

**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**

**LADYWOOD DISTRICT COMMITTEE**

**TUESDAY, 28 NOVEMBER 2017 AT 14:00 HOURS**  
**IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,**  
**BIRMINGHAM, B1 1BB**

**A G E N D A**

**1 NOTICE OF RECORDING/WEBCAST**

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site ([www.birminghamnewsroom.com](http://www.birminghamnewsroom.com)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

**2 APOLOGIES**

To receive any apologies.

**3 - 10**

**3 MINUTES**

To confirm and sign the Minutes of the last meeting held on 25 July, 2017.

**11 - 14**

**4 FIRE RISK MANAGEMENT BRIEFING HIGH RISE TOWER BLOCKS**

Briefing note from the Strategic Director, Place

**15 - 78**

**5 HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT  
QUARTER 1 - 2017-2018**

**79 - 84**

**6 WARD ACTION TRACKER END OF YEAR TRACKER INFORMATION**

Ward Action Tracker end of year information attached.

7     **WARD UPDATES**

To receive updates.

8     **DATE OF FUTURE MEETINGS**

To note the date of future meeting in the Council House, Victoria Square, Birmingham B1 1BB at 1400 hours on the following dates;-

23 January, 2018

20 March, 2018

9     **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

10    **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

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

**Ladywood District Committee –**  
**25 July, 2017**  
**BIRMINGHAM CITY COUNCIL**

<b>LADYWOOD DISTRICT COMMITTEE – 25 JULY 2017</b>
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**MINUTES OF THE LADYWOOD DISTRICT COMMITTEE HELD ON TUESDAY 25  
JULY 2017 AT 1400 HOURS IN COMMITTEE ROOM 2, COUNCIL HOUSE,  
BIRMINGHAM**

**PRESENT:** - Councillors Muhammad Afzal, Sir Albert Bore, Kath Hartley, Ziaul Islam, Chaman Lal, Chauhdry Rashid.

**ALSO PRESENT:** Lesley Poulton, Head of Ladywood District  
Kate Foley, Acting Senior Service Manager  
Louisa Nisbett, Area Democratic Services Officer

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**NOTICE OF RECORDINGS**

- 354 The Chairman advised that the meeting would be webcast for live or subsequent broadcast via the Council's Internet site ([www.birminghamnewsroom.com](http://www.birminghamnewsroom.com)) and that members of the press/public may record and take photographs. The whole of the meeting will be filmed except where there were confidential or exempt items.

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**ELECTION OF THE EXECUTIVE MEMBER FOR LADYWOOD DISTRICT**

355 **RESOLVED:-**

- a) That Councillor Ziaul Islam be appointed as the Executive Member for Ladywood District for the 2017/18 Municipal Year, ending with the first meeting of the Committee in 2018/19.
- b) That Councillor Nagina Kauser be elected as the Vice-Chair for Ladywood District for the 2017/18 Municipal Year, ending with the first meeting of the Committee in 2018/19.

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**APOLOGIES**

- 356 Apologies were submitted on behalf of Councillors Nagina Kauser, Carl Rice and Sybil Spence also from and David Newman, West Midlands Fire Service.

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**MINUTES**

- 357 The minutes of the meeting held on 21 March 2017 were agreed and signed as a correct record.

**MEMBERSHIP OF THE COMMITTEE**

358 The membership of the Committee was noted as follows;

Aston Ward - Councillors Muhammad Afzal, Ziaul Islam, Nagina Kauser  
Ladywood Ward - Councillors Sir Albert Bore, Kath Hartley, Carl Rice  
Nechells Ward - Councillors Tahir Ali, Yvonne Mosquito, Chaudhry Rashid  
Soho Ward – Councillors Chaman Lal, Sybil Spence, Sharon Thompson

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**DECLARATIONS OF INTEREST**

359 Members were 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 was declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting. No declarations of interest were made.

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**CODE OF CONDUCT**

360 The Code of Conduct was submitted and noted;

(See Document No 1)

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**DISTRICT COMMITTEE FUNCTIONS AND GUIDELINES**

361 The following District Committee terms of reference were submitted and noted;

(See Document No 2)

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**DISTRICT COMMITTEE APPOINTMENTS**

The following schedule of appointments was submitted;

(See Document No 3)

- Lesley Poulton informed that in light of recent discussions, the instruction was for the District Committee to continue as normal therefore the appointments should be made.
- Councillor Bore said that the Committee should go ahead and make the appointments for 2017/2018 despite there being concerns that some of the organisations on the list were not acting on information supplied by officers from Birmingham City Council. He had been appointed to West Side Partnership Ltd BID for 2016/2017 however had not been invited to any Board meetings during the last 18 months also the annual appointments paper for Cabinet did not have any name identified for the appointment.
- There had also been a major problem about Councillor Kath Hartley's appointment to the Jewellery Quarter BID and Jewellery Quarter Development

## **Ladywood District Committee –**

**25 July, 2017**

Trust. Councillor Bore explained that a report due to be signed off a month ago making it clear that there should be representation of a local Councillor on the Jewellery Quarter BID had still not been signed off. Councillor Bore was concerned about the governance arrangements of some of the organisations.

- Councillor Muhammad Afzal's view was that an investigation should be carried out into what went wrong to ensure that it did not happen again in the future. He continued that some organisations received funding from BCC but were not inviting Members to meetings. They should also have their accounts audited.
- Councillor Bore pointed out that there were inaccuracies in reports and differences in the appointments required. Councillor Kath Hartley had tried to get clarification for the last 12 months.
- Councillor Rashid informed that he was currently a member on Golden Hillock Community Care Centre and St Anne's Accommodation however there had been a lack of communication since new managers had taken over and he had not received any information for over 6 months. He was however prepared to be re-appointed to the organisations,
- The Committee were happy for Councillor Victoria Quinn to continue to be representative on Southside Business Limited, BID and she had been attending meetings.
- There was still confusion about the appointment to the Jewellery Quarter Trust Councillor Kath Hartley had served on the Development Trust for a number of years. It was requested that a note be sent to the organisation to seek clarification of the appointment.
- Councillor Kath Hartley requested and it was agreed that she be appointed as Mental Health Champion and removed as the appointee for Environmental Champion.
- West and Central Community Safety Partnership - If no representative was identified from Nechells Ward, Councillor Kath Hartley was willing to be representative as she regularly attended the meetings.
- In response to Councillor Lal's query whether the appointments would be valid if District Committees were dissolved, Lesley Poulton informed that they would be dealt with as part of the process to dissolve the Committees.

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### **RESOLVED:-**

That the following appointments be made to the organisations listed below for the 2017/18 Municipal Year;

### **APPOINTMENTS REFFERED FROM CABINET**

- a) Golden Hillock Community Care Centre (**Councillor Chauhdry Rashid**)
- b) St Anne's Accommodation (**Councillor Chauhdry Rashid**)
- c) West Side Partnership Ltd (Business Improvement District) (**Councillor Bore**)

**Ladywood District Committee –**  
**25 July, 2017**

- d) Colmore Business District Ltd (Business Improvement District) - **Cllr Bore**
- e) Southside Business Ltd (Business Improvement District) - **Councillor Victoria Quinn**
- f) Soho Road (Business Improvement District) - **Councillor Chaman Lal**
- g) Jewellery Quarter (Business Improvement District) - **Councillor Hartley (To be confirmed).**
- h) Jewellery Quarter Development Trust - **Councillor Hartley (To be confirmed).**

1. **CHAMPION/ LEAD MEMBER ROLES**

- a) Corporate Parenting – Councillor Champion - **Councillor Sharon Thompson**
- b) Environmental Champion **(No appointment made)**
- c) Mental Health Champion - **Councillor Kath Hartley**
- d) Health & Wellbeing Champion - **Councillor Sybil Spence**
- e) West and Central Community Safety Partnership) - **Councillors Kauser, Thompson and Hartley**
- f) Youth Champion - **Councillor Nagina Kauser**
- g) District Jobs and Skills Panel Champion **(No appointment made)**
- h) Housing Champion **(No appointment made)**
- i) Heritage Champion **(1 Member to be nominated)**

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**HOUSING LIAISON BOARD PERFORMANCE REPORT, QUARTER 4 2016-17**

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

(See document No. 4)

Kate Foley explained that the HLB report was in a different format to the Housing Transformation Board report usually received. Copies of the Housing Transformation Board report will be circulated to Members following the meeting. Kate Foley gave a summary of the report outlining some of the information:-

- **High and low rise blocks** – 81.9% and 100%
- **Void – Average day turnaround** – 30.4%
- **Average days to let a void property** – 17.2% - A lot of focussed work had been done on turnaround times.

**Ladywood District Committee –**  
**25 July, 2017**

- **Anti-Social Behaviour** – 155 cases had been closed in total. Anti-social behaviour was being managed in a smarter way. Cases were being responded to on time.
- **Right to repair jobs completed on time** – 88.5%
- **Gas servicing completed against period profile** – 100%
- **Emergency repairs within 2 hours** – 95.5% - this was challenging
- **Routine repairs within 30 days** – 96.5%
- **Customer Satisfaction** – 99.85%

During the discussion the following points were made:-

- Councillor Bore commented on the figures related to emergency repairs for the Ladywood District and said that the matter should be drawn to the attention of the Cabinet Member. The figures as they related to Ladywood District were alarming different to figures for other contractors providing emergency repairs in the City.
- Councillor Islam added that there had been a constant problem with boiler repairs in the City and he had spoken to a number of occupiers whose boilers were not working.

363 **RESOLVED:-**

That the report be noted.

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**REGULATION 33 VISITS TO ADULT ESTABLISHMENTS.**

364 The following report was submitted for information:-

(See document no. 5)

- Lesley Poulton informed that there were 9 establishments in the Ladywood District. No visits had been undertaken the last municipal year.
- Councillor Kath Hartley had spent a morning at Summerfield Place but was not sure if that was counted as a visit.
- Councillor Rashid had undertaken visits 18 months ago and had expressed an interest in doing more visits accompanied by an officer.
- Councillor Lal also expressed an interest in visiting some of the establishments. In response to a query from Councillor Lal whether there was an exit strategy for the future of the District Committees, Lesley Poulton replied that the subject was part of the next agenda item. He was also prepared to visit the adult establishments.

365

During the discussion the following points were made:-

**CABINET COMMITTEE LOCAL LEADERSHIP**

- Copies of the report to the Cabinet Committee Local Leadership dated 19 July 2017 was circulated to Members for information. Councillor Islam had attended the meeting. Ward Plans should be in place by September.
- Members were informed that the recommendations in the report had been agreed subject to a report to Council Business Management Committee and approval at September full council meeting.
- The purpose was to abolish District Committees and put a Ward Plan in Place. A job description was included for the post of Ward Action Co-ordinator. It was noted that the number of Councillors would change in 2018 with the boundary changes. They would be able to take the work plan with them. A lot of interest had been expressed in the Ward Tracker and the officers involved were thanked for their work.
- Lesley Poulton referred to Councillor Lal's comment that an exit plan needed to be worked on and highlighted that the decision was to be taken in September. She said that a number of processes needed to be undertaken including consultation with staff previously involved with Districts and a look at the transition. A note will be made of any issues identified for the exit plan.
- Councillor Sir Albert Bore said that the plans were unrealistic. He did not believe that the Ward Development Plans would be completed by December. The report did not provide any information or give assurance that the Relationship Manager and Ward Action Co-ordinator would serve the purpose. The report also made no reference to the new Wards. Councillor Sir Albert Bore felt that the report was totally and wholly unrealistic.
- Councillor Islam agreed with the comments. He said that a number of Members had expressed concern. He pointed out that it had been recommended that more than one Ward could work together in future..
- Councillor Afzal Bore agreed with Councillor Bore. There were no clear guidelines for local leadership. During the last few months nothing had happened. He did not know when the plans would be implemented but could not see any positive progress so far.
- Councillor Afzal suggested that the Assistant Leaders should be requested to attend a future meeting. Councillor Bore pointed out that the next District meeting was after the Council Business Management meeting.
- Councillor Chaman Lal said that the report would be agreed regardless so did not see the point. He felt that the proposals would cause more problems than they solved.
- Councillor Kath Hartley added that the report had been discussed and a lot a comments made by Members none of which were included in the report. .



**Ladywood District Committee –**  
**25 July, 2017**

- Councillor Islam suggested that issues could be raised with the Leader or the Assistant Leaders could be invited to a future meeting.
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**WARD UPDATES**

366 A representative from each of the Wards gave an update as follows:-

**Aston**

- Councillor Afzal informed that the Ward had not had a meeting since April. Some proposals for the LIF had been received and would be discussed at a meeting.

**Ladywood**

- Councillor Kath Hartley reported that they had met throughout the year. They were progressing with the LIF – which had been impacted on by developments in BCC. They were not sure where the extra activity was focussed on in the City but they needed to sort out the LIF by September to be allocated by December 2017. She anticipated a discussion on the Edgbaston Master Plan.

**Nechells Ward**

- Councillor Rashid said that a meeting would be held in September however he would not be available. The allocation of the LIF was in hand.

**Soho Ward**

- Councillor Lal informed that the Ward had met to deal with the LIF and had set up a Task Force. They had received a lot of complaints about missed collections.
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**DATES OF FUTURE MEETINGS**

367 A schedule of dates for future meetings of Ladywood District Committee at the Council House at 1400 hours were noted as follows:-

**2017**

19 September  
28 November

**2018**

23 January  
20 March

Councillor Rashid gave his apologies for the meeting on 19 September, 2017.

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**OTHER URGENT BUSINESS**

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**Waste Collection**

- Councillor Afzal made reference to the backlog in the waste collection service. He commented that Councillors were being told as soon as possible however the situation seemed to be getting worse with some bins not being collected for 3 to 4 weeks. Councillor Islam said that he had been informed that agency staff would be engaged to help to clear the backlog. Councillor Afzal added that areas should be treated fairly across the City and he suggested that a message be sent to Jacqui Kennedy stating that Aston residents feel that they had been treated more poorly than other areas.
- Councillor Islam had contacted officers for an update and had been informed that an agency had been engaged to clear up the backlog, however there were still complaints.
- Lesley Poulton said that the District Committee had noted Councillor Afzal's comments. The Teams were trying to deal with the backlog as soon as possible. They were managing the situation and had prioritised the collection taking into account Health and Safety.
- Councillor Sir Albert Bore informed that the matter was being discussed at an Overview and Scrutiny Committee that afternoon.
- Councillor Rashid informed that the South Yardley side of the road had been cleared in his area but not the Nechells side. People were angry and upset. Officers should have attended the district meeting to explain. The state of the Roads were making him ashamed of where he lived, it was embarrassing and upsetting.
- Councillor Afzal had received calls from upset residents who had not had a collection for 3 weeks and another for 7 weeks. He stated that staff were picking and choosing which roads to clear.

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**AUTHORITY TO ACT BETWEEN MEETINGS**

369

**RESOLVED:-**

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 1507 hours.

.....  
Chairman

## **Fire Risk Management Briefing High Rise Tower Blocks September 2017**

It has now been 17 weeks since the Grenfell Tower fire. In this time Birmingham City Council has been reviewing the fire risk management of its own 213 tower blocks.

As part of this review, a number of activities have been undertaken.

### **All 213 Tower blocks Inspected**

Birmingham City Housing Department have our own "in house" team of fire risk assessors, accredited by West Midlands Fire Service through the British Safety Council. As a result of these inspections repairs are identified and then carried out. As part of our programme of fire stopping works we maintain the following;

- Flat /communal doors that resist fire for half an hour.
- Improved fire safety signage.
- Self-closing refuse chute hoppers.
- Fire retardant decorative coatings to communal areas
- Sprinklers installed to bin rooms.
- Wired/battery operated smoke alarms
- Installation of emergency lighting/standby battery systems.

In the last 17 weeks additional detailed fire inspections have been carried out by technical officers and photographs were taken of all external elevations of each block and any repairs identified have been carried out

### **Inspection of external cladding**

**A number of Birmingham City Council tower blocks have external cladding systems, but none of these share the same cladding system as Grenfell Tower.** To identify any improvements and ensure the continued safety of its residents Birmingham City Council is undertaking a review of all cladding systems in conjunction with West Midlands Fire Service. We had approximately eighty of our 213 blocks to be checked and we have completed the majority of these inspections.

### **Joint working with West Midlands Fire Service**

Birmingham City Council are working closely with West Midlands Fire Service to review and improve our major incident plans in the event of fire or flood in a tower block.

We undertake joint incident investigations to identify technical improvements to buildings and provide fire prevention advice to residents to further minimise the risk of repeat occurrences.

The local firefighting teams also carry out regular familiarisation visits of the tower blocks within their catchment areas to help them tackle any incidents effectively.

### **Installation of automatic fire suppression mist / sprinkler systems**

We announced that we would as a matter of urgency look at the 213 blocks of flats it owns to assess what work needs to be undertaken to reassure tenants that their homes are safe.

We have estimated it will cost approximately £31 million to retro-fit sprinkler systems to reduce the risk of fire spreading and to help tenants to feel safer. We are actively seeking the funding to take this work forward and will continue to ask Government for support.

As a result of this decision, officers from the repairs service have met with the British Automatic Fire Suppression Association (BAFSA) and fire suppression companies to develop Birmingham City Council's approach to the fitting fire suppression systems.

We have asked each of our repairs and maintenance contractors to provide us with detailed options including specifications and prices to install these systems in each flat in every tower block. As part of this exercise we have also asked them to confirm the following:

- future annual maintenance costs
- the precise specification of the materials to be used
- confirmation of the system design
- the provision for total loss of power or water in the event of a fire
- how they would approach installation on a block by block basis, with an emphasis on customer care by providing a full time tenant liaison officer at each location from start to completion

We expect to have received and evaluated this information by December 2017 and then determine the priority criteria to be applied to either each flat or block and communicate this to all customers.

We will continue to work closely with West Midlands Fire Service and BAFSA as part of the installation programme and it is anticipated that work will commence in the Summer of 2018. **It must be remembered that the Fire Suppression System is part of the cities over all approach to fire risk management in tower blocks and will need to take account of any review of current building regulations.**

### **Residents Assurance Visits**

Housing staff have started a programme of visits to all 10,500 flats to engage with the residents about any concerns that they may have. A list of frequently asked questions has been compiled.

#### **Raising Resident Awareness**

A fire safety important reminder leaflet was sent to every high rise tower block flat during June. Following this, a fire safety in flat leaflet containing detailed information along with graphics was also sent out to tower block residents.

### **Revisited fire safety procedures**

There has been no change to the 'stay put' policy following events in London. When 'stay put' policies are used they are intended to give occupiers of flats a choice to stay in their flat or to leave. If your flat is on fire or you feel threatened by fire then you should leave, ensuring all fire doors are closed behind you. All other residents may safely remain in their own flat unless directly affected by heat and/or smoke or are directed to leave by the Fire and Rescue Service.

### **Getting help to leave your block if you can't use the stairs**

You should tell us about your particular requirements so that a risk indicator can be placed on your records. You could also discuss a personal evacuation plan with the people you live with or near.

### **Fire check front doors**

All our front doors are fire-check doors, meaning that they are highly fire resistant. If you are worried that your front door might not be a fire check door then please call our Capital Investment team on 0121 303 4036 who will arrange for the door to be inspected and replaced if necessary.

### **Rubbish in communal areas**

Residents should not leave rubbish in the communal areas of high rise tower blocks, because it is considered to be a fire hazard. Where this is found to be the case however, please report it to your local housing team by contacting 0121 303 5667.

### **Maintaining your smoke alarm**

You will have at least one smoke alarm in your home, which you should test at least once a month to make sure it is working. If it is battery powered then you should replace the battery and/or fire alarm yourself. If it is a hard-wired system and you find that it isn't working, you should report this as a repair to the repairs call centre.

### **Fire safety campaign**

Housing management will shortly commence a fire safety and wellbeing campaign. The aim will be to visit housing estates and reach residents from high rise tower blocks. The campaign is anticipated to commence before Christmas 2017.

## **Review of estate management function – Tower Blocks**

A management review has been undertaken of the services provided by the estate based staff working in and around tower blocks. The purpose of this was to confirm the joint working approach between the repairs service, Housing Management and West Midlands Fire Service. This review looked into the daily health and safety checks carried out by caretakers/estate staff including visual inspection of:

- Lift/Lift Doors
- Roof Area and Access
- Landings/No Smoking/Fire signs Store cupboards
- Doors/Door Closers/Fire Door & Partitions
- Chute Area/ Room/Hoppers
- Communal front & rear entrance doors
- Store sheds
- Bin Room including guillotine
- Emergency lighting/stand by battery systems are inspected quarterly

And also ensure that the bin room sprinkler systems are tested quarterly. All issues are reported and escalated if required.

Block inspections are also conducted between the hours of 19:00pm – 07:00am across the city which are linked to the security service to identify any Health and Safety risks including the removal of any hazards, checking the dry/wet risers and the removal of any rubbish that can create a fire hazard.

There are also monthly tower block audits completed which look at the following aspects:

- Door entry system
- Internal glazing
- Internal graffiti
- Health and Safety/ No Smoking Signs

Tenants are provided with a set of service standards outlining Birmingham City Councils responsibility and the tenants' responsibilities. Any breach of these responsibilities by the tenant will result in the necessary action as part of the enforcement of the Tenancy Conditions.

## Housing Transformation Report Q1 2017-18

### Ladywood District Committee

The table below summarises Ladywood-specific information from the City-wide Housing Transformation report.

