Landlord Services Performance Report

2011/12

CONTENTS

Departmental Key Performance Indicators - TQP

1 Customer Services, Choices and Complaints

2 Involvement and Empowerment

3 Diversity

4 Empty Properties

5 Allocations

6 Neighbourhood Management / Estates

7 Antisocial Behaviour

Other Performance Indicators - Non TQP

8 Services for Older People

9 Homelessness

10 Environmental

2011/12 Performance Indicators - TQP	2010/11	Minimum Standard	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Current Monthly Perf	Comments
Customer Services, Choice and Complaints										
% of tenants found the member of staff they spoke to helpful		-	-				70.4%	70.4%		
% Satisfaction with access to our services		-	-				73.0%	73.0%		
% of telephone calls answered within published timescales	**96.9%**	90%	95%	97.5%	97.6%	97.5%	97.9%	97.6%		
% of telephone calls dealt with	**40.9%**	-	41%	46.8%	48.6%	57.7%	60.4%	52.7%		
% of tenants satisfied with the outcome the last time they contacted us		-	-				41.8%	41.8%		
Number of welcome visits completed within 4 weeks		-	-					61.4%		% all welcome visits completed
Number of keeping in touch visits carried out		-	-					TBC		Reported Annually
% of complaints responded to within published timescales		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		-	-				40.2%	40.2%		
% of those with a complaint who were satisfied with the outcome		-	-				41.8%	41.8%		
Involvement and Empowerment										
% of tenants satisfied with opportunities to get involved		-	-					92.0%		
% of tenants have no strong view on opportunities to get involved		-	-					60.2%		
Number of young people involved		-	-					100		
% of tenants satisfied with the training they have been given		-	-					100%		
% of tenants satisfied with the performance information provided		-	-					77.6%		
Satisfaction that views have been taken into account		-	-					50.0%		
Diversity										
% increase in the customer profile information we hold	**74.6%**	-	80%	75.9%	78.1%	79.6%	81.8%	81.8%		6.44% increase since 2010/11 outturn

2011/12 Performance Indicators - TQP	2010/11	Minimum Standard	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Current Monthly Perf	Comments
Empty Properties										
Average number of days to re-let empty properties from vacating to TSD	**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	**24.3**	13	11	20.3	18.6	17.3	18.4	18.6		
Allocations										
% of available properties that are advertised through Birmingham Home Choice		-	85%	85.1%	90.5%	88.1%	91.6%	88.6%		
Neighbourhood Management / Estates										
% of grass cutting completed to schedule	**100%**	92%	95%	100%	100%	100%		100%		No grass cutting scheduled between December 2011 and March 2012
% of emergency tree work completed within 24 hours	**100%**	-	100%	100%	100%	100%	100%	100%		
% of high-rise blocks rated satisfactory	**99.8%**	98%	99%	99.5%	99.8%	100%	100%	99.8%		
% of low-rise blocks rated satisfactory	**99.5%**	98%	99%	100%	100%	100%	100%	100%		
% of concierge service provided	**95.1%**	95%	97%	95.1%	95.4%	94.7%	94.0%	95.2%		
% of night security service provided	**99.7%**	98%	99%	99.9%	99.8%	99.5%	99.7%	99.7%		
% of tenants satisfied with our caretaking services	**97.9%**	-	-	100%	93.8%	97.0%		95.1%		Low rise blocks without security services were targeted during Q1, hence no performance information at the corresponding indicator at that period. There were no surveys carried out during Q4.
% of tenants satisfied with our cleaning services	**92.5%**	-	-	93.8%	89.3%	94.4%		91.5%		
% of tenants satisfied with our security services	**98.0%**	-	-		97.7%	98.8%		98.1%		
% of tenants satisfied with our grounds maintenance services	**96.0%**	-	-	98.3%	95.5%	97.4%		96.4%		
Number of additional flats with access to recycling		-	-					TBC		Reported Quarterly - awaiting information
Number of assessments/walkabouts/joint inspections carried out with tenants		-	-	281	325	251	200	1,054		
Number of good neighbour agreements introduced		-	-					228		

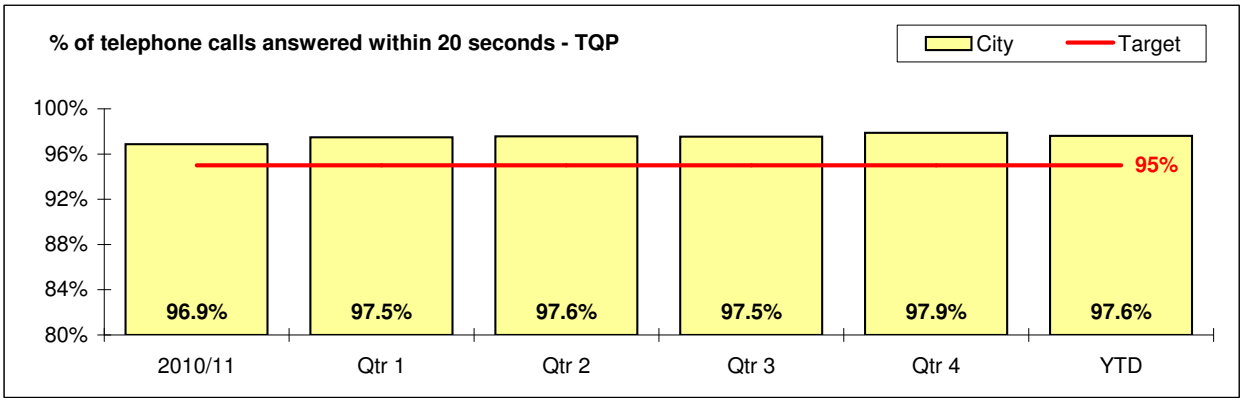
2011/12 Performance Indicators - TQP	2010/11	Minimum Standard	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Current Monthly Perf	Comments
Antisocial Behaviour										
% of antisocial behaviour cases successfully resolved	**93.7%**	90%	95%	95.3%	97.1%	96.1%	98.4%	96.7%		
% of hate crime cases responded to within 24 hours	**100%**	-	100%	100%	100%	100%	100%	100%		
% of complainants found it easy to report antisocial behaviour	**80.4%**	-	80%	84.6%	75.9%	80.5%	92.9%	82.9%		
% of A cases responded to on time	**98.8%**	-	100%	98.4%	100%	100%	100%	99.3%		
% of B cases responded to on time (within 5 Days)	**99.4%**	-	95%	99.4%	100%	100%	100%	99.8%		
% of C cases responded to on time (within 10 Days)	**100%**	-	95%	100%	100%	100%	100%	100%		
% of all antisocial behaviour cases responded to on time	**99.3%**	-	95%	98.9%	100%	100%	100%	99.6%		
% satisfaction with the way complaints are dealt with	**77.3%**	75%	80%	89.4%	72.7%	70.7%	81.4%	78.0%		
% of complainants satisfied with the outcome of their complaints	**73.7%**	70%	75%	80.0%	68.4%	65.4%	77.6%	72.2%		

Key

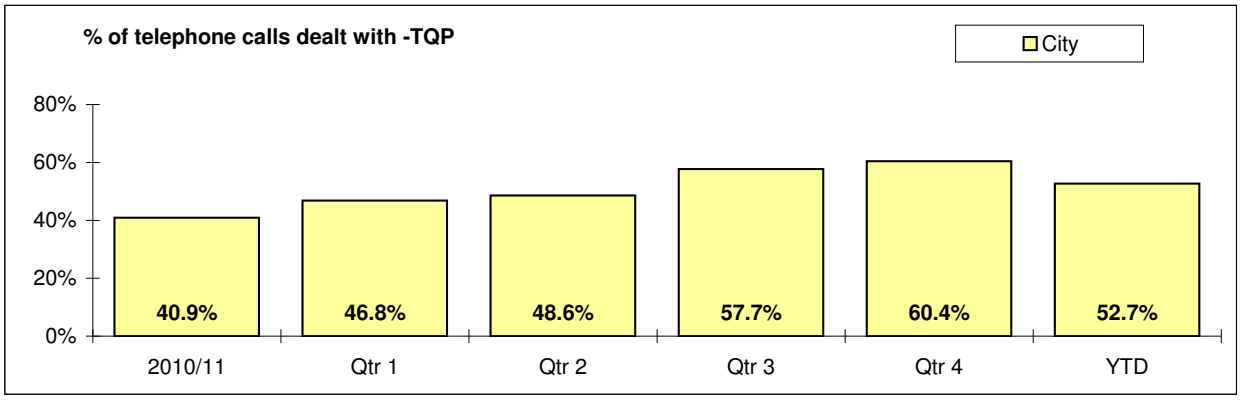
- On target
- On or above minimum standard
- Below minimum standard

Customer Services, Choice and Complaints

Telephone Calls



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Volume calls answered	464,551	96,527	101,357	98,591	94,735	391,215
Volume calls answered in 20 seconds - City	450,025	94,095	98,888	96,160	92,724	381,848



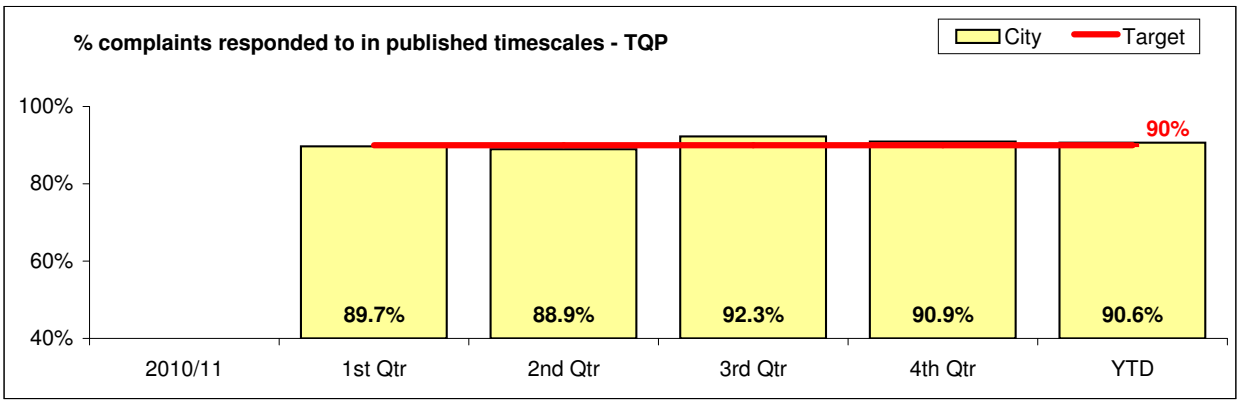
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Volume of calls received	1,135,978	206,071	208,606	170,793	156,748	742,223
Volume of calls dealt with - City	464,551	96,527	101,357	98,591	94,735	391,215

Customer Satisfaction

Where information is not presented we will report performance as and when data is available.

