

ANNUAL REPORT TO TENANTS

2023-2024

Working in partnership to improve services
for tenants and leaseholders



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Foreword



We are pleased to present our Annual Report to Tenants 2023-2024. This sets out how Birmingham City Council has performed as your landlord against the revised Regulator of Social Housing Consumer Standards. These new standards have strengthened the transparency and the accountability of social landlords to their tenants and are designed to ensure we deliver the right outcomes to you and communities in Birmingham.

In this report we will:

- Highlight our achievements, and
- Address areas where we need to improve.
- Set out our service priorities for the years ahead, embedding our commitment to put our tenants and wider communities at the heart of everything we do.

As tenants will be keenly aware, this year has been a challenging one for Birmingham City Council, with the intervention of the government appointed Commissioners and the social housing regulator breach into the Housing Service.

We are pleased to report that a great deal of work has taken place across our directorate during 2023-2024 to deliver this transformation and highlighted below are some of our key achievements:

- **Significant investment in your home.**
- The council is investing £1.5bn into Birmingham Council Homes. As set out in the Asset Management Strategy as we deliver the biggest investment programme in the country to provide our tenants with safe, warm, and sustainable homes by bringing all our properties up to the decent homes' standard.

- Collaboration and working with partners are essential to driving up the quality of our housing stock and we have some great partnerships on which to build. An example of this approach was an investment of £2m in our capital works and retrofit programme, which aimed to improve energy efficiency measures and positively impact on the cost of heating homes.
- In response to the report from the Housing Ombudsman we set up a Housing Regulatory and Compliance Board to develop, monitor and complete an intensive plan of improvement. As a result

Foreword (continued)...



of this approach the Housing Ombudsman is satisfied with our progress, and the period of intervention has now ended.

- As part of the improvement plan, we have introduced a new damp and mould policy, reduced the backlog of outstanding repairs complaints, introduced a new repairs compensation policy, and continue to take a 'lessons learned' approach to ensure good practice is embedded and evidenced across all services.
- In 2023-2024 we invested over £2m to specially meet the increase in demand for damp and mould repairs which we have supported by working with tenants to identify and treat the root causes.
- Fire Safety and Building Safety continued to be a priority and following the historical investment of over £160m in fire safety improvements, in 2023 our Building Safety Team was established to deliver on our

legislative responsibilities.

- We completed fire risk assessments across all our housing stock to ensure that tenants concerns were listened to and acted upon. This included 38,000 assurance reviews and inspections of all aspects of Fire and Building Safety.
- The Building Safety Team have also been instrumental in assessing the age, type, and use of our blocks to add to the stock condition database. Next year we will build on this by setting up a tenant led high rise group to ensure we continue to listen and respond to the needs and concerns of our residents.
- We have worked with TPAS (Tenant Participation Advisory Service) and a cohort of tenants to co-design our new tenant engagement model. This new model is part of a revised approach to give tenants opportunities to scrutinise and influence the design and delivery

of City Housing services.

- We have reintroduced a varied menu of engagement options, to give tenants a greater opportunity to co-regulate and co-design services. This also supports our aim to better understand your lived experience so we can respond effectively and design services which meet your needs.
- Following the introduction of a statutory Tenant Satisfaction Measures regime in April 2023, to monitor the performance of social housing landlords, we have collected data and insight from tenants. This has led to several operational improvements, for example commissioning a review of older persons accommodation and improved quality assurance. Although our performance is not yet where we would like it to be it has helped to identify some of the main service issues and enabled us to develop action plans to address them.

Moving into 2024 we will accomplish the following objectives:

- Modernise and improve existing council homes.
- Continue the support of a greater number of people and families who are homeless or struggling due to the cost-of-living crisis.
- This Act has strengthened our responsibility to better protect households living in social housing and crucially gives greater emphasis to adopting a tenant co-regulation approach.
- Give tenants the power to access, influence and scrutinise service standards and performance, and
- To provide greater opportunities for tenants to influence decisions that affect their tenancy and home.

City Housing has worked at pace to transform how our housing management and repairs services are delivered. We have moved the focus from crisis to early intervention

and prevention. Central to this was improving our engagement with tenants to make sure that they are engaged, listened to, and meaningfully involved in the co-regulation and co-design of our services.

We hope you enjoy reading our Annual Report to Tenants 2023-2024. We are proud of what we have accomplished so far on our journey of transformation; and are committed to driving forward the change and improvements needed to meet the standards our tenants expect and deserve. The key catalyst for change is our new engagement model and over time this will embed a culture of engagement which will place the 'tenant voice' at the heart of everything we do. We are excited about the future direction of City Housing and encourage you to get involved. By working together, we can shape and deliver a housing service that you are proud of.



Cllr Jayne Francis

Cabinet Member for Housing & Homelessness



Paul Langford

Strategic Director for City Housing

Infographics About Performance

SUPPORT

£577M

**HOUSING BENEFIT
AWARDED**

69,000 citizens within
Birmingham's Benefits Service.

£124M⁺

**COUNCIL TAX SUPPORT
115,000 CITIZENS**

in addition to £2,689,000 in
Discretionary Housing Payments.

£227,466

**DISCRETIONARY
HOUSING PAYMENT
AWARDED** 1802 LA
households
subject to
the SSSC*.

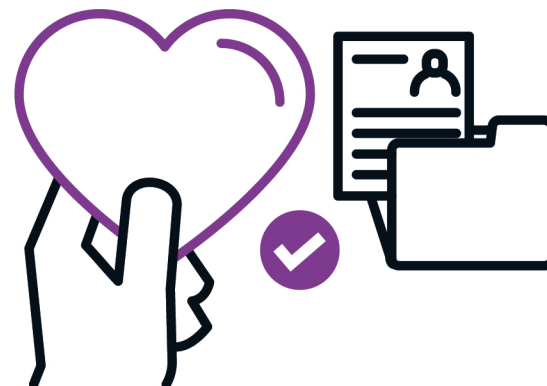


£77,201

**DISCRETIONARY
HOUSING PAYMENT
AWARDED** 126 LA
households
subject to the
Benefit Cap**.



**THE BENEFITS ADVICE TEAM
(BAT) HELPED SECURE
£1,372,665
IN UNCLAIMED BENEFITS FOR
VULNERABLE RESIDENTS**



also BAT helped
identify an estimated
£5.9million per annum
in unclaimed benefits.

*Social Sector Size Criteria

**Discretionary Housing Payment

THE LETTINGS SERVICE

2,605
LETTINGS



total lettings
for 2023/2024.

1,335
CASES NEEDED
ENHANCED SUPPORT



142 were care
leavers needing
additional
support, advice,
and guidance.

99% **TENANCIES SUSTAINED**
OVER FIRST 12 WEEKS
97% **TENANCIES SUSTAINED**
OVER FIRST 12 MONTHS

contributing to
the overall
sustainability of
new council
tenancies.



ACHIEVEMENTS

THE RENT TEAM
COLLECTED
98.34%
OF RENT DUE

exceeding the council target of 96.8%.



£881,273

was collected from
former tenants.



TENANCY ESTATE MANAGEMENT

23,000

HOUSEHOLDS ON
THE HOUSING REGISTER



10,000

APPLICATIONS WAITING
TO BE ASSESSED



443 APPLICATIONS

each week to the
Housing Register.



3,745
INVESTIGATIONS

INTO ALLEGED
BREACHES OF
TENANCY CONDITIONS

499

SUCCESSION CASES
INVESTIGATED

3,255 PROPERTIES
available for
letting.

644 EXCHANGES
TOOK PLACE



800

HOUSEHOLDS
IN BED & BREAKFAST
ACCOMMODATION



29 FAMILIES

on average were housed in B&B's every week.



1,873 FAMILY
HOMES LET

the remainder being for single
people or older households.



635
REPORTS OF
ABANDONED
PROPERTIES

245 INVESTIGATIONS
INTO UNLAWFUL
OCCUPIERS



REPAIRS

257,007
RESPONSIVE
& GAS REPAIR
JOB COMPLETED

This is 3.14% more
 than in 2022/23.



99.9%
POSITIVE
CUSTOMER
SATISFACTION

who have received a service by the repairs and maintenance contractors.



HOUSING

2,859 VOID
REFURBISHMENTS
MADE AVAILABLE
FOR RE-LETTING



621 AIDS &
ADAPTIONS
COMPLETED

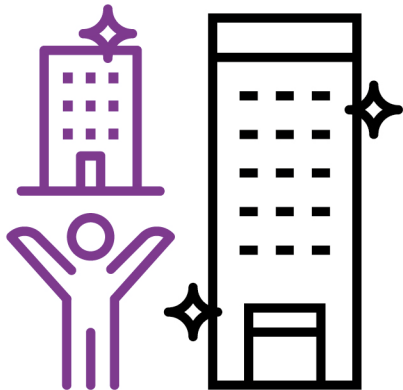
to help our vulnerable and elderly tenants.

FIRE SAFETY

1,774

HIGH RISE FLATS
BENEFITED FROM
NEWLY INSTALLED
“Q MARK”

APPROVED FIRE DOORS



CAPITAL WORKS

£158M

INVESTED

ENERGY EFFICIENCY/
STRUCTURAL WORK



835 HOMES - £86M

KITCHENS - 1051 HOMES - £7.5M

BATHROOMS - 724 HOMES - £3.8M

HEATING - 2856 HOMES - £8M

WINDOWS ONLY - 34 HOMES - £85K

DOORS - 1587 HOMES - £3.5M

RETROFIT PROGRAMME

537

PROPERTIES IMPROVEMENTS



CAVITY WALL INSULATION - 41 PROPERTIES

DOUBLE GLAZING - 83 PROPERTIES

EXTERNAL WALL INSULATION - 124 PROPERTIES

HYBRID BOILER - 34 PROPERTIES

LOFT INSULATION - 90 PROPERTIES

SOLAR PANELS - 41 PROPERTIES

VENTILATION - 124 PROPERTIES

CARELINE

201,077
CALLS



elderly and
vulnerable
people
supported

609,336 **CALLS**

HANDLED BY THE SECURITY SERVICE CONTROL ROOM

from tenants, visitors, emergency services and partners.



