

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

HOUSING AND HOMES OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 23 JANUARY 2018 AT 14:00 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA
SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site (www.civico.net/birmingham) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

Members are reminded that they must declare all relevant pecuniary interests and non-pecuniary interests relating to any items of business to be discussed at this meeting. If a pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

3 - 8

4 HOUSING AND HOMES ACTION NOTES - 12 DECEMBER 2017

To confirm the action notes of the meeting held on 12 December 2017.

9 - 18

5 HOUSING REPAIRS AND MAINTENANCE CONTRACTS

Rob James (Service Director, Housing), John Jamieson (Head of Asset Management), Paul Bingham (Project Director, Keepmoat), Stewart Reid (Regional Director, Wates Living Space) and Chris Caffrey (Operations Director, Fortem).

6 **WASTE UPDATE**

Jacqui Kennedy (Corporate Director, Place) and Darren Share (Acting Director for Waste Management) to give a verbal update.

19 - 22

7 **HOUSING AND HOMES O&S COMMITTEE WORK PROGRAMME 2017-18**

For discussion.

8 **REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED (IF ANY)**

To consider any request for call in/councillor call for action/petitions (if received).

9 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

10 **DATE OF NEXT MEETING**

The next meeting is scheduled for Tuesday, 20 February 2018 at 1400 hours in Committee Room 6, Council House, Victoria Square, Birmingham B1 1BB.

11 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

'In an urgent situation between meetings, the Chairman jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.

BIRMINGHAM CITY COUNCIL

HOUSING AND HOMES O&S COMMITTEE – PUBLIC MEETING

1400 hours on Tuesday 12 December 2017, Committee Rooms 3&4

Present:

Councillor Victoria Quinn (Chair)

Councillors Gurdial Singh Atwal, Andy Cartwright, Matthew Gregson, Des Hughes, Mohammed Idrees, Mary Locke, Gary Sambrook and Ron Storer

Also Present:

Councillor Peter Griffiths, Cabinet Member for Housing and Homes

Matt Green, Director of Skylight Birmingham and Coventry, Crisis

Rob James, Service Director, Housing

Rose Kiely, Group Overview & Scrutiny Manager

Kalvinder Kohli, Service Lead, Commissioning Centre of Excellence

Jayne Power, Research & Policy Officer, Scrutiny Office

Tim Savill, Assistant Director, Revenues and Benefits

Jean Templeton, Chief Executive, St Basil's

1. NOTICE OF RECORDING/WEBCAST

The Chairman advised the meeting to note that this meeting will be webcast for live and subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs.

2. APOLOGIES

Apologies were received from Councillors Roger Harmer and Penny Holbrook.

3. ACTION NOTES – 14 NOVEMBER 2017

(See document No 1)

The Chair advised Members that a letter had been sent to the Chief Executive regarding the outstanding actions in relation to Waste Services and that when a response is received this will be circulated.

RESOLVED:-

- Response from Chief Executive to be circulated when received;
- The notes were agreed.

4. THE IMPACT OF UNIVERSAL CREDIT

(See document No 2)

Tim Savill, Assistant Director, Revenues and Benefits, presented the report, which provided an update on the impact of Universal Credit (UC), how the Council is supporting its tenants and provided an analysis of rent arrears and planned mitigations to limit the impact on the Housing Revenue Account (HRA).

The following were among the main points raised:

- The Council is undertaking a pilot initiative to examine existing cases in receipt of UC which will help to mitigate the impact of the change on tenants and the HRA;
- Members were told that the cost to the Council of the six month pilot initiative is £75,000;
- The Council is in receipt of a grant from DWP to help fund personal budgeting support and assisted digital support – around £130,000 for each element for the remainder of the financial year;
- Part of the pilot will be to look at the effectiveness of Alternative Payment Arrangements;
- Members requested that officers provide regular updates to Committee for the duration of the pilot;
- Officers in Housing are working closely with Revenues & Benefits on the pilot and have been doing some work with existing tenants to get them UC ready;
- In response to concerns around the impact on larger families, Members were advised that families with two or more children will stay on Housing Benefit until at least January 2019;
- Officers will send on to Members a note which had been sent out from the Library Service and NAS with details of routes to access support, together with local contact details to assist Members in supporting people in their surgeries;
- The Chair invited the partners around the table and the Cabinet Member to contribute to the discussion;
- Jean Templeton, Chief Executive of St Basil's, talked about the linkage between transition to UC and preventing homelessness. In terms of young people, 18-21 year olds will not be entitled to housing costs under UC (apart from some specific exemptions) and some work is being done with DWP around how to protect vulnerable young people;
- The Cabinet Member told Members that the Council has an Eviction Prevention Panel for its own tenants which seeks to take steps to prevent eviction being necessary and details of this would be provided to Committee;

RESOLVED:-

- Committee to receive monthly updates for the 6 month duration of the pilot;
- Members to be provided with details of the work being done with existing tenants to get them Universal Credit ready;

- Note from Library Service and NAS detailing routes people can use to access support to be circulated to Members;
- Details to be provided of local numbers and email addresses which Councillors can use to help people attending their advice surgeries;
- Members to be provided with details of how to contact the Eviction Prevention Panel.

