

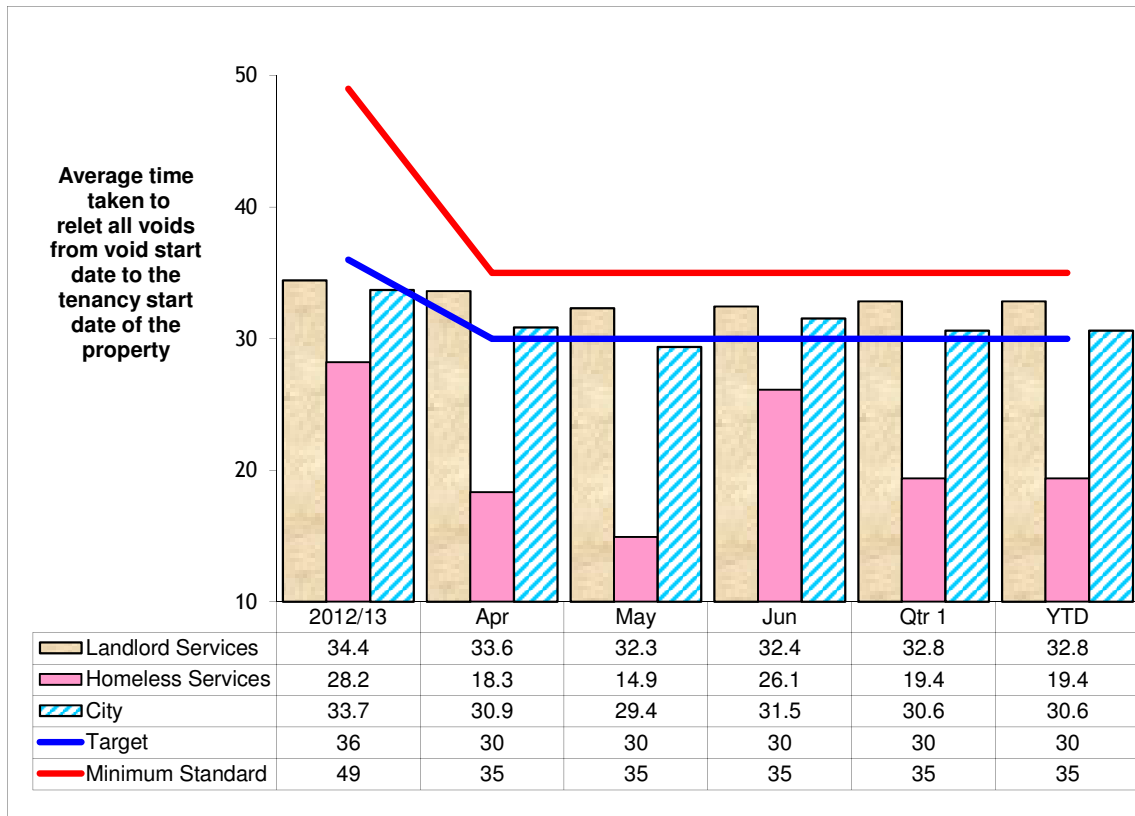
Empty Properties

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.

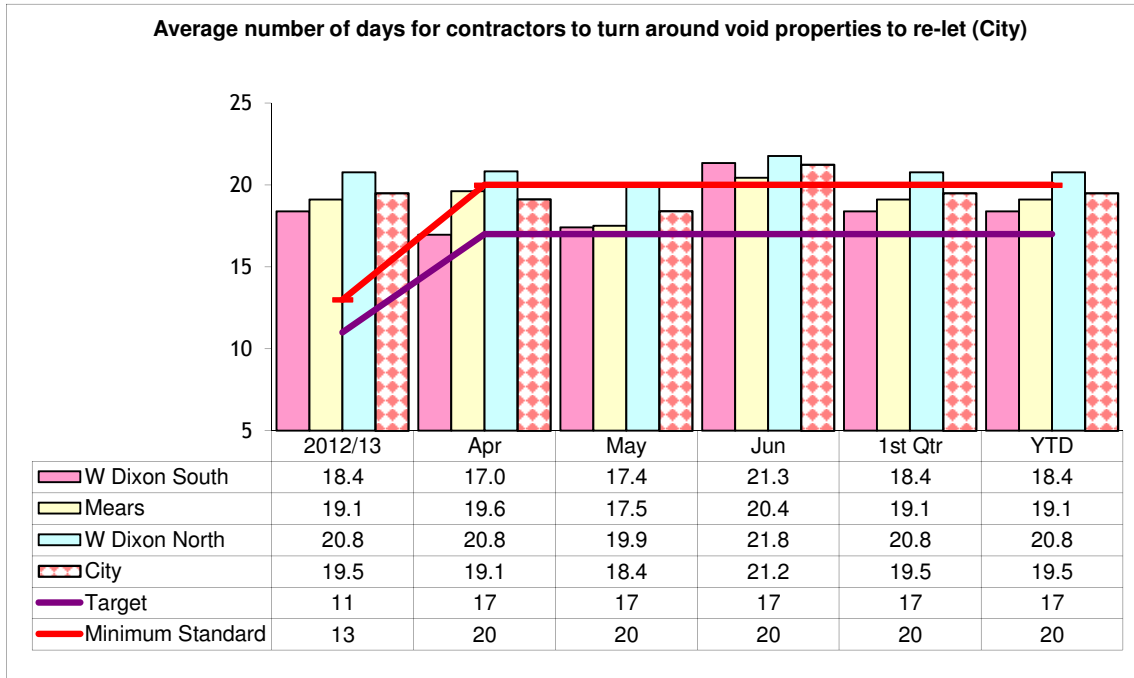
We will also measure performance for all voids let in the period and voids let in the period excluding sheltered, adapted and furnished accommodation for Landlord Services, to when the customer signed for the property.

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 36 days for the year.



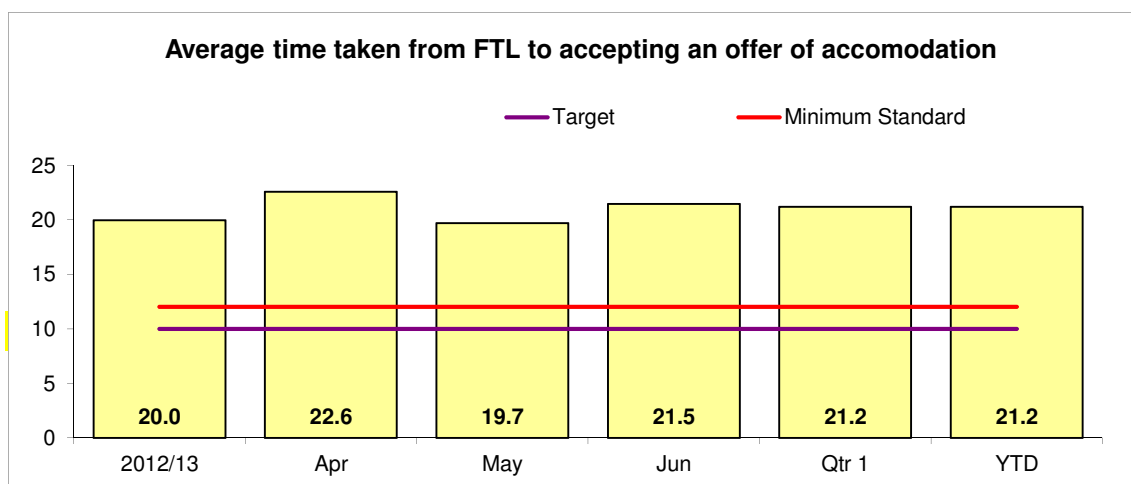
Average number of days for contractors to turn around void properties to re-let (City) - TQP

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.



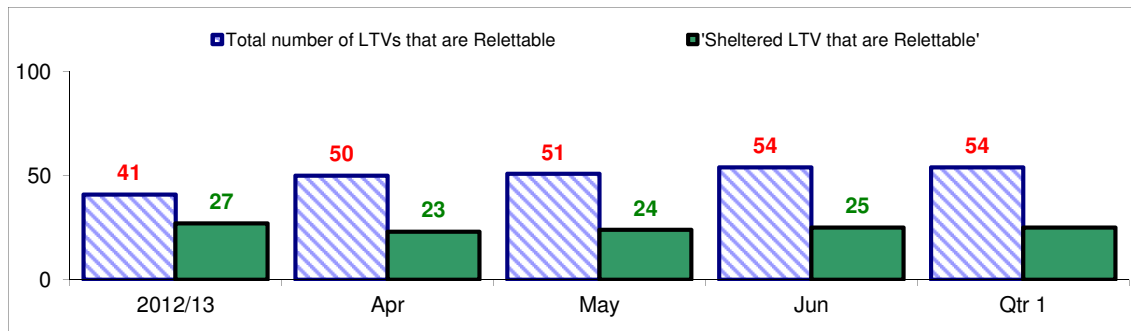
Time taken by housing to let voids once fit for letting (ordinary voids excluding sheltered and disabled housing)

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.

