

TENANT

QUALITY

PROMISE

Revised May 2009

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Introduction To The Tenants Quality Promise

What is the Tenants Quality Promise?

The Tenants Quality Promise (TQP) is an agreement between tenants, people who pay a service charge and Birmingham City Council. It sets out the standard of housing services you can expect to receive.

It includes promises from a number of city council departments that provide services such as housing, grounds maintenance, highways maintenance and environmental services. The TQP was originally launched across the city in October 1999, and has not been revised since April 2005. While reviewing this document, we have incorporated the changes coming into effect in spring 2010 through the Tenant Service Authority (TSA) as we (and TSA) believe housing matters and that access to good quality housing improves lives.

What's new ?

There is now a set of promises for 12 key service areas. Each of these sets of promises is in three parts.

Part one gives a statement that makes it clear what standards of service you can expect.

Part two identifies measures (performance indicators) we will report regularly, which will tell you how we are performing in this area. There are key measures that will be reported monthly, as well as other measures that will be reported on a quarterly basis.

Part three explains how you can help us to deliver on the promises we've made.

Will we keep our promises?

We will try our hardest to keep the promises we have made, although keeping them consistently across the city will certainly be a challenge. We will measure and report on our performance against the key indicators every month. We will also report in more detail on a quarterly basis. This information will be presented to your tenant representatives at local Housing Liaison Boards (HLBs).

What happens when we don't?

Your HLB will hold the council to account, and there is an agreed procedure for taking action that can be used if the local service falls below the promised level. This procedure is explained in detail on page 19. Ultimately, it could mean an independent audit if the service fails to come up to scratch.

On an individual level, if you experience a particular service that is below the level promised, we have an agreed complaints procedure, and we would encourage you to let us know where we are not meeting our promises. This gives us the opportunity to put things right.

The TQP and you

Your views matter to us. We want to know how you feel about the service you get. Why not go along to your local HLB meeting? Contact your local housing team to find out the time and place.

REPAIRS

STANDARDS OF SERVICE YOU CAN EXPECT

- As a department, we will provide you with an excellent quality repairs service.
- We will carry out repairs within the times specified in the promises below.
 - If we stop a repair, we will write to you to let you know this has happened, and give you a reason.
 - We will clear up after repairs are finished, and remove all building rubbish within 2 working days.
 - After each completed job, we will send you a satisfaction survey form.
 - Any repairs caused by the tenant or family or visitors WILL be recharged

PERFORMANCE – KEY INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 Percentage of urgent (right to repair) repairs completed within government-prescribed time limits	Monthly	98%
2 Average length of time to do other repairs	Monthly	10 days
3 Appointments <ul style="list-style-type: none">• percentage made at time tenants call received• percentage kept	Monthly	97% 96%

PERFORMANCE – OTHER INDICATORS

INDICATOR	Frequency	TARGET 2009/10
4 Percentage of emergency repairs attended within 2 hours	Monthly	98%
5 Percentage of repairs inspected of good quality	Monthly	95%
6 Percentage of Gas Servicing completed	Monthly	100%
7 Percentage of Lift call-outs on time	Monthly	95%
8 Tenant satisfaction (average of 3 questions for work)	Monthly	95%
9 Jobs completed on Job start day	Monthly	90%
10 Call centre performance <ul style="list-style-type: none">• Average time to answer calls• Percentage of calls retained	Monthly	25 secs 95%

TENANTS' RESPONSIBILITIES

Please help us by...

Reporting any necessary repair to the Council as soon as you know about it

Keeping repairs appointments, or advising the repairs reporting team if you can't

Looking after your home to prevent unnecessary repairs

ANTISOCIAL BEHAVIOUR

STANDARDS OF SERVICE YOU CAN EXPECT

As a department, we will take any report of antisocial behaviour seriously, and investigate it thoroughly. We will try all available courses of action to resolve the issue. When you report antisocial behaviour, we will agree an action plan with you to solve the problem. This may include giving you diary booklets to record incidents, visiting or writing to the person who is alleged to have behaved antisocially, liaising with local police, involving other departments and agencies, including local Safer Estates groups. We will review progress in resolving the issue at regular intervals that we have agreed with you, in the action plan.

