

# **BIRMINGHAM CITY COUNCIL**

## **HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE**

**THURSDAY, 10 NOVEMBER 2022 AT 14:00 HOURS**  
**IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,**  
**BIRMINGHAM, B1 1BB**

### **A G E N D A**

1 **NOTICE OF RECORDING/WEBCAST**

The Chair to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's meeting You Tube site ([www.youtube.com/channel/UCT2kT7ZRPFCXq6\\_5dnVnYlw](http://www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 **APOLOGIES**

To receive any apologies.

3 **DECLARATIONS OF INTERESTS**

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

**3 - 18**

4 **ACTION NOTES AND ACTION TRACKER**

To agree the action notes of the meeting held on 13 October 2022 and note the action tracker.

**19 - 42**

5 **PERFORMANCE MONITORING**

(A) City Housing - Mira Gola, Head of Business Improvement and Support, in attendance.

(B) City Operations - Jonathan Antill, Head of Business Improvement and Support, in attendance.

Officers from the relevant service areas have also been invited to attend.

**43 - 50**

6 **PROGRESS REPORT ON IMPLEMENTATION: REDUCING FLY-TIPPING**

Councillor Majid Mahmood, Cabinet Member for Environment, and Darren Share, Assistant Director, Street Scene, in attendance.

**51 - 72**

7 **WORK PROGRAMME**

To agree the work programme.

8 **DATE OF NEXT MEETING**

To note that the next meeting is scheduled to be held at 1400 on Thursday 15 December 2022.

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

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

10 **OTHER URGENT BUSINESS**

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

11 **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

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

**BIRMINGHAM CITY COUNCIL**

**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE –  
PUBLIC MEETING**

**1400 hours on Thursday 13 October 2022**

**Committee Rooms 3&4, Council House, Victoria Square, Birmingham B1 1BB**

**Action Notes**

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**Present:**

Councillor Mohammed Idrees (Chair)

Councillors: Kerry Brewer, Marje Bridle, Ray Goodwin, Saqib Khan and Ken Wood

**Also Present:**

Councillor Ian Ward, Leader of the Council

Councillor Sharon Thompson, Cabinet Member for Housing and Homelessness

Guy Chaundy, Housing Modernisation and Partnership Manager

Karen Cheney, Head of Service – Neighbourhood Development and Support Unit

Chris Jordan, Assistant Director, Neighbourhoods

Naomi Morris, Housing Modernisation and Partnership Manager

Jayne Bowles, Scrutiny Officer

Christian Scade, Interim Head of Scrutiny and Committee Services

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**1. NOTICE OF RECORDING/WEBCAST**

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## 2. APOLOGIES

Apologies were received from Councillor Roger Harmer and Councillor Lauren Rainbow.

## 3. DECLARATIONS OF INTERESTS

None.

## 4. ACTION NOTES AND ACTION TRACKER

(See documents 1 and 2)

The following matters were raised:

- Delays in Birth and Death Registrations – through the winter evening burials are being piloted at Sutton New Hall Cemetery and this will be reviewed in the Spring;
- Letters to the Cabinet Member(s) in respect of the Petition and Request for Call-In considered at the September meeting have now been sent.

### **RESOLVED:**

- The action notes of the meeting held on 26 September 2022 were agreed;
- The action tracker was noted.

## 5. LOCALISATION

(See document 3)

Councillor Ian Ward, Leader of the Council, Chris Jordan, Assistant Director, Neighbourhoods, and Karen Cheney, Head of Service – Neighbourhood Development and Support Unit, were in attendance for this item.

The Chair invited the Leader to introduce this item and the following key points were highlighted:

- Localisation and the idea of increasing influence over service provision at a local level is the one initiative where the least progress has been made over the last 4 years;
- The intention going forward is to begin to accelerate progress in this area, however we have to be mindful of the current economic situation, which is very different to 4 years ago, with sky high rates of inflation, rising interest rates and the cost of living crisis, which will all impact on this agenda and the broader agenda of the Council as a whole;
- Since May of this year, a working group has been set up to look at making progress and the Neighbourhood Action Co-ordinator pilot has been announced;
- 22 wards will have a CSDO officer as a single point of contact for elected members and the public, particularly around waste, fly-tipping, environmental and housing issues;

- There will be a small budget of £10,000 and in terms of determining how the money is spent, this will be in consultation with members in those wards and not the decision of officers;
- Each NDSO will cover two wards, so it is not quite the same model as the Ward Support Officers where there was one for each ward, as the funding isn't available for that model;
- Cllr Ward thinks this will be an invaluable resource for elected members – he has met with the officer in Shard End and there is a willingness to attend Ward Forums, HLBs etc – and if successful will have to find a way of rolling out across the city;
- There are two other localised budgets – one around transport, which is a small sum of money, and a housing environmental budget, determined with the HLB;
- The CWG devolved budget that activated arts, cultural and sporting activity seems to have been very well received by elected members and the public and in terms of engagement had worked very well;
- There is an ambition to try and create a legacy annual arts and culture festival in July/August if the resources can be found and, subject to members' comments, it would be good to find a way of doing that on an ongoing basis;
- Should our bid to host the European Athletic Championships be successful, it would be good to turn that festival into something genuinely international by 2026;
- Activating our communities as part of that would be very good and Cllr Ward would be interested to hear members' views;
- The Community Infrastructure Levy (CIL) differs across the wards, for example Ladywood has a large sum of money but there is one ward where there is a very small amount and there is an effort to add to that through a crowdfunding initiative;
- Neighbourhood planning continues to be encouraged and there are provisions for those wards that want to bring forward a Neighbourhood Plan. However, this does have to conform to the Birmingham Development Plan and it is a complicated process with a need to demonstrate community support through a ballot;
- A good way to localise services is to set up a parish council resulting in devolved and local control, however essentially this means asking people to vote for an increase in taxation which is probably not an option in the immediate future;
- Not all wards have a Ward Action Plan and Cllr Ward said he would be interested in the thoughts of this committee as to whether we connect up the ward plan to the availability of devolved budgets, ie not allow access to a devolved budget where there is no ward plan. That would put focus on engaging with local communities and developing a ward plan;
- All wards should be reviewing and submitting new ward plans by the January deadline. One has been done so far – North Edgbaston – and Cllr Ward referred to a letter Cllr Thompson had sent in relation to flexibilities that might be afforded to the ward, for example No Mow May which is about letting wild flowers grow;

- The committee might be interested in seeing that letter and it was agreed this would be circulated;
- The amount of human resource available to wards is currently being reviewed, with a view to reporting back to the working group on how this can be configured;
- The table attached to the letter the committee sent to the former Cabinet Member has been populated and circulated to the working group and this will be shared with committee members;

During the discussion, and in response to Members' questions, the following were among the main points raised:

- One of the key issues is how to get ward plans delivered and how success is measured;
- Those measures of success, services localised to the area and officers working together more, will result in councillors feeling they have more influence over things to make improvements happen locally and residents would feel their concerns are being acted on;
- Cllr Ward responded that this needs to be tested through the pilot – the Neighbourhood Action Co-ordinators will be convening local partnership meetings to deal with issues on the ground and in those meetings the ward plan and how it is delivered will be discussed;
- Whilst the Council is providing services in local areas, there are other partners who can help with this;
- In terms of taking localisation forward and the need for clarity on how this will be achieved and the timeline, it was agreed that the Leader would come back to committee in March with an update, to include a review of the NAC pilot and how to take this forward and case studies from the 22 wards;
- Following discussion about attendance at ward meetings, there was a view that there needs to be flexibility about what is considered a ward meeting. Cllr Wood pointed out that in his ward they had at least 5 or 6 extra meetings a year in relation to developments, but these didn't count towards the four required ward meetings;
- It was acknowledged that this is something that should be looked at in terms of giving more flexibility to ward members needing to hold extra meetings and also how these meetings are facilitated;
- Chris Jordan added that some of those meetings held don't count as ward forums and that there is some criteria about ward forums being open to all to attend;
- Cllr Goodwin said that he is of the view that we need to be innovative about how we engage with communities and used the example of a community safety meeting in his ward which had been held on Facebook Live with 60 people present and over 2,000 watching online and commenting;
- It was agreed this was a really good idea and there are other wards who have done things in a different way;
- With regard to the CIL, the difficulties with getting projects through was highlighted and it would be interesting to know how much money has been lost through not being spent;

- Members were told that Hayley Claybrook would be able to provide more information and information on claw-back because of failure to spend in time, which it was hoped would not be a big number;
- In terms of how the CIL can be used, Members were told that it doesn't apply everywhere and we were very conservative about where it would apply and what to so as not to stifle investment into the city and there will be a review of how it is being spent;
- A request was made for the directorate self-assessments that have come out of the Star Chamber to be shared with the committee;
- In response to a question about which NAC pilots are up and running and which wards are being paired, Members were told that an email had gone out to members. This will be circulated again and in a week's time they will be able to put a named person down for each ward;
- The issues with Legal Services around Community Asset Transfers was raised and the blockage in getting legal clearance to make these transfers;
- There was a discussion about the use of Alexander Stadium for other events not just athletics and Members were told that there is a desire to get the facility used as much as we possibly can;
- Investment in the stadium involved Birmingham City University relocating their sports faculty, Birchfield Harriers and UK Athletics are based there and there are talks with others about holding events there.

The Chair thanked the Leader and officers for attending.

**RESOLVED:** -

- Leader to come back to committee in March with a further update;
- Populated version of the table attached to the letter sent to the former Cabinet Member to be circulated to committee members;
- Letter from Cllr Thompson to the Leader regarding ward plan to be shared with committee members;
- Email sent to members regarding the NAC pilot and pairing up of wards to be re-circulated and named person to be added for each of the wards;
- Directorate self-assessments which came out of the Star Chamber to be shared with committee members;
- The report was noted.

**6. CABINET MEMBER FOR HOUSING AND HOMELESSNESS: PRIORITIES 2022/23**

(See document 4)

Councillor Sharon Thompson, Cabinet Member for Housing and Homelessness, attended to present her priorities for 2022/23.

Guy Chaundy and Naomi Morris, Housing Modernisation and Partnership Managers, were also in attendance.

Cllr Thompson highlighted the following priorities:

- One of the key things is the supported housing strategy regarding exempt accommodation and how this is managed across the city. This follows on from the pilot done previously and the scrutiny report;
- In relation to repairs contracts for council properties, contract extension arrangements and re-tendering for the south need to be completed;
- A HRA business plan will be completed and priorities identified for the capital investment programme for 2022-23;
- Following the decision to prioritise fire safety after Grenfell there were a number of properties that won't have had bathrooms and kitchens done so there is a need to re-prioritise;
- It is important to have a housing strategy to go alongside the supported housing strategy and there is an associated delivery plan;
- A robust plan to be developed setting out delivery of the retrofit programme for council properties as part of achieving route to zero targets, which is a huge undertaking;
- This will include the 300 homes pilot in East Birmingham and also working with housing associations looking at brand new technology in their properties;
- Completion of a self-assessment of progress in delivering against the Social Housing White Paper and the Regulator's Consumer regulations;
- Ensuring Housing contributes effectively to the cost of living crisis;
- Deliver key changes to ensure delivery of the Private Sector Housing Strategy;
- Establish an affordable housing delivery board;
- Have a modernised approach to tenant engagement;
- Ensuring there is a more sustainable and effective Temporary Accommodation Strategy, which will be needed more and more with the cost of living crisis and more people presenting as homeless;
- Birmingham has been known for working effectively with central government and partners and agencies and will continue to build on those existing relationships and put Birmingham at the forefront of new initiatives.

During the discussion, and in response to Members' questions, the following were among the main points raised:

- **Housing provision:** The housing list is in excess of 22,000 live applications and having spoken to Cabinet Members across the country, some waiting lists in smaller authorities are between 17,000 and 20,000, so Birmingham is not particularly out of kilter;
- There are about 60,000 council properties across the city and on average about 3,000 come up each year;
- There are a number of things being done – Birmingham is the biggest council house builder but not building quickly enough; money has been put aside for buying properties back that were previously right to buy, one reason being to use as temporary accommodation; other types of build are being looked at, eg modular builds in smaller spaces; working more closely with housing associations; trying to make the private sector more affordable; and reducing the numbers of exempt accommodation which takes out family housing;
- Everybody talks about the need for more housing but not many want it on their own doorstep;



- Elected members need to be more open about spaces available in their wards;
- **Tenant Engagement Review:** Members were told that off the back of the recommendations from the review work has been done with existing tenants to develop a delivery plan and action plan;
- TPAS who undertook the review are doing a piece of ongoing work around re-engineering engagement with new tenants and developing workshops outside of the HLB structures to try and broaden engagement;
- One of the areas that needs working on is understanding more around tenant satisfaction and from a recent survey with all tenants who could communicate electronically or over the phone 181 came back and said they wanted to be involved in the new engagement structure;
- There won't be a report to Cabinet as it is not a key decision but the delivery plan and action plan can be brought back to this committee before it is finally ratified;
- **Land ownership:** The issue of land ownership was raised and one of the key things being reviewed as part of the housing transformation programme is the approach to the GIS mapping system to ensure there is accurate data on where our land is so frontline staff can easily access that information if there are disputes about land;
- **Exempt accommodation:** The Cabinet Member was complimented on the exempt accommodation seminar held recently, which had highlighted the issues. The event was attended by 220 people and Cllr Thompson put on record her thanks to Cllr Wood and Cllr Harmer for the cross-party work on this topic;
- It was felt that as well as working with the government, the Council should be using the powers it has, such as covenants, and it was queried whether Legal Services might not be prepared to do that;
- Cllr Thompson told members that she had a meeting the day before with officers and the Exempt Accommodation Sponsor Board which includes the Cabinet Members for Finance and Resources, Social Justice, Community Safety and Equalities and Health and Social Care, where they went through every action on the scrutiny review;
- Assurance was given that they are getting back on top of that in terms of the Council side and an email had been sent to Legal Services reminding them they have a part to play in driving forward those legal aspects, eg covenants;
- **Repairs contracts:** the timeline for the contract extensions and re-tendering was requested;
- **Retrofit:** it was queried how this is going to be done, how it will be paid for and how it will be decided whether a property is worth doing and whether retrofit or knock down and rebuild is the cheaper option;
- There are discussions taking place around the need to be sensible and when best to retrofit or when it is not financially viable;
- There is a huge challenge in terms of the cost of delivering targets around route to zero – about £3.6b in Birmingham for our stock – and this won't be done through the normal HRA;
- The HRA is being assessed in terms of stress testing capacity over the longer term to increase borrowing capacity to deliver on strategic priorities;

- Right now, they are doing all they can to maximise available grant funding, for example the Decarbonisation Fund;
- **Role of developers in addressing the housing shortage:** The Director of Inclusive Growth is very clear that we need to make sure developers are supporting our agenda in terms of the delivery plan and this is something which could be brought to committee at a later time;
- **Wider approach:** how these priorities tie in with the Combined Authority was queried as this is not just a Birmingham problem and Cllr Thompson told members that we are part of the broader picture and that she chairs the West Midlands Combined Authority Homelessness Advisory Group and sits on the Land and Delivery Board;
- **Housing management:** the priority about self-assessment is around compliance and includes how effectively we manage our tenants and tenancies and maybe something could be brought back to committee on where we are with that self-assessment;
- **Developing small plots of land:** they are looking at how these can be packaged up to encourage developers and registered providers to work with us to develop those quicker than we can;
- **Tenure mix of developments:** there is clearly a need to maximise affordable and social rent housing from any new development, whilst recognising there is also a need to ensure the aspirations of local people to move into home ownership are met.