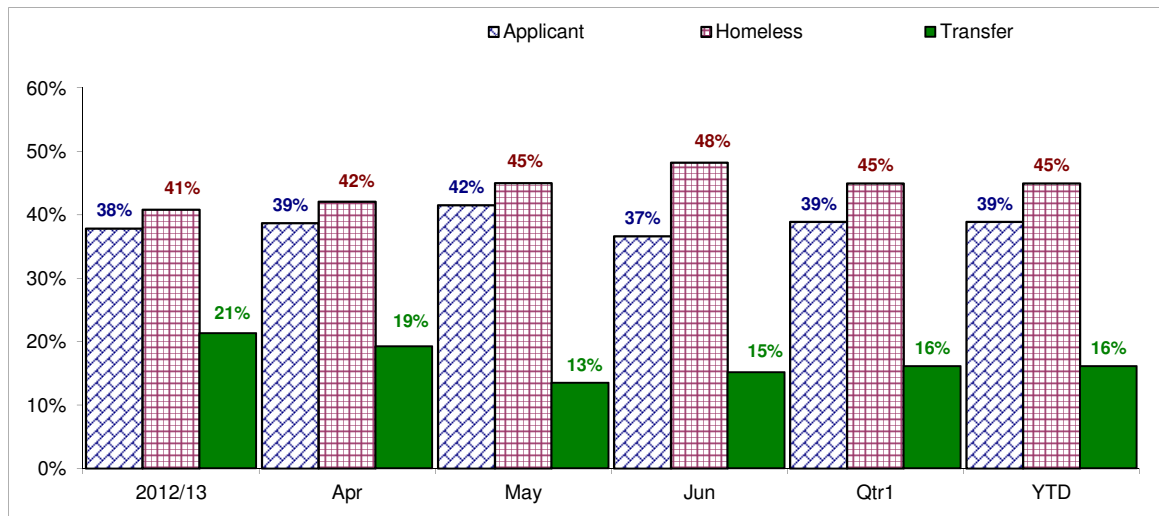


Status of long-term voids	2012/13	Apr	May	Jun	Qtr 1	YTD
Number of LTVs (Under investigation by District Manager)	0	0	0	0	0	0
Number of LTVs (major works)	10	15	19	20	20	20
Number of LTVs (void repairs in progress) + asbestos+ gas/electricity	2	3	1	1	1	1
Number of LTVs (FFL)	29	32	31	33	33	33
Number of LTVs (other) Choice base letting/ confirmed for reletting / property let	0	0	0	0	0	0
Total number of LTVs that are Reletable	41	50	51	54	54	54
Of which are sheltered accommodation that are reletable	27	23	24	25	25	25
Number of LTVs (Structural Investigation) + FIRE & FLOOD	9	7	9	8	8	8
Number of LTVs (awaiting a report/decision STV)	3	4	4	5	5	5
Number of LTVs Future Clearance	6	0	0	0	0	0
Number of LTVs Change in Use - SMT Approved	2	2	2	2	2	2
Number of LTVs (awaiting sale)	0	0	0	0	0	0
Number of LTVs (No Let Decant)	13	8	8	10	10	10
Number of LTVs (Squatters)	2	1	1	1	1	1
Total of number of LTVs that are not Reletable	35	22	24	26	26	26
Total number of LTVs	76	72	75	80	80	80

Allocations

Information reported below relates to the allocation processes and to whom the city has relet their homes to by rehousing list.

Who we relet our empty homes to by rehousing list



Reason for Refusals

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

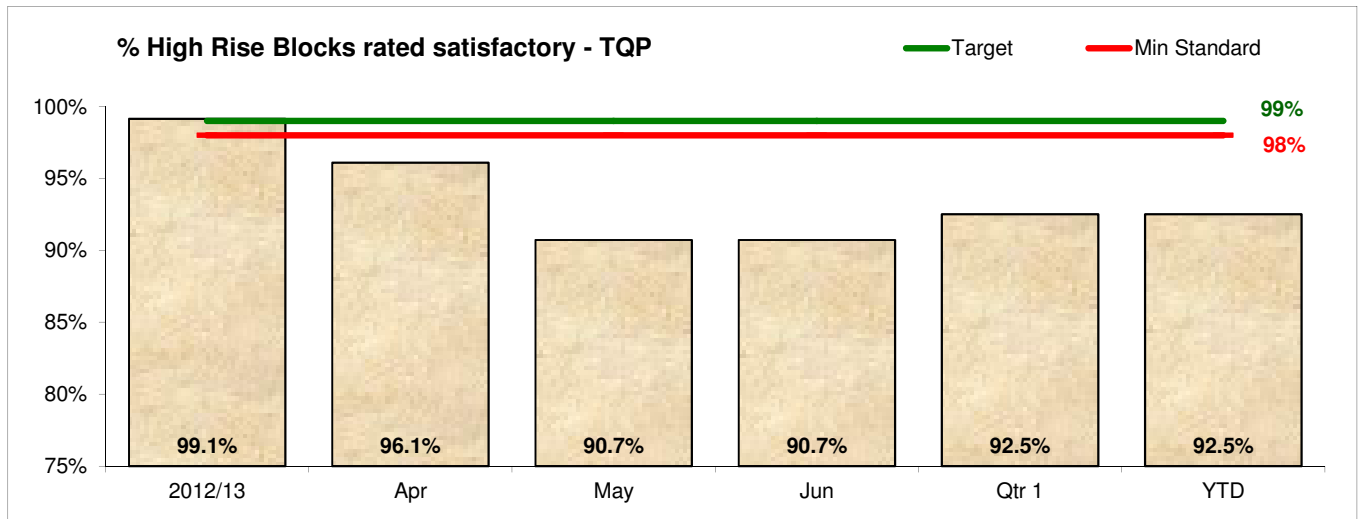
	2012/13	Qtr 1	YTD
Fear of crime/ harassment	6.2%	5.9%	5.9%
Wrong property type	4.5%	5.5%	5.5%
Applicant responded to offer but not available or no longer wants rehousing	3.8%	4.7%	4.7%
Failed to respond to offer	39.0%	37.9%	37.9%
Incorrect offer/ case details	4.1%	4.7%	4.7%
Location of property not suitable	19.2%	19.0%	19.0%
Property reason	22.6%	21.3%	21.3%
Wrong environment	0.6%	0.8%	0.8%

*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 Cleanliness in Communal Areas/Block.

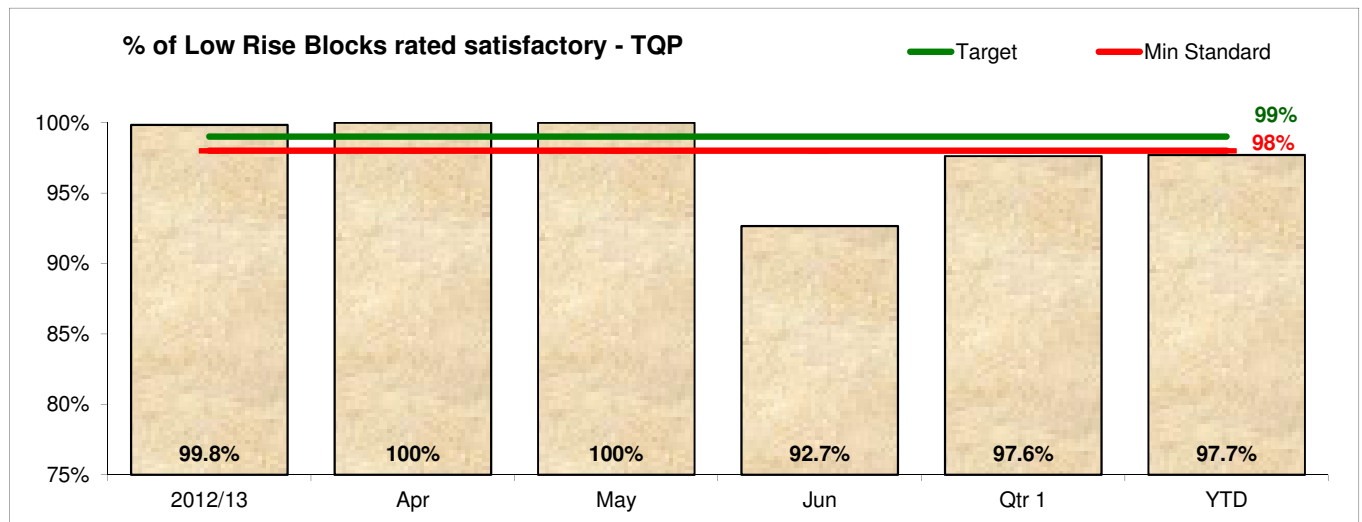
Summary reason for refusal	2012/13	Qtr 1	YTD
Fear of crime/ harassment	67	15	15
Wrong property type	48	14	14
Applicant responded to offer but not available or no longer wants rehousing	41	12	12
Failed to respond to offer	419	96	96
Incorrect offer/ case details	44	12	12
Location of property not suitable	206	48	48
Property reason	243	54	54
Wrong environment	6	2	2
Grand Total	1,074	253	253