If the initial action does not resolve the issue, we will offer a mediation service. If it proves necessary, we will take appropriate legal action. If legal action is not possible and other methods of resolving the problem have failed, the case may be closed.

KEY PERFORMANCE INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 The percentage of cases successfully closed	Monthly	85%

OTHER PERFORMANCE INDICATORS

INDICATOR	Frequency	TARGET 2009/10
2 The percentage of Cat A cases responded to within 24 hours	Monthly	100%
3 The percentage of other cases responded to within timescales	Monthly	-

TENANTS' RESPONSIBILITIES

Please help us by...

Showing respect for your neighbours by behaving in a responsible way

Reporting all incidents of antisocial behaviour

Keeping accurate diary booklet accounts of all incidents if you have been issued with these.

ESTATE SERVICES

(Including Caretaking, Concierge, Cleaning and Looking after your Estates)

STANDARDS OF SERVICE YOU CAN EXPECT

As a department, we will provide an effective, efficient caretaking service. We will quickly remove external litter and bulky rubbish from around our high-rise blocks. We will ensure that the communal entrance, lifts, stairs, landings and chute rooms are clean and tidy. Where it is provided, we will ensure an agreed standard of cleaning in low-rise blocks.

We will provide an effective concierge service, with good levels of security, and appropriate housing services available. We will ensure that we carry out all our responsibilities on housing estates, and work with other departments to ensure cleaner, safer environments for you to live in.

PERFORMANCE – KEY INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 The proportion of high-rise blocks at an agreed standard	Monthly	99%
2 The proportion of low-rise blocks being cleaned to an agreed standard	Monthly	99%

PERFORMANCE – OTHER INDICATORS

INDICATOR	Frequency	TARGET 2009/10
3 The proportion of daytime concierge cover provided	Monthly	96%
4 The proportion of night time security service provided	Monthly	99%
5 The proportion of residents surveyed per year	Annual	5%

TENANTS' RESPONSIBILITIES

Please help us by...

Not leaving bulky items, rubbish or litter on communal landings and stairwells

Reporting incidences of vandalism, graffiti or fly-tipping to the local police

Not letting anyone you don't know into the block

RENT COLLECTION

STANDARDS OF SERVICE YOU CAN EXPECT

As a department, we are responsible for collecting your rent, so that we can continue to provide you with housing services. We aim to collect all of the rent that is due from tenants each year and any outstanding amounts for current and former tenants. We will offer incentives/rewards for those who pay on time in order to build and maintain a strong of rent payment culture and will apply sanctions through legal action or otherwise to those tenants who do not pay their rent on time. To assist all tenants in managing their accounts; we will send you a statement of your rent account every quarter, provide you easy access to get advice based on your personal circumstances about the many ways you can pay your rent, your rent payments, budgeting and welfare benefits/debt advice. You will be able to access our service by telephone, surgeries in your local neighbourhood office, email, letters or a visit to your home. In addition, we will continue to work together with the Benefits Service to ensure that tenants who pay their rent using Housing Benefit receive excellent customer service and have their claims paid and any queries are dealt with in an efficient and timely manner.

PERFORMANCE – KEY INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 Percentage of rent collected	Monthly	101%
2 Cash Collected from Former Tenants	Annually	£710,000

PERFORMANCE – OTHER INDICATORS

INDICATOR	Frequency	TARGET 2009/10
3 The amount of rent arrears	Monthly	£10,000,000
4 The percentage of tenants in arrears of more than 7 weeks	Monthly	10%
5 The percentage of tenants evicted for Rent Arrears	Monthly	0.65%

TENANTS' RESPONSIBILITIES

Please help us by...

