

Birmingham City Council

Report to Cabinet

29th October 2019



Subject: Performance Monitoring
April to August 2019

Report of: Assistant Chief Executive

Relevant Cabinet Member: Councillor Brigid Jones – Deputy Leader

Relevant O &S Chair(s): Councillor Carl Rice
Chair of Coordinating Overview and Scrutiny

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Are specific wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No – All wards affected
If yes, name(s) of ward(s):		
Is this a key decision?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, add Forward Plan Reference:		
Is the decision eligible for call-in?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, provide exempt information paragraph number or reason if confidential :		

1. Executive Summary

1.1 The purpose of this report is to:

- i. Provide a summary of progress against Council Plan targets for the period April to August 2019 (unless otherwise stated); and
- ii. Inform Cabinet of areas of particular success, issues requiring attention and remedial activity in place to deal with these.
- iii. Provide headline results from the 2018/19 Residents Survey.

2. Recommendation(s)

- 2.1 That Cabinet considers the progress to date and the issues requiring attention.
- 2.2 That Cabinet approves the replacement from Quarter three (October to December) for the measure **Percentage of service users aged 18-64 with learning disabilities, in employment**. See section 3.12 (i), with a measure based upon the PURE project, (Placing vulnerable Urban Residents into Employment). This wider measure aims to support all citizens with a learning disability into employment rather than the current measure which is specifically for people who are currently engaged in adult social care provision.

3. Background

- 3.1 The Council Plan measures include key targets for measuring success against strategic outcomes and priorities as set out in the Birmingham City Council Plan 2018-22.
- 3.2 The 2019/20 Council Plan measures were approved at the Cabinet meeting on the 30th July, and this report summarises progress made against targets, for the period April to August 2019.
- 3.3 As in previous years, the main focus of this report is based on those areas which have either performed exceptionally well, or have not yet achieved target.
- 3.4 The report is supported by an appendix which provides fuller details of performance against all of the Council's key targets (where a result is available), including actions being taken to ensure any underperformance is being tackled efficiently, and there are measures in place to bring performance back on track as soon as is practicably possible.
- 3.5 Following Cabinet, this report and supporting information will be made available on the council's website www.birmingham.gov.uk/performance, to enable citizens to see the progress made towards achieving targets and those areas which require further work.
- 3.6 **Council Plan Measures Performance – April to August 2019**
- 3.7 Overall performance analysis is made up of 81 performance measures. 12 of the 81 measures relate to future and legacy performance around the Commonwealth Games, around which there is an update included within Outcome 5 in this report. Another 31 measures are reported on a less frequent basis e.g. annually or half yearly.
- 3.8 Progress against all measures that are not yet due, or awaited will be brought to Cabinet as they become available.
- 3.9 Of the 38 remaining measures, performance against a target is available for 33. The other 5 are activity based or project measures without a target and against which a trend and progress is being monitored.

- 3.10 For the 33 measures with a result against a target, 57.57% (19) have either met, exceeded or were within acceptable tolerance levels of their target. This is better than the 2018/19 end of year outturn where performance was 33.3% (13 of 39 measures). Performance has not been compared to the Quarter two report for 2018/19 as the periods for reporting are not comparable.
- 3.11 The Council Plan refresh agreed in July this year set out what had been delivered, our focus looking forward and our continued challenges. An update on our focus and challenges is provided for each of the outcomes. These focus and challenge items are included in bold type under each outcome heading. Each outcome is further underpinned by measures and targets related to our priorities. The Council's most significant successes in relation to Council Plan targets are presented below alongside other significant areas of concern for the period.
- 3.12 **Outcome 1: Birmingham is an entrepreneurial city to learn, work and invest in:**

The performance update below should be considered in the context of a number of changes and developments that the Council has made in support of this priority outcome.

We continue to build on the strategy of the Birmingham Development Plan 2031 to deliver key projects, programmes and investments into the city including Curzon Masterplan and Birmingham Smithfield. We are also tightening our focus on specific areas of need through our East Birmingham Inclusive Growth Strategy which will set out a shared Vision for the regeneration of East Birmingham over the next 20 years.

We are delivering employment support, training and apprenticeships through a number of programmes including an expanded Youth Promise Plus and through our Employment access Team.

We are continuing to drive forward our Birmingham Connected strategy, which seeks to facilitate and support the delivery of a sustainable and integrated transport system. Key policy and project initiatives identified in the adopted Birmingham Connected strategy will be brought forward supported by a Birmingham Transport Plan, which will give contemporary emphasis to the transport agenda in the context of inclusive growth, clean air and climate change.

Focus and challenges

Bringing forward and expanding a range of initiatives to support employment, skills and training across the city. There are 83 people registered onto an apprenticeship programme with BCC. Raising the profile and business benefits of apprenticeships has been captured within the Workforce Strategy 2018-2022.

To increase the percentage of adults in contact with secondary mental health services in employment it is recognised that citizens with complex needs find it difficult gain employment. Therefore, the PURE Project (Placing vulnerable

Urban Residents into Employment) has been implemented with a key focus on Intervention Workers from MIND, MENCAP and Swanswell assisting citizens with Mental Ill-health to support them into employment, education and training. In addition to this, a specialist provider will deliver bespoke wrap around services to this specific client group and ensure their needs are being met. See also below how the PURE project will assist people with learning difficulties into employment.

Closing the socio-economic gap so that everyone has access to the same opportunities. The latest reported unemployment statistics for January to March 2019 show that both the Birmingham rate and the national rate decreased by 0.1% with the Birmingham rate at 7.7% and the UK average 4.2% the gap has remained unchanged at 3.5% when compared with the previous quarter.

Working with businesses in the city to help them grow and ensure sustainability. The Business Growth Programme 2 was due to start on 1st January 2019, but a delay in Ministry for Housing, Communities & Local Government sending out the Funding Offer has resulted in an actual start date of 1st April 2019. This first quarter of the programme has been around opening for Small and Medium Enterprises (SME) applications and then getting as many as possible through for approval process. The number of jobs created and investment gained will be reported in the next quarter performance report.

Performance measures -There are 16 results within this Outcome, 10 results of which are not yet due as they are reported on a less frequent basis (e.g., annually and half-yearly). Of the remaining 6 results, there is one trend measure, 3 results (50%) are on track. Listed below are the 2 measures that are below target and outside of acceptable tolerance levels.

i. Where we need to do better

The percentage of service users aged 18-64 with learning disabilities, in employment. Performance although gradually improving since April, at 1.47% is below the target of 2%. **The service is seeking approval from Cabinet to remove this Learning Disability measure and replace from the next quarter with a measure based on the PURE project.** The current indicator is specifically for people who are currently engaged in adult social care provision. Wider work is underway **to support all citizens with a learning disability to access employment opportunities**, including support provided through the PURE Project (Placing vulnerable Urban Residents into Employment). The PURE Project has a target to support 1,116 participants with a disability during the three year programme (output reference ESF C016). It is expected that this will result in 245 participants achieving employment, measured 6 months from the citizen leaving the project. This is a pan- disability measure and it is estimated that 60% of the citizens supported into employment will have a learning disability – 147 citizens. The Client Tracking Database is currently being reviewed to enable the project to

report specifically on participants who have a learning disability. This information is expected to be available during quarter three 2019/20.

Percentage of dangerous defects ('Category 1' defects) on streets made safe within one hour - Performance was 99.57% against a target of 100%.

○ **3.13 Outcome 2: Birmingham - an aspirational city to grow up in:**

The performance update below should be considered in the context of a number of changes and developments that the Council has made in support of this priority outcome.

There has been ongoing improvement in our children's services which are now judged to be 'requiring improvement' after more than 10 years of being inadequate.

We have published the Written Statement of Action (WSOA) for the city, on behalf of all partners, which aims to drive through rapid improvements and long-term sustainable change across SEND services for our children and young people, and their parents and carers.

We continue to work with Birmingham Education Partnership to drive improvements in attainment. Although primary school performance is below national average we are narrowing the gap year on year.

We have consulted on our Public Health Green paper and our selection as a Childhood Obesity trailblazer will progress initiatives to promote healthy eating and lifestyles to families across the City.

Focus and challenges

Modernising and improving SEND provision and Safeguarding and improving outcomes for children – have been taken forward with our partners.

The acting Chief Executive chaired a meeting of the Birmingham Children's Partnership (BCP) and discussed plans for joint working across the Council, Health and the Police to improve services for children with special education needs and disabilities, reducing primary school exclusions; and developing the Contextual Safeguarding Hub. Also discussed were developing early help services and enhancing the early help offer to children and families, tackling these important areas collectively through a child centred rather than an organisational approach.

Performance measures - There are 14 results within this Outcome, 6 results of which are not yet due as they are reported on a less frequent basis (e.g. annually and half-yearly). Of the remaining 8, one is a trend measure, 1 (14%) is exceeding target, 1 (14%) is within acceptable tolerance and 5 (72%) are below target. Those performing exceptionally (either well above, or below target and outside of tolerance levels), are listed below:

i. Council plan measure performing well and exceeding target:

- **Children 6-15 years attendance at wellbeing centres.** The result for the first quarter April to June 2019 of 15,767 exceeded the year-to-date target of 15,000.

ii. **Where we need to do better:**

- **The percentage of new education health care plans (EHCP) issued within 20 weeks (excluding exceptions).** Birmingham's performance, at 68%, is above the national average of 64.9%, but is 22% below the Council's target of 90%. For the month of August 2019, 116 EHCPs were produced, and 29 were short of the target. A work programme has now been established and is in the implementation stages to address the high levels of statutory EHCPs currently being received. In addition, work is under way to improve the quality of Education Health Care Plans. On a monthly basis since April 2019 a multi-agency team of senior officers, have been reviewing the quality of Education Health Care Plans (EHCPs) working to an agreed QA framework. The team have also looked at learning from complaints and mediation cases. Overall since April there has been a small but steady improvement in the quality of EHCP's. Health and to some extent Social care have improved their systems to ensure that where needed, advice from relevant professionals is available in the development of the plan. There are some teams for example Educational Psychology where the advice from the professionals is consistently good. The audit work has noted that for children under the age of 7 or 8, the quality of plans is better than for older children. Work is ongoing to ensure the audit process continues to support the improvement in EHCP's,
- **Number of 2 year old children accessing flexible free entitlement to early education (EEE)** Birmingham's performance at 60% shows a 2% reduction in performance compared to 2018. However, this tracks alongside a national trend of a drop of 4% to 72%. A contributing factor to the dip in performance has been the transition of the delivery of Children's Centres to the Early Years Health and Wellbeing model. Children's Centres have historically led Early Years Networks which have a key role in driving uptake locally and targeting eligible children. This has not worked well within the new contract and from September 2019 the Early Years (EY) Network will be led by Maintained Nursery Schools working in close partnership with the Council and Birmingham Forward Steps.
- **The proportion of years 12 to 13 not in employment, education or training (NEET)** Birmingham's result of 3.7% is above the national average of 3.2% but below the Core City average of 4.9%. An increase in the number of NEETs is expected in August as it is the end of the academic year. September Guarantee returns are being processed to identifying those without an offer and at risk of becoming NEET. Schools have reported young people at risk of becoming NEET (approx. 600) and these young people will be supported by Birmingham Careers Service and Youth Promise Plus to ensure they have an offer for September 2019.

- **The proportion of years 12 to 13 pupils whose activity is unknown**
Birmingham's result of 4.8% is below the national average of 9% and the Core City average of 5.4%. The Not Known numbers have increased slightly as expected at this time of year with young people leaving provision at the completion or end of the first year of their courses. Improvement actions include permanent recruitment for the tracking team to stabilise the Service and Processing September Guarantee returns to capture 'offer' data for Year 11 and 12 and using this to capture possible destinations for those that are Not Known.
- **Children under 5 attendance at wellbeing centres** Results shown are for Quarter one April to June 2019. The result is 7,883 which is below the year-to-date target of 10,000 for under 5 years attendances. There have been changes to BeActive hours at Wellbeing sites which has affected attendances. A big proportion of our Under 5 years attendances are from Green Fit Baby activities; during Quarter one, a lot of the sessions were cancelled due to poor weather conditions. For quarter two the service is increasing the number of indoor and outdoor activities for the summer program.

3.14 **Outcome 3: Birmingham – a fulfilling city to age well in:**

The performance update below should be considered in the context of a number of changes and developments that the Council has made in support of this priority outcome.

We continue to pursue our goals outlined in our Vision for Adult Social Care and continue with the Prevention First: Investing in Communities approach. We have recently invested in the procurement of Information Advice and Guidance (IAG) services for citizens with new and emerging life-changing health conditions and needs and in the investment in several programmes of grant awards for activity and services specifically for the benefit of older people, people with disabilities and/or mental health conditions.

We have increased the uptake in Direct payments, allowing greater independence and control to individuals.

We have committed to an Owning and Delivering Performance to support workforce development and have more strongly engaged with community assets through our Neighbourhood Networks schemes.

Focus and challenges

Creating healthier communities the percentage of the eligible population receiving an NHS health check and the percentage of opiate drug users in full time employment for 10 working days have both performed slightly better than target.

Improving outcomes for older people – Home support services have been introduced into the new framework contract and this has resulted in a significant improvement with 97% of citizens receiving home support through a provider rated as silver or gold.

Helping people to become more independent – There has been a steady increase in the uptake of direct payments and work continues with social workers to promote direct payments as a way for people to access social care support. 42% of the people whose support was planned using the new 'Three Conversations' process took up direct payments.

Performance measures -There are 18 results within this Outcome, 2 results of which are not yet due as they are reported on a less frequent basis (e.g., annually and half-yearly). Of the remaining 16, 3 are trend measures, 3 (23%) are exceeding target, 7 (54%) met target or were within acceptable tolerance and 3 (23%) are below target. Those performing exceptionally (either well above, or below target and outside of tolerance levels), are listed below:

i. Council plan measure performing well and exceeding target:

- **Increase the number of our most deprived citizens who have engaged with our wellbeing service, been to an active park or attended a wellbeing centre** Results shown are for Quarter one April to June 2019. The result is 51,650 which surpassed the year-to-date target of 42,220. Participation has increased at Wellbeing Centres and in parks. The Service is continuing to target their most deprived citizens; over 80% of attendances during Quarter one were from Birmingham's most deprived areas.
- **Reduce the number of long-term admissions to residential or nursing care (per 100.000 over 65s)** the number of people placed permanently in care homes over the last reported quarter has significantly decreased from 611 to 556. In hospitals by following a Home First policy the aim is to avoid placing people permanently in care homes and support them to remain in their own homes. In the community, social work teams have adopted a "Three Conversations" model of working. This focuses on connecting people with their communities as a source of support, and actively seek out opportunities and assets in the community that can help to meet people's needs.
- **Social work client satisfaction- postcard questionnaire.** Feedback received through the postcard questionnaire is overwhelmingly positive- in particular, 98% of people reported that they felt their views had been listened to, and that they were treated with respect.

ii. Where we need to do better

- **Shared Lives** - A further 2 placements have been made in August increasing the total number of placements to 79. This is now higher than in the last two years. Individual members of the Shared Lives team have been aligned with constituencies to link them more directly with social worker teams and, social workers have made an increased number of enquiries and referrals to us. Links with the Occupational Therapy service have been strengthened to support carers to take placements

where possible. The team is now working to place the people who have been referred to us with carers. In order to increase the number of successful placements a session has been planned to meet with the Shared Lives carers who currently don't have anyone placed with them. This will explore any blockages preventing them from being matched to people who need care.

- **Reduced delayed transfers of care (DToC)** Delayed transfers from hospital rose again in July. Accident and Emergency attendance was reportedly high over the summer, resulting in the number of referrals to discharge hubs increasing significantly. The discharge hub at the Queen Elizabeth hospital (QE) in particular saw a 16% increase in referrals compared to the same time last year. The average length of stay for patients who were referred to them is still relatively low at 8.4 days, compared to the historical baseline of 11.8 days. Referrals have also been received for some people with complex nursing care needs, who require a longer assessment and support planning process. To assist in resolving outstanding delays regular conference calls take place with colleagues in Commissioning. In addition, Hospital discharge services are continuing to improve. The team at the Queen Elizabeth Hospital (QE) are now holding care progression meetings that focus on people's outcomes, building on the "home first" principle. The Early Intervention pilot has now been rolled out to Good Hope and Heartlands hospitals the existing capacity for Early Intervention has been increased in Edgbaston and Northfield. In the first week, it is evident that an increase in joint decision making between health and social care has facilitated timely discharges and enabled patients to return home. The Early Intervention Community team (EICT) has increased its capacity for the QE site to enable more discharges. The Hospital Managers have made concerted efforts to ensure that they have real time oversight of demand in their areas and continue with regular meetings to share good practice and ideas to improve decision making at the new Case Progression meetings in the Discharge Hubs with the ultimate aim of enabling effective discharges.
- **Proportion of clients reviewed, reassessed or assessed within 12 months** 75.5% against a target of 85%. Improvement actions include agreeing a business case to extend the Community Opportunities and Specialist Impact Teams until March 2020 to support with the review workload; redesigning the approach to reviews, and their function within the 'Three Conversations' model of social work; and developing a "trusted provider" model for reviews, linked to the internally-provided day services and continuing performance management tracking of reviews against local targets.