Neighbourhood Management / Estates

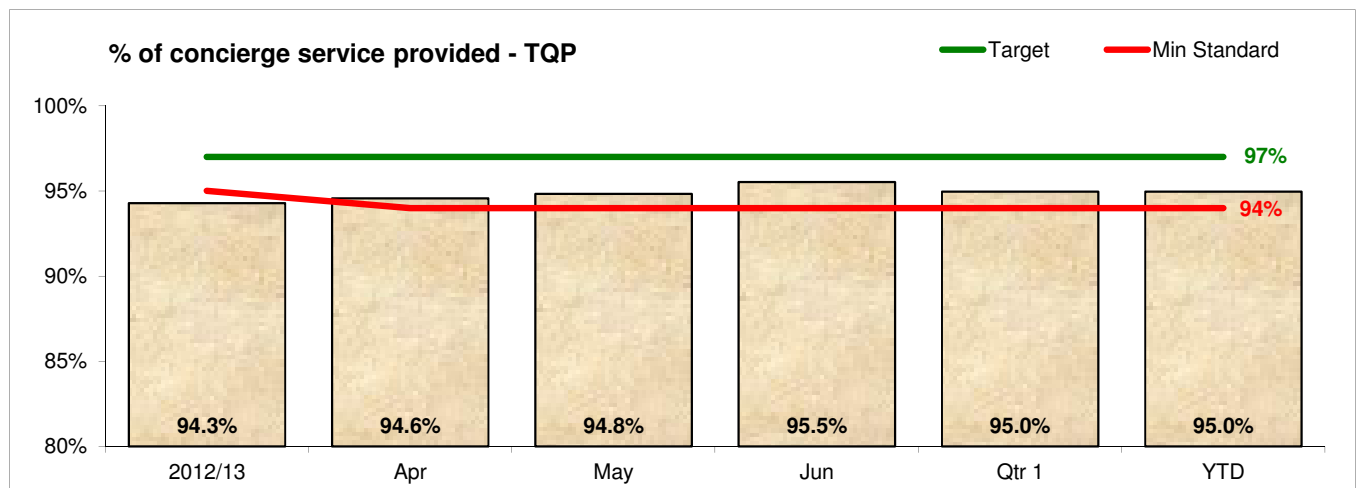
Estates

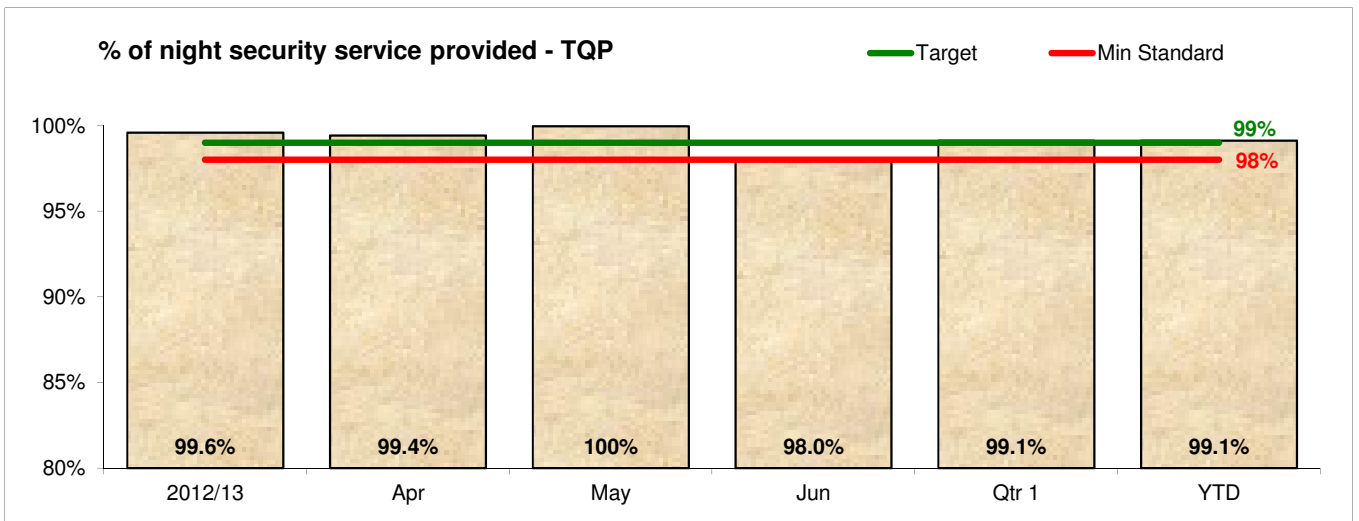


High Rise performance information for May & June not provided by Edgbaston or Perry Barr at the time of reporting

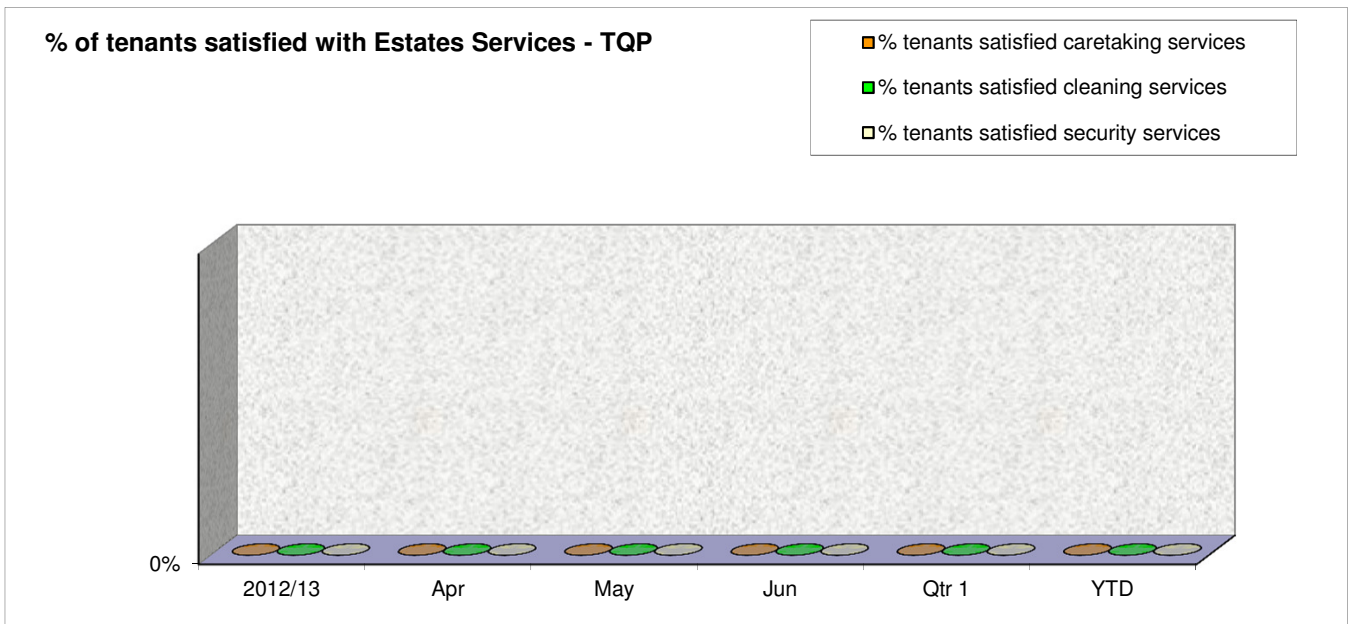


Low Rise performance information for June not provided by Edgbaston at the time of reporting





