

Housing Transformation Report Q2 2015-15

Ladywood District Committee

The table below summarises Ladywood-specific information from the City-wide Housing Transformation report. The Chairs of Ladywood Housing Liaison Boards have been consulted in relation to the commentary on performance within the District.

<p>Management of ASB</p> <p>Ladywood continues to receive a high level of ASB cases with 162 received during period 2. 100% of cases were responded to on time and a total of 81 were closed, with 100% closed satisfactory (which indicates that all options for the management of the case were used). HLB members keep in touch with ASB service through reports to Board meetings and through their involvement with the co-regulation of the service.</p> <p>The management of ASB is also a feature of the approach being taken to Place Management across Ladywood, and officers are increasingly developing multi-agency approaches. An example of this is the work being developed at Horton Square where the HLB has supported funding for gating schemes designed to tackle issues of dumping and ASB in alleyways. Alongside this a strategy is being developed in conjunction with Birmingham Property Services (who manage the shops), rough sleeper support services and the local police.</p>	<p>No. of new cases received: 162</p> <p>No. of new hate crime cases: 2</p> <p>Percentage of cases responded to on time: 100%</p> <p>Total ASB cases closed: 82</p> <p>Percentage of cases closed successfully: 100%</p> <p>Number of current ASB cases: 245</p>	<p>Status: Green</p>
<p>Percentage of high and low-rise blocks rated good or better</p> <p>84% of blocks in Ladywood achieved the good or better score, which is above target. However, it is acknowledged that the scoring system takes account of a range of factors, including lift systems and decorations that are beyond the scope of local estate-based staff. A local programme has therefore been developed around the theme of 'How Clean is my Block'. This was launched in Nechells and is now being rolled out to blocks across the District. The approach supplements the block scores with a focus specifically on cleaning standards and drives the development of Improvement Plans for each block.</p>	<p>84% of high-rise blocks good or better</p> <p>100% of low-rise blocks satisfactory</p>	<p>Status: green</p>

Low rise blocks have achieved a 100% satisfaction score for Ladywood		
‘Lodgers in Occupation’ for more than 12-weeks 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 4 cases in Ladywood where investigations have taken longer than 12-weeks	No of cases: 4	No target
Percentage of Intro tenancies over 12 months old not made secure There were no tenancies in Ladywood over 12-months old that had not been made secure during Q2	Percentage of tenancies over 12-months old not made secure: 0%	Status: Green
Conditions of estates – average bi-annual estate assessment scores In Ladywood the average of estate assessment scores was 25.6 which is above the ‘good’ score of 21, but below the score for excellent of 29. The estate assessments take place twice per year and lead to the development of improvement plans and help to drive the Place Management agenda. The assessments take place with local resident and HLB involvement.	Average bi-annual estate assessment score: 25.6	No target
Average days void turnaround excluding void sheltered properties The average days turnaround for void properties was Ladywood was 26.8 which was below the target of 30 days. This represents improvement on the void turnaround process which is now being managed centrally. There continue to be challenges in managing sheltered voids, with the Ladywood turnaround being 44.8 days. However, overall, the average calendar days to let a void property continues to improve from 18.7 days in Q1 to 17.6 days in Q2, with Ladywood slightly above the city average at 20 days. There continue to be challenges in managing the process from Fit For Let date to Tenancy Start Date with a target of 12 days, while Ladywood performance was 14.1 days. Work on this	Average days turnaround excluding sheltered voids: 26.8 Average days turnaround all voids: 28.4 Average calendar days to repair a void property: 20 Average days to let a void property: 14.1	Status: Green Status: Green Status: Amber Status: Red

aspect of the process is continuing with improvements being made to the bidding process and the option of daily tenancy start dates being considered.		
Repairs The percentage of right to repair jobs completed on time in Ladywood was 97.3% which was slightly below the target of 98%. The Birmingham Promise target to resolve routine repairs in 30 days achieved 94.3% which was below the target of 100%. Jobs relating to plastering and carpentry (particularly fencing jobs) have been identified as performing below target and recovery plans have been implemented with the contractors. 90.8% of gas repairs were completed within 7 days which was above the 90% target. New repairs contractors have now been procured and the arrangements commence in April 2016.	% of right to repair jobs completed on time: 97.3% % of routine repairs resolved within 30 days: 94.3% % of gas servicing completed against period profile: 99.9% % of gas repairs completed within 7 days: 90.8%	Status: Amber Status: red Status: green Status: green