**RESOLVED:** -

- Tenant Engagement Delivery Plan and Action Plan to be brought to committee before being finally ratified;
- Timeline to be provided for the repairs contracts extension arrangements and re-tendering for the South;
- Affordable Housing Plan to be brought to future committee meeting;
- The report was noted.

## **7. CITY WIDE HOUSING STRATEGY 2022-2027 CONSULTATION**

(See document 5)

Guy Chaundy and Naomi Morris, Housing Modernisation and Partnership Managers, attended for this item.

Guy referred to the presentation which was included in the agenda pack and pointed out that some of this had been covered in the previous item.

The following key points were made:

- Birmingham is a large city and we need to embrace the size and diversity of the city;
- Key changes are needed and there are challenges in terms of providing housing and employment space for a growing population;

- We do not have swathes of land – the Housing Strategy is a shared, sector strategy, not just a Birmingham strategy and is very much about how we work with investors, developers, the private sector and registered providers;
- We have delivered on the new housing target but not the affordable target and with high numbers on the housing waiting list and the fact that we can't rely on council stock, there is a need to look at the range of opportunities;
- The Housing Strategy is due to go to Cabinet in December with a formal launch in January;
- In terms of the consultation, there have been big stakeholder events with Homes England, the Chief Executives of the Housing Associations across the city, and the third sector, for example the Chair of the Homelessness Taskforce, about what the strategy should look like;
- There has also been consultation through Be Heard and speaking to the City Housing Liaison Board, as well as resident surveys regarding aspirations and quality of current housing;
- A lot of that data and intelligence has fed into the priority setting;
- There are three key priorities:
  - **Supply** – building and maximising availability of existing stock, working with providers and creating incentives. There needs to be a collaborative approach with those who can access government funding, land and can deliver quicker;
  - There are affordable housing challenges and issues around the capacity and capability in the Council to deliver at pace;
  - There is a cross-directorate Affordable Housing Delivery Board, trying to make sure that all parts of the Council are joined up – Planning, Property Services, Housing and City Operations;
  - There is no member-led group at the moment but that's not to say it won't happen in the future;
  - **People** – this is about citizens being able to access and sustain housing that meets their needs;
  - Key issues are financial resilience, early intervention and prevention, good offers for young people and older people and looking at links between housing and health and strengthening those partnerships;
  - There are real issues in terms of the increased demand around homelessness and temporary accommodation, specifically around families and the need to find the right type of suitable accommodation
  - The Temporary Accommodation Strategy will feed into this priority;
  - **Neighbourhoods** – making sure existing stock is good quality, how route to zero is achieved and the strategic approach to retrofit;
  - There is an increased reliance on the private rented sector and a need to make sure PRS is accessible, affordable and good quality;
  - This is about working with landlords to make sure they are not charging extortionate rates, licensing, landlords working with us, etc;
- The last few slides in the presentation cover the refreshed approach to make this a living working document, delivery and action plan and governance routes, eg Sponsor Board for Exempt Accommodation.

During the discussion and in response to Members' questions, the following were among the main points raised:

- It was queried whether the Council has a list of reputable landlords which we can offer to people, or if not is there an intention to get one;
- Members were told that there is an Accommodation Finder Team specifically tasked with going out and finding good landlords and they are building up a portfolio of private rented landlords;
- Developing a list is not that easy because of the affordability issue, but the team is trying to make it an attractive package to landlords and trying to develop that base;
- Residents being forced to move out of the Birmingham area and what can be done to help people remain in Birmingham was queried;
- The difficulty is that we are in the middle of a national housing crisis, with over 4,000 families who do not have a permanent home at the moment in temporary accommodation;
- Cllr Thompson has spoken to colleagues, particularly in the London boroughs, and their numbers can be worse than ours;
- No authority wants to send people outside of their area and this only happens in an emergency;
- We have to ensure temporary accommodation meets the standards we want and part of the strategy is about having more centres which we manage ourselves and which are secure, for example Barry Jackson Tower and Oscott Gardens, rather than sending people outside of the city;
- One of the issues is that when these proposals come forward, there is always an argument about "not on my patch";
- There was concern around PRS rents already being high and with the interest rate rising these will increase even more and people will be struggling with the cost of living crisis;
- Cllr Thompson told members she does anticipate it will get much worse and we have to be prepared for that and make sure there are timelines behind the strategy so we have places to move people to.

**RESOLVED:**

- The report was noted.

**8. WORK PROGRAMME**

(See document 6)

It was proposed that the November, December and January meetings are extended by half an hour to accommodate the sessions on Cleaner Streets and this was agreed.

It was also suggested that the March meeting could also be extended to allow time for the Leader's update on Localisation and the planned piece of work on Voids (to be confirmed).

**RESOLVED:**

The work programme was noted.

**9. DATE OF NEXT MEETING**

**RESOLVED:**

The date of the next meeting was noted.

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

None.

**11. OTHER URGENT BUSINESS**

None.

**12. AUTHORITY TO CHAIR AND OFFICERS**

**RESOLVED:**

That in an urgent situation between meetings the Chair, jointly with the relevant Chief Officer, has authority to act on behalf of the Committee.

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The meeting ended at 1600 hours.



**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE  
ACTION TRACKER 2022/23**

<b>Date</b>	<b>Agenda Item</b>	<b>Action</b>	<b>Notes</b>	
13-Oct-22	Localisation	Leader to come back to committee in March with a further update.	Work Programme updated.	
		Populated version of the able attached to the letter sent to the former Cabinet Member to be circulated to committee members.		
		Letter from Cllr Thompson to the Leader regarding ward plan to be shared with committee members.		
		Email sent to members regarding the NAC pilot and pairing up of wards to be re-circulated and named person to be added for each of the wards.		
		Directorate self-assessments which came out of the Star Chamber to be shared with committee members.		
	Cabinet Member for Housing and Homelessness: Priorities 2022/23  City Wide Housing Strategy 2022-2027 Consultation	Tenant Engagement Delivery Plan and Action Plan to be brought to committee before being finally ratified.	Included on Work Programme for February.	
		Timeline to be provided for the repairs contracts extension arrangements and re-tendering for the South.		
		Affordable Housing Plan to be brought to future committee meeting.	Timing to be confirmed (currently scheduled for February).	
	26-Sep-22	Action Notes and Action Tracker	Updated list of HMOs by Ward to be requested (raised by Cllr Harmer).	This has been requested.

**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE**  
**ACTION TRACKER 2022/23**

Date	Agenda Item	Action	Notes
		Voids – deep dive piece of work still to be programmed (raised by Cllr Wood).	Programmed for March 2023 (TBC).
	Petition: Ban Use of Pesticides	A letter setting out the Committee’s resolution to be sent to the Cabinet Member.  Final report to be brought back to a future committee meeting (timing to be confirmed).	Letter sent on 11 <sup>th</sup> October.
	Request for Call-In: Capital Funding Bid for the Proposed Introduction of Car Parking Charging across selected BCC Parks	A letter setting out the Committee’s concerns to be sent to the Cabinet Member.	Letter sent on 11 <sup>th</sup> October.
	Delays in Birth and Death Registrations	Further report to be brought back to Committee in 4-6 months’ time.	
	Work Programme	Cleaner Streets to be programmed for November, December and January to allow time to influence the budget.	Work Programme updated.
14-Jul-22	Cabinet Member for the Environment	Cabinet Member to provide response on recommendation to pilot food waste and nappy recycling.  Cabinet Member to provide assurance that repeat missed collections will be accurately monitored and inform the Committee of the indicators that will be used to measure missed collections.	



**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE  
ACTION TRACKER 2022/23**

Date	Agenda Item	Action	Notes
	Performance Monitoring	<p>Information on national Key Performance Indicators on recycling to be shared with the Committee including previous years' performance.</p> <p>Outcome of regulatory activity to be included in commentary in future performance reports to the Housing and Neighbourhoods Overview and Scrutiny Committee.</p> <p>Information on ASB KPIs to be reported to the Committee.</p>	



# Birmingham City Council

## Housing and Neighbourhoods Overview and Scrutiny Committee

Date 10-11-2022



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**Subject:** City Housing Directorate - Performance Monitoring Report 2022/23

**Report of:** Mira Gola – Head of Business Improvement and Support (City Housing)

**Report author:** Kieran Cronin – Business Support Co-ordinator (City Housing)

### 1 Purpose

- 1.1 This report shows directorate performance against all corporately reported KPIs for City Housing.

### 2 Recommendations

- 2.1 Members note the report and agree any comments/recommendations.

### 3 Any Finance Implications

- 3.1 There are no direct financial implications from the report, as it is for information.
- 3.2 The implications of positive or negative variations from Performance Indicators are reflected in monthly budget monitoring updates to O&S committee, quarterly to Cabinet, in which City Housing is currently reporting a financial pressure of £5.4m due to a surge in demand for Temporary Accommodation.

### 4 Any Legal Implications

- 4.1 The KPI for void turnarounds has a direct impact on the availability of housing stock for Part 6 housing applicants who cannot be allocated properties from the housing register. This KPI has a direct impact on the KPI for families in B&B over 6 weeks as there is insufficient housing stock due to delays in the void turnaround and families are left in B&B over 6 weeks against the Code of Guidance Regulations 16.29.

- 4.2 There is a litigation risk for void turnaround and applicants left in B&B over 6 weeks as legal action is commenced against the Council for being left in unsuitable accommodation. Currently there are potentially 424 separate legal cases that can be issued against the council. Following Elkundi Appeal once a property is deemed to be unsuitable the duty to rehouse is immediate and cannot be deferred. This in turn leads to unnecessary legal costs and compensation being paid out to tenants and their solicitors.
- 4.3 The KPI where homelessness is relieved is a duty to help applicants secure accommodation within 56 days to help secure accommodation. During this time, we will make every effort to help the applicant to either return home where safe to do so or secure alternative accommodation. The council use B&B accommodation for emergency cases. If a decision is not notified to the applicant within 56 days' there is a litigation risk of Judicial Review proceedings against the council for failing to notify within strict timescales.

## **5 Any Equalities Implications**

- 5.1 None.

## **6 Appendices**

- 6.1 Month 6 September Performance Report.

<h2 style="margin: 0;">City Housing Directorate</h2> <h3 style="margin: 0;">Overview &amp; Scrutiny</h3> <h2 style="margin: 0;">Performance Monitoring Report 2022/23</h2>
<h3 style="margin: 0;">Month 6 - September</h3>
<h4 style="margin: 0;">Version 1.0</h4>

### Performance Monitoring Process

The reporting framework is based on performance against targets, baseline figures, and benchmarking (where it is available).

This report contains KPIs for the 2022/23 financial year.

### Key

Preferred Direction of Travel	
<b>'Bigger is better'</b>	Performance improves if the result figure is higher
<b>'Smaller is better'</b>	Performance improves if the result figure is lower

Direction Of Travel (DOT)	
▲	Performance improves from previous reporting period (bigger is better)
▼	Performance improves from previous reporting period (smaller is better)
▶	No change in performance
▲	Performance deteriorates from previous reporting period (smaller is better)
▼	Performance deteriorates from previous reporting period (bigger is better)

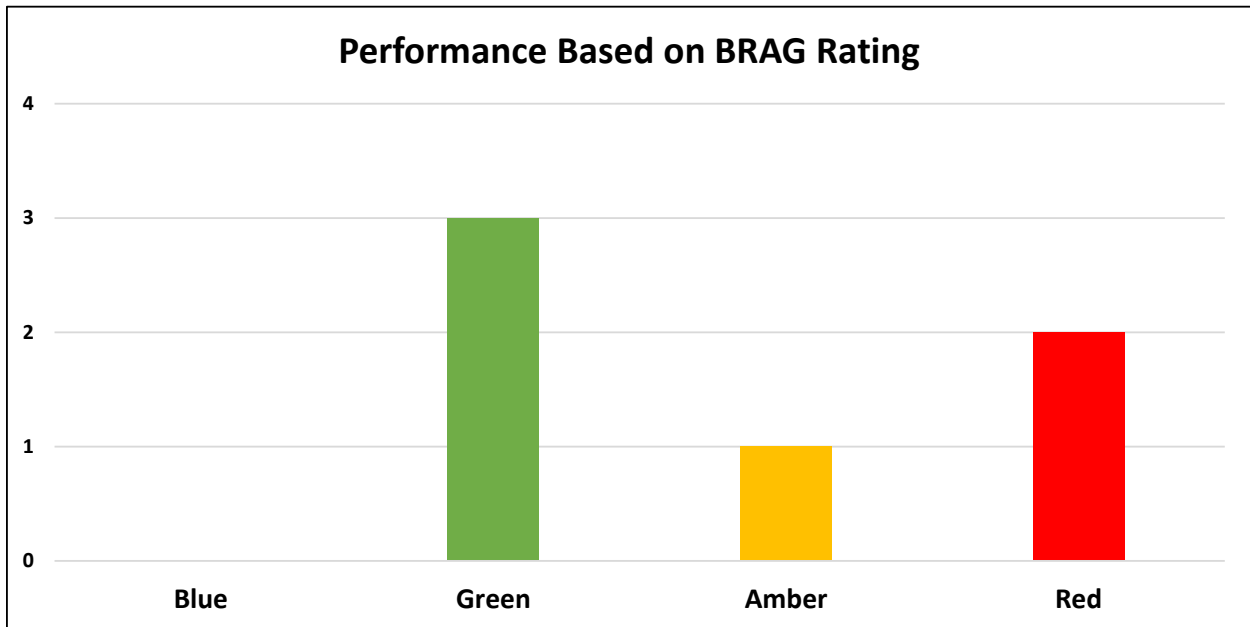
BRAG (Blue Red Amber Green) Rating	
Blue	Greatly exceeds target
Green	Achieved or slightly surpassed target
Amber	Slightly below target but above standard/tolerance
Red	Both the target and the standard/tolerance has not been achieved

Reporting period	
<b>In-month</b>	KPI is measured on a month-on-month basis e.g. January only
<b>In-quarter</b>	KPI is measured on a quarter-on-quarter basis e.g. Quarter 2 would cover July, August and September only
<b>Cumulative</b>	The annual result up until that reporting period e.g. the May report's figure would be the total of the April and May's result (year-to-date)
<b>Snapshot</b>	The current (snapshot) figure at the end of the reporting period e.g. the May snapshot result would be the figure 'at that moment in time' on 31 May
<b>Year-end</b>	The year-end result for annually-reported KPIs