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3.15 Outcome 4: Birmingham – a great city to live in:

The performance update below should be considered in the context of a number of changes and developments that the Council has made in support of this priority outcome.

We have launched our independent waste service review to consider how we can improve our future service delivery and will consider the findings of this review in due course. We continue to support communities in improving the street scene.

We are continuing to improve the supply of housing to our citizens including building new homes through Birmingham Municipal Housing Trust and bringing more empty properties back into use. We are also considering more innovative means of providing and managing homes through our work on a community led housing policy.

We have launched the Housing First pilot to house rough sleepers directly off the streets and continue to pursue our prevention activity.

We have launched our Clean Air Strategy and pursuing our plans to introduce a Clean Air Zone.

We continue to work with our partners on matters of community safety including working with the Police and Crime Commissioner on the development of the new Violence Reduction Unit aimed at tackling the causes of violent crime.

We are committed to making Birmingham a more inclusive city through the delivery of our Community Cohesion Strategy and continue to support world class cultural and sporting events.

Focus and challenges

Delivering our waste management services - Recycling, Reuse and Green Waste has increased for the third successive month, although performance at 40% is below the profiled target of 42%. In addition collected household waste at 237kg per household is 2kg higher than the profiled target of 235 kg per household. Collection routes continue to be reworked and a limited number of additional vehicles/drivers have been deployed to struggling depots. In addition, to address issues with vehicle breakdowns, procurement has started on a three year vehicle replacement programme, with a larger proportion of the vehicles being replaced in the next 12 months.

Performance Measures - There are 21 results within this Outcome, 13 results of which are not yet due as they are reported on a less frequent basis (e.g., annually, half-yearly, and quarterly). Of the remaining 8 none exceed or meet target, 4 were below target but within an acceptable tolerance, 4 (50%) are below target. and outside of tolerance levels and are listed below:

i. Where we need to do better

- **Percentage of refuse and recycling collections achieved:** The year-to-date (April 2019 to August 2019) result of 99.63%, whilst an improvement

from last month, is below the year-to-date target of 99.90%. The Service completed 14,415,627 collections out of the scheduled 14,468,993 collections. In August 99.83% of collections were achieved. In order to improve the service some reconfiguration of routes has been undertaken. In addition, to address issues with vehicle breakdowns, procurement has started on a 3-year vehicle replacement programme, with a large proportion of the vehicles being replaced in the next 12 months; this should further improve this measure in the future.

- **Number of properties improved in the Private Rented Sector as a result of Local Authority intervention:** The year-to-date (April 2019 - August 2019) result of 127 is below the year-to-date target of 145. The recruitment for a vacant post continues. Once this post is filled, and induction and training completed, it is expected that performance will improve and forecast that the year-end target will be achieved.
- **Households where homelessness is prevented or relieved:** The year-to-date (April 2019 - August 2019) result is 41.35% which is below the year-to-date target of 70%. There have been issues with the government system H-CLIC and local authorities have experienced issues in collecting and reporting this data. There continues to be a number of cases with an outcome not recorded due to data gaps that are due to be resolved in Quarter two. The Service is working with IT expertise to identify the cause of these gaps and put in place mitigations. The new Prevention Hub is showing very positive signs of increased prevention. For the closed cases to date, prevention has increased to 60% - although this is still early on in the hub development. As the Hub is further rolled out and mobilised to take all prevention cases, it is anticipated the proportion prevented and relieved will increase accordingly.
- **Reducing the unemployment gap between wards:** In the period April to June 2019 (Q1 2019/20) the average unemployment proportion across the 10 Birmingham wards with the highest unemployment levels stood at 10.1%. The corresponding figure for the 10 Birmingham wards with the lowest unemployment proportions was 2.1%. Therefore, the gap between the 10 best and worst performing wards stood at 8.0% points in the period April to June 2019/20. The baseline uses the long term average gap for the corresponding quarter to avoid any issues with seasonal variation. Over the last 5 years the average gap in Quarter one between the 10 best and worst performing wards was 6.6% points. The gap in Quarter one 2019/20 is therefore 1.4% points higher than the 5 year average. The gap between the 10 best and worst performing wards (8.0% points) widened when compared to the previous quarter (7.6% in Quarter four 2018/19).

3.16 **Outcome 5: Birmingham residents gain the maximum benefit from hosting the Commonwealth Games.**

The performance update below should be considered in the context of a number of changes and developments that the Council has made in support of this priority outcome.

The public funding of the Games has now been confirmed, additional commercial revenue will be raised by the Birmingham 2022 Organising Committee and Commonwealth Games Federation Partnerships.

The 12 performance indicators in this Outcome relate to Birmingham's future performance around the Commonwealth Games. The Birmingham 2022 Games bid stated that all Games benefits would be robustly evaluated and monitored, and that these would be locally owned and independently verified. A tender will shortly be launched for an evaluation scoping exercise - a necessary first step in the evaluation process - to provide an overarching framework for the evaluation of the Games, and a research strategy for delivering against it. This process is being managed through DCMS.

We are committed to ensuring the benefits of the Games are felt beyond 2022 and work on how we can secure that legacy is ongoing including a commitment by the Games partnership to the publication of a legacy plan. The outputs of the evaluation scoping exercise will take a considered approach to an evaluation framework for the Games and its legacy will be an important component of that plan.

With regard to measure **5.5.1, Volume of Games contracts awarded to Birmingham/West Midlands companies** it should be noted that the vast majority of Games procurement is the responsibility of the Organising Committee (OC), rather than BCC, and that the OC are not yet in the position where they are releasing this data into the public domain.

With regard to the remaining measures, the individual legacy work programmes are still being scoped and developed across the Partnership. The measures put forward into the Council Plan were agreed in 2018 and now need to be reviewed in light of greater clarity around the roles and responsibilities amongst Games Partners, the development of legacy programmes and the need to link measures in with the wider Games evaluation programme in order to avoid duplication and to make the best use of available resource.

3.17 Outcome 6: Birmingham is a city that takes a leading role in tackling climate change.

The performance update below should be considered in the context of a number of changes and developments that the Council has made in support of this priority outcome.

We have declared our aspiration for the city to be net zero carbon by 2030 and are engaging in activities to support this including the introduction of a Climate Emergency Task Force and the alignment of key strategies, policies and initiatives.

Future reports to Cabinet and Full Council will map out the council and partners' performance aspirations and commitments in this area.

This outcome has been added to the Council Plan for 2019/20. Four priorities have been agreed:

- **Priority 1:** We have declared a Climate Emergency on a cross party basis and we will progress our activity for this through our Climate Emergency Task Force.
- **Priority 2:** We will continue to deliver, report and positively promote the council's extensive climate change and carbon reduction activity with additional initiatives undertaken in line with leading national and peer practice.
- **Priority 3:** We will develop an evaluation framework to monitor the climate impact of all project and policy decisions undertaken.
- **Priority 4:** We will influence our partners and lobby government.

Performance measures supporting these priorities will be developed to monitor progress against this outcome. Due to meet for the first time in October 2019 the Birmingham Route to Zero (R20) Taskforce will hold a series of round table and community events to establish what Route to Zero would mean for the city's communities and businesses, what would be required of both the city and the council to achieve this ambition, identify any barriers to doing so and exploring opportunities to collaborate with others and share best practice. The taskforce will then produce an outline plan and key actions to full council in January 2020.

3.18 Other significant Birmingham highlights include:

- **Markets service** - have been successful in court in a long running litigation matter relating to the vacation of a lease and debt at the Indoor Market. This success addresses a number of historical matters raised by traders.
- **Trading Standards** – The Regional Investigations Team (hosted by Birmingham) executed warrants at two addresses in Birmingham. One was a suspect illegal counterfeiting factory (clothing) and the other was the residential address of the suspected nominal. Both warrants were successful. Birmingham Trading Standards appeared on Midlands Today at lunchtime and live on Midlands on 10/09/2019 at 6.30pm.
- **Illegal Money Lending Team (IMLT)** - working in partnership with Cheshire East Council's trading standards team have secured another successful prosecution against an illegal money lender who was also trading in illicit tobacco products.
- **Athletics** - Birmingham successfully delivered consecutive weekends of televised athletics at Alexander Stadium in partnership with British

Athletics. These events were the last events to take place ahead of the redevelopment works for the Commonwealth Games in 2022.

- **Empty properties brought back into use** – Compulsory Purchase Orders (CPO) for 8 empty properties have been completed, all of which were family homes. This contributes to the delivery of our Empty Property Strategy. The team is currently working with Legal Services compiling another CPO, which is in the formative stage. This is a key success as we are increasing the stock available to those households that may find themselves in need of housing or homelessness.

3.19 General

The attached Appendix A - Performance Monitoring April to August 2019 report provides a more detailed breakdown of performance for all available results, along with commentary explaining performance and/or summarising remedial actions that have been taken or are planned to bring performance on track.

The first page of the appendix is a summary of performance against all the indicators agreed within each outcome of the Council Plan. It also provides an overview of the performance status of each indicator i.e., a colour word representing the performance status, frequency of reporting and a direction of travel against a previously defined result. The four colour word style for monitoring progress reflects the 'as at position' against targets. 'BLUE' means performance significantly exceeded the target, 'GREEN' indicates performance met target, 'AMBER' shows performance was below target but within acceptable tolerance levels, and 'RED' indicates that performance was off target and outside of agreed tolerance levels.

- 3.20 The appendix also shows graphical representation of performance, displaying (where available), results, and historical performance, and alongside the graph and performance status, information is provided to show the preferred direction of travel (aim and demonstrated by an upward or downward triangle), performance variance (above or below the set target), a description of what performance means and what will need to be done to meet longer term targets, and benchmark information e.g., National All England average results.
- 3.21 This style of reporting enables services to better manage measures at lower risk and Members to focus on those areas that require particular attention.
- 3.22 Appendix B contains the headline resident survey measures for 2018/19 and where available comparative results for the previous three years. The full survey results will inform the budget consultation for 2020-21 with appropriate inclusion in the public consultation document.

4. Options considered and Recommended Proposal

- 4.1 This report is a performance update. The recommended action is that provided in 2.1 above.

5. Consultation

- 5.1 Cabinet Members, Council Management Team and directorate staff have been involved in discussions around performance against the targets contained within this report and attached appendix. Otherwise this paper is a factual report on progress and no other consultation has been required.

6. Risk Management

- 6.1 This report provides progress against the council's strategic outcomes, and the measures in place to achieve them, and allows for Cabinet, in its entirety, to consider progress against the Council's key performance measures.

7. Compliance Issues:

7.1 How are the recommended decisions consistent with the City Council's priorities, plans and strategies?

- 7.1.1 Through the provision of a position statement about how well the council is performing against the key Council Plan targets which were set in June 2018, towards achieving the outcomes and priorities as set out in the Birmingham City Council Plan 2018-22.

7.2. Legal Implications

- 7.2.1 There are no legal implications arising from this report.

7.3. Financial Implications

- 7.3.1 The Council Plan 2018-22 forms a key part of the budgeting and service planning process for the City Council that takes account of existing finances and resources, and sets out the key strategic and operational outcomes that the City Council wishes to achieve. Any implications on the council's budgetary position, arising from issues highlighted in this report, will be reported in the periodic corporate budget monitoring statements received by Cabinet

7.4. Procurement Implications (if required)

- 7.4.1 None identified.

7.5. Human Resources Implications (if required)

- 7.5.1 None identified.

7.6. Public Sector Equality Duty

- 7.6.1 The Council Plan Measures are designed to ensure significant improvement in service quality and outcomes for the people of

Birmingham towards achieving long term priorities for the period 2018-22. Some of the measures have a particular focus on particular challenges faced by Birmingham citizens e.g. unemployment, homelessness, and social care.

8.0 **Background Documents**

- Council Plan 2018-2022
- Council Plan 2018-2022 Refresh July 2019
- Performance Monitoring End of Year 2018/19

Annexe 2: Protocol – Public Sector Equality Duty

1. The public sector equality duty drives the need for equality assessments (Initial and Full). An initial assessment should, be prepared from the outset based upon available knowledge and information.
2. If there is no adverse impact then that fact should be stated within the Report and the initial assessment document appended to the Report duly signed and dated. A summary of the statutory duty is annexed to this Protocol and should be referred to in the standard section (7.6) of executive reports for decision and then attached in an appendix; the term ‘adverse impact’ refers to any decision-making by the Council which can be judged as likely to be contrary in whole or in part to the equality duty.
3. A full assessment should be prepared where necessary and consultation should then take place.
4. Consultation should address any possible adverse impact upon service users, providers and those within the scope of the report; questions need to assist to identify adverse impact which might be contrary to the equality duty and engage all such persons in a dialogue which might identify ways in which any adverse impact might be avoided or, if avoidance is not possible, reduced.
5. Responses to the consultation should be analysed in order to identify:
 - a) whether there is adverse impact upon persons within the protected categories
 - b) what is the nature of this adverse impact
 - c) whether the adverse impact can be avoided and at what cost – and if not –
 - d) what mitigating actions can be taken and at what cost
6. The impact assessment carried out at the outset will need to be amended to have due regard to the matters in (4) above.
7. Where there is adverse impact the final Report should contain:
 - a summary of the adverse impact and any possible mitigating actions (in section 7.6 or an appendix if necessary)
 - the full equality impact assessment (as an appendix)
 - the equality duty (as an appendix).

Equality Act 2010

The Executive must have due regard to the public sector equality duty when considering Council reports for decision.

The public sector equality duty is as follows:

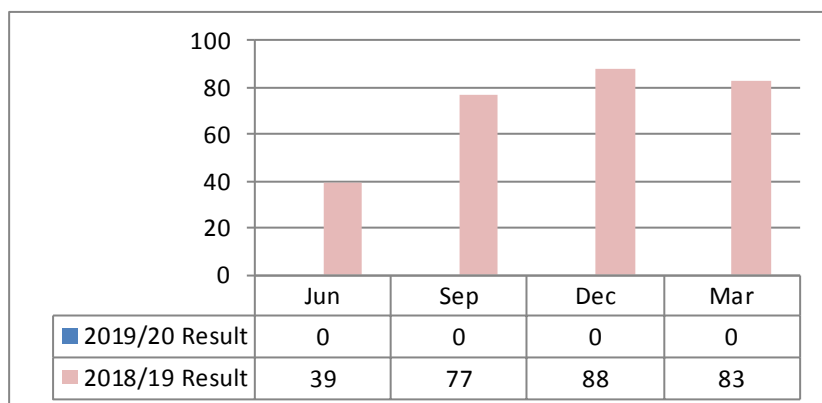
1. The Council must, in the exercise of its functions, have due regard to the need to:
 - a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act;
 - b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
2. Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
 - a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
 - b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
 - c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
3. The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
4. Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
 - a) tackle prejudice, and
 - b) promote understanding.
5. The relevant protected characteristics are:

a) Marriage & civil partnership	f) Race
b) Age	g) Religion or belief
c) Disability	h) Sex
d) Gender reassignment	i) Sexual orientation
e) Pregnancy and maternity	