<p><b>Management of ASB</b></p> <p>Ladywood continues to receive a high level of ASB cases with 153 new enquiries received during period 1, of which 3 were classified as hate crimes, although in 2 instances this was due to systems errors. 100% of cases were responded to on time. A total of 130 cases were closed of which 100% were recorded as successfully. At the time of the HTB report there were 163 live cases for Ladywood District</p>	<p>No. of new cases received: 153</p> <p>No. of new hate crime cases: 3</p> <p>Percentage of cases responded to on time: 100%</p> <p>Total ASB cases closed: 130</p> <p>Percentage of cases closed successfully: 100%</p> <p>No. of live cases 163</p>
<p><b>Percentage of high and low-rise blocks rated good or better</b></p> <p>74.9% of blocks in Ladywood achieved the good or better score, which is above target.</p> <p>Low rise blocks have achieved a 100% satisfaction score for Ladywood which meets the performance target for this service</p>	<p>74.9% of high-rise blocks good or better</p> <p>100% of low-rise blocks satisfactory</p>
<p><b>‘Lodgers in Occupation’ for more than 12-weeks</b></p> <p>This measures the number of people occupying council properties where the tenancy has ended and the status of those occupying requires further investigation. The situation normally arises when the tenancy ends either because of the death of the tenant or relationship breakdown. There are currently 12 cases in Ladywood where investigations have taken longer than 12-weeks and these are generally situation where legal action will be required to resolve the issues.</p>	<p>No of cases: 12</p>
<p><b>Percentage of Intro tenancies over 12 months old not made secure</b></p>	<p>Percentage of</p>

2.38% of tenancies in Ladywood over 12-months old were not been made secure during Q2 with all of these being due to issues relating to rent arrears.	tenancies over 12-months old not made secure: 2.38%
<b>Conditions of estates – average bi-annual estate assessment scores</b>  In Ladywood the average of estate assessment scores was 28.2 which is above the 'good' score of 21, and only just below the score for excellent of 29. The estate assessments take place twice per year and lead to the development of improvement plans.	Average bi-annual estate assessment score: 28.2
<b>Voids</b>  The average days turnaround on all voids in Ladywood was 30.1 days and the average day from Fit to Let to Tenancy Start date was 12.7 which represents continue improvement in this area or work.	Average days turnaround all voids: 30.1  Average days from Fit For Let to Tenancy Start Date: 12.7
<b>Repairs</b>  The contractors, Wates, responded to emergency repairs within 2 hours of 98.1% of occasions. They resolved routine repairs within 30 days on 95.3% of occasions. Customer satisfaction was 99.8%	Respond to emergency repairs in 2 hours: 98.1%  Respond to routine repairs within 30 days 95.3%  Customer satisfaction 99.8%



# **Housing Transformation Board Performance Report**

## **Quarter 1 2017/18**

Report produced by Place Directorate Performance and Support Services Team  
Version 1.0 21/09/2017

Contents	RAG status (based on Q1 data unless stated)	Page
<b><u>Exception Report</u></b>		6
<b><u>Leasehold and Right to Buy (Sukvinder Kalsi)</u></b>		
Number of Right To Buy applications received	No Target	8
Number of properties sold under Right To Buy	No Target	9
Right to Buy compliance to statutory timescales	Green	10
<b><u>Rent Service (Tracy Holsey)</u></b>		
Percentage of rent collected	No Target	11
Current amount of rent arrears	Amber	12
<b><u>Housing Options</u></b>		
Number of households in Temporary Accommodation	No Target	13
Number of households in B&B	No target	14
Increase in the number of cases where homelessness is prevented or relieved	Green	15
Number of households on housing waiting list	No Target	16
Average number of weeks families in B&B	No Target	17

**CBP**

## **Landlord Services**

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

Number of new ASB enquiries received - A, B and C categories	No Target	18
Number of new hate crime enquiries	No Target	20
Percentage of A cases responded to on time	Amber	21
Percentage of B cases responded to on time	Green	21
Percentage of C cases responded to on time	Green	21
Total ASB cases closed	No Target	22
Percentage of ASB cases closed successfully	Green	23
Number of live ASB cases	No Target	24
Total cases responded to on time	No Target	25
Number of live Think Family cases	No Target	26

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

Percentage of high-rise blocks rated good or better	Green	27
Percentage of low-rise blocks rated satisfactory or better	Green	28
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	29
Percentage of introductory tenancies over 12 months old, not made secure	Green	30
Condition of estates - average of bi-annual estate assessment scores	Green	31
Condition of estates - number of excellent, good and poor ratings to date	No Target	32

### **Services for Older People (Carol Dawson)**

Percentage of support plans completed in 4 weeks	Green	33
Percentage of Careline calls answered within 60 seconds	Amber	34

## Landlord Services

### Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled	No Target	35
Average time taken to answer calls (in seconds)	Red	36
Percentage of calls answered	Green	37

## Asset Management and Maintenance (John Jamieson)

### Repairs:

Percentage of Right To Repair jobs completed on time	Green	38
Percentage of gas servicing completed against period profile - snapshot figure	Green	39
We will respond to emergency repairs in two hours	Green	40
We will resolve routine repairs within 30 days	Green	41
KPI001 - Customer Satisfaction	Green	42
KPI002 - Work orders completed within timescale	Amber	43
KPI004 - Service Improvement Notices	Green	44
KPI005 - Safety SIN's	Green	45
KPI007 - Appointments made	Amber	46
KPI008 - Appointments kept	Amber	47

### Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure	Green	<b>CBP</b>	48
Average days void turnaround - all voids	Red		49
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red		50

### Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date	Amber		51
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		52
KPI001 - Customer Satisfaction (Capital Works only)	Green		53
KPI002 - Work orders completed within timescale (Capital Works only)	Red		54
KPI008 - Appointments kept (Capital Works only)	Green		55

### Private Sector Housing (Pete Hobbs)

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

Houses in Multiple Occupation licences issued	No Target		56
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target		57

#### Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target		58
Private Tenancy Unit - Cases assisted through advice	No Target		59
Private Tenancy Unit - Cases assisted through intervention	No Target		60

#### Empty Properties (Matthew Smith)

Empty properties brought back into use	Green	CBP	61
Number of properties improved in the private rented sector as a result of Local Authority intervention	Red	CBP	62

## Housing Transformation Board

### Exception Report Quarter 1 2017/18

The following measures missed their targets and scored a 'Red' rating. The services responsible have provided the following commentary.

#### Average time taken to answer calls (in seconds)

**Measure:** Average time taken to answer calls (in seconds)

Page: 36

**Target:** 20

**Performance:** 35

**Commentary provided by:**

As a result of the service review, along with benchmarking across similar services across the country, the Customer Services Hubs are no longer measuring performance against the 20 second target of answering calls. Moving forward, this measure will be replaced with an improved suite of performance targets.

We have now introduced the improved 'triage' approach to how we respond to our enquiries; The 'triage' aims to resolve the majority of all enquiries at the first point of contact, in the customer service hubs. This has been identified as means of reducing demand in the long term, but also providing better customer service to our tenants. Whilst the time taken to answer has increased, we have received no negative feedback or complaints from tenants concerning this and we will also be reviewing this performance indicator to bring it more in line with how we will be delivering the service, moving forward.

#### Average days void turnaround - all voids

**Measure:** Average days void turnaround - all voids

Page: 49

**Target:** 28

**Performance:** 36

**Commentary provided by:** John Jamieson

Void turnaround performance is now being severely impacted by the introduction of the Abris system and new allocations policy which in particular has seen a significant downturn in bids (& lettings) to especially 1 bed but also 2 bed properties. These are usually quick turn around dwellings. Actions are being taken to offset this including targeting applicants in the 1 bed queue and in Temporary Accommodation, local advertising and promotion of void properties and prioritising new registrations.

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

**Measure:** Average days to let a void property (from Fit For Let Date to Tenancy Start Date) Page: 50

**Target** 15

**Performance:** 20.3

**Commentary provided by:** John Jamieson

Average Days to Let a property has risen in the Quarter mostly as a result of letting a number of previously Hard-to-Let dwellings which have been available for letting but void for long periods including several at well over 100 days. Performance is also being impacted by the difficulties in letting 1 and 2 bed dwellings following implementation of the new allocations policy as detailed in Void Turnaround commentary.

### **KPI002 - Work orders completed within timescale (Capital Works only)**

**Measure:** KPI002 - Work orders completed within timescale (Capital Works only) Page: 54

**Target** 92.6%

**Performance:** 83.7%

**Commentary provided by:** Pat Mcwilliam

The City performance for this measure is below target; however Wates East and Wates West are achieving the standard target. Keepmoat and Fortem are reviewing their performance data to identify failures reason. In addition to this BCC carry out an audit throughout the capital work order and where the contractor has not completed the work to standard work is not accepted until standard has achieved, resulting in time taken to complete the capital work increasing.

### **Number of properties improved in the private rented sector as a result of Local Authority intervention**

**Measure:** Number of properties improved in the private rented sector as a result of Local Authority intervention Page: 62

**Target** 87

**Performance:** 81

**Commentary provided by:** Pete Hobbs

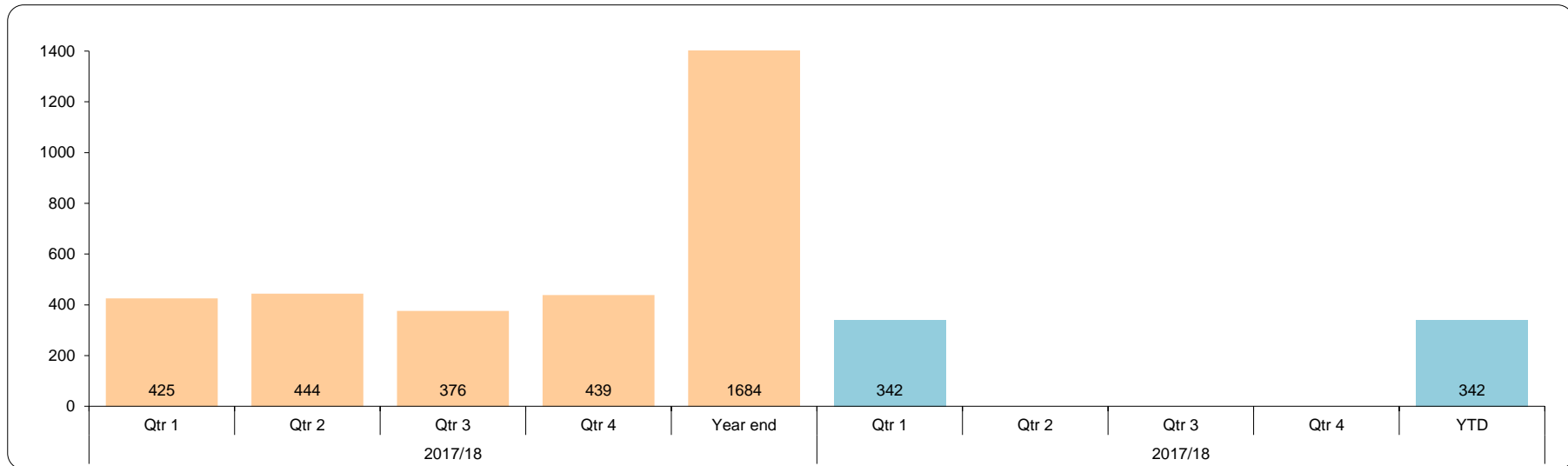
Performance overall on target but lower in June as demand has reduced during the dry weather and effort targeting proactive HMO inspections

## Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



	2017/18					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	425	444	376	439	1684	342				342

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	39	33	20	53	78	28	19	27	7	38

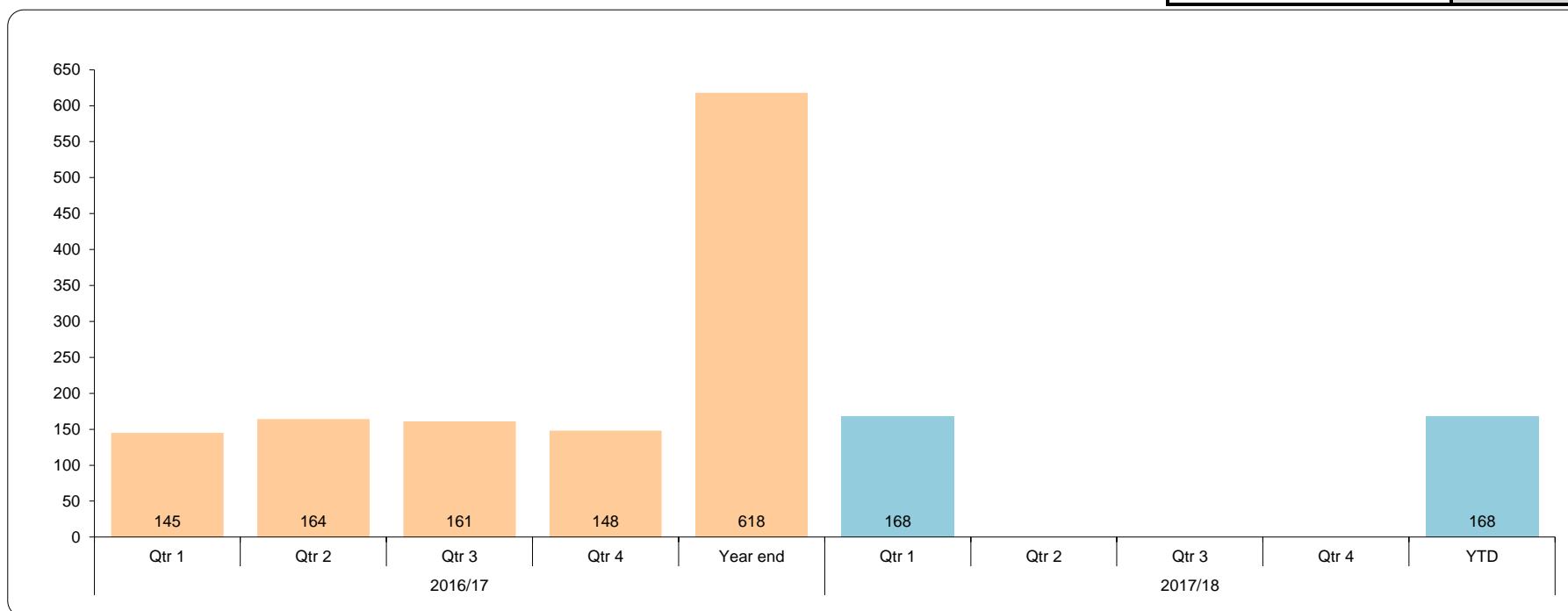
RB01



## Number of properties sold under Right To Buy

RAG Status

No Target



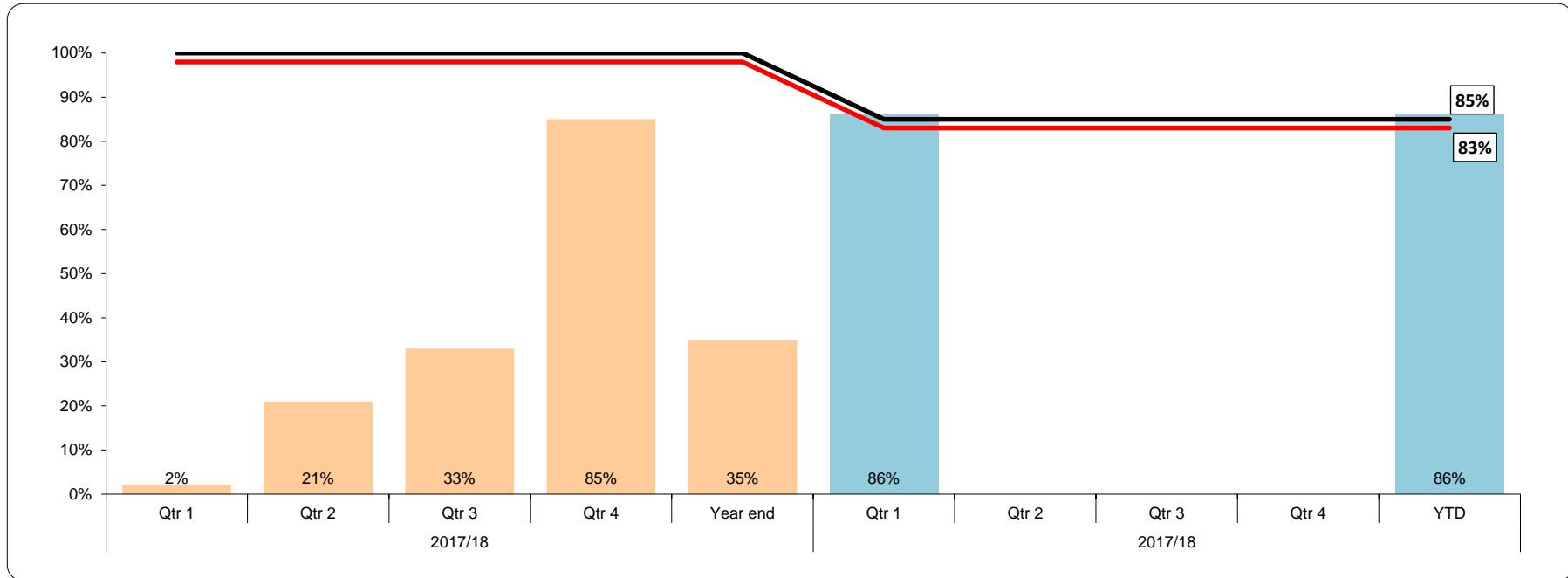
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	145	164	161	148	618	168				168
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	19	14	11	26	22	18	6	27	2	23

RB02

## Right to Buy compliance to statutory timescales

RAG Status

Green



## Bigger is better

	2017/18					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Right to Buy compliance to statutory timescales	2%	21%	33%	85%	35%	86%	0%	0%	0%	86%
Target	100%	100%	100%	100%	100%	85%	85%	85%	85%	85%
Standard	98%	98%	98%	98%	98%	83%	83%	83%	83%	83%

Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	85%	87%	86%	87%	88%	85%	86%	87%	82%	87%

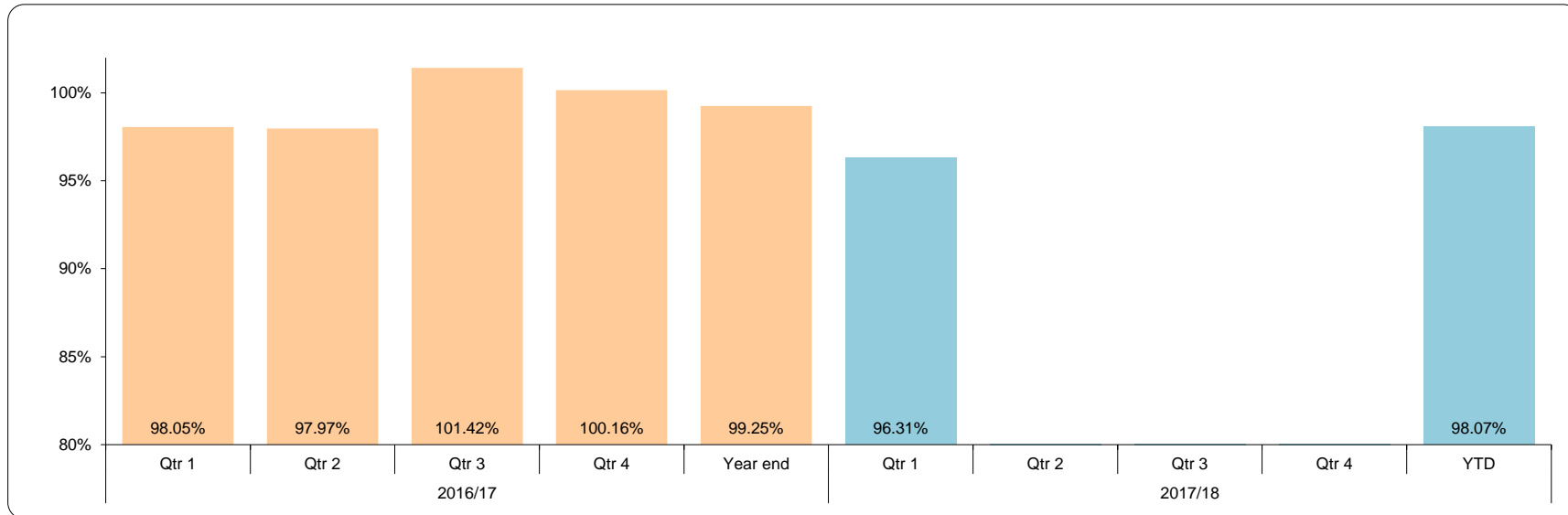
RB03

## Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

No Target



**Bigger is better**

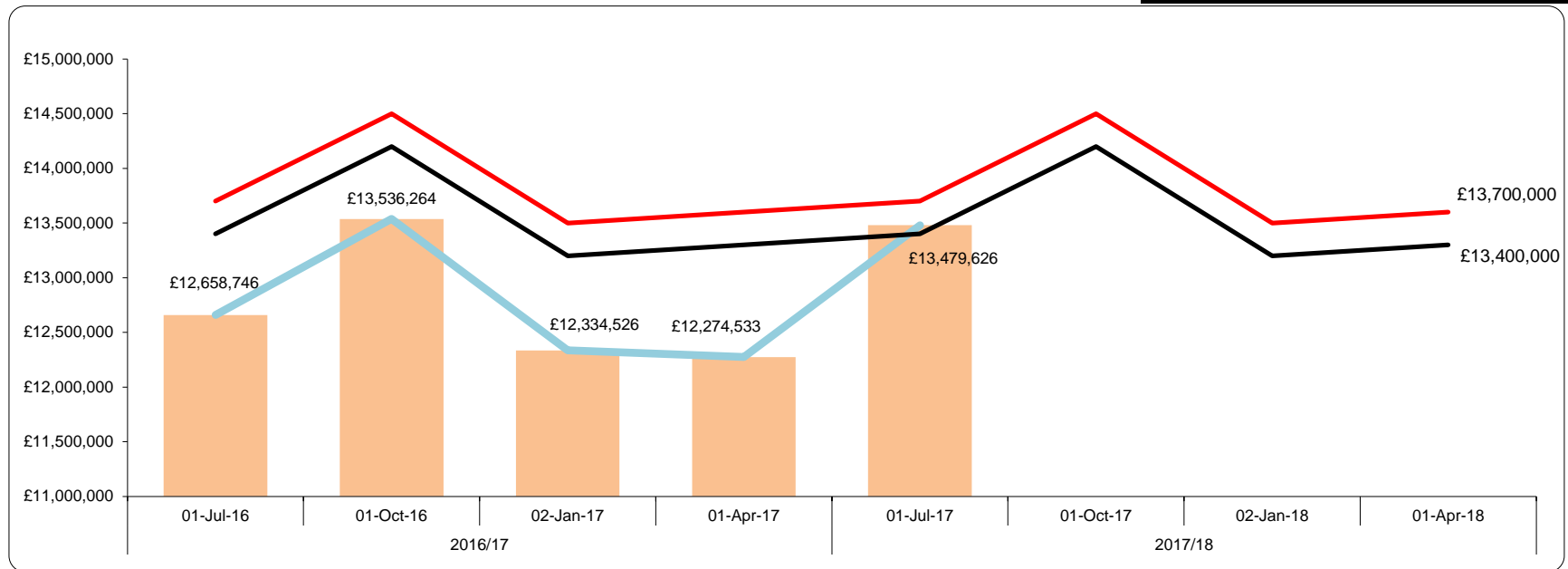
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of rent collected	98.05%	97.97%	101.42%	100.16%	99.25%	96.31%				98.07%
Target	No quarterly targets					No quarterly targets				
Standard										
Monthly targets	Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%		Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%	
	May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%		May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%	
	Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%		Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%	
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	95.93%	96.15%	97.33%	96.39%	95.89%	96.08%	96.11%	96.70%	97.65%	96.63%

R01

## Current amount of rent arrears - Snapshot figure

RAG Status

Amber



### Smaller is better

	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Current amount of rent arrears - Snapshot figure	£12,658,746	£13,536,264	£12,334,526	£12,274,533	£13,479,626			
Target	£ 13,400,000	£ 14,200,000	£ 13,200,000	£ 13,300,000	£ 13,400,000	£ 14,200,000	£ 13,200,000	£ 13,300,000
Standard	£ 13,700,000	£ 14,500,000	£ 13,500,000	£ 13,600,000	£ 13,700,000	£ 14,500,000	£ 13,500,000	£ 13,600,000

Citywide rent arrears figure includes £129,757 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 July 2017	£ 1,613,940	£ 1,552,539	£ 369,255	£ 1,720,163	£ 2,370,713	£ 2,174,042	£ 469,326	£ 1,231,405	£ 314,234	£ 1,534,253

