Birmingham City Council

Birmingham Housing

Tenants Quality Promise

Report for Quarter 4 2011-12

Produced by: Performance Review Team

TENANTS QUALITY PROMISE QUARTERLY REPORT

KEY TO SYMBOLS

HOUSING DEPARTMENT

R	Performance Below Minimum Standard
Y	Performance acceptable but below target
G	Performance better than target

Where no targets have been set against the measures,performance is compared to last year's outurn with a 3% tolerance to determine the RAG status.

TENANT QUALITY PROMISE - SUMMARY 2011-12

KEY INDICATORS		Last Year 2010/11	Min Standard	Target	Qtr1	Qtr2	Qtr3	Qtr4	YTD	Current Performance	Comments
Customer Services, Choice and Complaints											
% of tenants found the member of staff they spoke to helpful	Annual		-	-					70.4%		
% Satisfaction with access to our services	Annual		-	-					73.0%		
% of phone calls answered within published timescales	Monthly	96.9%	90%	95%	97.5%	97.6%	97.5%	97.9%	97.6%		
% of calls dealt with	Monthly	40.9%	-	-	46.8%	48.6%	57.7%	60.4%	52.7%		
% of tenants satisfied with the outcome the last time they contacted us	Annual		-	-					41.8%		
Number of welcome and keeping in touch visits we complete	Quarterly		-	-	917	967	824	570	3,420		
% of complaints responded to within published timescales	Monthly		85%	90%	89.7%	88.9%	92.3%	90.9%	90.6%		
% of those with a complaint who were satisfied with the way it was dealt with	Annual		-	-					40.2%		
% of those with a complaint who were satisfied with the outcome	Annual		-	-					41.8%		
Involvement and Empowerment											
% of tenants satisfied with opportunities to get involved	Annual		-	-					92.0%		
% of tenants have no strong view on opportunities to get involved	Annual		-	-					60.2%		
Number of young people involved	Annual		-	-					100%		
% of tenants satisfied with the training they have been given	Annual		-	-					100%		
% of tenants satisfied with the performance information provided	Annual		-	-					77.6%		
Satisfaction that views have been taken into account	Annual		-	-					50.0%		
Diversity											
% increase in the customer profile information we hold - Total	Monthly	74.6%	78%	80%	75.9%	78.1%	79.6%	81.8%	81.8%		7.17% increase from 2010/11 outturn
Repairs and Maintenance											
% Appointments Kept (RH4b) - City	Monthly	96.5%	94%	97%	98.5%	98.2%	98.0%	96.5%	97.8%		
% of urgent repairs completed within Government time limits (RH6 inside SLA) - City	Monthly	97.7%	95%	98%	97.9%	97.9%	97.5%	97.3%	97.6%		
% of repairs jobs completed the same day (RH3) - City	Monthly	90.3%	90%	94%	89.0%	89.2%	89.9%	91.3%	89.9%		
% of lift call-outs completed on time	Monthly	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%		
% of emergency repairs attended to within two hours (RS6 emergency) - City	Monthly	97.2%	92%	95%	98.3%	97.5%	97.0%	96.0%	97.2%		
% of repairs rated good quality after inspection (RH 2) -City	Monthly	96.1%	93%	97%	99.2%	97.2%	94.3%	96.6%	96.4%		
% of customer satisfaction with contractors (RH1 new) - City	Monthly	94.9%	92.5%	95.5%	94.9%	95.1%	94.7%	94.6%	94.8%		
Average number of days to complete non-urgent and routine repairs (RH5 inside SLA) - City	Monthly	9.3	12	10	12.1	10.7	10.8	10.9	11.1		
Call Centre - average time to answer calls	Monthly	120.1	34	25	17.1	16.9	50.8	42.9	33.2		
Call Centre - Calls Retained	Monthly	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%		
Tenant Satisfaction with call centre	Monthly	92.6%	85%	90%	92.5%	94.0%	92.8%	92.4%	93.0%		
Gas servicing - outputs against profile	Monthly	99.6%	-	100%	96.2%	95.6%	98.1%	100%	100%		
Percentage of homes decent	Annual	99.1%	-	100%							2011/12 outurn is not available at time of report
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	Annual		-	-					2		