Customer Satisfaction - Estates

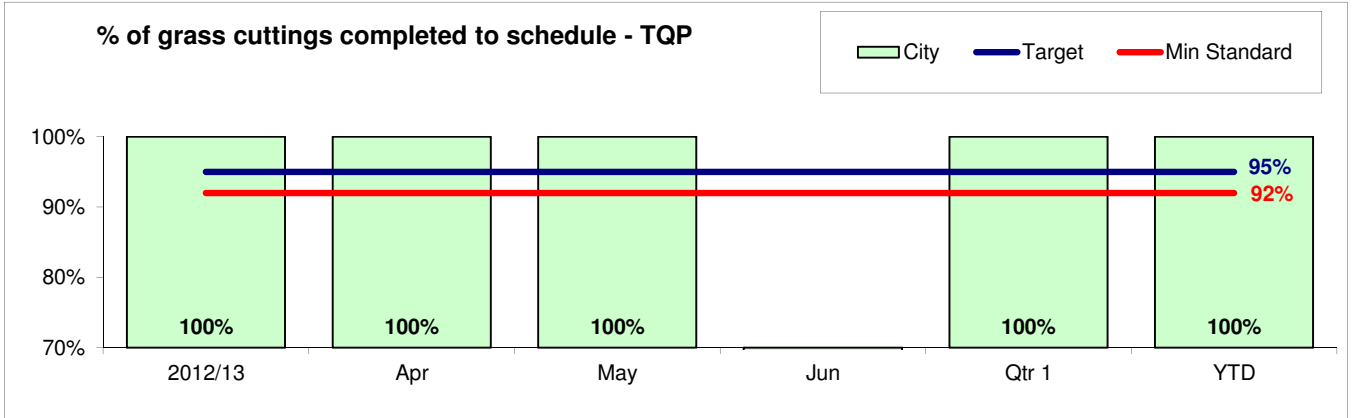


	2012/13
% of tenants satisfied with caretaking services - TQP	
% of tenants satisfied with cleaning services - TQP	
% of tenants satisfied with security services - TQP	

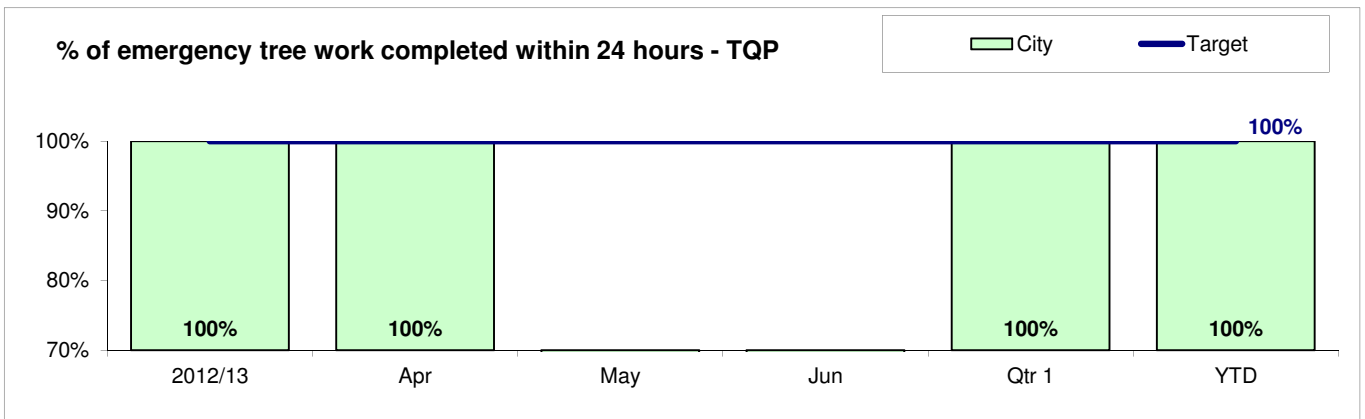
Reported Quarterly - No surveys have been received to date

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.



June performance information not received from Parks & Nature at time of reporting



May & June performance information not received from Parks & Nature at time of reporting

Customer Satisfaction	2012/13
% of tenants satisfied with our grounds maintenance services - TQP	

Reported Quarterly - No surveys have been received

	2012/13
Number of additional flats with access to recycling - TQP	

Reported Quarterly - No surveys have been received

	2012/13
Number of good neighbour agreements introduced - TQP	

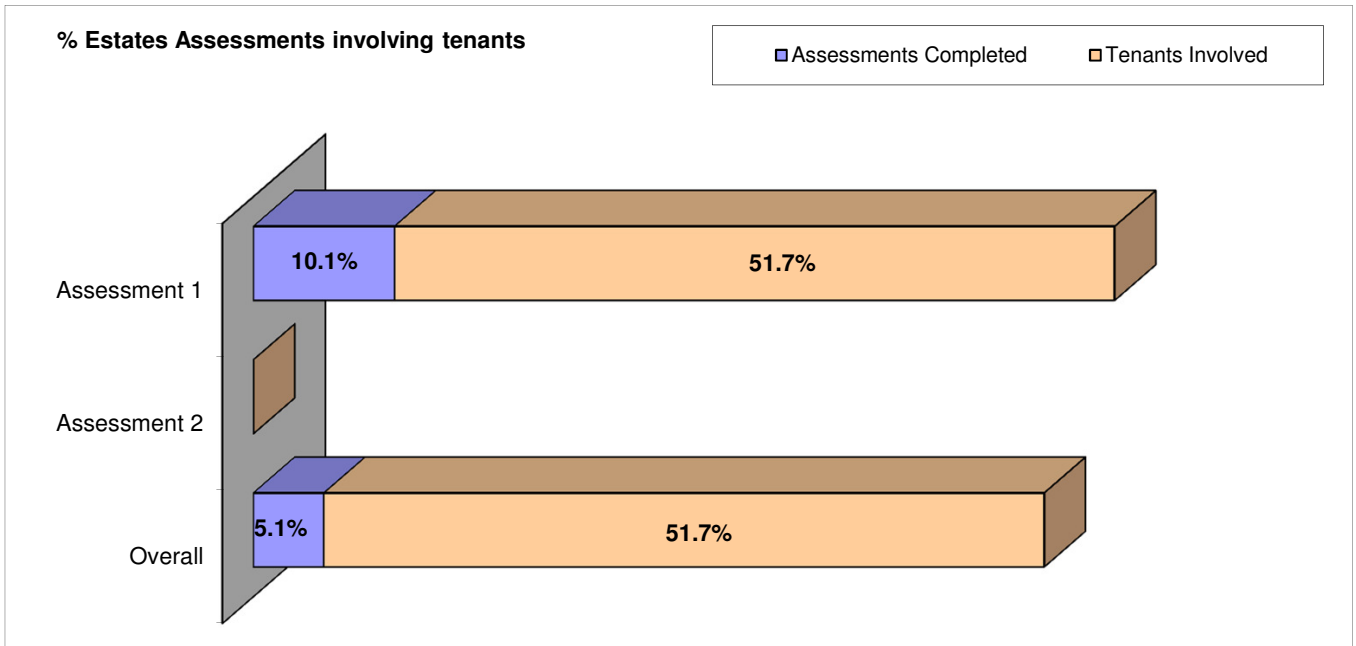
Reported Quarterly - No surveys have been received

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	31.1	EXCELLENT	0.0	CORRECT INP	31.1	EXCELLENT



Assessment 1 (Apr - Sep)			Assessment 2 (Oct - Mar)			Overall			
Expected	Completed	Tenants Involved in Assessments	Expected	Completed	Tenants Involved in Assessments	Expected	Completed	Tenants Involved in Assessments	Direction of Improvement
286	29	15	286			572	29	15	
	10.1%	51.7%					5.1%	51.7%	

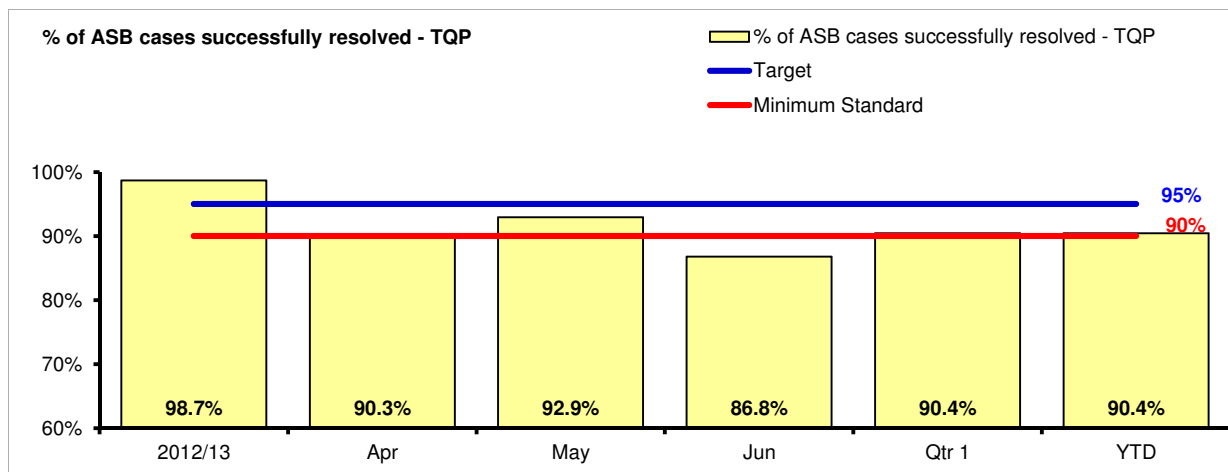
Quality Status

Assessment 1 (Apr - Sep)			Assessment 2 (Oct - Mar)			Overall		
	Nos	%		Nos	%		Nos	%
POOR	0	0.0%	POOR			POOR	0	0.0%
GOOD	8	27.6%	GOOD			GOOD	8	27.6%
EXCELLENT	20	69.0%	EXCELLENT			EXCELLENT	20	69.0%

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 1,000 properties.



