Birmingham City Council

Constituency Tenant Group Performance Report

4th Quarter 2011/2012

Edgbaston

Erdington

Hall Green

Hodge Hill

Ladywood

Northfield

Perry Barr

Selly Oak

Sutton Coldfield

Yardley

Homes and Neighbourhoods

Edgbaston Quarterly CTG Report

Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	97.2%	95%	98%	96.9%	97.4%	96.8%	97.9%	97.2%	97.6%	
Average days to complete other jobs	10.4	12	10	14.2	11.9	11.4	12.2	12.4	11.1	
Percentage of appointments kept (Contractor)	94.5%	94%	97%	98.6%	98.5%	98.8%	97.5%	98.3%	97.8%	
Percentage of emergency repairs responded to within 2 hours	96.4%	92%	95%	97.7%	95.0%	95.0%	95.3%	95.8%	97.2%	
Percentage of repairs inspected of good quality	97.4%	93%	97%	100%	96.6%	96.1%	97.0%	96.7%	96.4%	
Percentage of jobs completed same day	87.3%	90%	94%	85.3%	84.5%	88.6%	90.3%	87.1%	89.9%	
Tenant satisfaction (with the job)	94.6%	92.5%	95.5%	94.8%	94.0%	94.4%	94.3%	94.4%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	91.7%	85%	90%	90.7%	91.9%	91.1%	92.2%	91.5%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed - Morrison	99.5%	-	100%	89.6%	88.7%	96.5%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.1%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT / ESTATES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%		100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	100%	100%	100%	100%	100%	100%	
% of high rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	100%	
% of concierge service provided	-	-	-	-	-	-	-	-	95.2%	
% of night security service provided	-	-	-	-	-	-	-	-	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling		-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants		-	-	56	17	24	17	115	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no grass cutting scheduled in Quarter 4 There is no concierge or night security cover for Edgbaston. Satisfaction results are available on City level only. No information available for the number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£1,156,257	-	-	£1,280,326	£1,378,352	£1,329,240	£1,255,431	£1,255,431	£9,181,950	
% of cash collected as a % of all rent due	98.85%	97.35%	100.35%	97.76%	97.8%	100.1%	98.6%	98.53%	98.66%	
% Tenants in Arrears for more than seven weeks	10.07%	8.5%	8%	9.95%	10.32%	10.22%	9.98%	10.12%	8.32%	
% of tenants evicted for rent arrears	0.45%	0.45%	0.40%	0.12%	0.07%	0.07%	0.17%	0.43%	0.56%	
Comments - Rent Collection	The 2011/12 targets for rents are city wide									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	90%	90%	95%	97.3%	100%	98.4%	95.0%	98.5%	96.7%	
% of hate crime cases responded within 24 hours		-	100%	100%	100%	100%	100%	100%	100%	
% of complainants found it easy to report antisocial behaviour	77.3%	-	-	83.3%	76.9%	100%	100%	84.6%	82.9%	
% A cases responded to on time	100%	-	100%	100%	100%	100%	100%	100%	99.3%	
% B cases responded to on time (within 5 days)	100%	-	95%	100%	100%	100%	100%	100%	99.8%	
% C cases responded to on time (within 10 days)		-	95%	No Cases	No Cases	No Cases	No Cases	No Cases	100%	
% of all antisocial behaviour cases responded to on time	100%	-	-	100%	100%	100%	100%	100%	99.6%	
% satisfaction with the way complaints are dealt with	68.4%	75%	80%	71.4%	83.3%	100%	100%	83.3%	78.0%	
% of all complainants satisfied with the outcome of their complaints	61.1%	70%	75%	33.3%	90.9%	100%	0.0%	66.7%	72.2%	
Comments - Antisocial Behaviour	Where no cases is reported, the constituency have not provided any data for the period.									

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	57.3	49	44	51.4	49.3	45.2	39.9	46.4	40.4	
Average number of days for contractors to turn around void properties to re-let -City	29.2	13	11	21.3	20.0	16.0	19.2	19.0	18.6	
Comments - Empty Properties										

ALLOCATIONS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	84.6%	92.9%	91.1%	91.9%	90.2%	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of customer profile information we hold	69.96%	78%	80%	71.43%	73.01%	97.59%	98.73%	74.21%	81.77%	
% increase in the customer profile information we hold	N/A	-	-	1.47%	1.58%	72.08%	72.95%	4.25%	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	98.3%	90%	95%	98.1%	96.7%	99.3%	98.9%	98.2%	97.6%	
% of telephone calls dealt with	47.1%	-	-	24.9%	33.6%	32.4%	38.0%	31.7%	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									