Appendix A - Council Plan 2019/20 April to May 2019 Summary of Performance										
Measures:	81									
Reported this quarter:	38						As at	August	Frequency	
RAG Summary:	BLUE	GREEN	AMBER	RED	Trend	Not Yet Due (NYD)	Awaiting result and/or target		Monthly Quarterly 1/2 Yearly Annual Bi Annual	Preferred direction of travel
	4	8	7	14	5	43	0	Year	19/20	
Outcome 1:	Birmingham is an entrepreneurial city to learn, work and invest in									
Blue	0	1.1.1	The number of jobs created					NYD	A	△
Green	3	1.1.3	Number of apprenticeship starts per 1,000 of the Birmingham population					NYD	A	△
Amber	0	1.1.5	The number of Birmingham City Council (BCC) apprenticeships directly within the City Council					Trend	Q	△
Red	2	1.2.7	The number of jobs created through the Business Growth Programme					NYD	Q	△
Trend	1	1.2.1	Birmingham's unemployment rate verses the national average					GREEN	Q	▽
NYD	10	1.2.4	Private sector investment in the Enterprise Zone					NYD	A	Progress Report
Awaiting	2	1.3.1	Small and Medium Enterprises starts and closures					NYD	A	△
		1.2.8	Private sector investment through the Business Growth Programme					NYD	Q	△
		1.2.5	Public sector investment in the Enterprise Zone					NYD	A	Progress Report
		1.3.2	New employment floor space created and/or refurbished floor space (sq. m.) as a result of investment in infrastructure and development activity in the Enterprise Zone					NYD	A	Progress Report
		1.4.4	Percentage of dangerous defects ('Category 1' defects) on streets made safe within one hour					RED	M	△
		1.4.5	Percentage of dangerous defects ('Category 1' defects) on streets full repaired within 28 days					GREEN	M	△
		1.4.2	Increased percentage of trips taken by bicycles					NYD	A	△
		1.4.12	Miles travelled on free bicycles provided by the Council					GREEN	Q	△
		3.3.4	The percentage of adults in contact with secondary mental health services in employment					NYD	A	△
		3.3.2	The percentage of service users aged 18-64 with learning disabilities, in employment					RED	M	△
Outcome 2:	Birmingham is an aspirational city to grow up in									
Blue	1	2.1.1	Percentage of new Education Health Care (EHC) plans issued within 20 weeks, excluding exceptions					RED	M	△
Green	0	2.1.1a	Quality of Education Health Care Plans - Monthly Case Audits					Trend	Q	△
Amber	1	2.1.3	Monthly Operational Commissioning Group assessment of Birmingham Children's Trust performance					AMBER	M	△
Red	5	2.2.1	Percentage of children achieving a good level of development - Early Years Foundation Stage					NYD	A	△
Trend	1	2.2.2a	Key Stage 2 Attainment - proportion of children reaching the expected standard in Reading, Writing and Maths					NYD	A	△
NYD	6	2.2.2b	Key Stage Attainment Percentage of children achieving a strong pass (9-5) in English and Maths					NYD	A	△
		2.3.1	The proportion of years 12 to 13 not in employment, education or training (NEET)					RED	M	▽
		2.3.1a	The proportion of years 12 to 13 pupils whose activity is unknown					RED	M	▽
		2.3.5	Children in Care – Progress 8 – Average progress between Key Stage 2 and Key Stage 4 across eight key subjects					NYD	A	△
		2.4.1a	Percentage of children overweight or obese at reception					NYD	A	▽
		2.4.1b	Percentage of children overweight or obese at year 6					NYD	A	▽
		2.4.2	Number of 2 year old children accessing flexible free entitlement to early education (EEE)					RED	A	△
		2.4.6	Children under 5 attendance at wellbeing centres					RED	Q	△
		2.4.7	Children 6-15 years attendance at wellbeing centres					BLUE	Q	△
Outcome 3:	Birmingham is a fulfilling city to age well in									
Blue	3	3.1.1	The proportion of people who use services who reported that they had as much social contact as they would like					NYD	A	△
Green	5	3.1.2	The proportion of carers who reported that they had as much social contact as they would like					NYD	Bi A	△
Amber	2	3.1.3	The number of people who have Shared Lives					RED	M	△
Red	3	3.1.4	Number of over 60's participating in a wellbeing programme					AMBER	Q	△
Trend	3	3.1.5	Increase the number of our most deprived citizens who have engaged with our wellbeing service, been to an active park or attended a wellbeing centre					BLUE	Q	△
NYD	2	4.5.3	Percentage of completed safeguarding enquiries which involved concerns about domestic abuse					Trend	M	None - Dir. don't apply any
		4.5.3a	Number of completed safeguarding enquiries which involved concerns about domestic abuse					Trend	M	None - Dir. don't apply any
		3.2.1	The number of long term admissions to residential or nursing care (per 100,000 over 65s)					BLUE	Q	▽
			Reduced delayed transfers of care (DToC)							
		3.2.2	Daily Average Delay beds per day per 100,000 18+ population - combined figure - Social Care only and joint NHS and Social Care					RED	M	▽
		3.2.4	Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were					GREEN	M	△
		3.2.5	Proportion of clients reviewed, reassessed or assessed within 12 months					RED	M	△
		3.2.6	The proportion of clients receiving Residential, Nursing or Home Care, or Care and Support (supported living) from a provider that is rated as Silver or Gold					GREEN	Q	△
		3.3.1	Uptake of Direct Payments					GREEN	M	△
		3.3.5	The percentage of people who receive Adult Social Care in their own home					Trend	M	△
		3.3.7	Social work client satisfaction - postcard questionnaire					BLUE	Q	△
		3.3.8	Proportion of eligible population receiving an NHS health check					GREEN	Q	△
		3.3.9	Percentage of opiate drug users who are in full time employment for 10 working days following or upon discharge					GREEN	Q	△
		3.3.9a	Percentage of non-opiate drug users who are in full time employment for 10 working days following or upon discharge					AMBER	Q	△
Outcome 4:	Birmingham is a great city to live in									
Blue	0	4.1.1	Improved cleanliness – streets and green spaces					NYD	A	△
Green	0	4.1.2	Increase Recycling, Reuse, and Green Waste					AMBER	M	△
Amber	4	4.1.3	Reduced collected household waste – kg per household					AMBER	M	▽
Red	4	4.1.7	Percentage of refuse and recycling collections achieved					RED	M	△
Trend	0	4.2.1	Number of new homes completed in the city across a range of tenures					NYD	A	△
NYD	13	4.2.2	Number of properties improved in the Private Rented Sector as a result of Local Authority intervention					RED	M	△
		4.2.3	Number (and percentage) of homes built that are affordable					NYD	A	△
		4.2.4	Minimising the number and percentage of households living in temporary accommodation per 1,000 households					AMBER	M	▽
		4.2.12	Private sector empty properties brought back into use (cumulative)					AMBER	M	△
		4.3.1	Reducing the number of rough sleepers across the city					NYD	A	▽
		4.3.2	Households where homelessness is prevented or relieved					RED	M	△
		4.4.2	Reduce Particulate Matter levels in the City's air quality management areas					NYD	A	▽
		4.5.1	How safe do you feel outside in your local area during the day? (Citizen perception measure).					NYD	A	△
		4.5.2	How safe do you feel outside in your local area after dark? (Citizen perception measure).					NYD	A	△
		4.6.1	It is important to me to be able to influence decisions that affect my local area (Citizen perception measure)					NYD	A	△
		4.6.2	I can influence decisions about public services that affect the local area					NYD	A	△
		4.6.3	I am involved in making decisions about public services that affect my local area (Citizen Perception measure)					NYD	A	△
		4.7.2	Reducing the unemployment gap between wards					RED	Q	▽
		4.7.3	To what extent do you agree or disagree with the statement "I am proud to live in Birmingham"? (Citizen perception measure).					NYD	A	△
		4.8.1	Increased number of international, sporting, cultural and major events in our landmark venues, shared spaces, communities and libraries					NYD	A	△
		1.2.2	Narrowing the pay gap for citizens across the city					NYD	A	▽
Outcome 5:	Birmingham residents gain the maximum benefit from hosting the Commonwealth Games									
Blue	0	5.1.1	Volume of Games contracts awarded to Birmingham/W Midlands companies					NYD		△
Green	0	5.1.2	Volume of / development of sustainable business on the back of the Games					NYD		△
Amber	0	5.2.1	Creation and use of Health and well-being initiatives					NYD		△
Red	0	5.2.2	Percentage rise in young people and adults engaged in physical activity					NYD		△
Trend	0	5.3.1	Delivery of the transport and sporting infrastructure on time and on budget					NYD		‡
NYD	12	5.3.2	Community use of sporting infrastructure – making the master plans a reality					NYD		△
		5.4.1	Apprenticeships/skills courses/entry level employment offered to unemployed Birmingham citizens across core Games related industries – security, catering, cleaning, technology etc.					NYD		△
		5.4.2	Internships and skills development as a result offered and delivered by Games partners and / or supporting businesses					NYD		△
		5.5.1	Community volunteer projects delivered as a result of the Games (e.g. 'spring clean' of streets)					NYD		‡
		5.5.2	Use the games to create / foster active citizenship projects and ensure those volunteers play a role in the Games					NYD		‡
		5.5.3	Citizen engagement with the cultural programme					NYD		△
		5.5.4	Residents' survey measure to link active life-styles, culture and wellbeing with cohesion impact					NYD		△

Outcome 1: Birmingham is an entrepreneurial city to learn, work and invest in

1.1.5 The number of Birmingham City Council (BCC) apprenticeships directly within the City Council



Commentary:

Results lag by one quarter this is the result for the period January to March 2019. This result arrived too late to be included in the month 3 June report.

As of 31st March 2019 there were 83 people registered onto an apprenticeship programme within BCC. This figure does not take into account activity within maintained schools. A significant amount of work is taking place to raise the profile and business benefits of apprenticeships and this has been captured as a key priority within the Workforce Strategy 2018-2022. Strategy Officers have been aligned to each Directorate to promote the use of apprenticeships as part of a strategic approach to succession planning and career development frameworks. Monthly meetings with the Employment Skills Funding Agency (ESFA) accountant also supports a "deep dive" into how we continue to optimise the use of the Apprenticeship Levy to boost the skills within the workforce and the local economy.

Preferred direction of travel:

△

Bigger is better

Status:

Q4-18/19 **Trend**

Q4-19/20 **Trend**

Q1 **Trend**

Q2

Q3

Q4

Variance from target:

N/A

Year-end Target:

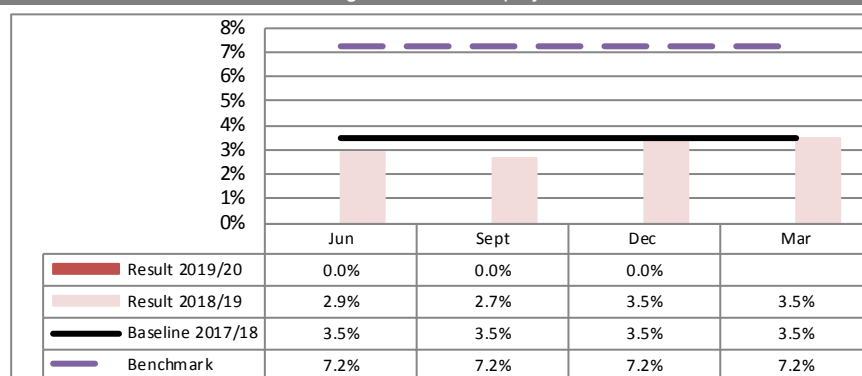
No target - Trend Measure

Benchmark:

N/A B'ham specific measure

1.2.1 Birmingham's unemployment rate versus the national average

via International Labour Organisation Unemployment



Commentary:

There is a six week data lag for this measure. The data shown relates to the period January to March 2019. Data for the period April to June will be available in mid October.

Birmingham unemployment rate is 7.7% this is higher than the UK unemployment of 4.2%. The unemployment rate has decreased in both Birmingham and the UK by 0.1% so the gap between the city and the national average has remained unchanged at 3.5%. The gap is the same as recorded in the previous quarter October to December and the same as the baseline.

Preferred direction of travel:

▽

Smaller is better

Status:

Q4-17/18 **N/A - New**

Q4-18/19 **GREEN**

Q1 **GREEN**

Q2

Q3

Q4

Variance from target:

0.0

Year-end Target:

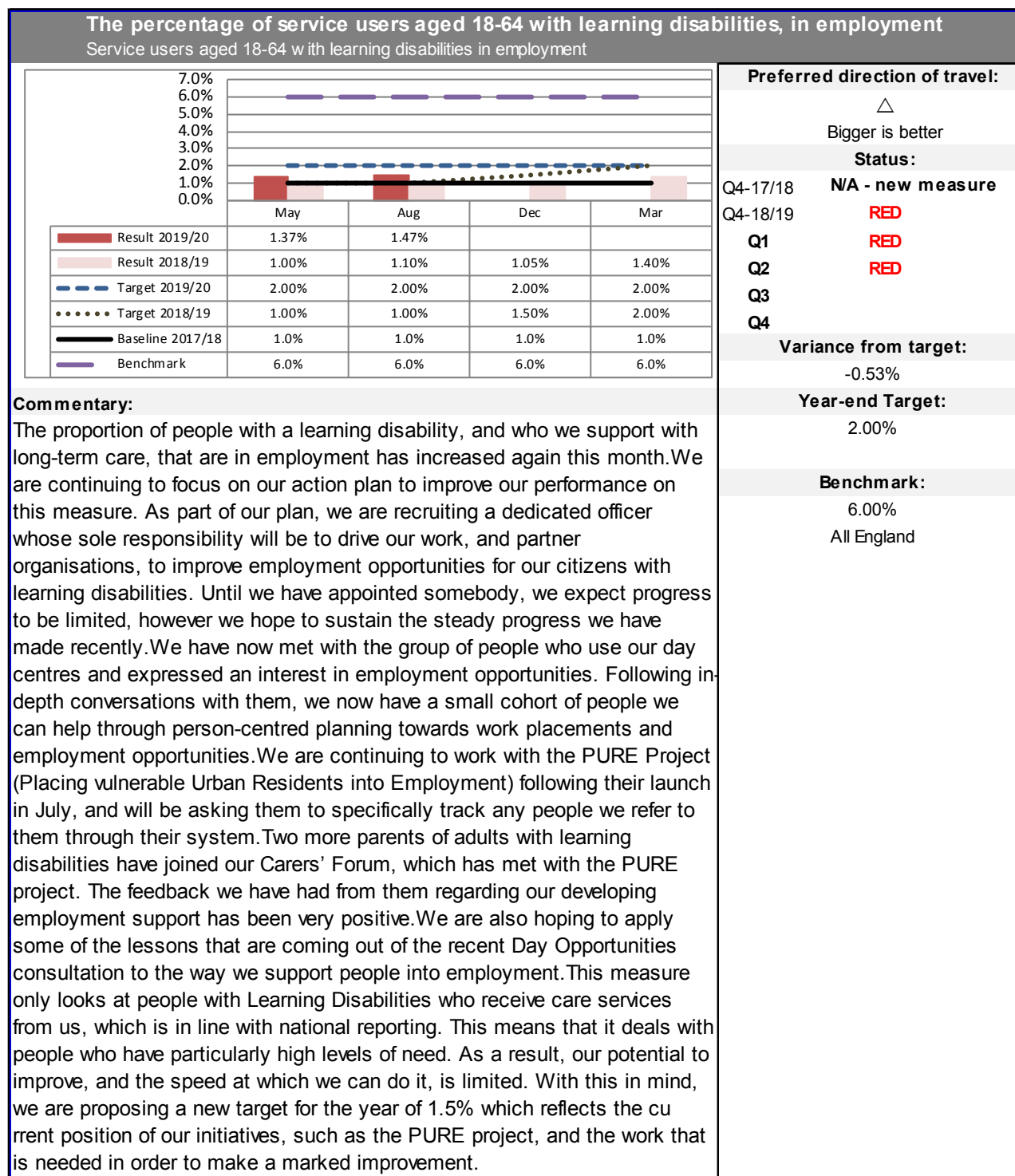
3.5%

Benchmark:

7.2%

Core Cities

Outcome 1: Birmingham is an entrepreneurial city to learn, work and invest in



Outcome 1: Birmingham is an entrepreneurial city to learn, work and invest in

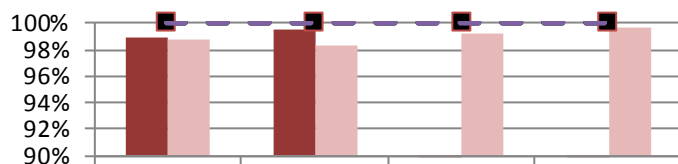
1.2.4 Private sector investment in the Enterprise Zone	Preferred direction of travel: Progress Report Project milestones
No graph	Status: GREEN
Project reports annually	18/19 19/20 20/21
Commentary: Annual Measure due March 2020. Progress updates provided quarterly £75m of private sector investment has taken place in the Enterprise Zone, and includes investment of £21m on Paradise, £31m Parkside Building, £5m on 3 Snow Hill, £1m on Woodcock Street, £2m Pavillions, £2m Beorma, £7m Great Barr Street, and £6m 103 Colmore Row.	Variance from target: N/A Project Year-end Target: N/A Project Benchmark: N/A Birmingham specific measure

1.2.5 Public sector investment in the Enterprise Zone	Preferred direction of travel: Progress Report Project milestones
No graph	Status: GREEN
Project reports annually	18/19 19/20 20/21
Commentary: Annual Measure due March 2020. Progress updates provided quarterly. £33m of public sector infrastructure investment to support development activity in the Enterprise Zone. Public Sector infrastructure investment in this period relates to Arena Central HMRC £6m and Waterfall House £27m.	Variance from target: N/A Project Year-end Target: N/A Project Benchmark: N/A Birmingham specific measure

1.3.2 New employment floor space created and/or refurbished floor space	Preferred direction of travel: Progress Report Project milestones
No graph	Status: GREEN
Project reports annually	18/19 19/20 20/21
Commentary: Annual Measure due March 2020. Progress updates provided quarterly. 29,862 sq.m of floorspace has been created and refurbished on Enterprise Zone sites - Waterfall House Children's Hospital, Primark Pavillions, BCU, and Beorma.	Variance from target: N/A Project Year-end Target: N/A Project Benchmark: N/A Birmingham specific measure

Outcome 1: Birmingham is an entrepreneurial city to learn, work and invest in

1.4.4 Percentage of dangerous defects ('Category 1' defects) on streets made safe within one hour



	May	Aug	Dec	Mar
2019/20 Result	98.97%	99.57%	0	0
2018/19 Result	98.76%	98.27%	99.24%	99.69%
2019/20 Target	100%	100%	100%	100%
2018/19 Target	100%	100%	100%	100%

Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

Q4-18/19

RED

Q1

RED

Q2

RED

Q3

Q4

Variance from target:

-0.43%

Year-end Target:

100.00%

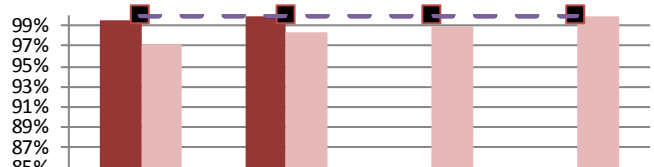
Benchmark:

Unable to Benchmark

Commentary:

These are the Service Providers view of their own performance and are disputed by BCC. Target set at 100% to reflect contract requirements. There is an additional requirement that 100% of defects are rectified within 28 Business Days. In both cases, performance below these requirements results in Adjustments under the contract Payment Mechanism to give incentive to the Service Provider to rectify outstanding defects and prevent future non-compliance.

