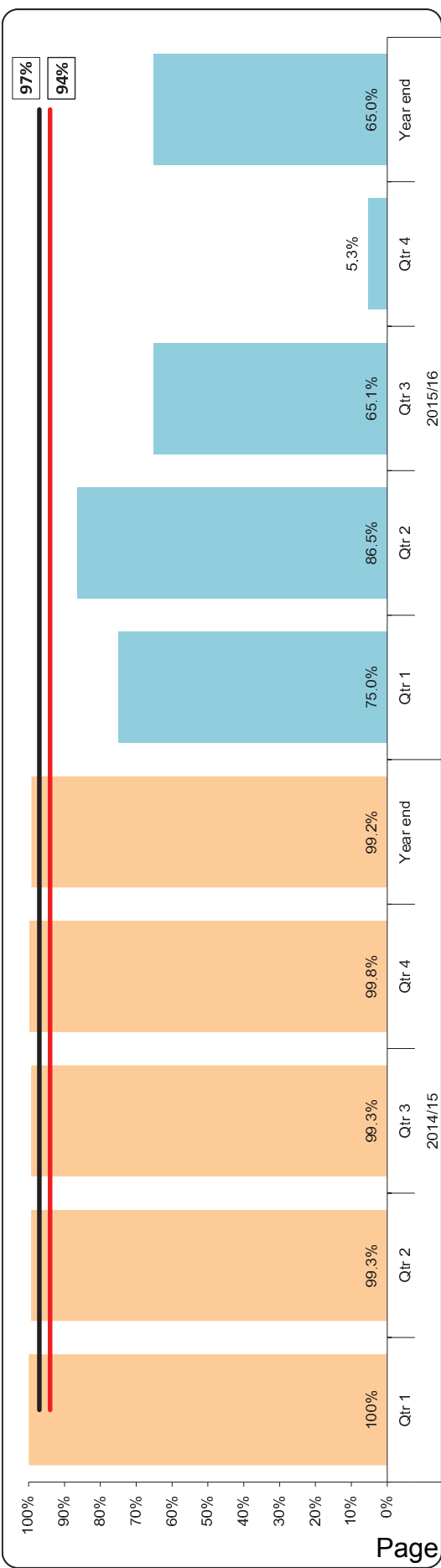
As per contractor assessment the percentage of capital improvements completed within timescale	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%	88.6%	40.7%	84.0%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

CW01

The percentage of capital improvements works completed and audited by BCC with no defects on handover

RAG Status

Red



Bigger is better

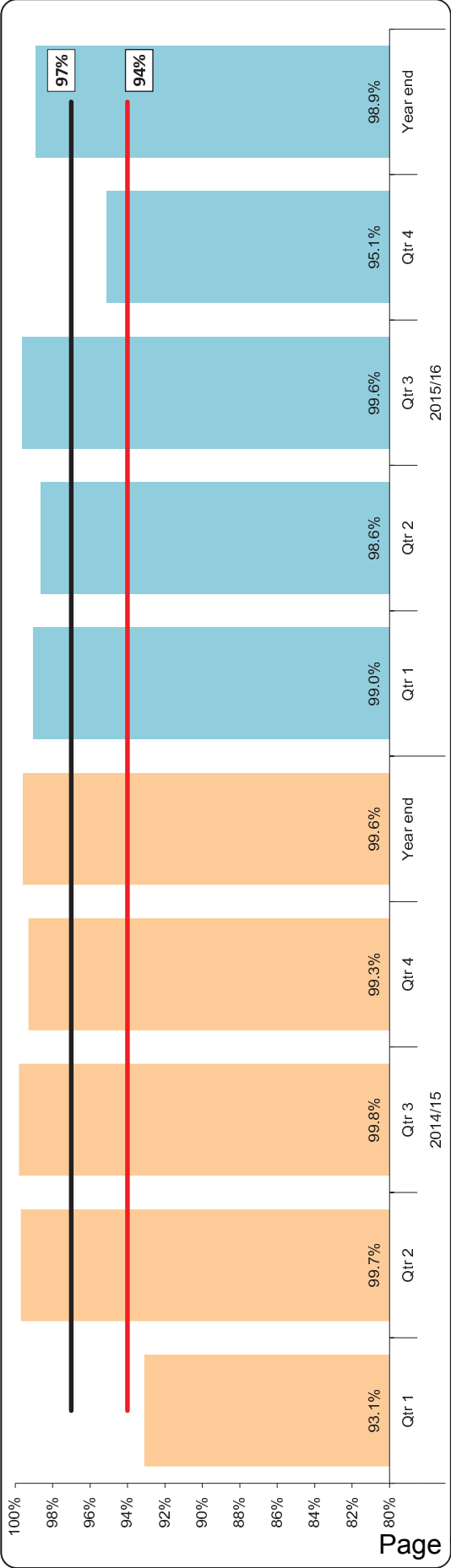
The percentage of capital improvements works completed and audited by BCC with no defects on handover	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	100%	99.3%	99.3%	99.8%	99.2%	75.0%	86.5%	65.1%	5.3%	65.0%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW02