823



**TECHNOLOGY ENABLED
CARE SERVICES INSTALLATIONS**

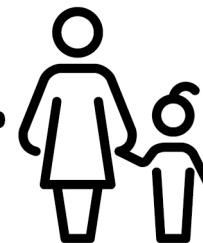
597

**REPAIRS CONDUCTED
WITH 100% CONDUCTED
WITHIN TIMESCALES**

THINK FAMILY

**70 VULNERABLE
FAMILIES**

**SUPPORTED IN PARTNERSHIP
WITH THE BIRMINGHAM
CHILDREN'S TRUST**



HOMES

87 **NEW HOMES
COMPLETED
FOR RENT**

28 **FOR SALE**

completed housing
developments on Monmouth
Road, Lowden Croft, Hollybank
Road, Clements Road and
Gressel Lane.



CLEANER ENVIRONMENT



**1,492 TONNES
OF DUMPED RUBBISH
COLLECTED**

and disposed of from housing
management neighbourhoods.



**30 RESIDENTS
SIGNED-UP TO
GOOD NEIGHBOUR
AGREEMENTS**

to help keep
neighbourhoods
clean and tidy.



**80 TENANTS
SIGNED-UP TO
GOOD NEIGHBOUR
AGREEMENTS**

to maintain
their gardens.



**95 TENANTS
USED COUNCIL'S
CHARGEABLE
BULKY WASTE
COLLECTION SERVICE**

in our high rise
accommodation.



MOBILE PATROL OFFICERS

**23,244
PATROLS
HIGH & LOW-RISE
COUNCIL PROPERTIES**

health and safety checks, responding
to reports of anti-social behaviour,
rough sleepers and arranging the
removal of fly tipped rubbish.



**3,120
INCIDENTS**

**SUPPORTING WEST
MIDLANDS FIRE SERVICE**

responding to tenants
reports of groups of
youths and anti-social
behaviour.



**138 ESTATE WALKABOUTS
CARRIED OUT INVOLVING
OFFICERS & TENANTS**



ANTI-SOCIAL BEHAVIOUR SERVICE

4,817
ASB INCIDENTS
REPORTED 23/24

157 
HATE CRIME
INCIDENTS REPORTED

67.45 ASB CASES
OPENED PER 1000 HOMES

5,180 Action Plans we agreed with
tenants in response to ASB

5,500 Supervisor Case Reviews undertaken
with investigating officers to ensure
high quality case management

1,834 Referrals to partner agencies to assist
and support vulnerable tenants

721 Visits to alleged perpetrators
warning them about their behaviour

34 Notices to Seek Possession on
Tenants Served due to ASB

121 Legal Orders obtained
due to ASB

8 
**CASES HEARD
AT ASB CASE
REVIEW PANEL**

where the Tenant
or Alleged
Perpetrator was
a BCC Tenant

Transparency, Influence & Accountability Standard

This standard sets out how we provide information, listen to tenants and act on their views.

Our Tenant Participation Officers (TPOs) have carried out 435 city-wide community projects with residents in 2023/24. Highlights included:



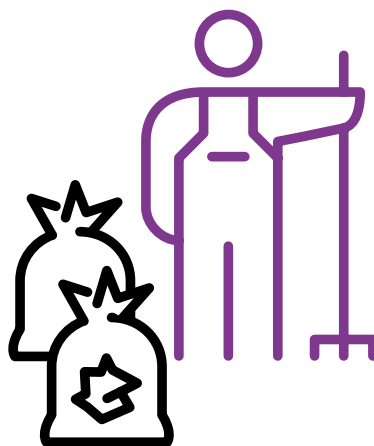
In Kinver Croft, Balsall Heath West, the TPO has worked with residents and the housing officer to install new flooring in 2 blocks of low-rise flats. Tenants have commented that they were extremely happy with the work which has improved their home environment.

In Woodnorton Drive, Moseley, the TPO has collaborated with members of Hall Green Housing Liaison Board, residents, and the local councillor, to move the bin stores away from this block of low-rise flats. The bins were always overflowing, which looked unattractive and attracted vermin. Tenants have welcomed this successful project which has improved the appearance of the block, and the rubbish is now more appropriately stored.

In Honeybourne Road, Bordesley Green East the TPO has supported residents

to improve 2 blocks of low-rise flats. Tenants are pleased with the improvements which consisted of decorations to the appearance of the flats and new signage.

In Ashgrove Road, Oscott, the TPO worked with residents to install additional security fencing to combat anti-social behaviour. The project was welcomed by residents for making a positive improvement to community safety by reducing anti-social behaviour.



In Wellington Road, Birchfield the TPO helped residents relocate the bin storage area which was located on a grassed area making the refuse bins difficult to access, especially in bad weather. In response to a request from residents a new bin storage site was housed on a slabbed area making it easier for tenants to empty their refuse bins.

In Sutton the TPO worked in partnership with residents and local councillors to organise a very successful and well received community day at Park Court Boldmere, an event attended by over 75 people. The TPO also worked with Sutton Town Council to install wonderful planters and hanging baskets on Churchill Parade which complemented the planting of a wildflower area by the brook. With funds raised from HLB grants and donations kindly made by Sutton Town

Council, 4 benches were added to the Churchill scheme for residents to use in their communal gardens.

In Fentham Road, Stockland Green, following a local walkabout the TPO worked with residents to relocate the bin stores for a local block of flats. This would improve the appearance of the blocks and importantly remove a potential fire hazard from bins located close to the main doors of blocks. After an extensive consultation with tenants, they funded a project to install a smart, fenced hard standing area at each block, located away from the buildings. This has improved the kerbside appeal of the blocks and more importantly, removed the potential fire hazard.

In Ladywood, the TPO worked collaboratively with tenants, leaseholders, and estate-based staff to replace

the vandalised and broken automatic barriers at the entrance to Civic Close. The project consisted of the barrier been replaced with an extended new entrance and the nearby areas tarmacked to make the new entrance safer and more attractive. The project was well received, and housing staff were praised for their contribution.

In Gladstone Street, and 2 sites at Vicarage Road, Aston, residents, Housing Liaison Board members and the Local Councillor raised concerns about vehicles parking on the communal grassed areas during football match days which ruined the grassed areas and broke the pavement slabs. In response the TPO worked in partnership with residents to install trip rails and bollards which has now solved the problem of inappropriate parking.

In Church Lane and Vyse St, Aston, in response to residents' concerns about fly-tipping and anti-social behaviour, we installed a barrier with a coded padlock. In response to concerns of residents and the Local Councillor we also installed bollards in Elliot Street, Nechells, to prevent quad bikes and other vehicles driving on communal grassed areas.

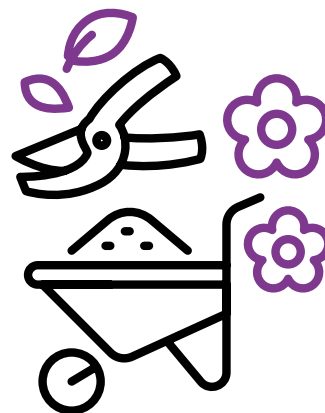
In Ellerside Grove, Northfield, the TPO supported residents who had requested a hard standing area for their bin store which also improved the appearance of the area. On the Bushwood estate, Weoley, at the request of residents the Housing Liaison Board funded and installed a bench for the community to use.

On the Frankley estate in partnership with residents and to improve community safety; concrete bollards were fitted to areas to prevent offenders

driving dangerously posing a danger to residents.

Residents of Campion & Saffron House, Kings Norton ward, won a prize in the Birmingham in Bloom competition, for their community garden. Encouraged by this success tenants are working with the local housing team to make their environment a more pleasant and enjoyable place to live.

Worked with Friends of



Balaams Wood, Frankley, to fund the planting of three silver birches on the mound by Arden Road shops. This involved a collaboration with the local housing team and the Parks and the Arboriculture Officer for the Northfield Constituency. In addition, the Housing Liaison Board funded a project for potted plants and shrubs to be planted into the raised flower beds behind the shops at Arden Road.

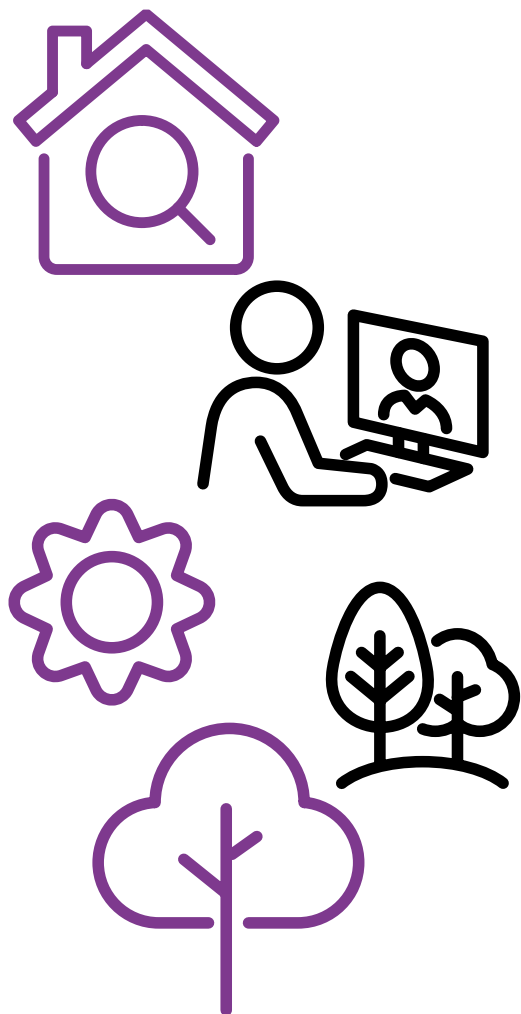
In Hollybank Road, Billesley, the TPO led a project to relocate a hard standing bin storage area situated directly outside of the main entrance doors of the blocks which was unsightly and also a health hazard for the tenants. Consequently there will be new bin storage areas created away from the blocks which will make access to the bins easier for tenants and the refuse collection team.