# Summary Vital Signs

## Summary of KPI Performance by BRAG Rating

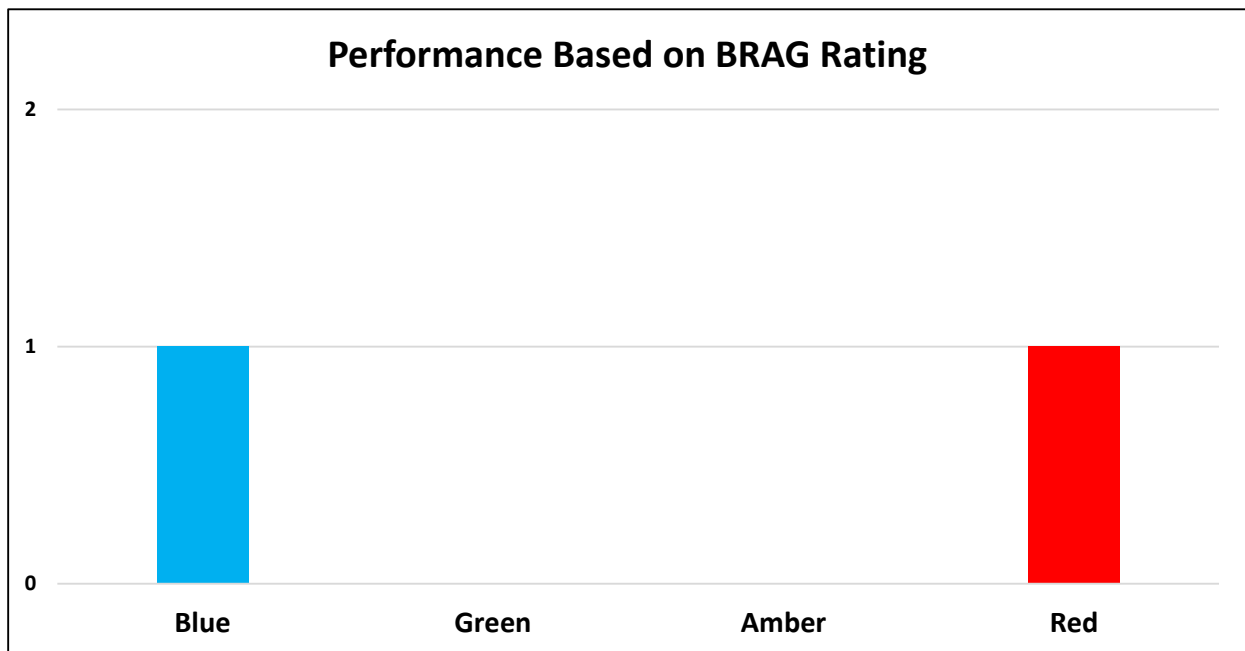
BRAG	Number	Percentage of total
Blue	0	0%
Green	3	43%
Amber	1	14%
Red	2	29%
Blue, Green, Amber, Red Total	6	86%
Other KPIs (no target, target TBC, or BRAG N/A)	1	14%
<b>Grand Total</b>	<b>7</b>	<b>-</b>



# Summary Corporate Plan KPI's

## Summary of KPI Performance by BRAG Rating

BRAG	Number	Percentage of total
Blue	1	25%
Green	0	0%
Amber	0	0%
Red	1	25%
Blue, Green, Amber, Red Total	2	50%
Other KPIs (no target, target TBC, or BRAG N/A)	2	50%
<b>Grand Total</b>	<b>4</b>	<b>-</b>



## Exceptions Report and Contents Page

*Overall performance by BRAG rating (commentary provided where KPI's BRAG rating is red, amber, or blue)*

# Vital Signs

### Capital Investment & Repairs

Ref.	KPI	BRAG rating	Page
VH1a	Percentage of Council housing routine repairs resolved within 30 days	Green	6

Ref.	KPI	BRAG rating	Page
VH1b	Percentage of Right to Repair jobs completed against period profile	Green	6

Ref.	KPI	BRAG rating	Page
VH1c	Percentage of Council housing emergency repairs responded to in 2 hours	Green	7

Ref.	KPI	BRAG rating	Page
VH2	Average days void turnaround - excluding void sheltered properties	Red	7

**Exception Commentary:**

The void turnaround performance for September 2022 (excluding sheltered properties) was 31.3 days against a target of 28 days. This is an improvement of 5.4 days compared to the end of quarter one (June) and 1.7 days on the previous month of August.

The main reason for not meeting the period target was due to the Fortem (South) repairs performance times which for the period was 33.19 days. The target for incremental improvement is December 2022, Fortem's service improvement plan will support this. Quality and performance targets have been set and are reviewed on a monthly basis with key stakeholders, including the Head of Service to ensure focus and scrutiny. Fortem is dedicated to improving this position with a commitment at a senior level.

If the South district void turnaround timescales were removed, the figure for the East, West and North districts would be 23.15 days and therefore significantly better than target.

### Housing Solutions and Support

Ref.	KPI	BRAG rating	Page
VH3	Percentage of housing applications awaiting assessment that are within 6 weeks	Amber	8

**Exception Commentary:**

As of September 2022, a total of 4020 new housing applications are awaiting assessment, of which 3119 (77.59%) are within 6 weeks; this is within the 5% tolerance for the quarter two target of 80%. Performance has dropped due to reduced resources and the additional bank holiday in September. The number of new applications received has stabilised with an average of 527 new applications received per week, however, this is still an increase compared to 2021 when the average number of new applications received was 477.

Once a fully completed application form along with the required supporting documentation has been received, the service aims to assess new housing applications within six weeks. The focus is to assess applications in date order, where homeless applications are prioritised.

Ref.	KPI	BRAG rating	Page
TBC	Total number of households in Bed and Breakfast	N/A	8

Ref.	KPI	BRAG rating	Page
TBC	Total numbers of families in Bed and Breakfast over 6 weeks	Red	9

**Exception Commentary:**

As of September 2022, the service is underperforming against this target with 424 households in bed and breakfast accommodation over six weeks, compared to the quarter two target of 300. The reason for this is the number of households approaching as homeless and needing emergency accommodation (increased by 25% in 2022), in addition to the already large number of households in bed and breakfast (720) and temporary accommodation overall (4300).

The service concentrates on re-housing those longest in bed and breakfast utilising Oscott Gardens, a new homeless centre specifically being used for this at present, as well as increasing dispersed temporary accommodation, additional private sector leasing, accessing private rented sector accommodation and other initiatives to reduce and end the use of bed and breakfast.



## Exceptions Report and Contents Page

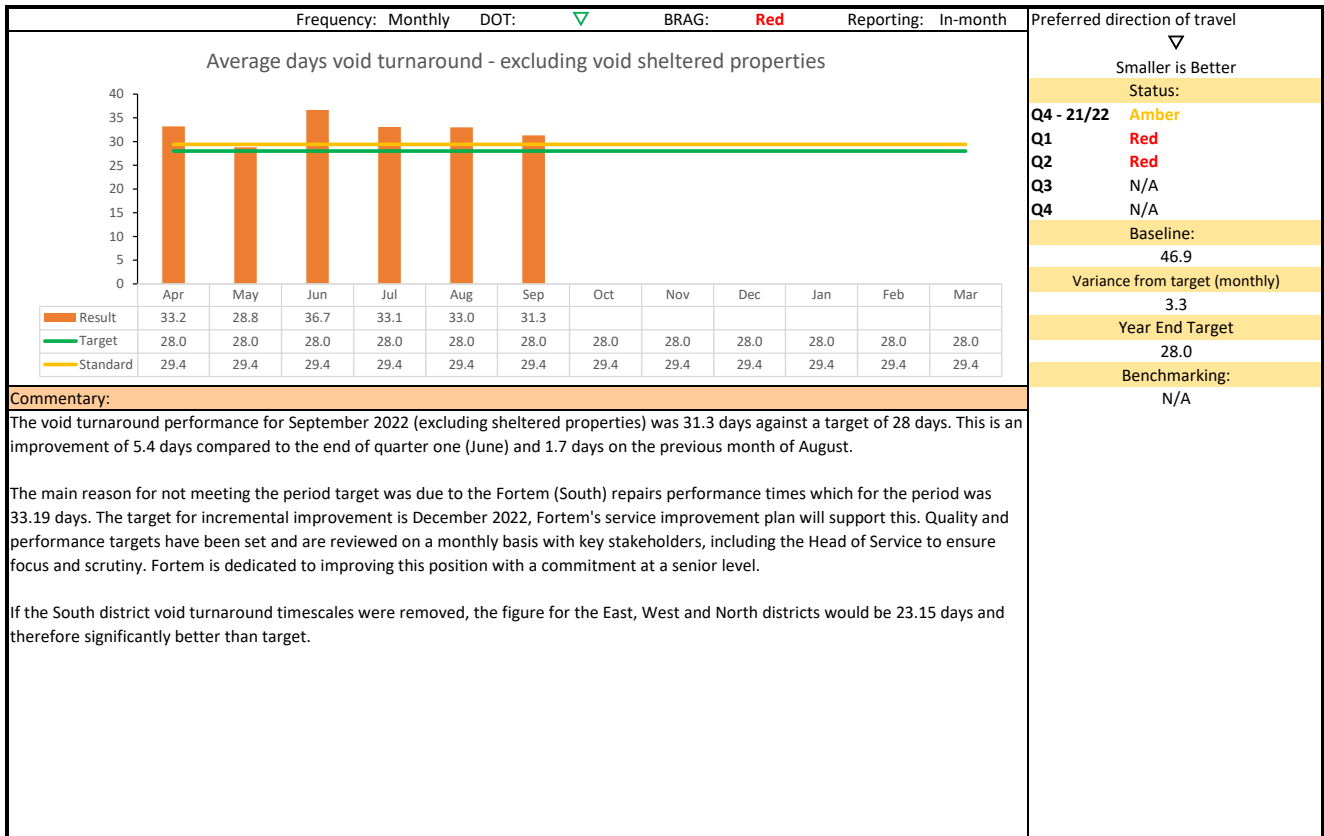
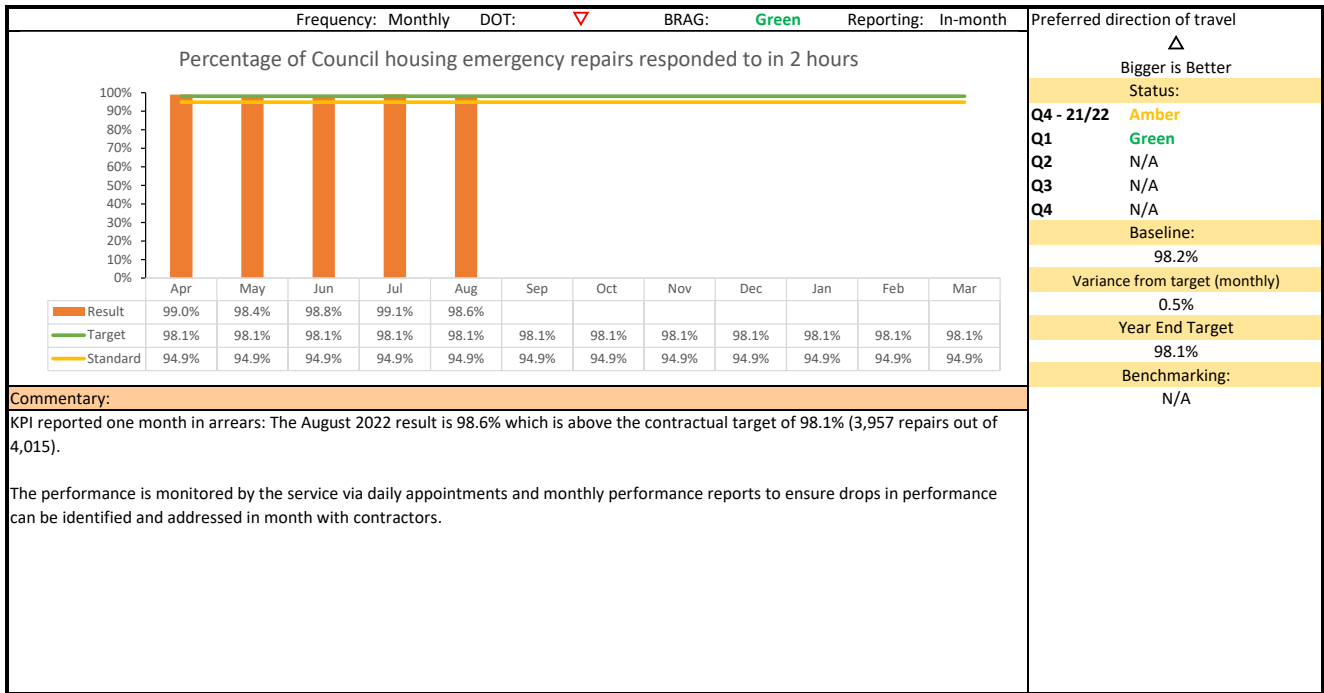
*Overall performance by BRAG rating (commentary provided where KPI's BRAG rating is red, amber, or blue)*