1.4.5 Percentage of dangerous defects ('Category 1' defects) on streets full repaired within 28 days



	May	Aug	Dec	Mar
2019/20 Result	99.63%	100%	0	0
2018/19 Result	97.19%	98.28%	99.00%	99.90%
2019/20 Target	100%	100%	100%	100%
2018/19 Target	100%	100%	100%	100%

Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

Q4-18/19

RED

Q1

RED

Q2

GREEN

Q3

Q4

Variance from target:

0.00%

Year-end Target:

100%

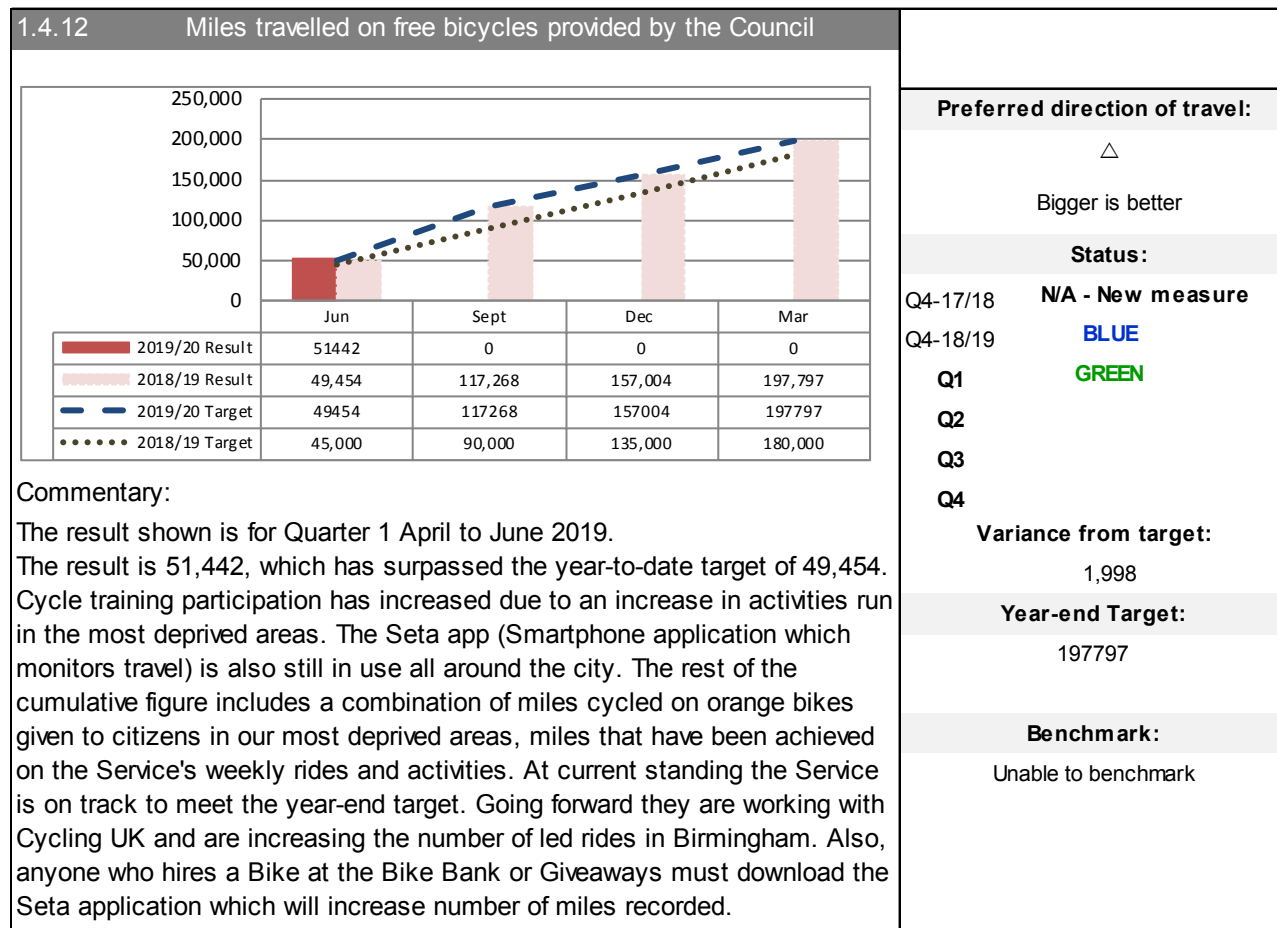
Benchmark:

Unable to benchmark

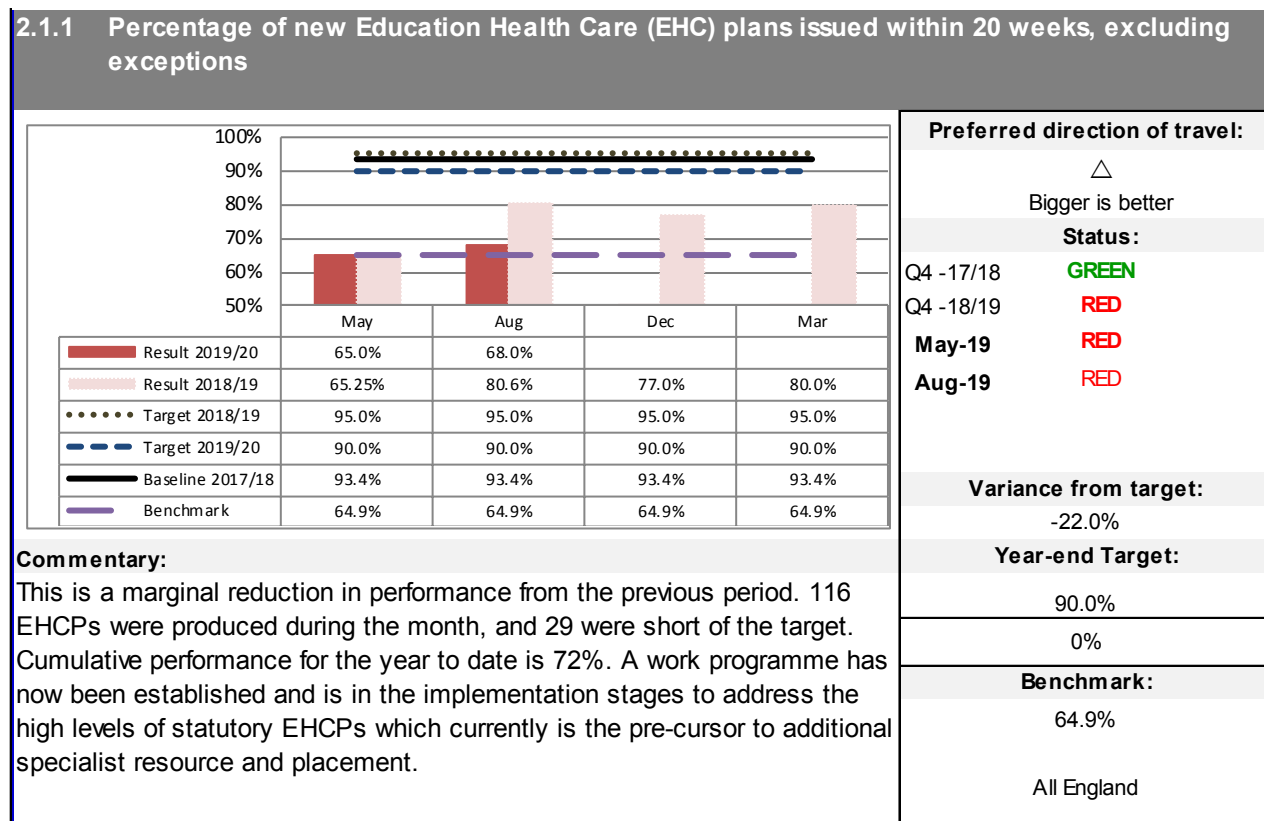
Commentary:

Following the windows 10 upgrade, the FTP software used to download the data from the Operating Sub-Contractor was removed. Until this software is re-installed the service cannot provide their performance results.

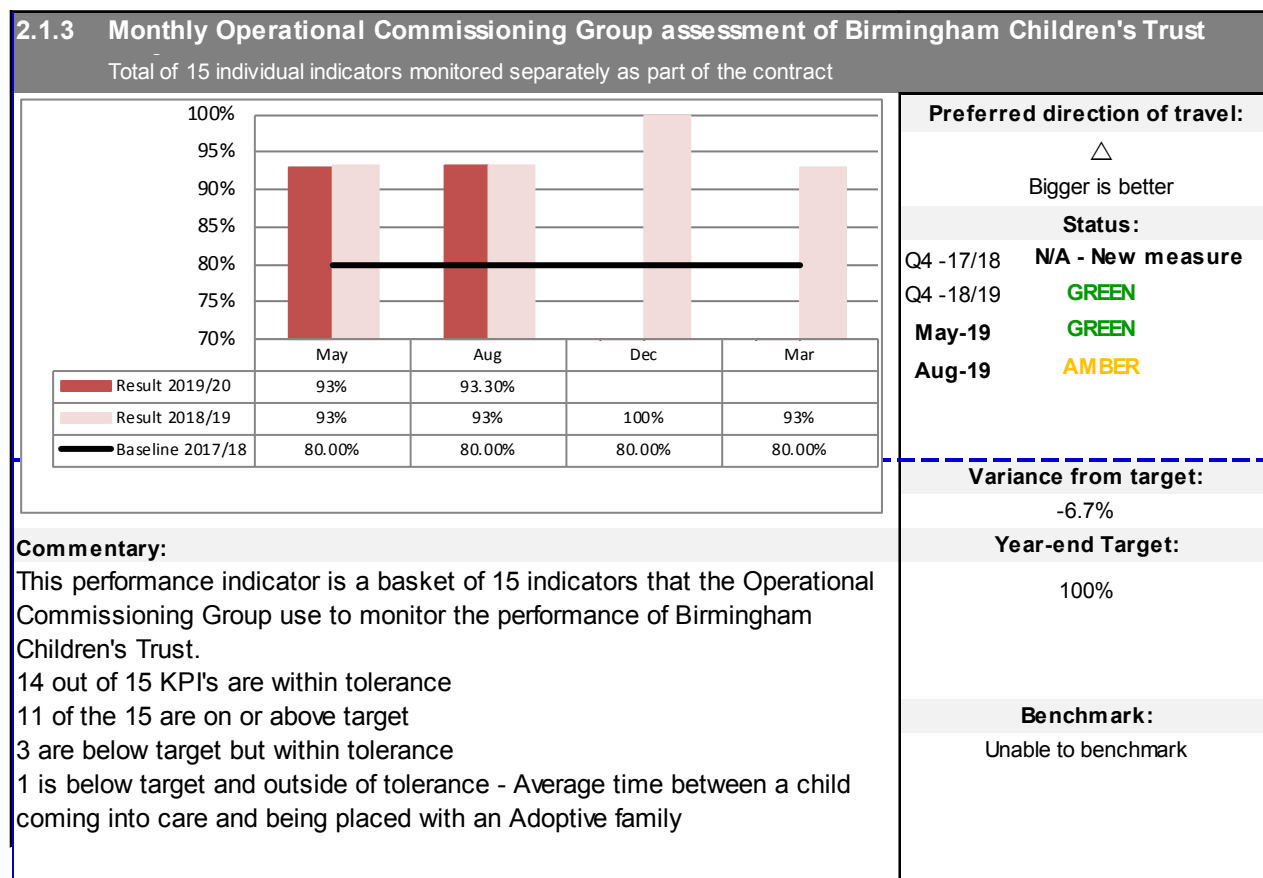
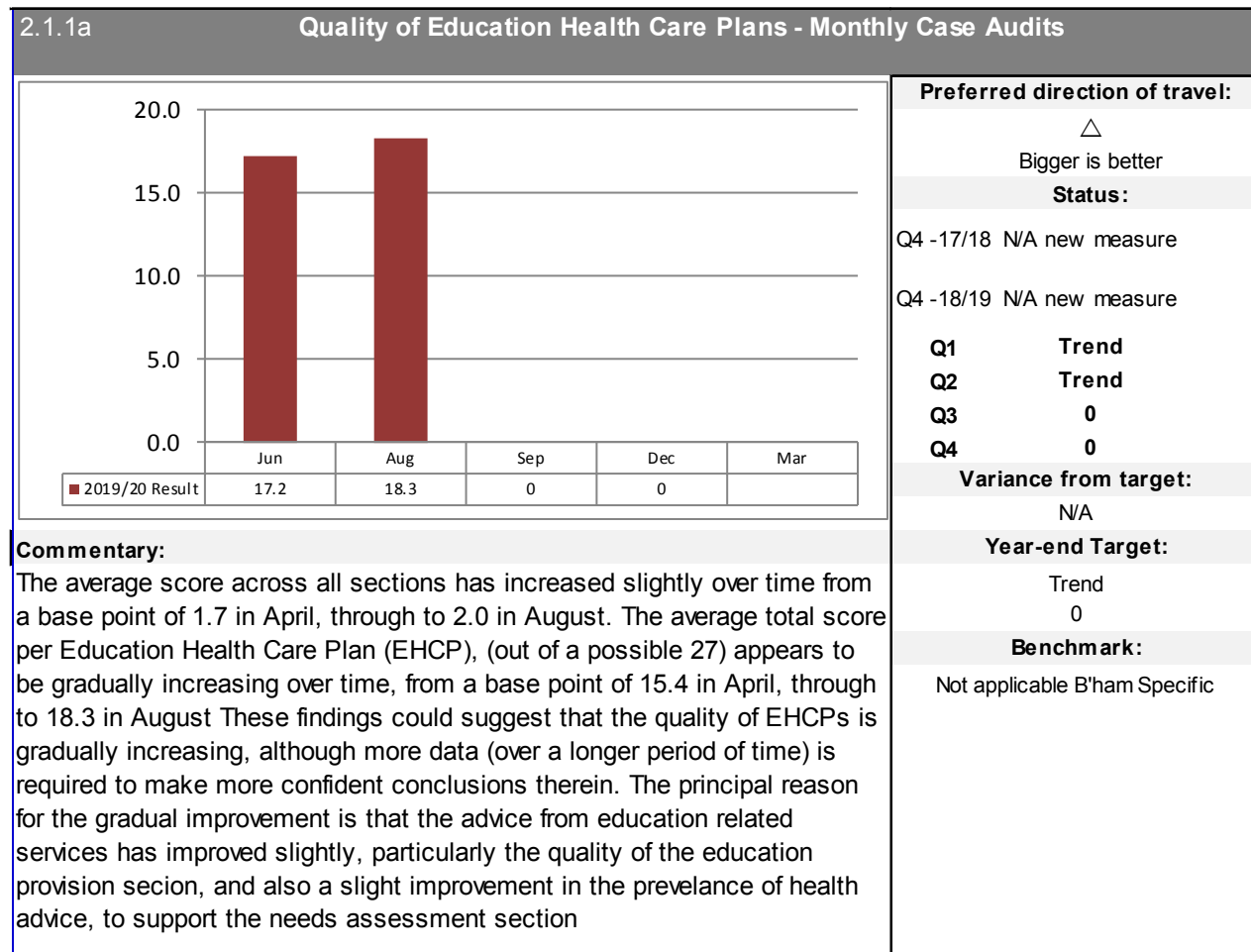
Outcome 1: Birmingham is an entrepreneurial city to learn, work and invest in