At Bourne Way Gardens, Bournbrook and Selly Park, communal lighting has been upgraded. The new lighting is more cost effective to run and provides brighter lighting which makes residents feel safer.

In Nafford Grove, Highers Heath, internal decorations have been carried out on various blocks. The project improves the quality of our accommodation, and the improvements are very much appreciated by the residents.

In Selly Oak the TPO has been working to increase the numbers of block inspectors. Consequently we are very pleased to report that 3 new block inspectors were successfully recruited, and they are now working closely with the TPO and the Local Housing Team to tackle anti – social behaviour and to support other residents.

Looking Back...



Tenant Engagement

- We have worked with TPAS (Tenant Participation Advisory Service) to review our tenant engagement approach. TPAS recommended that we introduce a new tenant organisational model to widen the scope of tenant engagement. As a result, a new tenant involvement framework has been developed and was implemented in March 2024.
- As part of the above work with TPAS, a tenant led task and finish group was set up to lead on the co-design of the new tenant engagement structure. This group has helped to develop a new constitution for the City Housing Involvement Board and Local Housing Involvement Boards, which will replace City Housing Liaison Board and local Housing Liaison Boards.
- During this transition we continued to support members of the City Housing Liaison Board with regular updates and consultation on important housing topics. This included the new tenant engagement structure, introduction and the response to the new Social Housing Regulation

Act which will take effect from April 2024. We have also provided updates concerning the BCC financial situation and the measures adopted by the City Council for financial recovery.

- We carried out a feasibility study to identify ways to recognise the valuable commitment and contribution of our tenants and leaseholders who are engaged with city housing in co-regulating housing services.
- We have improved our digital monitoring systems by creating a Tenant Engagement Tracker dashboard. This will record tenant engagement events, participation rates, and satisfaction scores. The aim being to make tenant engagement more outcome focused.
- Using more focused performance monitoring we know we “engaged” with approximately 5,000 tenants in various activities throughout 2023-24. This data will enable us to develop personalised communication strategies to encourage greater tenant participation.
- This year 227 residents entered the ‘Birmingham in Bloom and Housing

Heroes Awards’. Of these, 125 council and leaseholder tenants and residents were awarded prizes for their hard work and dedication improving community gardens and other green spaces in their neighbourhoods.

To increase participation in this event we built upon our successful partnerships throughout the City Housing Directorate, Corporate Communication Teams, and BCC contractors. We are very grateful to Radio WM for widely promoting this competition.

- We continued to support the tenant led Performance Monitoring Group, enabling members to monitor and scrutinise the performance of city housing and our repairs contractors to ensure better performance and improved outcomes for service users.
- TPAS reviewed our housing scrutiny function and made recommendations for improvement. The aim of which was to give service users greater influence in the co-regulation process and the ability to hold city housing and partners to account to improve services to tenants. PMG members collaborated with our Data and Insight Team to redesign scrutiny

reports.

- To improve information and communication with residents we have produced Tenant Focus, our digital newsletter, on a variety of topics including the work of our repairs contractors, warm spaces, tenant engagement and the city of nature. We have also produced a special Fire Safety Newsletter for all tenants living in high-rise accommodation. The quarterly digital newsletter was sent out to tenants via text message and email.
- We continue to produce an Annual Report to Tenants, and this is published on our website.
- City Housing hosted a 'Meet the Ombudsman Event', enabling tenants to learn more about the Housing Ombudsman service and to directly ask questions. The event was well attended both in-person and online via live stream, with many tenants eager to ask questions specific to their circumstances.
- Four Tenant Talk workshop sessions were held in Ladywood, Kings Heath, Sheldon & Mere Green during November and December. All sessions were productive, providing

an ideal opportunity for tenants to engage and collaborate with staff from housing management, repairs, allocations, anti-social behaviour and tenant participation. Staff received a range of beneficial feedback from tenants in relation to all aspects of the landlord service and their tenancy and were on hand to offer tenants advice and support to assist current concerns and circumstances.

Tenant Management Organisations (TMOs)

- We continued our quarterly liaison meetings with our five Tenant Management Organisations (TMO) and Resident Management Organisation (RMO) in compliance with their Modular Management Agreement (MMA) and the TMO Monitoring Framework.
- Quarterly performance and financial monitoring of TMOs was carried out. Any under performance was addressed. We also monitored the governance of TMOs to ensure they were compliant with their constitution and Modular Management Agreement (MMA).

- We ensured that recommendations made in the recent TMO Audit were actioned, which were predominantly around record keeping and ensuring that appropriate support was provided to our TMOs.
- We responded to tenants and leaseholders complaints relating to services provided by the TMO/RMOs.
- We ensured that daily and monthly block inspections were carried out by our Tenant Management Organisations and associated evidence was gathered.
- We ensured the TMOs completed their Annual General Meetings (AGM).



Tenant Halls

- We developed and implemented a comprehensive action plan to provide a stronger platform for working with tenant's hall management committees.
- We developed better communication systems to share information with the tenant hall management committees.
- We continued to conduct monthly health and safety testing of all tenant halls.
- We continued to monitor and review tenant engagement practices to strengthen our engagement with each tenant hall management committee which would be mutually beneficial for City Housing and tenant halls.
- We ensured that each tenant hall management committee has carried out the required annual statutory checks.
- We ensured that each tenant hall fulfilled its responsibility to BCC for repairs standards and use of approved contractors.
- We carried out all repair jobs that were the responsibility of Birmingham City Council.

Complaints

- During 2023/24 there were 6,040 stage 1 complaints and 621 Stage 2 complaints. We received 132 comments and 110 compliments. Details are shown in the Table below:

Metric	Housing Repairs	Housing Management	Total
Stage 1	5111	929	6040
Stage 2	459	162	621
Comments	70	62	132
Compliments	85	25	110

- For 2023/24 we are pleased to report a reduction in the backlog of outstanding complaint cases to under 200 compared to 1,800 last year. In particular, Housing Management have achieved above the corporate target of responding to 90% Stage One complaints for every month since January 2024.
- Performance is regularly reviewed, and an analysis is provided for the service team on a quarterly basis. This analysis highlights the trends in reasons for complaints and identifies opportunities for improvements to reduce the number of complaints. An example of where this new dynamic process is working is the improvement of monitoring of the cleaning services within blocks of flats.
- Following the critical report by the Housing Ombudsman into the weaknesses in our processes for handling and responding to complaints we have worked with the Housing Ombudsman to implement the key actions they have recommended to improve our complaints service. In particular we have recruited 10 additional officers to more promptly and more efficiently manage our response to all complaints. The Housing Ombudsman has confirmed that we have completed all the key actions contained in their report and we are pleased to be showing a considerable improvement in our complaints service.

Measure	TSM Mid-Year National	TSM Mid-Year Large Urban LA's	Birmingham City Council TSM
TP01: Overall satisfaction	72.3%	59.6%	51.6%
TP02: Satisfaction with repairs	76.2%	65.3%	56.1%
TP03: Satisfaction with time taken to complete most recent repair	72.5%	58.2%	56.0%
TP04: Satisfaction that the home is well maintained	75.9%	60.7%	52.0%
TP05: Satisfaction that the home is safe	81.2%	68.2%	65.0%
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	66.6%	48.5%	47.0%
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	74.7%	64.3%	50.5%
TP08: Agreement that the landlord treats tenants fairly and with respect	81.6%	68.0%	72.2%
TP09: Satisfaction with the landlord's approach to handling complaints	38.1%	24.1%	18.2%
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	67.6%	57.6%	47.4%
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	69.2%	57.9%	49.9%
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	62.6%	54.5%	47.0%

Tenant Satisfaction Measures

- Tenant Satisfaction Measures Surveys (TSMs) came into effect in April 2023 and are a compulsory requirement from the Regulator of Social Housing. The survey assesses social housing landlord's provision of good quality homes and services and are aimed at helping to improve standards for people living in social housing.
- The following Table shown compares the 2023/24 mid-year results for BCC with the National Average and other Large Urban Authorities. The figures for BCC are based on 2,352 responses taken quarterly during 2023/24.
- The Proportion of respondents who report that they are satisfied with the overall service from Birmingham City Council was 51.6%. This measure is often used as the main headline measure of service performance and puts BCC in the lower quartile of all providers, well below the national median score for overall satisfaction of 72.3%, and also below the peer median score for large urban Local Authorities (59.6%). This could well be a result of the Council's current financial situation and public perception.
- The top scoring Tenant Satisfaction Measures were identified as:
 - 72.2%, in agreement that the landlord treats tenants fairly and with respect.
 - 65.0%, are satisfied that their home is safe.
 - 56.1%, are satisfied with the overall repair service in the last 12 months.
- The lowest Tenant Satisfaction Measure was identified as:
 - 18.2% are satisfied with the landlord's complaints service.