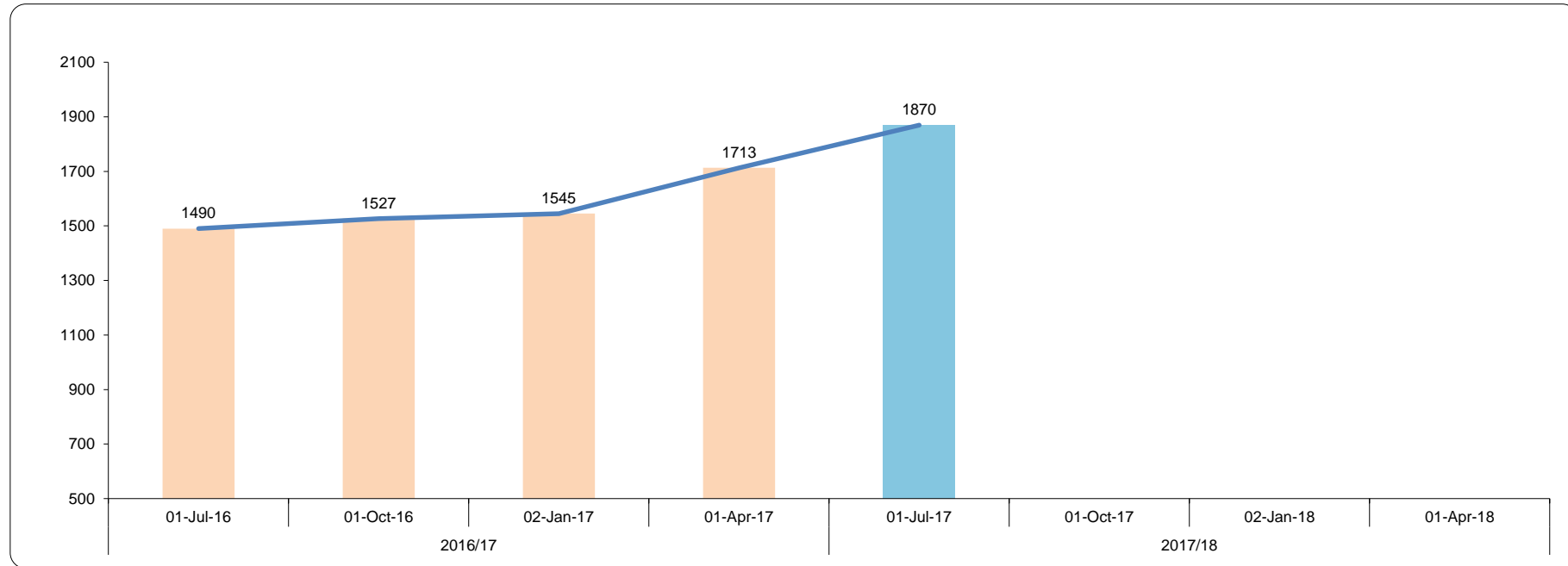
R02

## Housing Options

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

No Target



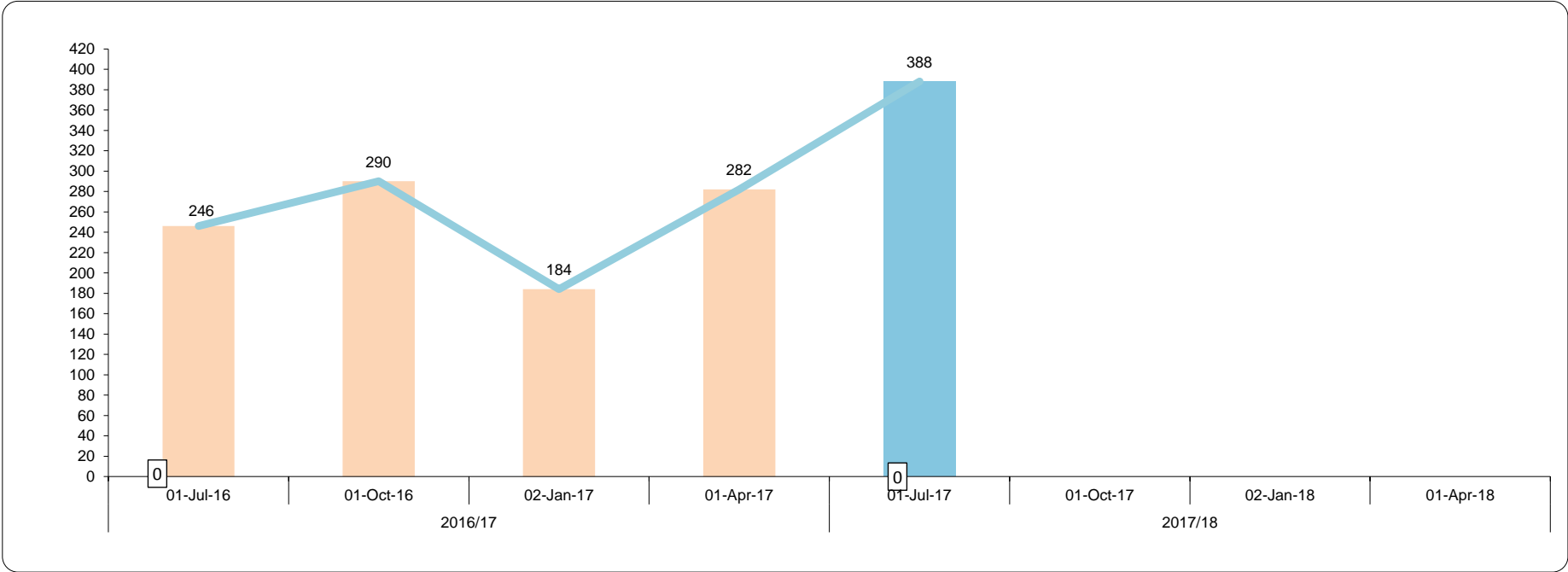
Smaller is better

	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of households in Temporary Accommodation - Snapshot figure	1490	1527	1545	1713	1870			
Target	No Target				No Target			

SP01

Number of households in B&B - Snapshot figure

RAG Status	No target
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Smaller is better

	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of households in B&B - Snapshot figure	246	290	184	282	388			
Target	No target				No target			

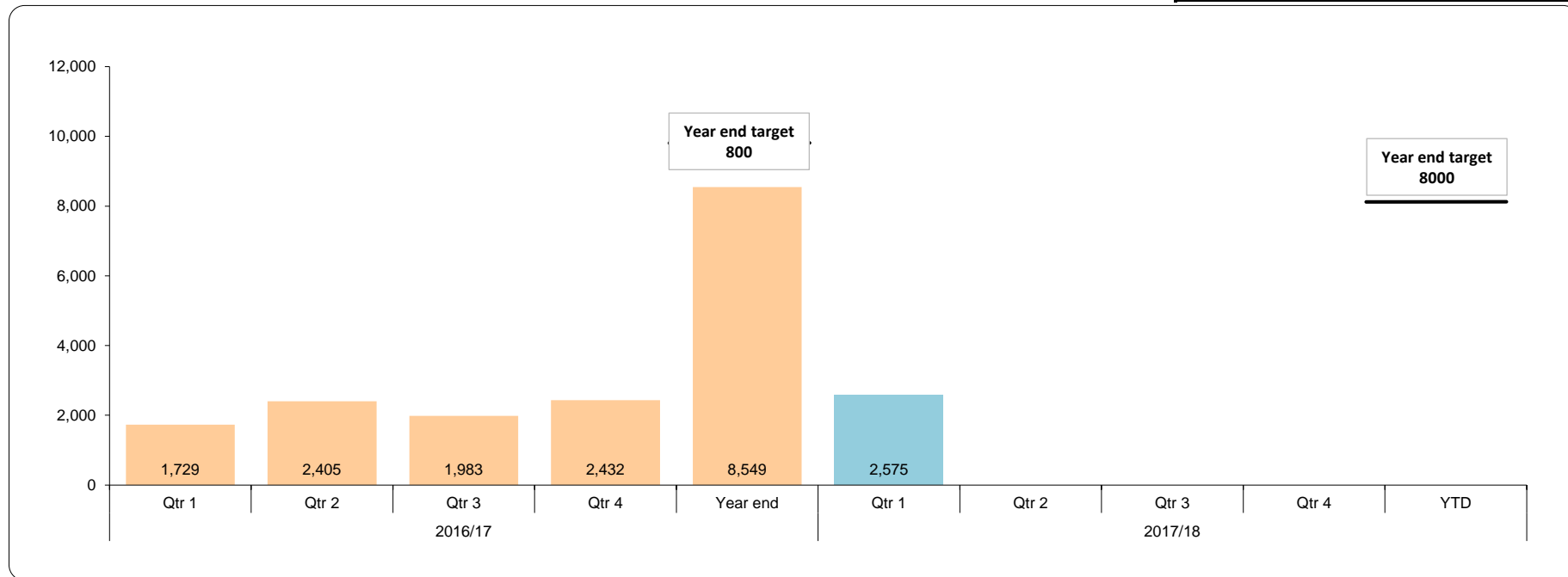
SP02

# Increase in the number of cases where homelessness is prevented or relieved

(CBP)

RAG Status

Green



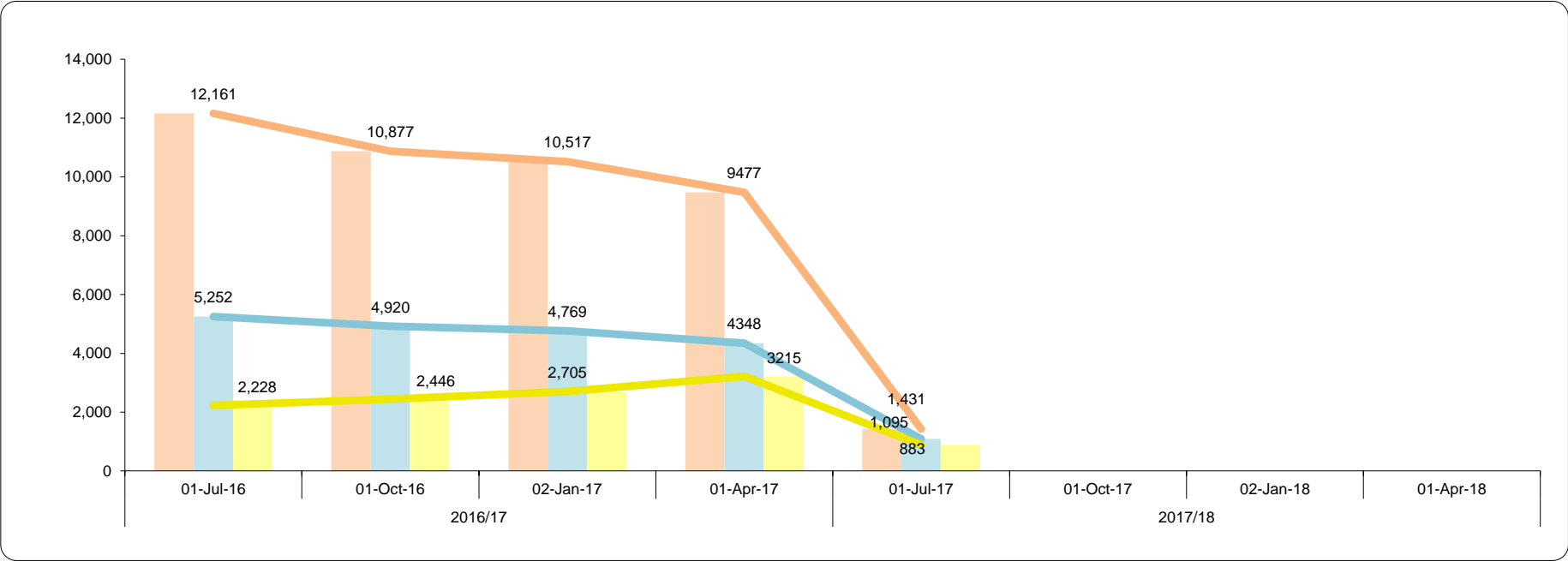
Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Increase in the number of cases where homelessness is prevented or relieved	1,729	2,405	1,983	2,432	8,549	2,575				
Year end target	1,750	1,750	2,250	2,250	8,000	2,250	2,250	2,600	2,900	10,000

SP03

Number of households on housing waiting list - Snapshot figure

RAG Status	No Target
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Smaller is better

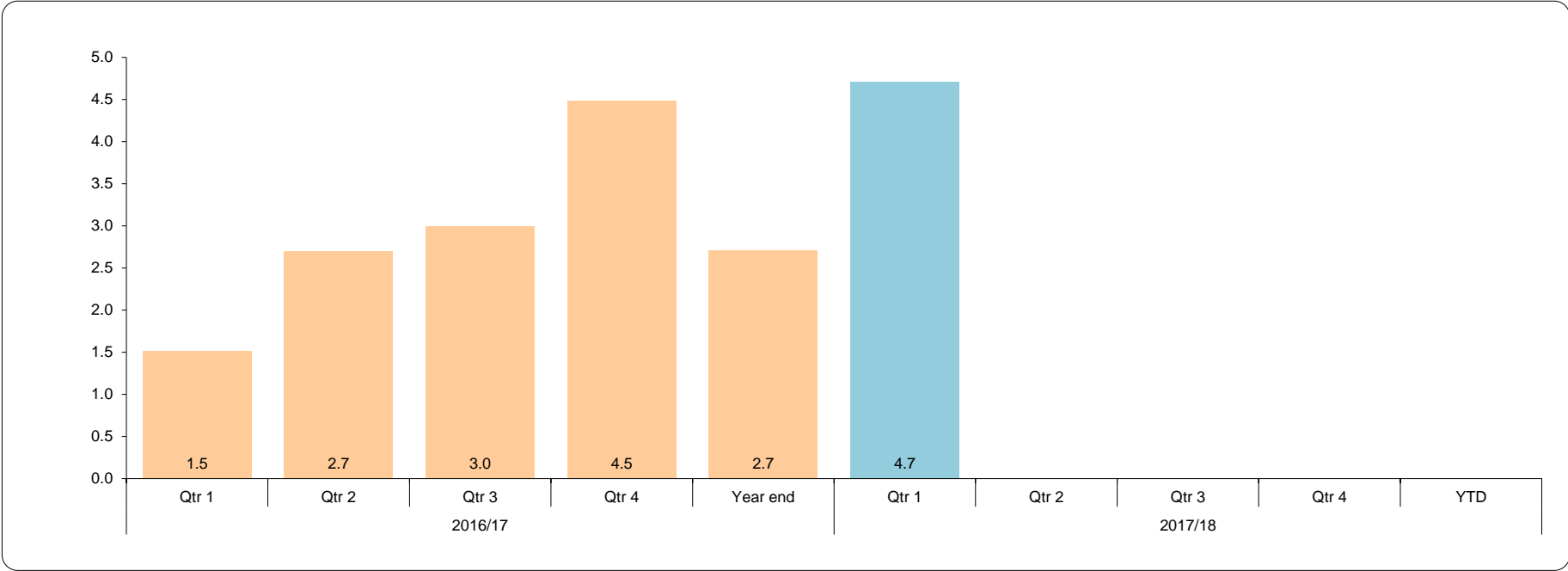
	2016/17				2017/18			
Housing need category	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
General needs	12,161	10,877	10,517	9,477	1,431			
Transfer	5,252	4,920	4,769	4,348	1,095			
Homeless	2,228	2,446	2,705	3,215	883			

SP05



Average number of weeks families in B&B

RAG Status	No Target
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Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average number of weeks families in B&B	1.5	2.7	3.0	4.5	2.7	4.7				

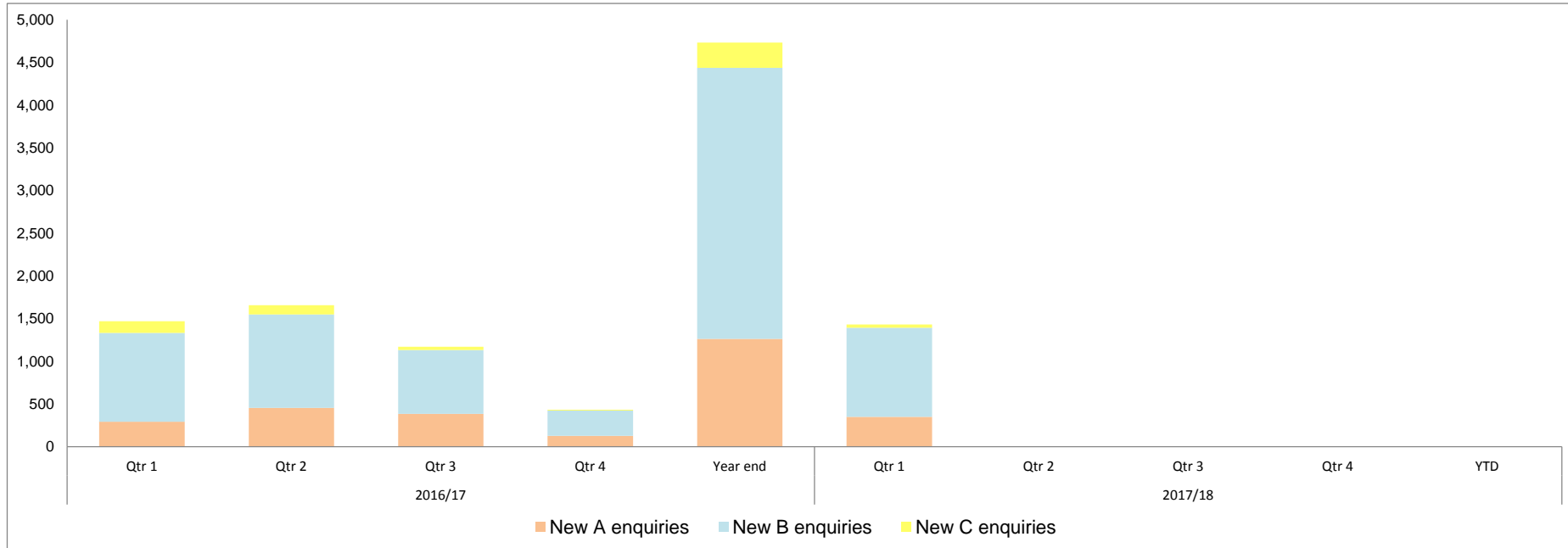
SP08

## Antisocial Behaviour (Tracey Radford)

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

RAG Status

No Target



	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
New A enquiries	293	457	385	128	1,263	351				
New B enquiries	1,040	1,093	748	295	3,176	1,043				
New C enquiries	137	108	38	11	294	38				
Number of new ASB enquiries received - A, B and C categories	1,470	1,658	1,171	434	4,733	1,432				

Number of new ASB enquiries received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	181	149	70	150	153	316	76	146	45	146

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

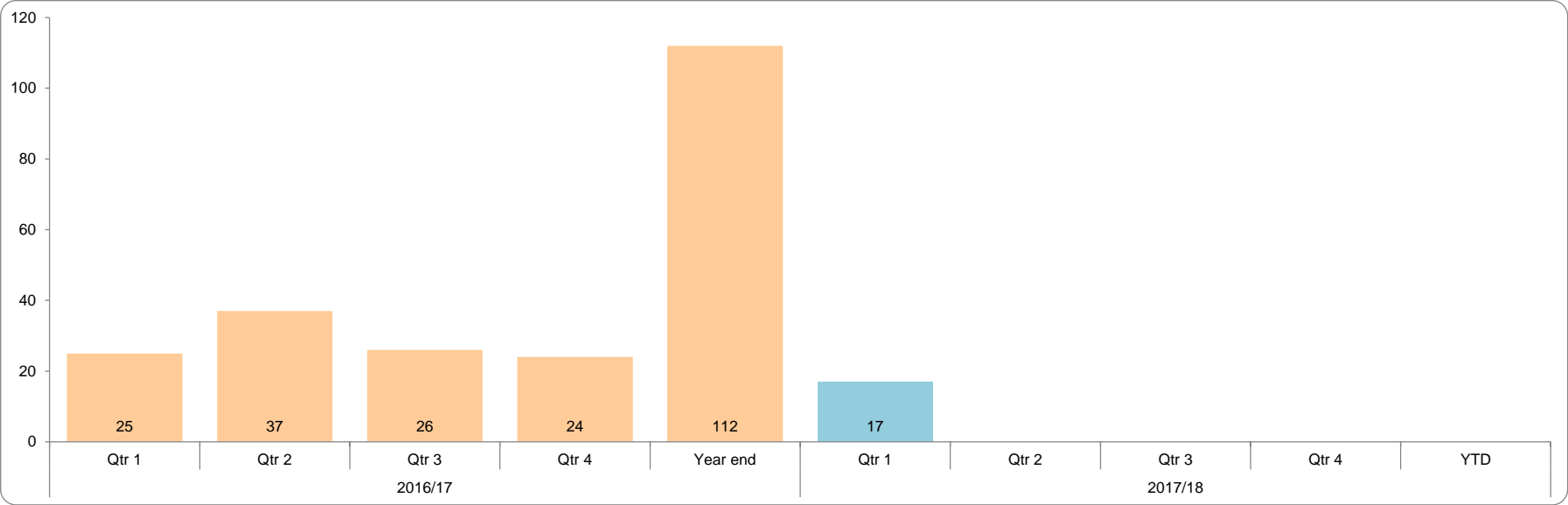
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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 enquiries

RAG Status	No Target
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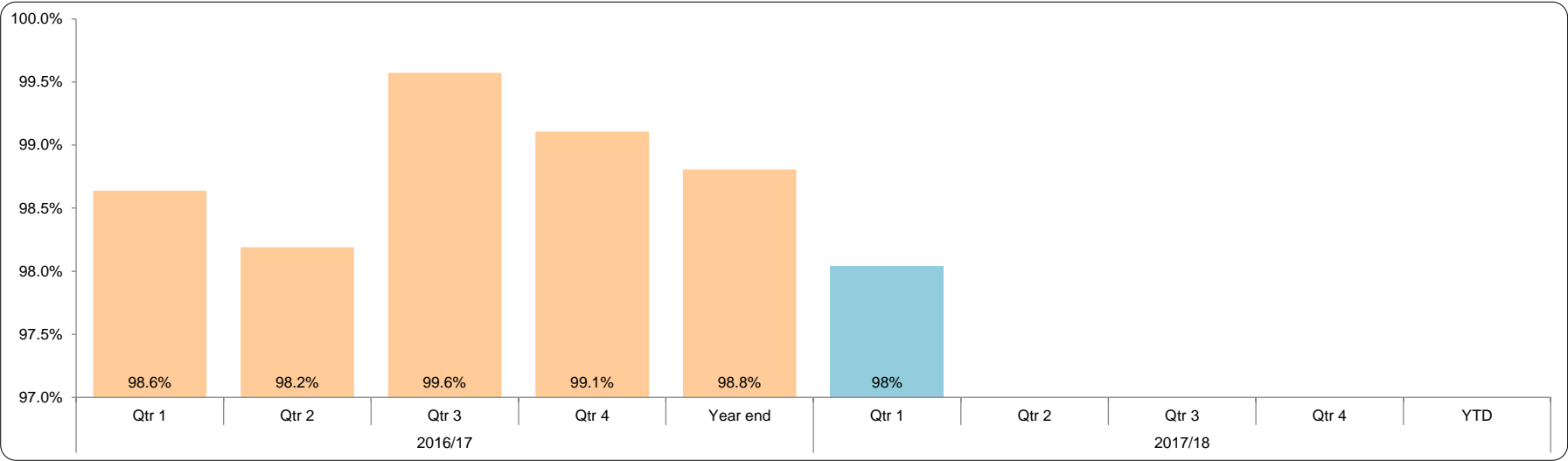
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	25	37	26	24	112	17				

Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	2	2	0	6	3	2	0	0	0	2

ASB05

Percentage of cases responded to on time

RAG Status	See below
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Bigger is better