Percentage of customers satisfied with contractor performance

RAG Status

Amber

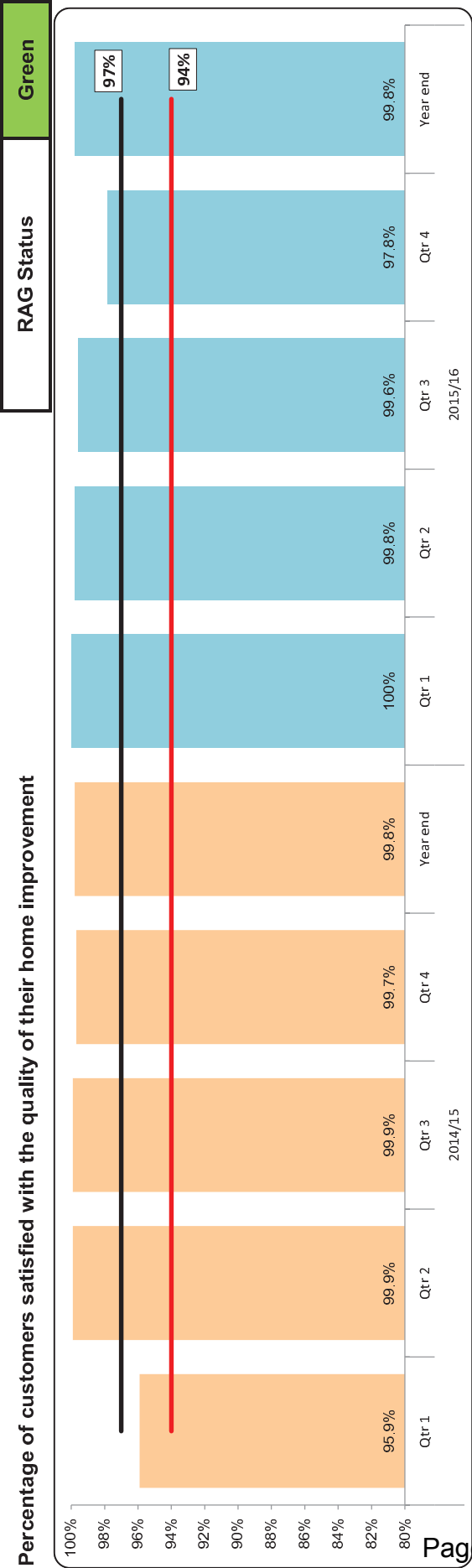


Bigger is better

Percentage of customers satisfied with contractor performance	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	93.1%	99.7%	99.8%	99.3%	99.6%	99.0%	98.6%	99.6%	95.1%	98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW03