In January 2013 ASB recording moved to CRM. We are experiencing some technical and quality issues with the data.

Birmingham's definition for closure	2012/13	Apr	May	Jun	Qtr 1	YTD
No further incidents have reported to landlord within 3 months of initial/ last report	456	0	0	0	0	0
Case closed due to early intervention	1,597	20	14	2	36	36
Case closed due to effective estate management	66	4	1	0	5	5
Case closed due to effective legal action	50	0	0	0	0	0
Case closed following successful mediation	49	0	0	0	0	0
Case closed due to the perpetrator(s) no longer living at the property/area due to eviction/transfer or surrender of the property	73	1	0	0	1	1
Action taken by another agency + Other - effective intervention	0	1	2	3	0	3
ASB Withdrawal of Case asked by Complainant/ Complainant has requested case be closed	101	8	6	4	18	18
Unable to Contact Complainant	0	3	2	0	5	5
ASB reported is investigated , but no breach of tenancy or ASB found	167	1	1	0	2	2
Completed - Service Delivered	0	74	48	37	159	159
Closed - Service Refused	0	0	0	0	0	0
No further contact from complainant as requested by the landlord / information requested by landlord is not provided by the complainant	52	0	0	0	0	0
No further action is possible	35	3	1	3	7	7
Complainant Moved	62	3	1	0	4	4
Closed - Service Not Delivered	0	11	5	4	20	20
ASB Management Closure	0	16	6	3	25	25
Total cases closed	2,708	144	85	53	282	282

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 1,000 properties, the number of ASB cases closed successfully/ unsuccessfully.

	2012/13	Apr	May	Jun	Qtr 1	YTD
ASB cases closed successfully	41.5	2.0	1.2	0.7	4.0	4.0
ASB cases closed unsuccessfully	0.5	0.2	0.1	0.1	0.4	0.4

In January 2013 ASB recording moved to CRM. We are experiencing some technical and quality issues with the data.

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 and per 1,000 properties

<i>New ASB cases received</i>	2012/13	Apr	May	Jun	Qtr 1	YTD
A cases	691	109	99	123	331	331
B cases	1,481	249	209	302	760	760
C cases	91	12	5	7	24	24
Total ASB cases	2,263	370	313	432	1,115	1,115

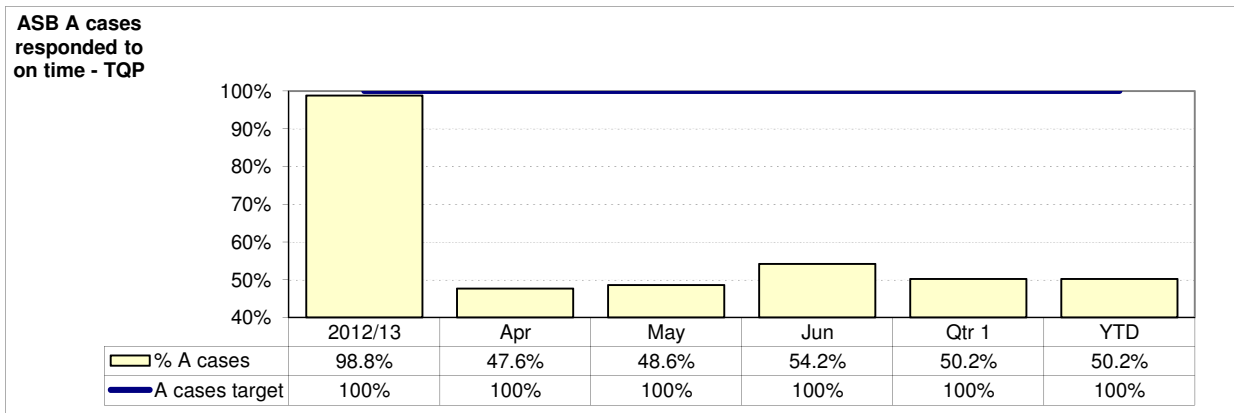
<i>New ASB cases received per 1,000 properties</i>	2012/13	Apr	May	Jun	Qtr 1	YTD
A cases	10.9	1.7	1.6	1.9	5.2	5.2
B cases	23.3	3.9	3.3	4.8	12.0	12.0
C cases	1.4	0.2	0.1	0.1	0.4	0.4
Total ASB cases	35.6	5.8	4.9	6.8	17.6	17.6

In January 2013 ASB recording moved to CRM. We are experiencing some technical and quality issues with the data.

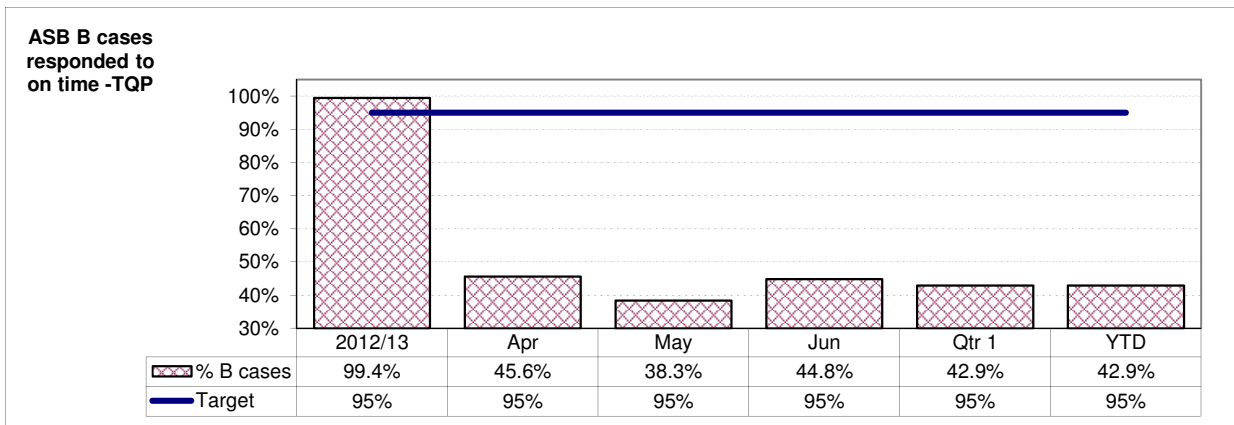
4. ASB cases responded to on time (TQP)

In January 2013 ASB recording moved to CRM. We are experiencing some technical and quality issues with the data.

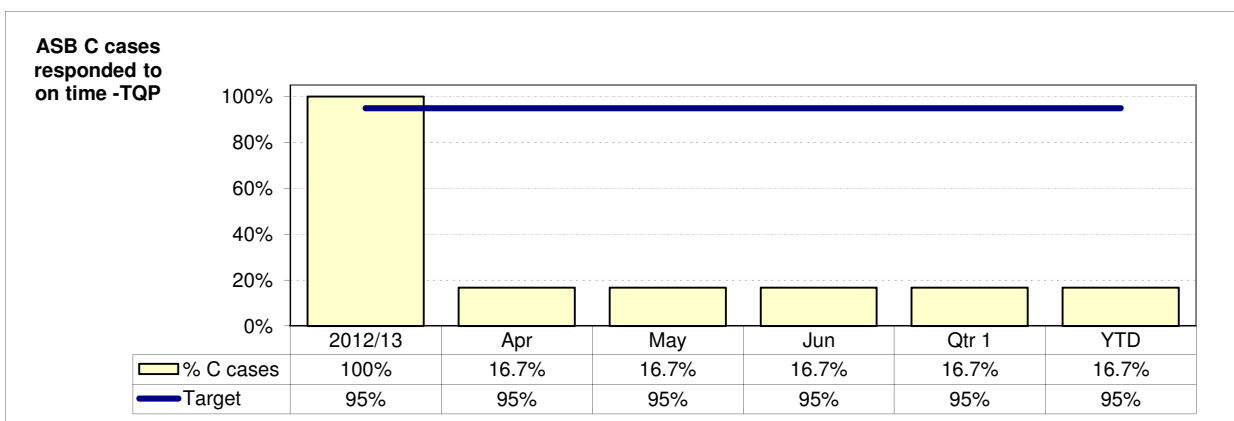
The percentage of ASB cases responded to within timescale is based on information extracted from the Customer Services CRM System.