Homes and Neighbourhoods

Erdington Quarterly CTG Report

Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	98.2%	95%	98%	98.3%	98.5%	97.7%	97.1%	97.9%	97.6%	
Average days to complete other jobs	9.7	12	10	10.4	10.7	11.1	11.4	10.9	11.1	
Percentage of appointments kept (Contractor)	97.9%	94%	97%	98.7%	98.0%	97.3%	94.3%	97.1%	97.8%	
Percentage of emergency repairs responded to within 2 hours	96.4%	92%	95%	98.6%	98.3%	97.4%	94.6%	97.1%	97.2%	
Percentage of repairs inspected of good quality	97.9%	93%	97%	100%	98.4%	86.1%	95.4%	94.6%	96.4%	
Percentage of jobs completed same day	90.7%	90%	94%	89.2%	89.1%	89.9%	89.8%	89.5%	89.9%	
Tenant satisfaction (with the job)	94.7%	92.5%	95.5%	94.6%	95.6%	94.7%	94.3%	94.8%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	92.9%	85%	90%	93.1%	94.9%	93.8%	91.8%	93.4%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed	99.8%	-	100%	99.0%	99.1%	99.8%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.1%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT / ESTATES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%		100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	100%	No cases	100%	100%	100%	100%	
% of high rise blocks rated satisfactory	100%	98%	99%	95.0%	98.3%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	100%	
% of concierge service provided	95.3%	95%	97%	86.6%	86.6%	94.8%	93.7%	90.5%	95.2%	
% of night security service provided	99.7%	98%	99%	99.9%	99.9%	99.1%	100%	99.7%	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling		-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants		-	-	49	35	22	9	115	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no grass cutting scheduled in Quarter 4 Satisfaction results are available on City level only. No information available for the Number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£1,009,102	-	-	£1,135,458	£1,187,774	£1,074,445	£1,042,746	£1,042,746	£9,181,950	
% of cash collected as a % of all rent due	99.03%	97.35%	100.35%	97.08%	98.13%	101.11%	98.92%	98.77%	98.66%	
% Tenants in Arrears for more than seven weeks	9.31%	8.5%	8%	9.36%	9.53%	9.20%	8.79%	9.22%	8.32%	
% of tenants evicted for rent arrears	0.30%	0.45%	0.40%	0.18%	0.18%	0.23%	0.17%	0.75%	0.56%	
Comments - Rent Collection	The 2011/12 targets for rents are city wide									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	95%	90%	95%	97.3%	100%	98.4%	95.0%	98.5%	96.7%	
% of hate crime cases responded within 24 hours		-	100%	100%	100%	100%	100%	100%	100%	
% of complainants found it easy to report antisocial behaviour	81%	-	-	83.3%	81.8%	87.5%	92.3%	88.9%	82.9%	
% A cases responded to on time	95%	-	100%	94.3%	100%	100%	100%	97.8%	99.3%	
% B cases responded to on time (within 5 days)	96%	-	95%	96.4%	100%	100%	100%	98.6%	100%	
% C cases responded to on time (within 10 days)	100%	-	95%	100%	100%	100%	100%	100%	100%	
% of all antisocial behaviour cases responded to on time	96%	-	-	95.6%	100%	100%	100%	98.3%	99.6%	
% satisfaction with the way complaints are dealt with	76%	75%	80%	100%	77.8%	62.5%	50.0%	67.6%	78.0%	
% of all complainants satisfied with the outcome of their complaints	70%	70%	75%	100%	100%	60.0%	54.5%	71.0%	72.2%	
Comments - Antisocial Behaviour										

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	41.0	49	44	31.4	34.0	30.9	34.5	32.6	40.4	
Average number of days for contractors to turn around void properties to re-let - City	15.9	13	11	16.4	18.2	16.1	15.1	16.4	18.6	
Comments - Empty Properties										

ALLOCATIONS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	91.5%	87.9%	90.9%	93.3%	91.0%	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of customer profile information we hold	69.13%	78%	80%	70.19%	71.81%	72.55%	74.21%	74.21%	81.77%	
% increase in the customer profile information we hold	N/A	-	-	1.06%	1.62%	0.74%	1.66%	5.08%	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	97.1%	90%	95%	98.0%	96.6%	97.8%	97.9%	97.6%	97.6%	
% of telephone calls dealt with	37.6%	-	-	67.9%	74.8%	80.6%	78.7%	75.5%	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									

Homes and Neighbourhoods
Hall Green Quarterly CTG Report
Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	96.2%	95%	98%	97.0%	95.9%	96.5%	96.7%	96.5%	97.6%	
Average days to complete other jobs	10.7	12	10	15.5	13.9	12.9	12.4	13.6	11.1	
Percentage of appointments kept (Contractor)	94.5%	94%	97%	98.6%	98.5%	98.8%	97.5%	98.3%	97.8%	
Percentage of emergency repairs responded to within 2 hours	96.5%	92%	95%	98.0%	97.4%	95.2%	93.9%	96.2%	97.2%	
Percentage of repairs inspected of good quality	91.4%	93%	97%	100%	100%	98.7%	100%	99.6%	96.4%	
Percentage of jobs completed same day	85.9%	90%	94%	85.7%	83.7%	85.3%	88.9%	85.9%	89.9%	
Tenant satisfaction (with the job)	94.6%	92.5%	95.5%	94.8%	94.0%	94.4%	94.3%	94.4%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	91.7%	85%	90%	90.7%	91.9%	91.1%	92.2%	91.5%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed	99.4%	-	100%	91.2%	93.0%	96.4%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.0%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT/ESTATES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%		100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	No Cases	No Cases	100%	100%	100%	100%	
% of high rise blocks rated satisfactory	99.69%	98%	99%	100%	100%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	100%	
% of concierge service provided	-	-	-	-	-	-	-	-	95.2%	
% of night security service provided	-	-	-	-	-	-	-	-	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling		-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants		-	-	0	6	0	7	13	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no grass cutting scheduled in Quarter 4 Satisfaction results are available on City level only. No information available for the number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£198,145	-	-	£249,309	£278,865	£231,662	£246,084	**£246,084**	**£9,181,950**	
% of cash collected as a % of all rent due	99.43%	97.35%	100.35%	97.20%	97.74%	101.30%	98.79%	**98.73%**	**98.66%**	
% Tenants in Arrears for more than seven weeks	6.19%	8.5%	8%	6.24%	6.41%	6.26%	5.55%	**6.12%**	**8.32%**	
% of tenants evicted for rent arrears	0.36%	0.45%	0.40%	0.16%	0.16%	0.16%	0.04%	**0.51%**	**0.56%**	
Comments - Rent Collection	The 2011/12 targets for rents are city wide									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	93.1%	90.0%	95%	100%	100%	94.7%	100%	**98.0%**	**96.7%**	
% of hate crime cases responded within 24 hours		-	100%	100%	100%	100%	100%	**100%**	**100%**	
% of complainants found it easy to report antisocial behaviour	100%	-	-	100%	100%	0%	100%	**85.7%**	**82.9%**	
% A cases responded to on time	100%	-	100%	100%	100%	100%	No Cases	**100%**	**99.3%**	
% B cases responded to on time (within 5 days)	100%	-	95%	100%	100%	100%	No Cases	**100%**	**99.8%**	
% C cases responded to on time (within 10 days)	100%	-	95%	100%	100%	100%	No Cases	**100%**	**100%**	
% of all antisocial behaviour cases responded to on time	100%	-	-	100%	100%	100%	No Cases	**100%**	**99.6%**	
% satisfaction with the way complaints are dealt with	60.0%	75%	80%	No Responses	0.0%	No Responses	75.0%	**60.0%**	**78.0%**	
% of all complainants satisfied with the outcome of their complaints	75.0%	70%	75%	No Responses	50.0%	No Responses	75.0%	**66.7%**	**72.2%**	
Comments - Antisocial Behaviour	1) Figures for response to A,B and C cases are combined with the Selly Oak data. 2) For Qtr 1, one ASB survey form was returned. Where "No Response" is recorded the respondent did not answer the question within the form. Where no cases is reported, the constituency have not provided any data for the period.									