Percentage of customers satisfied with the quality of their home improvement



Bigger is better

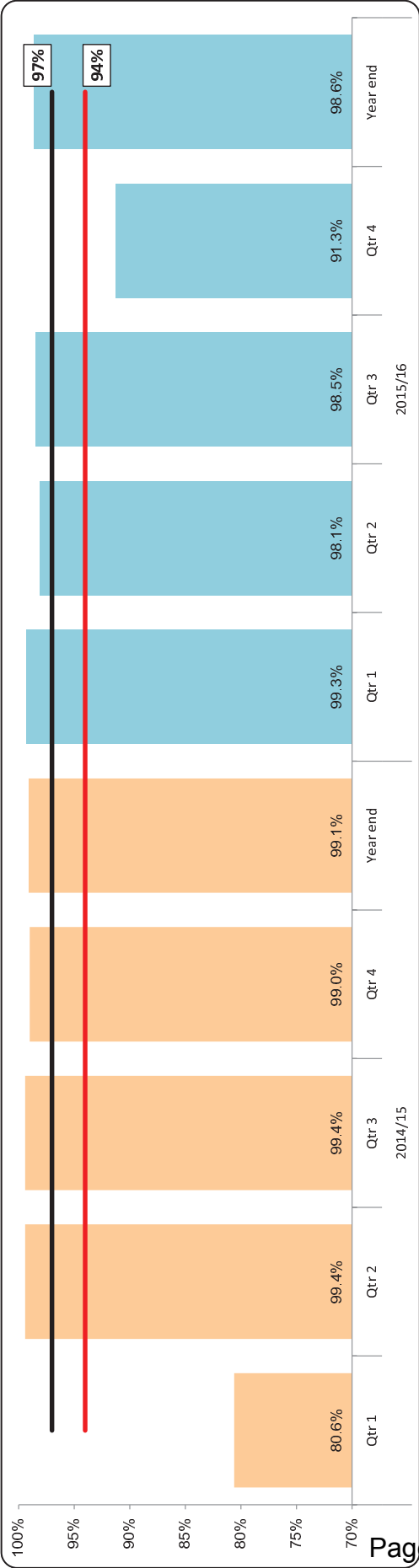
of 11	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	Percentage of customers satisfied with the quality of their home improvement									
	95.9%	99.9%	99.9%	99.7%	99.8%	100%	99.8%	99.6%	97.8%	99.8%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW04

Percentage of customers satisfied with Birmingham City Council's overall process

RAG Status

Red

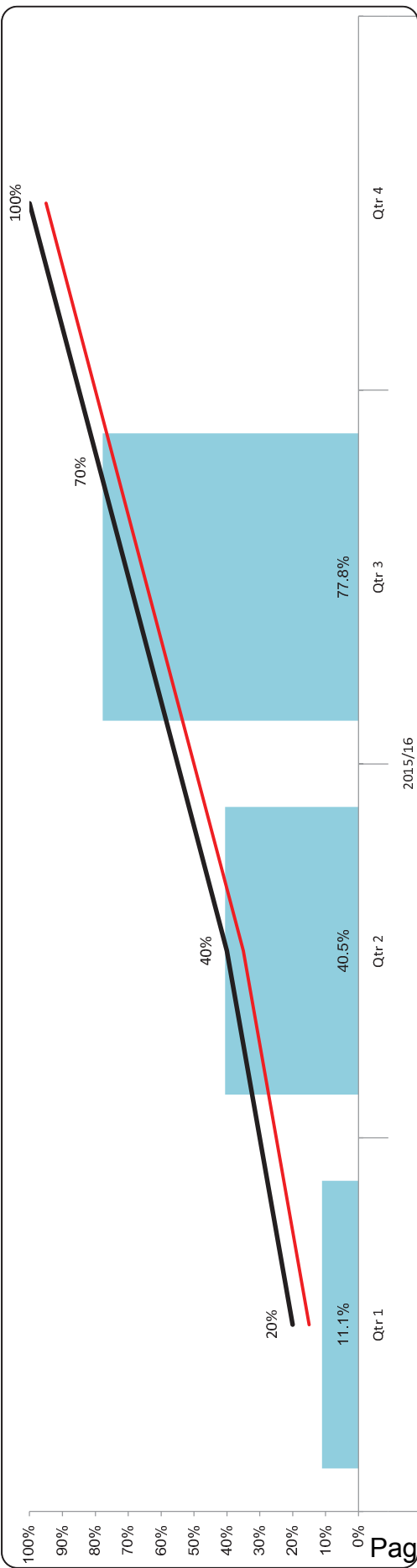


Bigger is better

11 of 12	2014/15				2015/16					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of customers satisfied with Birmingham City Council's overall process	80.6%	99.4%	99.4%	99.0%	99.1%	99.3%	98.1%	98.5%	91.3%	98.6%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW05

Percentage of actual spend as a proportion of revised annual budget - year to date