Paying your rent on time

If you claim housing benefit, completing your claim on time and providing all the supporting information that is needed without delay. Note: In some cases this may mean you having to contact, the Jobcentre plus and complete your claim over the telephone

Paying all other debts to the housing department on time, including rechargeable repairs, garage rents, housing benefit overpayments and court costs

Getting advice immediately if you have a problem paying your rent or other housing debts

Telling us immediately if your circumstances change

**EMPTY PROPERTIES
STANDARDS OF SERVICE YOU CAN EXPECT**

As a department, we will manage our empty properties effectively, and let them quickly, within the timescales mentioned below.

- We will make sure tenants who are leaving a property clear out their belongings and leave it clean and tidy. (We will recharge tenants for the costs associated with clearing a property if it is not left in good order).
- We will undertake an escorted viewing with any applicant viewing a property. At the viewing will give information about the property and the local area. We will advise of any repairs to be carried out to the property..
- At the letting we will assist with any Housing Benefit claim and offer advice on support and assistance available to enable a new tenant to move in and settle into their home
- We will provide details of properties empty for longer than 26 weeks (and the reasons why) quarterly at HLBs

PERFORMANCE – KEY INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 To relet empty properties to TSD	Monthly	40 days

PERFORMANCE PROMISES – OTHER INDICATORS

INDICATOR	Frequency	TARGET 2009/10
2 The number of empty properties over 26 weeks (LTV)	Monthly	-
3 Time taken by contractor to complete ordinary voids	Monthly	15 days
4 Time taken by housing to let voids once fit for letting (ordinary voids excluding sheltered and disabled housing)	Monthly	10 days

TENANTS' RESPONSIBILITIES

Please help us by...

Giving four weeks' notice that if you want to leave your home and allow access to your property during the notice period

Pay all rent and charges due up to the tenancy end date.

Ensure that all other occupants of the property move out before the tenancy ends.

Carrying out any repairs that are your responsibility before you leave, and leaving decorations and gardens in good condition. (If you do not do this, we will recharge you for any costs we incur)

Disposing of rubbish from inside the property and from gardens. (If you don't, we will recharge you for any costs we incur)

Return all keys to the local housing team no later than 12 midday on the last day of your tenancy. (You will be charged additional rent if you do not do this)

GETTING IN TOUCH

STANDARDS OF SERVICE YOU CAN EXPECT

Whenever you contact us, we will be welcoming, polite and helpful. We will let you know if we can help you, and if we can, tell you what action you can expect from us. If we can't help you, we will let you know why.

When you contact by telephone, we will answer promptly within office hours. We will deal with your telephone call immediately, or, where this is not possible call you back within three working days or at an agreed time.

If it is more appropriate for another officer to respond and need to transfer your call, we will tell the other member of staff your name and why you are calling.

When you contact in writing, we will acknowledge your letter or email within three working days and reply within 10 working days. If we need to follow with a more detailed reply, we will let you know when to expect this.

PERFORMANCE – KEY INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 Percentage of telephone calls answered within 20 seconds	Monthly	95%
2 Percentage of complaints resolved within 10 working days	Monthly	80%

PERFORMANCE PROMISES – OTHER INDICATORS

TENANTS' RESPONSIBILITIES

Please help us by...

Contacting your local neighbourhood or housing office for all enquiries. This will avoid delays.

Treating our employees in the way that you would wish to be treated.

Telling us when we get it right, as well as when we get it wrong.