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	39.5	49	44	37.5	35.2	32.9	41.3	36.9	40.4	
Average number of days for contractors to turn around void properties to re-let -City	29.2	13	11	22.2	20.6	16.1	18.1	19.5	18.6	
Comments - Empty Properties										

ALLOCATIONS	2011/12	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	84.9%	86.0%	92.5%	90.9%	88.2%	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% Of customer profile information we hold	68.52%	78%	80%	69.86%	71.05%	71.07%	75.80%	75.80%	81.77%	
% increase in the customer profile information we hold	N/A	-	-	1.34%	1.19%	0.03%	4.72%	7.28%	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	91.1%	90%	95%	94.3%	90.6%	91.2%	89.3%	91.4%	97.6%	
% of telephone calls dealt with	24.9%	-	-	54.1%	54.5%	81.4%	84.8%	65.4%	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									

Homes and Neighbourhoods

Hodge Hill Quarterly CTG Report

Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 11/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	98.2%	95%	98%	98.5%	99.0%	98.7%	98.1%	98.6%	97.6%	
Average days to complete other jobs	7.6	12	10	10.7	8.9	8.3	7.5	8.8	11.1	
Percentage of appointments kept (Contractor)	97.8%	94%	97%	98.0%	97.8%	97.5%	98.1%	97.9%	97.8%	
Percentage of emergency repairs responded to within 2 hours	99.3%	92%	95%	98.8%	98.4%	99.7%	99.2%	99.1%	97.2%	
Percentage of repairs inspected of good quality	96%	93%	97%	97.2%	97.3%	95.6%	100%	97.6%	96.4%	
Percentage of jobs completed same day	93.1%	90%	94%	93.0%	94.6%	93.5%	93.7%	93.7%	89.9%	
Tenant satisfaction (with the job)	95.5%	92.5%	95.5%	95.4%	95.8%	95.1%	95.4%	95.4%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 11/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	93.4%	85%	90%	94.3%	95.9%	94.0%	93.5%	94.4%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 11/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed	99.8%	-	100%	99.7%	99.3%	99.7%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.1%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT/ESTATES	2010/11	Minimum Standard	Target 11/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%		100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	100%	100%	100%	100%	100%	100%	
% of high rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	100%	
% of concierge service provided	98.4%	95%	97%	99.6%	98.6%	95.9%	99.2%	98.3%	95.2%	
% of night security service provided	100%	98%	99%	100%	99.8%	99.8%	100%	99.9%	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling		-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants		-	-	68	83	90	25	263	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no grass cutting scheduled in Quarter 4 Satisfaction results are available on City level only. No information available for the Number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 11/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£1,045,215	-	-	£1,187,624	£1,265,406	£1,097,017	£1,182,359	£1,182,359	£9,181,950	
% of cash collected as a % of all rent due	98.79%	97.35%	100.35%	96.95%	98.21%	100.71%	98.11%	98.47%	98.66%	
% Tenants in Arrears for more than seven weeks	8.09%	8.5%	8%	8.04%	8.30%	7.92%	7.85%	8.03%	8.32%	
% of tenants evicted for rent arrears	0.60%	0.45%	0.40%	0.15%	0.18%	0.29%	0.13%	0.75%	0.56%	
Comments - Rent Collection	The 2011/12 targets for rents are city wide									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 11/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	96.0%	90%	95%	96.0%	100%	100%	100%	99.3%	96.7%	
% of hate crime cases responded within 24 hours		-	100%	100%	100%	100%	100%	100%	100%	
% of complainants found it easy to report antisocial behaviour	77.8%	-	-	100%	50.0%	75.0%	100%	68.4%	80.4%	
% A cases responded to on time	100%	-	100%	100%	100%	100%	100%	100%	99.3%	
% B cases responded to on time (within 5 days)	100%	-	95%	100%	100%	100%	100%	100%	99.8%	
% C cases responded to on time (within 10 days)	100%	-	95%	No Cases	No Cases	No Cases	No Cases	No Cases	100%	
% of all antisocial behaviour cases responded to on time	100%	-	-	100%	100%	100%	100%	100%	99.6%	
% satisfaction with the way complaints are dealt with	74.3%	75%	80%	100%	50.0%	60.0%	75.0%	60.9%	77.3%	
% of all complainants satisfied with the outcome of their complaints	68.8%	70%	75%	100%	57.1%	60.0%	66.7%	61.9%	73.7%	
Comments - Antisocial Behaviour	Where no cases is reported, the constituency have not provided any data for the period.									