Outcome 2: Birmingham is an aspirational city to grow up in

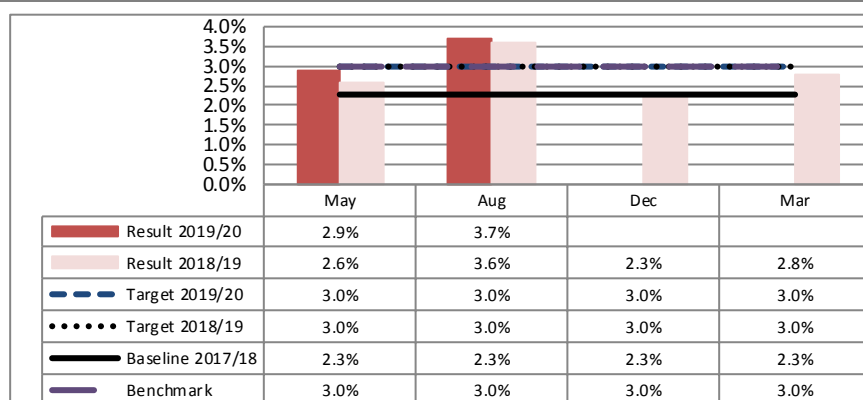


Outcome 2: Birmingham is an aspirational city to grow up in



Outcome 2: Birmingham is an aspirational city to grow up in

2.3.1 The proportion of years 12 to 13 not in employment, education or training (NEET)



Preferred direction of travel:



Smaller is better

Status:

Q4-17/18 **BLUE**

Q4-18/19 **BLUE**

May-19 **GREEN**

Aug-19 **RED**

Variance from target:

+0.7%

Year-end Target:

3.0%

Benchmark:

3.00%

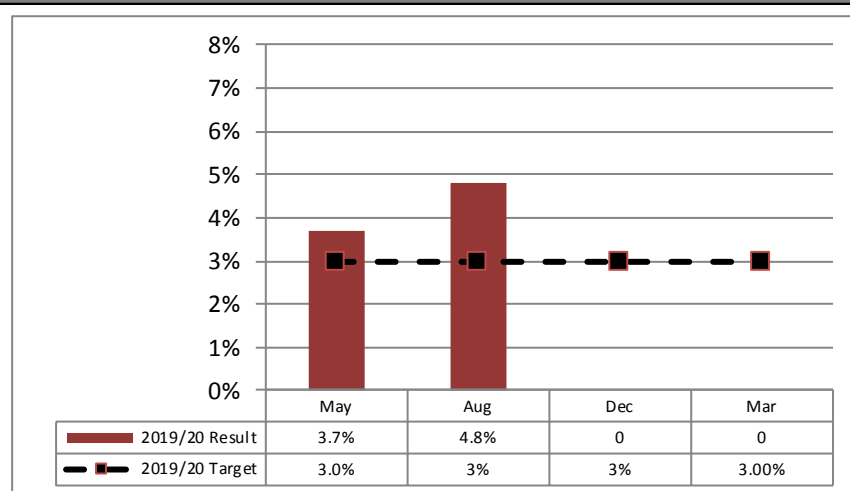
All England

Commentary:

National average: 3.2%; Core Cities Average: 4.9%; NEET is 3.7% for August 2019. NEET has increased from previous month and is slightly higher than the national figure but better than the Core City average. An increase in the number of NEETs is expected at this time of year as it is the end of the academic year. Young people leave provision and are yet to have secured provision for September 2019. ACTION TO BE TAKEN: 1) The 14-19 team are processing September Guarantee returns which captures offer data for Year 11s leaving school and Year 12s continuing in Post 16 education and training. From this data, we will identify those without an offer and at risk of becoming NEET. 2) Schools have reported young people at risk of becoming NEET (approx 600) and these young people are to be supported by Birmingham Careers Service to ensure the young people have an offer for September 2019. 3) Through Youth Promise Plus, the Careers Service and Youth Service are continuing to support NEET young people.

2.3.1a

The proportion of years 12 to 13 pupils whose activity is unknown



Preferred direction of travel:



Smaller is better

Status:

New Council Plan Measure 2019/20

Q1 **RED**

Q2 **RED**

Q3 **0**

Q4 **0**

Variance from target:

+1.80%

Year-end Target:

3.0%

Benchmark:

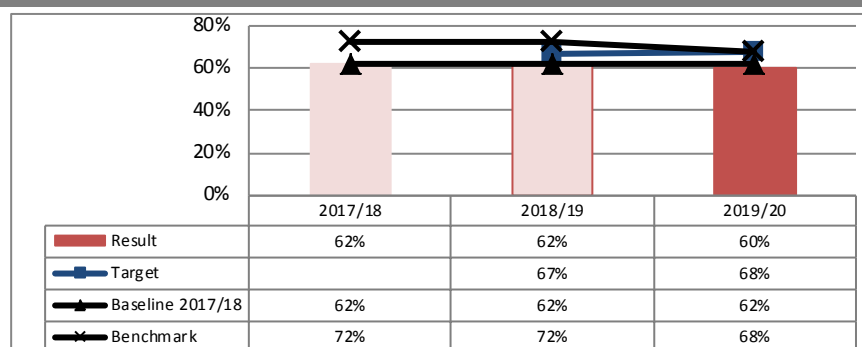
2.50%

Commentary:

National: 9% Core Cities Average: 5.4%. Not Known B'ham: 4.8%. The Not Known numbers have increased slightly as expected at this time of year with young people leaving provision at the completion or end of the first year of their courses. The Not Known figure is better than the same period in 2018 and is lower than the national figure and core cities average. ACTIONS TO BE TAKEN: 1) Permanent Recruitment for the tracking team is currently underway to stabilise the Service. 2) Processing September Guarantee returns to capture 'offer' data for Year 11 and 12 and using this to capture possible destinations for those that are Not Known in a continued effort to bring this figure closer to the national figure and core cities average.

Outcome 2: Birmingham is an aspirational city to grow up in

2.4.2 Number of 2 year old children accessing flexible free entitlement to early education (EEE)



Preferred direction of travel:

△
Bigger is better

Status:

16/17 **RED**
17/18 **RED**
18/19 **RED**
19/20 **RED**

Variance from target:

-8.0%

Year-end Target:

68%

Benchmark:

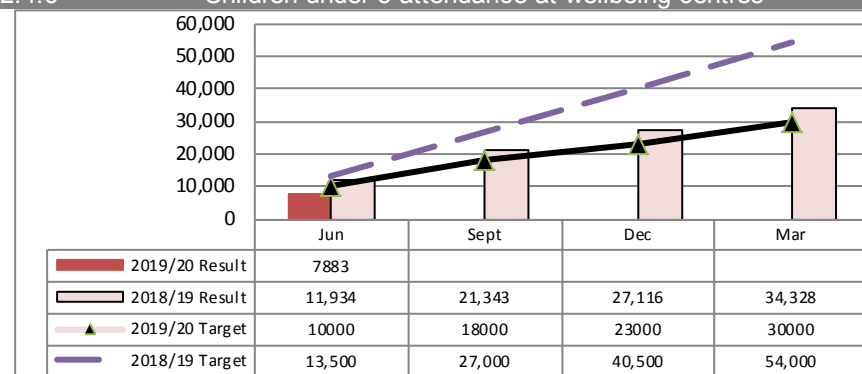
68%
All England

Commentary:

Annual result reported in month 5

The results are taken from the national published data of the annual Early Years Census and is based on the Spring Term of 2019 compared to the same term in 2018. There has been a drop of 2% in Birmingham. Whilst this is not desirable it is in the context of the national average drop of 4%; and is favourable in comparison to our Statistical neighbours with a take up at 59.5%, but is less good than our neighbours in the region at 68%. A contributing factor to the dip in performance has been the transition of the delivery of Children's Centres to the Early Years Health and Wellbeing model. Children's Centres have historically led Early Years Networks which have a key role in driving up-take locally and targeting eligible children. This has not worked well within the new contract and from September 2019 the Early Years (EY) Network will be led by Maintained Nursery Schools working in close partnership with the Council and Birmingham Forward Steps. This is a key priority focus area for the EY team.

2.4.6 Children under 5 attendance at wellbeing centres



Preferred direction of travel:

△
Bigger is better

Status:

17/18 **N/A new measure**
18/19 **RED**
19/20
20/21

Year-end Target:

30000

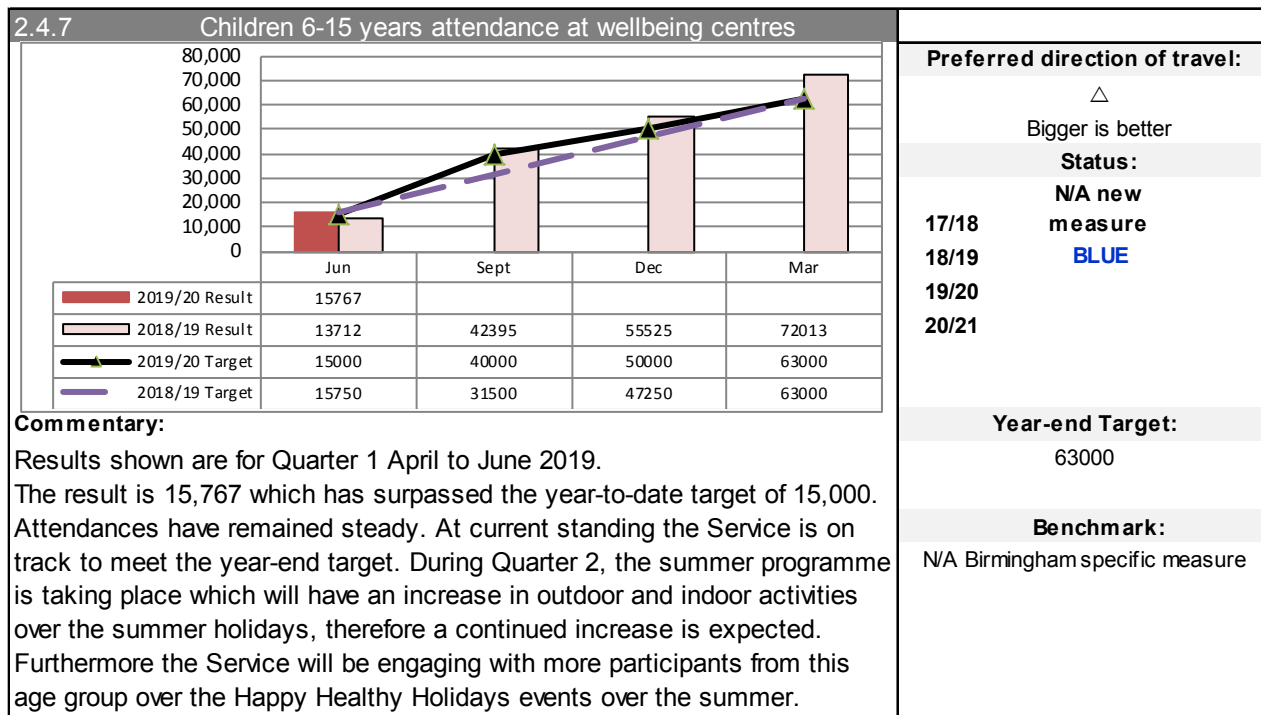
Benchmark:

N/A Birmingham specific measure
0.0%

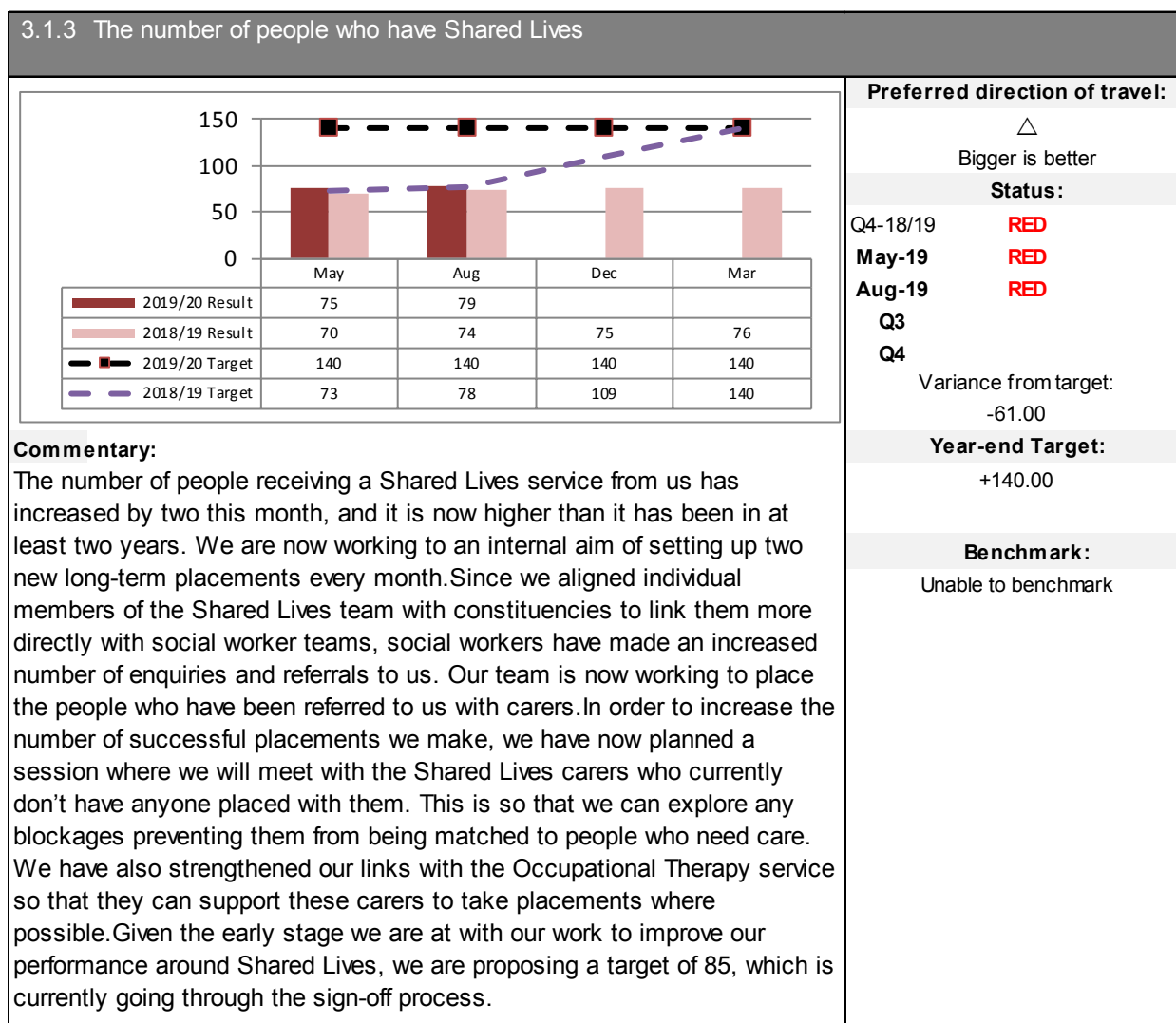
Results shown are for Quarter 1 April to June 2019.

