

Housing Liaison Board Performance Report

Quarter 3 2016-17

**Housing Services
Contractor by Area
ASB**

Version 1.0 14/02/2016

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		5	2	5	3	0	22	1	9	2	12	61
Percentage of high-rise blocks rated good or better	Bigger is better	Target 72% Standard 69%	87.5%	59.6%	no high-rise	84.8%	84.8%	96.1%	100%	92.6%	83%	100%	86.8%
Percentage of low-rise blocks rated satisfactory or better	Bigger is better	Target 99% Standard 98%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Average days void turnaround - all voids	Smaller is better	Target 28 Standard 33	26.4	23.4	18.2	27.2	28.3	28.3	36.7	34.7	27.2	28.8	28.0
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Smaller is better	Target 15 Standard 17	14.3	15.4	15.4	9.8	13.3	13.6	31.8	15.9	26.3	10.8	14.4
Available council homes as a percentage of total stock - snapshot figure	Bigger is better	Target 98.8% Standard 97%	99.5%	99.9%	99.7%	99.8%	99.5%	99.5%	99.0%	99.5%	98.9%	99.8%	99.6%
Percentage of rent collected	Bigger is better	Target is Monthly, not Quarterly	100.1%	101.7%	101.7%	101.7%	102.3%	101.0%	101.6%	100.6%	100.7%	101.3%	101.4%
Number of tenants evicted for rent arrears	No target		- citywide figure only -										109
Amount of money collected from ex-tenants	No target		- citywide figure only -										£ 176,337
Total number of Careline calls answered	No target		- citywide figure only -										36,731
Percentage of Careline calls answered within 60 seconds	Bigger is better	Target 98% Standard 95%	- citywide figure only -										98.4%
Percentage of grass cutting completed	No target		- citywide figure only -										-
Percentage of lift maintenance call-outs made on time	Bigger is better	Target 95%	- citywide figure only -										96.4%

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 3**

REPAIRS				Keepmoat			Wates Central			Wates East				Willmott Dixon			
Measure	Aim	Target	Standard	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	92.6%	87.9%	91.2%	91.6%	87.5%	87.4%	83.7%	86.9%	86.9%	88.0%	86.7%	87.4%	83.5%	89.1%	87.8%	87.2%
Percentage of gas servicing completed against period profile - snapshot figure	Bigger is better	98.0%	-	98.4%	99.9%	99.9%	99.7%	99.5%	99.6%	99.1%	99.6%	99.7%	99.6%	98.4%	98.3%	98.7%	98.4%
We will respond to emergency repairs in two hours	Bigger is better	98.1%	94.9%	95.6%	95.0%	95.5%	90.7%	89.6%	90.5%	93.2%	90.2%	88.7%	90.0%	54.7%	63.5%	55.0%	58.8%
We will resolve routine repairs within 30 days	Bigger is better	92.6%	-	93.2%	94.6%	93.5%	93.7%	90.7%	93.2%	93.5%	94.2%	94.0%	94.0%	89.3%	94.2%	90.4%	91.8%
KPI001 - Customer Satisfaction	Bigger is better	95.1%	92.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.8%	99.9%	100%	100%	100%	99.7%	99.9%	100%	99.9%
KPI002 - Work orders completed within timescale	Bigger is better	92.6%	87.9%	91.9%	91.9%	91.9%	86.1%	84.6%	85.8%	87.9%	89.0%	88.9%	88.8%	84.1%	88.8%	86.4%	86.8%
KPI004 - Service Improvement Notices	Bigger is better	0	2	NA	NA	0	NA	NA	0	NA	NA	NA	0	NA	NA	NA	0
KPI005 - Safety SIN's	Smaller is better	0	1	NA	NA	0	NA	NA	0	NA	NA	NA	0	NA	NA	NA	0
KPI007 - Appointments made	Bigger is better	98.1%	94.9%	96%	95.0%	95.6%	94.3%	93.5%	94.1%	94.6%	95.1%	94.7%	94.9%	92.5%	92.4%	92.7%	92.5%
KPI008 - Appointments kept	Bigger is better	98.1%	94.9%	89.6%	89.5%	89.7%	79.8%	78.8%	79.6%	75.3%	80.8%	80.5%	79.9%	68.0%	71.5%	68.2%	69.6%

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Report Figures - ASB Quarter 3

	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton Coldfield	Yardley	City
Number of new category A enquiries received	63	45	16	36	30	87	13	46	10	39	385
Number of new category B enquiries received	92	72	35	60	88	162	43	86	27	83	748
Number of new category C enquiries received	6	2	0	6	3	4	4	4	1	8	38
Number of new hate crime enquiries	5	4	4	2	1	6	0	1	1	2	26
Total ASB cases closed	157	120	40	110	139	268	48	139	27	173	1221
Percentage of ASB cases closed successfully	99%	100%	98%	99%	100%	100%	100%	100%	100%	100%	100%
Percentage of A cases responded to on time	98%	100%	100%	100%	100%	99%	100%	96%	100%	100%	99%
Percentage of B cases responded to on time	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Percentage of C cases responded to on time	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%
Overall percentage of ASB cases responded to on time	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%
Percentage satisfied with the way the ASB complaint was dealt with	CITY FIGURE ONLY - The figure is derived from 136 forms returned, 110 returning a positive outcome and 26 returning a negative outcome.										81%

There was one eviction for reason of ASB