5. HOMELESSNESS UPDATE

(See document No 3)

Councillor Peter Griffiths, Cabinet Member for Housing and Homes, Rob James, Service Director, Housing, Kalvinder Kohli, Service Lead, Commissioning Centre of Excellence, Matt Green, Director of Skylight Birmingham and Coventry, Crisis, and Jean Templeton, Chief Executive, St Basil's, attended for the following items:

- (a) Progress Report on Implementation: Rough Sleeping & Prevention
- (b) The vision moving forward – Homeless Prevention Strategy and Pathway Update; Regional Update

Kalvinder Kohli presented the Progress Report on Implementation: Rough Sleeping & Prevention. The Cabinet Member Assessments for each of the recommendations were agreed as follows:

Recommendation 01 – 3
 Recommendation 02 – 3
 Recommendation 03 – 3
 Recommendation 04 – 3
 Recommendation 05 – 3
 Recommendation 06 – 3
 Recommendation 07 – 3
 Recommendation 08 – 3
 Recommendation 09 – 3
 Recommendation 10 – 3
 Recommendation 11 – 3
 Recommendation 12 – 1

Members requested further reports back in January, February and April, with regular updates thereafter.

With regard to the vision moving forward, the following were among the main points raised:

- The Homelessness Prevention Strategy will be presented to City Council in January and officers will be getting sign-up from the remaining Cabinet Members;
- In terms of regional work, Jean Templeton advised Members that the West Midlands Task Force is looking at the pathway model and taking a person centred approach;

- Various task groups, chaired by different authorities/partners, have been set up and the Steering Group is made up of all the local authorities and partners;
- With regard to Housing First, Matt Green, Director of Skylight Birmingham and Coventry, Crisis, told Members that he had done some comparison of Birmingham with other areas. He had found that Sunderland had de-commissioned Supporting People and put money into Housing First but it hadn't worked;
- He went on to say that Housing First is part of the system but only for certain people.

RESOLVED:-

That further reports would be brought back as follows:

- Recommendation 01 – January
- Recommendations 02, 03, 04, 06, 07, 08, 09 & 10 – February
- Recommendation 05 – April
- Recommendation 12 was signed off as achieved but Members requested that regular updates be brought back to Committee.

6. WORK PROGRAMME 2017-18

(See document No 4)

Members discussed the work programme. The following points were raised:

- The Chair suggested to Members that an additional meeting be arranged to consider the budget proposals before the consultation closes on 15th January.
- The Chair advised that following resolution of the industrial dispute, a Waste Update would be requested for the January meeting.
- In response to a question from Cllr Sambrook about programming in Tenant Engagement, Rob James advised that a green paper was about to be issued and the Housing Minister is currently talking to tenants around the country and, consequently, Members may wish to defer this item. It was agreed that Committee would keep a watchful eye on this.

RESOLVED:-

- Additional meeting to consider the budget proposals to be arranged before 15th January;
- Waste Update to be requested for January;
- The Work Programme was noted.

7. REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED (IF ANY)

None.

8. OTHER URGENT BUSINESS

None.

9. DATE OF NEXT MEETING

Noted.

10. AUTHORITY TO CHAIRMAN AND OFFICERS

Agreed.

The meeting ended at 1650 hours.

Housing and Homes Overview & Scrutiny Committee

Housing Repairs, Maintenance & Investment Contractors

John Jamieson, Head of Asset Management
Place Directorate
23 January 2018

Contracts Overview

- New contracts commenced 1st April 2016
- 4 Contract Areas reflecting the City's Quadrant boundaries
- Comprehensive maintenance and investment content covering:-
 - Responsive repairs
 - Gas Safety & Maintenance
 - Capital Improvement Programmes
 - Major Aids & Adaptations
- Contractors and today's representatives:-
 - **North:** Keepmoat ~ Paul Bingham, Project Director
 - **Central West:** Wates Living Space ~ Stewart Reid, Regional Director
 - **East:** Wates Living Space ~ Stewart Reid, Regional Director
 - **South:** Fortem ~ Chris Caffrey, Operations Director