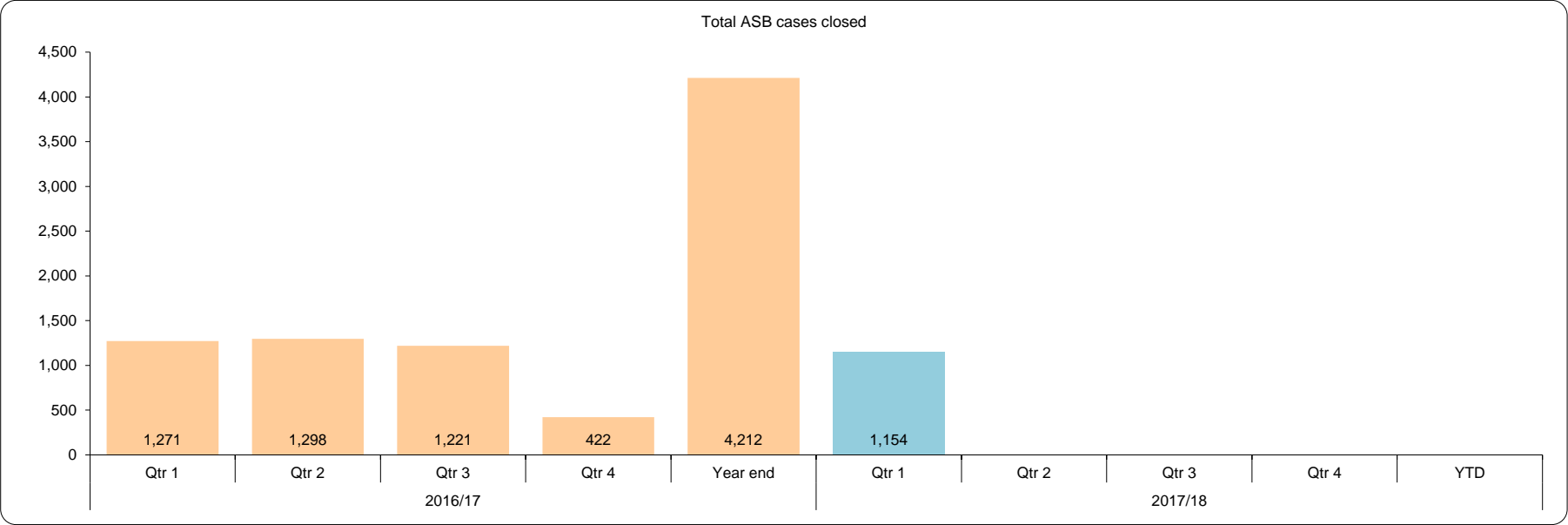
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98.6%	98.2%	99.6%	99.1%	98.8%	98%				

	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	336	96%	100%	95%	Amber
Percentage of B cases responded to on time	1030	99%	95%		Green
Percentage of C cases responded to on time	38	100%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	96.7%	99%	100%	100%	100%	95.6%	100%	95.2%	100%	100%

Total ASB cases closed

RAG Status	No Target
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	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	1,271	1,298	1,221	422	4,212	1,154				

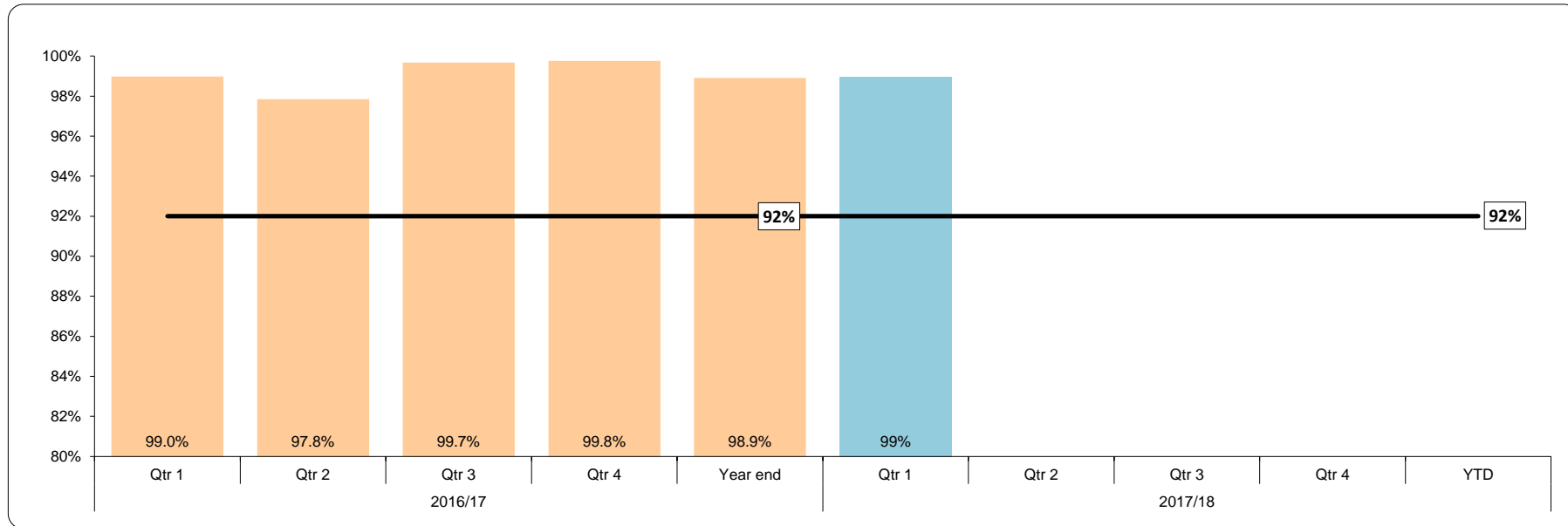
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	136	125	33	98	130	259	65	133	30	145

ASB06

## Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.0%	97.8%	99.7%	99.8%	98.9%	99%				
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

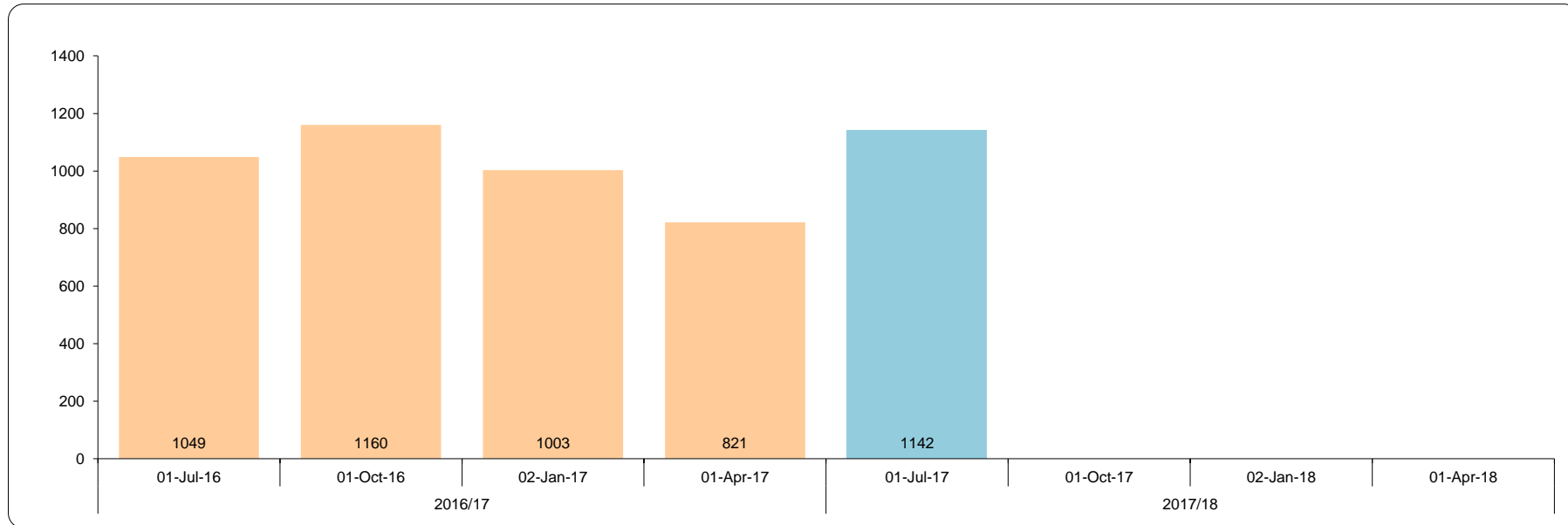
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	94.9%	100%	100%	100%	100%	99%	100%	99%	100%	99%

ASB07

## Number of live ASB cases - Snapshot figure

RAG Status

No Target



	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of live ASB cases - Snapshot figure	1049	1160	1003	821	1142			

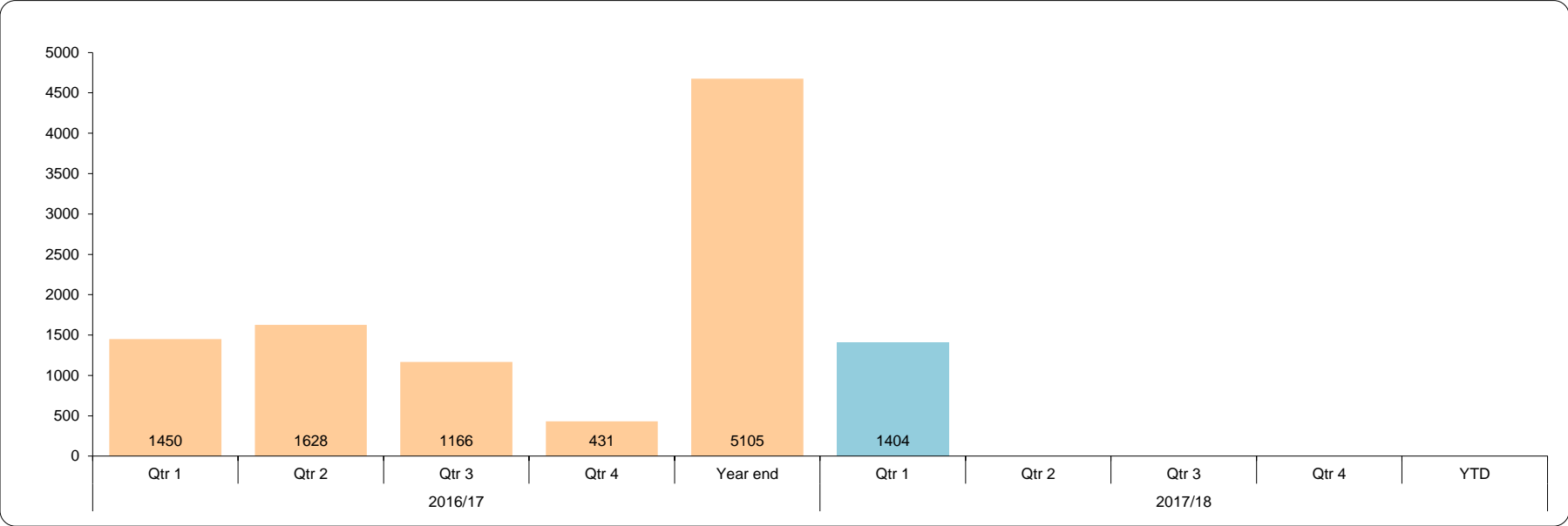
Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	110	130	88	140	163	179	57	62	56	157

ASB22



Total cases responded to on time

RAG Status	No Target
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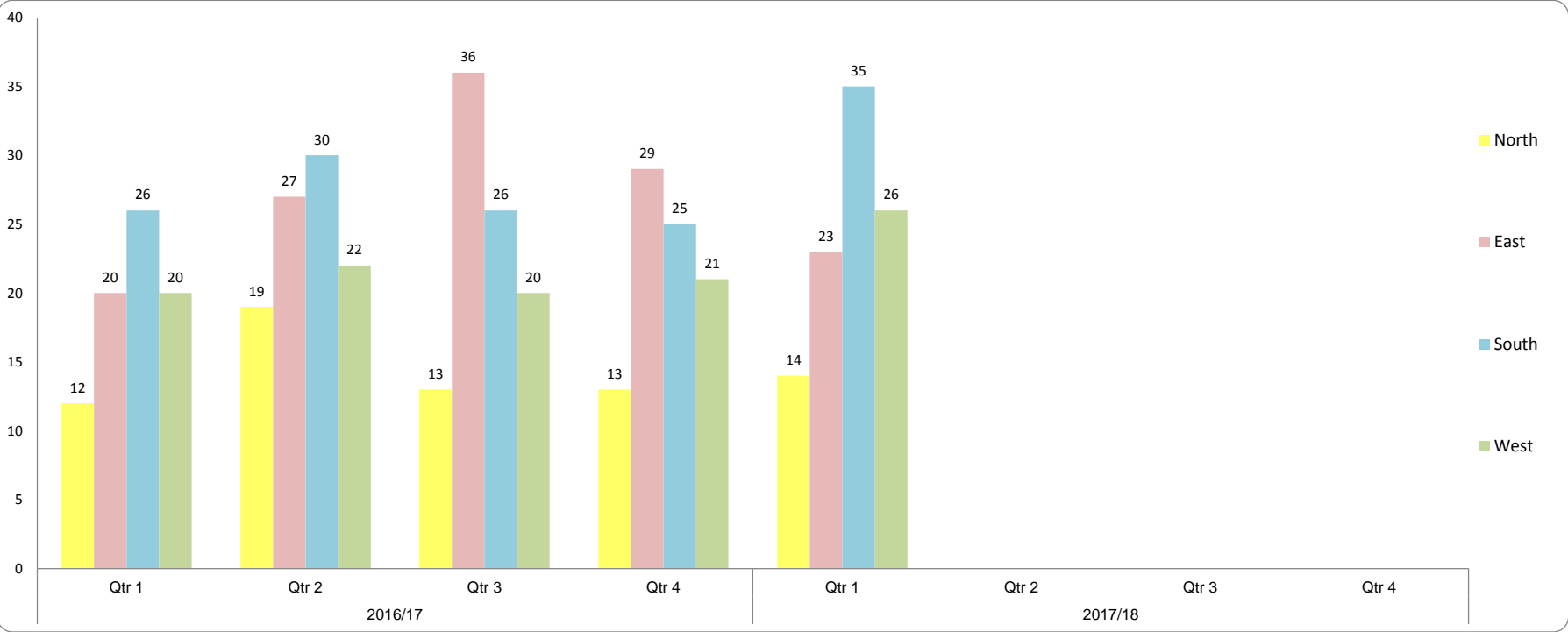
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time	1450	1628	1166	431	4675	1404				

Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	175	148	70	150	153	302	76	139	45	146

ASB16

Number of live Think Family cases

RAG Status	No Target
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Quadrant	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	12	19	13	13	14			
East	20	27	36	29	23			
South	26	30	26	25	35			
West	20	22	20	21	26			

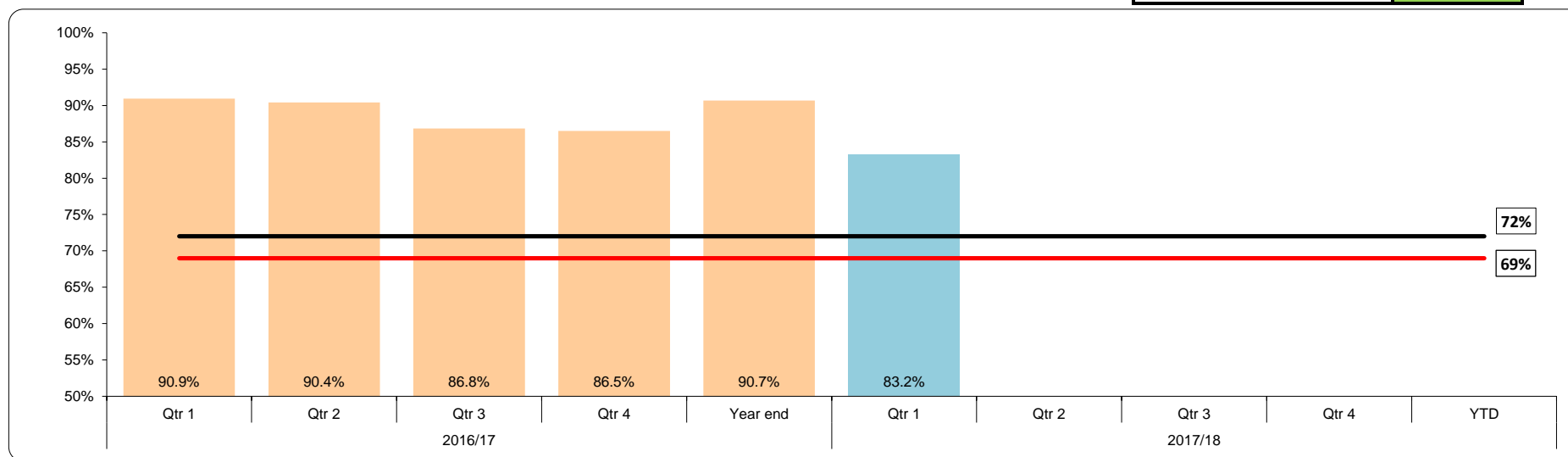
ASB21

## Estates and Tenancy Management (Tracey Radford)

### Percentage of high-rise blocks rated good or better

RAG Status

Green



### Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of high-rise blocks rated good or better	90.9%	90.4%	86.8%	86.5%	90.7%	83.2%				
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	95.8%	61.4%	no high-rise	86.4%	74.9%	95.1%	100%	93.8%	75.0%	80%

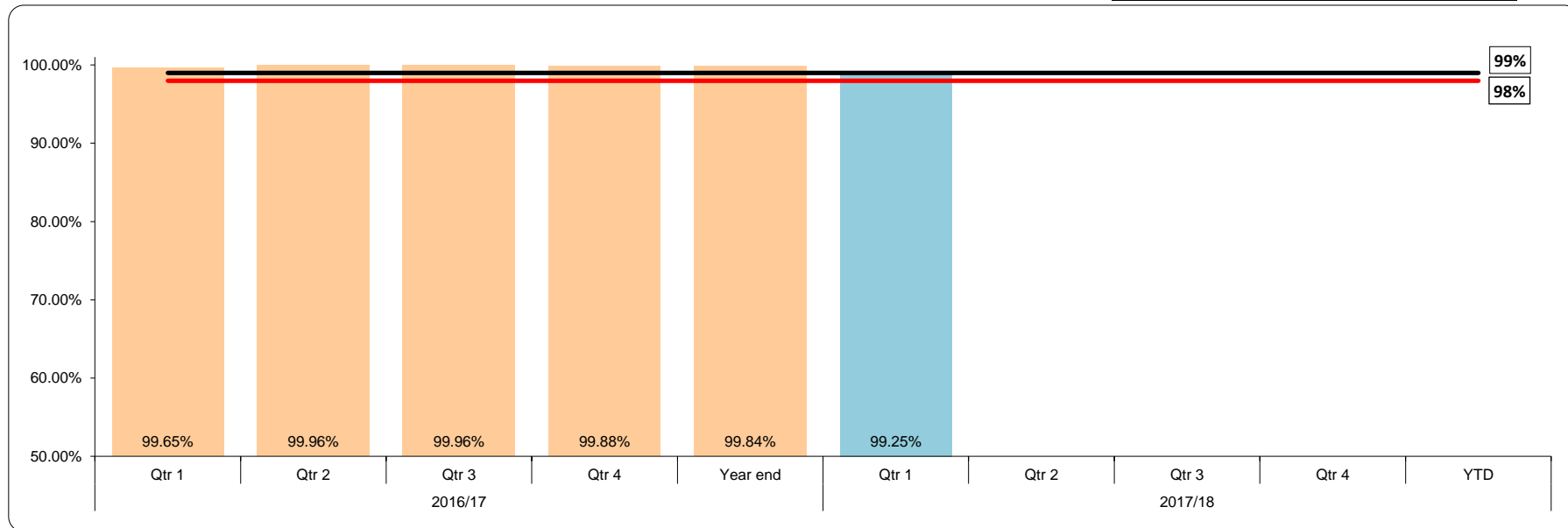
**Please note: Erdington** - ongoing refuse chute replacement programme which has required chute rooms to be closed.

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of low-rise blocks rated satisfactory or better	99.65%	99.96%	99.96%	99.88%	99.84%	99.25%				
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

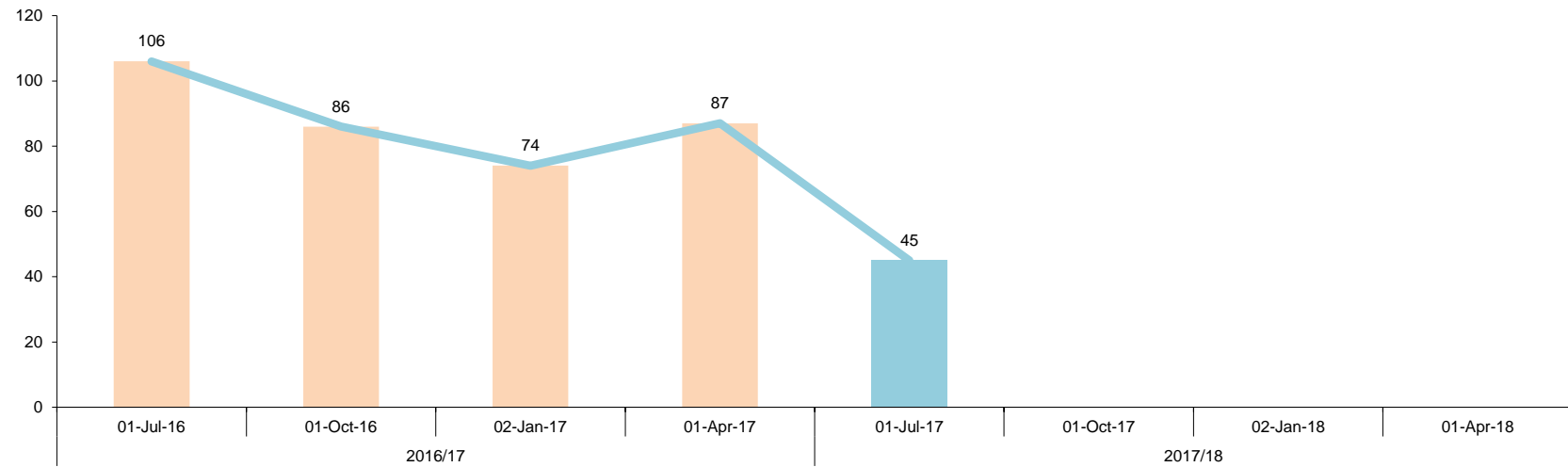
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	100%	100.00%	97%	100%	100%	96%	100%	100%	100%	100%

ETM02

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

RAG Status

No Target



	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	45			

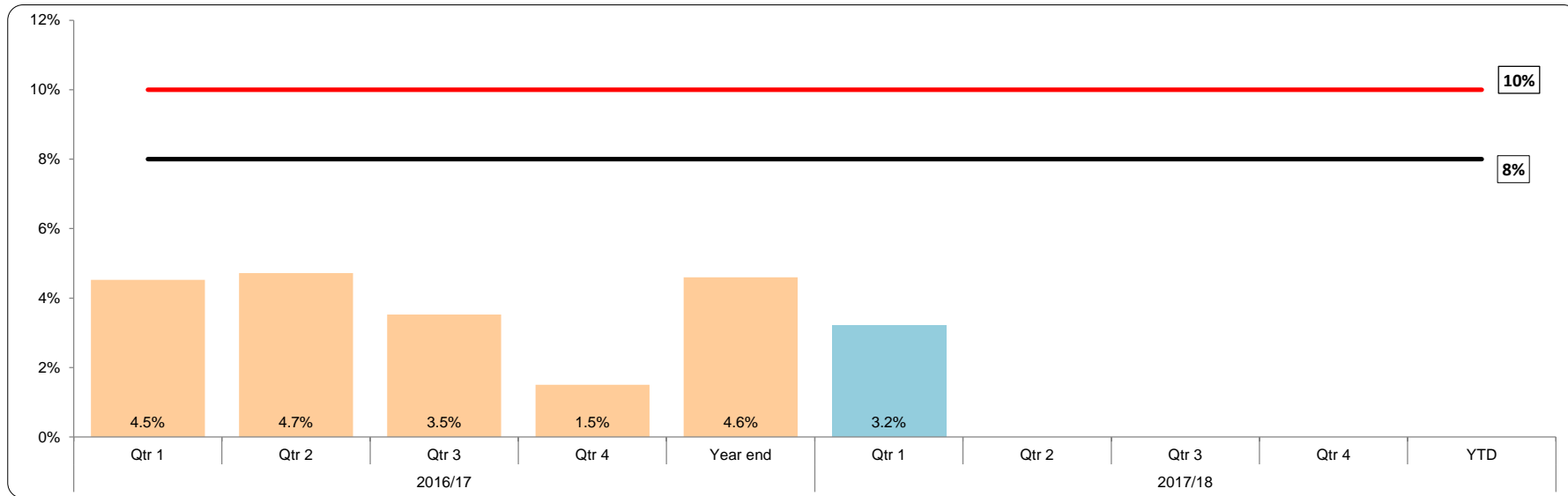
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Jul-17	3	4	3	1	12	6	1	11	1	3