GETTING INVOLVED

STANDARDS OF SERVICE YOU CAN EXPECT

We will maintain a partnership agreement (Tenant Involvement Agreement) between Birmingham City Council and its tenants. We will provide you with clear information about ways to become involved in the housing service, and what kind of support and resources are available to help you. We will provide clear information about the performance of the housing service, and what you can do if performance falls below the required standard

PERFORMANCE – KEY INDICATORS

PERFORMANCE – OTHER INDICATORS

INDICATOR	Frequency	TARGET 2009/10
The percentage of people satisfied with opportunities for participation	Annually	55%

VALUING DIVERSITY – A FAIR SERVICE STANDARDS OF SERVICE YOU CAN EXPECT

We will monitor all the services provided to tenants to make sure that they are being delivered fairly, and there is no discrimination on grounds of race, age, gender, sexuality, disability, faith. We will provide a summary report of the work we have done in this area on an annual basis.

We will do a range of things that contribute to providing a fair service. These include

- Making signers, lip speakers and minicom telephone systems available upon request. (Induction loops are also available in some offices).
- Offering an interpretation service, by prior arrangement for face-to-face interviews in the following languages; Arabic, Bengali, Chinese, Farsi, French, Kurdish, Polish, Punjabi, Pushto, Somali, Urdu and many others.
- Making available the use of language line for interpreting in languages not covered by the interpretation service.
- Making documents available in accessible formats for people with visual impairment, or where people cannot read English
- Responding to all forms of harassment encountered by individuals because of disability, gender, sexuality, race, age or faith by following the council's policy
- Dealing with cases of domestic violence sensitively, and arranging suitable emergency accommodation on the same day if it is needed
- Arranging for you to be interviewed by someone of the same gender, if you wish
- Ensuring that tenants in same sex relationships are able to enjoy the same rights as other households
- Keeping accurate information on the location and type of adapted homes in Birmingham, so that people know what is available
- Making sure that managers are aware of their responsibilities under the race relations (amendment) act, and any future legislation

PERFORMANCE – KEY INDICATORS

PERFORMANCE – OTHER INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 Percentage of Hate crime cases successfully resolved	Monthly	100%

TENANTS' RESPONSIBILITIES

Please help us by ...

Telling us if you have a special need or housing requirement

ENVIRONMENTAL SERVICES

STANDARDS OF SERVICE YOU CAN EXPECT

We will provide an efficient, timely refuse collection service, collecting rubbish once a week with a doorstep collection, providing one rubbish sack per week. If our operatives in the process of collecting spill any rubbish, we will clear it immediately. 90% of complaints about missed collections will be dealt with by the end of the next working day. We will also collect rubbish on every bank holiday except Christmas Day and Boxing Day.

If you have bulky rubbish that requires collection, we will collect up to six items by appointment free of charge within 10 days (for standard items), as long as the items are at the front of your property on the day of the appointment.

We will deal efficiently with abandoned vehicles, by investigating all reports within 24hours and removing vehicles 24hours after the point legally being able to do so.

OTHER PERFORMANCE INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 Percentage of missed collections put right by end of next working day.	Monthly	65%
2 Percentage of (standard) bulk waste items collected within timescale (currently 10 days).	Monthly	90%
3 Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.	Monthly	90%
4 Percentage of new reports of abandoned vehicles removed within 24hrs of the point legally to do so.	Monthly	90%
5. Percentage of household waste sent for reuse, recycling and composting	Monthly	32%
6. Percentage of municipal waste used to recover heat and power	Monthly	62%
7. Improved street and environmental cleanliness (level of litter)	Every 4 months	3.6%
8. Improved street and environmental cleanliness (level of graffiti)	Every 4 months	10%

TENANTS' RESPONSIBILITIES

Please help us by...

Making sure that rubbish bags are closed securely

Not leaving large items out for the weekly collection

Not dropping litter or fly tipping, as this will not be collected automatically

Making sure that vehicles are not parked on footpaths, verges or grassed areas of land and are not causing an obstruction.

Recycling as much as possible and encouraging other residents to do the same.

Acting on whether your waste can be refused before you recycle such as giving donations to Charitable organisations.

Reducing your food waste.

Leaving green waste bags untied.