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 11/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	39.5	49	44	37.5	35.2	32.9	41.3	36.9	40.4	
Average number of days for contractors to turn around void properties to re-let -City	20.9	13	11	22.9	16.0	15.0	17.5	18.2	18.6	
Comments - Empty Properties										

ALLOCATIONS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	79.1%	92.6%	86.9%	88.2%	86.0%	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of customer profile information we hold	87.72%	78%	80%	88.52%	92.43%	94.86%	96.74%	96.74%	81.77%	
% increase in the customer profile information we hold	N/A	-	-	0.80%	3.91%	2.42%	1.88%	9.02%	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	97.6%	90%	95%	96.7%	97.4%	97.7%	98.3%	97.5%	97.6%	
% of telephone calls dealt with	54.5%	-	-	38.6%	41.9%	47.5%	49.2%	44.0%	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									

Homes and Neighbourhoods

Ladywood Quarterly CTG Report

Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	97.8%	95%	98%	98.7%	98.4%	96.7%	96.4%	97.5%	97.6%	
Average days to complete other jobs	9.2	12	10	10.8	9.8	10.5	11.7	10.7	11.1	
Percentage of appointments kept (Contractor)	97.9%	94%	97%	98.7%	98.0%	97.3%	94.3%	97.1%	97.8%	
Percentage of emergency repairs responded to within 2 hours	96.4%	92%	95%	99.1%	98.7%	96.9%	94.6%	97.3%	97.2%	
Percentage of repairs inspected of good quality	96.6%	93%	97%	99.4%	99.2%	95.8%	90.2%	96.1%	96.4%	
Percentage of jobs completed same day	92.5%	90%	94%	91.2%	91.1%	91.4%	91.9%	91.4%	89.9%	
Tenant satisfaction (with the job)	94.7%	92.5%	95.5%	94.6%	95.6%	94.7%	94.3%	94.8%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	92.9%	85%	90%	93.1%	94.9%	93.8%	91.8%	93.4%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed	99.4%	-	100%	98.5%	98.3%	99.3%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.1%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT/ESTATES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%		100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	100%	100%	100%	100%	100%	100%	
% of high rise blocks rated satisfactory	99.87%	98%	99%	100%	100%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	100%	
% of concierge service provided	99.4%	95%	97%	99.8%	99.8%	99.4%	98.8%	99.5%	95.2%	
% of night security service provided	99.8%	98%	99%	99.9%	99.8%	99.7%	99.6%	99.8%	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling		-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants		-	-	40	39	45	59	183	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no grass cutting scheduled in Quarter 4 Satisfaction results are available on City level only. No information available for the Number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£1,828,886	-	-	£2,012,000	£2,068,386	£1,797,728	£1,841,548	£1,841,548	£9,181,950	
% of cash collected as a % of all rent due	98.96%	97.35%	100.35%	97.04%	98.49%	101.55%	98.68%	98.90%	98.66%	
% Tenants in Arrears for more than seven weeks	12.2%	8.5%	8%	11.51%	11.19%	10.54%	10.37%	10.90%	8.32%	
% of tenants evicted for rent arrears	0.81%	0.45%	0.40%	0.15%	0.18%	0.15%	0.07%	0.56%	0.56%	
Comments - Rent Collection	The 2011/12 targets for rents are city wide									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	96%	90%	95%	83.0%	93.0%	100%	100%	94.0%	96.7%	
% of hate crime cases responded within 24 hours		-	100%	100%	100%	100%	100%	100%	100%	
% of complainants found it easy to report antisocial behaviour	66.7%	-	-	75.0%	100%	100%	91.7%	88.9%	82.9%	
% A cases responded to on time	100%	-	100%	100%	100%	No Cases	No Cases	100%	99.3%	
% B cases responded to on time (within 5 days)	100%	-	95%	100%	100%	No Cases	No Cases	100%	99.8%	
% C cases responded to on time (within 10 days)		-	95%	No Cases	No Cases	No Cases	No Cases	No Cases	100%	
% of all antisocial behaviour cases responded to on time	100%	-	-	100%	100%	100%	100%	100%	99.6%	
% satisfaction with the way complaints are dealt with	83.3%	75%	80%	100%	80%	100%	100%	95.5%	78.0%	
% of all complainants satisfied with the outcome of their complaints	76.9%	70%	75%	80.0%	80.0%	100%	90.9%	86.4%	72.2%	
Comments - Antisocial Behaviour	Where no cases is reported, the constituency have not provided any data for the period.									

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	46.0	49	44	43.3	30.9	33.8	35.4	36.3	40.4	
Average number of days for contractors to turn around void properties to re-let -City	19.7	13	11	14.1	18.0	20.9	16.6	17.5	18.6	
Comments - Empty Properties										

ALLOCATIONS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	87.5%	87.5%	87.5%	87.5%	89.9%	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of customer profile information we hold	72.88%	78%	80%	74.03%	78.96%	81.34%	82.55%	82.55%	81.77%	
% increase in the customer profile information we hold	N/A	-	-	1.15%	4.94%	2.38%	1.20%	9.67%	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	95.8%	90%	95%	97.6%	98.2%	98.7%	98.1%	98.0%	97.6%	
% of telephone calls dealt with	56.6%	-	-	56.5%	52.4%	88.2%	76.6%	65.2%	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									