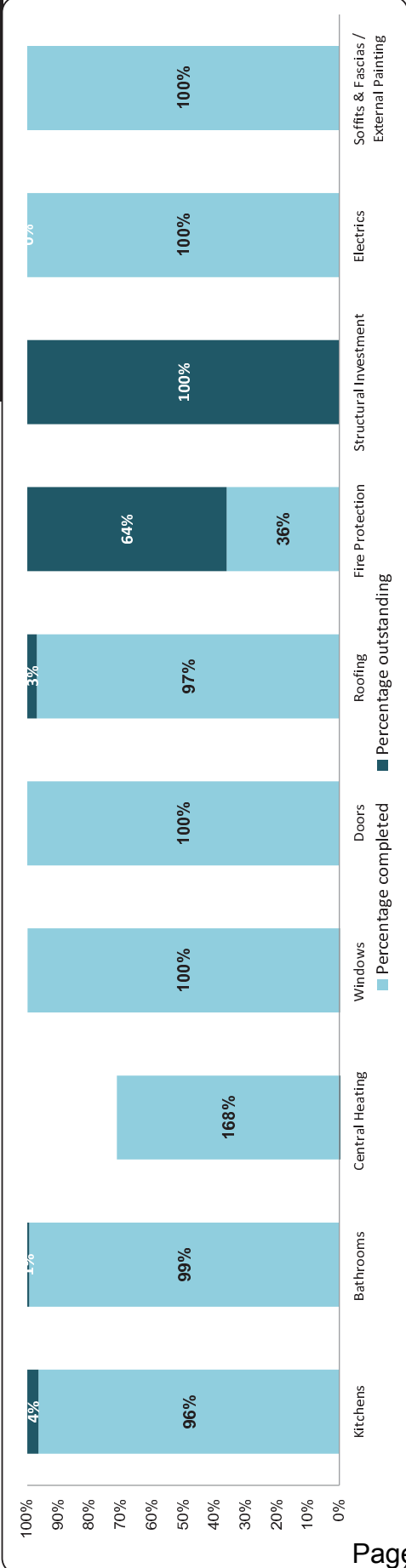
Bigger is better

Percentage of actual spend as a proportion of revised annual budget - year to date	2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	11.1%	40.5%	77.8%	Tbc
Target	20%	40%	70%	100%
Standard	15%	35%	65%	95%

Qtr 4 data is not available at the time of reporting. Confirmation of year-end financial position is required by SMT before statements can be issued.

CW06

Capital Works completed to date by type, as a proportion of year-end target



Capital Works completed to date by type, as a proportion of year-end target	Cabinet Report end of year target	Revised target	Number of units completed to date	Number of units outstanding	Percentage completed	Percentage outstanding
Kitchens	445	336	324	12	96%	4%
Bathrooms	445	325	323	2	99%	1%
Central Heating	1,000	1,000	1,675	-675	168%	-68%
Windows	555	693	694	-1	100%	0%
Doors	1,220	1,610	1,610	0	100%	0%
Roofing	286	230	223	7	97%	3%
Fire Protection	750	639	231	408	36%	64%
Structural Investment	16	16	0	16	0%	100%
Electrics	10,400	5,030	5,030	0	100%	0%
Soffits & Fascias / External Painting	100	107	283	0	100%	0%

Note: Targets agreed, Cabinet Report 16 February 2015 - Council Housing Investment Programme 2015/16

Capital Works completed to date by type, as a proportion of year-end target commentary

Kitchens & Bathroom - The kitchen and bathroom capital programme is on target to achieve budget spend for 360 unit upgrades. This anticipated completion figure is lower than stated within the cabinet report due to priority be given to upgrading properties with a 5 door kitchen layout. The first half of the year is devoted to preliminary investigation and project planning the programme for the year. The number of units completed will increase towards the latter part of the financial year.

Central Heating - This capital programme is a reactive programme in response to boiler breakdown/replacement's that are required due to uneconomical to repair – gas warm units.

Window and roofs/ Fire Protection/ Soffits & Fascias / External Painting - These capital programmes are on target.

Fire Protection - this is a combination of work that is carried out at block and individual property level. At a property level this will include the installing of mains smoke detector. The block work will include: emergency light and fire stopping (fire retardant painting, renew fire doors, fire signage etc.).

Doors - This capital programme has seen an increase in the number of units added to the programme. Where the property rear door needs replacing this is completed at the same time as the front door upgrade, hence units completed exceeding the units stated within the cabinet report.

Electrics - The reported completions stated refer to the number of electrical test and inspect that have been undertaken. The inspection may identify that remedial electrical work is required to the property; to date the city has carried out 106 rewires and 795 remedial electrical works to its stock as a result of the originally electrical inspection.