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



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

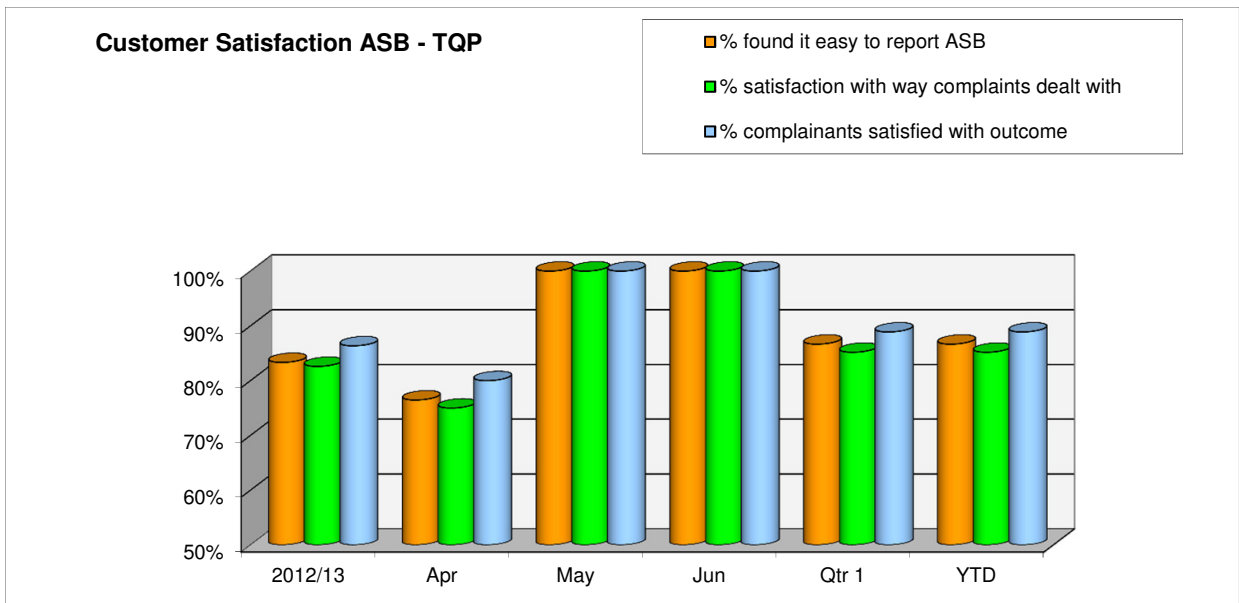


Category C Cases: "Minor" including noisy pets, domestic noise, refuse
- Response 14 Calendar Days.

5. ASB action taken in the period

Note: This data is not yet available from CRM System.

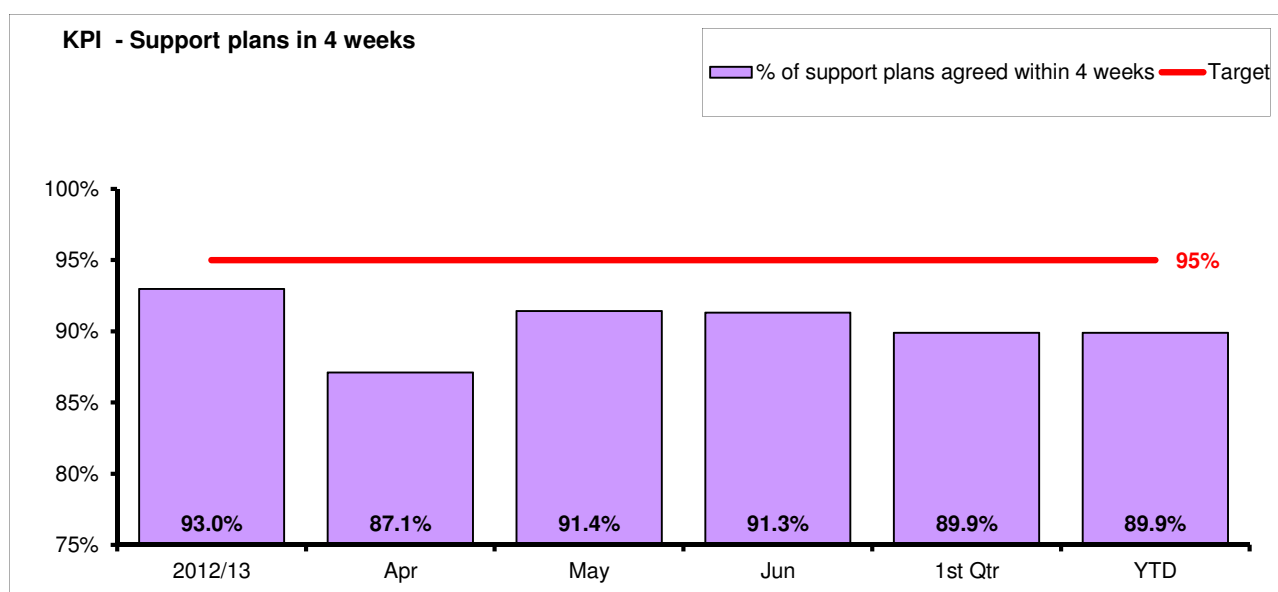
6. Customer Satisfaction - ASB



	2012/13	Apr	May	Jun	Qtr 1	YTD
% of complainants found it easy to report ASB - TQP	83.3%	76.5%	100%	100%	86.7%	86.7%
% satisfaction with the way complaints are dealt with - TQP	82.6%	75.0%	100%	100%	85.2%	85.2%
% of complainants satisfied with the outcome of their complaints - TQP	86.4%	80.0%	100%	100%	88.9%	88.9%