ETM03

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

RAG Status

Green



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of introductory tenancies over 12 months old, not made secure	4.5%	4.7%	3.5%	1.5%	4.6%	3.2%				
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

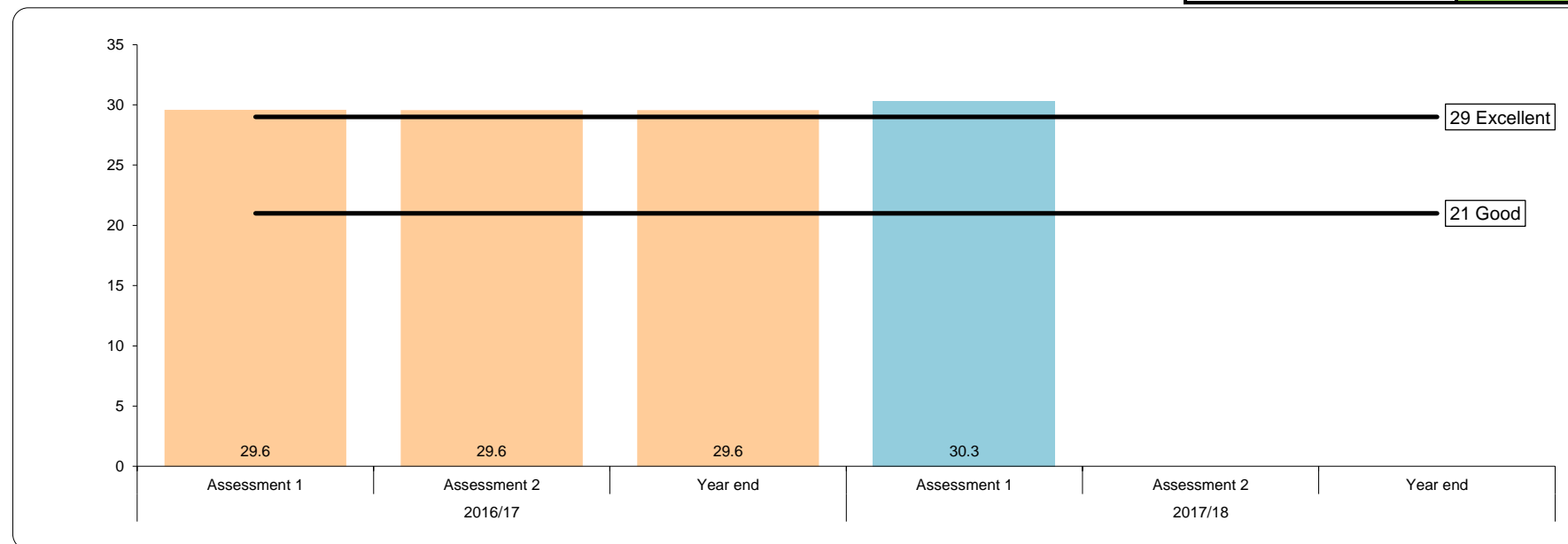
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	8.00%	3.28%	5.00%	0.00%	2.38%	2.35%	0.00%	7.69%	0.00%	0.00%

ETM04

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

RAG Status

Green



## Bigger is better

	2016/17			2017/18		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	29.6	29.6	29.6	30.3		
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

Please note that the figures for 2016/17 Assessment 2 and Year end are in draft form.

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

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

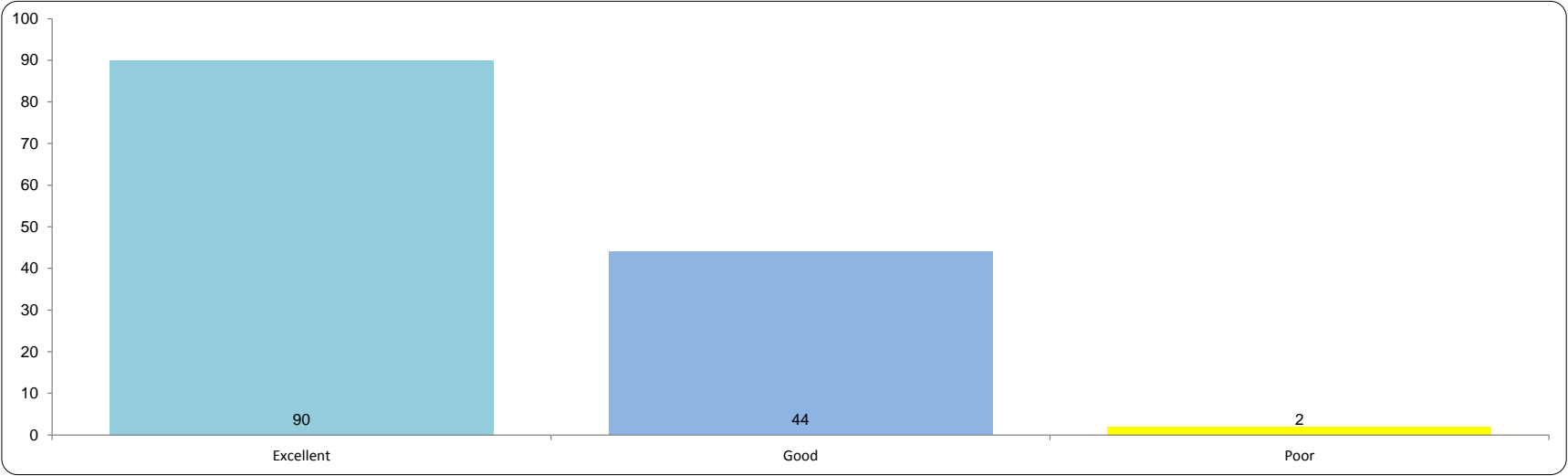
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	0.0	30.6	30.6	29.8	28.2	28.8	27.7	31.0	33.0	32.7

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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2017/18	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	90	44	2

ETM06

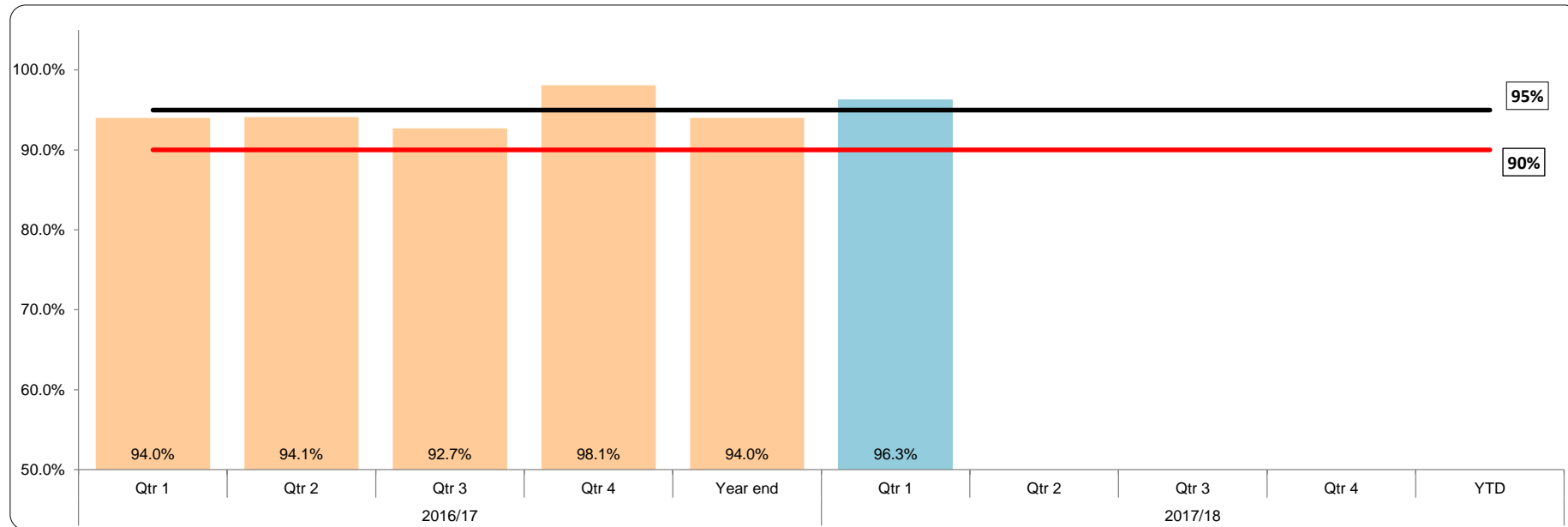


## Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Green



Bigger is better

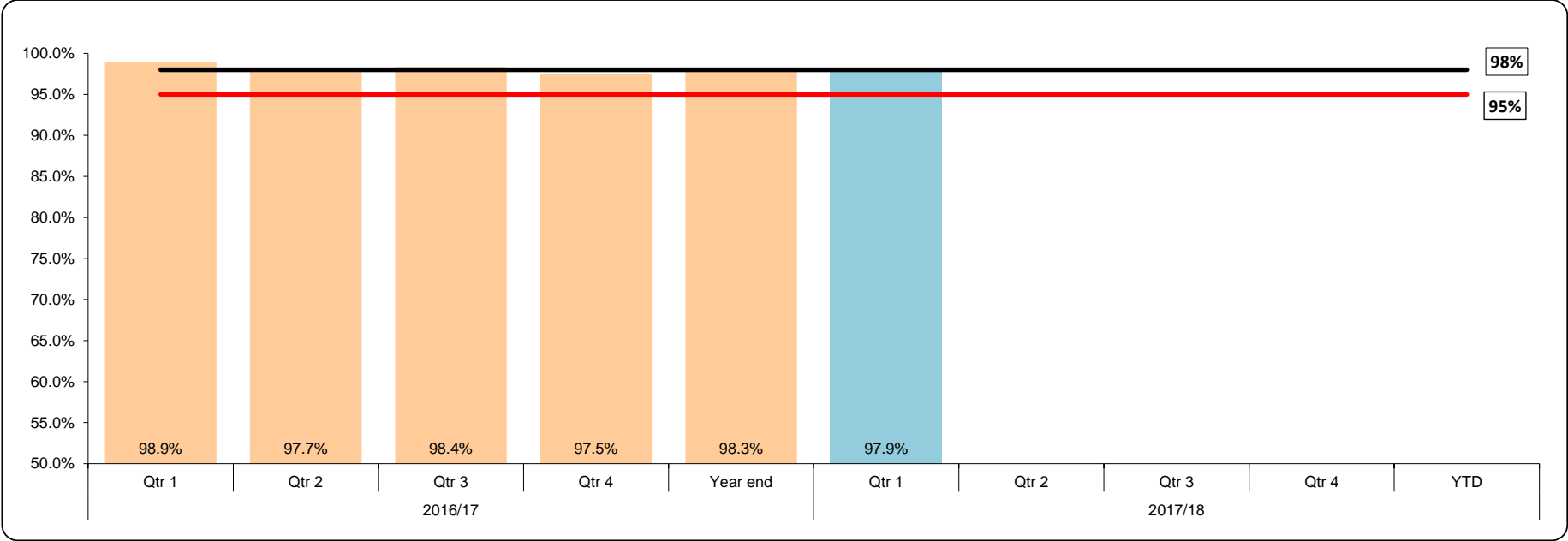
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	94.0%	94.1%	92.7%	98.1%	94.0%	96.3%				
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status

Amber



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Careline calls answered within 60 seconds	98.9%	97.7%	98.4%	97.5%	98.3%	97.9%				
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

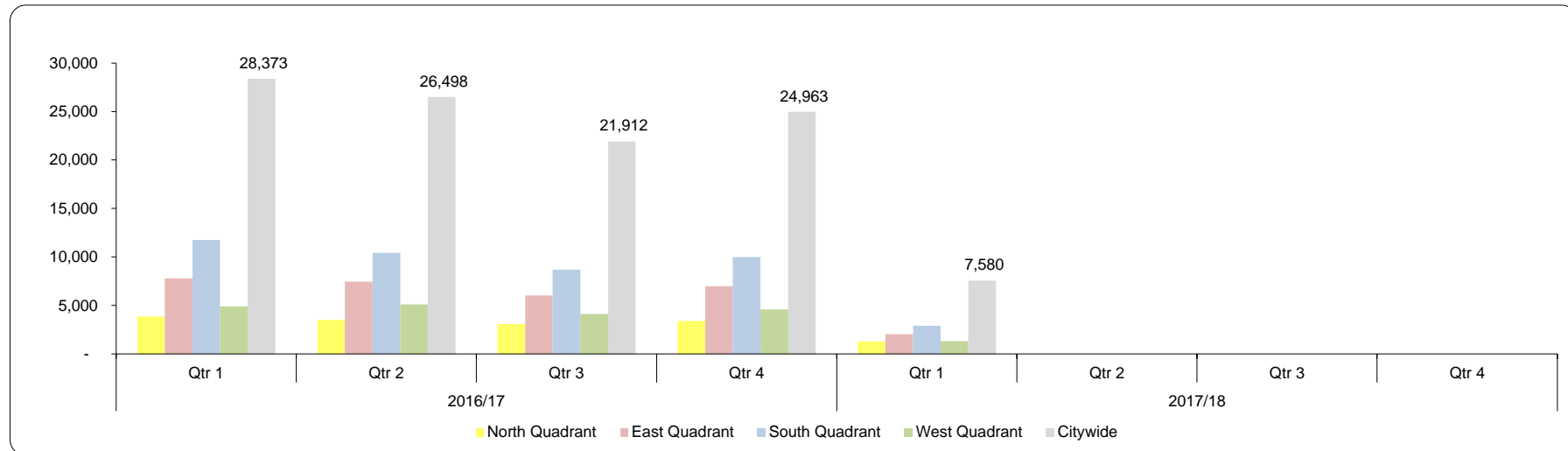
SIOP02

## Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled

RAG Status

No Target



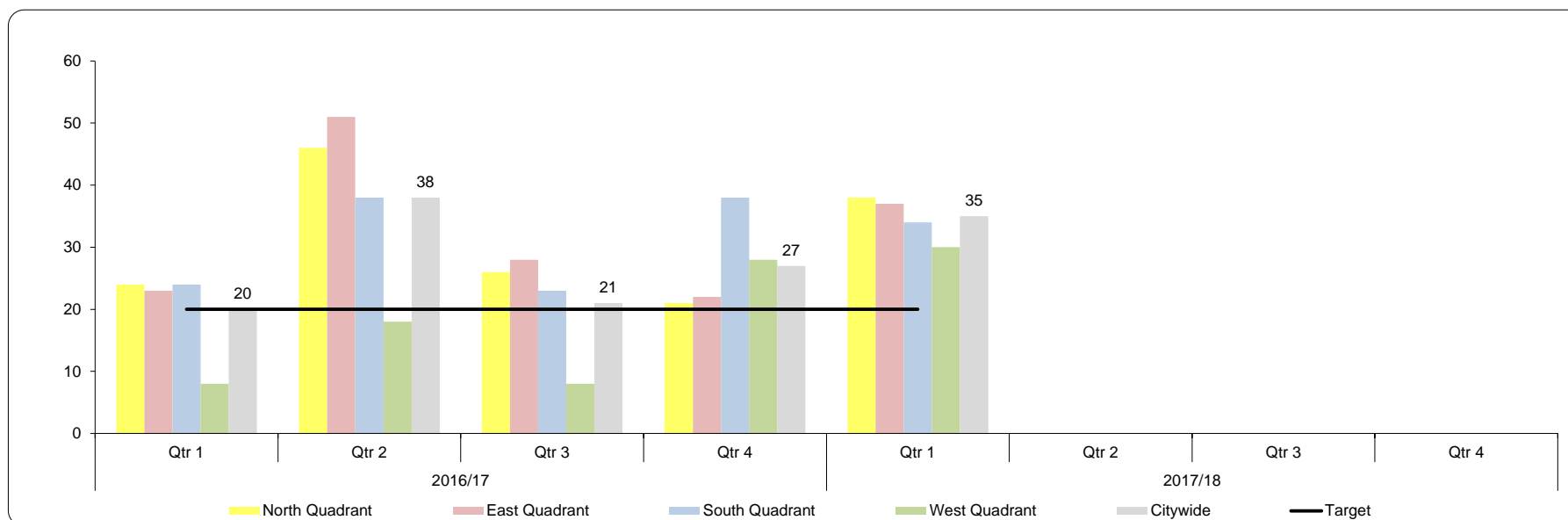
	2016/17				2017/18			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	3,877	3,522	3,072	3,418	1,297			
East Quadrant	7,812	7,438	6,031	6,979	2,047			
South Quadrant	11,770	10,430	8,694	9,989	2,923			
West Quadrant	4,914	5,108	4,115	4,577	1,313			
Citywide	28,373	26,498	21,912	24,963	7,580			

HCS01

# Average time taken to answer calls (in seconds)

RAG Status

Red



Smaller is better

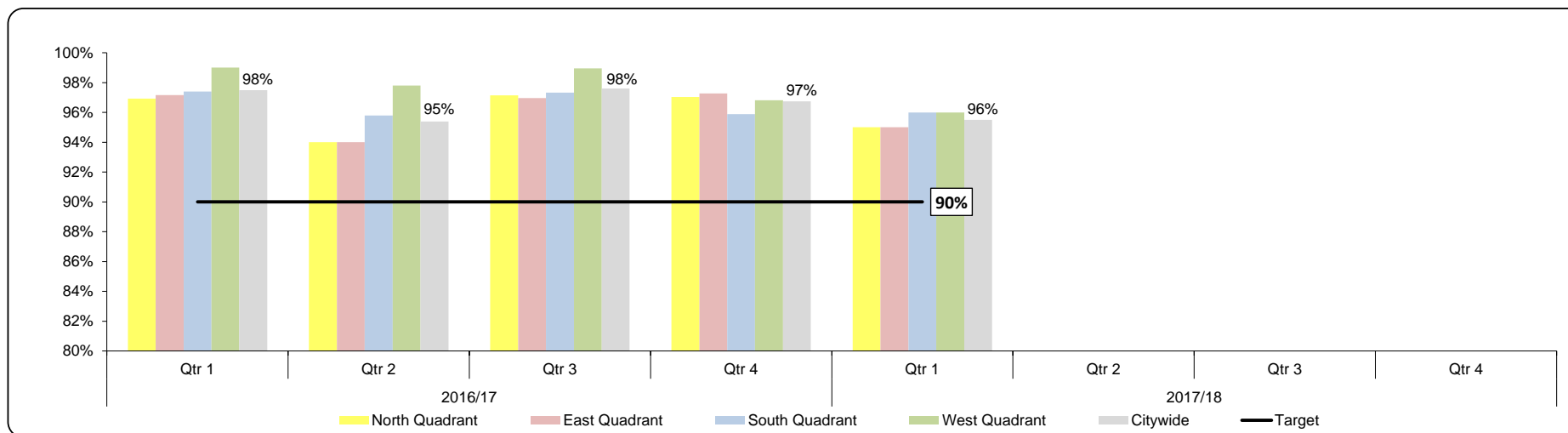
Average time taken to answer calls (in seconds)	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	24	46	26	21	38			
East Quadrant	23	51	28	22	37			
South Quadrant	24	38	23	38	34			
West Quadrant	8	18	8	28	30			
Citywide	20	38	21	27	35			
Target	20	20	20	20	20			

HCS02

## Percentage of calls answered

RAG Status

Green



## Bigger is better

Percentage of calls answered	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	97%	94%	97%	97%	95%			
East Quadrant	97%	94%	97%	97%	95%			
South Quadrant	97%	96%	97%	96%	96%			
West Quadrant	99%	98%	99%	97%	96%			
Citywide	98%	95%	98%	97%	96%			
Target	90%	90%	90%	90%	90%			

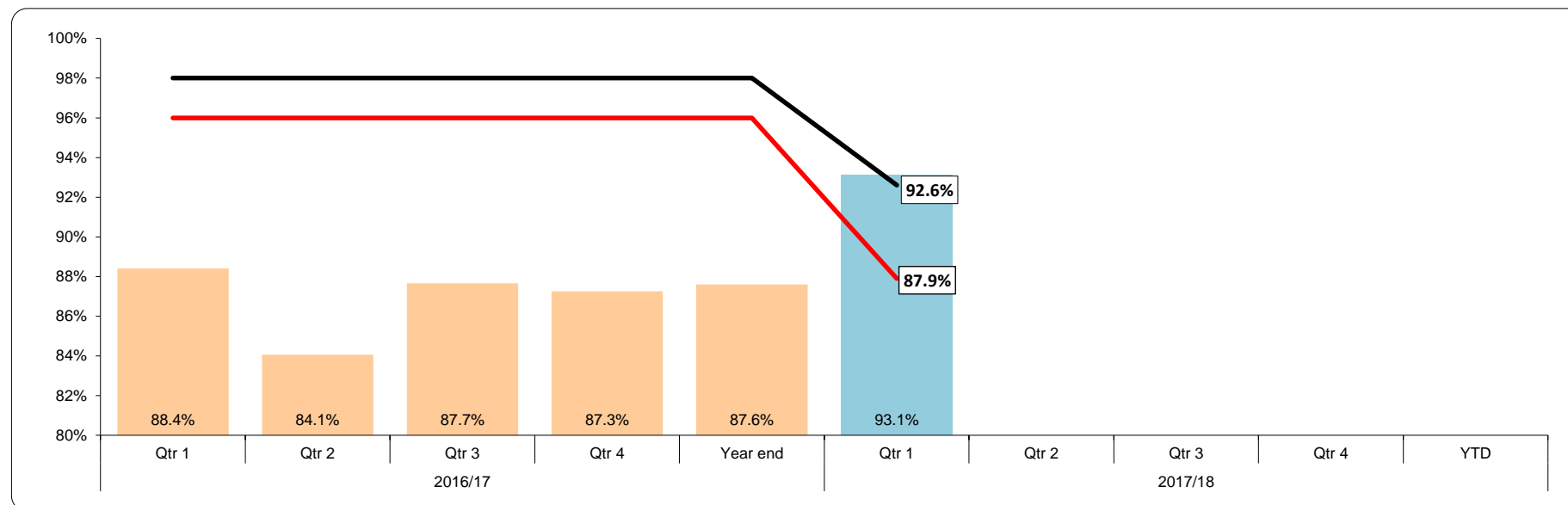
HCS03

## Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Right To Repair jobs completed on time	88.4%	84.1%	87.7%	87.3%	87.6%	93.1%				
Target	98.0%	98.0%	98.0%	98.0%	98.0%	92.6%				
Standard	96.0%	96.0%	96.0%	96.0%	96.0%	87.9%				