Homes and Neighbourhoods

Northfield Quarterly CTG Report

Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	97.1%	95%	98%	96.5%	96.8%	97.0%	97.4%	96.9%	97.6%	
Average days to complete other jobs	10.7	12	10	15.1	11.8	13.5	12.6	13.2	11.1	
Percentage of appointments kept (Contractor)	94.5%	94%	97%	98.6%	98.5%	98.8%	97.5%	98.3%	97.8%	
Percentage of emergency repairs responded to within 2 hours	96.9%	92%	95%	98.5%	96.2%	94.9%	95.0%	96.1%	97.2%	
Percentage of repairs inspected of good quality	94.3%	93%	97%	100%	94.5%	93.8%	97.2%	95.2%	96.4%	
Percentage of jobs completed same day	86.8%	90%	94%	84.6%	84.9%	86.3%	90.0%	86.5%	89.9%	
Tenant satisfaction (with the job)	94.6%	92.5%	95.5%	94.8%	94.0%	94.4%	94.3%	94.4%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call (City)	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained (city)	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	91.7%	85%	90%	90.7%	91.9%	91.1%	92.2%	91.5%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed	99.4%	-	100%	93.3%	88.8%	95.3%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.1%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT / ESTATES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%	-	100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	100%	100%	100%	100%	100%	100%	
% of high rise blocks rated satisfactory	99.8%	98%	99%	100%	100%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	96.4%	98%	99%	100%	100%	99.7%	100%	99.9%	100%	
% of concierge service provided	85.3%	95%	97%	86.3%	90.6%	85.1%	83.8%	86.4%	95.2%	
% of night security service provided	99.1%	98%	99%	99.8%	99.5%	98.5%	99.9%	99.4%	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling	-	-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants	-	-	-	1	55	39	39	133	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no grass cutting scheduled in Quarter 4 Satisfaction results are available on City level only. No information available for the Number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£961,169	-	-	£1,169,109	£1,223,863	£1,115,279	£1,129,605	£1,129,605	£9,181,950	
% of cash collected as a % of all rent due	99.30%	97.35%	100.35%	97.46%	98.71%	100.56%	98.85%	97.46%	98.66%	
% Tenants in Arrears for more than seven weeks	6.8%	8.5%	8%	6.7%	6.8%	6.4%	6.3%	6.6%	8.3%	
% of tenants evicted for rent arrears	0.3%	0.45%	0.40%	0.07%	0.17%	0.10%	0.13%	0.46%	0.56%	
Comments - Rent Collection	The 2011/12 targets for rents are city wide									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	89%	90%	95%	92.6%	95.5%	88.7%	95.5%	93.1%	96.7%	
% of hate crime cases responded within 24 hours		-	100%	100%	100%	100%	100%	100%	100%	
% of complainants found it easy to report antisocial behaviour	90.9%	-	-	89.3%	93.8%	76.9%	91.7%	88.4%	82.9%	
% A cases responded to on time	100%	-	100%	100%	100%	No Cases	No Cases	100%	99.3%	
% B cases responded to on time (within 5 days)	100%	-	95%	100%	100%	100%	No Cases	100%	99.8%	
% C cases responded to on time (within 10 days)		-	95%	No Cases	100%	No Cases	No Cases	100%	100%	
% of all antisocial behaviour cases responded to on time	100%	-	-	100%	100%	100%	100%	100%	99.6%	
% satisfaction with the way complaints are dealt with	96.9%	75%	80%	92.9%	81.8%	71.4%	90.9%	85.9%	78.0%	
% of all complainants satisfied with the outcome of their complaints	93.9%	70%	75%	91.7%	61.5%	61.5%	90.9%	78.7%	72.2%	
Comments - Antisocial Behaviour	Where no cases is reported, the constituency have not provided any data for the period.									

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	66	49	44	47.9	50.2	39.8	37.9	**47.9**	40.4	
Average number of days for contractors to turn around void properties to re-let -City	49	13	11	21.9	18.7	14.8	19.9	**18.7**	18.6	
Comments - Empty Properties										

ALLOCATIONS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	77.1%	94.7%	85.9%	94.8%	**87.4%**	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of customer profile information we hold	68.22%	78%	80%	70.33%	71.80%	72.08%	72.95%	**72.95%**	81.77%	
% increase in the customer profile information we hold	N/A	-	-	2.11%	1.47%	0.28%	0.87%	**4.73%**	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	99.6%	90%	95%	99.4%	99.7%	98.6%	99.7%	99.4%	97.6%	
% of telephone calls dealt with	54.5%	-	-	38.6%	41.9%	47.5%	49.2%	44.0%	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									

Homes and Neighbourhoods

Perry Barr Quarterly CTG Report

Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	98.5%	95%	98%	98.7%	98.1%	95.8%	96.7%	97.3%	97.6%	
Average days to complete other jobs	9.5	12	10	10.5	11.4	11.5	12.2	11.4	11.1	
Percentage of appointments kept (Contractor)	97.9%	94%	97%	98.7%	98.0%	97.3%	94.3%	97.1%	97.8%	
Percentage of emergency repairs responded to within 2 hours	96.8%	92%	95%	98.2%	99.1%	97.1%	91.5%	96.4%	97.2%	
Percentage of repairs inspected of good quality	98.5%	93%	97%	100%	100%	78.1%	89.5%	90.2%	96.4%	
Percentage of jobs completed same day	91.7%	90%	94%	90.7%	88.9%	89.7%	90.8%	90.0%	89.9%	
Tenant satisfaction (with the job)	94.7%	92.5%	95.5%	94.6%	95.6%	94.7%	94.3%	94.8%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	92.9%	85%	90%	93.1%	94.9%	93.8%	91.8%	93.4%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed	99.7%	-	100%	98.6%	98.5%	99.7%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.1%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT/ESTATES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%	-	100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	No cases	100%	No cases	100%	100%	100%	
% of high rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	100%	
% of concierge service provided	-	-	-	-	-	-	-	-	95.2%	
% of night security service provided	-	-	-	-	-	-	-	-	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling		-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants	-	-	-	0	7	1	8	16	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no grass cutting scheduled in Quarter 4 There is no concierge or night security cover for Perry Barr. Satisfaction results are available on City level only. No information available for the Number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£254,058	-	-	£293,458	£322,793	£304,463	£318,415	£318,415	£9,181,950	
% of cash collected as a % of all rent due	99.62%	97.35%	100.35%	97.11%	97.64%	101.72%	98.26%	98.65%	98.66%	
% Tenants in Arrears for more than seven weeks	8.8%	8.5%	8%	8.62%	9.11%	8.33%	8.08%	8.54%	8.32%	
% of tenants evicted for rent arrears	0.6%	0.45%	0.40%	0.05%	0.05%	0.05%	0.14%	0.28%	0.56%	
Comments - Rent Collection	The 2011/12 targets for rents are city wide									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	95%	90%	95%	100%	95.0%	97.2%	100%	97.9%	96.7%	
% of hate crime cases responded within 24 hours		-	100%	100%	100%	100%	100%	100%	100%	
% of complainants found it easy to report antisocial behaviour	25%	-	-	0%	100%	100%	100%	80.0%	82.9%	
% A cases responded to on time	99%	-	100%	100%	100%	100%	100%	100%	99.3%	
% B cases responded to on time (within 5 days)	99%	-	95%	100%	100%	100%	100%	100%	99.8%	
% C cases responded to on time (within 10 days)	100%	-	95%	100%	100%	100%	100%	100%	100%	
% of all antisocial behaviour cases responded to on time	99%	-	-	100%	100%	100%	100%	100%	99.6%	
% satisfaction with the way complaints are dealt with	40.0%	75%	80%	No Responses	0%	50%	100%	40.0%	78.0%	
% of all complainants satisfied with the outcome of their complaints	40.0%	70%	75%	0%	50.0%	25.0%	No Responses	25.0%	72.2%	
Comments - Antisocial Behaviour										