- The Table below shows the BCC measure for satisfaction with our complaints service is consistently low. Consequently it is essential that we improve our complaints service to achieve our objective of improving tenant satisfaction with housing services.

Measure	Baseline Survey	Q1	Q2	Q3	2023/34	YTD National Median Score
TP09: Satisfaction with the landlord's approach to handling complaints	16.1	17.5	24.6	16.2	18.2	38.1

- As a result, City Housing has worked with the Housing Ombudsman and made significant changes to our internal complaints process, building in improved data collection tools and modifying the precision and regularity with which the causes of complaints are analysed. As a result, the three branches of complaints - Repairs, Housing Management, and Housing Solutions - are now all able to complete regular detailed cause analysis reports. These are provided to service teams and contractors, to better manage complaints and to take action to prevent complaints arising.
- Overall our TSM results are improving. However they are not improving in line with the national average. There is certainly an upward trend in satisfaction when compared to the baseline survey conducted at the start of the financial year. This is demonstrated by the fact that of the 12-tenant satisfaction measures, three quarters of them now have a higher score and have never fallen below the satisfaction levels recorded in the baseline survey.
- We are very pleased to report that the measures relating to repairs, have both seen the highest increase in satisfaction over the year and are now two of BCC's four highest scoring measures. We are optimistic this increase is linked to the improvement in our complaints service.



Looking Forward...



Tenant Involvement and Engagement

- As a priority we will work across housing services and with tenants and leaseholders to develop and implement a Community Influence and Engagement Strategy. This will inform an action plan to improve how we involve tenants and create opportunities for them to influence service improvements.
- To hold Annual General Meetings for the newly established City Housing Involvement Board (CHIB) and Local Housing Involvement Boards (LHIBs) and elect a Chair and Vice Chair for each group.
- To prepare an Induction Pack to support new CHIB & LHIB members. This will include designing a skills matrix to identify the skills and experience of new and existing CHIB and LHIB members.
- We will support Housing Teams with facilitation from TPOs to co-design housing priority plans with LHIB members. These will outline the priorities for each constituency, make links to budgets, track progress and demonstrate evidence

of tenant involvement. These plans will also be shared with the wider community.

- We will design a performance report for each LHIB clearly showing members how we are performing as a housing service, and involve tenants in developing improvement plans.
- To support the Performance Monitoring Group in its transition to the new Tenant Scrutiny Group. This will be achieved by producing new reports to increase tenant influence in monitoring and scrutinising the performance of the City Housing Directorate and partners against key performance indicators, corporate indicators, local indicators, and tenant satisfaction measures. A new Terms of Reference and Scrutiny Call in Process will be developed to enable members to act when performance falls below target, and tenants have the discretion to 'call in' Senior Managers/Partners. As part of this support package training and digital devices will be provided to ensure TSG members have access to Power Bi reports.

- To establish new Service Improvement Groups for leaseholders, high rise tenants and tenants in sheltered housing and promote membership more widely to encourage participation from involved and non-involved tenants.
- To complete the redesign and implementation of all formal and informal governance mechanisms for co-regulation with tenants and leaseholders. This will include developing terms of reference for service improvement groups, setting up monitoring systems for tenant engagement activity, and establishing processes for data and insight reporting.
- To develop, promote and pilot more informal methods of involvement which encourage and capture the Tenant Voice across all aspects of city housing.
- We will develop training and support mechanisms which will build the capacity and skills of tenants participating within the new formal and informal tenant engagement structure.
- We will develop learning materials

that will be rolled out across the service to support staff in housing management to take on their roles in the new Tenant Engagement structure.

- We will create a digital system for monitoring all tenant engagement activity to ensure compliance with the Tenant Engagement Standard contained in the Social Housing Regulation Act which commenced in April 2024. We will use this data to target areas of low tenant engagement and increase engagement with hard-to-reach groups.
- We will develop a comprehensive communication plan to keep tenants informed and engaged. This includes updating the website, preparing appropriate leaflets, electronic tenant newsletters, and summaries on tenant engagement activity.
- We will produce the Annual Report to Tenants 2024/25.
- We will use technology to improve our communications with tenants using online polls, surveys and 'Tenant Focus' which is our digital newsletter for tenants and

leaseholders.

- We will look at ways to recruit new block inspectors and provide appropriate training, including Health and Safety.

Tenant Management Organisations (TMOs)

- To ensure the Annual and 2-year Review Reports for Tenant Management Organisations (TMOs) Resident Management Organisation (RMO) are completed to comply with the requirement of the Modular Management Agreements (MMA) and TMO Monitoring Framework.
- To carry out Liaison Meetings in line with the Modular Management Agreement and Tenant Management Organisations monitoring framework.
- To work with TMOs to publicise the outcomes from activities and meetings to the wider community.
- Continue to ensure that the daily and monthly block inspections are carried out by the TMOs, and evidence (inspection forms) are submitted to the TMO Support Team.
- Continue to support the senior management team in the

arrangement of meetings with TMOs and RMO to improve engagement between TMO and BCC Housing.

- Support TMOs and RMO with training needs for staff and board members.
- Continue to work collaboratively with the building safety team and TMOs to ensure the safety of tenants and leaseholders.
- Continue to support TMOs appropriately with drafting deed of variations for their TMO as required.
- Effective monitoring of TMO governance to ensure they are compliant with their constitution and Modular Management Agreement (MMA).

Tenant Halls

- Complete the tenant halls 'Know How Guide' for new and existing tenant hall members.
- Continue to support tenant hall management committees with training and skills development.
- Ensure tenants halls management committees operate in compliance with their lease agreement and constitution.



- Continue to monitor and update the action tracker for the tenant halls Action Plan.
- Ensure all tenant hall management committees carry out their annual statutory checks and ensure certificates are up to date. We will work with tenant halls to address any issues identified.
- Continue to provide appropriate advice and support to tenant halls with repairs and ensure each tenant hall fulfils its responsibility to BCC for repairs standards and use of qualified and certified contractors.
- To carry out all repairs that are the responsibility of Birmingham City Council for each of the tenant halls.
- To work with the boards of each tenant hall to utilise these community assets as effectively as possible and publicise activities.

Complaints

- To complete any outstanding actions from the Housing Ombudsman's special report within the next six months.
- To continue to increase customer satisfaction by achieving a speedier

and more robust resolution for tenants.

- To continue to identify opportunities for improvements from root cause analysis across City Housing Complaints, alongside a "Story Board" approach to learning from complaints which will evidence real life examples of issues facing our tenants to each service area and how we have improved.
- To continue to build a collaborative working relationship with our Repair Contractors and Housing Management teams to share complaints data, recommendations for improvements and make more meaningful change.
- We are improving Stage One complaint responses, so citizens have a resolution first time. This is achieved through robust quality checks and ensuring that all aspects of complaints are responded to with clear outcomes and follow up actions monitored.

Tenant Satisfaction Measures (TSMs)

- Tenants will be involved with future planning around satisfaction, to better understand the context of their feedback and develop suggestions in a co-created manner. In response, the Tenant Scrutiny Group are co-designing new performance reports which will include TSM outcomes and complaints, which will further allow tenants to scrutinise, challenge, and analyse the Council's performance, the results of which will be fed back to services and providers.
- We will communicate the TSM findings to both staff and tenants, publishing the TSM scores alongside a summary of future actions on the BCC website, making satisfaction results as accessible as possible.
- Key recommendations from the TSM survey will be encapsulated in the Community Influence & Engagement Strategy, which will set out how the Council intends to improve both engagement with its citizens, but also the way in which

citizens can influence Council decision making. TSMs will be vital to monitoring the success of these measures.

- While results are improving, individual areas are still of great concern, with the number of respondents who indicated they were happy with the local authority's approach to handling complaints being a particular standout, given that the 2023/24 average is 20% lower than national median. In response, the Council have agreed that a more proactive approach will be taken, whereby in the case of very poor feedback, the council will directly contact the citizen who provided the feedback, in order to resolve the issue and understand the basis for the lack of satisfaction. It is hoped this will have an impact on overall satisfaction and make citizens feel more heard.

Tenancy Standard: Looking Back...

This standard looks at how we allocate our properties and support our tenants.