	2010/11	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
% of tenants found the member of staff they spoke to helpful - TQP					70.4%	70.4%

	2010/11	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
% of tenants satisfied with the outcome the last time they contacted us - TQP					41.8%	41.8%



	2010/11	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Complaints resolved		746	1,040	1,278	1,433	4,497
Complaints responded to in published timescales		669	925	1,179	1,303	4,076

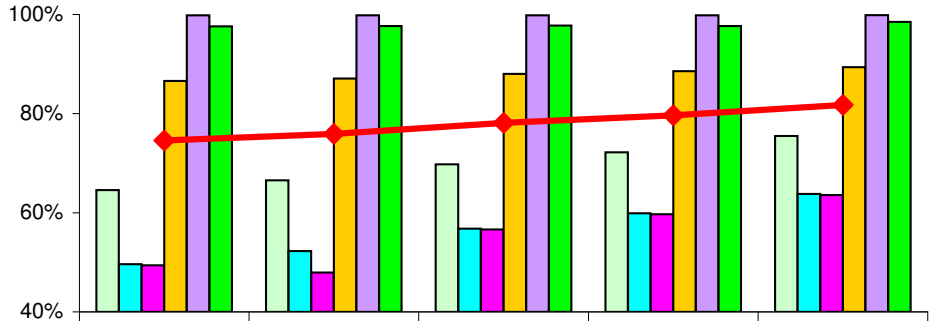
	2010/11	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
% of those with a complaint who were satisfied with the way it was dealt with -TQP					40.2%	40.2%

	2010/11	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
% of those with a complaint who were satisfied with the outcome - TQP					41.8%	41.8%

Diversity

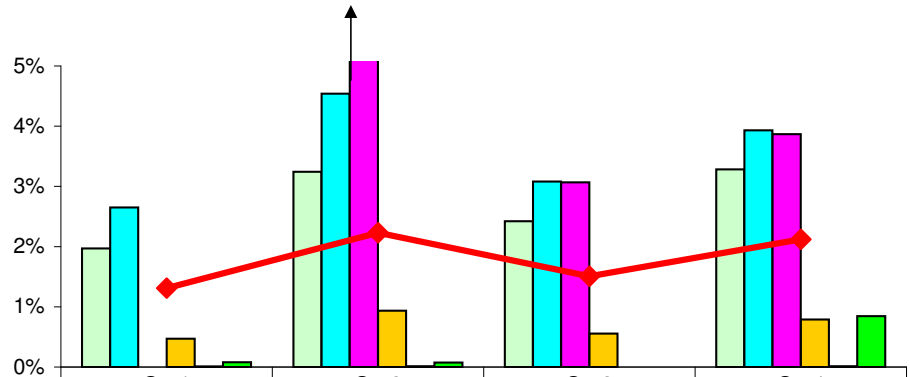
The tables and graphs below show diversity information taken from the end of the reporting period and is a snapshot regarding current tenants, where known.

% Customer profile information we hold



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Disability	64.6%	66.5%	69.8%	72.2%	75.5%
Sexual Orientation	49.6%	52.3%	56.8%	59.9%	63.8%
Religion	49.4%	48.0%	56.6%	59.7%	63.6%
Ethnicity	86.6%	87.1%	88.0%	88.6%	89.4%
Gender	99.8%	99.8%	99.9%	99.9%	99.9%
Age	97.6%	97.7%	97.8%	97.7%	98.5%
Total - City	74.6%	75.9%	78.1%	79.6%	81.8%

% Increase in customer profile information we hold - TQP



	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Disability	1.97%	3.24%	2.42%	3.28%
Sexual Orientation	2.65%	4.54%	3.08%	3.93%
Religion	-1.46%	8.68%	3.07%	3.87%
Ethnicity	0.47%	0.94%	0.56%	0.79%
Gender	0.01%	0.01%	0.00%	0.01%
Age	0.08%	0.08%	-0.08%	0.85%
Total - City	1.31%	2.23%	1.51%	2.12%

Quarter figures are based on the difference from the previous quarter. Monthly figures are based on the difference from last month's outturn.

Empty Properties

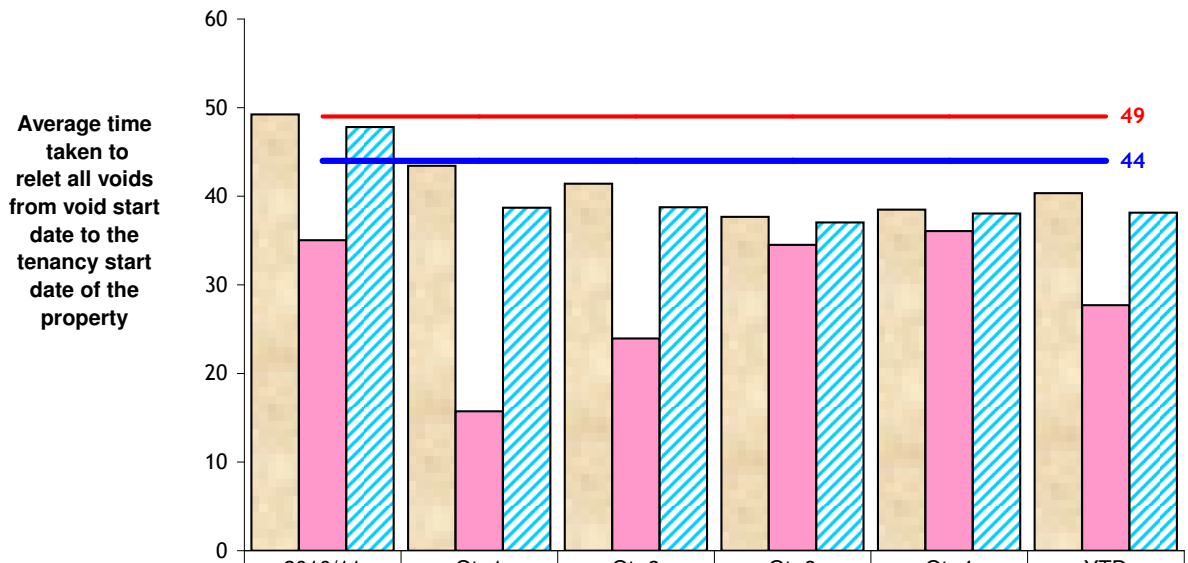
1. Time taken to relet empty properties

1) Average number of days to re-let empty properties from vacating to TSD - TQP This performance measure will be the city's submission to the Audit Commission on the average local authority relet time in Birmingham. The performance measure will include empty properties let on a license agreement to homeless households and empty properties relet by Landlord Services.

2) Void start date to the full offer accept date (FACC) - the tenancy signup date.

We will also measure performance for all voids let in the period and voids let in the period excluding sheltered, adapted and furnished accommodation for Landlord Services, to when the customer signed for the property.

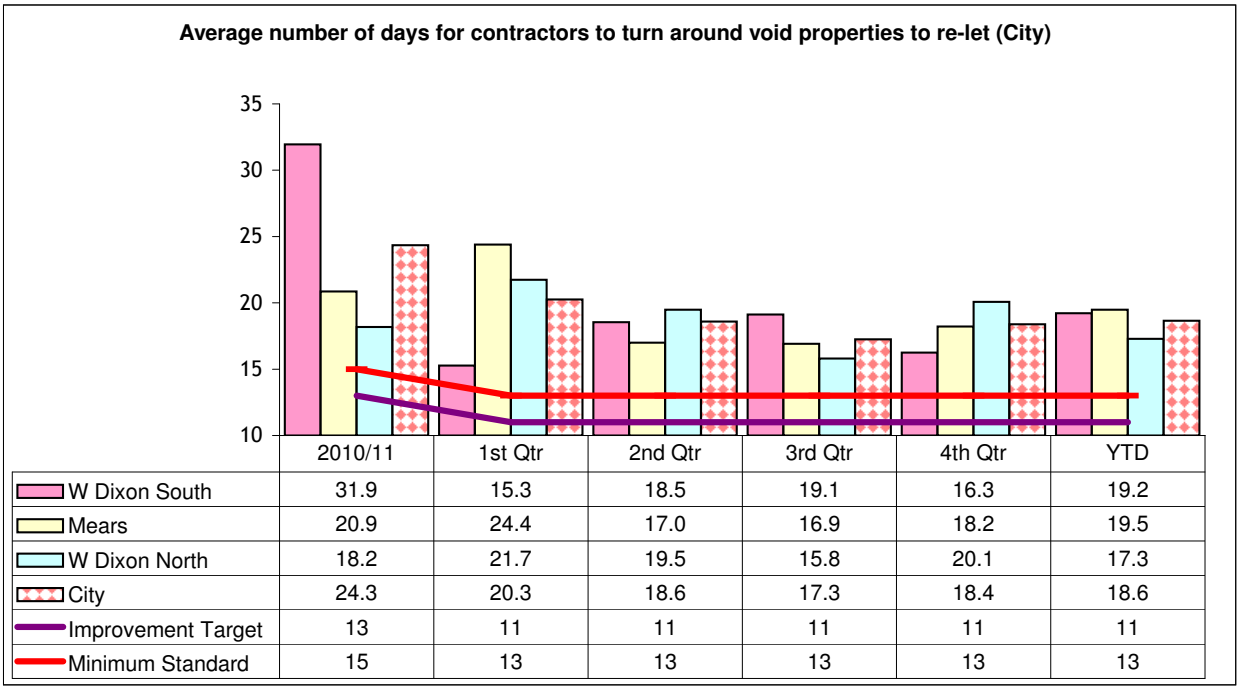
The chart below shows for Landlord Services, Homeless Services and for the city, the average time taken to relet properties from void start date to the new tenancy date for all properties and for Housing Services the time taken excluding sheltered, adapted and furnished accommodation. The average time taken to repair and relet homeless properties has had a positive impact on the overall city average figure. The city has set itself a challenging target to relet all voids within 44 days for the year.



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Landlord Services	49.2	43.4	41.4	37.7	38.5	40.4
Homeless Services	35.0	15.7	23.9	34.5	36.1	27.7
City	47.8	38.7	38.8	37.0	38.1	38.1
Improvement Target	44	44	44	44	44	44
Minimum Standard	49	49	49	49	49	49

Average number of days for contractors to turn around void properties to re-let (City) - TQP

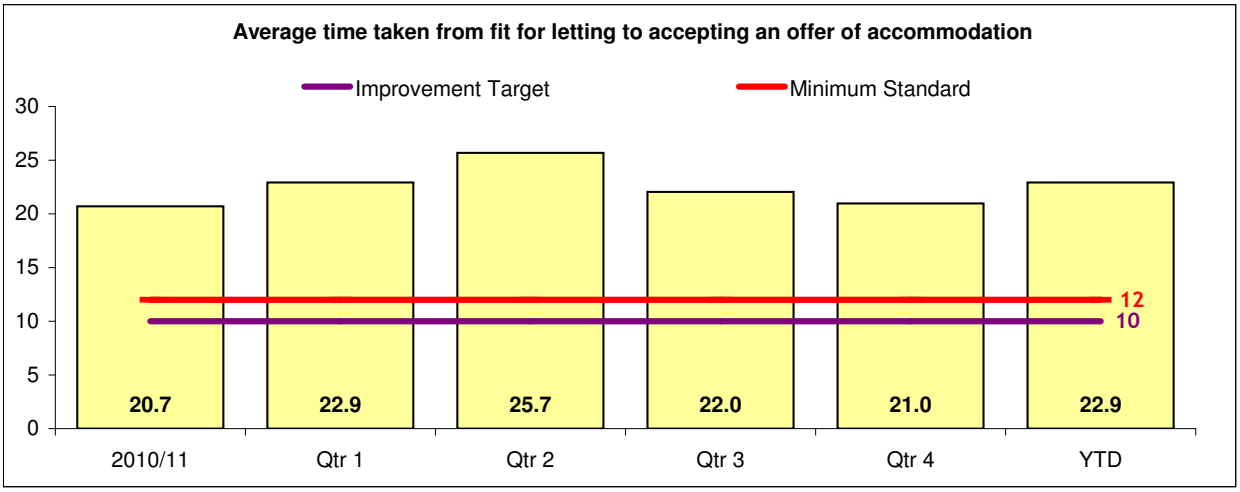
The chart below show the average time taken by the contractor to repair a property and is based on voids that have completed that stage in the period.