Structural Investment - This capital programme spans over three financial years and was started in 2014/15. The following units are to be completed by the end of the financial

year:

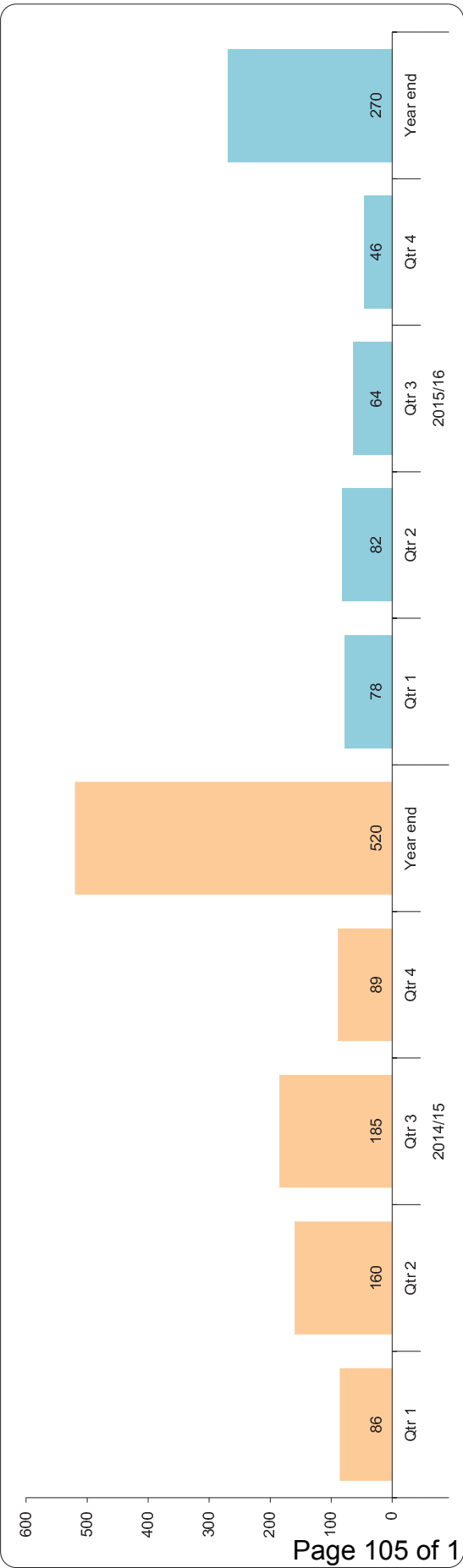
Programme Year 2 (2015/16) - 3

Programme Year 3 (2016/17) - 13

The planned structural block programme is on target.

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued		RAG Status	No Target
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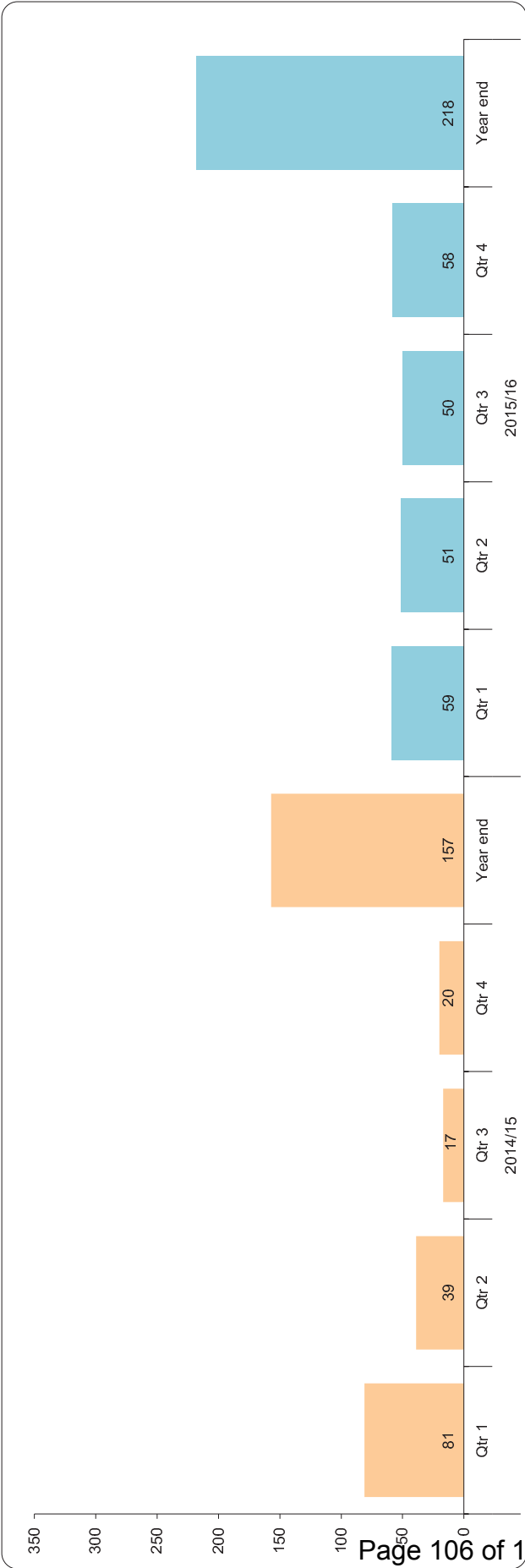
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Houses in Multiple Occupation licences issued	86	160	185	89	520	78	82	64	46	270

