

# **Housing Liaison Board Performance Report**

## **Quarter 4 2016-17**

**Housing Services  
Contractor by Area  
ASB**

Version 1.0 14/06/2017

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	3	4	9	6	13	0	10	3	12	68
Percentage of high-rise blocks rated good or better	Bigger is better	Target 72% Standard 69%	97.9%	49.1%	no high-rise	84.8%	81.9%	98.0%	100%	93.8%	92%	100%	86.5%
Percentage of low-rise blocks rated satisfactory or better	Bigger is better	Target 99% Standard 98%	100%	99.0%	96.6%	100%	100%	100%	100%	100%	100%	100%	99.88%
Average days void turnaround - all voids	Smaller is better	Target 28 Standard 33	38.4	28.5	33.5	29.9	30.4	32.5	36.6	34.4	40.3	32.4	32.8
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Smaller is better	Target 15 Standard 17	23.0	22.7	8.8	10.8	17.2	18.6	28.5	17.2	29.2	15.6	18.3
Available council homes as a percentage of total stock - snapshot figure	Bigger is better	Target 98.8% Standard 97%	99.4%	99.9%	99.6%	99.8%	99.7%	99.5%	98.9%	99.7%	99.9%	99.8%	99.7%
Percentage of rent collected	Bigger is better	Target is Monthly, not Quarterly	108.2%	99.7%	108.9%	100.5%	100.4%	99.8%	100.0%	99.7%	99.1%	100.7%	100.2%
Number of tenants evicted for rent arrears	No target		- citywide figure only -										84
Amount of money collected from ex-tenants	No target		- citywide figure only -										£ 174,765
Total number of Careline calls answered	No target		- citywide figure only -										43,012
Percentage of Careline calls answered within 60 seconds	Bigger is better	Target 98% Standard 95%	- citywide figure only -										97.5%
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 -										95.7%

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 4**

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%	87.8%	88.4%	87.9%	88.5%	88.4%	88.4%	88.7%	88.3%	89.4%	88.8%	83.8%	88.3%	81.3%	85.0%
Percentage of gas servicing completed against period profile - snapshot figure	Bigger is better	98.0%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
We will respond to emergency repairs in two hours	Bigger is better	98.1%	94.9%	99.6%	98.6%	99.4%	95.9%	93.2%	95.3%	95.7%	95.8%	95.0%	95.4%	73.3%	78.4%	76.1%	76.3%
We will resolve routine repairs within 30 days	Bigger is better	92.6%	-	95.1%	95.1%	95.1%	96.5%	94.7%	96.2%	96.3%	95.8%	95.4%	95.7%	91.9%	94.3%	92.4%	93.1%
KPI001 - Customer Satisfaction	Bigger is better	95.10%	92.90%	99.90%	99.92%	99.90%	99.85%	99.85%	99.85%	100%	100%	99.87%	99.89%	99.34%	99.40%	100%	99.49%
KPI002 - Work orders completed within timescale	Bigger is better	92.6%	87.9%	91.4%	90.8%	91.3%	88.8%	85.1%	88.2%	90.2%	90.7%	91.0%	90.8%	86.5%	88.8%	86.0%	87.4%
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%	97.4%	98.0%	97.5%	97.6%	96.8%	97.4%	96.0%	97.4%	96.9%	97.1%	91.3%	96.4%	94.6%	94.4%
KPI008 - Appointments kept	Bigger is better	98.1%	94.9%	96.9%	95.1%	96.5%	83.9%	84.0%	83.9%	82.7%	84.4%	84.8%	84.4%	77.2%	81.7%	79.3%	79.8%

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## Report Figures - ASB Quarter 4

	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton Coldfield	Yardley	City
Number of new category A enquiries received	35	48	10	27	39	64	7	48	17	35	330
Number of new category B enquiries received	113	100	23	72	108	144	41	109	38	115	863
Number of new category C enquiries received	11	1	1	3	3	5	2	6	1	6	39
Number of new hate crime enquiries	0	8	1	1	1	4	0	3	3	3	24
Total ASB cases closed	179	119	34	96	155	234	49	156	23	146	1191
Percentage of ASB cases closed successfully	98%	100%	100%	99%	100%	99%	100%	99%	100%	100%	99.33%
Percentage of A cases responded to on time	100%	100%	100%	100%	97.4%	95.3%	100%	93.8%	100%	100%	98%
Percentage of B cases responded to on time	99.1%	100%	100%	100%	100%	100%	100%	98.2%	100%	100%	99.65%
Percentage of C cases responded to on time	90.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.44%
Overall percentage of ASB cases responded to on time	98.7%	100%	100%	100%	99.3%	98.6%	100%	96.9%	100%	100%	99.11%
Percentage satisfied with the way the ASB complaint was dealt with	CITY FIGURE ONLY - The figure is derived from 91 forms returned, 63 returning a positive outcome and 28 returning a negative outcome.										63%

**There was two evictions for reason of ASB**