BENEFITS

STANDARDS OF SERVICE YOU CAN EXPECT

The Benefits service aims to provide an efficient and secure Benefits Service. We will process claims quickly and efficiently, bearing in mind the Verification Framework, which requires that all claims should be fully supported by detailed documentary evidence. In addition we aim to continuously improve service on change of circumstances and renewals, and improve the levels of satisfaction with the service

PERFORMANCE – KEY INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 Average days to process new claims for housing and council tax benefit	Monthly	22 calendar days

PERFORMANCE – OTHER INDICATORS

TENANTS' RESPONSIBILITIES

Please help us achieve the above targets and pay your claims more quickly by...

Providing us with fully completed claim forms with all the necessary information and evidence including

- Original proof of income;earnings;state benefits;capital;savings etc for all persons in the household, including yourself, any partner and any non-dependant adults and dependant children.
- Original proof of National Insurance numbers and proof of identity of yourself and your partner

Any of this information can be taken along with your claim to your local Neighbourhood Office who will verify the information and return your original documents to you.

Tell us immediately when a change of circumstances occurs and again provide us with original documentation that supports the change. In this way, we can help you avoid unnecessary overpayments to your account.

HIGHWAYS AND TRANSPORTATION STRATEGY

STANDARDS OF SERVICE YOU CAN EXPECT

As a department, we will manage roads and street lighting effectively. We will aim to make dangerous defects on the roads safe within 24 hours, and repair 90% of others within 28 days. We will provide effective street lighting, repairing 75% of any faults that are reported within 12 days. Upon application we will provide an information pack on footway crossings within 7 days, and will aim to complete the work within 6 weeks of payment. We will listen to our customers, and will regularly hold a Transportation Disability Issues Steering Group to progress disability issues.

PERFORMANCE – KEY INDICATORS

INDICATOR	Frequency	TARGET 2009/10
1 Percentage of dangerous defects made safe within 24 hours	Monthly	100%
2 Percentage of faulty street lights repaired within 12 days	Monthly	76%

PERFORMANCE – OTHER INDICATORS

INDICATOR	Frequency	TARGET 2009/10
3 Percentage of defects (not dangerous) repaired within 28 days	Monthly	92%

TENANTS' RESPONSIBILITIES

Please help us by...

Reporting faulty streetlights and defects on roads and footways

Making sure untaxed vehicles are not left on the public highway

GROUNDS MAINTENANCE

STANDARDS OF SERVICE YOU CAN EXPECT

For all land owned by the Housing department and maintained by the Leisure and Community Services Department, we will provide an efficient, effective service. We will cut the grass regularly, removing litter beforehand, and immediately thereafter sweep/blow cuttings from pathways on to grassed area. We will ensure that trees and bushes are maintained appropriately and cut back where appropriate. We will also deal with any complaints quickly and effectively.

PERFORMANCE – KEY INDICATORS

Performance Indicators are yet to be developed for this area

TENANTS' RESPONSIBILITIES

Please help us by...

Making sure that grassed areas are kept free of litter and are not used for dog fouling.

Making sure that vehicles or other items do not restrict access to grassed areas.

Telling us when grass cutting does not happen every two weeks.

TQP Performance Review- The Process

How often will performance be reported?

Performance against the key indicators will be reported each month to your local Housing Liaison Board (HLB), and to the City HLB. More in-depth information will also be provided on a quarterly basis.

How can you tell whether performance is acceptable?

A system of 'traffic light' symbols will tell you whether our performance for each of the key indicators is on target (a green traffic light), improving but not on target (an amber light), or getting worse (a red light).

We will tell you what the latest action taken is, which will enable you to request further action if you feel it is necessary. For any action taken, there will need to be a quorum attending the HLB meeting, that is, a minimum of four members should be present, three of whom should be tenants or leaseholders.

What can be done about good or poor performance?

At a local level, should performance be considered to be below an acceptable standard, there is a three-stage procedure for taking action.