Tenancy Estate Management

- We have successfully reduced the average relet times for standard voids from 62.48 days in 2022/2023 to 36.31 days in 2023/2024 and average relet times for major work voids from 105.39 days in 2022/2023 to 121.22 days in 2023/2024. Our improvement in void performance was highlighted by Housemark, who reported BCC as performing in the top quartile against similar sized organisations. Significantly, a reduction in void turnaround times has had a positive impact on reducing costs to BCC in terms of temporary accommodation and bed and breakfast. Thereby facilitating more move on accommodation for vulnerable households moving out of temporary accommodation (TA) and B & Bs. Reducing times in TA and B & B will also have major benefits on increasing households emotional and mental wellbeing.
- A total of 2,200 properties were relet throughout the year with 100% of customers receiving a full benefit assessment during the lettings process. This produced £8million benefit enhancement to households.
- BCC commissioned a report with Housemark to look at the Voids and Lettings service, the reported outcomes from Housemark included:
 - "BCC is largely performing within the expected range for a large Local Authority across several key performance metrics"***
 - "There was some excellent work done in mapping and redesigning processes to drive efficiency"***
 - "The work done around pre-tenancy interactions and capacity building is to be commended"***
 - "Staff were highly engaged very open and honest which delivered excellent insight and feedback"***
- In 2023/24, the Voids Service introduced in collaboration and with support from a number of partners (including Trident Reach / Cranstoun/ OVO Energy / FRC TA furniture provider and Gillespies) a furniture recycling project. This involves "upcycling" furniture items left in void properties (that would ordinarily have been disposed of) and redistributing them, with the help of BCC's Rough Sleepers Project (RSAP) to vulnerable households who have been housed. This project is completely self-funded through support and donations and at no cost to BCC. This project has a huge positive impact on the most vulnerable of our resident's promoting welfare, wellbeing and tenancy sustainability. To date, working closely with our partners and through the Rough Sleepers Project, BCC has housed in excess of 300 rough sleepers.
- We successfully procured a new "Preferred Energy Partnership" contract appointing OVO Energy. The benefits to BCC when a property becomes empty, is that the energy provider will take on the supply, clear any existing debts and provide 60 days free standing charge and provide up to £40 working credit on each property. This agreement significantly enhances the reletting process. In addition, and as part of the Preferred Energy Partnership work, BCC has also ensured with OVO the introduction of a SMART meter install programme during the void period. This drives efficiency around clearing debts remotely and provides benefits and choices to tenants in terms of payment options and tariffs.
- The voids team has worked hard to provide business resilience and support to each other and other teams. They have provided ongoing wider wrap around support in terms of managing dispersed temporary accommodation voids from notice through to fit for letting; supporting over 100 lock changes on garages and supporting a number of proactive tenancy visits on the South of the City.

Rents & Council Administered Benefits and Support

- To support our tenants, the 'average days to award benefit' in 2023/24 was 15.14 days for new claims and 6.47 days for changes of circumstances.
- BCC is one of the top performing Core Cities for change of circumstances and new claims KPIs. We also worked hard to bring down the backlog of work which had developed due to a surge in applications for all types of benefit during the pandemic shortly followed by the cost-of-living crisis.
- We have continued to maximise

the benefits received by vulnerable residents through the work of the benefit advice team and helped people, who may never have found themselves claiming welfare benefits before, to claim Universal Credit and apply for discretionary payments.

- The Rents Service has continued to support tenants through the “Cost of Living” crisis by offering debt advice and sustainable payment arrangements.
- The Rents Service has implemented new ways of working, including improvements to the way we communicate with residents and how information is accessed by staff.

Lettings

- Following the introduction of tenant satisfaction surveys in October 2023 to obtain feedback from our customers, we have also implemented new processes and procedures to improve the service to our customers. As a result of feedback, we introduced a new Lettings Policy and Service Standard in February 2024
- We have expanded our offer to all

customers by providing a choice of face to face or telephone lettings and have introduced an electronic signature system to simplify the process for the customer.

- We continue to complete a full benefit check for all our customers and supporting them to move onto Universal Credit where applicable
- The lettings service continues to support new tenants across Birmingham
- We continue to deliver the Rough Sleepers Accommodation Programme in partnership with our external partners Cranstoun and Trident Reach. Both partners deliver a range of housing services to help people avoid homelessness by securing, settling into, and sustaining their own accommodation by tailoring support to meet individual needs as everyone’s housing situation is different.
- We are now offering home visits where applicable and continue to support our most vulnerable tenants at risk of not managing their tenancy.
- We continue to provide Care Leavers a focused housing service for a

period of 6 months.

- We work in partnership with Birmingham Children’s Trust on their Care Leaver Housing and Accommodation Panel.
- The Pre-Tenancy Workshop team have developed new partnerships with Temporary Accommodation and the Children’s Trust to encourage new tenants to attend a targeted workshop for General Housing, Birmingham Municipal Housing Trust, and Care Leavers in advance of their new tenancy starting.

City Housing Solutions & Support Service

- Each year on a single night in November Birmingham City Council carries out a count of rough sleepers within the city area. This is an important statistic used to help us find housing solutions to meet our priority to eliminate rough sleeping in Birmingham. The figure in November 2023 was 36. This compares favourably with a reduction from 39 people last year. This also compares favourably with

the national average and similar counts at the same time in other large cities. If you are aware of someone who may be sleeping rough, please notify the Outreach Team through **Street Link - Connecting people sleeping rough to local services (thestreetlink.org.uk)** Outreach services for rough sleepers are available with our partners for every day of the year.

- The Accommodation Finding Team (AFT) were awarded additional funding of £0.116m from the Department for Levelling Up, Housing and Communities (DLUHC) to assist rough sleepers to move into more settled accommodation. The



funds were used to secure 1 bed properties within the private rented sector which contributes to our priority to eliminate rough sleeping in Birmingham.

- The AFT have successfully assisted 207 homeless families to move from temporary accommodation into long term assured shorthold tenancies. Of these 133 homes were within Birmingham, and 74 were out of the city of Birmingham area. The AFT also took action to prevent a further 10 families from becoming homeless.
- The AFT have successfully launched the 'Find your Home Scheme'. This supports applicants exploring alternative options and securing suitable and affordable accommodation in the Private Sector. This new initiative supported 3 families move into sustainable accommodation during a 6-week pilot scheme.
- There are over 5,000 households living in Temporary Accommodation in Birmingham which highlights our priority for more affordable housing. Many of these households are in self-contained homes

leased from private landlords and Birmingham City Council housing stock. We have a priority to provide more self-contained temporary accommodation to support homeless families. This is to reduce our use of expensive Bed & Breakfast accommodation. Therefore, a key element of our Temporary Accommodation Strategy is our Property Acquisition Programme which acquires properties in the private sector which are added to the council housing stock. In 2023/24 we acquired 172 properties. The allocation of these properties is shown below:

- 134 Properties for Temporary Accommodation (including homeless and disabled).
- 26 Properties for Ukrainian refugee families.
- 12 Properties for Afghan refugee families.
- To provide more temporary accommodation the Temporary Accommodation (TA) team have contracted rooms at The Strathallen Hotel in Birmingham. The Placements Team have been successfully filling these rooms and

a weekly support visit is made to the hotel.

- The TA service commissioned its first satisfaction survey which was launched at the end of the year. The insight from this survey will help inform how we improve services delivered to customers.
- As a result of collaboration between the Private Rented Licensing and Housing Options Teams, 113 invalid eviction notices issued to individuals accessing the Housing Options Centre have been identified and challenged. This has prevented more cases of homelessness helping residents and saving BCC temporary accommodation costs.
- The key focus of the Housing Solutions and Support service is the prevention of homelessness. To do this we have a number of access points through which residents can get advice and support. This includes, The Housing Options Centre – primarily for families; The Vulnerable Adults Hub at Sifa-Fireside Daycentre; for young people we have St Basil's; for victims of Domestic Abuse – Cranstoun; and Offenders – Spring Housing,

as well as specific pathways for hospital discharge, refugees and care leavers. Birmingham City Council also provides an online support service: **Birmingham City Council (adviceaid.uk)** Advice Aid is a means by which anyone can get an online assessment and advice on how best to address housing needs.

- Our level of success in preventing homelessness has grown. The target for 2023-24 was to achieve the national average of a 53% success rate in prevention. This was achieved and for the final quarter of 2023/24 the service passed 63.7%. In addition, the half year performance for the Housing Solutions and Support Caseworker service, which successfully prevents homelessness is 48.21%, which puts us above the West Midlands Average. However, pressures related to the cost-of-living crisis have seen a 38.5% increase in homeless presentations between 2022 and 2024.
- Birmingham City Council has successfully embedded the new Housing Allocations Policy into service delivery.

Looking Forward...

Tenancy Estate Management

- To improve the customer journey, we will modernise the design and delivery of our housing management offer. We will develop a more locality-based approach by delivering multi-skilled teams and officers, that are based in local areas. Significantly, by increasing our local presence and visibility we aim to create closer and better relationships with our tenants which will help to reduce multiple handoffs between teams thus improving tenant satisfaction with the customer experience.
- Prioritising the refurbishment of our estates by linking in with our Asset Management Strategy and the recommissioning of our repairs contract to ensure best use of our stock.
- To support the Council's housing regeneration and capital programme through effective housing management.
- To ensure we are compliant with the new consumer regulatory standards and in line with Housing

Ombudsman recommendations.

- To maintain top quartile performance within House Mark on void turnaround times.
- To implement outcomes from the proposed service redesign for voids and lettings to ensure a seamless service from end to end (key to key)
- To implement "online self-serve" to allow customers the opportunity to give notice to end their tenancies and arrange bespoke appointments for a moving out officer to visit.
- To expand and increase capacity within the Moving Out Service, to ensure we increase engagement / contacts / visits to customers giving notice to end their tenancy.
- Carry out customer transactional surveys for tenants leaving their homes in order to measure and monitor key outcomes around giving notice to vacate their tenancy and the moving service. This will inform and drive service improvements.
- Roll out the furniture recycling project (from items left within void properties) and to work with

partners to reach out and support the most vulnerable households. This will support customers welfare and well-being and promote tenancy sustainability.

- To expand our pre-tenancy work prior to a letting to cascade information to customers in a timely and measured way. To include bespoke contacts to ensure customers are tenancy ready at the point of moving into their new home.
- To expand and increase capacity and frequency of on-line interactive pre-tenancy workshops.
- To work with Housing Solutions on developing and implementing agile technology to improve timeliness of service delivery.

Rents & Council Administered Benefits and Support

- To maximise income to citizens by awarding benefit promptly and accurately and promoting the take up of relevant welfare benefits.
- To efficiently administer the housing benefit and council tax



support schemes thus enabling maximisation of Government subsidy whilst achieving service excellence, supporting our mission in supporting citizens to maintain their tenancy and reduce potential homelessness.