TENANT QUALITY PROMISE - SUMMARY 2011-12

KEY INDICATORS		Last Year 2010/11	Min Standard	Target	Qtr1	Qtr2	Qtr3	Qtr4	YTD	Current Performance	Comments
Empty Properties											
Average number of days to re-let empty properties from vacating to TSD	Monthly	49.2	49	44	43.4	41.4	37.7	38.5	40.4		
Average number of days for contractors to turn around void properties to re-let - city	Monthly	24.3	13	11	14.5	18.0	17.3	14.3	16.1		
Allocations											
% of available properties that are advertised through Birmingham Home Choice	Monthly		80%	85%	85.1%	90.5%	88.1%	91.6%	88.6%		
Rent											
Amount of Rent Arrears	Monthly	£8,110,503	£7,910,503	£7,610,503	£9,309,157	£9,906,669	£8,974,424	£9,181,950	£9,181,950		
% of Cash collected as a % of all rent due	Monthly	99.22%	97.35%	100.35%	97.26%	98.18%	100.76%	98.58%	98.66%		
% of tenants in arrears for more than seven weeks	Monthly	8.5%	8.5%	8.0%	8.36%	8.59%	8.24%	8.08%	8.32%		
% of tenants evicted for rent arrears	Monthly	0.5%	0.5%	0.4%	0.13%	0.15%	0.15%	0.13%	0.56%		
Neighbourhood Management / Estates											
% of grass cutting completed to schedule	Monthly	100%	92%	95%	100%	100%	100%		100%		No grass cutting scheduled December to March
% of emergency tree work completed within 24 hours	Monthly	100%	98%	100%	100%	100%	100%	100%	100%		
% of high-rise blocks rated satisfactory	Monthly	99.8%	98%	99%	99.5%	99.8%	100%	100%	99.8%		
% of low-rise blocks rated satisfactory	Monthly	99.5%	98%	99%	100%	100%	100%	100%	100%		
% of concierge service provided	Monthly	95.1%	95%	97%	95.1%	95.4%	94.7%	94.0%	95.2%		
% of night security service provided	Monthly	99.7%	98%	99%	99.9%	99.8%	99.5%	99.7%	99.7%		
% of tenants satisfied with our caretaking services	Quarterly	97.9%	-	-	100%	93.8%	97.0%		95.1%		Low rise blocks without security services were targeted during Q1, hence no performance information for the corresponding indicator at that period. No surveys were carried out during Q4.
% of tenants satisfied with our cleaning services	Quarterly	92.5%	-	-	93.8%	89.3%	94.4%		91.5%		
% of tenants satisfied with our security services	Quarterly	98.0%	-	-		97.7%	98.8%		98.1%		
% of tenants satisfied with our grounds maintenance services	Quarterly	96.0%	-	-	98.3%	95.5%	97.4%		96.4%		
Number of additional flats with access to recycling	Quarterly		-	-							Awaiting performance information
Number of assessments/walkabouts/joint inspections carried out with tenants	Quarterly	547	-	-	281	325	251	200	1,054		
Number of good neighbour agreements introduced	Annual		-	-					228		
Antisocial Behaviour											
% of antisocial behaviour cases successfully resolved	Monthly	93.7%	90%	95%	95.3%	97.1%	96.1%	98.4%	96.7%		
% of hate crime cases responded to within 24 hours	Monthly	100%	-	100%	100%	100%	100%	100%	100%		
% of complainants found it easy to report antisocial behaviour	Monthly	80.4%	-	-	84.6%	75.9%	80.5%	92.9%	82.9%		
% of A cases responded to on time	Monthly	98.8%	-	100%	98.4%	100%	100%	100%	99.3%		
% of B cases responded to on time (within 5 Days)	Monthly	99.4%	-	95%	99.4%	100%	100%	100%	99.8%		
% of C cases responded to on time (within 10 Days)	Monthly	100%	-	95%	100%	100%	100%	100%	100%		
% of all antisocial behaviour cases responded to on time	Monthly	99.3%	-	95%	98.9%	100%	100%	100%	99.6%		
% satisfaction with the way complaints are dealt with	Monthly	77.3%	75%	80%	89.4%	72.7%	70.7%	81.4%	78.0%		
% of complainants satisfied with the outcome of their complaints	Monthly	73.7%	70%	75%	80.0%	68.4%	65.4%	77.6%	72.7%		