Only seven (7) forms received in May

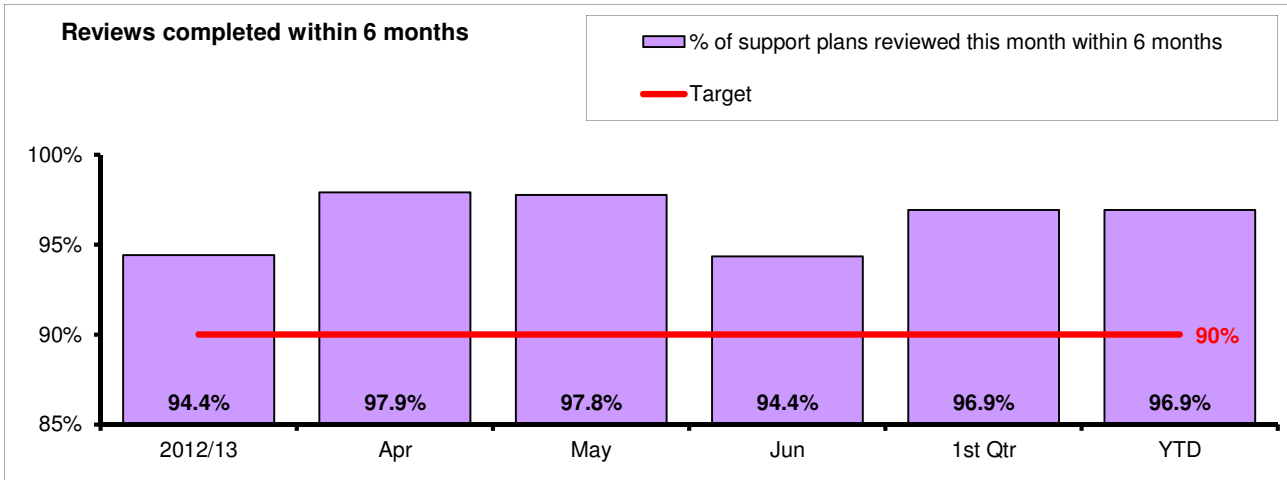
Services for Older People



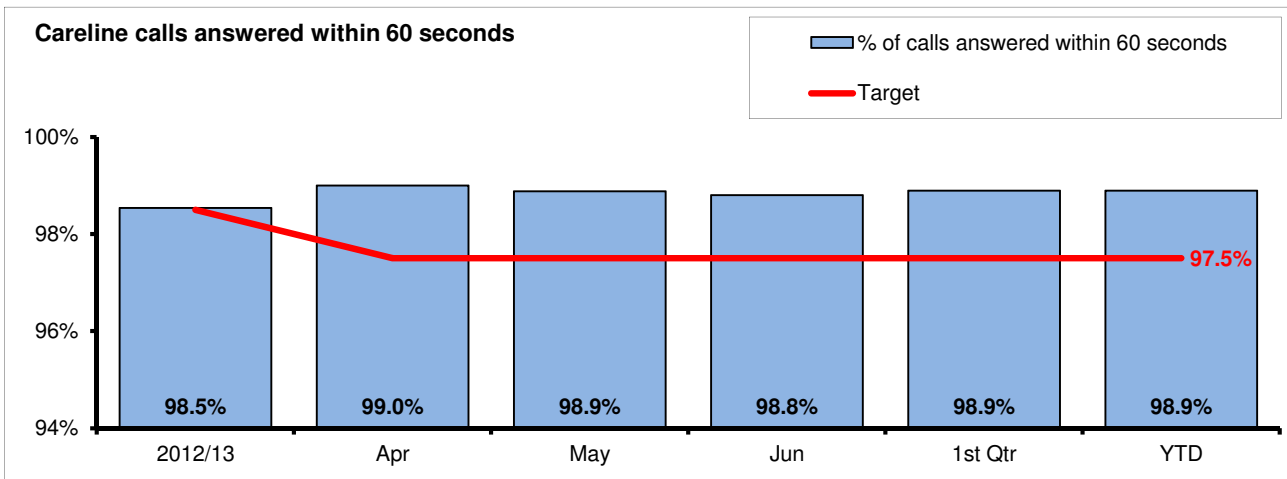
All new tenants of sheltered accommodation should have a support plan agreed within 4 weeks of the tenancy start.

	2012/13	Apr	May	Jun	1st Qtr	YTD
Number of support plans agreed for new tenancies this month that were agreed within 4 weeks	384	27	32	21	80	80
Total number of support plans agreed for new tenancies this month	410	28	33	21	82	82
Number of support plans for new tenants overdue at end of month (snapshot)	82	6	2	1	9	9

Secondary Indicators

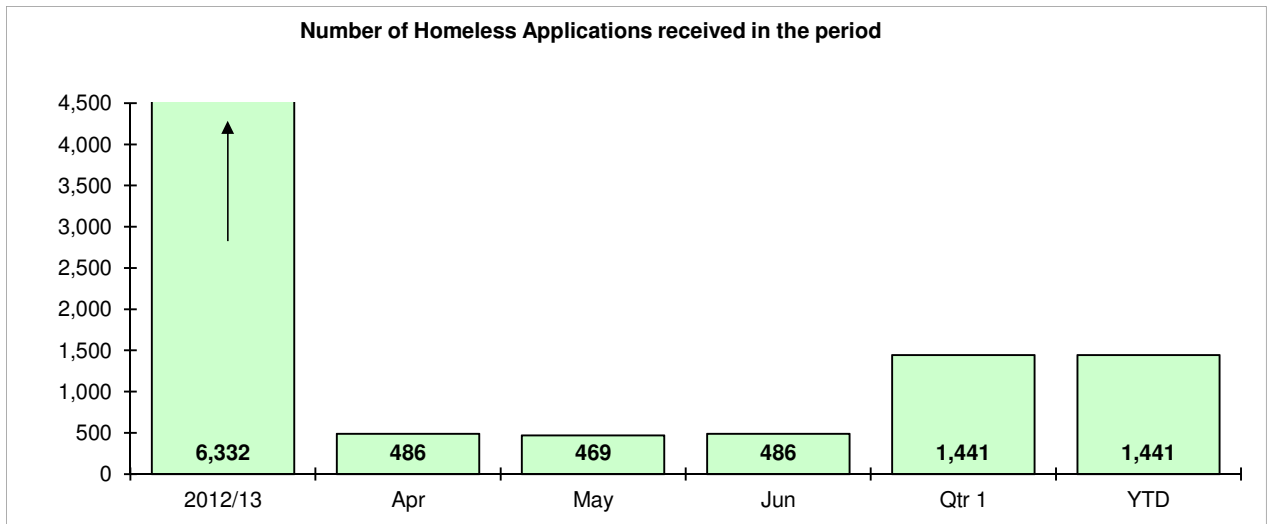


Careline



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

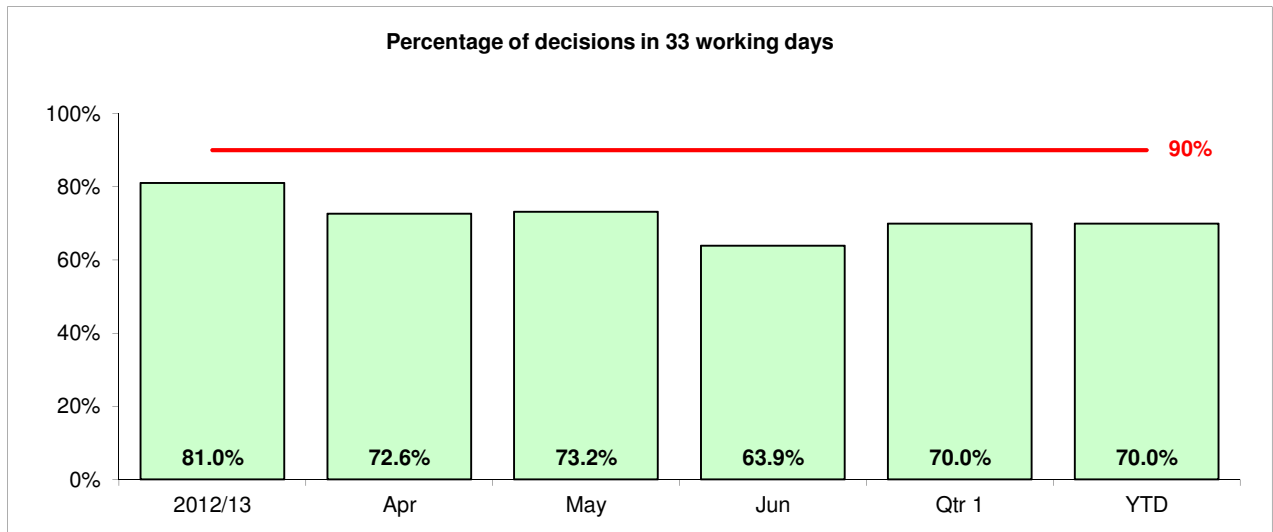
	2012/13	Apr	May	Jun	Qtr 1	YTD
Acceptances (Priority Need)	3,957	342	276	274	892	892
Eligible But Not Homeless	442	23	35	25	83	83
Eligible, Hless But Not Priority	900	71	68	46	185	185
Ineligible	1,170	89	101	99	289	289
Intentionally Homeless	185	10	13	6	29	29
Total	6,654	535	493	450	1,478	1,478

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

	2012/13	Apr	May	Jun	Qtr 1	YTD
16 Years Old	15	1	1	0	2	2
17 Years Old	61	8	6	7	21	21
% total acceptance	1.9%	2.6%	2.5%	2.6%	2.6%	2.6%

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.

