

Housing Liaison Board Performance Report

Quarter 1 2017-18

Housing Services
Contractor by Area
ASB

Version 1.0 21/09/2017

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		7	3	3	5	6	14	2	16	3	12	71
Percentage of high-rise blocks rated good or better	Bigger is better	Target 72% Standard 69%	95.8%	61.4%	no high-rise	86.4%	74.9%	95.1%	100%	94%	75%	80%	83.2%
Percentage of low-rise blocks rated satisfactory or better	Bigger is better	Target 99% Standard 98%	100%	100%	96.8%	100%	100%	95.6%	100%	100%	100%	100%	99.3%
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	95.9%	96.2%	97.3%	96.4%	95.9%	96.1%	96.1%	96.7%	97.7%	96.6%	96.3%
Number of tenants evicted for rent arrears	No target		- citywide figure only -										100
Amount of money collected from ex-tenants	No target		- citywide figure only -										£ 191,286
Total number of Careline calls answered	No target		- citywide figure only -										46,429
Percentage of Careline calls answered within 60 seconds	Bigger is better	Target 98% Standard 95%	- citywide figure only -										97.9%
Percentage of grass cutting completed	No target		- citywide figure only -										99.8%
Percentage of lift maintenance call-outs made on time	Bigger is better	Target 95%	- citywide figure only -										96.7%

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 1

REPAIRS			Keepmoat			Wates Central			Wates East				Fortem			
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%	-	-	94.1%	-	-	95.1%	-	-	-	94.1%	-	-	-	90.5%
Percentage of gas servicing completed against period profile	Bigger is better	Target 98%	-	-	99.8%	-	-	99.2%	-	-	-	98.8%	-	-	-	99.1%
We will resolve routine repairs within 30 days	Bigger is better	Target 92.6%	-	-	94.1%	-	-	95.1%	-	-	-	94.1%	-	-	-	90.5%
KPI001 - Customer Satisfaction	Bigger is better	Target 95.1% Standard 92.9%	-	-	100%	-	-	99.8%	-	-	-	99.8%	-	-	-	99.8%
KPI002 - Work orders completed within timescale	Bigger is better	Target 92.6% Standard 87.9%	-	-	89.3%	-	-	89.6%	-	-	-	89.9%	-	-	-	84.3%
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%	-	-	98.2%	-	-	96.5%	-	-	-	97.1%	-	-	-	97.1%
KPI008 - Appointments kept	Bigger is better	Target 98.1% Standard 94.9%	-	-	97.9%	-	-	87.8%	-	-	-	90.3%	-	-	-	96.1%

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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	58	46	9	39	29	69	15	31	5	50	351
Number of new category B enquiries received	112	101	59	108	117	243	58	115	37	93	1043
Number of new category C enquiries received	11	2	3	3	7	4	3	0	3	3	38
Number of new hate crime enquiries	2	2	0	6	3	2	0	0	0	2	17
Total ASB cases closed	136	125	33	98	130	259	65	133	30	145	1154
Percentage of ASB cases closed successfully	95%	100%	100%	100%	100%	99%	100%	99%	100%	99%	99%
Percentage of A cases responded to on time	93%	98%	100%	100%	100%	88%	100%	94%	100%	100%	96%
Percentage of B cases responded to on time	98%	100%	100%	100%	100%	98%	100%	96%	100%	100%	99%
Percentage of C cases responded to on time	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%
Overall percentage of ASB cases responded to on time	97%	99%	100%	100%	100%	96%	100%	95%	100%	100%	98%
Percentage satisfied with the way the ASB complaint was dealt with	CITY FIGURE ONLY - The figure is derived from 40 forms returned, 32 returning a positive outcome and 7 returning a negative outcome and 1 where this information was not completed.										70%
There was 1 eviction for reason of ASB											