Service Delivery Headlines ~ 2017/18

- 155,843 RESPONSIVE REPAIRS COMPLETED
- 47,318 GAS SERVICES & SAFETY CHECKS UNDERTAKEN
- 3,419 VOID DWELLINGS REPAIRED
- £27,647,000 CAPITAL IMPROVEMENT WORKS*
- 293 MAJOR ADAPTATIONS FOR VULNERABLE TENANTS

* Separate detailed report to be presented at March 2018 meeting

Performance Review

Key Performance Measure	Target	Standard	2016/17 (outturn)	2017/18 (YTD*)
Birmingham Promise ~ We will respond to emergency repairs in 2 hours	98.1%	94.9%	78.5%	99.8%
Birmingham Promise ~ We will resolve routine repairs within 30 days	92.6%	-	94.6%	95.1%
Percentage of Gas Servicing completed against period profile	98.0%	-	100%	99.5%
Right to Repair jobs completed on time for council tenants	92.6%	87.9%	87.6%	95.1%
Work Orders completed within timescale (all categories)	92.6%	87.9%	88.6%	91.3%

* As at November 2018

Performance Review

Key Performance Measure	Target	Standard	2016/17 (outturn)	2017/18 (YTD*)
Appointments Made (within 10 minutes w.e.f. October 2017)	98.1%	94.9%	96.1%	97.1%
Appointments Kept (within appointed timeslot)	98.1%	94.9%	79.8%	94.5%
Customer Satisfaction (Repairs, Gas Servicing, Capital works)	95.1%	92.9%	99.8%	99.8%
Works Orders not resulting in Customer Complaints	95.1%	92.9%	n/a	99.5%

* As at November 2018

Social and Added Value

- 70 Apprentices / Trainees Employed
- 96 New Jobs created since start of contracts
- Significant levels of additional Training, Work Experience etc
- 55 Community Schemes / Projects in 2017/18
- Over £53,000 Voluntary Funding raised in 2017/18
- Expenditure with Local Social Enterprises 2017/18 = £1.2 million
- Expenditure with Local Enterprises 2017/18 = £44 million

Nest Steps

- Further work with contractors to deliver added value elements
- Full year review of Business Charter Action Plans for Year 2
- Focus on improving performance on areas not currently achieving target
- Development of Invest to save proposals to reduce responsive repairs
- Support to corporate priorities e.g. Care Leavers
- Contract review and extensions

Severe Weather Event ~ December 2017

- Provided a true test of contractors' commitment and resilience
- First major weather event impacting delivery since 2011 and 2013
- Major disruption commenced on Sunday 10th December (further disruption throughout week)
- Escalation Process followed and implemented – but only to Amber level
- Emergency cases continued to experience a responsive service
- Contractors contacted customers directly to rearrange non-urgent repairs where necessary
- Amber Status rescinded with effect from Wednesday 13th December
- Business As Usual re-established by week commencing 18th December

Our Contractors' View



Asset Management & Maintenance

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Housing and Homes O&S Committee: Work Programme 2017/18

Chair: Councillor Victoria Quinn

Committee Members: Councillors Gurdial Singh Atwal, Andy Cartwright, Matthew Gregson, Roger Harmer, Penny Holbrook, Des Hughes, Mohammed Idrees, Mary Locke, Gary Sambrook, Ron Storer, Margaret Waddington

Officer Support: Scrutiny Team: Emma Williamson (464 6870) and Jayne Power (303 4810)
Committee Manager: Marie Reynolds (464 4104)

1 Meeting Schedule

Date	Item	Officer Contact / Attendees
20 June 2017	Informal Meeting: <ul style="list-style-type: none"> Work Programme Discussion Briefing on Housing Strategy 	Emma Williamson/Jayne Power Rob James/Mike Walsh
25 July 2017	Cabinet Member for Housing and Homes <ul style="list-style-type: none"> To set out key priorities, including key performance indicators 	Marcia Wynter, Cabinet Support Officer
	Responding to Housing Need and Demand	Mike Walsh
	Waste Update	Jacqui Kennedy
20 September 2017	Selective Licensing	Pete Hobbs
	Tenant Engagement	Tracey Radford
	Waste Update	Jacqui Kennedy
17 October 2017	Housing Revenue Account	Rob James/Sukvinder Kalsi
	Allocations Update	Mike Walsh
	Homelessness Update	John Hardy
14 November 2017	Affordable and Social Housing	Waheed Nazir/Ian MacLeod/Uyen-Phan Han
12 December 2017	Tracking: Rough Sleeping & Prevention	Kalvinder Kohli/Marcia Wynter, Cabinet Support Officer
	The Impact of Universal Credit	Chris Gibbs/Tim Savill