The result is 7,883 which is below the year-to-date target of 10,000 for under 5 years attendances. There have been changes to BeActive hours at Wellbeing sites which has affected attendances. A big proportion of our Under 5 years attendances are from Green Fit Baby activities; during Quarter 1, a lot of the sessions were cancelled due to poor weather conditions. Heading into Quarter 2, the Service is increasing the number of outdoor and indoor activities (summer programme) targeting Under 5s. The Service is also engaging with this age group at Happy Healthy Holidays events over the summer. It is anticipated the year-end target will be achieved

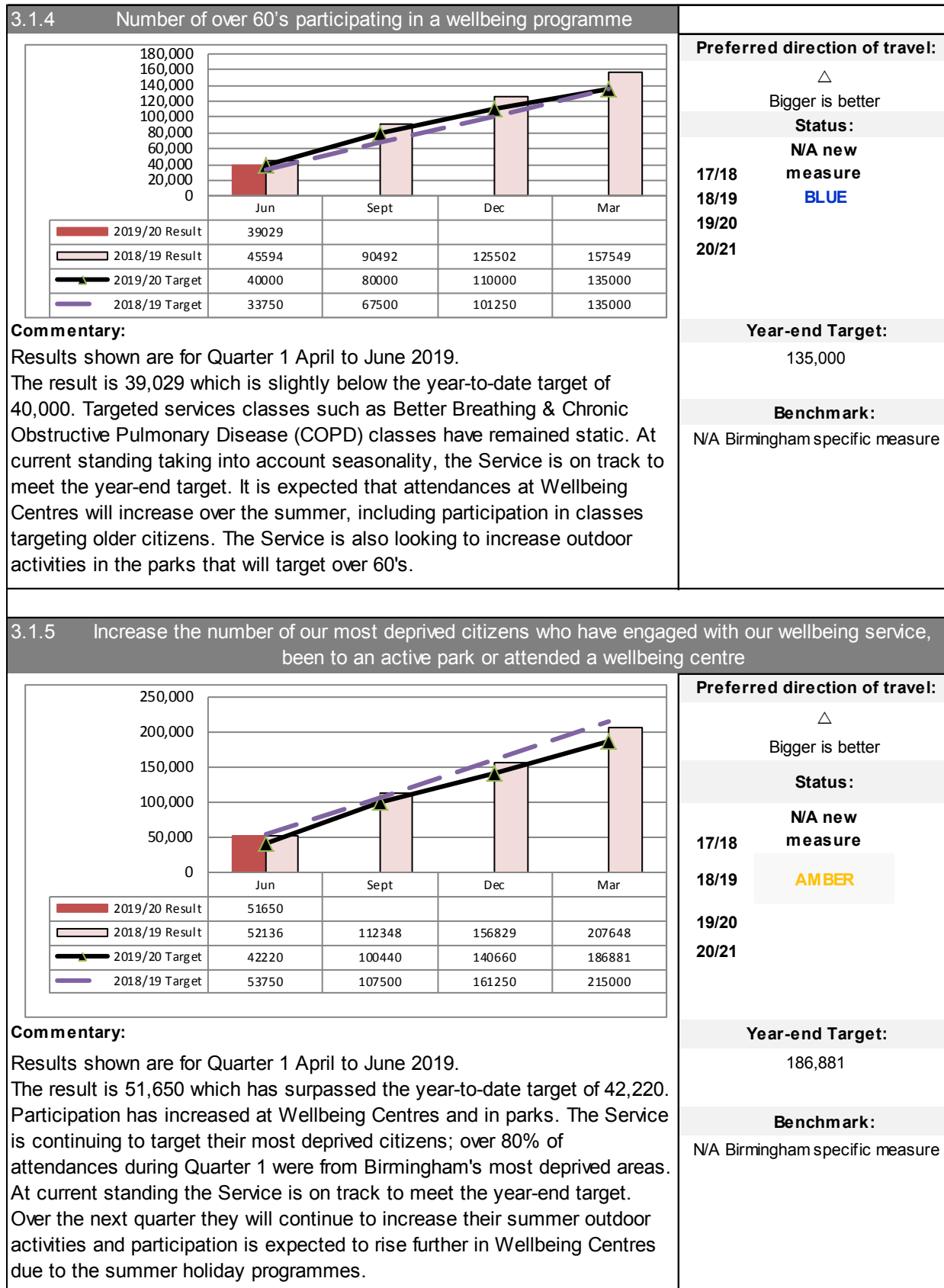
Outcome 2: Birmingham is an aspirational city to grow up in



Outcome 3: Birmingham is a fulfilling city to age well in

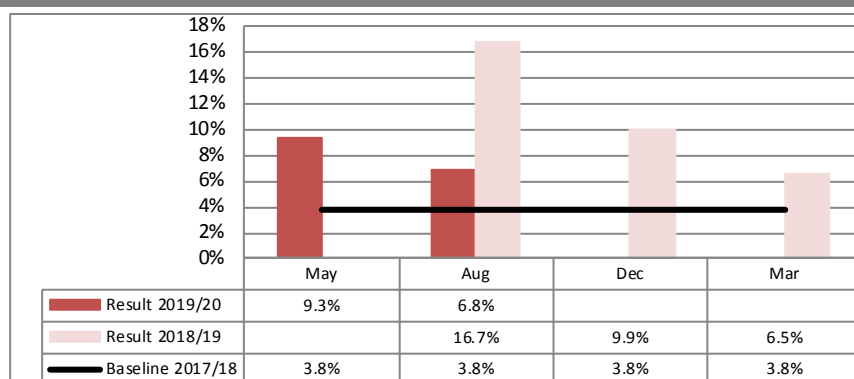


Outcome 3: Birmingham is a fulfilling city to age well in



Outcome 3: Birmingham is a fulfilling city to age well in

Percentage of completed safeguarding enquiries which involved concerns about domestic



Preferred direction of travel:

None - Trend

Status:

Q4-18/19 TREND

May-19 Trend

Aug-19 Trend

Q3

Q4

Variance from target:

N/A Trend

Year-end Target:

N/A Trend

Benchmark:

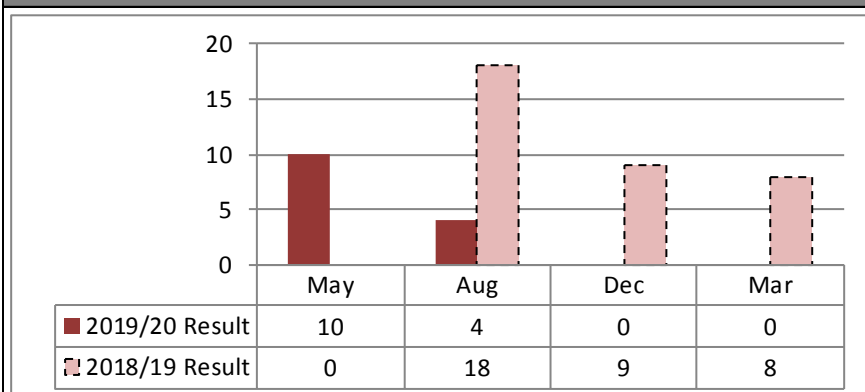
6.6%

All England

Commentary:

59 Safeguarding Enquiries were completed in August, of which 4 involved allegations of domestic abuse - 6.8%. In the last 12 months there have been 153 completed enquiries relating to this. Of these 94% achieved their expressed outcomes, 93% felt that they were involved, 92% felt that they had been listened to, 91% felt we had acted on their wishes, 84% felt safer and 83% felt happier as a result of our intervention.

Number of completed safeguarding enquiries which involved concerns about domestic abuse



Preferred direction of travel:

None - Dir. don't apply any

Status:

Q4-18/19 TREND

May-19 TREND

Aug-19 TREND

Q3

Q4

Variance from target:

N/A Trend

Year-end Target:

N/A TREND

Benchmark:

13

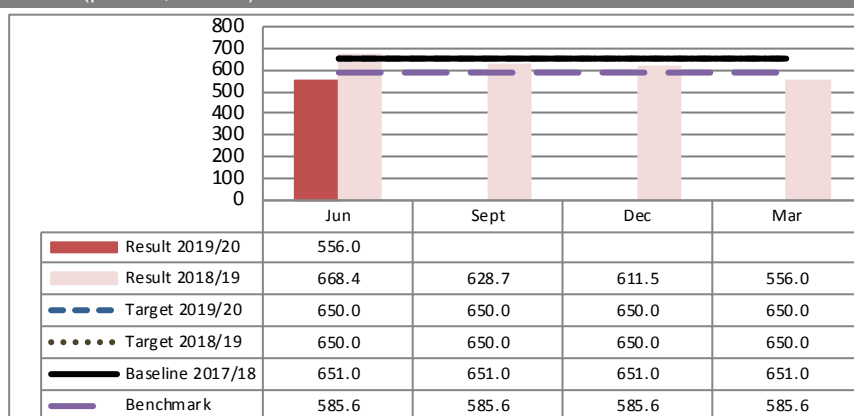
All England

Commentary:

59 Safeguarding Enquiries were completed in August, of which 4 involved allegations of domestic abuse - 6.8%. In the last 12 months there have been 153 completed enquiries relating to this. Of these 94% achieved their expressed outcomes, 93% felt that they were involved, 92% felt that they had been listened to, 91% felt we had acted on their wishes, 84% felt safer and 83% felt happier as a result of our intervention.

Outcome 3: Birmingham is a fulfilling city to age well in

3.2.1 The number of long term admissions to residential or nursing care (per 100.000 over 65s) (per 100,000 65+)



Preferred direction of travel:



Smaller is better

Status:

Q4-17/18 **N/A - new measure**

Q4-18/19 **BLUE**

Q1 **BLUE**

Q2

Q3

Q4

Variance from target:

-94.0

Year-end Target:

650.0

Benchmark:

585.6

All England

Commentary:

There is a reporting lag of one quarter for this measure.

We have significantly decreased the number of people who we placed permanently in care homes over the last reported quarter (March 2019).

The figure of 556 represents 811 new admissions between April 2018 and March 2019, down from 892 in the period between January and December 2018.

In hospitals, we follow a Home First policy. We aim to avoid placing people permanently in care homes when they are discharged from hospital, and support them to remain in their own home whenever this is possible.

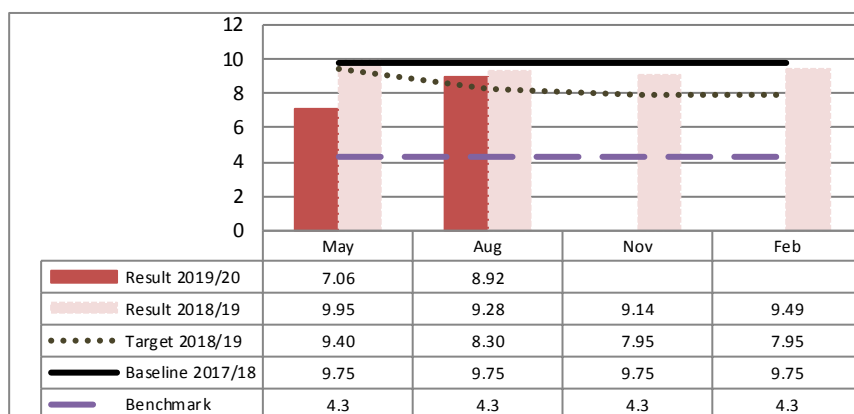
In the community, our social work teams have adopted a "Three Conversations" model of working. Under this model, social workers focus on connecting people with their communities as a source of support, and actively seek out opportunities and assets in the community that can help to meet people's needs.

Outcome 3: Birmingham is a fulfilling city to age well in

3.2.2

Reduced delayed transfers of care (DToC)

Daily Average Delay beds per day per 100,000 18+ population - combined figure - Social Care only and joint NHS and Social Care



Preferred direction of travel:



Smaller is better

Status:

Q4-17/18

RED

Q4-18/19

RED

May-19

GREEN

Aug-19

RED

Variance from target:

+0.97

Year-end Target:

TBC

Benchmark:

4.3

All England

Commentary:

Our delayed transfers from hospital rose again in July. Hospitals, and our social work teams that work with them, have experienced a particularly busy summer. Accident and Emergency attendance was reportedly high over the summer, and this has resulted in the number of referrals to our discharge hubs increasing significantly. The discharge hub at the Queen Elizabeth hospital (QE) in particular saw a 16% increase in referrals compared to this time last year. Thanks to the efforts of the staff in the hub, the average length of stay for patients who were referred to them is still relatively low at 8.4 days, compared to our historical baseline of 11.8.

We have also taken referrals for some people with complex nursing care needs, who require a longer assessment and support planning process. However, we are holding regular conference calls with our colleagues in Commissioning so that we can resolve outstanding delays.

We are continuing to improve our hospital discharge services. The team at the Queen Elizabeth Hospital (QE) are now holding care progression meetings that focus on people's outcomes, building on our "home first" principle.

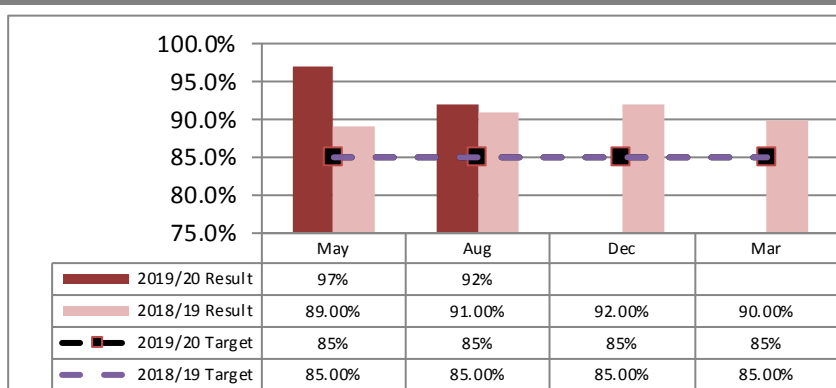
The Early Intervention pilot that we were testing at the QE's discharge hub has come to an end, and we are continuing to roll it out to the discharge hubs at other hospitals. We are also increasing the existing capacity for Early Intervention in Edgbaston and Northfield."

The Early Intervention Programme has now rolled out to Good Hope and Heartlands hospital. In the first week, it is evident that an increase in joint decision making between health and social care has facilitated timely discharges and enabled patients to return home.

The Early Intervention Community team (EICT) has increased its capacity for the QE site to enable more discharges. The Hospital Managers have made concerted efforts to ensure that they have real time oversight of demand in their areas and continue with regular meetings to share good practice and ideas to improve decision making at the new Case Progression meetings in the Discharge Hubs with the ultimate aim of enabling effective discharges.

Outcome 3: Birmingham is a fulfilling city to age well in

Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were



Preferred direction of travel:



Bigger is better

Status:

Q4-17/18 GREEN

Q4-18/19 GREEN

May-19 BLUE

Aug-19 GREEN

Variance from target:

Year-end Target:

85.0%

Benchmark:

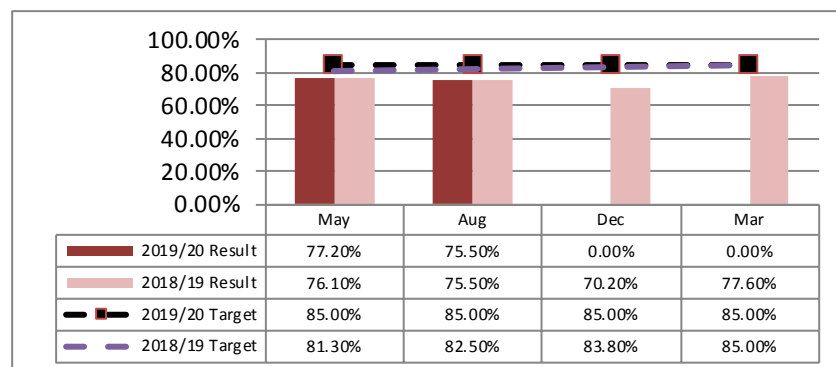
91.2%

All England

Commentary:

We have continued to exceed the target for this measure in August, and our overall performance over the last 12 months is 92.9%. As we have noted previously, this measure is based on relatively small numbers, so we expect variations in the result from month to month. However, the consistently high performance indicates that social work staff are making efforts to include vulnerable people in their safeguarding enquiries.

3.2.5 Proportion of clients reviewed, reassessed or assessed within 12 months



Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

Q4-18/19

May-19 RED

Aug-19 RED

Variance from target:

-9.5%

Year-end Target:

85.0%

Benchmark:

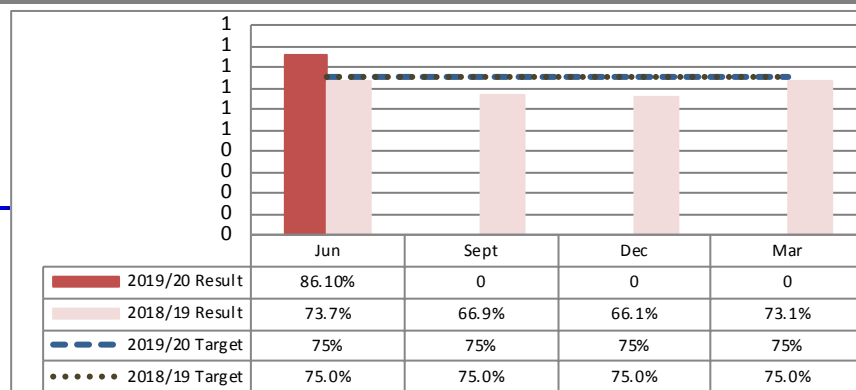
N/A

Commentary:

This month we have seen a slight improvement in the proportion of people who have been reviewed, reassessed or assessed in the last 12 months. This reflects a return to normal staffing levels as people return from holiday over the summer, and we expect to see an upwards trend in our performance. The Project Group has examined the feasibility of meeting our target for reviews by the end of the year. This is so that we can avoid the issue we have had in recent years where we have had to deal with unallocated reviews at the end of the year without enough time to address our performance. Following this, our Assistant Directors have tasked the Social Work Group Managers to come up with an action plan for each of their teams. The Project Group are continuing to progress through their actions under the Project Plan. These include: agreeing a business case in order to extend the Community Opportunities and Specialist Impact Teams until March 2020 to support with the review workload; redesigning our approach to reviews, and their function in the Three Conversations model of social work; and developing a "trusted provider" model for reviews, linked to our internally-provided day services. In addition to this, our performance management tracking of reviews against local targets continues.