	2010/11	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
W Dixon South	31.9	15.3	18.5	19.1	16.3	19.2
Mears	20.9	24.4	17.0	16.9	18.2	19.5
W Dixon North	18.2	21.7	19.5	15.8	20.1	17.3
City	24.3	20.3	18.6	17.3	18.4	18.6
Improvement Target	13	11	11	11	11	11
Minimum Standard	15	13	13	13	13	13

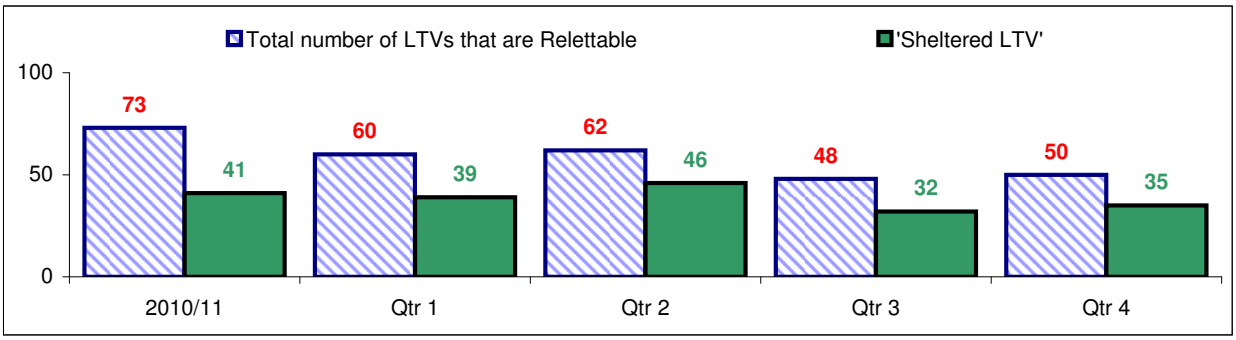
Time taken by housing to let voids once fit for letting (ordinary voids excluding sheltered and disabled housing)

The chart below show the average time taken by Landlord Services to relet a property once it has been made fit for letting in the period.



The number of empty properties over 26 weeks

The chart below shows the number of empty properties that have been empty for more than 6 months, with the tables beneath giving a breakdown of the long term voids that are going to be relet/ not be relet by their current void status.

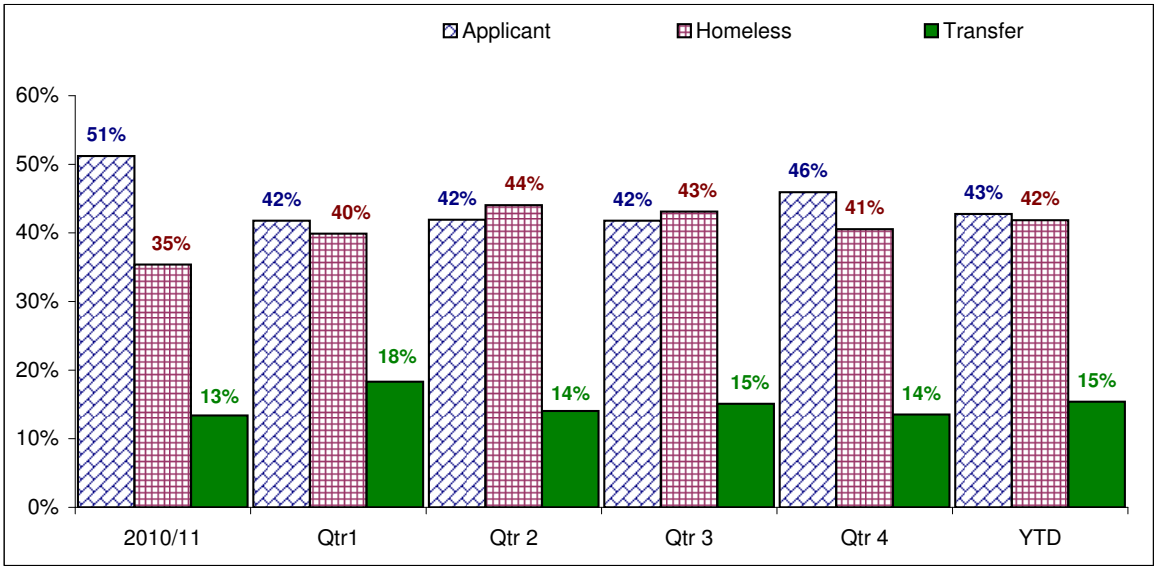


Status of long-term voids	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Number of LTVs (Under investigation by District Manager)	0	0	0	0	0
Number of LTVs (major works)	3	2	3	3	4
Number of LTVs (void repairs in progress) + asbestos+ gas/electricity	10	10	7	5	7
Number of LTVs (FFL)	60	47	52	40	39
Number of LTVs (other) Choice base letting/ confirmed for reletting / property let	0	1	0	0	0
Total number of LTVs that are Relettable	**73**	**60**	**62**	**48**	**50**
Of which are sheltered accommodation that are reletable	**41**	**39**	**46**	**32**	**35**
Number of LTVs (Structural Investigation) + FIRE & FLOOD	18	21	20	25	21
Number of LTVs (awaiting a report/decision STV)	27	20	16	23	9
Number of LTVs Future Clearance	4	5	7	5	5
Number of LTVs Change in Use - SMT Approved	22	18	18	11	2
Number of LTVs (awaiting sale)	7	5	5	5	1
Number of LTVs (No Let Decant)	21	23	22	11	11
Number of LTVs (Squatters)	1	1	1	2	1
Total of number of LTVs that are not Relettable	**100**	**93**	**89**	**82**	**50**
Total number of LTVs	173	153	151	130	100

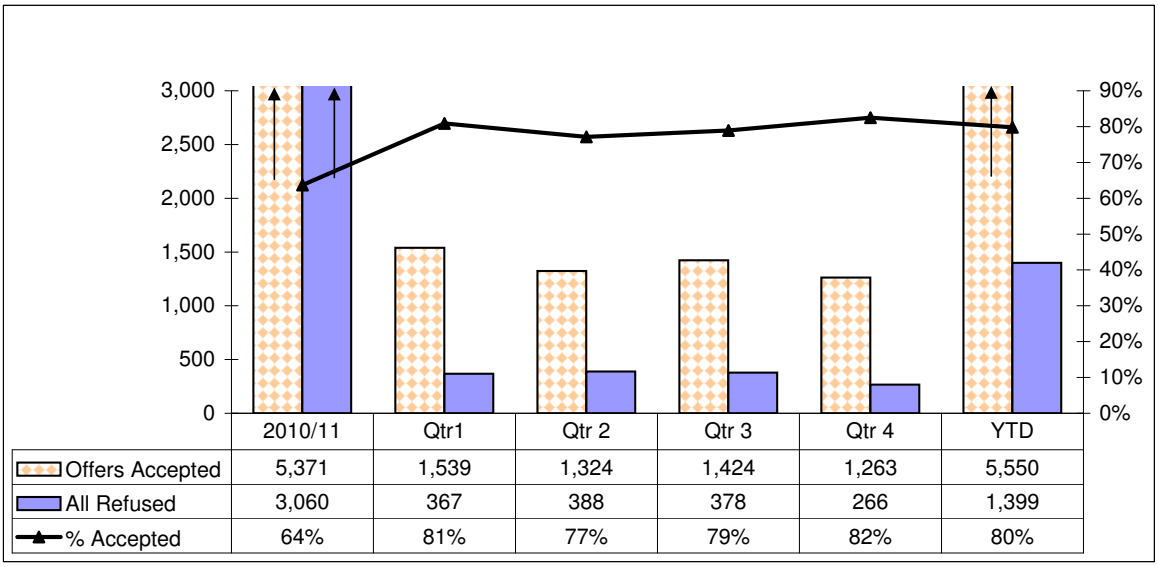
Allocations

Information reported below relates to the allocation processes of who the city relet their homes to by rehousing list.

Who we relet our empty homes to by rehousing list



Offers Accepted and Refused



	2010/11	Qtr1	Qtr 2	Qtr 3	Qtr 4	YTD
Offers Accepted	5,371	1,539	1,324	1,424	1,263	5,550
All Refused	3,060	367	388	378	266	1,399
% Accepted	64%	81%	77%	79%	82%	80%

Reason for Refusals

The table below summarises the reason why an offer of accommodation is refused. Information will be reported quarterly on this measure

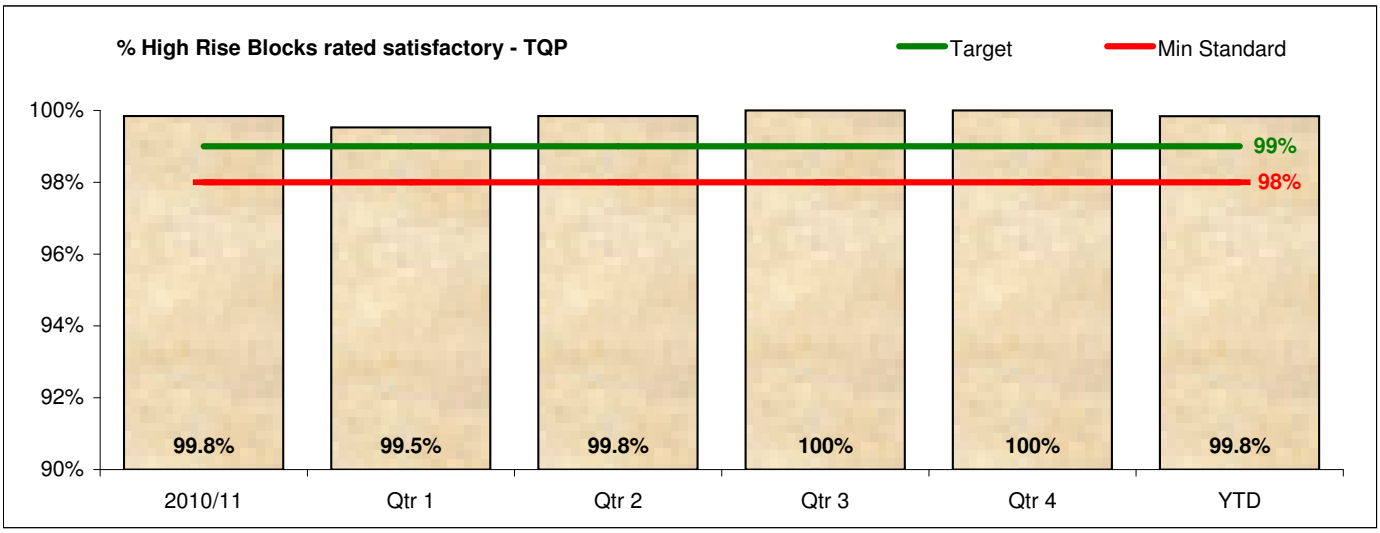
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Fear of crime/ harassment	5.4%	5.5%	6.9%	7.4%	8.2%
Wrong property type	2.3%	4.7%	5.1%	3.4%	4.1%
Applicant responded to offer but not available or no longer wants rehousing	5.9%	3.6%	7.4%	6.1%	5.6%
Failed to respond to offer	34.1%	37.9%	36.7%	38.4%	35.8%
Incorrect offer/ case details	3.6%	4.4%	1.8%	3.4%	2.6%
Location of property not suitable	20.4%	19.8%	21.7%	20.8%	17.9%
Property reason	28.0%	24.2%	20.2%	20.5%	24.6%
Wrong environment	0.4%	0.0%	0.3%	0.0%	1.1%