23 January 2018 Deadline for reports: 12 Jan	Repairs and Maintenance Contracts	Rob James/John Jamieson
	Waste Update	Jacqui Kennedy/Darren Share
20 February 2018 Deadline for reports: 9 Feb	Cabinet Member for Housing and Homes <ul style="list-style-type: none"> To provide an update on key priorities 	Marcia Wynter, Cabinet Support Officer
	Homelessness Update: <ul style="list-style-type: none"> Implementation of Homelessness Reduction Act Progress Report: Rough Sleeping & Prevention 	Rob James/Jim Crawshaw
	Investment in Refurbishment of Existing Council Homes	Rob James/Martin Tolley
28 March 2018 Deadline for reports: 19 March	<i>Cabinet Member for Community Safety and Equality</i>	<i>Marcia Wynter, Cabinet Support Officer</i>
	<i>Annual Report of the Community Safety Partnership (a statutory responsibility)</i>	<i>Jacqui Kennedy, Corporate Director, Place</i>
	<i>Selective Licensing</i>	<i>Rob James/Pete Hobbs</i>
17 April 2018 Deadline for reports: 6 April		

2 Items to be programmed

- 2.1 Tenant Engagement Review
- 2.2 Neighbourhood Management/New Devolution Model
- 2.3 Waste – Street Cleansing/Collection – New Operating Model
- 2.4 Report of analysis of those not re-registered on the housing list (Housing Allocations)

3 Summary of Work Programme Discussion

- 3.1 Members of the committee met in June to discuss potential items for the work programme, and a summary is set out below. Following July's meeting (where the Cabinet Member will outline his priorities), a schedule will be agreed.
 1. **Responding to housing need and demand:** to get a better understanding of housing need and demand in Birmingham and then to identify areas of Housing Strategy based on that; likely to include
 - Homelessness
 - Alternative housing models



- Focusing on the local level (ie how ensure right housing in right areas)
- Links to HRA business plan
- Land use: prioritise surplus / use of poor quality / New Homes Bonus
- Strategic Tenancy Policy
- Young Persons Policy
- Supported housing

2. Neighbourhood Management and Tenant Engagement: to include matters arising following the Grenfell Tower tragedy to provide assurance on safety levels and the robustness of neighbourhood management

- What is the Council's overall responsibility; what is the scope of our due diligence and assessing where we might want higher standards (including the role of our contractors; Council Emergency response; how should future capital programmes be influenced?)
- Information for tenants and tenant routes to feed in issues to Council and be listened to;
- Neighbourhood management and links to work of Assistant Leaders.

4 Outstanding Tracking

Inquiry	Outstanding Recommendations
Working With Communities to Prevent Relationship Violence	R02 - That the City Council strengthens its leadership role for the city by reviewing the domestic violence strategy and enabling: <ul style="list-style-type: none">a) coherent pathways for victims and children, across sectors, to access the support and protection they need;b) strengthening the engagement of schools and other educational establishments, including academies, committing to participating;c) integrated working between Birmingham Youth Services and Think Family Team and Children's Services and homelessness;d) youth service providers from both statutory and third sector involvement in the delivery of informal education programmes with young people.

5 Other Meetings

Call in Meetings

None scheduled

Petitions



None scheduled

Councillor Call for Action requests

None scheduled

It is suggested that the Committee approves Tuesday at 2.00pm as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.

6 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Housing and Homes O&S Committee's remit.

Reference	Title	Portfolio	Proposed Date of Decision
004497/2018	Housing Rent, Service Charges and other Charges 2018-19	Housing and Homes	13 Feb 2018
004656/2018	Homeless Reduction Act	Housing and Homes	13 Feb 2018
004665/2018	Birmingham Council Housing Investment Programme 2018/19 to 2020/21	Housing and Homes	13 Feb 2018
003259/2017	Birmingham Domestic Abuse Prevention Strategy 2017-2020	Health and Social Care	13 Feb 2018
004666/2018	Driving Housing Growth – Land Appropriations Report	Housing and Homes	27 March 2018
001429/2016	Disposal of Surplus Properties	Leader	27 March 2018
004602/2018	Building Birmingham: Approval of BMHT Housing Development Programme for 2018-20	Housing and Homes	17 April 2018
003385/2017	BCC Energy Company – FBC	Clean Streets, Recycling and the Environment	24 July 2018