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	41.5	49	44	49.0	35.4	48.2	54.5	45.6	40.4	
Average number of days for contractors to turn around void properties to re-let -City	18.8	13	11	16.1	20.5	17.0	21.1	18.6	18.6	
Comments - Empty Properties										

ALLOCATIONS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	89.2%	83.3%	82.9%	92.3%	86.4%	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of customer profile information we hold	75.89%	78%	80%	76.63%	77.88%	78.89%	79.54%	79.54%	81.77%	
% increase in the customer profile information we hold	N/A	-	-	0.74%	1.25%	1.02%	0.65%	3.65%	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	97.3%	90%	95%	97.9%	96.6%	97.8%	97.9%	**97.5%**	97.6%	
% of telephone calls dealt with	36.1%	-	-	56.2%	67.6%	73.9%	69.7%	**66.8%**	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									

Homes and Neighbourhoods

Selly Oak Quarterly CTG Report

Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	96.7%	95%	98%	97.3%	96.7%	97.5%	97.2%	97.1%	97.6%	
Average days to complete other jobs	9.6	12	10	14.1	11.7	11.7	11.5	12.2	11.1	
Percentage of appointments kept (Contractor)	94.5%	94%	97%	98.6%	98.5%	98.8%	97.5%	98.3%	97.8%	
Percentage of emergency repairs responded to within 2 hours	96.5%	92%	95%	97.1%	96.4%	94.9%	95.4%	96.0%	97.2%	
Percentage of repairs inspected of good quality	91.9%	93%	97%	No Audits	92.2%	100%	100%	96.6%	96.4%	
Percentage of jobs completed same day	86.4%	90%	94%	85.6%	86.0%	87.5%	90.2%	87.4%	89.9%	
Tenant satisfaction (with the job)	94.6%	92.5%	95.5%	94.8%	94.0%	94.4%	94.3%	94.4%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	91.7%	85%	90%	90.7%	91.9%	91.1%	92.2%	91.5%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed	99.4%	-	100%	91.2%	92.3%	96.2%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.1%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT/ESTATES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%	-	100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	100%	-	-	100%	100%	100%	
% of high rise blocks rated satisfactory	99.69%	98%	99%	100%	100%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	100%	
% of concierge service provided	81.1%	95%	97%	85.2%	85.0%	79.2%	74.1%	80.8%	95.2%	
% of night security service provided	99.6%	98%	99%	99.8%	99.9%	99.0%	99.9%	99.7%	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling		-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants		-	-	22	24	12	19	77	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no grass cutting scheduled in Quarter 4 Satisfaction results are available on City level only. No information available for the Number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£542,571	-	-	£701,422	£788,373	£720,980	£720,259	£720,259	£9,181,950	
% of cash collected as a % of all rent due	98.95%	97.35%	100.35%	96.55%	97.05%	100.18%	98.46%	98.02%	98.66%	
% Tenants in Arrears for more than seven weeks	6.14%	8.5%	8%	6.37%	7.26%	7.02%	6.69%	6.84%	8.32%	
% of tenants evicted for rent arrears	0.48%	0.45%	0.40%	0.16%	0.30%	0.13%	0.31%	0.90%	0.56%	
Comments - Rent Collection	The 2011/12 targets for rents are city wide									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	96.2%	90%	95%	97.3%	100%	98.4%	95.0%	98.5%	96.7%	
% of hate crime cases responded within 24 hours		-	100%	100%	100%	100%	100%	100%	100%	
% of complainants found it easy to report antisocial behaviour	64.0%	-	-	100%	100%	94.4%	100%	96.4%	82.9%	
% A cases responded to on time	100%	-	100%	100%	100%	100%	No cases	100%	99.3%	
% B cases responded to on time (within 5 days)	100%	-	95%	100%	100%	100%	No cases	100%	99.8%	
% C cases responded to on time (within 10 days)	100%	-	95%	100%	100%	100%	No cases	100%	100%	
% of all antisocial behaviour cases responded to on time	100%	-	-	100%	100%	100%	No cases	100%	99.6%	
% satisfaction with the way complaints are dealt with	68.0%	75%	80%	100%	80.0%	70.6%	100%	77.8%	78.0%	
% of all complainants satisfied with the outcome of their complaints	70.4%	70%	75%	100%	100%	90.0%	100%	94.4%	72.2%	
Comments - Antisocial Behaviour	Figures for response to A,B and C cases are combined with the Hall Green data. Where no cases is reported, the constituency have not provided any data for the period.									

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	58.5	49	44	52.5	47.7	43.6	35.4	44.9	40.4	
Average number of days for contractors to turn around void properties to re-let -City	30.1	13	11	21.8	19.7	17.3	21.8	20.2	18.6	
Comments - Empty Properties										

ALLOCATIONS	2011/12	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	92.6%	92.9%	88.0%	87.8%	90.4%	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of customer profile information we hold	72.28%	78%	80%	73.12%	74.92%	76.83%	80.18%	80.18%	81.77%	
% increase in the customer profile information we hold	N/A	-	-	0.84%	1.79%	1.92%	3.35%	7.90%	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	91.1%	90%	95%	94.3%	90.6%	91.2%	89.3%	91.4%	97.6%	
% of telephone calls dealt with	24.9%	-	-	54.1%	54.5%	81.4%	84.8%	65.4%	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									