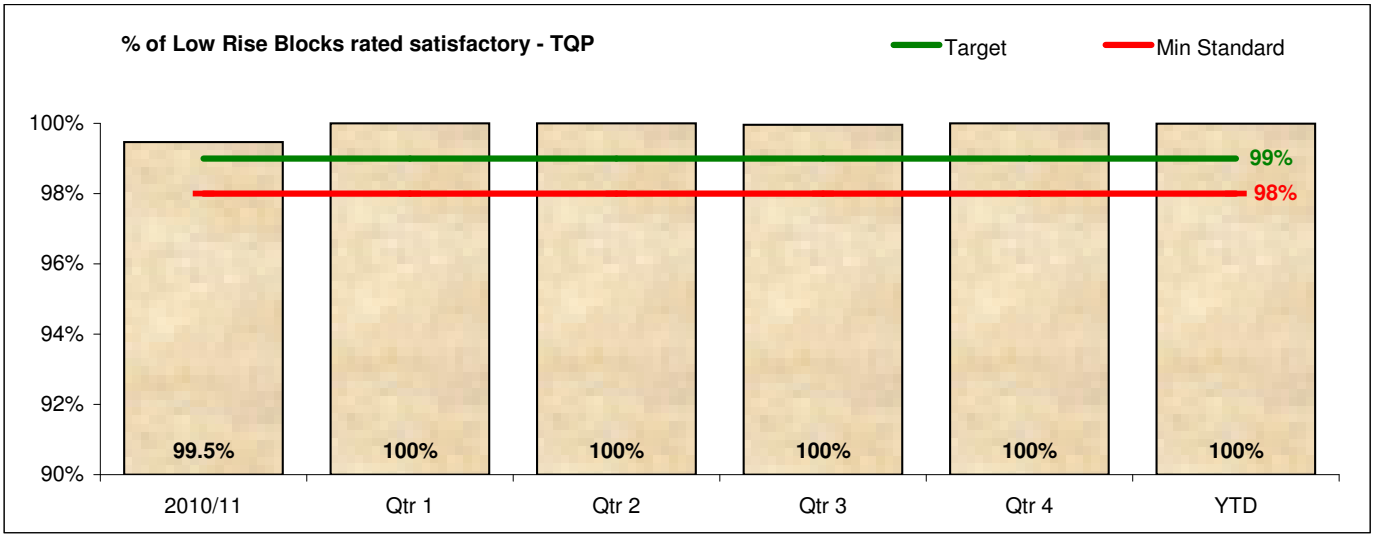
*includes the following Refusal Reasons: Does Not Want Concierge; Does Not Want Garden; Does Not Want Ground Floor; Does Not Want Sheltered Accommodation; Does Not Want Town House; Poor Standard of Cleaniness in Communal Areas/Block.

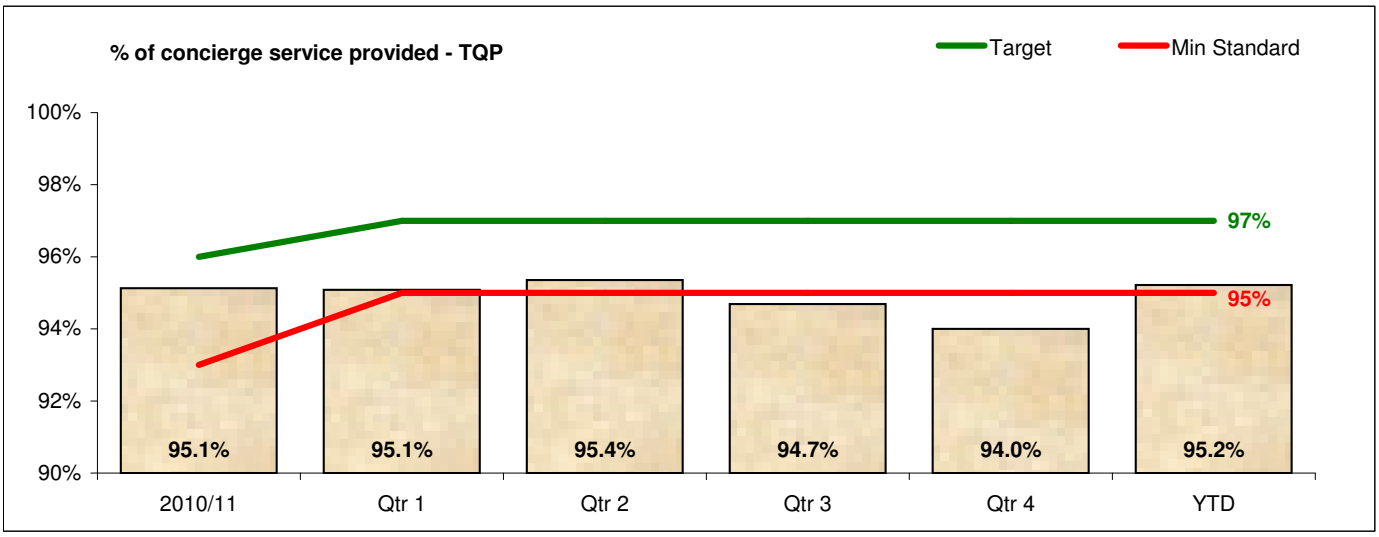
Summary reason for refusal	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Fear of crime/ harassment	164	20	27	28	22
Wrong property type	71	17	20	13	11
Applicant responded to offer but not available or no longer wants rehousing	180	13	29	23	15
Failed to respond to offer	1,042	138	144	146	96
Incorrect offer/ case details	110	16	7	13	7
Location of property not suitable	623	72	85	79	48
Property reason	858	88	79	78	66
Wrong environment	12	0	1	0	3
Grand Total	3,060	364	392	380	268

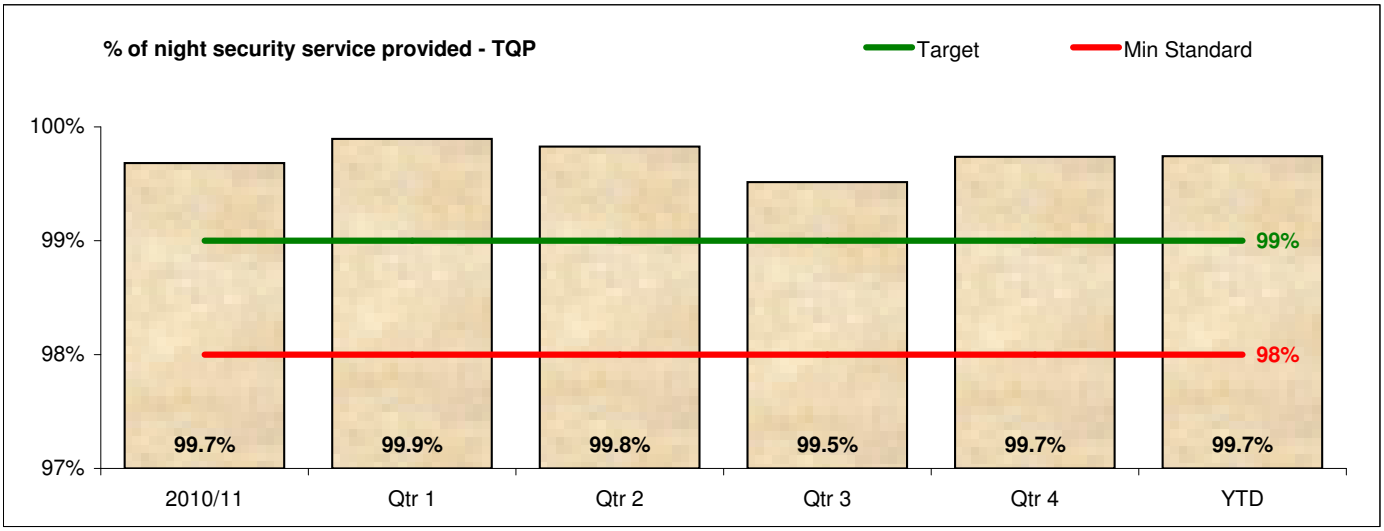
Neighbourhood Management / Estates

Estates

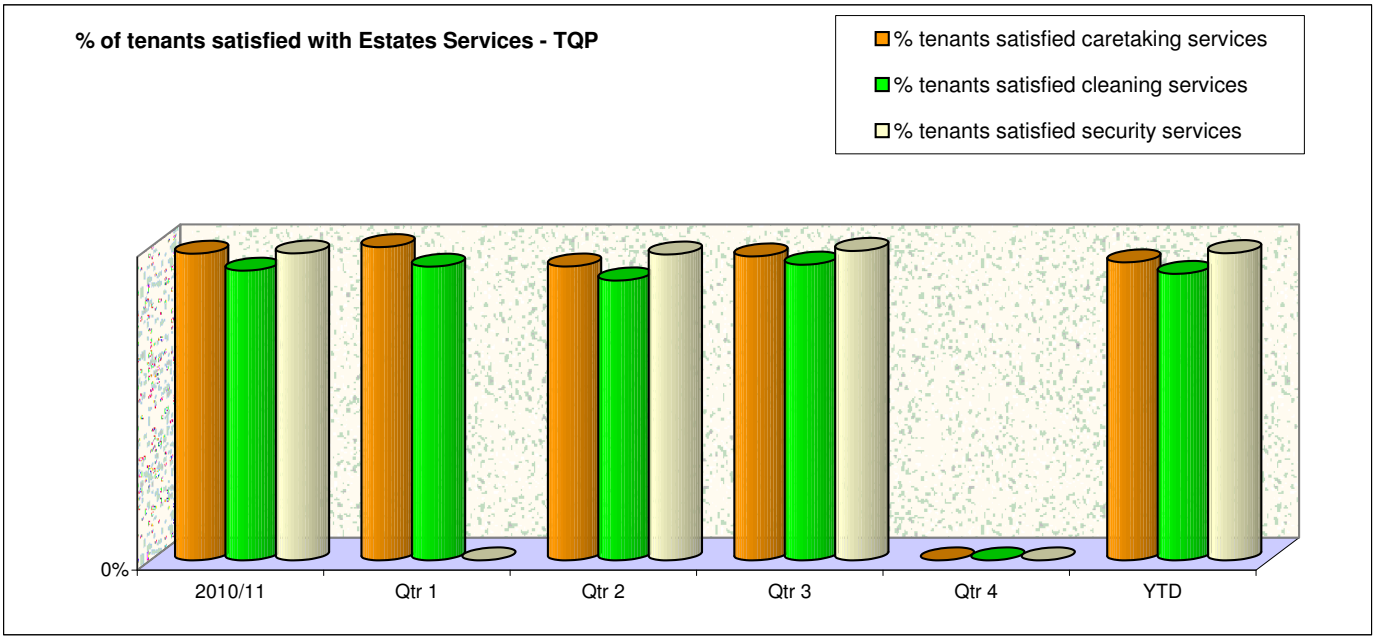








Customer Satisfaction - Estates

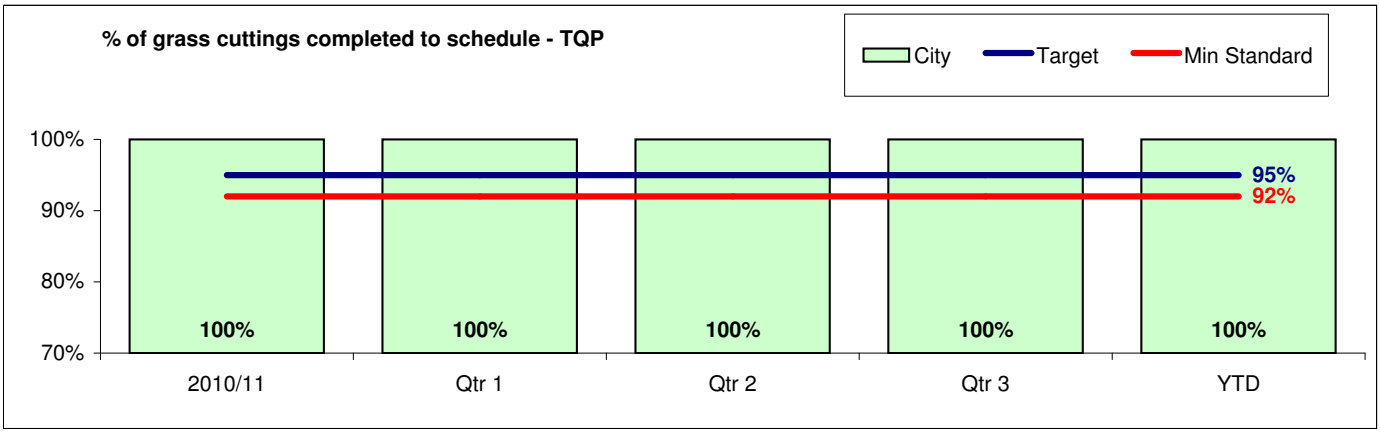


	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
% of tenants satisfied with caretaking services - TQP	97.9%	100%	93.8%	97.0%		95.1%
% of tenants satisfied with cleaning services - TQP	92.5%	93.8%	89.3%	94.4%		91.5%
% of tenants satisfied with security services - TQP	98.0%		97.7%	98.8%		98.1%