- Continued participation in the Verification of Earnings and Pensions (VEP) and the Housing Benefit Award Accuracy (HBAA) schemes to ensure benefit payments are accurate, whilst identifying fraud and error.
- The Rent Service will continue to support our tenants through the “Cost of Living” crisis by offering debt advice and sustainable payment arrangements.
- The Rent Service will continue to use text message, email and ‘WhatsApp’ to reach out to our tenants and will share any campaigns over social media platforms.

Lettings

- We will review our service, to deliver improvements for tenants, as part of the wider Housing Management service redesign.
- We will further develop our early intervention approach to support tenancy sustainability and prevent homelessness and continue to improve our working partnerships with the Void and Local Housing teams.
- We will continue to support the most vulnerable tenants who are at risk of not managing their tenancy including rough sleepers and care leavers.
- We will continue to provide early intervention to support tenants moving into their new homes.
- We will continue to identify the take up of benefits and support tenants making applications to support sustainability by early intervention.
- We will continue to work in partnership with other agencies to support our most vulnerable tenants including Birmingham Children’s Trust, Cranstoun and

Neighbourhood Advice and Information Services.

City Housing Solutions & Support Services

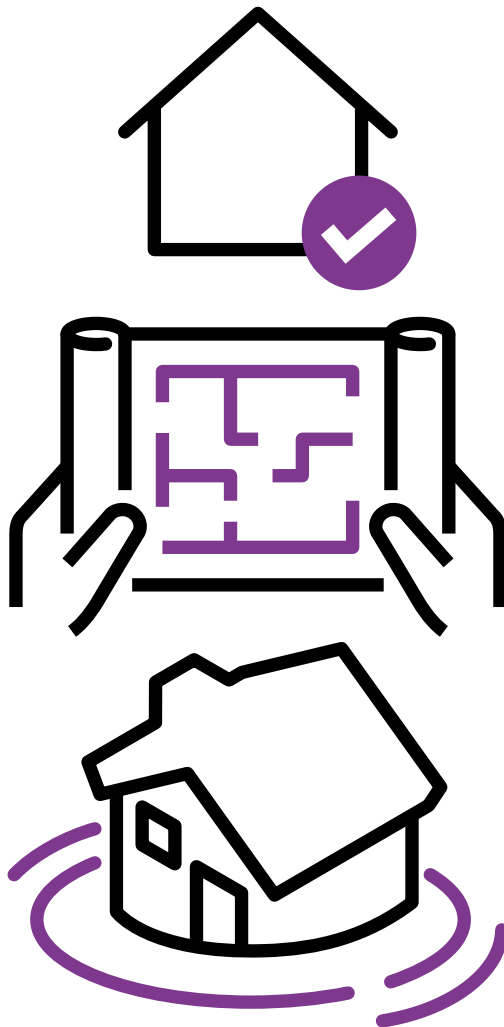
- We will launch the Homelessness Prevention Strategy with a focus upon preventing homelessness, and where it does happen seeking to ensure that it is ‘rare, brief, and non-recurring.’
- Develop an options appraisal for alternate forms of Temporary Accommodation and Housing Supply to address the loss of supply relating to resource reductions and the Temporary Accommodation Strategy.
- As part of the council’s financial recovery plan, we will re-model our services for single people and people who sleep rough, factoring in the changes in available funding for this work.
- We aim to reduce the number of households living in Bed and Breakfast accommodation, by examining all available and cost-effective solutions and updating the

Bed and Breakfast reduction plan

- We will review the effectiveness of the allocations policy. The current policy was introduced in January 2023.
- We will continue to promote and enable access to the private rented sector; our Accommodation Finding Team has a target for 2024-25 to help 350 families into the private rented sector.
- We will consult and appraise options to ensure compliance in assessment of applications to the Housing Register, secure approvals accordingly and mobilise an agreed plan
- We will review the Temporary Accommodation Strategy in light of resource reductions, amend and refresh objectives and timescales and deliver actions accordingly
- We will consult and develop a delivery plan for the Rough Sleepers Initiative (RSI) and Homelessness Prevention Grant (HPG) commissioning, delivery and outcomes in light of likely resource reductions and pressures.

Safety & Quality Standard: Looking Back...

This standard informs you about the safety and quality of tenant's homes.



Repairs & Maintenance

- We are negotiating a temporary two-year interim contract for the provision of maintenance and capital improvements. This will be City wide and will commence in April 2026. The process is expected to take about 18 months and will rely on consultation with all our stakeholders especially with Tenant and Community Groups and their members.
- We have compiled and approved the Asset Management Strategy for 2024-2029. This will form the foundation for our repairs and maintenance services to customers. In preparing this strategy, we have determined that the voice of our residents underpins all areas of activity. We have consulted with tenants through regular tenant perception surveys, and by closely examining specialist services- for example, sheltered housing. We have engaged with several tenant focus groups to seek more detailed feedback to set our priorities - which are to provide safe, warm and sustainable homes. Our key aim is that the residents' voice

is contained in all aspects of our decision making for our repairs and maintenance services.

- To improve services to tenants we have developed operational service plans to respond to Tenant Satisfaction Measure data.
- We have completed 8,224 new property stock condition surveys. This brings the total of surveys carried out (on properties less than 5 years old) to 11,034 (19% of the stock). The decency rate based on current surveys (less than 5 years old) is 40.92%.
- We have developed a new monitoring programme to ensure that data is held on all council housing stock and is reviewed on a 5-year rolling programme. Details are available on the below website link: https://www.birmingham.gov.uk/info/50002/council_tenancies/2740/maintaining_and_improving_your_council_home
- We have appointed building consultants from Savills to accelerate our stock condition survey programme. This will be in addition to the work of our present stock condition consultants Acivico.

Savills are initially undertaking 4,000 surveys by March 2024.

This has resulted in a saving of £346,000 in our budget for the cost of stock condition surveys.

- The 2024/25 capital investment programme has been drawn up and was issued to contractors in January 2024 to enable contractors to prepare for works to commence in April 2024.
- The demand for damp and mould repairs has increased significantly. Consequently we have improved our reporting process to better respond to requests for repairs and to manage the increasing workload. In 2023/24 we have invested over £2m from grant funding into improvements to properties where damp and mould was prevalent. We are also improving our data collection, for example through the stock condition surveys to analyse causes of damp and mould so that we can prioritise remedial programmes. For example, we have found that 54% of households experiencing repeat cases of damp and mould live in overcrowded properties.

Furthermore, technological solutions like 'Switchee' are being piloted to better support us in targeting damp and mould.

Building Safety

- Following the introduction of the Building Safety Act 2022 Fire Safety Act 2021, and related Regulations, the Building Safety Team was created in 2023. Since then we have recruited, and trained 24 permanent Building Safety Officers (BSOs).
- We have created a competency framework for the Building Safety Team to formally assess the training needs and personal development of the BSOs.
- We have delivered a comprehensive induction and training programme to enable the rapid upskilling of Building Safety Officers to enable them to competently carry out their role. This has included an extensive training programme including site-based coaching and mentoring.
- We have conducted a project to assess all residential properties

in relation to their height, type, and use. This will add to our stock condition data on property safety information.

- We have reviewed all property data, key building information, lifecycle, and compliance information, which will be updated on an on- going basis.
- To promote a 'safety first' culture we have introduced modern systems that support effective agile working to enable the Building Safety Teams to conduct site-based inspections, assurance, and audits. This has resulted in over 38,000 assurance activities being conducted by Building Safety Officers since June 2023. The details are shown below:
 - Over 2,400 block inspections of high, medium, and low-rise blocks.
 - Over 35,500 quarterly checks of communal fire doors in our high and medium rise blocks.
 - 300 flat entrance door checks.
 - 400 assurance reviews.
- We have introduced a modern compliance system TC (True Compliance) to assist in

demonstrating the level of property compliance across all residential stock compared to statutory requirements.

- We have reviewed all residential and associated property data to enable compliance programmes to be based on quality data within TC. This data in some areas is now being used to inform both procurement needs and delivery of programmes.
- We conducted several procurement exercises and appointed specialist suppliers to assist the council to move into a position of compliance in particular for fire risk assessment, asbestos surveys.
- 196 in-scope blocks were registered by the end of September 2023 with the Building Safety Regulator (BSR) to avoid their enforcement due to non-compliance.
- We have put in place a process to enable the sharing of information with West Midlands Fire Service to ensure the Building Safety Team attend all formal audits, they carry out within our properties.
- We have designed and are

currently implementing a full building safety management system (BSMS). This system is specifically for the council to better support both the Building Safety Team and new Compliance Team in fulfilling the requirements of the Building Safety Act and related regulatory frameworks.

Compliance

In response to the critical report from the Housing Ombudsman which found severe maladministration and service failure in our repairs handling and resolution service, the council set up the new city-wide Housing Regulatory Compliance Board. This Board is made up of senior leaders from the repairs, complaints and strategic enabling teams. During this year the Board have worked with the housing ombudsman to review our repairs policies, our governance and assurance frameworks and repairs administrative processes. The aim was to define and adopt a culture of compliance to ensure all our repairs services are reliable and meet regulatory standards.

A robust and detailed action plan was drawn up which has now been agreed by the Ombudsman. The key achievements of the agreed Action Plan are:

- Implementation of the Repairs Compensation Policy, which now includes a financial remedy for complaints.
- The establishment of a Housing

Ombudsman Team to liaise with the Housing Ombudsman, to process requests and coordinate determination orders.