Stage 1: Expression of Concern

- The procedure starts with a Housing Liaison Board (HLB) making a written Expression of Concern to their local housing manager at a TQP performance-monitoring meeting.
- The Expression of Concern should specify which promise the Housing Department (or other department) has failed to meet.
- If the Expression of Concern relates to a service delivered by another department the housing manager will make sure that it is passed to the relevant service manager **within three days**.
- The local housing manager (or other service manager) then has four weeks to produce and present a Performance Improvement Plan (PIP) at the next meeting.
- The HLB must then consider the plans for improvement and decide when to review performance on this indicator to decide whether they are satisfied or whether they want to take action further.
- The HLB cannot proceed to the next stage of action (stage 2) if agreed PIP has not expired. Conversely, if the HLB has not proceeded to stage 2 within a maximum period of 12 months from the date of the first action then it will be assumed that performance has been maintained at a satisfactory level and any future action will re-commence at stage 1.

Stage 2: Performance Improvement Notice (PIN)

- If an improvement plan has not been submitted within four weeks, or if the HLB is still not satisfied with performance at the date set for review or as per agreed PIP, the HLB can serve a formal PIN by giving a completed PIN form to the local housing manager.
- If the PIN relates to a failure of the housing service it will be copied by the Local Housing Manager and passed to the Director of Housing and the Assistant Director, Housing Services.
- If the PIN relates to a failure of the service delivered by another department it will be passed to a senior manager in that department and copied to the Director of Housing and Assistant Director, Housing Services.
- The local housing manager (or other service manager) will then have to prepare a formal Improvement Plan, present it at the HLB and Ward Committee, and put the plan into action - with a timetable for improvement.
- The HLB must then consider the plans for improvement, and decide when to review performance on this indicator to decide whether they are satisfied or whether they want to take action further.
- The HLB cannot proceed to the next stage of action (stage 3) if agreed formal Improvement Plan has not expired. Conversely, if the HLB has not proceeded to stage 3 within a maximum period of 12 months from the date of the last action then it will be assumed that performance has been maintained at a satisfactory level and any future action will re-commence at stage 1.

Stage 3: Final Improvement Notice (FIN)

- If an improvement plan has not been submitted within four weeks of the PIN being served, or if the HLB is still not satisfied with performance at the date set for review or per agreed IP, then a Final Improvement Notice (FIN) can be served on the local housing manager.
- If the FIN relates to a failure of the housing service the local housing manager will send it to the Director of Housing and the Assistant Director, Housing Management Division.
- If the FIN relates to a failure of the service delivered by another department it will be sent to the Director of the relevant department and copied to the Director of Housing and Assistant Director, Housing Management Division.
- The Director of Housing (and the Director of the other department, if this applies) will look at the notice alongside the local HLB and decide what type and level of independent audit is necessary. If the local HLB agrees an independent audit of the failing service will be arranged.
- The auditor's recommendations will be looked at by the Chief Executive, and the appropriate council scrutiny body.
- The timescale for this stage can't be laid down here due to a number of variable factors, such as, the extent of any independent audit. However, the process up to stage three shouldn't usually take more than twelve weeks.

If performance on a particular indicator is very good, an award for Excellence could be recommended, to commend the local team, or the responsible department, for the level of performance being achieved.

Other Departments

Officers representing the other service departments committed to the TQP -Transportation, Environmental and Consumer Services, and Leisure and Culture Services - will be expected to attend HLB performance meetings when their department's performance has not been up to the standard promised in the TQP.

City Housing Liaison Board (CHLB) and Performance

City Housing Liaison Board will elect a Performance Monitoring Group (PMG) every two years; this will consist of 9 members from City HLB and 3 from local HLB's.

The Performance Monitoring Group will be responsible for regular monthly monitoring of city performance, including performance of contractors, and the Housing Department's Service Plan.