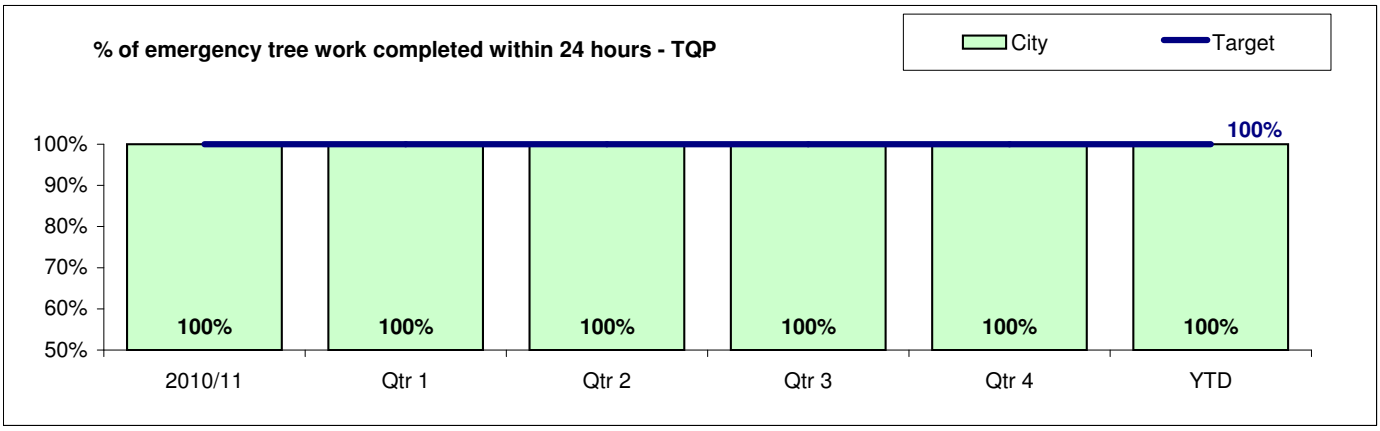
Low rise blocks without security services were targeted during Quarter 1, hence no performance information at the corresponding indicator at that period. There were no surveys carried out during Quarter 4.

Grounds Maintenance

Grounds maintenance indicators will be reported monthly during the period of their operation. Grass Cutting takes place between March and November each year. The results for Grass Cuttings completed on named days and Emergency Trees, which operate through out the year, are summarised below.



No grass cutting scheduled between December 2011 and March 2012



Customer Satisfaction	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
% of tenants satisfied with our grounds maintenance services - TQP			95.5%	97.4%		96.4%

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of additional flats with access to recycling - TQP						

Reported Quarterly. Awaiting information will report performance as and when data is available.

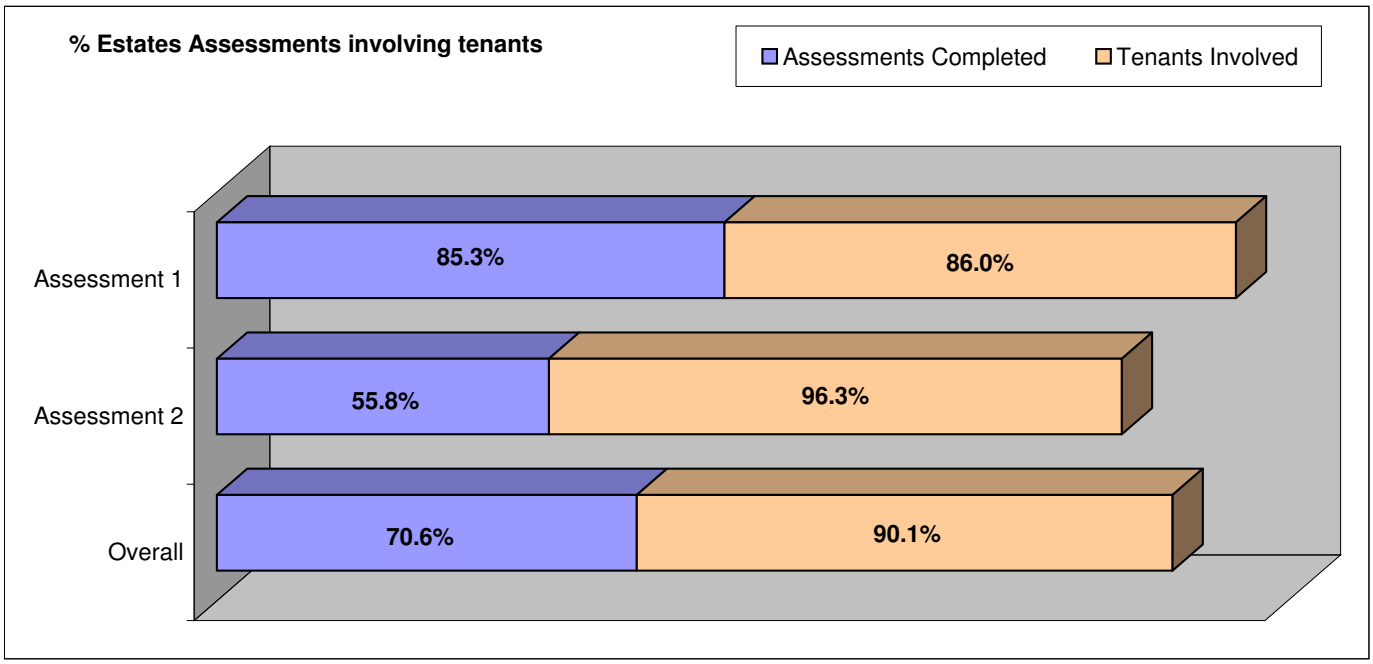
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of good neighbour agreements introduced - TQP						228

Estate Assessments

Each estate is required to have two assessments during the year, in which are given a score between 0 and 35. Depending on the score of the assessment, each estate is assigned to a quality category. Poor (0-20), Good (21-28) and Excellent (29+). The summary of the results of the assessments on a city level are shown below.

Scores

	Assessment 1		Assessment 2		Overall	
City	29.9	EXCELLENT	29.8	EXCELLENT	30.1	EXCELLENT



Assessment 1 (Apr - Sep)			Assessment 2 (Oct - Mar)			Overall			
Expetced	Completed	Tenants Involved	Expetced	Completed	Tenants Involved	Expetced	Completed	Tenants Involved	Direction of Improvement
293	250	215	292	163	157	585	413	372	
	85.3%	86.0%		55.8%	96.3%		70.6%	90.1%	

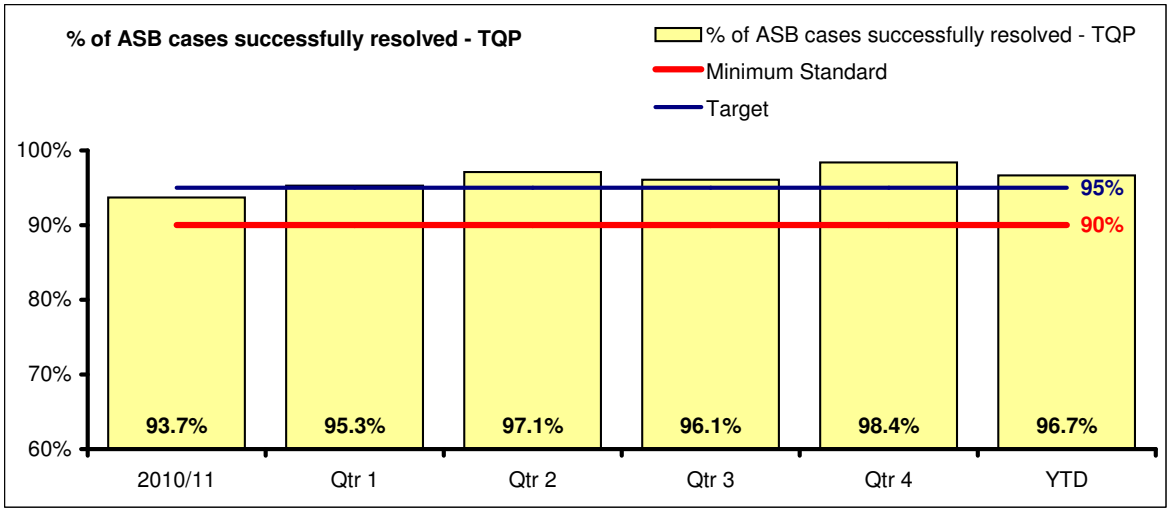
Quality Status

Assessment 1 (Apr - Sep)			Assessment 2 (Oct - Mar)			Overall		
	Nos	%		Nos	%		Nos	%
POOR	0	0.0%	POOR	1	0.6%	POOR	1	0.2%
GOOD	99	39.6%	GOOD	45	27.6%	GOOD	144	34.9%
EXCELLENT	151	60.4%	EXCELLENT	118	72.4%	EXCELLENT	269	65.1%

Anti Social Behaviour

1. ASB cases successfully resolved (TQP)

The chart below shows the percentage of ASB cases resolved satisfactorily in the period based on Birmingham's definition, with the table beneath providing detailed information on closure reason. Also shown is ASB cases successfully resolved and not resolved cases closed per 1000 properties.



Birmingham's definition for closure	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
No further incidents have reported to landlord within 3 months of initial/ last report	463	74	102	163	80	419
Case closed due to early intervention	1,618	316	455	435	295	1,501
Case closed due to effective estate management	169	28	15	18	9	70
Case closed due to effective legal action	43	8	10	16	30	64
Case closed following successful mediation	69	15	15	13	8	51
Case closed due to the perpetrator's) no longer living at the property/area (eviction/transfer/surrender)	75	11	28	28	9	76
Action taken by another agency + Other - effective intervention	0	0	0	0	0	3
ASB Withdrawal of Case asked by Complainant/ Complainant has requested case be closed	142	16	37	28	21	102
ASB reported is investigated , but no breach of tenancy or ASB found	197	30	58	55	29	172
No further contact from complainant as requested by the landlord / information requested by landlord is not provided by the complainant	111	16	14	16	5	51
No further action is possible	79	9	8	16	3	36
Complainant Moved	49	6	20	26	10	62
Total cases closed	**3,015**	**529**	**762**	**814**	**499**	**2,604**

In the table above highlighted in blue are ASB case closure reasons identified as successfully and those highlighted in red are ASB closure reasons identified as not successful.

The table below shows per 1000 properties, the number of ASB cases closed successfully/ unsuccessfully.