PRS01

Licensed and unlicensed Houses in Multiple Occupation inspected

RAG Status

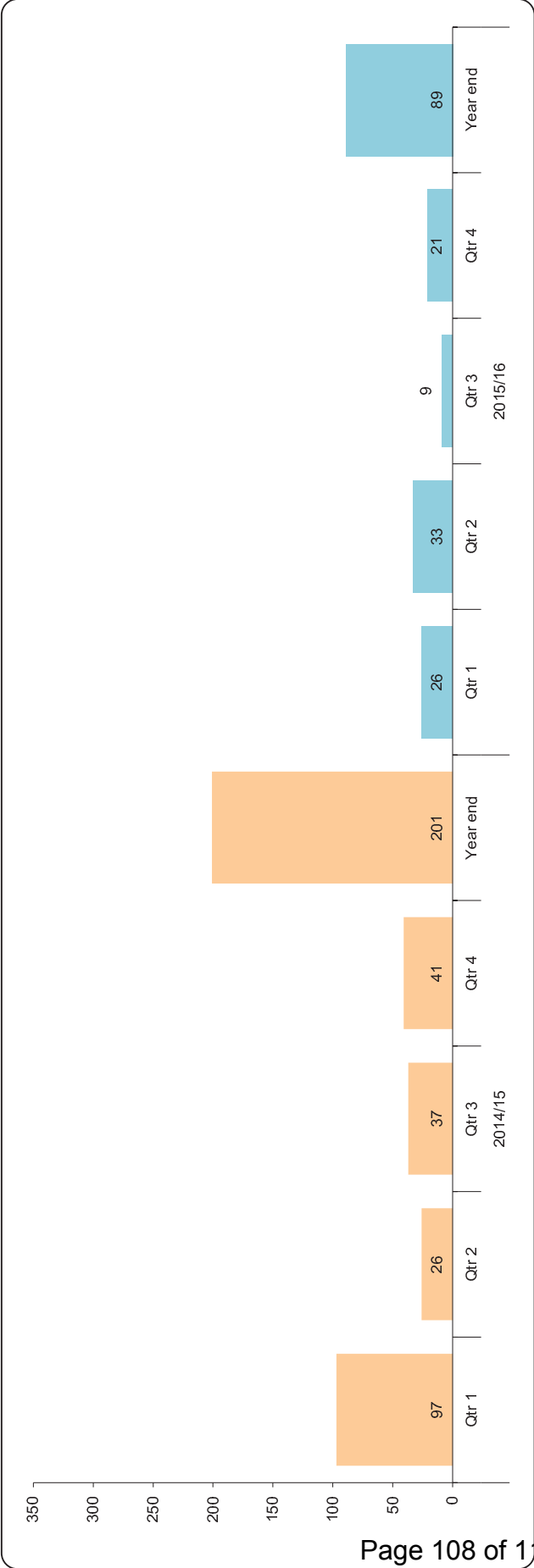
No Target



Licensed and unlicensed Houses in Multiple Occupation inspected	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	81	39	17	20	157	59	51	50	58	218