Homes and Neighbourhoods

Sutton Quarterly CTG Report

Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	98.1%	95%	98%	98.8%	96.8%	98.2%	95.6%	97.3%	97.6%	
Average days to complete other jobs	8.9	12	10	9.0	9.6	11.7	13.0	10.8	11.1	
Percentage of appointments kept (Contractor)	97.9%	94%	97%	98.7%	98.0%	97.3%	94.3%	97.1%	97.8%	
Percentage of emergency repairs responded to within 2 hours	95.7%	92%	95%	99.0%	98.0%	96.7%	95.5%	97.2%	97.2%	
Percentage of repairs inspected of good quality	98.4%	93%	97%	100%	95.5%	88.2%	96.2%	94.6%	96.4%	
Percentage of jobs completed same day	91.6%	90%	94%	87.9%	88.3%	86.7%	89.8%	88.2%	89.9%	
Tenant satisfaction (with the job)	94.7%	92.5%	95.5%	94.6%	95.6%	94.7%	94.3%	94.8%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	92.9%	85%	90%	93.1%	94.9%	93.8%	91.8%	93.4%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed	99.0%	-	100%	96.0%	98.3%	99.6%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.1%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT/ESTATES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%	-	100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	100%	100%	100%	100%	100%	100%	
% of high rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	100%	
% of concierge service provided	-	-	-	-	-	-	-	-	95.2%	
% of night security service provided	-	-	-	-	-	-	-	-	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling		-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants	-	-	-	15	20	4	3	42	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no concierge or night security cover for Sutton. There is no grass cutting scheduled in Quarter 4 Satisfaction results are available on City level only. No information available for the Number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£125,642	-	-	£142,969	£155,383	£139,281	£144,705	£144,705	£9,181,950	
% of cash collected as a % of all rent due	99.58%	97.35%	100.35%	98.78%	99.05%	101.26%	99.15%	99.54%	98.66%	
% Tenants in Arrears for more than seven weeks	4.45%	8.5%	8.0%	4.47%	4.87%	4.57%	2.62%	3.89%	8.32%	
% of tenants evicted for rent arrears	0.33%	0.45%	0.40%	0.00%	0.00%	0.11%	0.11%	0.22%	0.56%	
Comments - Rent Collection	The 2011/12 targets for rents are city wide									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	93.7%	90.0%	95.0%	100%	93.9%	98%	100%	96.9%	96.7%	
% of hate crime cases responded within 24 hours			100%	100%	100%	100%	100%	100%	100%	
% of complainants found it easy to report antisocial behaviour	100%			No Cases	No Cases	100%	100%	100%	82.9%	
% A cases responded to on time	100%	-	100%	94.4%	100%	100%	100%	97.8%	99.3%	
% B cases responded to on time (within 5 days)	100%	-	95%	100%	100%	100%	100%	100%	99.8%	
% C cases responded to on time (within 10 days)	100%	-	95%	100%	100%	100%	100%	100%	100%	
% of all antisocial behaviour cases responded to on time	100%	-	-	96.4%	100%	100%	100%	98.9%	99.6%	
% satisfaction with the way complaints are dealt with	33.3%	75%	80%	100%	100%	100%	100%	100%	78.0%	
% of all complainants satisfied with the outcome of their complaints	33.3%	70%	75%	100%	100%	100%	100%	100%	72.2%	
Comments - Antisocial Behaviour										

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	45	49	44	46.1	47.9	46.7	48.0	47.1	40.4	
Average number of days for contractors to turn around void properties to re-let -City	16.0	13	11	16.2	19.5	20.1	14.8	17.7	18.6	
Comments - Empty Properties										

ALLOCATIONS	2011/12	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	77.1%	76.3%	84.0%	83.3%	80.6%	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of customer profile information we hold	69.97%	78%	80%	71.08%	78.23%	81.60%	99.34%	99.34%	81.77%	
% increase in the customer profile information we hold	N/A			1.11%	7.15%	3.36%	17.75%	29.37%	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	97.3%	90%	95%	98.1%	96.3%	97.7%		97.5%	97.6%	
% of telephone calls dealt with	36.5%	-	-	65.9%	75.1%	83.0%		76.1%	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									

Homes and Neighbourhoods

Yardley Quarterly CTG Report

Key Performance Indicators 2011/12

Traffic Light Key	
On Target	
Not on target but better than minimum standard	
Below minimum standard	

RESPONSIVE REPAIRS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of right-to-repair jobs completed on time	98.9%	95%	98%	98.5%	99.2%	98.9%	98.4%	98.7%	97.6%	
Average days to complete other jobs	7.7	12	10	11.2	10.3	8.9	8.0	9.5	11.1	
Percentage of appointments kept (Contractor)	97.8%	94%	97%	98.0%	97.8%	97.5%	98.1%	97.9%	97.8%	
Percentage of emergency repairs responded to within 2 hours	99.3%	92%	95%	97.9%	98.6%	99.4%	99.3%	98.8%	97.2%	
Percentage of repairs inspected of good quality	96.1%	93%	97%	98.1%	98.2%	97.5%	99.3%	98.2%	96.4%	
Percentage of jobs completed same day	93.2%	90%	94%	93.0%	94.1%	93.2%	93.8%	93.5%	89.9%	
Tenant satisfaction (with the job)	95.5%	92.5%	95.5%	95.4%	95.8%	95.1%	95.4%	95.4%	94.8%	
Lift Call Outs on Time (City)	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%	96.2%	
Comments - Responsive Repairs	Where performance data is not available at constituency level, then contractor/ city level performance will be reported.									

REPAIRS - CALL CENTRE	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average length of time to answer call	120.1	34	25	17.1	16.9	50.8	42.9	33.2	33.2	
Percentage of calls retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%	95.2%	
Tenant satisfaction (call centre)	93.4%	85%	90%	94.3%	95.9%	94.0%	93.5%	94.4%	93.0%	

REPAIRS - PLANNED WORKS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Percentage of gas servicing completed	99.9%	-	100%	99.6%	99.8%	99.9%	100%	100%	100%	
Capital Works - Percentage of homes decent	99.1%	-	100%							
Comments - Repairs	Percentage of homes that are decent will be reported annually, following the end of the first quarter in 2012/13									

REPAIRS - OTHER	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-							
Comments - Repairs	Performance is to be reported year end on this measure.									