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
ASB cases closed successfully	43.5	7.8	11.4	12.1	7.6	38.8
ASB cases closed unsuccessfully	2.9	0.4	0.3	0.5	0.1	1.3

2.The Number of new ASB cases received in the period

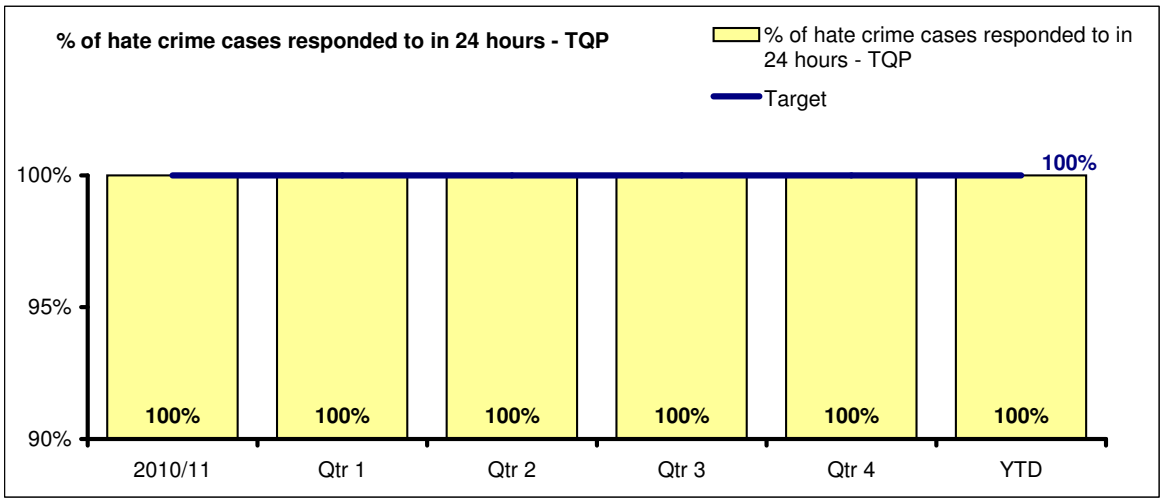
The tables below shows the number of new ASB cases received in the period by category type and per 1000 properties

New ASB cases received	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
A cases	846	405	282	151	181	1,019
B cases	1,465	341	397	258	299	1,295
C cases	523	152	120	75	61	408
Total ASB cases	**2,834**	**898**	**799**	**484**	**541**	**2,722**

New ASB cases received per 1000 properties	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
A cases	13.2	6.3	4.4	2.4	2.8	15.9
B cases	22.9	5.3	6.2	4.0	4.7	20.3
C cases	8.2	2.4	1.9	1.2	1.0	6.4
Total ASB cases	**44.3**	**14.0**	**12.5**	**7.6**	**8.5**	**42.6**

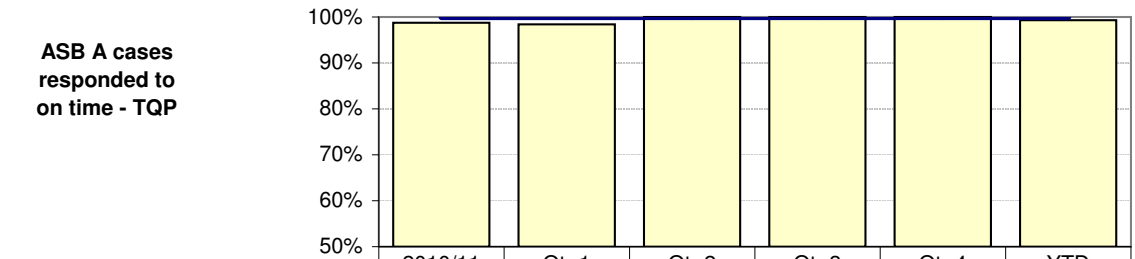
3. Hate Crimes Cases - TQP

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
The number of new ASB complaints received on the ground of Hate Crime	709	271	279	141	107	798
Cases recorded with further action taken	709	271	279	141	107	798



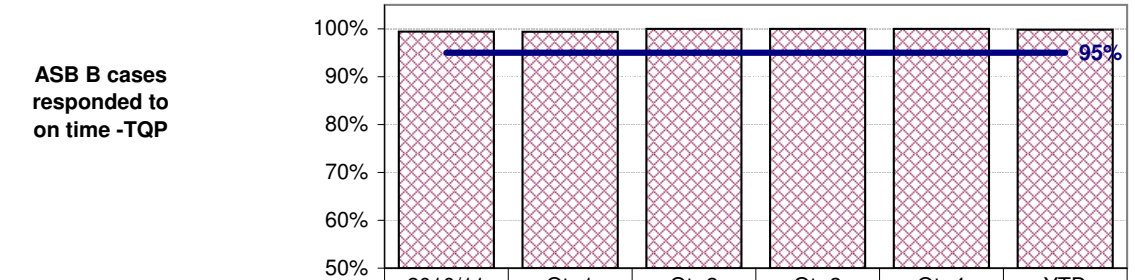
4. ASB cases responded to on time (TQP)

The percentage of ASB cases responded to within timescale is currently based on manual information supplied the constituency ASB teams. It is anticipated that this information in the future will be extracted directly from Northgate and performance will be reported accordingly.



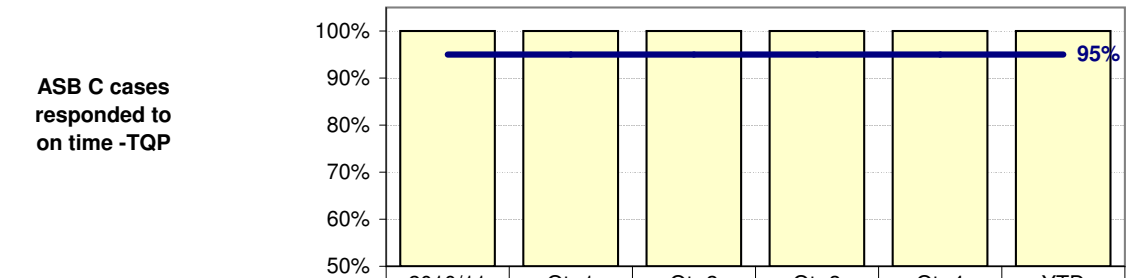
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
% of new A cases responded to on time - TQP	98.8%	98.4%	100%	100%	100%	99.3%
A cases target	100%	100%	100%	100%	100%	100%

Category A ASB Cases: Threats of Violence and Hate Crimes - Response 24hrs



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
% of new B cases responded to on time - TQP	99.4%	99.4%	100%	100%	100%	99.8%
Target	95%	95%	95%	95%	95%	95%

Category B ASB Cases: "Serious" Cases including noisy neighbours, intimidation - Response 7 Days



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
% of new C cases responded to on time - TQP	100%	100%	100%	100%	100%	100%
Target	95%	95%	95%	95%	95%	95%

Category C Cases: "Minor" including noisy pets, domestic noise, refuse - Response 10 Days.

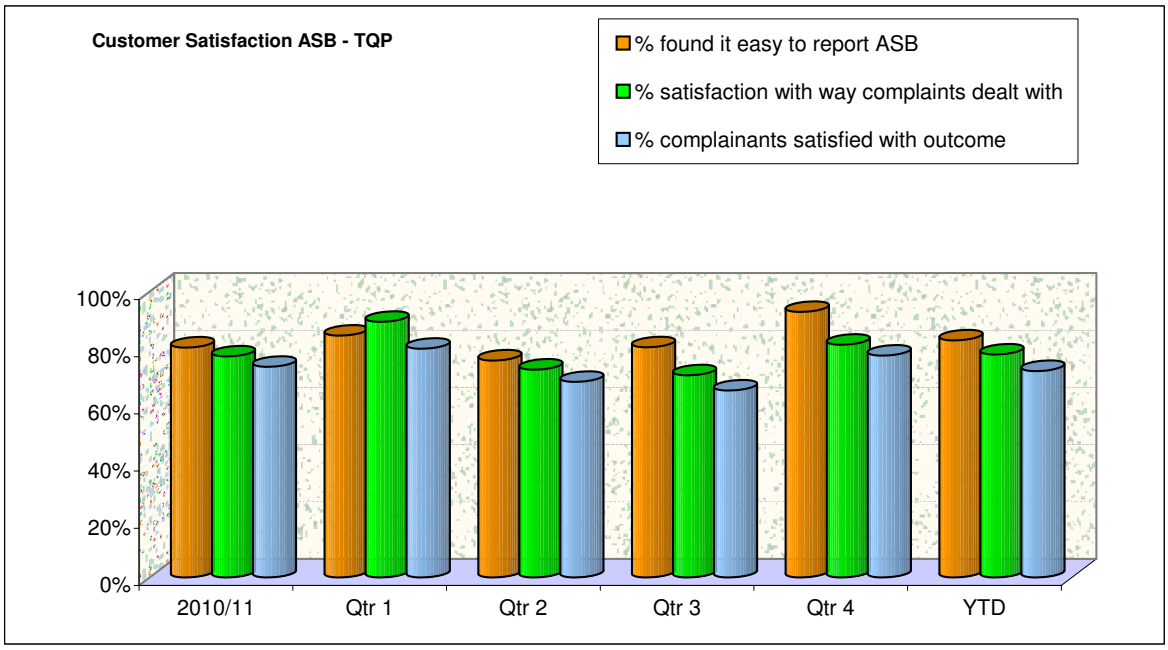
5. ASB action taken in the period

The table below shows all actions recorded against the event, and includes subsequent ASB actions. For example where a cases has been referred to Mediation Service it is recorded as REFERMULTI/1, any further subsequent actions are recorded against the event will have the next numerical number eg. REFERMULTI/2 etc.

The table below shows a summary of ASB actions that have been recorded on Northgate.

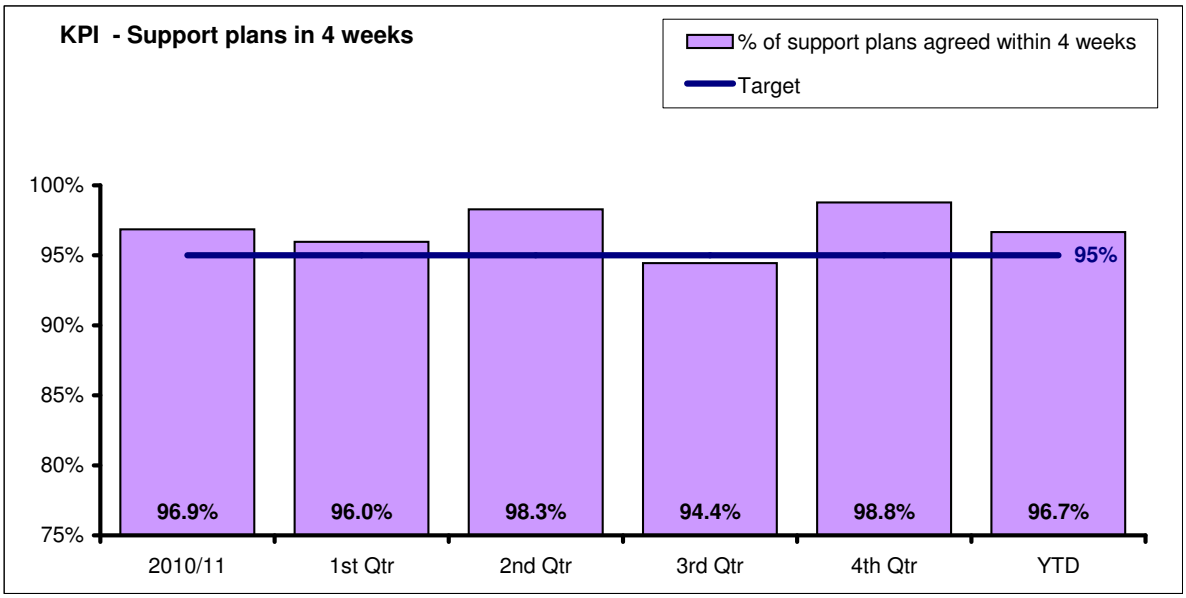
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
ASB Acceptable Behaviour Contract	41	12	14	17	10	53
ASB Action Plan Agreed	1528	435	421	308	211	1375
ASB Court Committal	7	0	0	0	0	0
ASB Court Hearing Date	93	34	28	28	45	135
ASB Demoted Tenancy	0	0	0	0	0	0
ASB Early Intervention	0	0	0	0	0	0
ASB Effective Estate Management	0	0	0	0	0	0
ASB Effective Intervention	0	0	0	0	0	0
ASB Effective Legal Action	0	0	0	0	0	0
ASB Eviction	0	0	0	0	0	0
ASB General Breach	0	0	0	0	0	0
ASB Injunction	0	0	0	0	0	0
ASB Interim Order	24	10	8	2	10	30
ASB Investigated no Breach of Tenancy	0	0	0	0	0	0
ASB Neighbourhood Agreement	0	0	0	0	0	0
ASB Notice of Extension	3	0	1	0	0	1
ASB Notice of Possession Proceedings	30	9	4	7	10	30
ASB Notice Seeking Possession	50	12	13	23	20	68
ASB Order	3	0	2	1	0	3
ASB Other Housing Intervention	0	0	0	0	0	0
ASB Other Legal Intervention	0	0	0	0	0	0
ASB Parenting Agreement	9	3	1	1	2	7
ASB Possession Order	0	0	0	0	0	0
ASB Refer to Family Intervention Project	4	1	1	0	4	6
ASB Refer to Intensive Family Support	1	0	0	0	0	0
ASB Refer to Mediation Services	130	20	15	6	8	49
ASB refer to Multiple Agencies	51	9	15	4	6	34
ASB Refer to Other Services	191	55	44	38	37	174
ASB Refer to TSO	30	7	8	4	3	22
ASB Refer to Victim Support	99	16	22	7	6	51
ASB refer to Youth Offending Team	9	0	1	1	1	3
ASB Referral to Environmental Services	127	13	9	5	13	40
ASB Suspended Possession Order	0	0	0	0	0	0
ASB Undertaking to Court	8	3	0	2	4	9
ASB Written Warning	106	39	49	31	17	136
ASB Individual Support Order	5	1	0	0	0	1
Grand Total	**2,549**	**679**	**656**	**485**	**407**	**2,227**