- A root and branch review of our complaints service, which included a thorough analysis of the way in which complaints are managed. This has resulted in a complaints improvement plan to deliver a better-quality repairs complaints system and to reduce the backlog of outstanding complaints.
- Addressing poor performance with contractors, by introducing an assurance framework to address and challenge performance issues.



Looking Forward...

Repairs & Maintenance

- Design a robust and effective service model to enhance capability and capacity in order to deliver the strategic priorities in the Asset Management Strategy.
- Continue to closely monitor and develop where necessary the Repairs Action Plan agreed with the Housing Ombudsman. In particular the recommendations to ensure continuous improvement in record keeping, service delivery and reduce customers having to make repeat calls to enquire about their cases.
- Commence the implementation of the key commitments in the Asset Management Strategy to reduce repairs and disrepair claims.
- The tender process for the replacement of our repairs and maintenance contracts will be completed and the successful contractors will be identified and must be ready to commence operation in April 2026. The new repairs and maintenance contracts will more closely focus on tenant expectations and engagement with tenants in prioritising work programmes.
- Improve engagement with customers throughout the service identifying opportunities for improved and targeted customer experience surveys and feedback.
- We will improve quality assurance processes throughout our repairs and maintenance services, including undertaking a full customer journey review.
- Commence a new programme of 12,000 surveys per year for our stock condition survey programme.
- There will be a significant increase in the approved budget allocation for improvements to homes. A total of £185.8m will be invested over 2024-25 in the following projects:
 - £34m Structural improvements to blocks of flats.
 - £75m Component replacements/upgrades.
 - £9m Cyclical decoration and flooring replacement in blocks.
 - £5m Aids & adaptations.
 - £35m Retrofit improvements (SHDF matched funding).
 - £11m Compliance programmes.
 - £4m Environmental & security improvements.
 - £12m Void improvements (component replacements).
- £800k Garage site improvements.
- This programme will be delivered by our main contractors. The main components of works are kitchens, bathrooms, windows, roofs and doors and tenants will have choices for colours provided in kitchens and a range of bathroom flooring.
- The capital investment programme will include projects in Cottsmeadow, Shard End, Bromford, Central Avenue, Frankley, Priory, and Hockley Brook & St Marks. Energy efficiency measures will continue to be funded by the Social Housing Decarbonisation Fund (SHDF) until 2026.
- We are developing with partner organisations a detailed 30-year capital investment plan.
- We will develop a specific damp and mould policy taken from the recommendations made in the Housing Ombudsman Spotlight Report. To deliver this we will increase our visits to tenants' homes to more closely define needs and to identify solutions.
- Refocus with compliance as a priority across all areas of work and

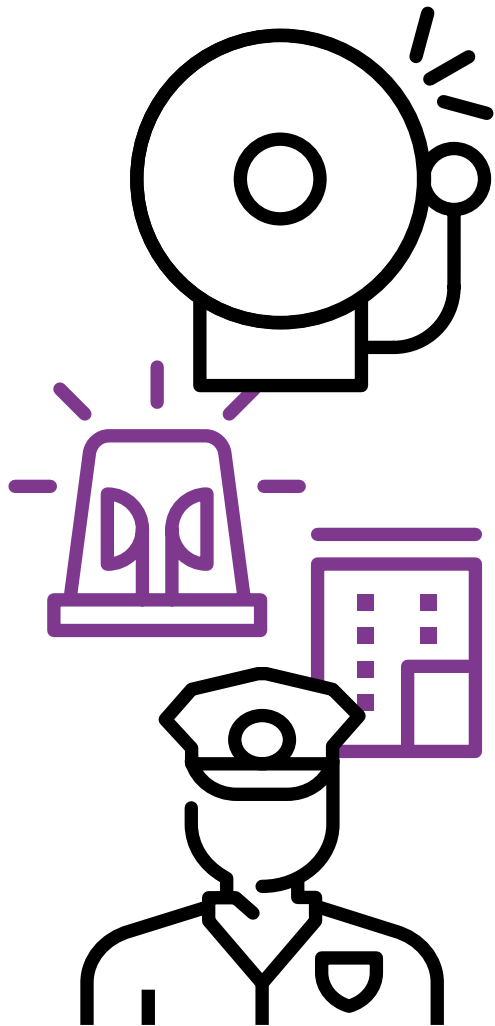
ensure we achieve 90% compliance across the 'big 6' which includes – gas, electrical, fire risk assessments, legionella, asbestos and lifts to ensure we meet our full statutory inspection and testing obligations.

Building Safety

- Continue to manage and support a well-motivated and trained Building Safety Team that has a 'can-do' culture, to deliver continuous improvement to our properties.

Neighbourhood Standard: Looking Back...

This section sets out how we have worked to combat anti-social behaviour



Tenancy Estate Management

- We have increased our contact and home visits to residents completing over 17,000 interactions with our tenants. This enabled us to get to know our tenants better and was part of the continuing drive to ensure our properties and estates are safe for customers and are compliant with building safety legislation. The key objectives of our visiting programme are as follows:
 - To collect up to date information on who is living in our properties and if the size of the home is right for their family.
 - To establish if there is any tenancy fraud, sub-letting or abandoned properties so our properties are being used effectively.
 - To gain a better understanding of tenant's individual support needs and vulnerabilities and

introduce interventions to prevent crisis.

- To gain an insight into the condition of our properties and link in with our asset management strategy so we can make them energy efficient.
- To increase contact with the customer and work with other teams to ensure our estates are attractive and well kept.
- Where appropriate begin discussions and processes about potential breaches to tenancy conditions.

Neighbourhood Services

- As part of our Estate Caretaker Traineeship Programme 11 trainees successfully completed their traineeship and have gained qualifications in Cleaning, COSHH, Infection Prevention and Control, and Health and Safety.
- Trainee estate caretakers are now

recruited on a permanent contract to provide both job security for them and stability to our service delivery. We have taken on a further 6 trainee estate caretakers who are working towards their qualifications.

Anti-Social Behaviour

- The distress caused by ASB can seriously damage the quality of life for residents and can have a negative impact on neighbourhoods and communities. We are committed to fulfilling our duties of investigating and resolving ASB issues that create disturbance to residents.
- As a landlord, we have a duty, under the Anti-social Behaviour Act 2003 to respond to ASB affecting the properties we manage.
- We are committed to fulfilling our duties of investigating and resolving ASB issues that creates disturbance to residents. As a landlord, we

have a duty, under the Anti-social Behaviour Act 2003 to respond to ASB affecting the properties we manage. We completed 5,180 action plans with residents to agree responses to the issues raised.

- We continue to work closely with residents through tenant involvement boards to design out any anti-social behaviour and meet regularly with councillors to respond to concerns that are raised with them.
- We continuously monitor satisfaction levels, from the new consumer standards and tenant satisfaction measures, to improve our responses.

Domestic Abuse

- We have completed 2,110 action plans, with 405 intervention measures carried out including referrals to partner organisations.
- 42 cases involved a review and intervention by our legal team

which resulted in 37 legal orders being obtained.

- We are working to achieve the Domestic Abuse Housing Alliance Accreditation which has improved our response to support victims and survivors of domestic abuse.

Think Family

- We continued to work in partnership with the Early Help Locality Hubs. We also continued to attend the weekly meetings with the "Team Around the Family: Network as well as providing housing surgeries for Early Help workers.
- Birmingham Children's Trust withdrew their funding which resulted in us providing intensive family support to BCC tenants only. We also improved our referral process to make it simpler for tenants to seek help and referrals to be made within the housing service.
- We are working closely with the Rents Service and the Lettings Team

to ensure that we are reaching our tenants before they reach a crisis. This is instrumental in supporting families to maintain their tenancies, with better outcomes for children.



Housing Development

- We commenced work on 2 housing schemes at Highfield Lane and Highgate Road. Highfield Lane will deliver 9 new homes for rent in 24/25 and Highgate Road will deliver 60 new homes for rent in 25/26.

- In March 2024 Cabinet approved the disposal of 8 areas of land to Bromford Housing Group for the delivery of circa 200 new affordable homes.
- In January 2024 Cabinet approved the 'Building Birmingham' paper, which outlined a range of development approaches to accelerate the delivery of circa 1,200 new homes. Each site will undergo an options appraisal to determine the most appropriate route to maximise the number of new homes.

Looking Forward...



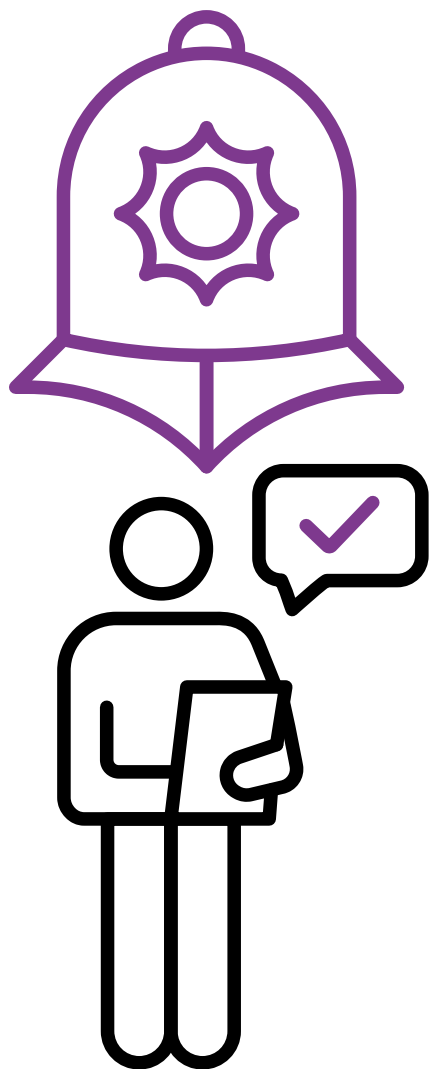
Tenancy Estate Management

- As part of our service re-design, we will be increasing out home visit surveys to get to know and understand our tenants better.
- We will record all business actions on the housing systems across the city to ensure there is a consistent and up to date record of what we have discussed with tenants.
- We commit to visiting tenants on the first report of a new Anti-Social Behaviour case.
- We will continue to complete Fire Risk Assessments in our blocks and arrange for any hazards to be cleared.
- We are trialing new IT hardware which will enable our officers to work more agile and efficiently accessing and updating systems in your own home.
- Careline are planning a move to a new control room which will support the growth of the service.