RAG Status	No Target
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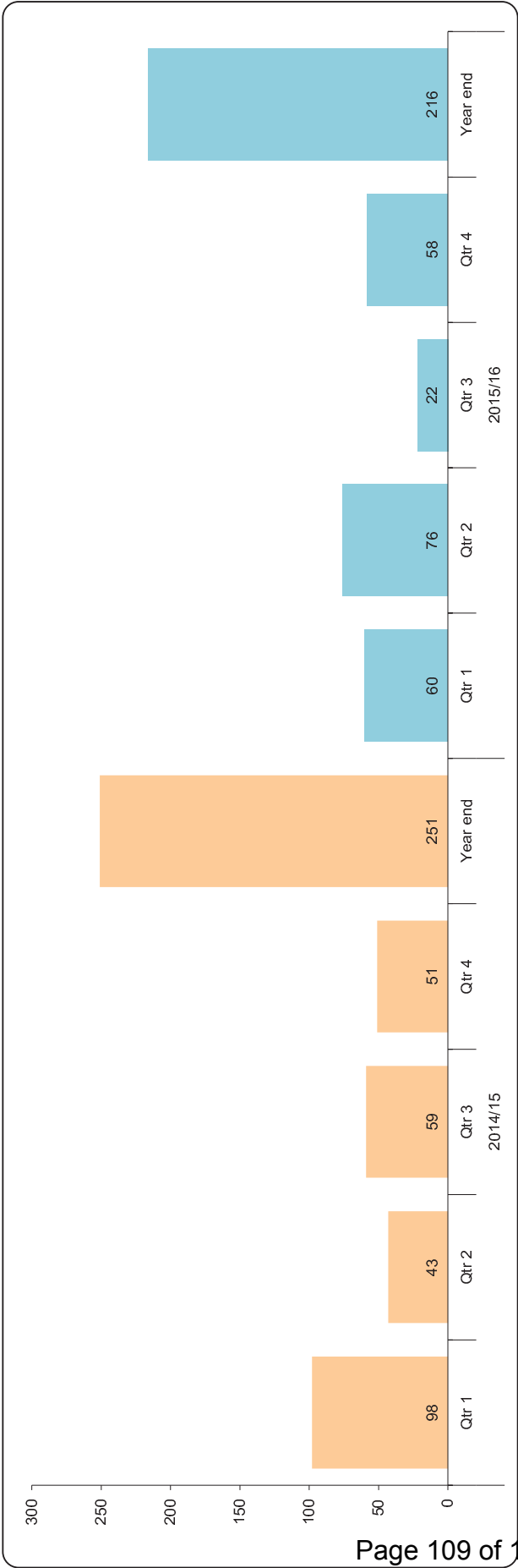
Private Tenancy Unit - Cases assisted through advice



Private Tenancy Unit - Cases assisted through advice	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
	97	26	37	41	201	26	33	9
								21
								89

RAG Status	No Target
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Private Tenancy Unit - Cases assisted through intervention



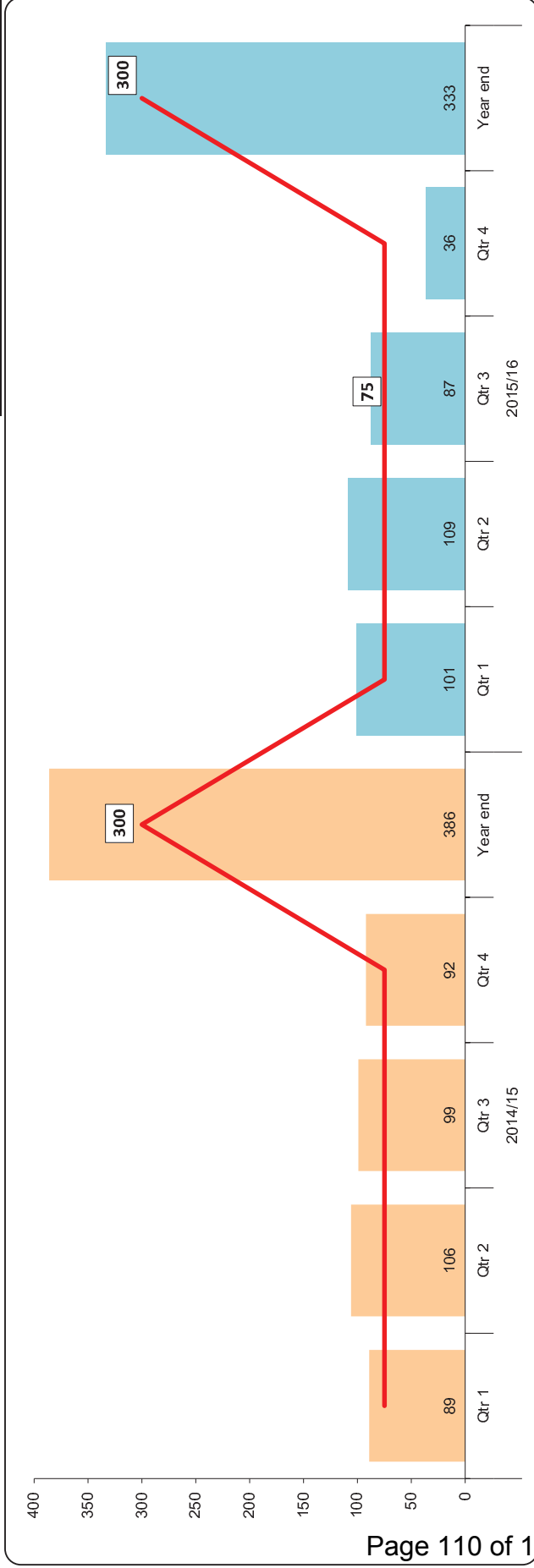
Private Tenancy Unit - Cases assisted through intervention	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	98	43	59	51	251	60	76	22	58	216