6. Customer Satisfaction - ASB



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
% of complainants found it easy to report ASB - TQP	80.4%	84.6%	75.9%	80.5%	92.9%	82.9%
% satisfaction with the way complaints are dealt with - TQP	77.3%	89.4%	72.7%	70.7%	81.4%	78.0%
% of complainants satisfied with the outcome of their complaints - TQP	73.7%	80.0%	68.4%	65.4%	77.6%	72.2%

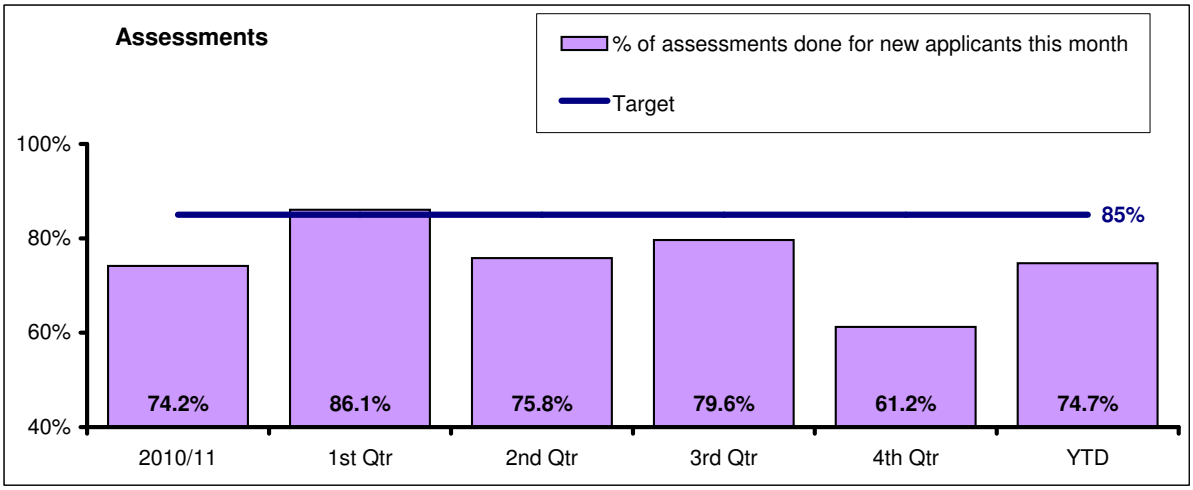
Services for Older People

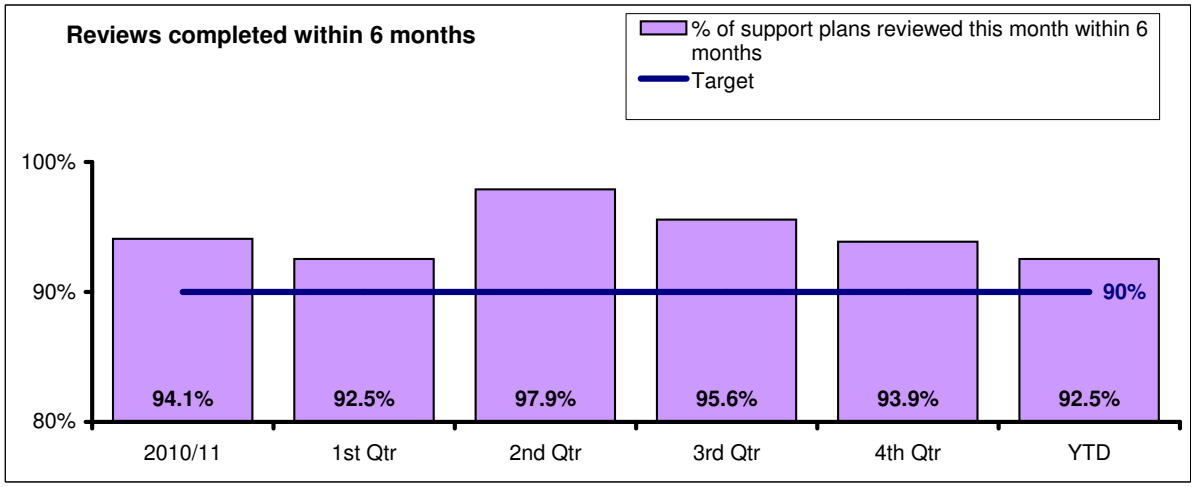


All new tenants of sheltered accommodation should have a support plan agreed within 4 weeks of the tenancy start.

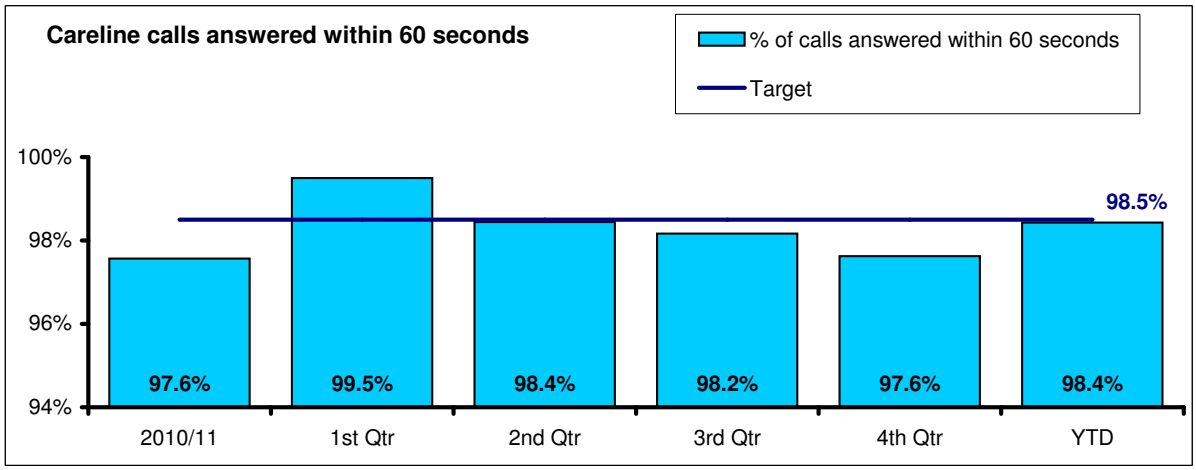
	2010/11	1st Qtr	2nd Qtr	3rd Qtr	Feb	Mar	4th Qtr	YTD
Number of support plans agreed for new tenancies this month that were agreed within 4 weeks	431	119	115	119	36	15	81	434
Total number of support plans agreed for new tenancies this month	445	124	117	126	36	16	82	449
Number of support plans for new tenants overdue at end of month (snapshot)	2	1	4	7	5	6	6	6

Secondary Indicators



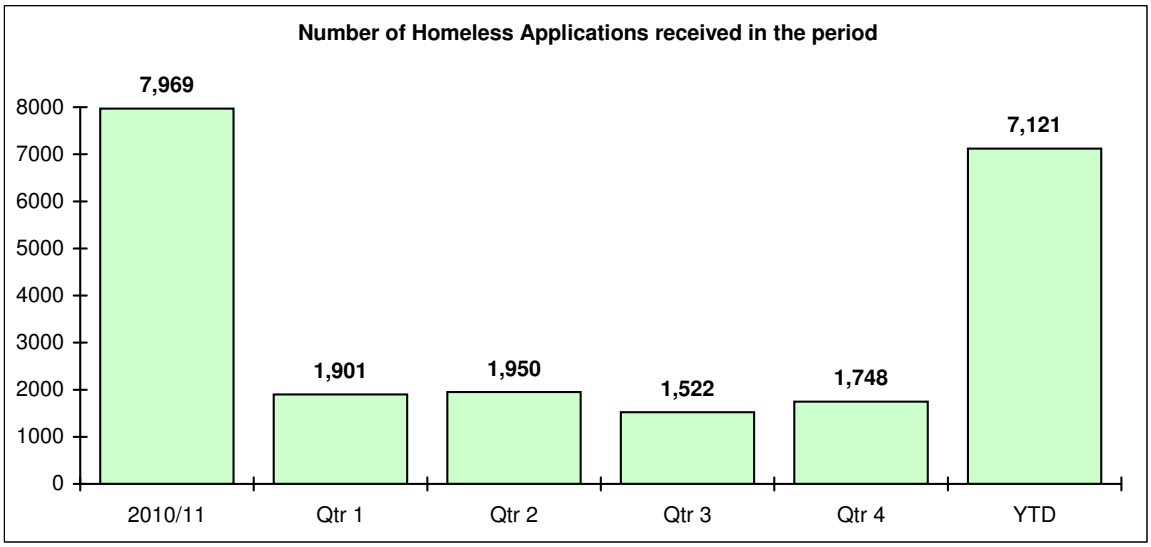


Careline



Homelessness

The chart below shows the number of new homeless applications received in the period, regardless of the current application status.



Number of Homeless Decisions Made

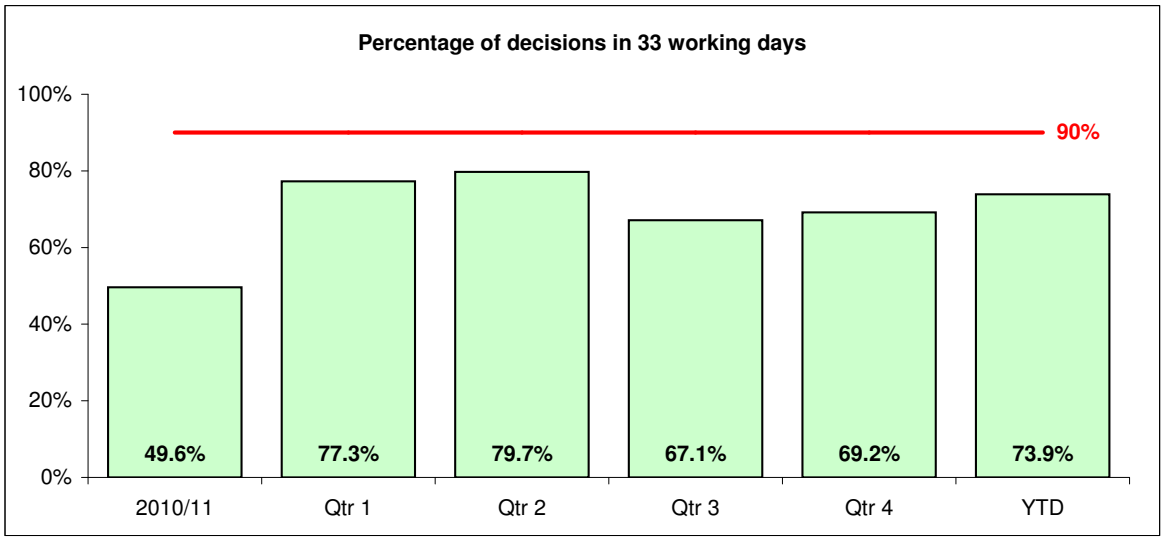
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Acceptances (Priority Need)	4,180	1,053	1,083	923	859	3,918
Eligible But Not Homeless	2,075	375	383	327	344	1,429
Eligible, Hless But Not Priority	1,715	335	318	235	279	1,167
Ineligible	329	27	28	22	34	111
Intentionally Homeless	175	89	77	88	99	353
Total	8,474	1,879	1,889	1,595	1,615	6,978

Number of applicants accepted as homeless and in priority need aged 16-17

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
16 Years Old	73	19	6	9	4	38
17 Years Old	153	44	27	24	17	112
% total acceptance	5.4%	6.0%	3.0%	3.6%	2.4%	3.8%

Decisions in 33 days

The chart below shows the percentage of homeless application decisions made within 33 days .