NEIGHBOURHOOD MANAGEMENT / ESTATES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of grass cutting completed to schedule	100%	92%	95%	100%	100%	100%		100%	100%	
% of emergency tree work completed within 24 hours	100%	98%	100%	No cases	100%	100%	100%	100%	100%	
% of high rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	99.8%	
% of low rise blocks rated satisfactory	100%	98%	99%	100%	100%	100%	100%	100%	100%	
% of concierge service provided	98.5%	95%	97%	99.3%	89.4%	98.5%	98.7%	96.4%	95.2%	
% of night security service provided	99.8%	98%	99%	99.9%	99.9%	99.9%	99.8%	99.9%	99.7%	
% of tenants satisfied with our caretaking services		-	-						95.1%	
% of tenants satisfied with our cleaning services		-	-						91.5%	
% of tenants satisfied with our security services		-	-						98.1%	
% of tenants satisfied with our grounds maintenance services		-	-						96.4%	
Number of additional flats with access to recycling		-	-							
Number of assessments/walkabouts/joint inspections carried out with tenants		-	-	30	39	14	14	97	1,054	
Number of good neighbour agreements introduced		-	-						228	
Comments - Estate Services	There is no grass cutting scheduled in Quarter 4 Satisfaction results are available on City level only. No information available for the Number of additional flats with access to recycling									

RENT COLLECTION	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Amount of Rent Arrears	£852,300	-	-	£995,398	£1,090,872	£1,030,041	£1,097,536	£1,097,536	£9,181,950	
% of cash collected as a % of all rent due	98.61%	97.35%	100.35%	97.13%	98.00%	99.61%	97.98%	98.16%	98.66%	
% Tenants in Arrears for more than seven weeks	6.87%	8.5%	8%	7.12%	7.54%	7.36%	7.59%	7.40%	8.32%	
% of tenants evicted for rent arrears	0.33%	0.45%	0.40%	0.08%	0.07%	0.13%	0.03%	0.30%	0.56%	
Comments - Rent Collection	The 2011/12 targets for rents are city wide, constituency targets for 2011/12 to be confirmed									

ANTISOCIAL BEHAVIOUR	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of antisocial behaviour cases successfully resolved	99.7%	90.0%	95%	100%	100%	100%	100%	100%	96.7%	
% of hate crime cases responded within 24 hours		-	100%	100%	100%	100%	100%	100%	100%	
% of complainants found it easy to report antisocial behaviour	82.2%	-	-	100%	50.0%	66.7%	85.7%	73.9%	82.9%	
% A cases responded to on time	100%	-	100%	100%	100%	100%	100%	100%	99.3%	
% B cases responded to on time (within 5 days)	100%	-	95%	100%	100%	100%	100%	100%	99.8%	
% C cases responded to on time (within 10 days)		-	95%	No Cases	No Cases	No Cases	No Cases	No Cases	100%	
% of all antisocial behaviour cases responded to on time	100%	-	-	100%	100%	100%	100%	100%	99.6%	
% satisfaction with the way complaints are dealt with	74.4%	75%	80%	100%	33.3%	85.7%	83.3%	75.0%	78.0%	
% of all complainants satisfied with the outcome of their complaints	71.1%	70%	75%	83.3%	33.3%	85.7%	83.3%	72.0%	72.2%	
Comments - Antisocial Behaviour	Where no cases is reported, the constituency have not provided any data for the period.									

EMPTY PROPERTIES	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
Average number of days to re-let empty properties from vacating to TSD	33.3	49	44	35.7	32.4	27.9	31.1	32.0	40.4	
Average number of days for contractors to turn around void properties to re-let -City	20.7	13	11	26.4	18.5	19.5	19.3	21.3	18.6	
Comments - Empty Properties										

ALLOCATIONS	2011/12	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of available properties that are advertised through Birmingham Home Choice	N/A	-	85%	92.7%	83.7%	86.6%	92.8%	89.1%	88.6%	
Comments - Allocations										

DIVERSITY	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% Of customer profile information we hold	85.33%	78%	80%	86.53%	88.15%	88.60%	89.55%	89.55%	81.77%	
% increase in the customer profile information we hold	N/A	-	-	1.20%	1.63%	0.45%	0.96%	4.22%	7.17%	
Comments - Diversity										

CUSTOMER SERVICES, CHOICE & COMPLAINTS	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants found the member of staff they spoke to helpful		-	-						70.4%	
% Satisfaction with access to our services		-	-						73.0%	
% of telephone calls answered within published timescales	97.1%	90%	95%	96.3%	97.0%	97.2%	97.3%	97.0%	97.6%	
% of telephone calls dealt with	29.5%	-	-	64.5%	69.2%	69.7%	79.6%	70.4%	52.7%	
% of tenants with the outcome the last time they contacted us		-	-						41.8%	
Number of welcome and keeping in touch visits we complete		-	-						3,420	
% of complaints responded to within published timescales		-	90%						90.6%	
% of those with a complaint who were satisfied with the way it was dealt with		-	-						40.2%	
% of those who were satisfied with the outcome		-	-						41.8%	
Comments - Customer Services, Choice & Complaints	Customer services surveys results are available on city level only. The % of complaints responded to within published timescales is only available at a city level, constituency performance will be reported once Your Views is operational. The data for the number of welcome and keeping in touch visits refers only to welcome visits undertaken at city level. No data available for keeping in touch visits									

INVOLVEMENT & EMPOWERMENT	2010/11	Minimum Standard	Target 2011/12	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	District YTD	City YTD	Traffic Light
% of tenants satisfied with opportunities to get involved	N/A	-	-						92.0%	
% of tenants have no strong view on opportunities to get involved	N/A	-	-						60.2%	
Number of young people involved	N/A	-	-						100	
% of tenants satisfied with the training they have been given	N/A	-	-						100%	
% of tenants satisfied with the performance information	N/A	-	-						77.6%	
Satisfaction that views have been taken into account	N/A	-	-						50.0%	
Comments - Involvement & Empowerment	The involvement and empowerment measures are new for 2011/12, with performance being reported on city level only.									