

## Non-Perception Measure Results 2024-5

The Council is required to report its performance against both the “Tenant Perception Measures” and several other measures relating to building safety and regulatory compliance. This document sets out the Council’s performance against all of the relevant non-perception measures, benchmarked against our performance in 2023-24.

Building Safety Measure	BCC 2023-24	BCC 2024-25
Proportion of homes for which all required gas safety checks have been carried out.	99.9%	100%
Proportion of homes for which all required fire risk assessments have been carried out.	93.7%	99.7%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	68.8%	97.7%
Proportion of homes for which all required legionella risk assessments have been carried out.	85.20%	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%

We accept that our performance on some measures is below the national median; since the Regulator of Social Housing issued their breach notice in May 2023 Regulatory Notice: Birmingham City Council (24 May 2023) - GOV.UK ([www.gov.uk](https://www.gov.uk)), we have been working hard at improving our compliance across these measures. Our journey to full compliance is not yet complete however we have made substantial improvements across these measures since May 2023 and we continue to work at pace to maintain our performance where we are at 100% compliance and to achieve this benchmark on those measures where we are currently performing below where we would like to be. We meet regularly with the Regulator of Social Housing to update them on our performance and to provide assurance that we are working as quickly as possible to bring our compliance levels up to the national median.

Anti-social Behaviour Measure	BCC 2023-24	BCC 2024-25
Number of anti-social behaviour cases opened per 1,000 homes.	67.4	65.4
Number of anti-social behaviour cases that involve hate crimes opened per 1,000 homes.	2.4	2.2

We are working hard to deliver estates and neighbourhoods that are safe and sustainable. We have implemented new anti-social behaviour and hate crime policies to ensure that we are able to respond to issues, support our tenants and take action where necessary,

and have implemented a Housing Management redesign to place our Housing Officers and teams within our neighbourhoods.

Decent Homes Standard and Responsive Repairs	BCC 2023-24	BCC 2024-25
Proportion of homes that do not meet the Decent Homes Standard.	63.1%	71.8%
Proportion of non-emergency repairs completed within target timescale.	78.6%	82.6%
Proportion of emergency repairs completed within target timescale.	90.9%	90.0%

We are investing over £1.5b over the next eight years to bring all of our housing stock up to the Decent Homes Standard. We accept that we have failed to appropriately invest in maintaining our housing stock over the last 10 years and we are embarking on an ambitious and wide-ranging programme of works to bring all of our homes up to the Decent Homes Standard. As we continue to work to understand our housing stock through Stock Condition Surveys, we are aware that our compliance with the Decent Homes Standard has worsened. Whilst this is disappointing, we have robust investment plans in place to ensure that all of our homes are compliant with this standard by 2032.

Complaints Measures	BCC 2023-24	BCC 2024-25
Number of stage one complaints received per 1,000 homes.	118.50	93.8
Number of stage two complaints received per 1,000 homes.	11.40	14.8
Stage 1 complaints responded to within the Complaint Handling Code timescales.	60.5%	82.5%
Stage 2 complaints responded to within the Complaint Handling Code timescales.	50.3%	70.9%

We have carried out significant changes to our complaints processes and policy since the Housing Ombudsman published their Special Report into our complaint handling in January 2023 [Special report on Birmingham City Council | Housing Ombudsman \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/special-report-on-birmingham-city-council). We have published a new Compliments, Comments and Complaints Policy, a new Compensation Policy, and have made significant inroads into historical complaints backlogs, whilst also improving our response times to both stage 1 and stage 2 complaints. We are aware that we still have a way to go, however we are actively engaged with both the Housing Ombudsman and the Regulator of Social Housing in seeking to improve our performance and to maintain a consistently high standard.