Outcome 3: Birmingham is a fulfilling city to age well in

3.2.6 The proportion of clients receiving Residential, Nursing or Home Care, or Care and Support (supported living) from a provider that is rated as Silver or Gold



Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

RED

Q4-18/19

AMBER

Q1

GREEN

Q2

Q3

Q4

Variance from target:

11.1%

Year-end Target:

75%

Benchmark:

N/A

Commentary:

We have now introduced home support services into our new framework contract, and this has resulted in a significant improvement in our performance against this measure. We specifically designed our home support procurement evaluation process so that we would commission providers with the highest quality ratings, and this has had a clear positive impact: 97% of our citizens who receive home support through our new contract now have a provider rated as silver or gold.

We have added 40 residential and supported living providers to our flexible contracting arrangement over this quarter (April-June). Our performance for the people who receive these services is now 78.1%- this is the equivalent of the measure we reported for March, and shows we are improving in this area as well.

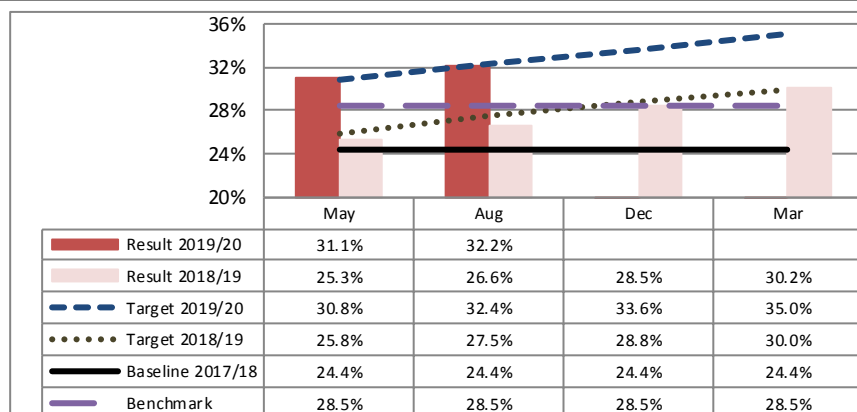
Our quality ratings, through our Quality framework, are now based on a rigorous, evidence-based approach, and we are committed to making annual review visits to the providers we commission, so that we can ensure they continue to meet our standards. The Care Quality Commission (CQC), whose quality assessments form part of our provider quality ratings, are now taking action against poor care providers, and this means that there are more providers rated as inadequate.

We have started analysing the data gathered from our annual quality reviews and the areas where providers face challenges in delivering high-quality care, and we are now putting together support packages to help improve areas of concern. We hope to have these in place by the end of the year.

Outcome 3: Birmingham is a fulfilling city to age well in

3.3.1 Uptake of Direct Payments

More people will exercise independence, choice and control over their care through the use of direct payments



Commentary:

We have increased the number of people receiving direct payments again this month, and we are confident that we are on track to meet our target in March 2020. The recording delays we experienced last month due to staff being on leave have resolved themselves as people have returned from holiday. We are continuing to work with social workers to promote direct payments as a way for people to access social care support, and we are encouraging the teams to share good practice. In March 2019, 42% of the people whose support we planned using our new Three Conversations process took up direct payments, and we are continuing to expand the use of this process. We also expect that our commissioning team's work to re-contract home support providers will result in more people taking up direct payments.

Preferred direction of travel:



Bigger is better

Status:

Q4-17/18 **GREEN**

Q4-18/19 **GREEN**

May-19 **GREEN**

Aug-19 **GREEN**

Variance from target:

+0.2%

Year-end Target:

35.0%

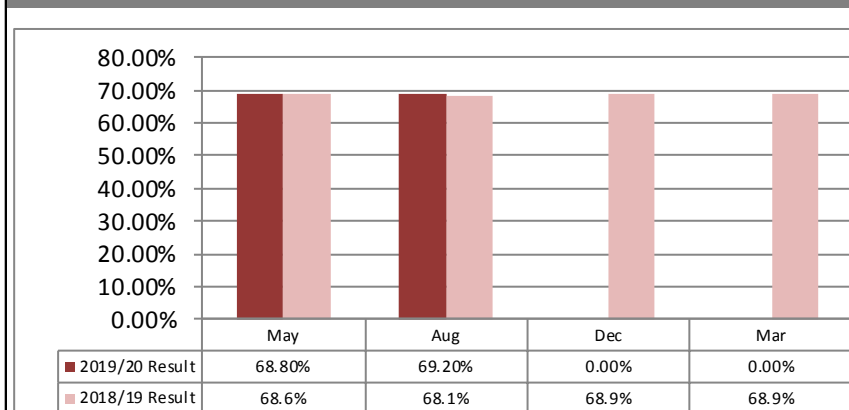
Benchmark:

28.5%

All England

Outcome 3: Birmingham is a fulfilling city to age well in

3.3.5 The percentage of people who receive Adult Social Care in their own home



Commentary:

The proportion of people receiving support from us in their own homes has increased again this month, and we are now seeing a steady incremental improvement in this measure. We are continuing to help people to remain living in their communities for as long as possible, so long as it meets their care needs and does not place them at risk. We have a variety of policies and initiatives in place to support this aim. These include our Home First policy, which aims to prevent discharging people from hospital into a care home wherever we can avoid it. As part of Home First we are running a pilot of an intensive home care service to assist people to return home when previously they would have needed to move to a nursing home. Our Occupational Therapists continue to support our Social Workers to use equipment and assistive technology effectively so that people can remain in their homes for longer. We have adopted a new model for social work across a large part of our service, the Three Conversations model, and we are in the process of rolling it out to the remaining teams. As part of the Three Conversation model, we focus on reconnecting people with their local communities as a source of support, and this should prevent, or at least delay, them needing to move into a care home. In some cases, it can even prevent people needing support at all. Given the long-term nature of our services, we only expect to see gradual change in this measure. However, taken in conjunction with the improvement in the numbers of people being admitted to care homes (811 between April 2018 and March 2019, down from 892 in the period between January and December 2018), this improvement suggests that our efforts are having a positive effect.

Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

Trend

Q4-18/19

Trend

Q1

Trend

Q2

Trend

Q3

Q4

Variance from target:

Trend

Year-end Target:

Trend

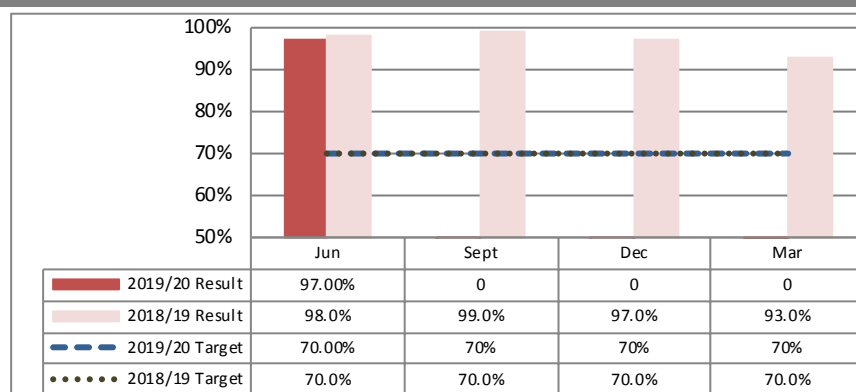
Benchmark:

67.7%

All England

Outcome 3: Birmingham is a fulfilling city to age well in

3.3.7 Social work client satisfaction - postcard questionnaire



Commentary:

We have reversed last quarter's slight drop in performance. Last quarter (January to March), 90% of people reported that they understood what would happen next. Since then we have passed this feedback on to social workers, and this quarter (April to June) 97% reported that they understood what would happen next. The feedback we have received through the postcard questionnaire is overwhelmingly positive- in particular, 98% of people reported that they felt their views had been listened to, and that they were treated with respect.

We also received a greater number of responses this quarter: 100, up from 66 last quarter. We are hoping to build on this success by further encouraging social workers to make use of it, and embedding it into the day-to-day work of our teams. We will also be looking at boosting our response rate by opening up other methods, such as an online questionnaire, and emailed invitations, in order to build a fuller picture of our citizens' experiences of our service.

As part of a routine quality assurance audit this month Team Managers are contacting a random selection of citizens who have recently worked with a social worker or social work facilitator to gather feedback.

Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

N/A

Q4-18/19

BLUE

Q1

BLUE

Q2

Q3

Q4

Variance from target:

27%

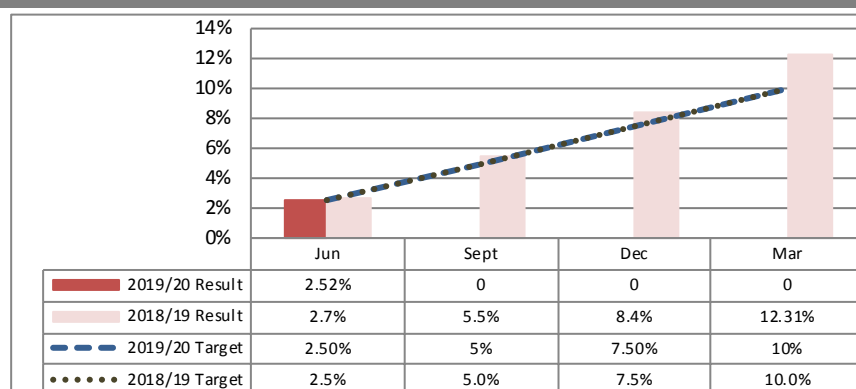
Year-end Target:

70%

Benchmark:

N/A

3.3.8 Proportion of eligible population receiving an NHS health check



Commentary:

The performance remains above national norms and is consistent with the seasonal variation we see.

Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

AMBER

Q4-18/19

BLUE

Q1

GREEN

Q2

Q3

Q4

Variance from target:

0.02%

Year-end Target:

10%

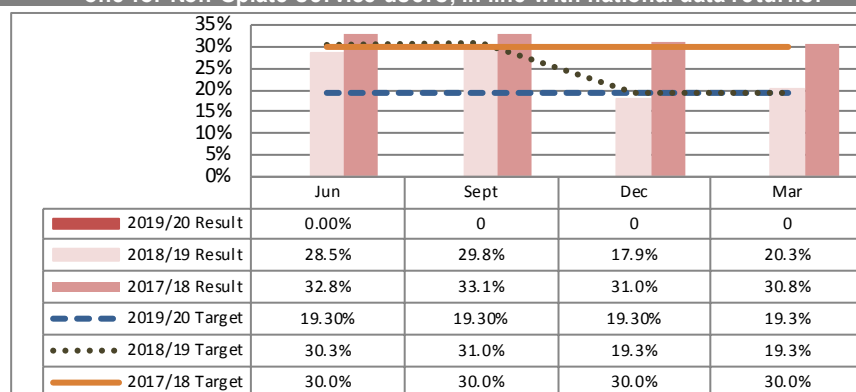
Benchmark:

N/A

Outcome 3: Birmingham is a fulfilling city to age well in

3.3.9 Percentage of opiate drug users who are in full time employment for 10 working days

From Q3 2018/19 onwards this measure will be reported as two separate measures, one for Opiate and one for Non-Opiate service users, in line with national data returns.



Commentary:

During 2018/19 a total of 234 Opiate users successfully completed treatment of which 54 were in employment 10 days or more on their Exit Treatment Outcome Profile (TOP). As a result the service has a rate of 20.30% for the year exceeding the 19.3% target.

Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

GREEN

Q4-18/19

GREEN

Q1

Q2

Q3

Q4

Variance from target:

1%

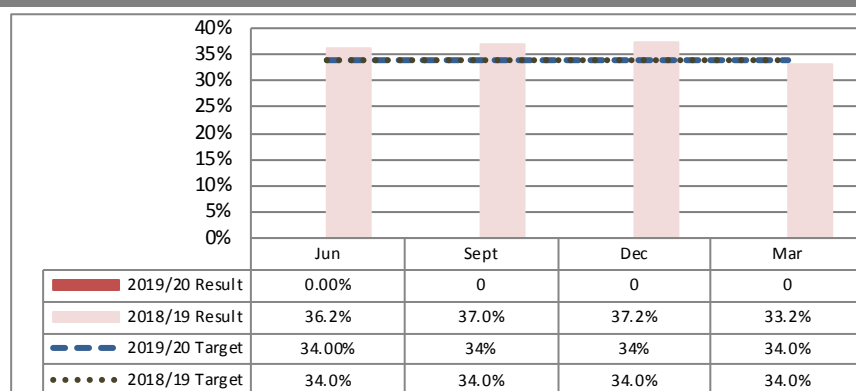
Year-end Target:

19.3%

Benchmark:

N/A

3.3.9a Percentage of non-opiate drug users who are in full time employment for 10 working days



Commentary:

There is a quarter lag on the results for this measure. This measure is new to corporate reporting but is an established national measure so results for 2018/19 have been provided. No commentary provided as with the data lag reported here the results are for quarter 4 2018/19 prior to the requirement to produce commentary.

Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

N/A

Q4-18/19

AMBER

Q1

Q2

Q3

Q4

Variance from target:

-0.8%

Year-end Target:

34%

Reported with a quarter lag - These are the results for Q4, January to

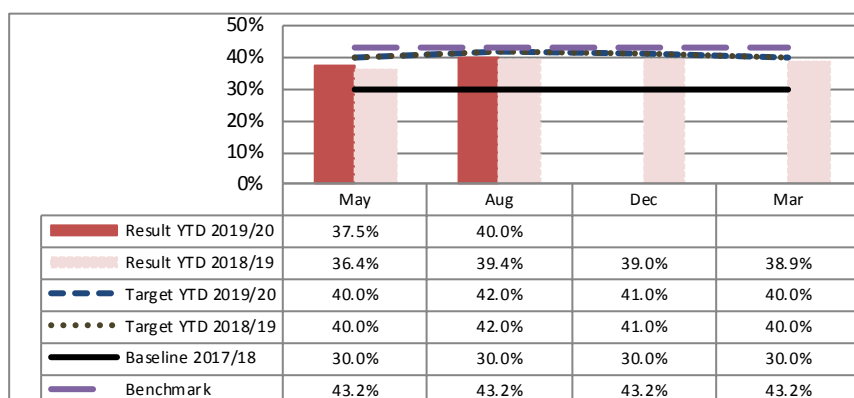
Benchmark:

N/A

Outcome 4: Birmingham is a great city to live in

4.1.2 Increase Recycling, Reuse, and Green Waste

This is the percentage of the total waste disposed of that was reused, recycled or composted. The recycling figure includes recycled bottom ash.



Commentary:

The estimated year-to-date (April 2019 to August 2019) result of 40.00% is below the year-to-date target of 42.00%. The estimated individual monthly figure for August 2019 is 44.00%, which is a significant improvement on last August's monthly result of 39.45%. The Service estimates to have recycled 17,600 tonnes of the estimated 40,000 tonnes disposed of in August 2019. As a comparison, during August 2018, the Service recycled 16,998 tonnes of the 43,083 tonnes disposed of that month. The estimated August 2019 (individual month) tonnage figures for both kerbside recycling and kerbside green waste show reductions compared to July 2019, and to August last year. The routes continue to be re-worked and a limited number of additional vehicles / drivers have been deployed to struggling depots, which has improved this result for the third month in a row. In addition, to address issues with vehicle breakdowns, procurement has started on a 3-year vehicle replacement programme, with a large proportion of the vehicles being replaced in the next 12 months; this should further improve this measure in the future.