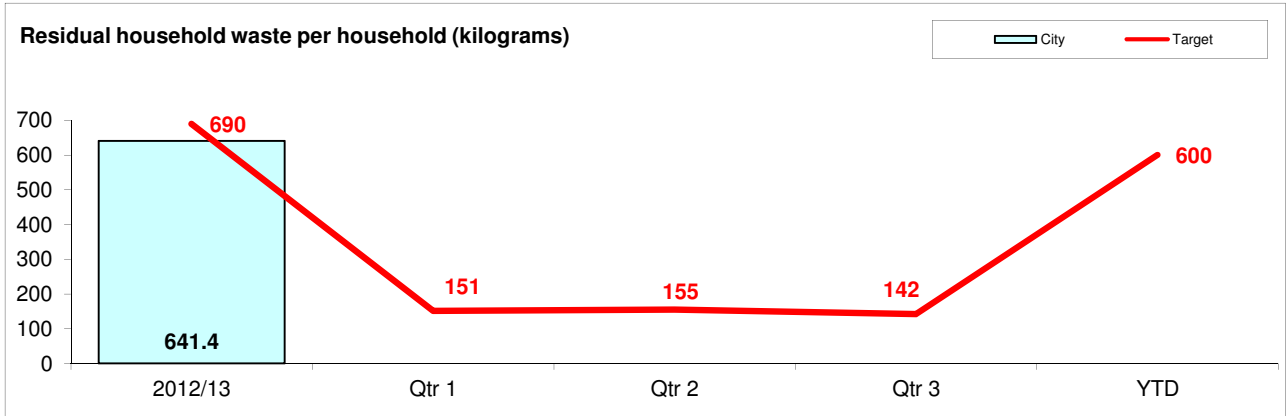
Total Households in Temporary Accommodation by category

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

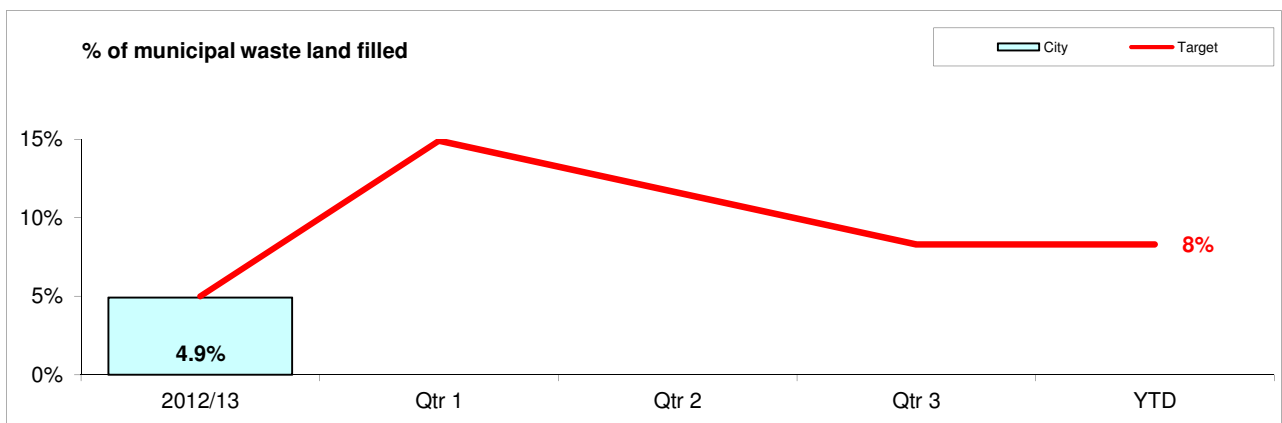
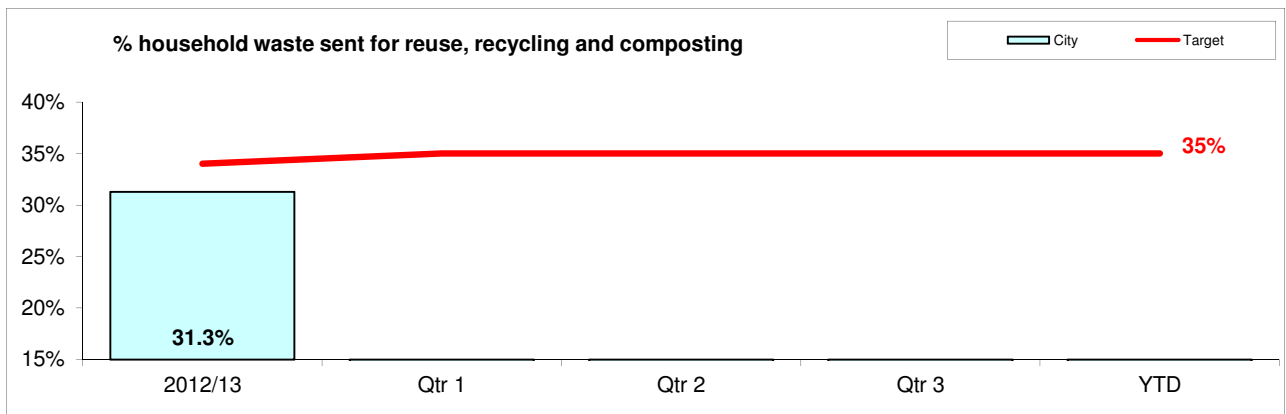
	2012/13	Apr	May	Jun	Qtr 1	YTD
B & B	115	113	82	88	88	88
City Hostel	83	82	85	83	83	83
Dispersed Hostel	245	243	209	200	200	200
Private Landlord	480	487	505	498	498	498
Total	923	925	881	869	869	869

Environmental - Fleet and Waste Management

Fleet & Waste Management report quarterly a month in arrears.



Lower is Better



Lower is Better

Improved street & environmental cleanliness

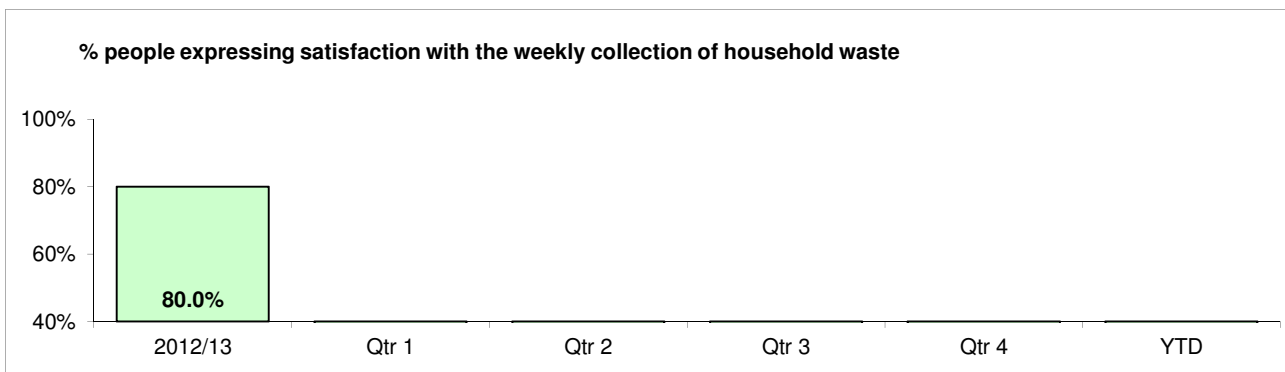
		2012/13	Qtr 1	Qtr 2	Qtr 3	YTD
Levels of litter	City	3.2%				
	Target	2.8%	3.4%	3.4%	3.4%	3.4%
Levels of detritus	City	7.9%				
	Target	8%	8%	8%	8%	8%
Levels of graffiti	City	5.3%				
	Target	8%	7%	7%	7%	7%
Levels of fly posting	City	1.4%				
	Target	1%	1%	1%	1%	1%

Reported Quarterly.

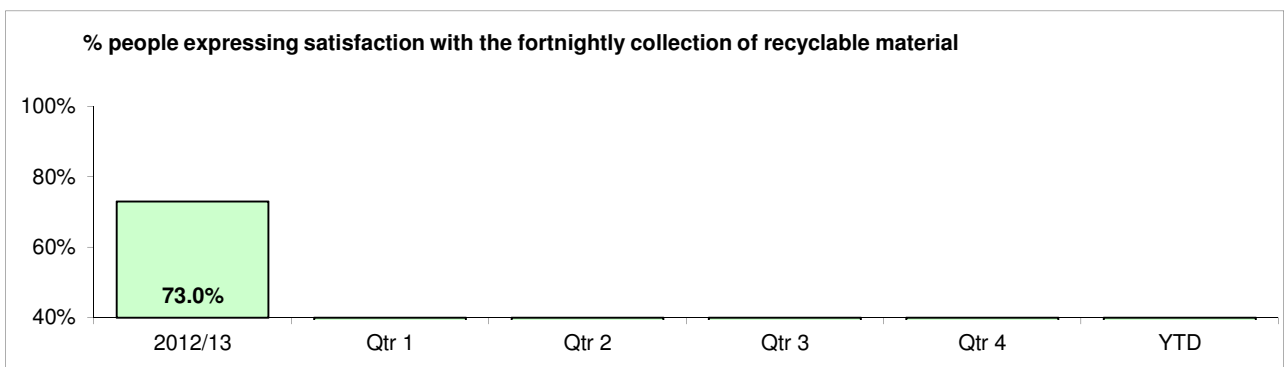
Improved street and environmental cleanliness - fly tipping

Reported annually. Data from Defra - not yet available

Customer Satisfaction - Fleet and Waste Management



Reported Quarterly.



Reported Quarterly.