The Performance Monitoring Group can agree Expression of Concerns (EOC), or recommend to City HLB the serving of Performance Improvement Notices (PIN) or Final Improvement Notices on Birmingham City Council (BCC) in accordance with the attached flow chart (Appendix 1) against any indicator in the Tenants Quality Promise.

These can be served on the Assistant Director, Housing Management, or if the service failure relates to a contractor, on the contractor themselves. If the failure relates to a service provided by a Department other than the Housing department, the action should be presented to the Assistant Director, Housing Management, who must pass it to the relevant service manager in that department within 3 working days.

A report will be produced each month providing information on actions taken and progress against them.

In addition to indicators in the TQP, the Performance Monitoring Group can agree or recommend to City HLB on EOCs/PINs/FINs against any indicator in the monthly reports, or any action in the Housing Department Service Plan.

The Performance Monitoring Group can agree the withdrawal of any Expression of Concern, or recommend to City HLB the withdrawal of a PIN/FIN when they are satisfied that performance is at an acceptable level.

A report will also be presented to City Housing Liaison Board every quarter monitoring whether Local Housing Managers are reporting on the TQP at their HLB. The report will also provide details of the number of actions ongoing at local Housing Liaison Boards. If a number of local HLBs take action against the same indicator, this may encourage the City HLB to consider taking action on behalf of the city.

Annual Report

A progress report against the Tenants Quality Promise will be presented on an annual basis to the appropriate council scrutiny body

Summary

The purpose of this formal structure is to make the whole Tenants' Quality Promise process clear to everyone, to drive up performance, and to help to make sure that all tenants get the level of service promised in the TQP.

Appendix 1

PERFORMANCE IMPROVEMENT NOTICE

Set out below is the procedure for the City Housing Liaison Board to issue a Performance Improvement Notice (PIN) against Birmingham City Council.

STAGE ONE – To be resolved within PIP

The Performance Monitoring Group (PMG) can by majority vote issue an 'Expression of Concern' (EOC) against Birmingham City Council. This can relate to the performance of a particular contractor.

EOC considered when performance is off target ie Red. Explanation of reason why performance is off target maybe given by officers, group may be satisfied with this therefore to be reviewed next month. However the group may serve an EOC requesting a performance Improvement Plan(PIP) at next meeting

Service to produce a plan which if approved by the group, then within four (4) weeks (next meeting) the service need to demonstrate the plan is in the process of being executed.

STAGE TWO - To be resolved within 4 weeks after expiry of PIP

If there has been no improvement after 4 weeks after the expiry of the PIP the PMG can recommend to City Housing Liaison Board (CHLB) or their representative (Chair or Vice Chair) the serving of a Performance Improvement Notice (PIN) against Birmingham City Council. This can relate to the performance of a contractor.

The Chair, or in his or her absence the Vice Chair of CHLB, can agree that a PIN be issued on behalf of CHLB. This will be reported back at the next scheduled meeting of CHLB. The PIN should be sent to the relevant Service Manager within 3 working days. Copies to be sent to the relevant Assistant Director and Cabinet Member.

Council to produce, present and implement a formal Improvement Plan (IP) and timetable to PMG and CHLB, as appropriate, within 4 weeks at the next meeting.

STAGE THREE – To be resolved within 4 weeks (should not exceed 12 weeks)

If after expiry of agreed PIP and no improvement produced the PMG can recommend to CHLB to serve a Final Improvement Notice (FIN)

If CHLB agree then a FIN will be served on the relevant Service Department Manager and representatives of PMG shall meet with the relevant Service Director.

Relevant Service Director to arrange an independent audit of service

Report to be sent to the relevant Cabinet Member and PMG and/or CHLB for consideration of independent audit recommendation

PMG can withdraw an EOC. PMG can recommend to CHLB that a PIN or FIN be withdrawn. There will be a standing invitation for the Chair of CHLB to attend meetings of the PMG and receive minutes of the meetings