This information is based on working days and excludes weekends and bank holidays.

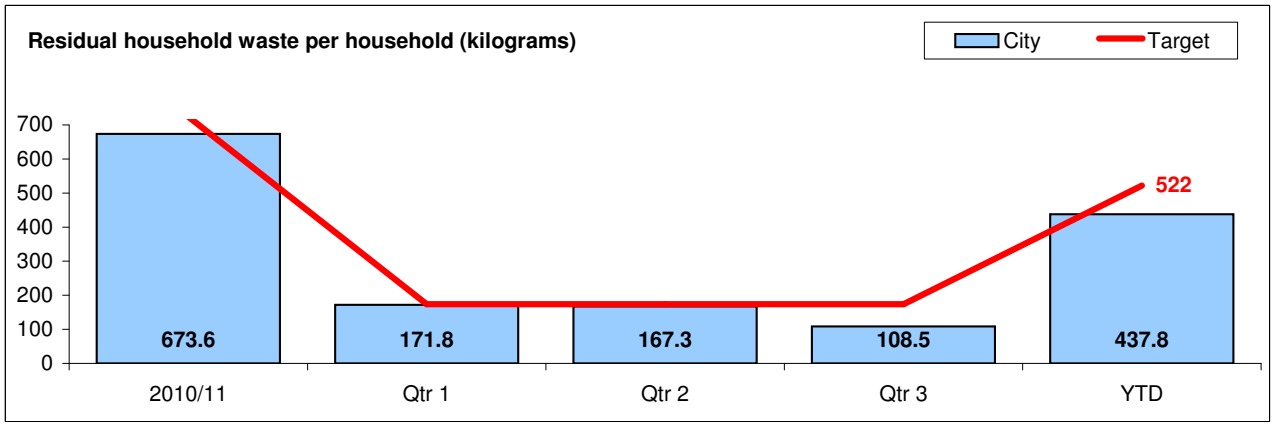
Total Households in Temporary Accommodation by category

The table below shows the number of customers in temporary accommodation where a duty is owned to rehouse them. Please note that this is a snapshot figure and the latest month is also the year to date position.

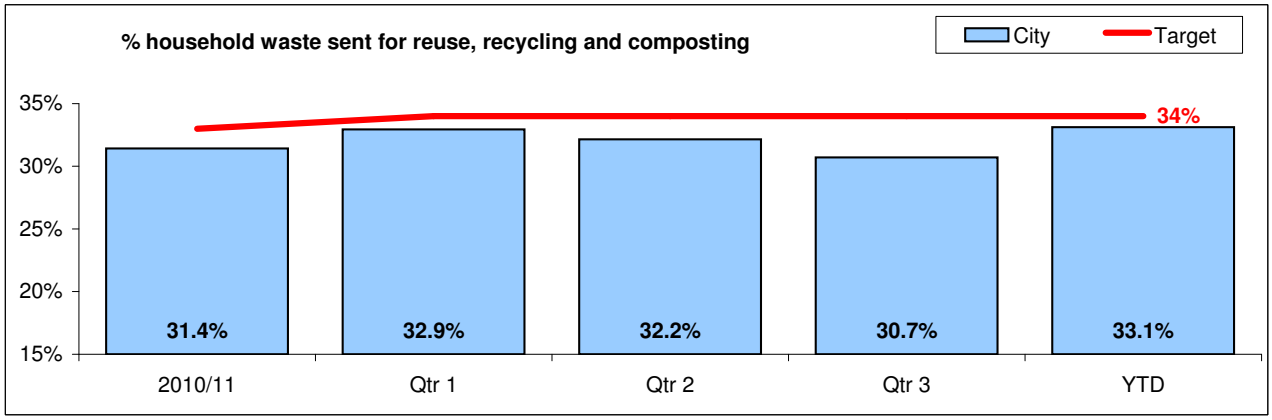
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4
B & B	70	63	41	9	57
City Hostel	83	83	84	74	74
Dispersed Hostel	149	155	144	197	156
Private Landlord	432	370	515	493	418
Total	734	671	784	773	705

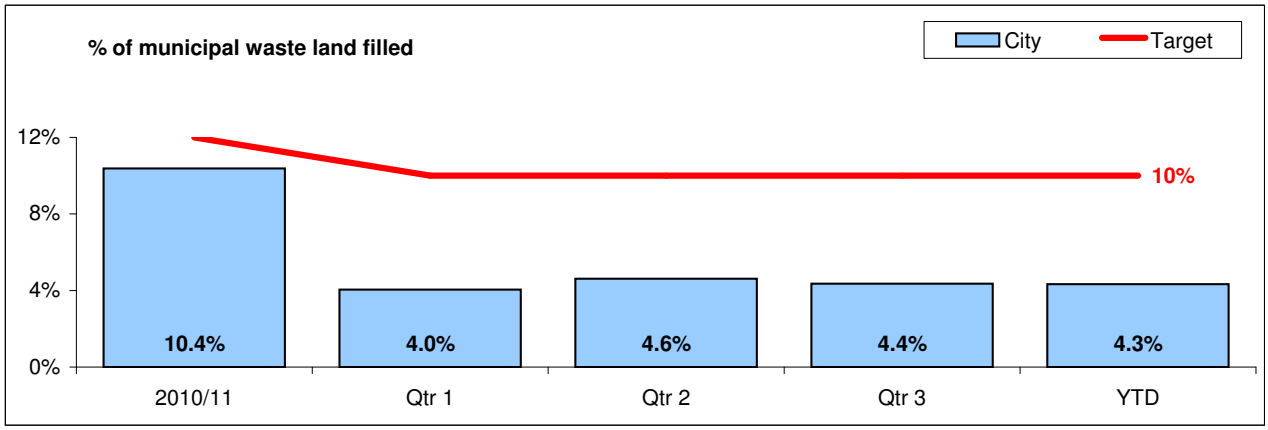
Environmental - Fleet and Waste Management

The new Future Operating Model for Fleet & Waste Management will mean a change in performance information data for 2011/12. Fleet & Waste Management report quarterly a month in arrears.



Lower is Better





Lower is Better

Improved street & environmental cleanliness - levels of litter

	2010/11	Apr-Jun	July-Oct	YTD
City	3.2%	2.6%	3.7%	3.1%
Target	3.5%	2.8%	2.8%	2.8%

Reported 3 times a year

Improved street & environmental cleanliness - levels of detritus

	2010/11	Apr-Jun	July-Oct	YTD
City	7.9%	11.5%	11.1%	11.3%
Target	9%	8%	8%	8%

Improved street & environmental cleanliness - levels of graffiti

	2010/11	Apr-Jun	July-Oct	YTD
City	5.3%	4.6%	3.9%	4.2%
Target	9%	8%	8%	8%

Improved street and environmental cleanliness - levels of fly posting

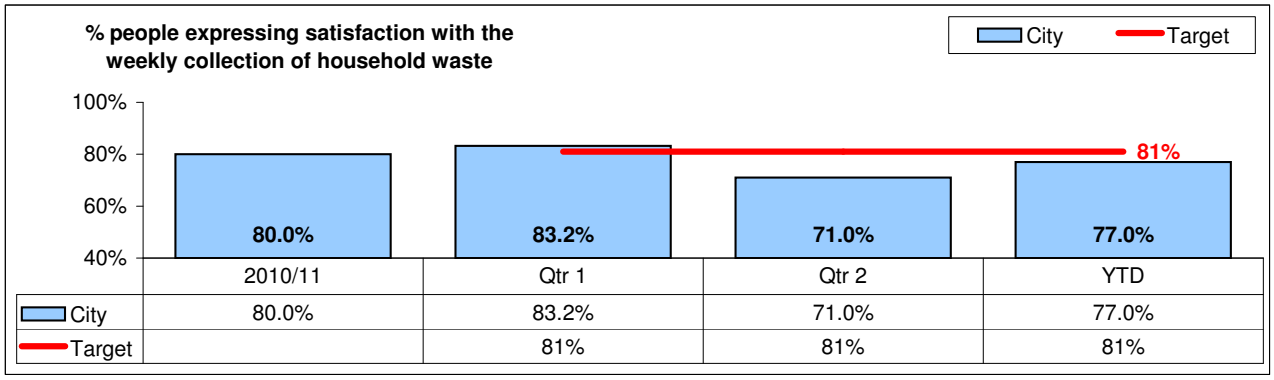
	2010/11	Apr-Jun	July-Oct	YTD
City	1.4%	1.1%	1.0%	1.1%
Target	1%	1%	1%	1%

The above improved street and environmental cleanliness measures are reported 3 times a year

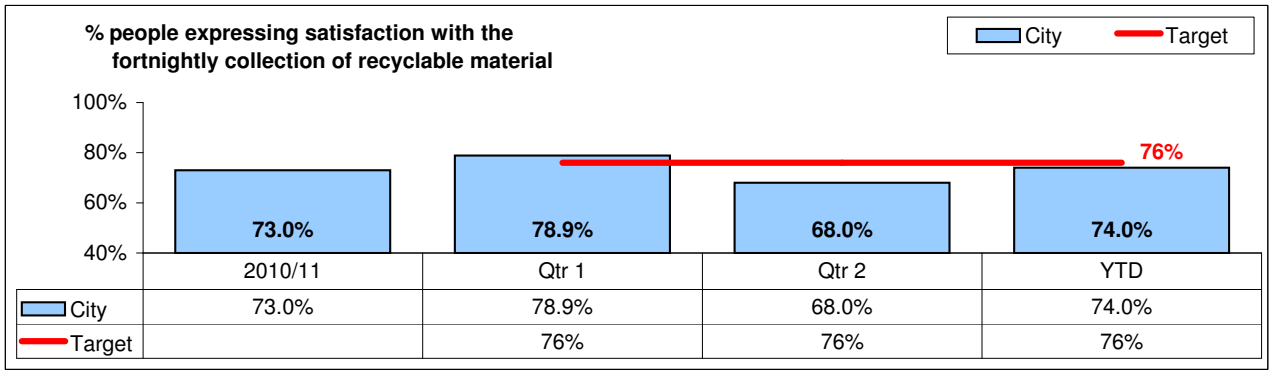
Improved street and environmental cleanliness - fly tipping

Reported annually. Data from Defra - not yet available

Customer Satisfaction - Fleet and Waste Management



	2010/11	Qtr 1	Qtr 2	YTD
City	80.0%	83.2%	71.0%	77.0%
Target		81%	81%	81%



	2010/11	Qtr 1	Qtr 2	YTD
City	73.0%	78.9%	68.0%	74.0%
Target		76%	76%	76%

Reported Quarterly - awaiting information for Quarters 3 & 4