Preferred direction of travel:

△
Bigger is better

Status:

Q4-17/18 **RED**
Q4-18/19 **AMBER**
May-19 **RED**
Aug-19 **AMBER**

Variance from target:

-2.0%

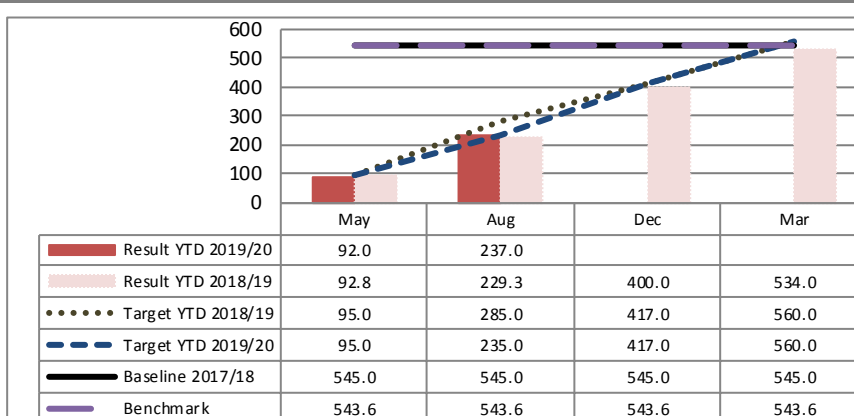
Year-end Target:

40.0%

Benchmark:

43.2%
All England

4.1.3 Reduced collected household waste – kg per household



Commentary:

The estimate year-to-date (April 2019 to August 2019) result is 237kg which has missed the target by only 2kg, but is within tolerance of the year-to-date target of 235kg. The estimated tonnage of residual waste collected directly from households in August 2019 was 20,400 tonnes, which is similar to August 2018's directly collected figure of 20,250 tonnes. The estimated amount of collected residual household per household waste collected in August 2019 is 47.00kg; this is above the profiled target for August 2019 of 45.00kg.

Preferred direction of travel:

▽
Smaller is better

Status:

Q4-17/18 **GREEN**
Q4-18/19 **GREEN**
May-19 **GREEN**
Aug-19 **AMBER**

Variance from target:

+2.0

Year-end Target:

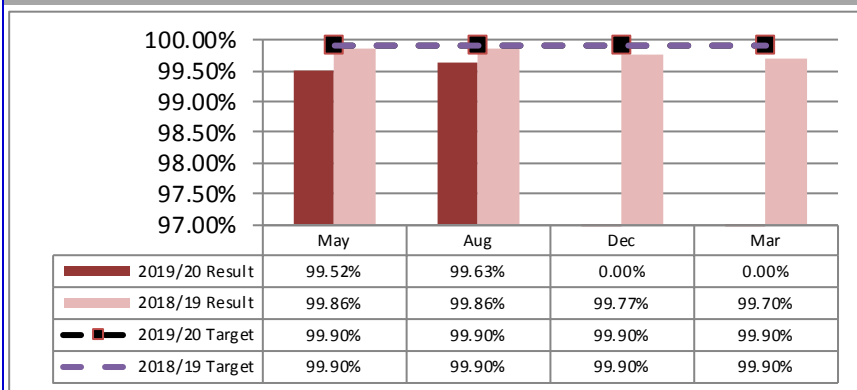
560.0

Benchmark:

543.6
All England

Outcome 4: Birmingham is a great city to live in

4.1.7 Percentage of refuse and recycling collections achieved



Preferred direction of travel:



Bigger is better

Status:

Q4-17/18 N/A

Q4-18/19 RED

May-19 RED

Aug-19 RED

Q3

Q4

Variance from target:

-0.3%

Year-end Target:

99.9%

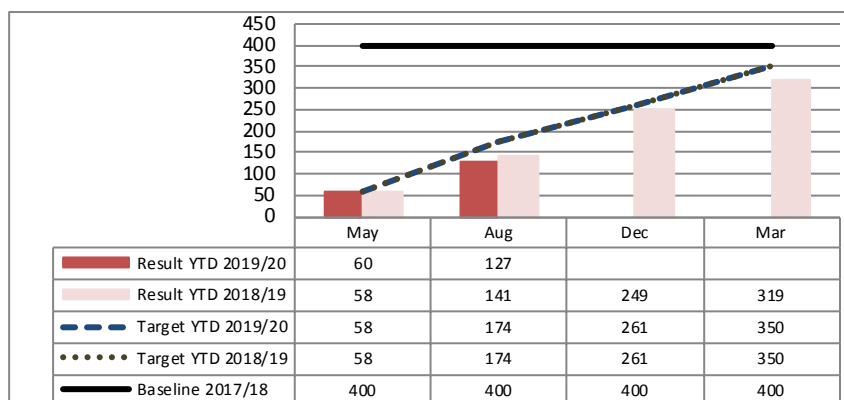
Benchmark:

N/A Trend

Commentary:

The year-to-date (April 2019 to August 2019) result of 99.63%, whilst an improvement from last month, is below the year-to-date target of 99.90%. The Service completed 14,415,627 collections out of the scheduled 14,468,993 collections. In August 99.83% of collections were achieved. In order to improve the service some reconfiguration of routes has been undertaken. In addition, to address issues with vehicle breakdowns, procurement has started on a 3-year vehicle replacement programme, with a large proportion of the vehicles being replaced in the next 12 months; this should further improve this measure in the future.

4.2.2 Number of properties improved in the Private Rented Sector as a result of Local Authority intervention



Preferred direction of travel:



Bigger is better

Status:

Q4-17/18 BLUE

Q4-18/19 RED

May-19 GREEN

Aug-19 RED

Variance from target:

-18.0

Year-end Target:

350

Benchmark:

Unable to benchmark

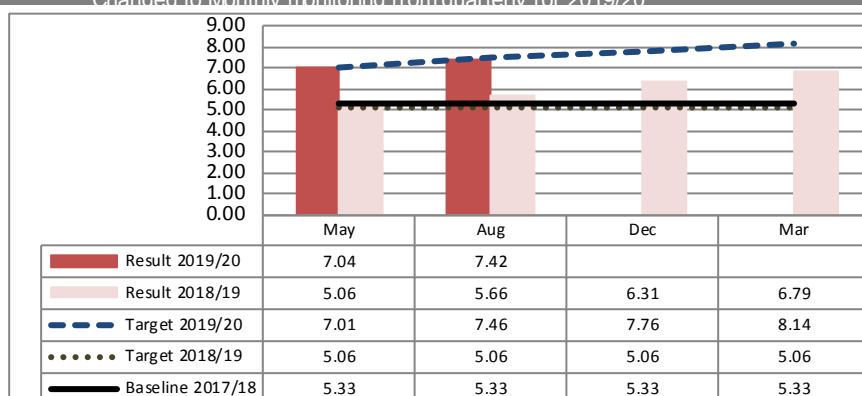
Commentary:

The year-to-date (April 2019 - August 2019) result is 127 which is below the year-to-date target of 145. The recruitment of the additional vacancy continues. Once the vacant post is filled, and induction and training completed, it is expected that the year-end target will be achieved.

Outcome 4: Birmingham is a great city to live in

4.2.4 Minimising the number and percentage of households living in temporary accommodation per 1,000 households

Changed to Monthly monitoring from quarterly for 2019/20



Commentary:

The snapshot figure for August 2019 is 7.42, which is slightly above the target of 7.35. With the increase in the number of people requiring Temporary Accommodation (TA), the Service has a number of mitigations. The Prevention Hub which was set up in June 2019, focuses on preventing the number of people requiring TA by ensuring people can either remain in their current home, or secure alternative accommodation before TA is required; this has already seen success with 60% of prevention for closed cases (the normal service delivery average is 44%). The Service is also piloting a new model of managing households into and through TA to make sure the Service helps people move on quickly to a sustainable tenancy, which includes accessing private rented sector properties to increase the housing options available to move people from TA. There are incentives available to landlords and support available to tenants to ensure access to the sector.

Preferred direction of travel:



Smaller is better

Status:

Q4-17/18 **N/A Trend**

Q4-18/19 **RED**

May-19 **AMBER**

Aug-19 **AMBER**

Q3

Q4

Variance from target:

+0.07

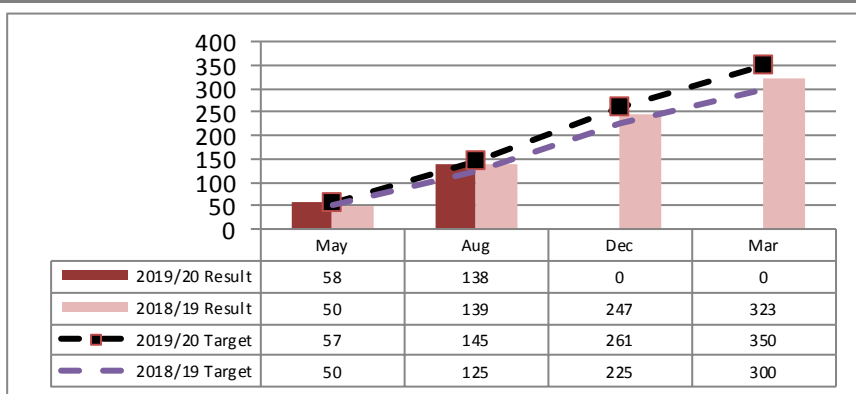
Year-end Target:

8.14

Benchmark:

Unable to benchmark

4.2.12 Private sector empty properties brought back into use (cumulative)



Commentary:

The year-to-date (April 2019 - August 2019) result of 138 is slightly below target, but within tolerance of the year-to-date target of 145. The recruitment for the vacancies continues. Once the vacant posts are filled, and induction and training completed, it is expected that the year-end target will be achieved.

Preferred direction of travel:



Bigger is better

Status:

Q4-17/18

Q4-18/19 **BLUE**

May-19 **GREEN**

Aug-19 **AMBER**

Q3

Q4

Variance from target:

-7.0

Year-end Target:

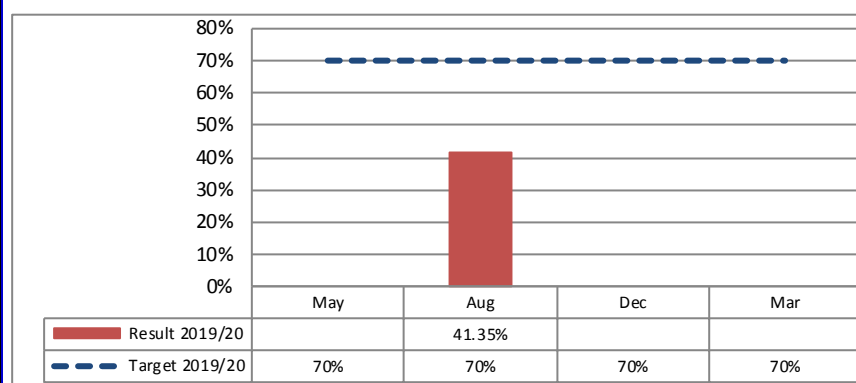
350

Benchmark:

N/A

Outcome 4: Birmingham is a great city to live in

4.3.2 Households where homelessness is prevented or relieved number and percentage



Preferred direction of travel:



Bigger is better

Status:

Q4-17/18 **N/A - New measure**

See

Q4-18/19 **commentary**

May-19 **Missing**

Aug-19 **RED**

Year-end Target:

70%

Benchmark:

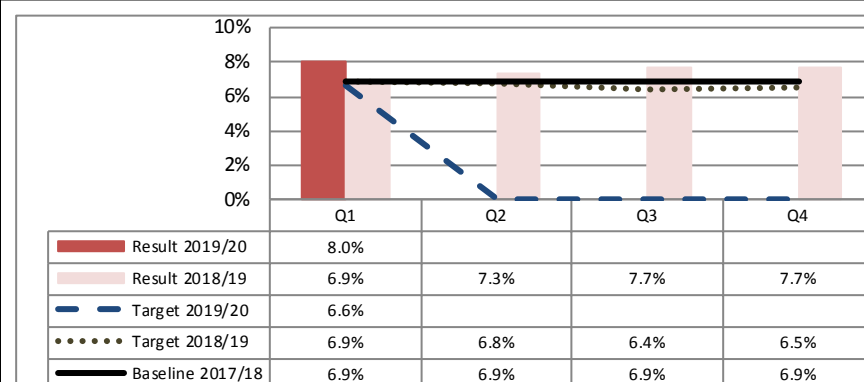
Comparative data not available

Commentary:

Local authorities are now required to submit case-level data to the Ministry via a new system called H-CLIC. H-CLIC provides data on individual people in each household (previously, only household-level data was available). Local authorities, including Birmingham, have experienced issues in collecting and reporting this data and the service switched to a new system from April 2019. The year-to-date (April 2019 - August 2019) result is 41.35% which is below the year-to-date target of 70.00%. There continues to be a number of cases with an outcome not recorded due to data gaps that are due to be resolved in Quarter 2. The Service is working with IT expertise to identify the cause of these gaps and put in place mitigations. The Service have a newly developing Prevention Hub which is showing very positive signs of increased prevention. For the closed cases to date, prevention has increased to 60% - although this is still early on in the hub development. As the Hub is further rolled out and mobilised to take all prevention cases, it is anticipated the proportion prevented and relieved will increase accordingly.

4.7.2 Reducing the unemployment gap between wards

Reducing the unemployment gap between Wards



Preferred direction of travel:



Smaller is better

Status:

Q4-17/18 **BLUE**

Q4-18/19 **RED**

Q1 **RED**

Q2 **RED**

Q3

Q4

Variance from target:

+1.4%

Year-end Target:

TBC

Benchmark:

Unable to benchmark

Commentary:

Above target (smaller is better) - In the period April to June 2019 (Q1 2019/20) the average unemployment proportion across the 10 Birmingham wards with the highest unemployment levels stood at 10.1%. The corresponding figure for the 10 Birmingham wards with the lowest unemployment proportions was 2.1%. Therefore, the gap between the 10 best and worst performing wards stood at 8.0% points in the period April to June 2019/20. The baseline uses the long term average gap for the corresponding quarter to avoid any issues with seasonal variation. Over the last 5 years the average gap in Q1 between the 10 best and worst performing wards was 6.6% points. The gap in Q1 2019/20 is therefore 1.4% points higher than the 5 year average. The gap between the 10 best and worst performing wards (8.0% points) widened when compared to the previous quarter (7.6% in Q4 2018/19).

Appendix B Headline Resident Survey Results 2018/19

Birmingham Residents Survey	2018/19	2017/18	+/- percentage change (between 17/18 and 18/19)	2016/17	2015/16
Sample Size	1208	1200		1200	1200

Overall, how satisfied or dissatisfied are you with the way Birmingham City Council runs things?					
Summary: Satisfied	60%	65%	-5%	63%	65%

To what extent do you think Birmingham City Council acts on the concerns of local residents?					
Summary: A great deal/ a fair amount	54%	61%	-7%	59%	60%

Overall, how satisfied or dissatisfied are you with your local area as a place to live?					
Summary: Satisfied	80%	83%	-3%	85%	87%

How strongly do you agree or disagree with each of the following? It is important for me to be able to influence decisions that affect my local area					
Summary: Agree	77%	77%	0%	85%	83%

How strongly do you agree or disagree with each of the following? I can influence decisions about public services that affect my local area					
Summary: Agree	38%	46%	-8%	38%	47%

How safe or unsafe do you feel when outside in your local area after dark?					
Summary: Safe	57%	71%	-15%	68%	67%

How prepared would you be to become involved in any community or voluntary work which might be aimed at offsetting any council service reductions that occur due to spending reductions?					
Summary: Would be prepared	31%	38%	-8%	35%	50%

Appendix B Headline Resident Survey Results 2018/19

Birmingham Residents Survey	2018/19	2017/18	+/- percentage change (between 17/18 and 18/19)	2016/17	2015/16
Sample Size	1208	1200		1200	1200

Thinking about this local area, which of these aspects, if any, do you think most need improving? Please give up to 5 aspects (Top ten responses in 2018/19).					
Clean streets	49%	56%	-7%	40%	40%
The level of crime	31%	31%	-1%	16%	14%
Police presence	31%	22%	9%	22%	20%
Refuse collection	28%	35%	-7%	15%	13%
Activities for teenagers	25%	28%	-3%	26%	23%
Road and pavement repairs	23%	33%	-10%	25%	28%
The level of traffic congestion	21%	20%	1%	18%	16%
Parking	20%	18%	2%	23%	18%
The cost of housing	18%	11%	7%	13%	12%
Care and support for older and disabled people	16%	16%	0%	20%	15%

Please rank in order the five services that you feel are MOST important, and should continue to be provided by Birmingham City Council (Top ten responses in 2018/19).					
Clean streets	52%	55%	-3%	47%	34%
Refuse collection - domestic waste and recycling	46%	54%	-8%	39%	40%
Care and support for older and disabled people	35%	35%	-1%	32%	35%
Child protection and safeguarding	32%	37%	-5%	25%	32%
Road and pavement repairs	30%	38%	-8%	30%	31%
Car parking	23%	21%	2%	24%	15%
Care and support for families (e.g. Children's Centres)	23%	24%	-1%	25%	26%
Activities for teenagers	21%	22%	-2%	20%	18%
Parks and open spaces	20%	18%	2%	26%	17%
Housing provision	18%	17%	1%	16%	15%
Improving Birmingham's economy (e.g. job creation)	18%	22%	-4%	17%	14%