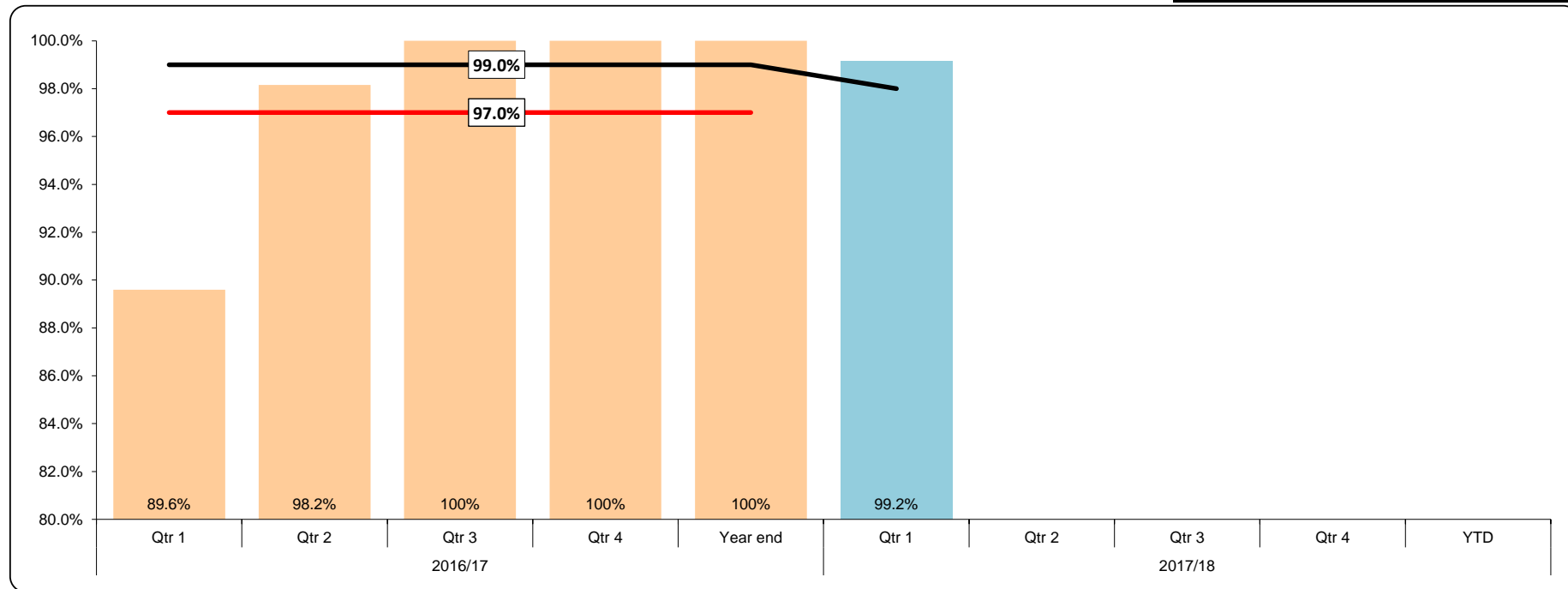
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	91.6%	94.3%	94.1%	94.1%	95.3%	89.8%	94.3%	90.4%	93.7%	94.1%

AMM01

# Percentage of gas servicing completed against period profile - snapshot figure

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of gas servicing completed against period profile - snapshot figure	89.6%	98.2%	100%	100%	100%	99.2%				
Target	99.0%	99.0%	99.0%	99.0%	99.0%	98.0%				
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	-				

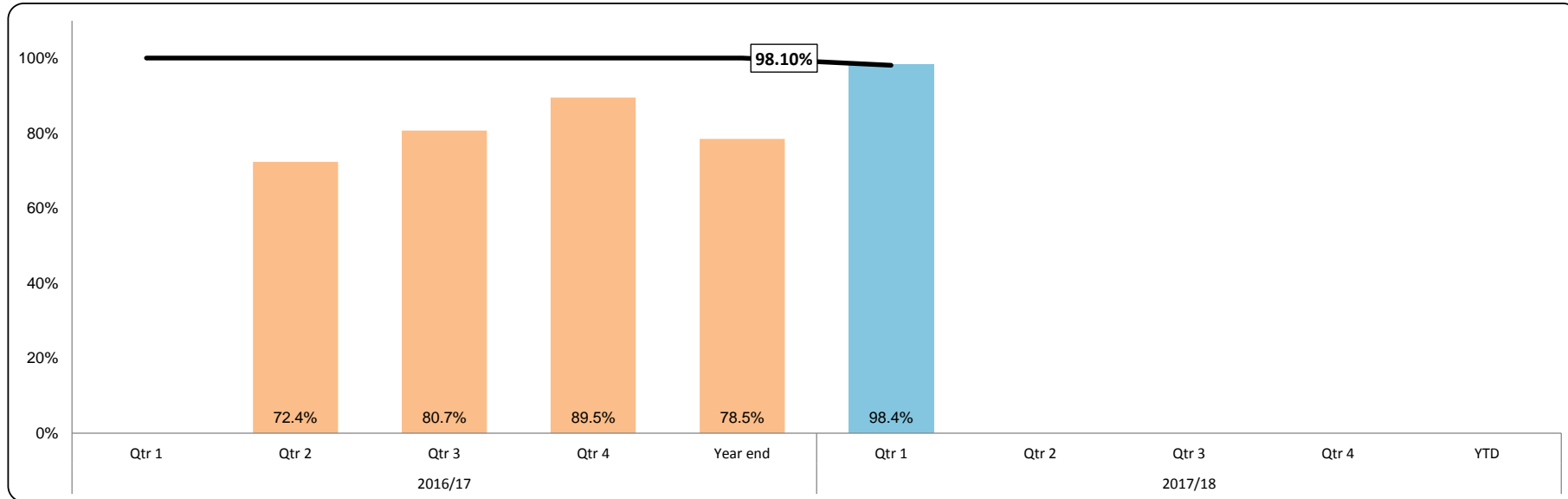
Percentage of gas servicing completed against period profile - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	99.1%	99.9%	99.3%	98.6%	98.8%	99.4%	98.6%	99.6%	99.9%	99.0%

AMM08

## We will respond to emergency repairs in two hours

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will respond to emergency repairs in two hours	-	72.4%	80.7%	89.5%	78.5%	98.4%				
Target	100%	100%	100%	100%	100%	98.10%				
Standard	-	-	-	-	-	94.90%				

We will respond to emergency repairs in two hours	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	99.4%	98.7%	97.9%	98.4%	98.1%	99.1%	97.3%	98.5%	98.4%	97.3%

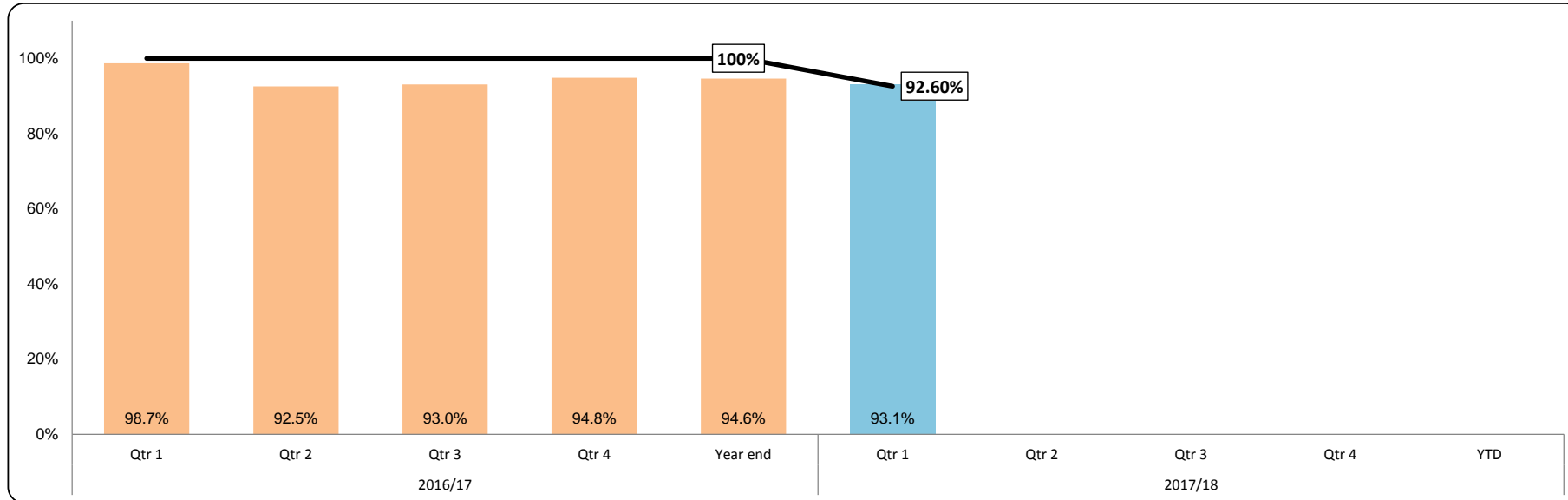
AMM15



## We will resolve routine repairs within 30 days

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	98.7%	92.5%	93.0%	94.8%	94.6%	93.1%				
Target	100%	100%	100%	100%	100%	92.60%				

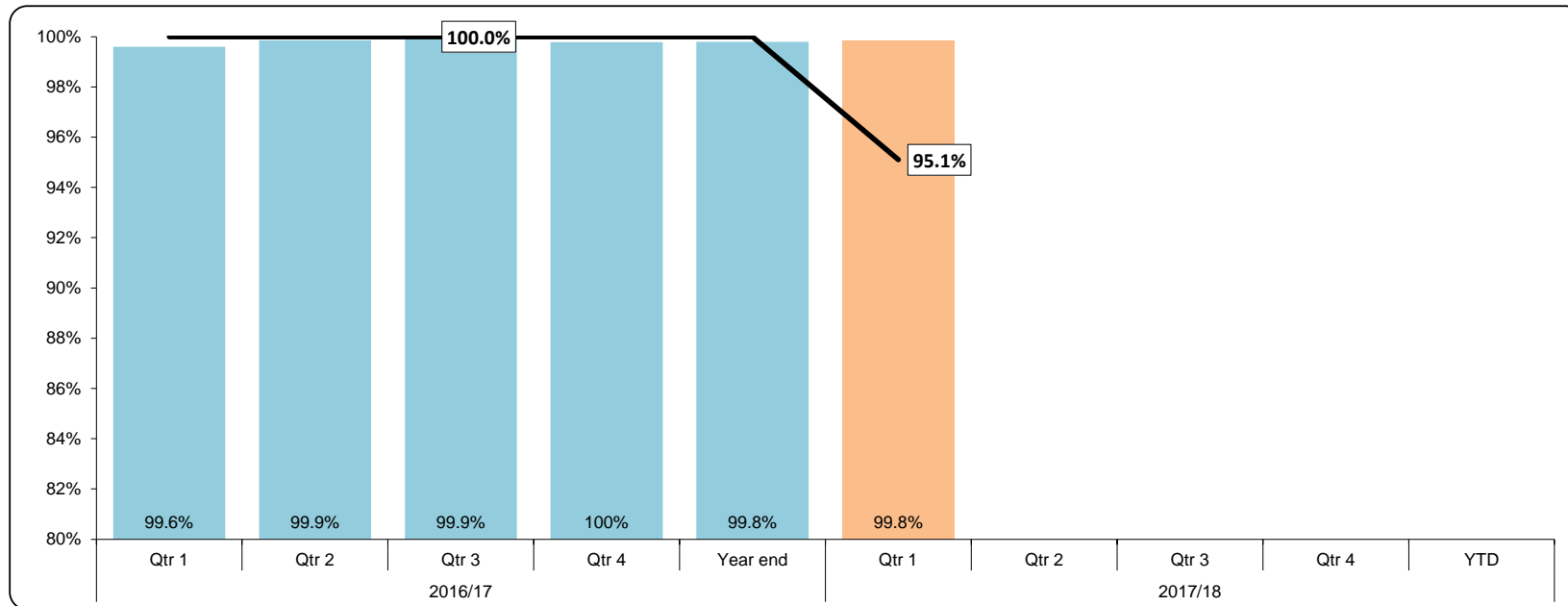
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	91.6%	94.3%	94.1%	94.1%	95.3%	89.8%	94.3%	90.4%	93.7%	94.1%

AMM15

# KPI001 - Customer Satisfaction

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	99.6%	99.9%	99.9%	100%	99.8%	99.8%				
Target	100.0%	100.0%	100.0%	100.0%	100.0%	95.1%				
Standard	-	-	-	-	-	92.9%				

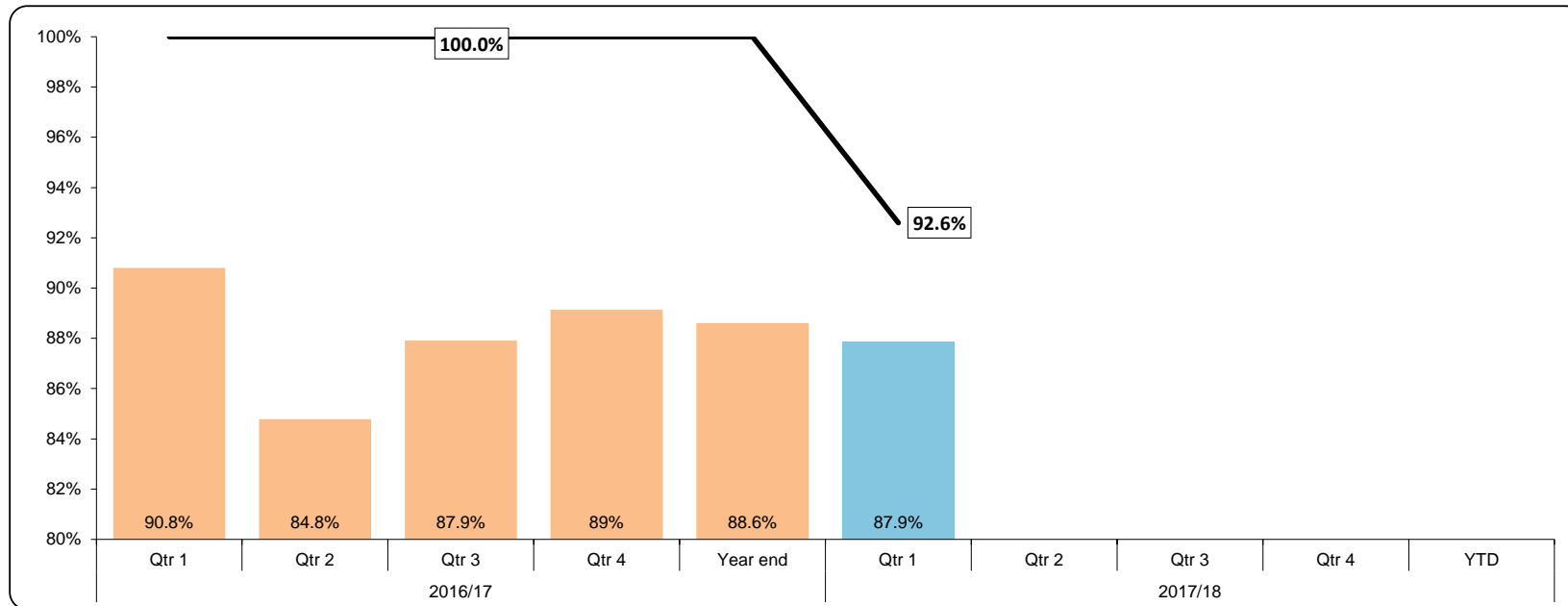
KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	99.8%	100%	100%	100%	99.8%	99.8%	99.6%	100%	100%	100%

AMM16

# KPI002 - Work orders completed within timescale

RAG Status

Amber



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI002 - Work orders completed within timescale	90.8%	84.8%	87.9%	89%	88.6%	87.9%				
Target	100.0%	100.0%	100.0%	100.0%	100.0%	92.6%				
Standard	-	-	-	-	-	87.9%				

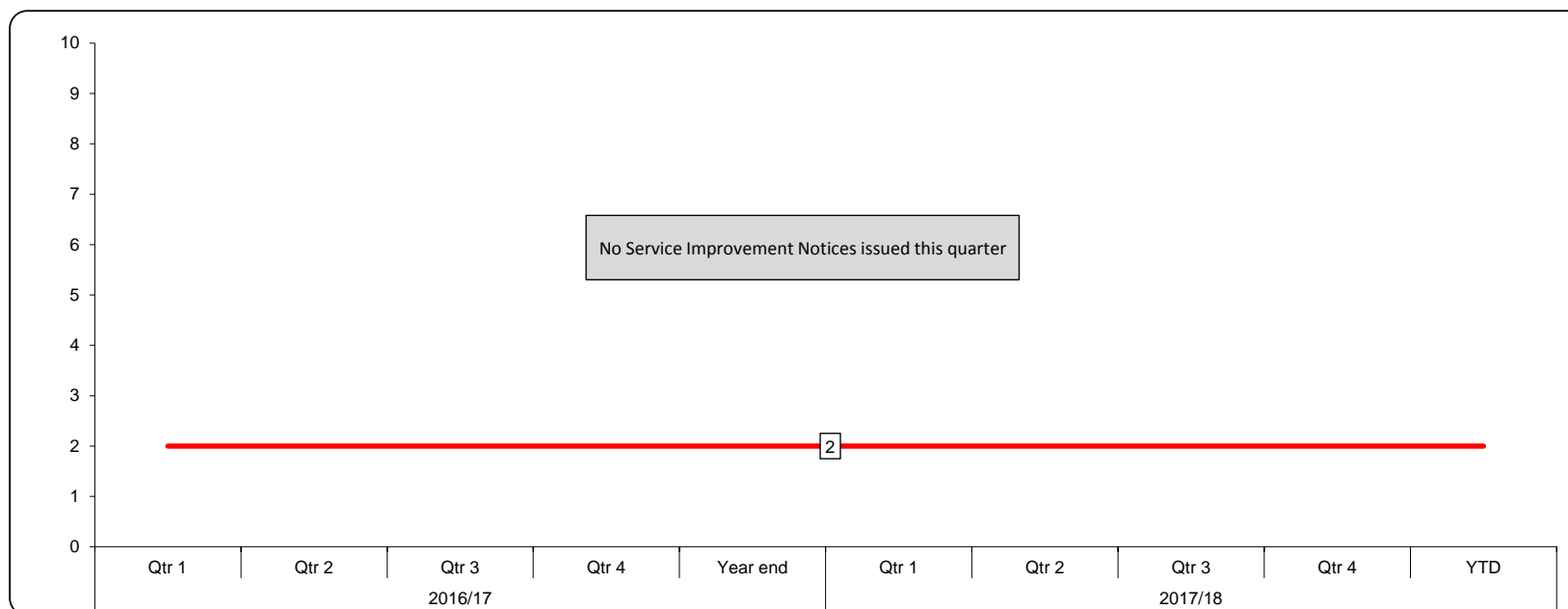
KPI002 - Work orders completed within timescale	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	86.4%	89.8%	90.3%	89.4%	89.7%	85.4%	88.8%	85.0%	89.7%	90.4%

AMM17

# KPI004 - Service Improvement Notices

RAG Status

Green



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	0	0	0	0	0	0				
Target	0	0	0	0	0	0	0	0	0	0
Standard	2	2	2	2	2	2	2	2	2	2

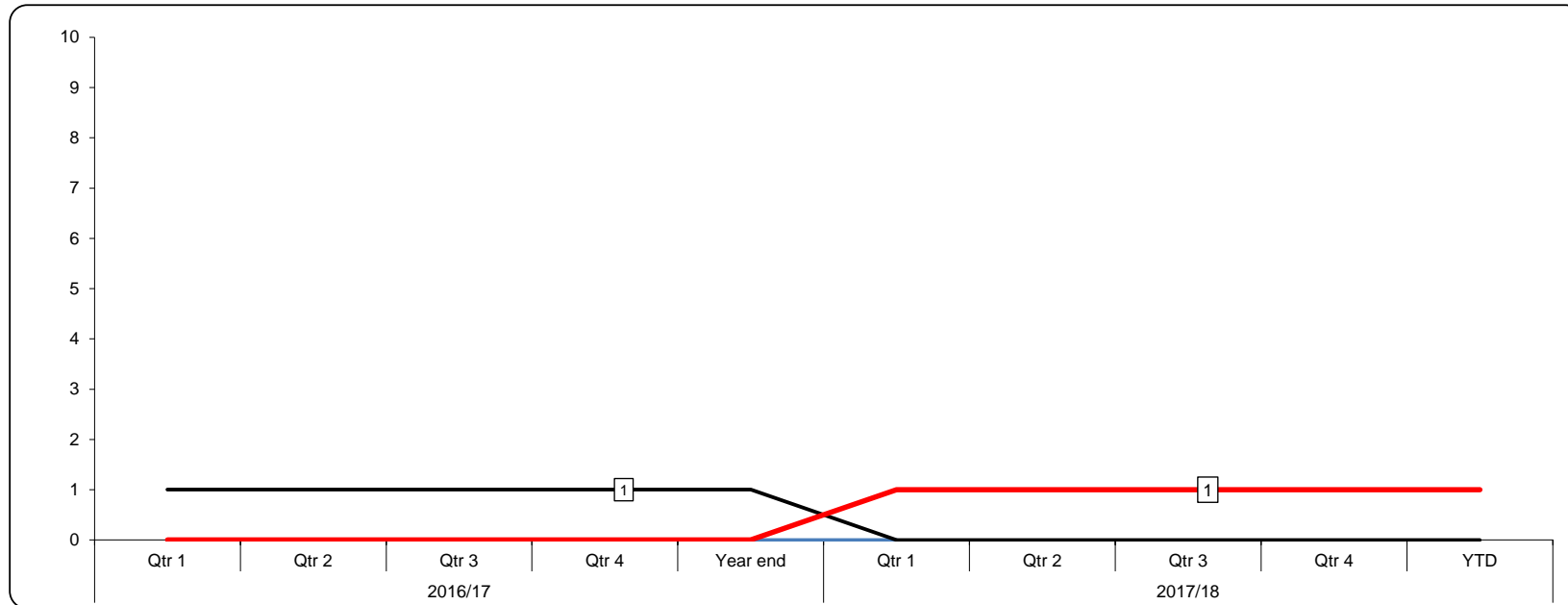
KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	-	-	-	-	-	-	-	-	-	-

AMM19

KPI005 - Safety SIN's

RAG Status

Green



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI005 - Safety SIN's	0	0	0	0	0	0				
Target	1	1	1	1	1	0	0	0	0	0
Standard	-	-	-	-	-	1	1	1	1	1

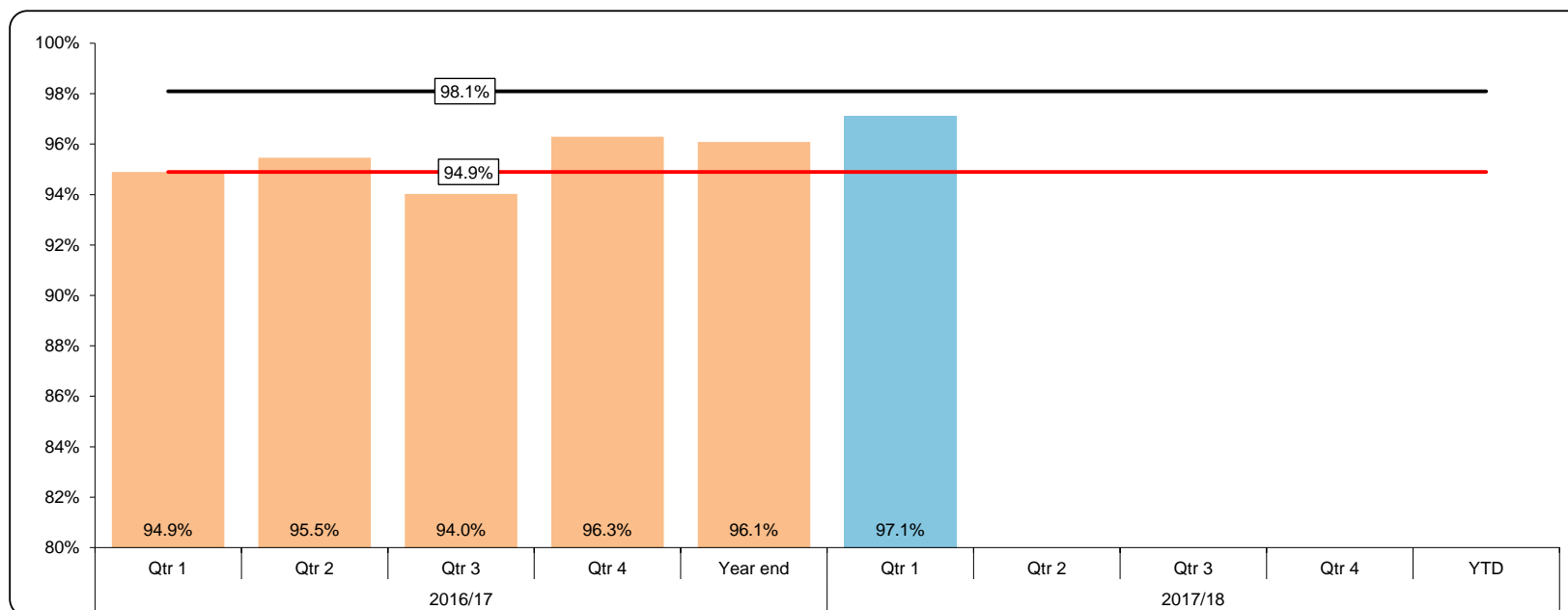
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	-	-	-	-	-	-	-	-	-	-