PRS05

Empty properties brought back into use - Council Business Plan measure

RAG Status

Green



Bigger is better

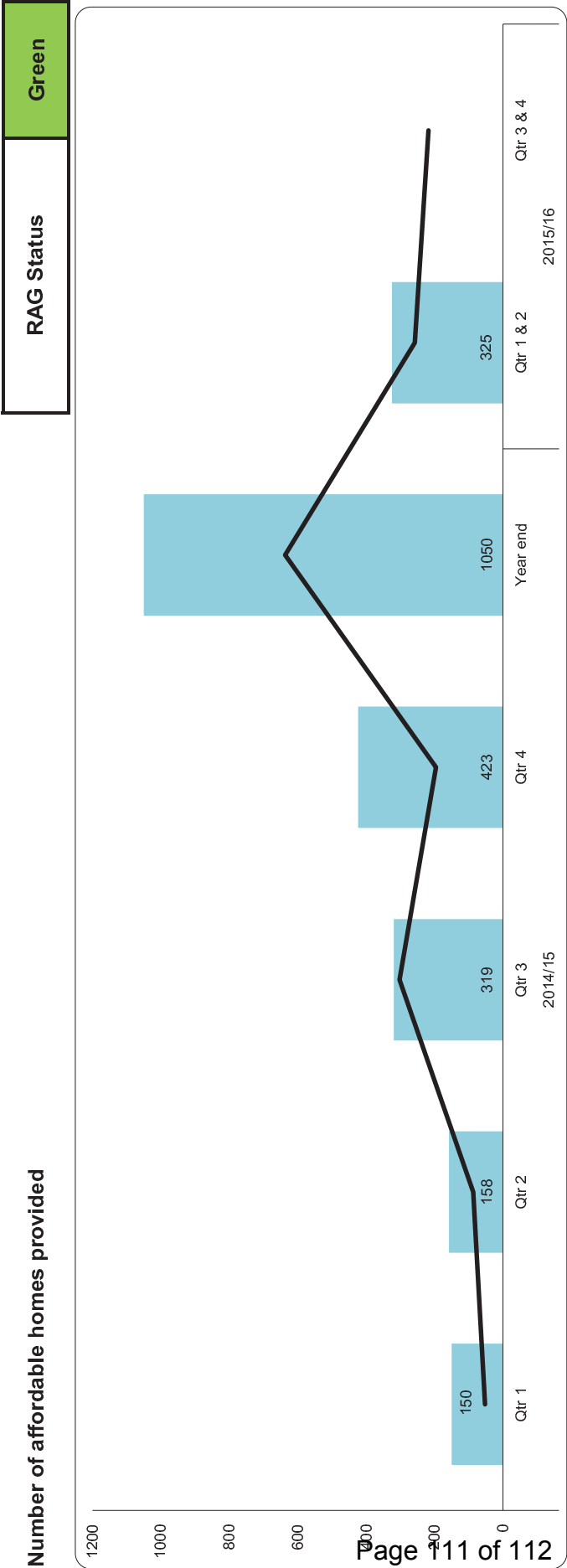
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Empty properties brought back into use	89	106	99	92	386	101	109	87	36	333
Target	75	75	75	75	300	75	75	75	75	300

NB: The RAG status for this measure is green as the Empty Properties Team achieved their Year End target of 300 properties by February 2016.

PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided



Version 3.0 10/06/2016

Bigger is better

		2014/15				2015/16		
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1 & 2	Qtr 3 & 4
No of affordable homes provided		150	158	319	423	1050	325	
	Target	52	87	302	196	637	258	218
% of target homes provided		288%	182%	105%	215%	165%	126%	

Data for this measure is provided to BCC by external organisations. (Homes and Communities Agency and also Communities and Local Government)
Information is now reported twice a year.

HD01