- Careline will support service users migrating from an analogue to digital telephone service by sharing knowledge and providing customers with suitable equipment to work with digital lines.
- We will continue to provide a full security service providing access to a 24 hour, 7 days a week control room and out of hours mobile patrol team for service charged high rise blocks.
- The mobile patrol officers will continue to provide up to three weekly health and safety patrols for every block for all service charged high-rise blocks, working with our partners including West Midlands Police and Fire Service to ensure our tenants feel safe and secure in their homes.

Neighbourhood Services

- We will continue to support residents who responsibly dispose of their waste and take enforcement action where evidence is available against those who dump rubbish.
- Our estate-based teams will continue to maintain the cleanliness and appearance of our neighbourhoods.
- We will be appointing a further 26 trainees, all from within Birmingham, who will be working towards completing their traineeship and qualifications.
- We will join tenants and leaseholders on walkabouts of our neighbourhoods and work together to maintain or improve outcomes for residents.
- We will continue to encourage and support residents who want to help maintain the cleanliness and appearance of housing neighbourhoods.



Anti-Social Behaviour

In 2024/45 we will update our ASB Policy and work with a tenants focus group to develop our new ASB service standards. These documents will set out what to expect from us as your landlord when you report ASB to us.



Scan this code to access our ASB Service Standards

We will continue to work in partnership with the tenant-led Tenant Scrutiny Group to monitor and scrutinise our ASB Performance.

We will also:

- Improve our reporting and response mechanisms by enhancing how residents can report ASB to us.
- Improve the management of our cases to ensure that tenants receive regular, clear updates about the progress of their case
- Use the full range of our tools and powers available to us to combat ASB

- Monitor our ASB service standards to make sure that our service response is timely, effective and transparent to tenants.
- Increase our involvement with communities through Local Housing Involvement Boards and tenant engagement events.
- Increase our support for victims of ASB and hate crime by increasing the monitoring of hate crime and ensuring that we are providing better support to victims and witnesses.
- Implement prevention strategies will be a priority for our service. This will be addressed through locality working; which will focus on tackling the root causes of ASB in our neighbourhoods; by working in partnership with a range of critical stakeholders both internally and externally.
- Improve our risk assessments when triaging cases for assignment so that we can get help to where its needed as soon as possible.
- Promote ASB case reviews (also known as Community Triggers) where you experience persistent anti-social behaviour and do not think you have had a satisfactory response to your reports of ASB.
- Invest in staff training and mobile IT Solutions.
- Ensure our managers supervise, guide, and support investigating officers to maintain high standards of customer care whilst managing expectations.

Domestic Abuse Service

- We will continue to improve our case management systems to ensure our service is designed and delivered in the most effective way.
- We will develop customer standards which continue to have the survivors voice at the centre of everything we do.
- We will continue to support survivors with the cost-of-living crisis.
- We will continue to work with partners, building good relationships



with them to help support domestic abuse survivors.

- We will continue to carry out home visits and survey survivors to get to know and understand our customers better.
- We will continue to work closely with the West Midlands Police including neighbourhood teams.
- We will continue to host/ attend Domestic Abuse spotlight events with the last one being held at the Council House.

Think Family

- We will continue to offer Early Help to our most vulnerable tenants as part of the Early Intervention and Prevention strategy.

Housing Development

- We will deliver 30 new homes for rent.
- We will start the remediation work at Yardley Brook, a site which will deliver 298 new homes.

- We will undertake option appraisals on a several sites including Kings Norton Primrose & Pool Farm, Bromford and Long Nuke Road.
- We will continue to work with partners and the local community to progress two large regeneration projects in Druids Heath and Ladywood:

Druids Heath

- In Druids Heath work will start on 3 small sites to deliver 63 social rented homes. This scheme will help support the regeneration project and the rehousing strategy.
- During 2025/26 we will look to enter into partnership with a master developer to drive forward this community led regeneration project which aims to deliver 3000+ homes for the city in Druids Heath.
- We aim to submit the outline planning application/masterplan for Druids Heath in early 2025/26, to deliver an exciting regeneration project which includes not only the

3000 new homes but community and sports facilities.

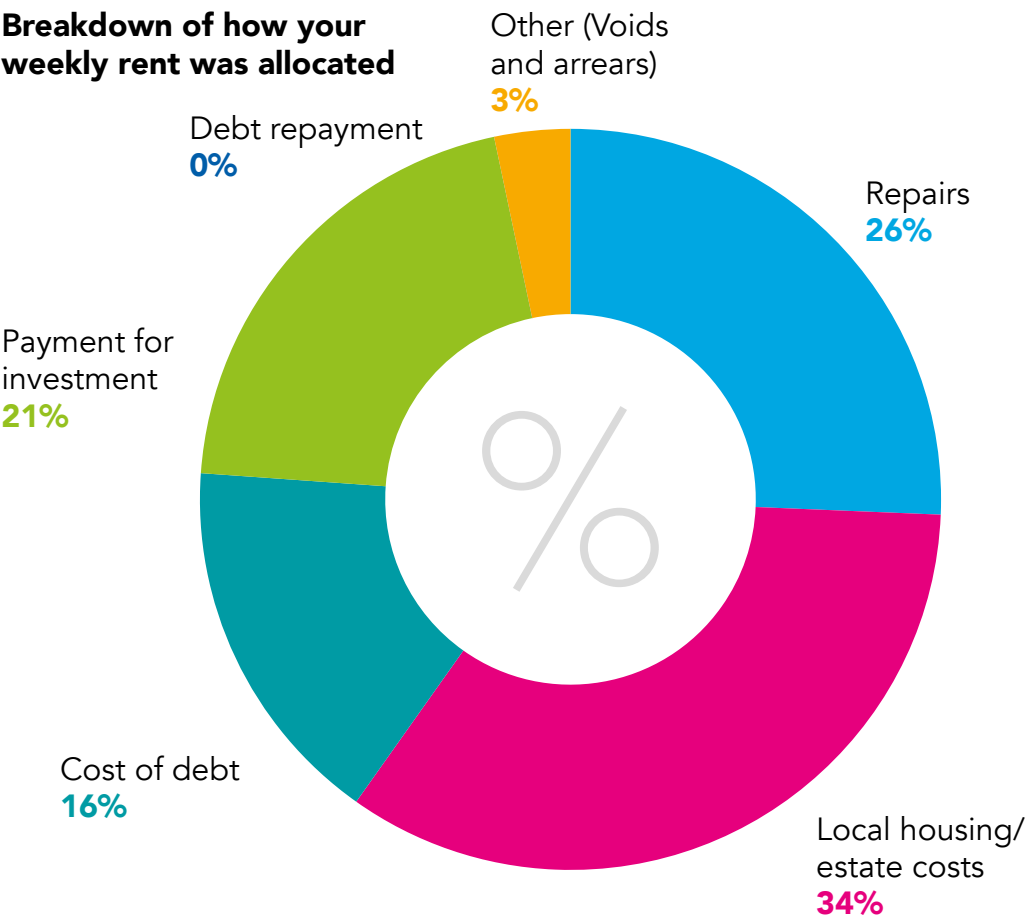
Ladywood

- In Ladywood we will procure a partner organisation for the delivery of the Ladywood Regeneration Project.
- We will continue to build on engagement with the local community and produce a Residents Charter which will outline our commitment to residents throughout the life of the regeneration project.
- We will commence work with the community to develop a masterplan for the area which will deliver high quality sustainable new homes as part of a well-designed neighbourhood over the next 20 years, as well as jobs and training, social and community infrastructure, new public parks, education, health facilities and new bridges and connections across and beyond the site.

Value For Money

This standard looks at how we spend money collected in rent.

Breakdown of how your weekly rent was allocated



Breakdown of average weekly rent

	Budget 2022/23 Per week	Budget 2023/24 Per week	Change	% Change	Proportion
Repairs	£23.50	£23.73	£0.23	0.99%	26%
Local Housing/ Estate Costs	£23.38	£31.59	£8.21	35.13%	34%
Cost of Debt	£14.93	£15.09	£0.16	1.04%	16%
Payment for Investment	£21.43	£19.02	-£2.41	-11.25%	21%
Debt Repayment	£0.00	£0.00	£0.00	0.00%	0%
Other (Voids and Arrears)	£3.10	£3.06	-£0.04	-1.32%	3%
Total	£86.34	£92.49	£6.15	7.12%	100%

Feedback

How to give us your views

We would like you to tell us what you think of our services. It's always useful for us to hear about when things have gone right – and when they've gone wrong. There are several ways in which you can give us your comments, complaints or compliments about any aspect of the housing service. Visit the website at www.birmingham.gov.uk/yourviews

Annual Report to Tenants

We would really appreciate your feedback on the Annual Report by going to birmingham.gov.uk/info/50008/tenants_groups_associations_and_boards/2331/annual_report_to_tenants and completing the Microsoft Survey Form. Your views will be very useful to us when we are producing future reports.