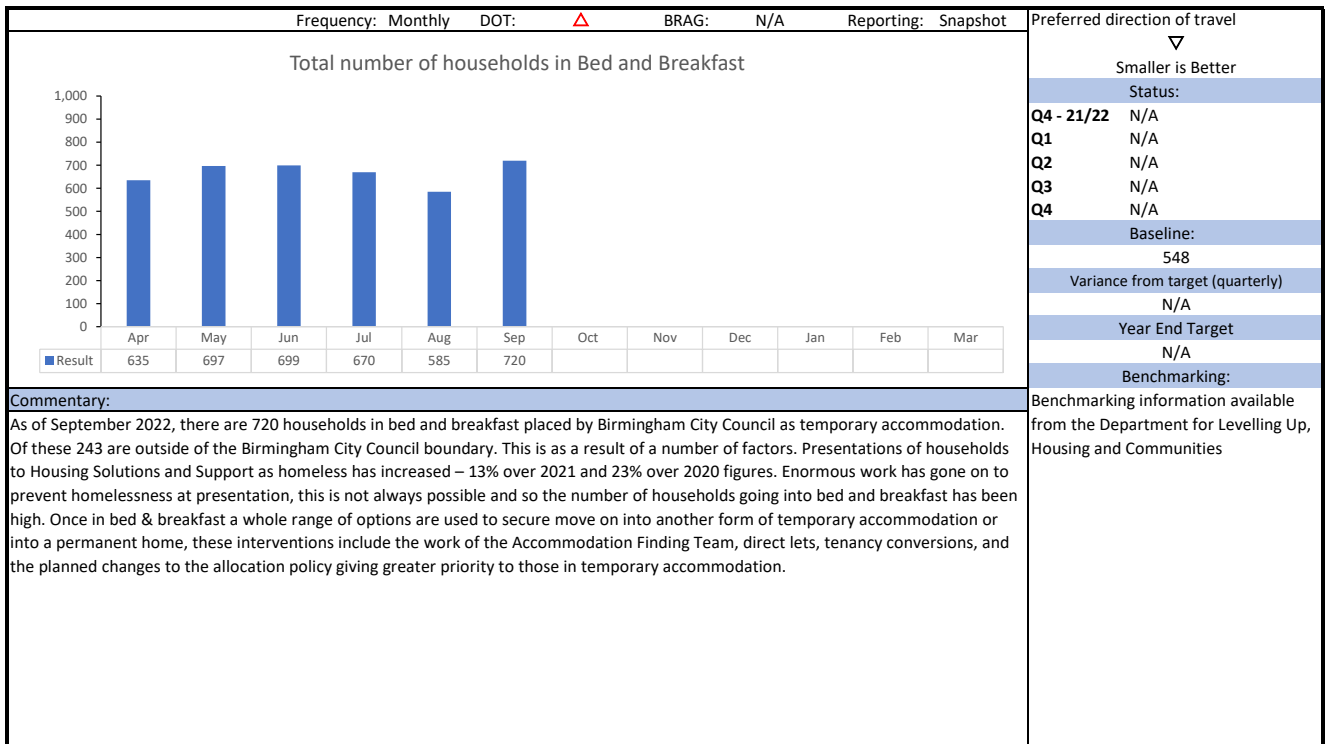
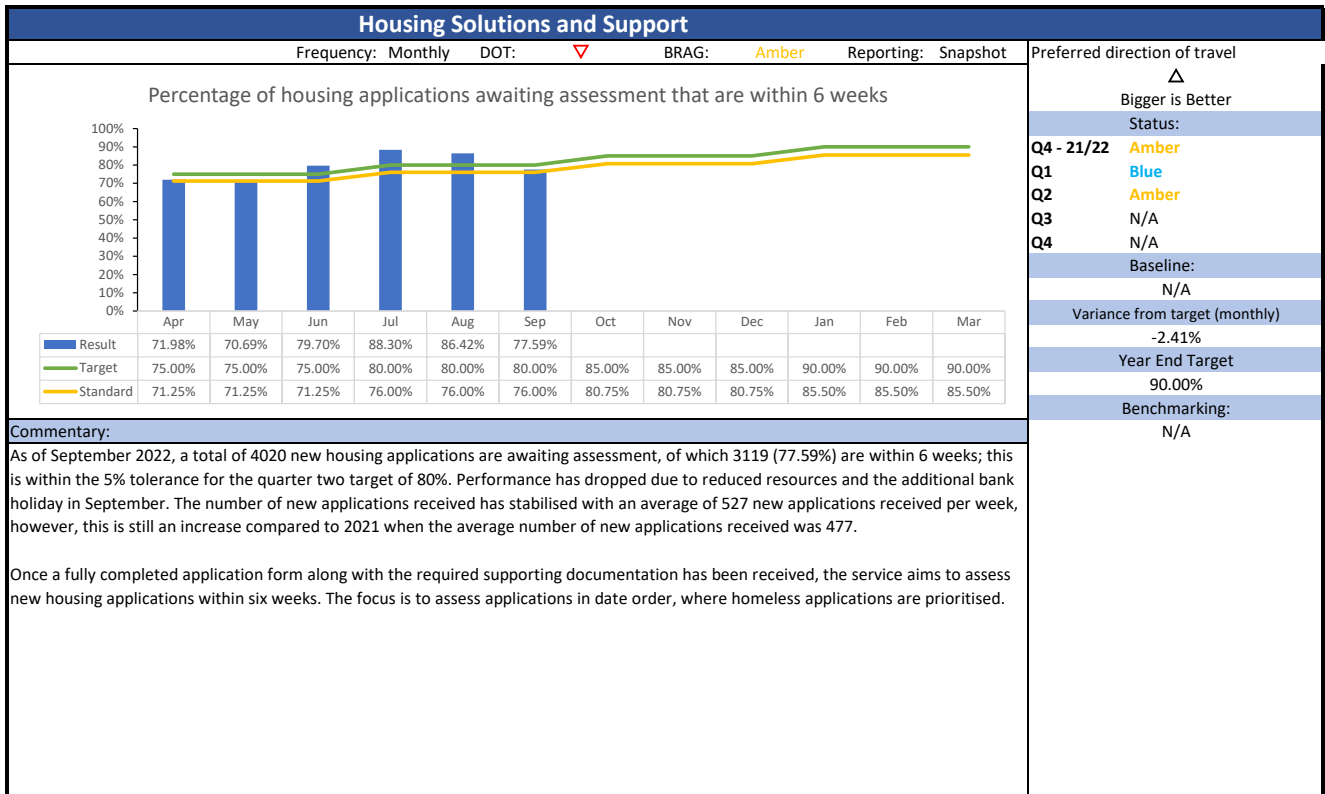
# Corporate Plan KPIs

Housing Solutions and Support			
Ref.	KPI	BRAG rating	Page
TBC	Number of households living in temporary accommodation per 1,000 households	N/A	10
TBC	Households where homelessness is prevented	Blue	10
<p style="text-align: center;"><b>Exception Commentary:</b></p> <p>The quarter two result is 42.83%, which is above the target of 40%. As outlined in quarter one, the definition of this indicator has been modified from the 2021/22 reporting period. This now matches national definitions and will enable comparison against National Government statistics and data.</p> <p>There has been a slight decrease in the performance of this indicator in quarter two; this is the result of the removal of the National Government's additional vulnerable household funding in March 2022. Any households who had their homelessness prevented through the use of this fund will have had their homelessness closed after 56 days as successful prevention, and this indicates if we can get to cases earlier we can support households and prevent homelessness. We continue to prioritise prevention activity across the service area through funding deposits, mediation, and rent in advance. The increase in staffing with a prevention focus has helped to mitigate some of the risks from the loss of funding.</p>			
TBC	Households where homelessness is relieved	Red	11
<p style="text-align: center;"><b>Exception Commentary:</b></p> <p>The quarter two result is 24.71%, which is below the target of 30%. As outlined in quarter one, the definition of this indicator has been modified from the 2021/22 reporting period. This now matches national definitions and will enable comparison against National Government statistics and data.</p> <p>Households placed into relief are often households in immediate crisis who often are provided with emergency accommodation on the day of presentation. This is especially the case with domestic abuse which is currently the third highest reason for homelessness. This is a stretch target for the City Council and whilst the second quarter has seen some improvement we are still outside the tolerance level. However, the work of the Accommodation Team when fully established should lead to improving our performance in this area.</p>			
TBC	Tenant Satisfaction placeholder (subject to consultation concluding in summer)	N/A	11

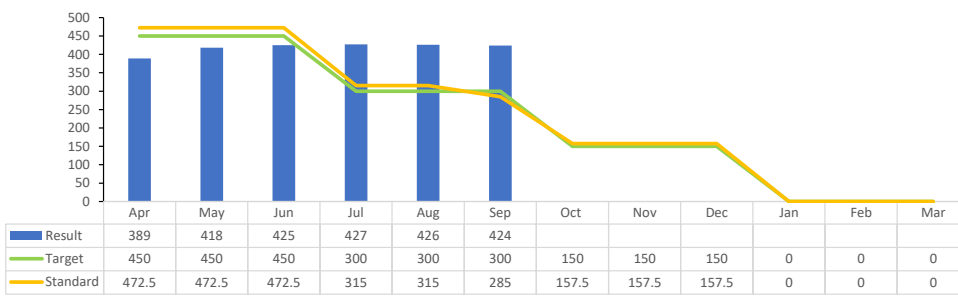
# Vital Signs

Asset Management																																																																
Frequency: Monthly DOT: ▶ BRAG: Green Reporting: In-month																																																																
<p>Percentage of Council housing routine repairs resolved within 30 days</p> <table border="1"> <thead> <tr> <th></th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> </tr> </thead> <tbody> <tr> <td>Result</td> <td>98.6%</td> <td>97.9%</td> <td>96.9%</td> <td>96.5%</td> <td>96.5%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Target</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> <td>92.6%</td> </tr> </tbody> </table>												Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Result	98.6%	97.9%	96.9%	96.5%	96.5%								Target	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	<p>Preferred direction of travel △ Bigger is Better</p> <p>Status: Q4 - 21/22 Green Q1 Green Q2 N/A Q3 N/A Q4 N/A</p> <p>Baseline: 87.20%</p> <p>Variance from target (monthly) 3.9%</p> <p>Year End Target 92.60%</p> <p>Benchmarking: N/A</p>														
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<p><b>Commentary:</b> KPI reported one month in arrears: The August 2022 result is 96.5% which has surpassed the contractual target of 92.6% (14,050 repairs out of 14,566).</p> <p>The performance is monitored by the service via daily appointments and monthly performance reports to ensure drops in performance can be identified and addressed in month with contractors.</p>																																																																
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar																																																				
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Total numbers of families in Bed and Breakfast over 6 weeks



**Commentary:**

As of September 2022, the service is underperforming against this target with 424 households in bed and breakfast accommodation over six weeks, compared to the quarter two target of 300. The reason for this is the number of households approaching as homeless and needing emergency accommodation (increased by 25% in 2022), in addition to the already large number of households in bed and breakfast (720) and temporary accommodation overall (4300).

The service concentrates on re-housing those longest in bed and breakfast utilising Oscott Gardens, a new homeless centre specifically being used for this at present, as well as increasing dispersed temporary accommodation, additional private sector leasing, accessing private rented sector accommodation and other initiatives to reduce and end the use of bed and breakfast.

Preferred direction of travel



Smaller is Better

Status:

Q4 - 21/22 N/A

Q1 Blue

Q2 Red

Q3 N/A

Q4 N/A

Baseline:

345

Variance from target (quarterly)

124

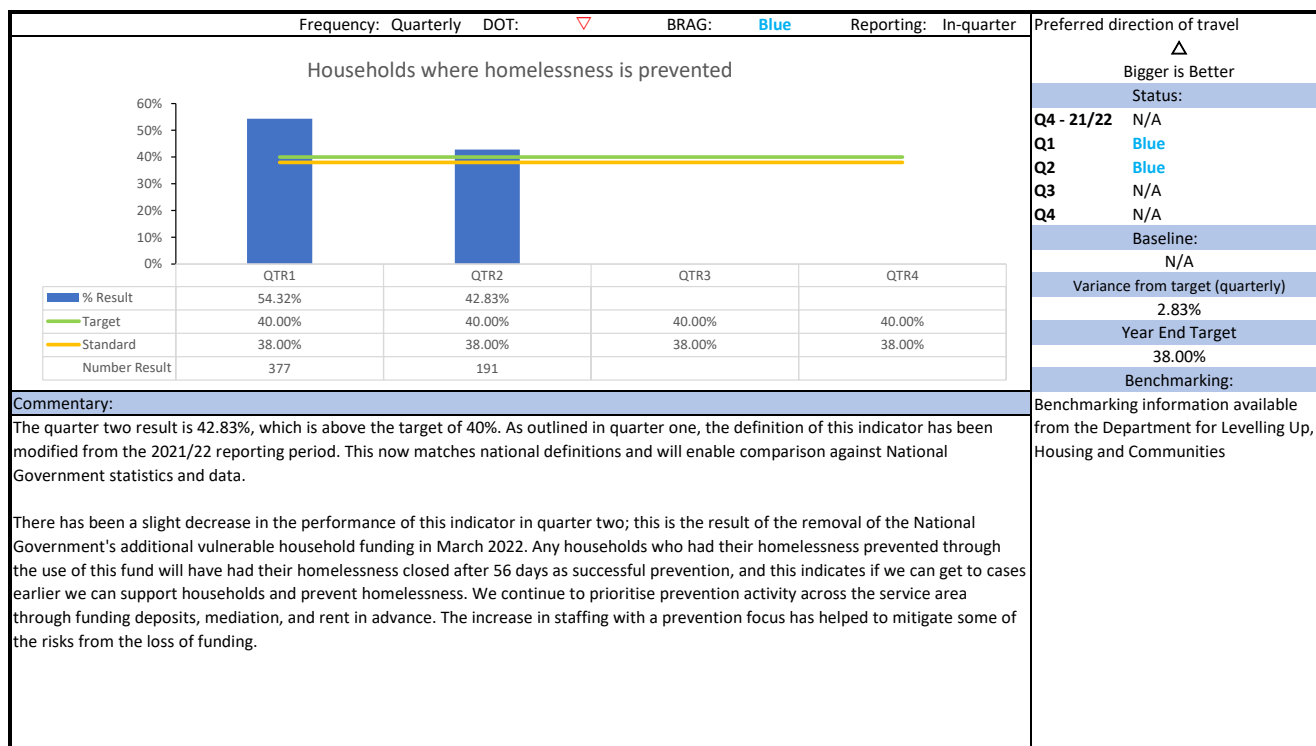
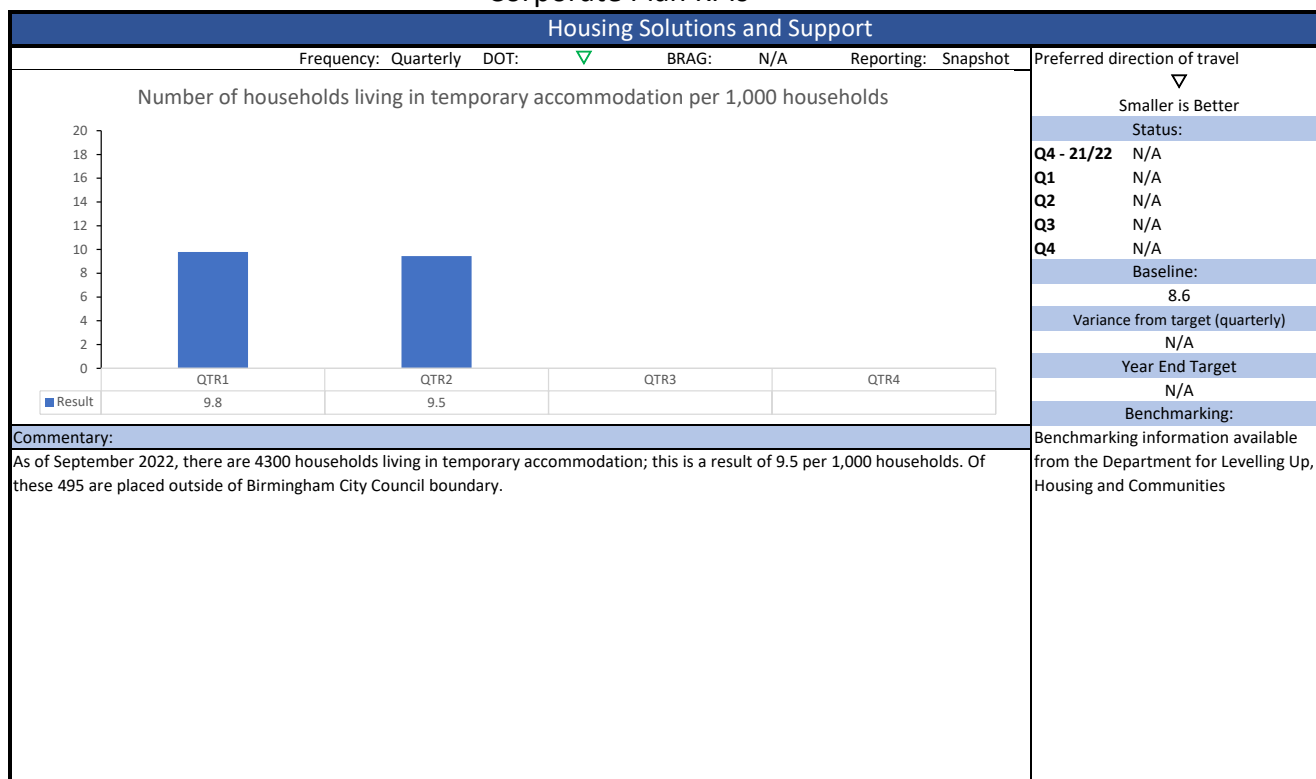
Year End Target

0

Benchmarking:

Benchmarking information available from the Department for Levelling Up, Housing and Communities

