

Housing Liaison Board Performance Report

Quarter 1 2016-17

Housing Services
Contractor by Area
ASB

Version 1.0 02/08/2016

Place Directorate Performance and Support Team

Housing Services			Areas										
Measure	Aim	City Target	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton Coldfield	Yardley	City
Number of estate walkabouts completed by residents	No target		8	2	6	6	6	4	4	6	3	13	58
Percentage of high-rise blocks rated good or better	Bigger is better	Target 72% Standard 69%	91.7%	91.2%	no high-rise	92.4%	81.9%	92.2%	100%	100%	100%	100%	90.9%
Percentage of low-rise blocks rated satisfactory or better	Bigger is better	Target 99% Standard 98%	100%	100%	100%	100%	99.1%	100%	100%	100%	100%	99.0%	99.7%
Average days void turnaround - all voids	Smaller is better	Target 30 Standard 35	29.2	28.0	20.8	23.4	23.2	29.6	26.8	31.4	32.5	21.5	26.6
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Smaller is better	Target 15 Standard 17	18.0	13.3	16.8	16.1	11.8	19.2	13.8	21.4	19.1	15.3	16.5
Available council homes as a percentage of total stock	Bigger is better	Target 98.8% Standard 97%	99.5%	99.9%	99.6%	99.8%	99.6%	99.3%	98.8%	99.6%	99.0%	99.9%	99.6%
Percentage of rent collected	Bigger is better	Target is Monthly, not Quarterly	98.7%	98.2%	98.2%	98.0%	98.0%	97.4%	97.6%	97.7%	100.7%	98%	98.1%
Number of tenants evicted for rent arrears	No target		- citywide figure only -										142
Amount of money collected from ex-tenants	No target		- citywide figure only -										£ 215,836
Total number of Careline calls answered	No target		- citywide figure only -										31,479
Percentage of Careline calls answered within 60 seconds	Bigger is better	Target 98% Standard 95%	- citywide figure only -										98.9%
Percentage of grass cutting completed	No target		- citywide figure only -										99.9%
Percentage of lift maintenance call-outs made on time	Bigger is better	Target 95%	- citywide figure only -										96.3%

Key:

Green = target met

Amber = target not met, but within an acceptable variation/tolerance

Red= target not met and not within an acceptable variation/tolerance

Performance by Contractor and Area

Quarter 1

REPAIRS			Keepmoat			Wates Central			Wates East				Willmott Dixon			
Measure	Aim	Target	Erdington	Sutton	Overall	Ladywood	Perry Barr	Overall	Hall Green	Hodge Hill	Yardley	Overall	Edgbaston	Northfield	Selly Oak	Overall
Percentage of Right To Repair jobs completed on time	Bigger is better	Target 92.6% Standard 87.9%	-	-	86.3%	-	-	88.2%	-	-	-	89.2%	-	-	-	87.9%
Percentage of gas servicing completed against period profile	Bigger is better	Target 98%	-	-	98.3%	-	-	89.5%	-	-	-	91.6%	-	-	-	87.5%
We will resolve routine repairs within 30 days	Bigger is better	Target 92.6%	-	-	98.7%	-	-	98.8%	-	-	-	98.7%	-	-	-	98.7%
KPI001 - Customer Satisfaction	Bigger is better	Target 95.1% Standard 92.9%	-	-	99.6%	-	-	99.5%	-	-	-	99.7%	-	-	-	99.4%
KPI002 - Work orders completed within timescale	Bigger is better	Target 92.6% Standard 87.9%	-	-	89.9%	-	-	90.0%	-	-	-	91.6%	-	-	-	90.5%
KPI004 - Service Improvement Notices	Bigger is better	Target 0 Standard 2	-	-	0	-	-	0	-	-	-	0	-	-	-	0
KPI005 - Safety SIN's	Smaller is better	Target 0 Standard 1	-	-	0	-	-	0	-	-	-	0	-	-	-	0
KPI007 - Appointments made	Bigger is better	Target 98.1% Standard 94.9%	-	-	95.5%	-	-	94.2%	-	-	-	95.4%	-	-	-	94.9%
KPI008 - Appointments kept	Bigger is better	Target 98.1% Standard 94.9%	-	-	63.3%	-	-	50.6%	-	-	-	61.8%	-	-	-	68.2%

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Report Figures - ASB

Quarter 1

	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton Coldfield	Yardley	City
Number of new category A enquiries received	35	44	12	30	36	71	2	25	8	30	293
Number of new category B enquiries received	131	137	34	99	106	208	70	123	37	95	1040
Number of new category C enquiries received	17	10	9	10	12	44	10	9	8	8	137
Number of new hate crime enquiries	1	3	0	3	2	8	0	4	1	3	25
Total ASB cases closed	168	134	53	112	162	292	61	143	46	100	1271
Percentage of ASB cases closed successfully	99%	100%	98%	97%	100%	99%	100%	99%	100%	97%	99%
Percentage of A cases responded to on time	97%	95%	100%	100%	97%	97%	100%	96%	100%	100%	98%
Percentage of B cases responded to on time	98%	100%	100%	99%	100%	99%	100%	95%	100%	100%	99%
Percentage of C cases responded to on time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Overall percentage of ASB cases responded to on time	98%	99%	100%	99%	99%	98%	100%	96%	100%	100%	99%
Percentage satisfied with the way the ASB complaint was dealt with	CITY FIGURE ONLY - The figure is derived from 77 forms returned, 54 returning a positive outcome and 23 returning a negative outcome.										70%
There were no evictions for reason of ASB											