AMM20

# KPI007 - Appointments made

RAG Status

Amber



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI007 - Appointments made	94.9%	95.5%	94.0%	96.3%	96.1%	97.1%				
Target	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%

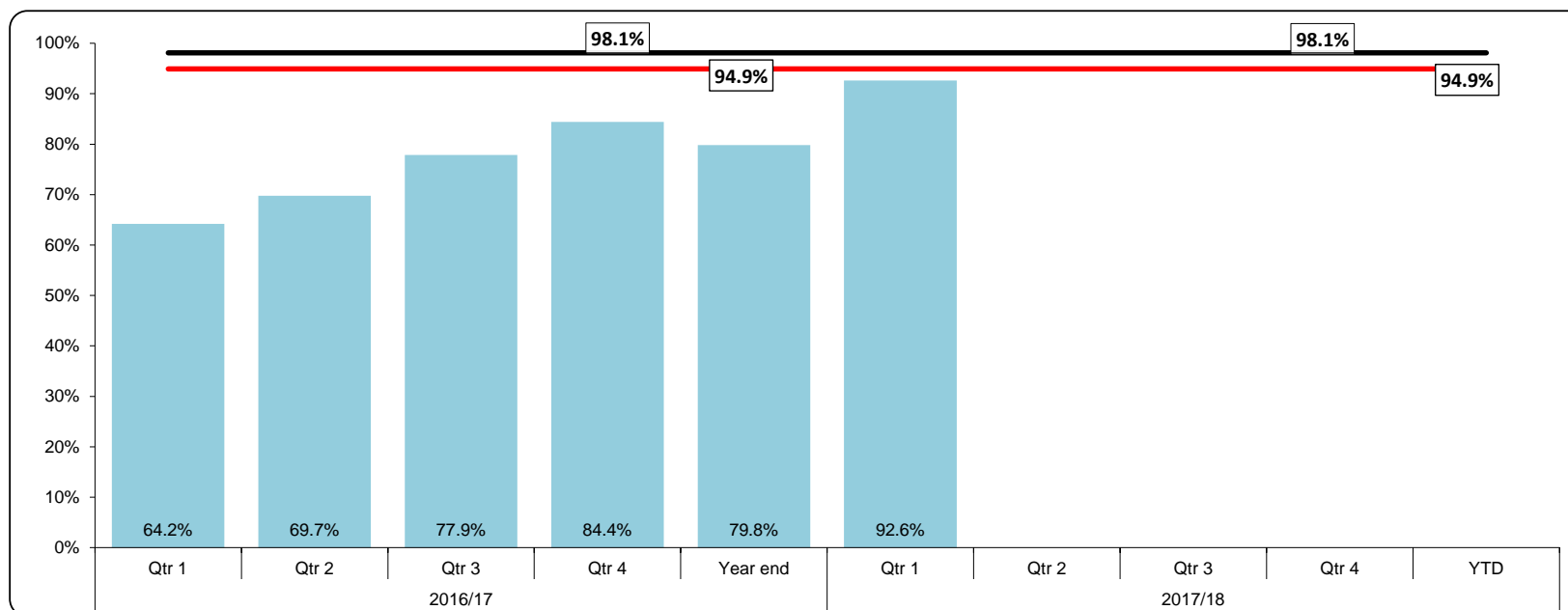
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	96.3%	98.4%	96.9%	97.3%	96.8%	97.6%	95.3%	97.3%	97.3%	96.9%

AMM22

# KPI008 - Appointments kept

RAG Status

Amber



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI008 - Appointments kept	64.2%	69.7%	77.9%	84.4%	79.8%	92.6%				
Target	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%

KPI008 - Appointments kept	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	95.7%	98.0%	90.0%	90.9%	87.9%	96.1%	87.2%	96.6%	97.4%	89.6%

AMM23

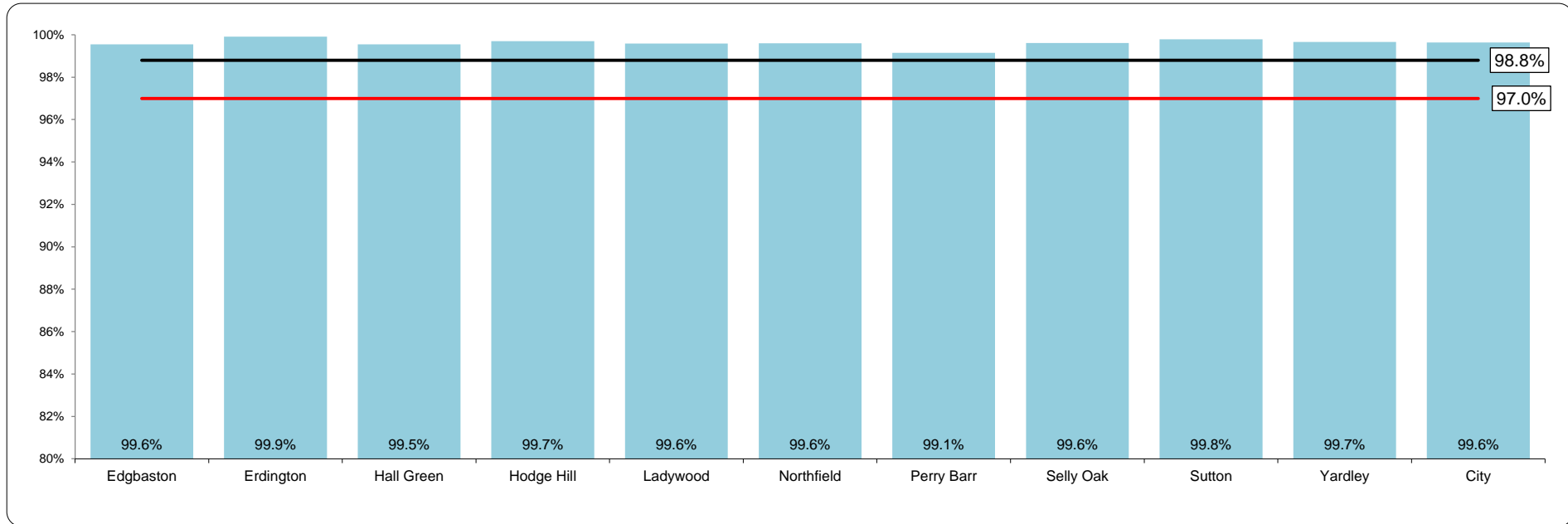
## Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure

(Council Business Plan)

RAG Status

Green



**Bigger is better**

Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 1 2017/18	99.6%	99.9%	99.5%	99.7%	99.6%	99.6%	99.1%	99.6%	99.8%	99.7%	99.6%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
										Total Stock	
										62,285	
										Available homes	
										62,056	

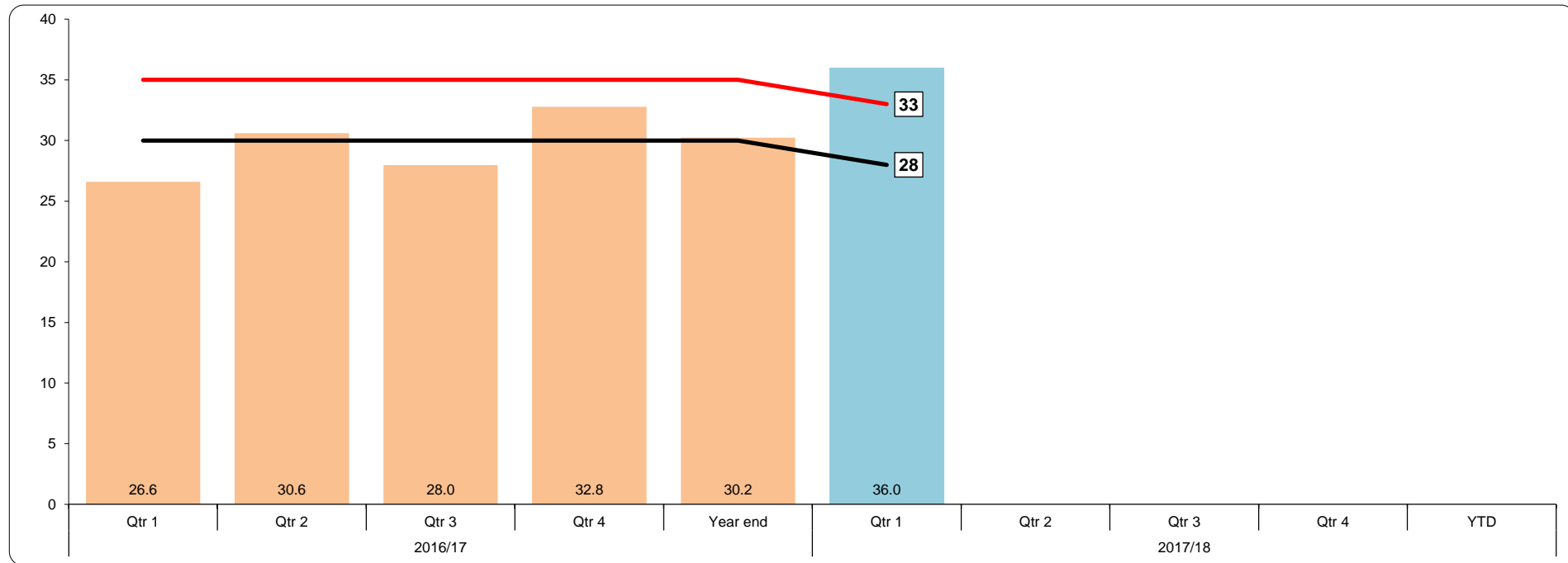
VL17



## Average days void turnaround - all voids

RAG Status

Red



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days void turnaround - all voids	26.6	30.6	28.0	32.8	30.2	36.0				
Target	30	30	30	30	30	28				
Standard	35	35	35	35	35	33				

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	51.1	25.4	31.9	33.6	30.1	35.4	72.3	29.8	35.5	37.3

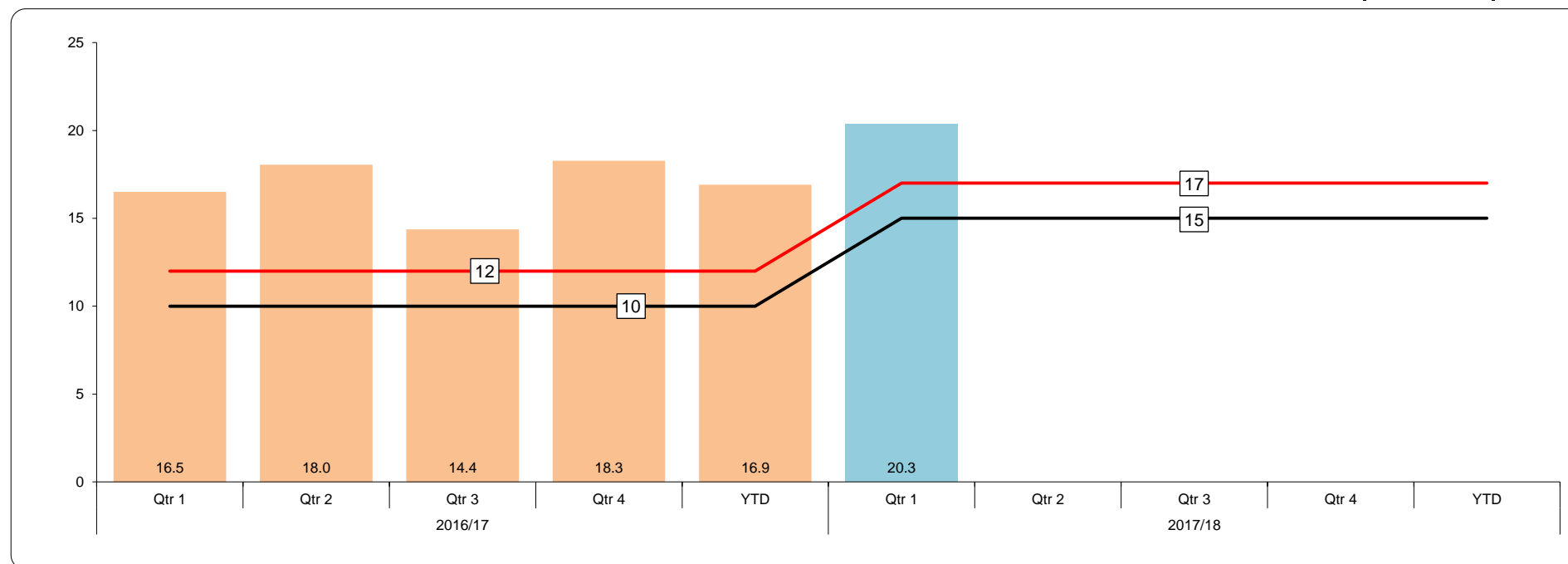
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

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

RAG Status

Red



## Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	16.5	18.0	14.4	18.3	16.9	20.3				
Target	10	10	10	10	10	15	15	15	15	15
Standard	12	12	12	12	12	17	17	17	17	17

Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	30.1	18.1	12.2	17.6	12.7	19.6	57.8	14.4	21.8	20.4

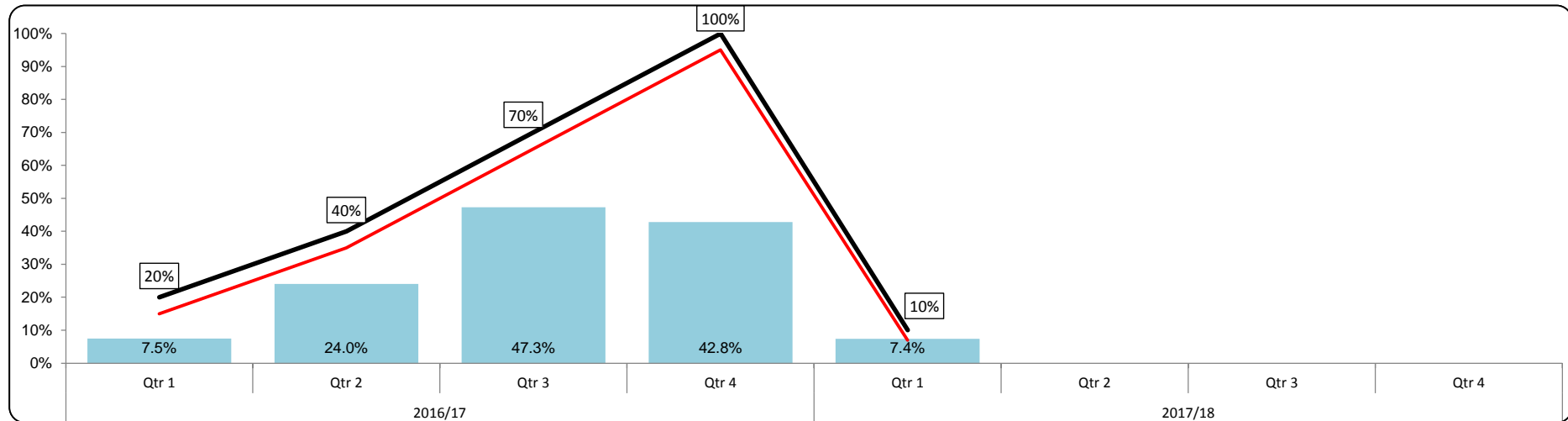
VL05

## Capital Works (Martin Tolley)

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

**RAG Status**  
(based on YTD data)

**Amber**

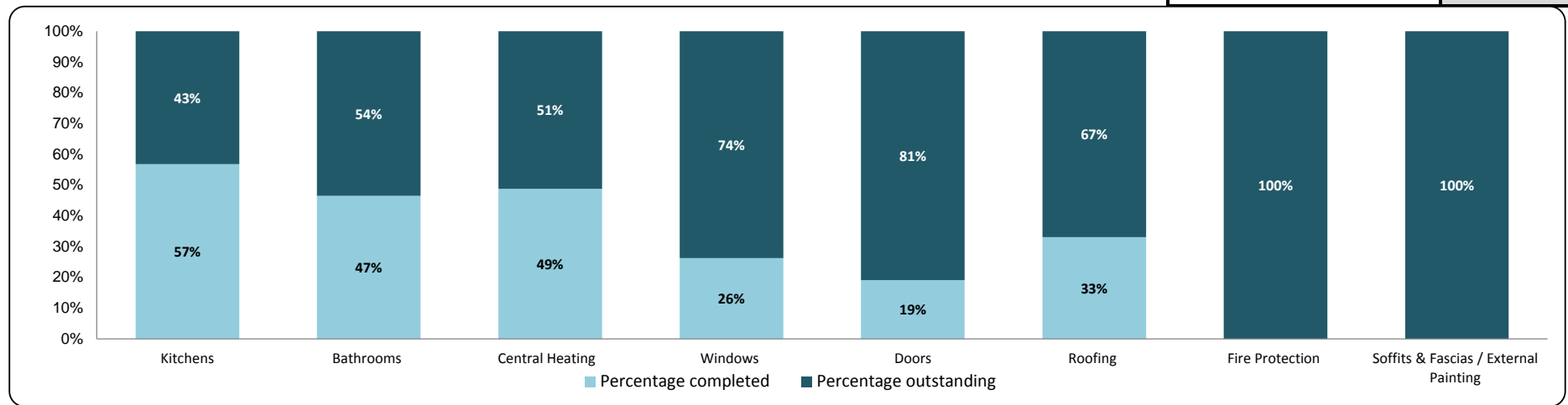


**Bigger is better**

	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	7.5%	24.0%	47.3%	42.8%	7.4%			
Target	20%	40%	70%	100%	10%			
Standard	15%	35%	65%	95%	7%			

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	367	400	227	173	57%	43%
Bathrooms	273	400	186	214	47%	54%
Central Heating	1,135	1,135	553	582	49%	51%
Windows	526	1,236	324	912	26%	74%
Doors	1,432	1,502	286	1,216	19%	81%
Roofing	321	490	162	328	33%	67%
Fire Protection	986	853	0	853	0%	100%
Soffits & Fascias / External Painting	37	86	0	86	0%	100%

CW07

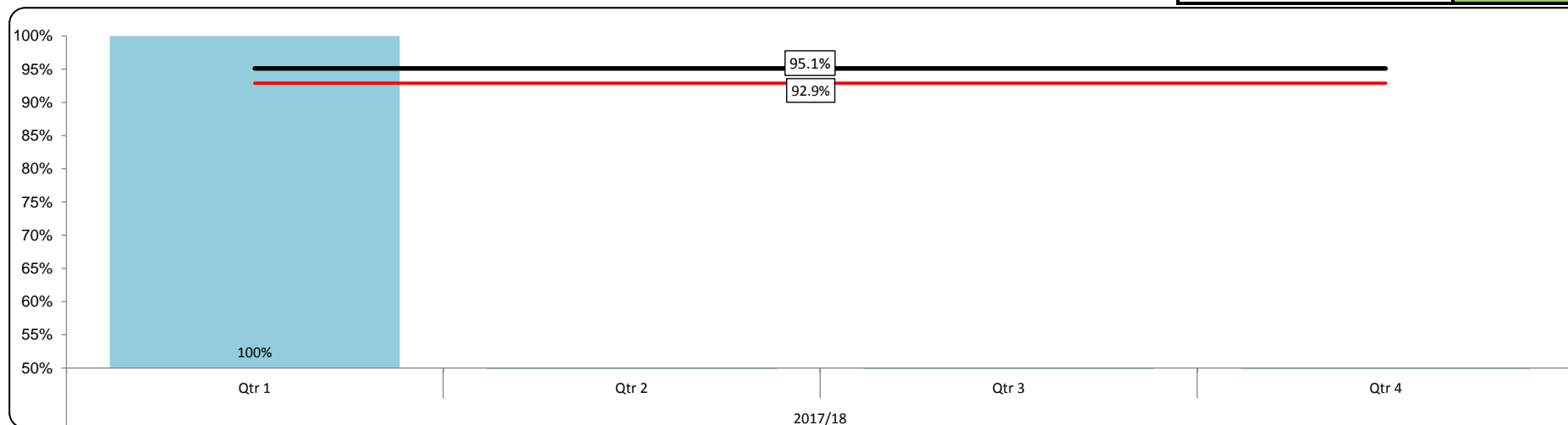
CW07 - Capital Works completed to date by type, as a proportion of year-end target

Contractor's use the time in Qtr 1 to project plan the capital work programme. The number of completions will increase as the year progresses.