## Corporate Plan KPIs



Frequency: Quarterly DOT: <span style="color: green;">△</span> BRAG: <span style="color: red;">Red</span> Reporting: In-quarter					Preferred direction of travel																									
Households where homelessness is relieved					△ Bigger is Better																									
<table border="1"> <thead> <tr> <th></th> <th>QTR1</th> <th>QTR2</th> <th>QTR3</th> <th>QTR4</th> </tr> </thead> <tbody> <tr> <td>% Result</td> <td>23.24%</td> <td>24.71%</td> <td></td> <td></td> </tr> <tr> <td>Target</td> <td>30.00%</td> <td>30.00%</td> <td>30.00%</td> <td>30.00%</td> </tr> <tr> <td>Standard</td> <td>28.50%</td> <td>28.50%</td> <td>28.50%</td> <td>28.50%</td> </tr> <tr> <td>Number Result</td> <td>353</td> <td>280</td> <td></td> <td></td> </tr> </tbody> </table>						QTR1	QTR2	QTR3	QTR4	% Result	23.24%	24.71%			Target	30.00%	30.00%	30.00%	30.00%	Standard	28.50%	28.50%	28.50%	28.50%	Number Result	353	280			Status: <b>Q4 - 21/22</b> N/A <b>Q1</b> <span style="color: red;">Red</span> <b>Q2</b> <span style="color: red;">Red</span> <b>Q3</b> N/A <b>Q4</b> N/A Baseline: N/A Variance from target (quarterly) -5.29% Year End Target 30.00% Benchmarking:
	QTR1	QTR2	QTR3	QTR4																										
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Tenant Satisfaction					Preferred direction of travel								
DMT Lead: Julie Griffin Frequency: Quarterly DOT: TBC BRAG: N/A Reporting: In-quarter					TBC								
<table border="1"> <thead> <tr> <th></th> <th>2022/23 Year-end</th> </tr> </thead> <tbody> <tr> <td>Result</td> <td>TBC</td> </tr> <tr> <td>Target</td> <td></td> </tr> <tr> <td>Standard</td> <td></td> </tr> </tbody> </table>						2022/23 Year-end	Result	TBC	Target		Standard		Status: <b>Q1</b> N/A <b>Q2</b> N/A <b>Q3</b> N/A <b>Q4</b> N/A Baseline: TBC Variance from target N/A Year End Target TBC Benchmarking:
	2022/23 Year-end												
Result	TBC												
Target													
Standard													
<b>Commentary</b> Tenant satisfaction measures have been signed off by government and are due to be implemented in April 2023. We are currently working with IT to develop a survey mechanism to collect tenant perception measures - this is in train and will be completed by April 2023 where we will be able to provide a set of indicators and stats to sit alongside this.					N/A								





# Birmingham City Council

## Housing and Neighbourhoods Overview and Scrutiny Committee

10 November 2022



**Subject:** City Operations Directorate Month 6 Performance Report  
**Report of:** Rob James, Strategic Director, City Operations  
**Report author:** Jonathan Antill, Head of Service, Business Improvement and Support, City Operations Directorate

### 1 Purpose

- 1.1 To provide the latest performance overview for City Operations Directorate.
- 1.2 To request the committee considers the inclusion of Community Safety KPIs in future reports (the KPIs currently included in the City Operations performance reports were agreed some time ago and Community Safety was not previously within the directorate. The directorate would therefore like to know whether Members wish this information to be included moving forward).
- 1.3 Community Safety KPIs would include CO\_CP-11 Number of Community Triggers enquiries meeting threshold; CO\_CP\_12 Number of Anti-Social Behaviour incidents reported to the Council, and the number of reports closed; CO\_CP13 Percentage of enquiries responded to within 48 hours from the Community Safety Team Front Door; CO\_CP-14 Number of hate crimes reported to the Council, and the number of reports closed

### 2 Recommendations

- 2.1 Members note the report and agree any comments/recommendations.
- 2.2 Members consider whether they wish the Community Safety KPIs to be included in future reports.

### 3 Any Finance Implications

- 3.1 None.

### 4 Any Legal Implications

- 4.1 None.

### 5 Any Equalities Implications

- 5.1 None

### 6 Appendices

- 6.1 Month 6 September Performance Report.



# City Operations Directorate

## Overview and Scrutiny Performance Monitoring Report 2022/23

Month 6 -  
September

## Performance Monitoring Process

This report monitors City Operations Vital Signs and Corporate Plan Key Performance Indicators.

### Key

#### Preferred Direction of Travel

'Bigger is better' - Performance improves if the result figure is higher

'Smaller is better' - Performance improves if the result figure is lower

#### Direction Of Travel (DOT)

- ▲ - Performance improves from previous reporting period (bigger is better)
- ▼ - Performance improves from previous reporting period (smaller is better)
- ▶ - No change in performance
- ▲ - Performance deteriorates from previous reporting period (smaller is better)
- ▼ - Performance deteriorates from previous reporting period (bigger is better)

#### BRAG (Blue Red Amber Green) Rating

**Blue** - Greatly exceeds target

**Green** - Achieved or slightly surpassed target

**Amber** - Slightly below target but above standard/tolerance

**Red** - Both the target and the standard/tolerance has not been achieved

#### Reporting period

**In-month** - KPI is measured on a month-on-month basis e.g. January only.

**In-quarter** - KPI is measured on a quarter-on-quarter basis e.g. Quarter 2 would cover July, August and September only.

**Cumulative** - The annual result up until that reporting period e.g. the May report's figure would be the total of the April and May's result (year-to-date).

**Snapshot** - The current (snapshot) figure at the end of the reporting period e.g. the May snapshot result would be the figure 'at that moment in time' on 31 May.

**Year-end** - The year-end result for annually-reported KPIs.

# Contents Page

## Vital Signs

Ref: TBC	Number of Houses in Multiple Occupation licence applications within adopted standard (time taken)	5
Ref: TBC	Number of completed inspections for licensed Houses in Multiple Occupation	5
Ref: TBC	Percentage of reported trees considered dangerous that are responded to and made safe within 2 hours	6
Ref: CO_CP-21	Reported missed collections per 100k collections scheduled	6
Ref: TBC	Number of dropped roads missed collections	7

## Corporate Plan KPIs

Ref: CO_CP-17	Number of properties improved in the Private Rented Sector as a result of Local Authority intervention	8
Ref: CO_CP-18	Private sector empty properties brought back into use	8
Ref: CO_CP-23	Increase recycling, reuse, and green waste (both with and without bottom ash)	9
Ref: CO_CP-24	Percentage of waste presented to landfill	9
Ref: CO_CP-22	Level of street cleanliness as assessed by the Land Audit Management System (LAMS)	10

# Vital Signs

## Housing and Homelessness

Ref: TBC

### Key Elements

Preferred Direction of Travel:



Bigger is better

Frequency:

Monthly

Reporting:

Cumulative

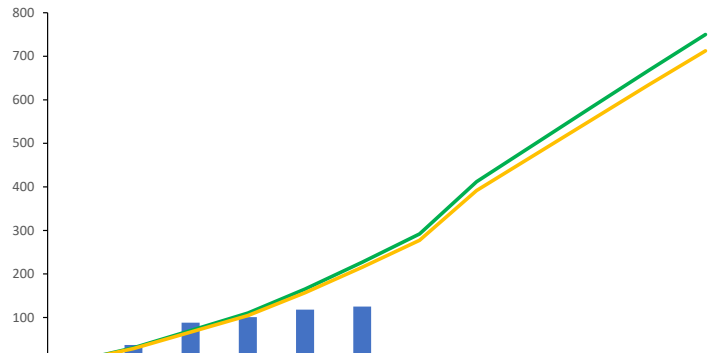
Baseline:

750

Benchmarking:

No benchmarking available for this KPI.

### Number of Houses in Multiple Occupation licence applications within adopted standard (time taken)



	Apr	May	Jun/ Q1	Jul	Aug	Sep/ Q2	Oct	Nov	Dec/ Q3	Jan	Feb	Mar/ Q4
Result (2022/23)	7	37	88	101	118	125						
Target (2022/23)	0	30	70	110	165	227	292	412	497	582	667	750
Tolerance (2022/23)	0	29	67	105	157	216	277	391	472	553	634	713

### Trend Analysis

BRAG DOT

Mar (21/22)

Apr

May

Jun (Q1)

Jul

Aug

Sep (Q2)

Oct

Nov

Dec (Q3)

Jan

Feb

Mar (Q4)

Progress towards year-end target



#### Commentary:

The year-to-date (01/04/2022 - 30/09/2022) result is 125 which is below the target of 227.

There continues to be a reduction in staffing compliment. A recovery plan is in place from October to increase the number of licenses issued within the target period.

## Housing and Homelessness

Ref: TBC

### Key Elements

Preferred Direction of Travel:



Bigger is better

Frequency:

Monthly

Reporting:

Cumulative

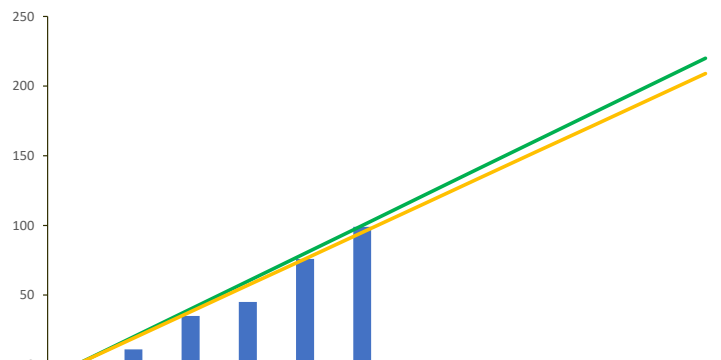
Baseline:

220

Benchmarking:

No benchmarking available for this KPI.

### Number of completed inspections for licensed Houses in Multiple Occupation



	Apr	May	Jun/ Q1	Jul	Aug	Sep/ Q2	Oct	Nov	Dec/ Q3	Jan	Feb	Mar/ Q4
Result (2022/23)	0	11	35	45	76	99						
Target (2022/23)	0	20	40	60	80	100	120	140	160	180	200	220
Tolerance (2022/23)	0	19	38	57	76	95	114	133	152	171	190	209

### Trend Analysis

BRAG DOT

Mar (21/22)

Apr

May

Jun (Q1)

Jul

Aug

Sep (Q2)

Oct

Nov

Dec (Q3)

Jan

Feb

Mar (Q4)

Progress towards year-end target



#### Commentary:

The year-to-date (01/04/2022 - 30/09/2022) result is 99 which has not achieved the target of 100, but is within tolerance.

In September, an officer left the service and another officer started the same month and has been undergoing training. There continues to be a reduction in staffing compliment.

The HMO Licensing Team also carry out compliance visits. From next month, there is a recovery plan to increase the number of licenses issued within the target period. Improvements which will positively impact this KPI is expected towards the end of November 2022.

# Performance Monitoring Report

## Environment

Ref: TBC

### Key Elements

Preferred Direction of Travel:

▲  
Bigger is better

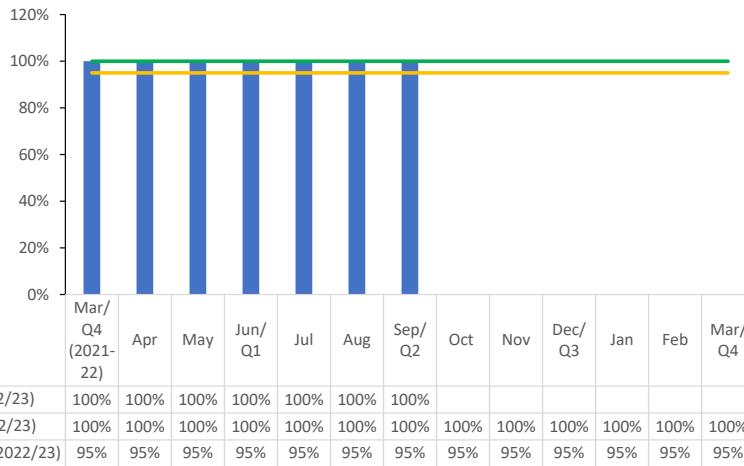
Frequency:  
Monthly

Reporting:  
In-month

Baseline:  
100%

Benchmarking:  
No benchmarking available for this KPI.

### Percentage of reported trees considered dangerous that are responded to and made safe within 2 hours



### Trend Analysis

	BRAG	DOT
Mar (21/22)	Green	▶
Apr	Green	▶
May	Green	▶
Jun (Q1)	Green	▶
Jul	Green	▶
Aug	Green	▶
Sep (Q2)	Green	▶
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



### Commentary:

The in-month (01/09/2022 - 30/09/2022) result is 100%, which has achieved the target of 100%. All 17 emergency call outs were attended to within 2 hours.

The service has a robust process in place whereby the Contact Centre Advisors rings a dedicated emergency tree phone line after speaking to a member of the public about their issue which brings potential emergency tree concerns to the Tree Officer's attention. Based on the information provided, the Officer investigates to determine whether immediate work is required. Contingencies are in place as the service has one Tree Officer and two Service Providers on standby at all times.

Performance should be sustainable and the year-end target is achievable, however, if there are an abundance of call-outs made during periods of inclement weather, there may be a drop in performance.

## Environment

Ref: CO\_CP-21

### Key Elements

Preferred Direction of Travel:

▼  
Smaller is better

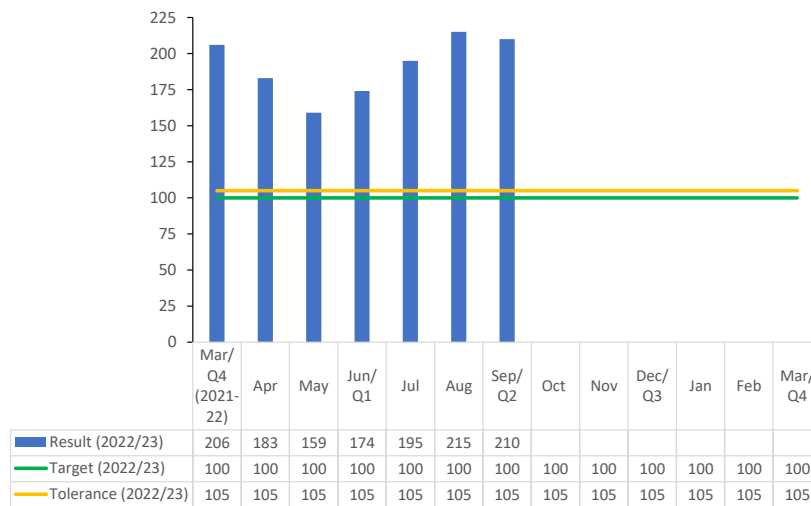
Frequency:  
Monthly

Reporting:  
Cumulative

Baseline:  
206

Benchmarking:  
No benchmarking available for this KPI.

### Reported missed collections per 100k collections scheduled



### Trend Analysis

	BRAG	DOT
Mar (21/22)	Red	▲
Apr	Red	▼
May	Red	▼
Jun (Q1)	Red	▲
Jul	Red	▲
Aug	Red	▲
Sep (Q2)	Red	▼
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



### Commentary:

The year-to-date (01/04/2022 - 31/09/2022) result is 210 which has not achieved the target of 100. There were 3,990 reported missed residual collections and 1,392 reported missed recycling collections in September 2022. The total amount of individual residual and recycling collections scheduled in September 2022 was 2.94 million.

In September, a significant number of missed collections were due to some staff being unable to work due to either contracting COVID-19 or self-isolating. 20 new domestic recycling vehicles and 17 new domestic residual vehicles have arrived into the fleet. The new more reliable vehicles should reduce missed collections which were the result of vehicle breakdowns. The replacement programme will continue next year where a budget of £12M has been allocated and also £12M the following year.

The fleet is being fitted with an 'in-cab' device system which can allow depot managers to analyse the real-time progress of each crew and provide detail at property-level such as which properties require assisted collections. The new system will be linked to the Contact Centre allowing advisors to better advise customers.

The service is currently identifying repeat missed collections to improve service delivery.

Environment

Ref: TBC

Key Elements

Preferred Direction of Travel:



Smaller is better

Frequency:

Monthly

Reporting:

In-month

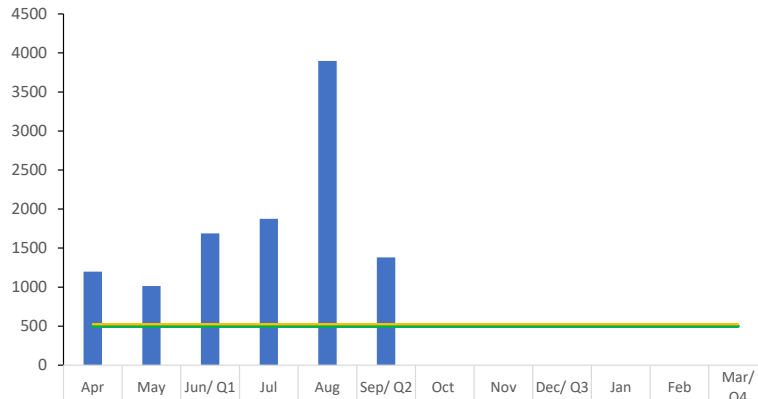
Baseline:

TBC

Benchmarking:

No benchmarking available for this KPI.

Number of dropped roads missed collections



	Apr	May	Jun/ Q1	Jul	Aug	Sep/ Q2	Oct	Nov	Dec/ Q3	Jan	Feb	Mar/ Q4
Result (2022/23)	1199	1014	1687	1874	3898	1381						
Target (2022/23)	500	500	500	500	500	500	500	500	500	500	500	500
Tolerance (2022/23)	525	525	525	525	525	525	525	525	525	525	525	525

Trend Analysis

	BRAG	DOT
Mar (21/22)		
Apr	Red	
May	Red	Green Down Arrow
Jun (Q1)	Red	Red Up Arrow
Jul	Red	Red Up Arrow
Aug	Red	Red Up Arrow
Sep (Q2)	Red	Green Down Arrow
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



Commentary:

The in-month (01/09/2022 - 31/09/2022) result is 1,381 which has not achieved the target of 500.

In September, a significant number of missed collections were due to some staff being unable to work due to either contracting COVID-19 or self-isolating. 20 new domestic recycling vehicles and 17 new domestic residual vehicles have arrived into the fleet. The new more reliable vehicles should reduce missed collections which were the result of vehicle breakdowns. The replacement programme will continue next year where a budget of £12M has been allocated and also £12M the following year.

The fleet is being fitted with an 'in-cab' device system which can allow depot managers to analyse the real-time progress of each crew and provide detail at property-level such as which properties require assisted collections. The new system will be linked to the Contact Centre allowing advisors to better advise customers.

The service is currently identifying repeat missed collections to improve service delivery.

# Corporate Plan KPIs

## Housing and Homelessness

Ref: CO\_CP-17

### Key Elements

Preferred Direction of Travel:

▲  
Bigger is better

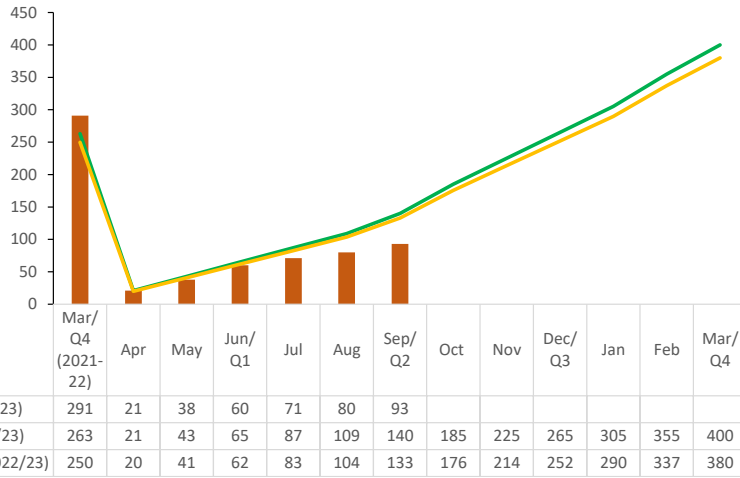
Frequency:  
Monthly

Reporting:  
Cumulative

Baseline:  
291

Benchmarking:  
No benchmarking available for this KPI.

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



### Trend Analysis

	BRAG	DOT
Mar (21/22)	Blue	▲
Apr	Green	▼
May	Red	▼
Jun (Q1)	Red	▲
Jul	Red	▼
Aug	Red	▼
Sep (Q2)	Red	▼
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



### Commentary:

The year-to-date (01/04/2022 - 30/09/2022) result is 93 which has not achieved the target of 140 for this period.

In September, performance has declined due to leave, unforeseen absences, and the service having to focus their available resources on other vital activities to ensure financial cost to the Council is limited.

There has also been a delay in recruiting to vacancies due to the transition of the new system which administers recruitment. The service expect performance to improve by January 2023.

## Housing and Homelessness

Ref: CO\_CP-18

### Key Elements

Preferred Direction of Travel:

▲  
Bigger is better

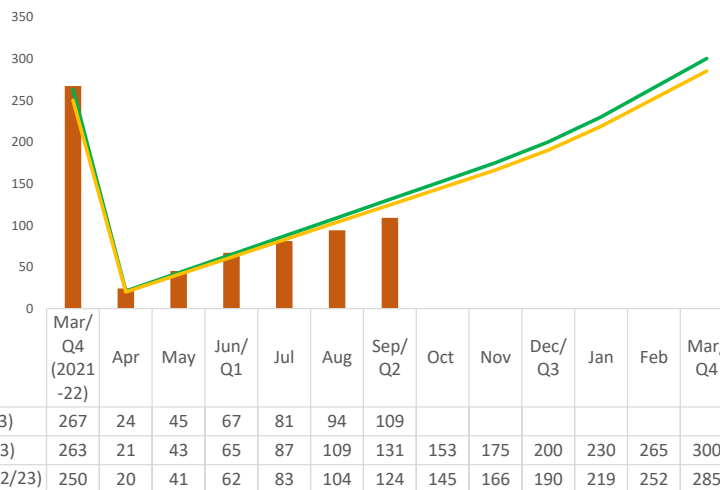
Frequency:  
Monthly

Reporting:  
Cumulative

Baseline:  
267

Benchmarking:  
No benchmarking available for this KPI.

### Private sector empty properties brought back into use



### Trend Analysis

	BRAG	DOT
Mar (21/22)	Green	▲
Apr	Blue	▲
May	Green	▼
Jun (Q1)	Green	▼
Jul	Red	▼
Aug	Red	▼
Sep (Q2)	Red	▼
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



### Commentary:

The year-to-date (01/04/2022 - 30/09/2022) result is 109 which has not achieved the target of 131 for this period.

There is a vacancy which will now be recruited to in October 2022. There has been a delay in recruiting due to the transition of a new system which administers recruitment. Performance is expected to improve by December 2022.



# Performance Monitoring Report

## Environment

Ref: CO\_CP-23

### Key Elements

Preferred Direction of Travel:

▲  
Bigger is better

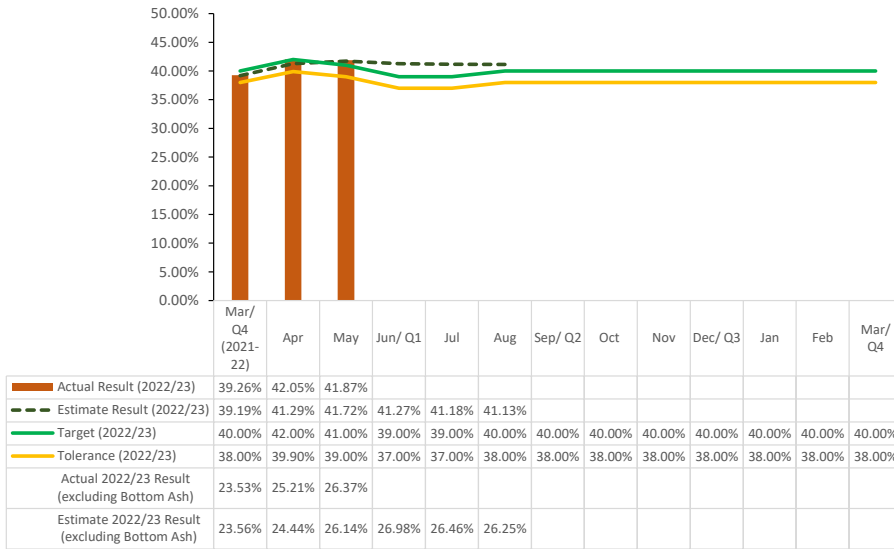
Frequency:  
Monthly

Reporting:  
Cumulative

Baseline:  
39.26%

Benchmarking:  
No benchmarking available for this KPI.

### Increase recycling, reuse, and green waste (both with and without bottom ash)



### Trend Analysis

Month	BRAG	DOT
Mar (21/22)	Amber	▲
Apr	Amber	▲
May	Green	▲
Jun (Q1)	Blue	▲
Jul	Blue	▲
Aug	Green	▼
Sep (Q2)		
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



### Commentary:

KPI reported one month in arrears: The year-to-date (April 2022 to August 2022) estimated result is 41.13% which has achieved the year-to-date target of 40.00%. This is an improvement on the year-to-date (April 2021 to August 2021) result of 39.98%. The estimated amount of waste disposed year-to-date (April 2022 to August 2022) is 196,748 tonnes, of which 80,918 tonnes were reused, recycled, or composted.

The estimated amount of waste disposed of in August 2022 is 39,439 tonnes, of which 16,301 tonnes were reused, recycled, or composted, giving an in-month figure of 41.33%.

In July and August all residual waste was sent to Energy Recovery Facilities (ERFs), from which the bottom ash was recycled.

In July an estimated 67% of materials deposited at the Household Waste Recycling Centres were sent for re-use, recycling, or composting.

In 2022-23, the service will continue to make best use of available ERFs that endeavour to recycle their post-incineration ash output.

## Environment

Ref: CO\_CP-24

### Key Elements

Preferred Direction of Travel:

▼  
Smaller is better

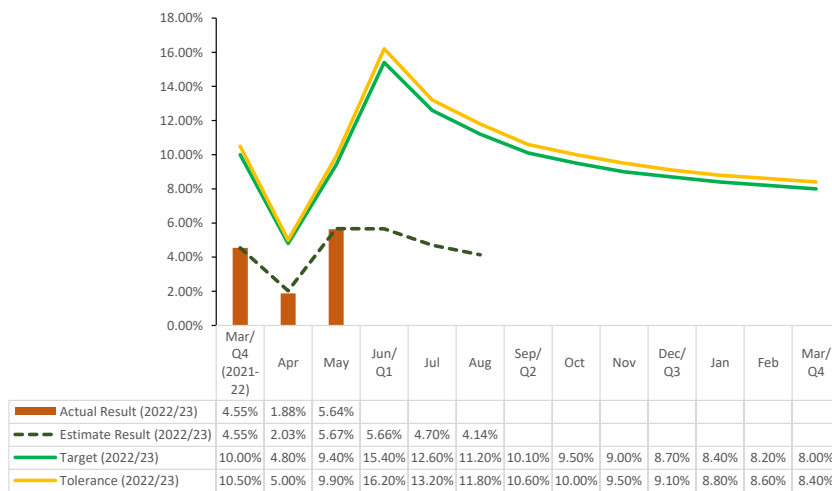
Frequency:  
Monthly

Reporting:  
Cumulative

Baseline:  
4.55%

Benchmarking:  
No benchmarking available for this KPI.

### Percentage of waste presented to landfill



### Trend Analysis

Month	BRAG	DOT
Mar (21/22)	Blue	▼
Apr	Blue	▼
May	Blue	▲
Jun (Q1)	Blue	▼
Jul	Blue	▲
Aug	Blue	▼
Sep (Q2)		
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



### Commentary:

KPI reported one month in arrears: The year-to-date (April 2022 to August 2022) estimated result is 4.14% which has surpassed the year-to-date target of 11.20%. This is an improvement on last year's year-to-date (April 2021 to August 2021) result of 7.41%. The estimated amount of waste disposed year-to-date (April 2022 to August 2022) is 196,748 tonnes, of which 8,140 tonnes were landfilled. So far this financial year, residual waste was sent directly to landfill only during the planned maintenance shutdown of the Tyseley Energy Recovery Facility.

In August 2022 an estimated total of 777 tonnes was sent to landfill, which was 723 tonnes of post-incineration ash with an estimated 54 tonnes of recycling rejects. No waste was sent directly to landfill in August.

In 2022-23, the service will continue to make best use of available alternate ERFs that endeavour to recycle their post-incineration ash output, reducing as far as possible the need for landfill.

Environment

Ref: CO\_CP-22

Key Elements

Preferred Direction of Travel:

▲  
Bigger is better

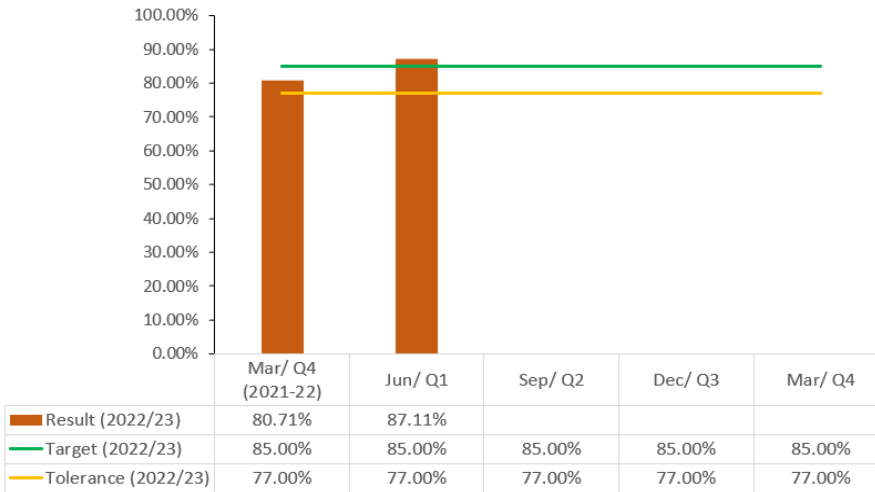
Frequency:  
Quarterly

Reporting:  
Cumulative

Baseline:  
80.71%

Benchmarking:  
Benchmarking is available every two months with those authorities who are part of the APSE – Land Audit Management System.

Level of street cleanliness as assessed by the Land Audit Management System (LAMS)



Trend Analysis

	BRAG	DOT
Mar (21/22)	Amber	▼
Apr		
May		
Jun (Q1)	Green	▲
Jul		
Aug		
Sep (Q2)		
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



Commentary:

Quarter 1 commentary: KPI reported one month in arrears: The year-to-date (April 2022 – June 2022) result is 87.11%, which has exceeded the target of 85.00% for this period.