# KPI001 - Customer Satisfaction (Capital Works only)

RAG Status

Green



Bigger is better

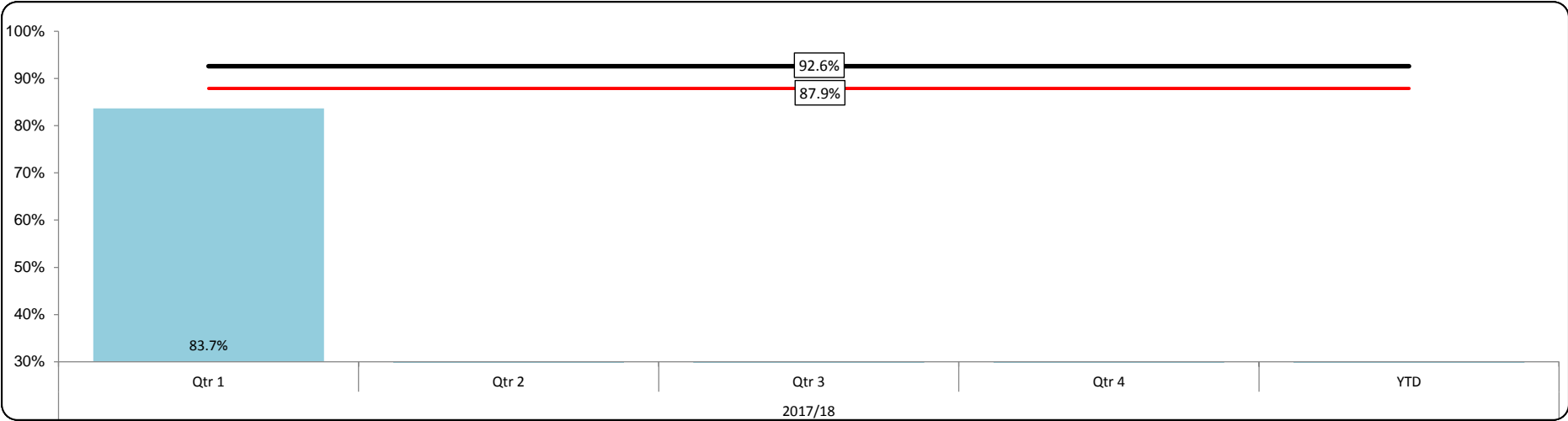
	2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	100%			
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

CW08

KPI002 - Work orders completed within timescale (Capital Works only)

RAG Status

Red



Bigger is better

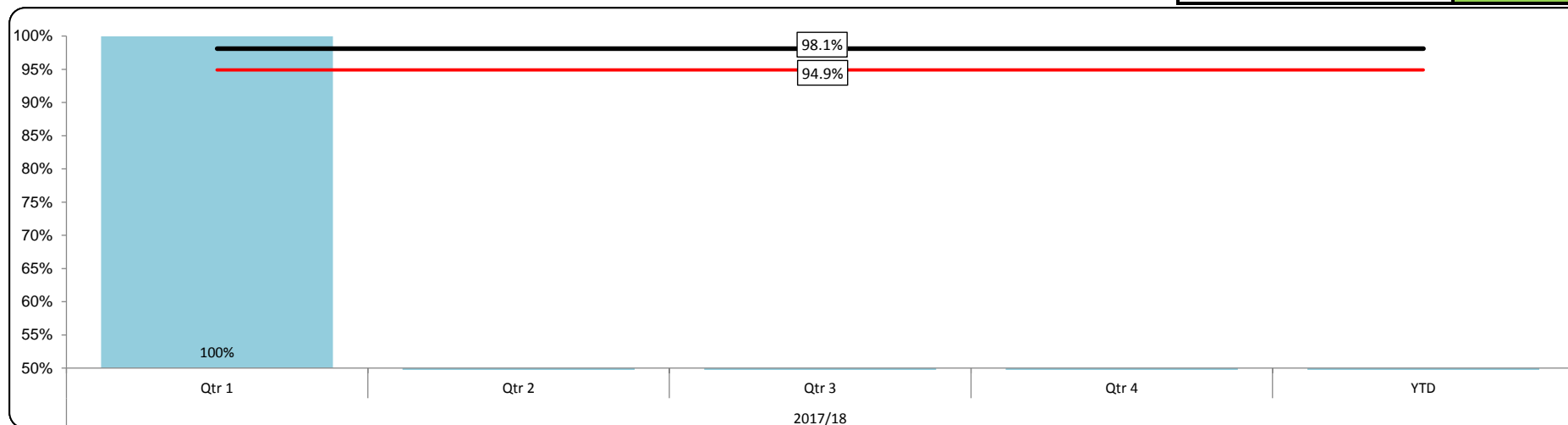
	2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	83.7%				
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

CW09

# KPI008 - Appointments kept (Capital Works only)

RAG Status

Green



Bigger is better

	2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	100%				
Target	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%

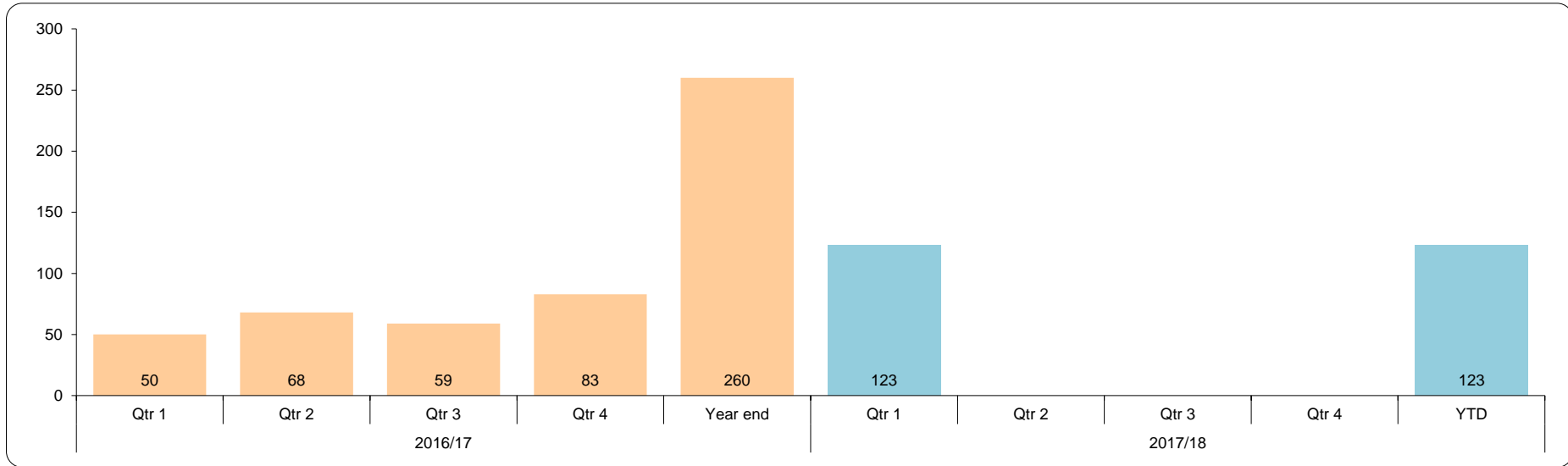
CW10

## Private Sector Housing (Pete Hobbs)

### Houses in Multiple Occupation licences issued

RAG Status

No Target



	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	50	68	59	83	260	123				123

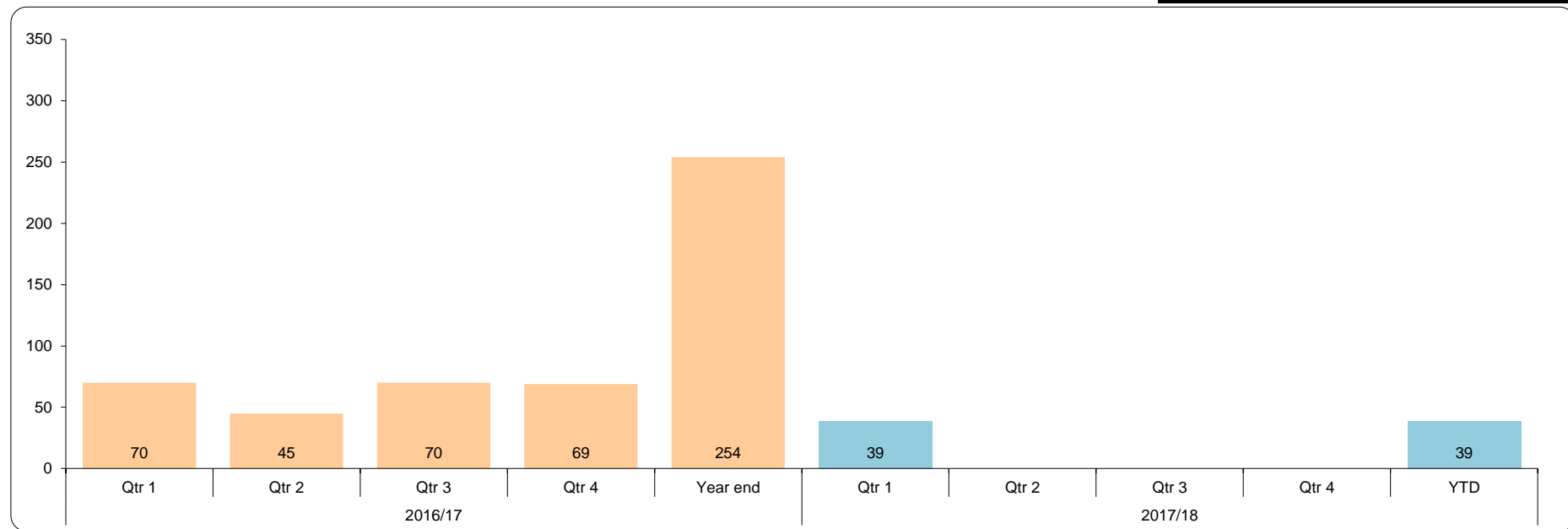
PRS01



# Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target

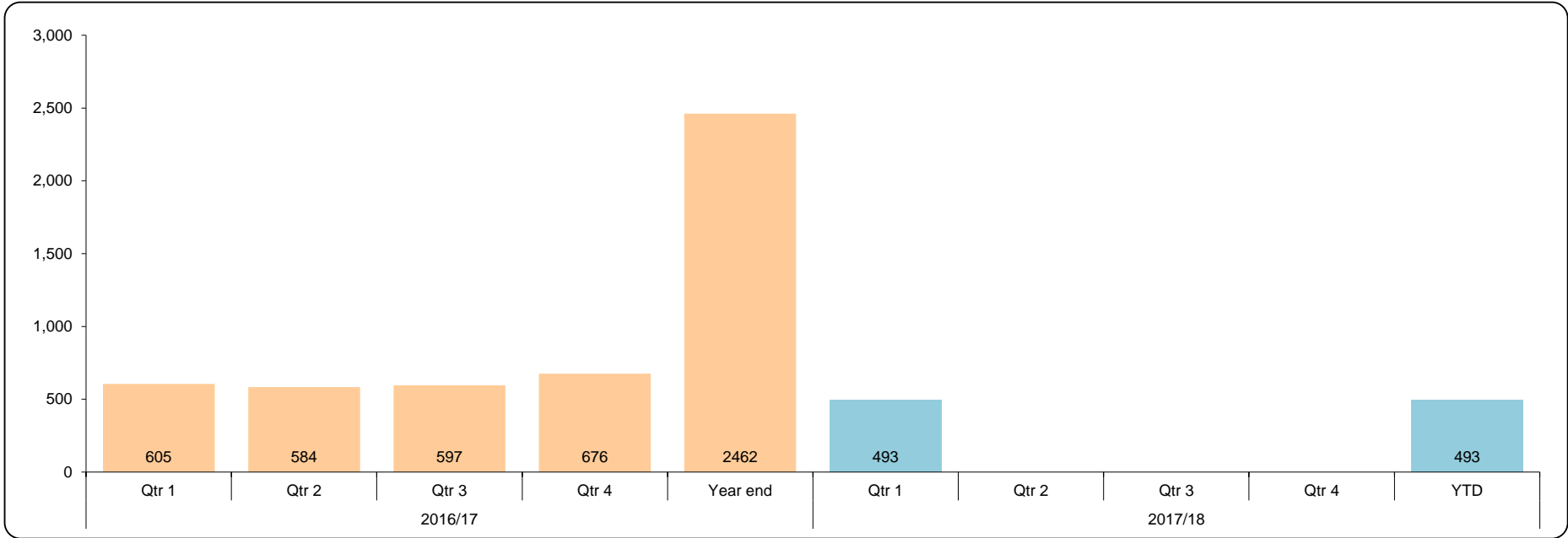


	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Licenced and unlicensed Houses in Multiple Occupation inspected	70	45	70	69	254	39				39

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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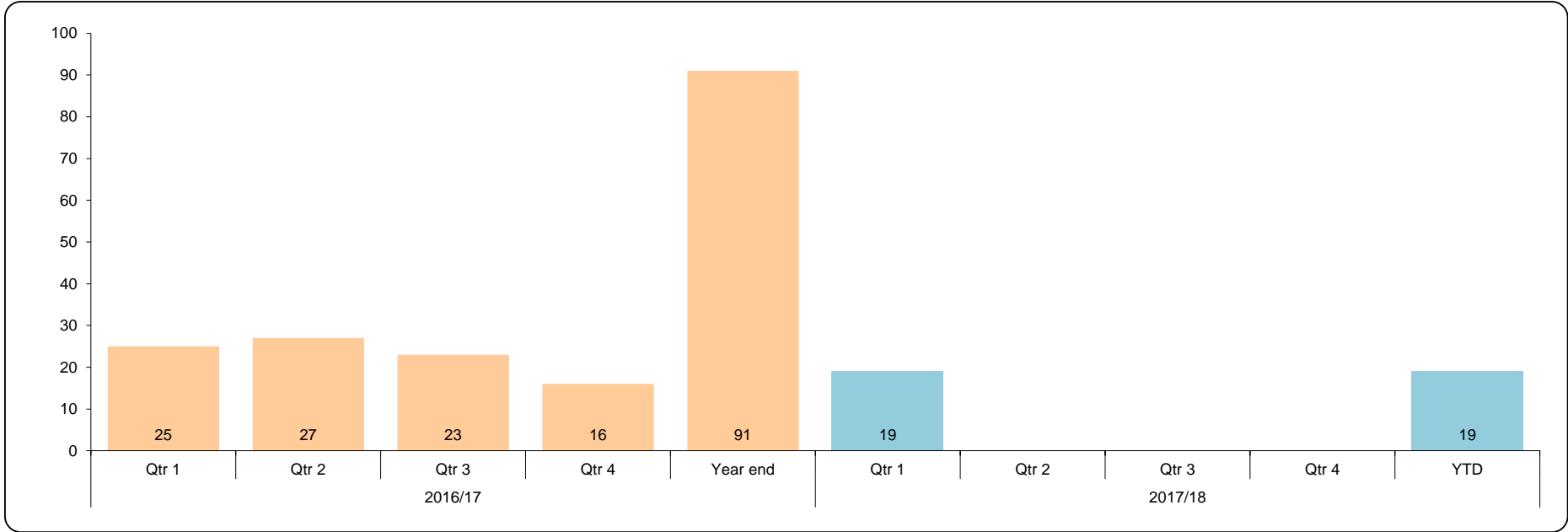


	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	605	584	597	676	2462	493				493

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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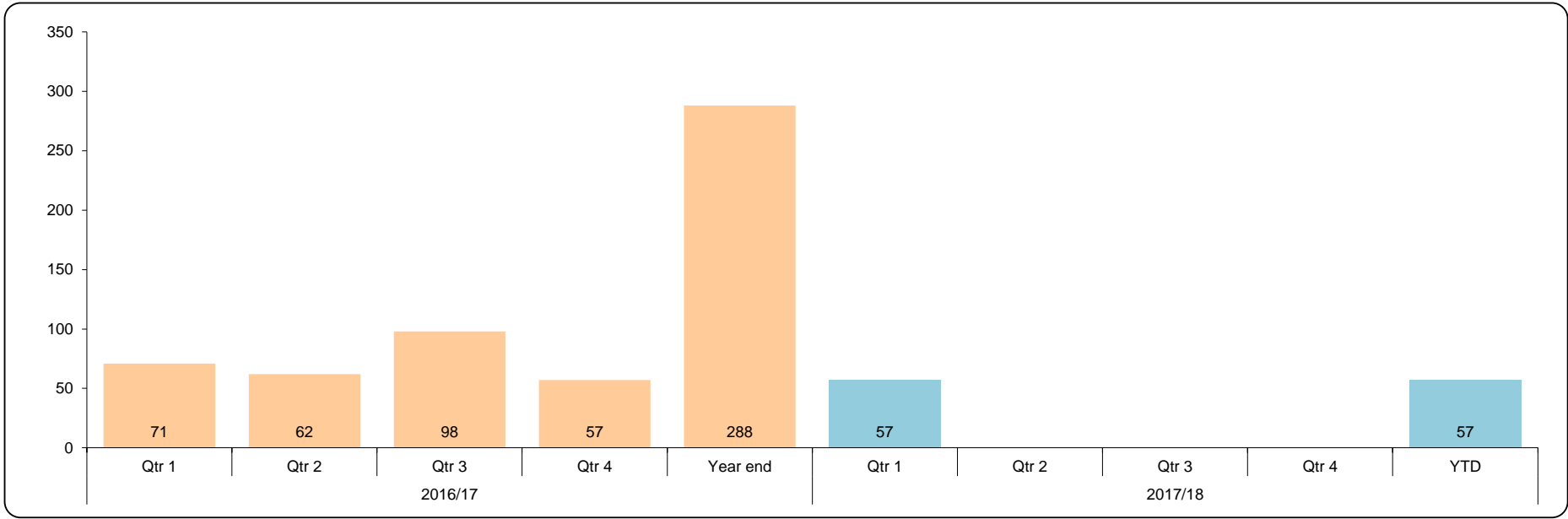


	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	25	27	23	16	91	19				19

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through intervention	71	62	98	57	288	57				57

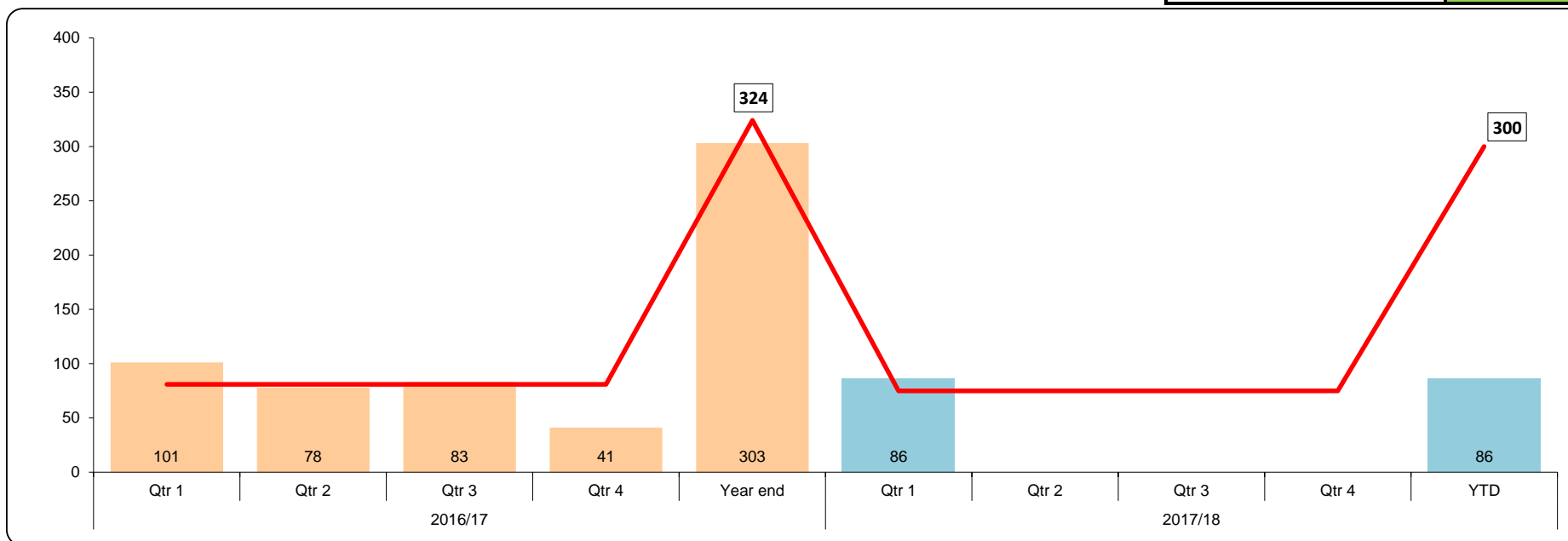
PRS05

## Empty properties brought back into use

(Council Business Plan)

RAG Status

Green



Bigger is better

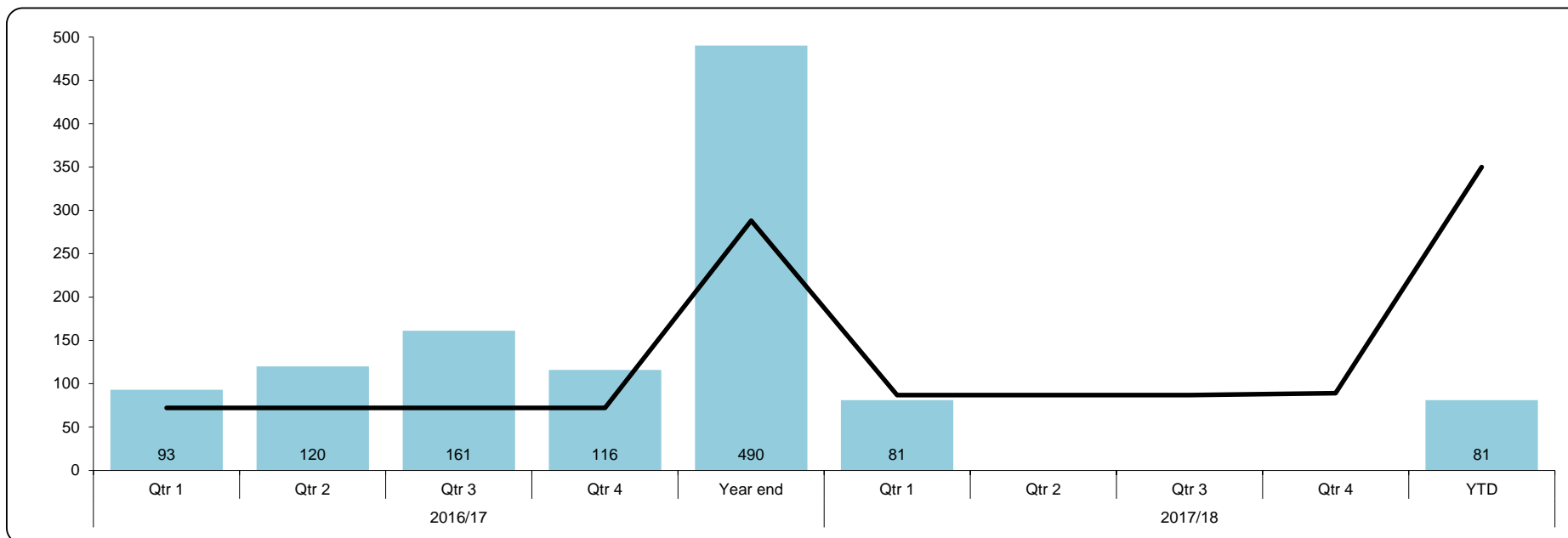
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	101	78	83	41	303	86				86
Target	81	81	81	81	324	75	75	75	75	300

PRS06

**Number of properties improved in the private rented sector as a result of Local Authority intervention**

**(Council Business Plan)**

<b>RAG Status</b>	<b>Red</b>
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**Bigger is better**

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	93	120	161	116	490	81				81
Target	72	72	72	72	288	87	87	87	89	350

PRS06

# Action Tracker End Of Year Report 2016/17

## Ladywood District - Action Status Report

16 November 2017

11:20:23

District **Ladywood**

Status

Closed

Ward

Nechells

Soho

2

2

On going

Nechells

Nechells

2

2

Open

Aston

Aston

Ladywood

Ladywood

Ladywood

Ladywood

Ladywood

Ladywood

Nechells

Nechells

Nechells

Nechells

Nechells

Nechells

Soho

Soho

Soho

Soho

18

18

22

22





# Action Tracker End Of Year Report 2016/17

## Ladywood District - Category Report

16 November 2017

11:37:39

District Ladywood

Topic Category.

ASB

Ward

Ladywood

1

Consultation

Ladywood

Ladywood

Ladywood

Nechells

4

Crime/Policing

Aston

Nechells

2

Envir- Waste

Nechells

1

Envir-Litter

Nechells

1

Environmental

Ladywood

1

Health and Wellbeing

Nechells

1

Highways

Ladywood

Ladywood

2

Highways -parking

Nechells

Nechells

2

L.I.F

Aston

Ladywood

Nechells

	Nechells	
	Soho	
	Soho	
	Soho	
	Soho	
	8	
Other		
	Nechells	
	Soho	
	Nechells	
	3	
Planning		
	Ladywood	
	Ladywood	
	2	
		28
		28

# Action Tracker End Of Year Report Ward Meeting Attendance Figures 2016/17

16 November 2017

11:07:17

District	Ward	Meeting date	Sum Of Attendance
Ladywood	Aston	12/01/2017	22
	Ladywood	24/10/2016	35
	Ladywood	24/01/2017	35
	Nechells	13/10/2016	20
	Nechells	01/12/2016	35
	Nechells	21/03/2017	17
	Soho	29/11/2016	16
	Soho	30/03/2017	21
			201
			201
			8