The performance of this KPI has been impacted as the street cleaning service have been supporting the refuse collection services to a degree due to staff absences though COVID-19 absences, which has led to some slight changes in cleansing schedules as the work had to be triaged due to staff shortages. The number of reports of fly-tipping on the highway has also significantly increased across all areas of the City and when benchmarked with other councils and the Local Government Association, this has currently been recognised as a country-wide issue.

Land Audit Management System (LAMS) data collection, which is substantively delivered through the Waste Prevention Team, and supported through additional depot resources. The surveys are carried out in each ward across the city on a monthly basis. The roads to be inspected are selected prior to any inspection and the data collecting officer will be given a road to inspect and record. Each road is inspected using transects this is a 50-meter measure of the road usually the gap between 2 lampposts. the relevant data is fed into the master spreadsheet and the cleanliness of the roads are reported on a monthly basis to managers at the local depots. Managers look through the data and make arrangements to action the lowest scoring roads buy carrying out deep cleansing, graffiti removal Fly-tipping removal. The work brings the road up to the expected level of cleanliness for the road.

The City Council is hosting the Commonwealth games through the end of July and August and additional monies and staff have been brought in to help with the main areas of activities. Main routes into and out of the city to be cleansed to a grade A/B standard work started in early April and the cleanliness of the city has benefited from this extra resource.

Street Scene is transitioning back to normal operations following the pandemic. The City is adding to its street cleansing effectiveness by recruiting to a new initiative 'Love Your Streets'. These teams will be out working and enhancing the street cleansing activities by engaging with residents to tackle some of the problem areas within the City with the aim to make a positive difference to the street cleanliness.

# Birmingham City Council

## Housing and Neighbourhoods Overview and Scrutiny Committee

Date 10 November 2022



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**Subject:** Progress Report on Implementation: Reducing Fly-tipping  
**Report of:** Councillor Majid Mahmood, Cabinet Member for Environment  
**Report author:** Jon Lawton, Cabinet Support Officer/Darren Share, Assistant Director, Street Scene

### 1 Purpose

- 1.1 To update the Housing and Neighbourhoods Overview and Scrutiny Committee on progress made with regard to the outstanding recommendations.

### 2 Recommendations

- 2.1 That the Housing and Neighbourhoods Overview and Scrutiny Committee accept the Cabinet Member's assessment of progress made.

### 3 Any Finance Implications

- 3.1 None

### 4 Any Legal Implications

- 4.1 None

### 5 Any Equalities Implications

- 5.1 None

### 6 Appendices

- 6.1 Reducing Fly-tipping Tracking Report

<b>Report of:</b>	<b>Cabinet Member for Environment</b>
<b>To:</b>	<b>Housing and Neighbourhoods Overview and Scrutiny Committee</b>
<b>Date:</b>	<b>10 November 2022</b>

## **Progress Report on Implementation: Reducing Fly-tipping**

### **Review Information**

Date approved at City Council:	2 <sup>nd</sup> February 2021
Member who led the original review:	Cllr Penny Holbrook
Lead Officer for the review:	Emma Williamson
Date progress last tracked:	10 March 2022

1. In approving this Review the City Council asked me, as the appropriate Cabinet Member, to report on progress towards these recommendations to this Overview and Scrutiny Committee.
2. Details of progress with the remaining recommendations are shown in Appendix 2.
3. Members are therefore asked to consider progress against the recommendations and give their view as to how progress is categorized for each.

### **Appendices**

<b>1</b>	<b>Scrutiny Office guidance on the tracking process</b>
<b>2</b>	<b>Recommendations you are tracking today</b>
<b>3</b>	<b>Recommendations tracked previously and concluded</b>

### **For more information about this report, please contact**

Contact Officer:	Jon Lawton
Title:	Cabinet Support Officer
Telephone:	n/a
E-Mail:	jon.lawton@birmingham.gov.uk

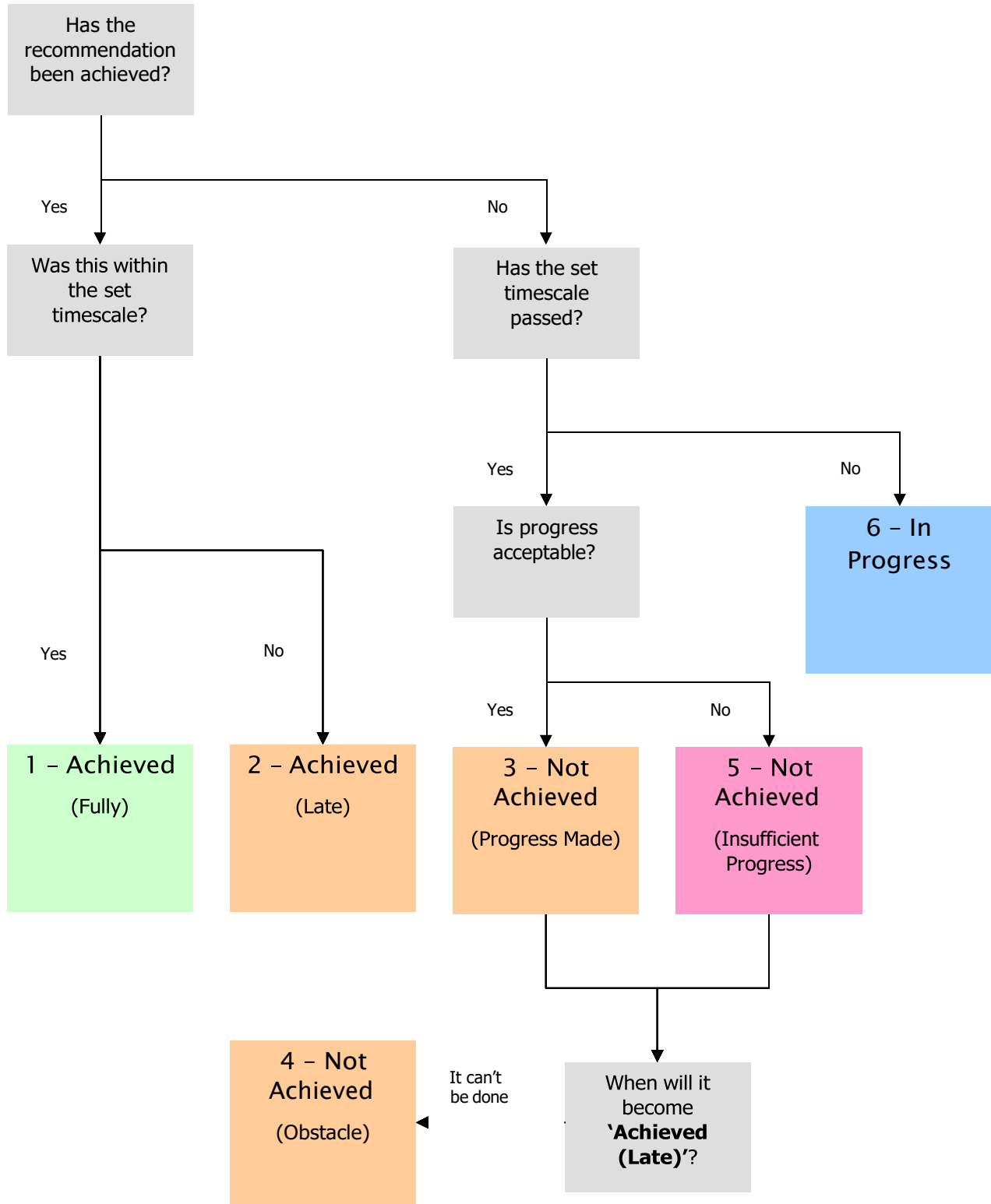
## Appendix 1: The Tracking Process

In making its assessment, the Committee may wish to consider:

- What progress/ key actions have been made against each recommendation?
- Are these actions pertinent to the measures required in the recommendation?
- Have the actions been undertaken within the time scale allocated?
- Are there any matters in the recommendation where progress is outstanding?
- Is the Committee satisfied that sufficient progress has been made and that the recommendation has been achieved?

Category	Criteria
<b>1: Achieved (Fully)</b>	The evidence provided shows that the recommendation has been fully implemented within the timescale specified.
<b>2: Achieved (Late)</b>	The evidence provided shows that the recommendation has been fully implemented but not within the timescale specified.
<b>3: Not Achieved (Progress Made)</b>	The evidence provided shows that the recommendation has not been fully achieved, but there has been significant progress made towards full achievement. <b>An anticipated date by which the recommendation is expected to become achieved must be advised.</b>
<b>4: Not Achieved (Obstacle)</b>	The evidence provided shows that the recommendation has not been fully achieved, but all possible action has been taken. Outstanding actions are prevented by obstacles beyond the control of the Council (such as passage of enabling legislation).
<b>5: Not Achieved (Insufficient Progress)</b>	The evidence provided shows that the recommendation has not been fully achieved and there has been insufficient progress made towards full achievement. <b>An anticipated date by which the recommendation is expected to become achieved must be advised.</b>
<b>6: In Progress</b>	It is not appropriate to monitor achievement of the recommendation at this time because the timescale specified has not yet expired.

## The Tracking Process



## Appendix 2: Progress with Recommendations

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R01	"Naming and shaming" should be introduced in Birmingham, backed up by investment in mobile CCTV cameras. The Cabinet Member is asked to report back on a timescale for implementation to the Housing and Neighbourhoods O&S Committee.	Cabinet Member, Street Scene and Parks	March 2021	2 10 November 2022

### Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

25 March 2021

Implementation of the recommendation requires the council to have in place a fair and transparent process and policy for processing CCTV imagery and officers from Legal Services, Corporate Information and Waste Enforcement are progressing the development of this. The primary purpose of mobile cctv is preventing, apprehending or detecting offending. It is anticipated that consideration under the framework of the Regulation and Enforcement Division's Enforcement Policy will be necessary. (May/June 2021, subject to agreement through the Licensing and Public Protection Committee).

8 July 2021

Following legal advice, a report will be taken to Cabinet in July seeking approval to consult on a draft policy framework covering the Publicising Fly-tipping and Environmental Crime Cases. Following this a decision report will be brought back to Cabinet for approval and implementation.

The City already has a number of cameras in operation for targeted fly tip locations and resources have been released for an additional 10 cameras.

11 November 2021

A Cabinet report seeking approval to consult on Publicising Fly-tipping and Environmental Crime Cases Policy was submitted and approved on 27 July 2021. Consultation was concluded demonstrating overwhelming support, final policy and operational procedures are being drafted for approval by the Cabinet Member for Street Scene and Parks. Cameras are ready to be installed on 8 November at 2 hotspot locations.

17 February 2022

The Cabinet Member for Street Scene and Parks approved the report and accompanying policy on Publicising Fly-tipping and Environmental Crime Cases on 6 January 2022. Cameras have been installed and evidence of any fly-tipping will be gathered and publicised in accordance with the approved policy.

10 March 2022

Following a request from Committee for information on the spread of camera locations across the city the Cabinet Member for Street Scene and Parks confirmed camera locations/sites have been determined based on reports from officers and analysis of fly-tipping and other data available to the service. Current camera locations are Small Heath; North Edgbaston (2 sites); Ward End and Alum Rock, with the Lozells; Holyhead; Yardley West & Stechford; Small Heath; Balsall Heath West and Soho & Jewellery Quarter wards scheduled for installation over coming weeks.

10 November 2022

Cameras have continued to be deployed at fly tipping hot spots throughout the year. The first Grime Watch video was released on 17 March highlighting those perpetrators engaged in environmental crime, it was viewed more than 2,000 times. A second episode is due to be released shortly. Whilst the requirements of this recommendation have, in our opinion, now been met, the Waste Management Service would welcome the opportunity to engage with this Committee further as part of our continual review of the name and shame scheme.

No	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R03	A review of prosecution strategies for fly-tipping, in particular the use of fixed penalty notices, with a view to adopting the Barking & Dagenham approach, should be undertaken to ensure that this fits what is needed currently.	Cabinet Member, Street Scene and Parks  Deputy Leader  Chair, Licensing & Public Protection Committee	March 2021	2  10 November 2022

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

17 February 2022

Staffing within the WEU has been increased. This has enabled an extension of the units existing enforcement approach [focused principally on vehicle fly-tippers and larger-scale offences] to now also include a focus on small-scale fly-tipping within residential areas. The council is legally required to consider using fixed penalty notices for small-scale offences, in the first instance. This legal requirement, combined with the increased enforcement capacity will consequentially lead to a greater use of fixed penalty notices. Legal consideration relating to the wider use of fixed penalties has also been supported through advice obtained from external legal counsels in January 2022.

10 March 2022

Members sought reassurance that fixed penalty notices (FPNs) are issued in terms of the existing Enforcement Policy. To support consideration of this the service area has submitted information on the legal and operational arrangements for the use FPNs for fly-tipping to the Chair of the Licencing and Public Protection Committee (LPPC) so that the use of FPNs can form part of the periodic review of the Enforcement Policy.

For situations where formal enforcement action (issuing FPNs or prosecution proceedings) is not legally possible an 'engagement and warning' approach is utilised as a means to educate and deter offending. Members requested a copy of an example warning/engagement letter [attached as Appendix 1] and the use of informal correspondence is being collated and recorded as part of the council's anti-fly-tipping activities.

10 November 2022

A review of the Enforcement Policy was carried out in 2022 and as a consequence officers within Enforcement Team have initiated new process flows. The Engage and Enforcement Officers are talking to traders to remind them of legislation and their responsibilities. Staff within the Enforcement Team have worked with Legal colleagues to explore the opportunities of increasing activity. Officers have been in contact with other authorities and visited Leeds City Council to observe their approach. The review of the Policy and priorities along with the increase in the Enforcement Team has led to a change in emphasis. The aim now is to change culture and prevent waste being deposited illegally on our streets so our approach following the review is to educate first and then enforce with Fixed Penalty Notices if there is no improvement. Any continual breach or large-scale waste offence will continue to be investigated and enforced through prosecution proceedings.



No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R08	Progress towards achievement of these recommendations should be reported to the Housing and Neighbourhoods Overview and Scrutiny Committee no later than April 2021. Subsequent progress reports will be scheduled by the Committee thereafter, until all recommendations are implemented.	Cabinet Member, Street Scene and Parks	April 2021	1

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

8 July 2021

This progress report is submitted to the July 2021 meeting of the Housing and Neighbourhoods O & S Committee.

11 November 2021

This progress report is submitted to the November meeting of the Housing and Neighbourhoods O & S Committee.

17 February 2022

This progress report is submitted to the February meeting of the Housing and Neighbourhoods O & S Committee.

10 March 2022

This progress report is submitted to the March meeting of the Housing and Neighbourhoods O & S Committee.

10 November 2022

This progress report is submitted to the November meeting of the Housing and Neighbourhoods O & S Committee.

## Appendix ③: Concluded Recommendations

**These recommendations have been tracked previously and concluded. They are presented here for information only.**

**Concluded**

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R02	The working group on CCTV cameras should consider the evidence from this inquiry with a view to a rapid implementation of the use of CCTV to tackle fly-tipping. The Cabinet Member is asked to bring back a report to Housing and Neighbourhoods O&S Committee on this.	Cabinet Member, Social Inclusion, Community Safety & Equalities  Cabinet Member, Street Scene and Parks	July 2021	2
R04	That the Cabinet Member considers implementing a model of Community Protection Officers in Birmingham, to meet the council's statutory functions at the first stages of contact. The model should involve other areas of the Council and agencies such as the Police. The aim should be for one CPO per councillor, a total of 101 for Birmingham.	Cabinet Members: Street Scene and Parks, Social Inclusion, Community Safety & Equalities, Transport & Environment, Finance & Resources	July 2021	2
R06	That local community groups that clear rubbish or hold litter picks are supported by their local depot with waste collections and that the Cabinet Member looks at whether community clearance of communal land and back alley ways can also be supported.	Cabinet Member, Street Scene and Parks	July 2021	2
R05	That a report is brought to the Housing and Neighbourhoods O&S Committee on the impact of the HRC booking system and recommendations on whether this should continue post-Covid.	Cabinet Member, Street Scene and Parks	November 2021	2
R07	That the charges on bulky waste are reviewed with a view to removing these charges, or as a minimum removing these for vulnerable groups (including those on low income or with disabilities)	Cabinet Member, Street Scene and Parks	November 2022	2



## Housing and Neighbourhoods O&S Committee: Work Programme 2022/23

<b>Chair:</b>	Cllr Mohammed Idrees
<b>Deputy Chair:</b>	Cllr Marje Bridle
<b>Committee Members:</b>	Cllrs: Kerry Brewer, Marje Bridle, Ray Goodwin, Roger Harmer, Saqib Khan, Lauren Rainbow and Ken Wood
<b>Officer Support:</b>	Overview and Scrutiny Manager: Amelia Murray (07825 979253) Scrutiny Officer: Jayne Bowles: (303 4810) Committee Manager: Mandeep Marwaha (303 5950)

### 1 Introduction

- 1.1 The remit of the Housing and Neighbourhoods O&S Committee is 'to fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning housing; waste management; neighbourhood management; parks and allotments; localisation; bereavement services and community safety'.
- 1.2 This Committee shall be the Crime and Disorder Committee (Police and Justice Act 2006).
- 1.3 This report provides details of the proposed scrutiny work programme for 2022/23.

### 2 Recommendations

- 2.1 That the Committee considers its work programme, attached at Appendix 1, and considers whether any amendments are required.

### 3 Background

- 3.1 *"Scrutiny is based on the principle that someone who makes a decision...should not be the only one to review or challenge it. Overview is founded on the belief that an open, inclusive, member-led approach to policy review...results in better policies in the long run."* (Jessica Crowe, former Executive Director, Centre for Governance and Scrutiny).
- 3.2 Developing an effective work programme is the bedrock of an effective scrutiny function. Done well, it can help lay the foundations for targeted, inclusive and timely work on issues of local importance, where scrutiny can add value. Done poorly, scrutiny can end up wasting time and resources on issues where the impact of any scrutiny work done is likely to be minimal.



3.3 As a result, the careful selection and prioritisation of work is essential if the scrutiny function is to be successful, add value and retain credibility.

## 4 Work Programme

4.1 Appendix 1 sets out the future work programme for this Committee. This provides information on the aims and objectives, together with lead officers and witnesses, for each item. The attached work programme also includes items to be programmed where dates are still to be confirmed, and any outstanding items including the tracking of previous recommendations.

4.2 As the work programmes for the Committees have developed a number of cross cutting issues have been identified. To avoid duplication Members will be invited to attend different Overview and Scrutiny Committee meetings for relevant reports as set out below:

Lead Committee	Meeting and Agenda Item	Members to be invited and reason
Resources O&SC	17 November 2022: Monitoring recommendations from Council Asset Inquiry	Economy and Skills O&SC The Economy and Skills O&SC undertook the inquiry, however this work now falls within the remit of the Resources O&SC
Education and Children's Social Care O&SC	30 November 2022: Report from Birmingham Safeguarding Children's Partnership (BSCP) and report from Birmingham Children's Trust (BCT)	Members of the CYP Mental Health Inquiry from the Health and Adult Care O&SC  Information from the BSCP and BCT will inform the CYP mental health inquiry.
Health and Adult Care O&SC	14 October 2022 Report from Forward Thinking Birmingham	Members of the Education and Children's Social Care O&SC  It was agreed at Co-ordinating OSC on the 8 July 2022 that the Health and Adult Care O&SC undertakes scrutiny of children's mental health (under the overview and scrutiny role set out in the National Health Service Act 2006 as amended by the Health and Social Care Act 2012) and Members of the Education and Children's Social Care O&SC will be invited to attend as mental health is included within the Committee's terms of reference.
Commonwealth Games, Culture and Physical Activity O&SC	Meeting: TBC Report on employment and skills Legacy of the Commonwealth Games	Members of the Economy and Skills O&SC At the meeting on the 8 <sup>th</sup> July Co-ordinating O&SC decided that this issue falls within the remit of the CWG, Culture and Physical Activity O&SC, and as it has been identified during the



Lead Committee	Meeting and Agenda Item	Members to be invited and reason
		work planning for the Economy and Skills O&SC as an issue of interest Members of this Committee would be invited to the relevant meeting.
Co-ordinating O&SC	14 October 2022 Report on Devolution Trailblazer Deal	Members of the Employment and Skills Inquiry Task and Finish Group  The Deputy Leader will report to Co-ordinating O &SC on the devolution deal and this discussion will inform the work of the Employment and Skills Inquiry.
Co-ordinating O&SC	17 February 2023 Domestic Abuse To enable O&SC to inform the development of the Domestic Abuse Strategy	Housing and Neighbourhoods O&SC This O&SC is the appointed Crime and Disorder Committee for the Council. Cllr Yip has been appointed by Co-ordinating O&SC to undertake work with partners in advance of this meeting.

## 5 Other Meetings

5.1 There are no other meetings scheduled at this time.

### Call in Meetings:

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*None scheduled*

### Petitions

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*None scheduled*

### Councillor Call for Action requests

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*None scheduled*

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

## 6 Forward Plan for Cabinet Decisions

6.1 Since the implementation of the Local Government Act and the introduction of the Forward Plan, scrutiny members have found the Plan to be a useful tool in identifying potential agenda items.



6.2 The following decisions, extracted from the CMIS Forward Plan of Decisions, are likely to be relevant to the Housing and Neighbourhoods O&S Committee's remit. The Panel may wish to consider whether any of these issues require further investigation or monitoring via scrutiny. The Forward Plan can be viewed in full via Forward Plans ([cmis.uk.com](http://cmis.uk.com)).

<b>ID Number</b>	<b>Title</b>	<b>Portfolio</b>	<b>Proposed Date of Decision</b>
010196/2022	Housing Repairs, Maintenance and Investment 2024	Housing and Homelessness	08 Nov 22
010681/2022	Social Housing Decarbonisation Fund	Housing and Homelessness	08 Nov 22
009966/2022	Housing Strategy 2022-2027	Housing and Homelessness	13 Dec 22
010175/2022	Druids Heath Regeneration Update	Housing and Homelessness	13 Dec 22
007349/2020	Waste Vehicle Replacement Programme	Environment	17 Jan 23
009213/2021	BMHT Dawberry Fields Road, Passivhaus Development	Housing and Homelessness	17 Jan 23
009647/2022	Supported Housing Strategy	Housing and Homelessness	17 Jan 23
010451/2022	Affordable Housing – sites for disposal	Leader	17 Jan 23
008759/2021	Working in Partnership with the Alderson Trust	Housing and Homelessness	14 Feb 23
010625/2023	Bromford Housing Development, Open Space Improvement, Procurement Strategy and Revised FBC	Housing and Homelessness	14 Feb 23
010589/2022	Ladywood Regeneration Estate	Leader	14 Feb 23
010634/2023	Ladywood Regeneration Estate: CPO Authority in Principle	Leader	14 Feb 23
010707/2023	Stockfield Road Housing Development	Housing and Homelessness	21 Mar 23
009489/2022	Pool Farm/Shannon Road Contract Award and Revised FBC	Housing and Homelessness	27 Jun 23

## 7 Legal Implications

7.1 There are no immediate legal implications arising from this report.



## 8 Financial Implications

8.1 There are no financial implications arising from the recommendations set out in this report.

## 9 Public Sector Equality Duty

9.1 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

9.2 The Committee should ensure that it addresses these duties by considering them during work programme development, the scoping of work, evidence gathering and making recommendations. This should include considering: How policy issues impact on different groups within the community, particularly those that share a relevant protected characteristic; Whether the impact on particular groups is fair and proportionate; Whether there is equality of access to services and fair representation of all groups within Birmingham; Whether any positive opportunities to advance equality of opportunity and/or good relations between people are being realised.

9.3 The Committee should ensure that equalities comments, and any recommendations, are based on evidence. This should include demographic and service level data and evidence of residents/service-users views gathered through consultation.

## 10 Use of Appendices

10.1 Appendix 1 – Work Programme for 2022/2023





## HOUSING AND NEIGHBOURHOODS OVERVIEW & SCRUTINY COMMITTEE 2022-23 WORK PROGRAMME

Date of Meeting: 14<sup>th</sup> July 2022

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (including joint working / links with other O&S Committees)
Cabinet Member Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Jon Lawton, Cabinet Support Officer	Cllr Majid Mahmood, Cabinet Member for Environment	None Required	
Performance	Quarterly Report	Outline Month 2 (May) performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Paul Lankester, Interim Assistant Director, Regulation and Enforcement  Darren Share, Assistant Director, Street Scene	None Required	
Performance	Quarterly Report	Report outlining Month 2 (May) performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	Natalie Smith, Head of Service Housing Management  Steve Philpott, Head of Service Housing Solutions and Support	None Required	
Work Programme Development	Decision	Discuss work programme for 2022-23 with a particular focus on refining aims and	Amelia Murray, Overview and Scrutiny Manager	Fiona Bottrill, Senior Overview and Scrutiny Manager	None Required	<i>A Cleaner Streets inquiry proposal has been submitted to Co-</i>

		objectives, and any additional topics to consider				<i>ordinating Overview and Scrutiny Committee. This Committee will consider all in-depth inquiry proposals at their July 8<sup>th</sup> meeting. This will ensure an achievable work programme for 2022-23.</i>
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**Final Deadline: Tuesday 5<sup>th</sup> July 2022**

**Publication: Wednesday 6<sup>th</sup> July 2022**

Meeting Date: 15 September 2022 (Meeting not held – Items to be considered at meeting 26.09.22)

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Petition – Ban Use of Pesticides	Debate	To debate the Petition and formulate a clear formal resolution on the matter for agreement	Darren Share, Assistant Director, Street Scene	Ms Laura Hackett, Lead Petitioner  Cllr Izzy Knowles, Presenting Councillor  Cllr Majid Mahmood, Cabinet Member for Environment  Darren Share, Assistant Director, Street Scene	None Required	The Petition from Bee Friendly Brum was presented to City Council on 12 <sup>th</sup> July 2022
Delays in birth/ death registrations	Update Report	Provide progress on steps being undertaken to reduce delays in births and deaths registrations, and to develop a new mortuary facility, including a digital autopsy scanner	Paul Lankester, Interim Director, Regulation and Enforcement	Sajeela Naseer, Assistant Director, Regulation and Enforcement	None Required	This has been scheduled in response to Full Council motion – 14 <sup>th</sup> June 2022. Further to this, it follows on from previous related updates: 10 <sup>th</sup> March 2022 and 21 <sup>st</sup> November 2019

**Final Deadline: Tuesday 6<sup>th</sup> September 2022**

**Publication: Wednesday 7th September 2022**

Housing and Neighbourhoods O&S Committee, November 2022- Appendix 1

Date of Meeting: Monday 26<sup>th</sup> September 2022 (Agenda Items re-scheduled from 15<sup>th</sup> September meeting)

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Petition – Ban Use of Pesticides	Debate	To debate the Petition and formulate a clear formal resolution on the matter for agreement	Darren Share, Assistant Director, Street Scene	Ms Laura Hackett, Lead Petitioner  Cllr Izzy Knowles, Presenting Councillor  Cllr Majid Mahmood, Cabinet Member for Environment  Darren Share, Assistant Director, Street Scene	None Required	The Petition from Bee Friendly Brum was presented to City Council on 12 <sup>th</sup> July 2022
Request for Call-In: Capital Funding Bid for the Proposed Introduction of Car Parking Charging Across Selected BCC Parks	Request for Call-In	To consider whether the Committee should, or should not, exercise its power of Call-In, that is whether to formally request that the Executive reconsiders its decision	Rob James, Strategic Director, City Operations	Cllr Yvonne Mosquito, Cabinet Member for Finance and Resources  Cllr Majid Mahmood, Cabinet Member for Environment  Rob James, Strategic Director, City Operations	None Required	

Delays in birth/ death registrations	Update Report	Provide progress on steps being undertaken to reduce delays in births and deaths registrations, and to develop a new mortuary facility, including a digital autopsy scanner	Paul Lankester, Interim Director, Regulation and Enforcement	Sajeela Naseer, Assistant Director, Regulation and Enforcement	None Required	This has been scheduled in response to Full Council motion – 14 <sup>th</sup> June 2022. Further to this, it follows on from previous related updates: 10 <sup>th</sup> March 2022 and 21 <sup>st</sup> November 2019
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**Publication: Wednesday 16th September 2022**

Date of Meeting: Thursday 13<sup>th</sup> October 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Localisation	Update Report	Provide progress on delivery of the Working Together in Neighbourhoods White Paper, including the Neighbourhood Action Co-ordination programme. Respond to the challenge presented by O&S (27 <sup>th</sup> January 2022) for a rapid 4-point stocktake – ‘Councillors and Officers’ Review against the 4 Measures of Success set for ‘Working Together in Birmingham’s Neighbourhoods’	Chris Jordan, Assistant Director, Neighbourhoods	Cllr Ian Ward, Leader of the Council  Chris Jordan, Assistant Director, Neighbourhoods	None Required	Working Together in Neighbourhoods White Paper: <a href="#">Working Together in Birmingham's Neighbourhoods (White Paper)   Birmingham City Council</a>
Cabinet Member for Housing and Homelessness Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Marcia Wynter, Cabinet Support Officer	Cllr Sharon Thompson, Cabinet Member for Housing and Homelessness	None Required	
Housing Strategy 2022-2027	Consultation	Outline the development of the new Housing Strategy. Consider the strategic priorities and workstreams identified and inform the	Julie Griffin, Managing Director, City Housing	Naomi Morris, Housing Modernisation and Partnerships Manager	None Required	

		direction of this strategy's development		Guy Chaundy, Housing Modernisation and Partnerships Manager		
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**Final Deadline: Tuesday 4<sup>th</sup> October 2022**

**Publication: Wednesday 5<sup>th</sup> October 2022**

Date of Meeting: Thursday 10<sup>th</sup> November 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Performance	Quarterly Report	Report outlining performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	Paul Langford, Interim Director of Housing Management  Gary Messenger, Assistant Director, City Housing Services & Support  Steve Wilson, Project Director, Asset Management  Stephen Philpott, Acting Head of Housing Solutions and Support Service  Natalie Smith, Head of Service for Housing Management	None Required	This will pick up the action from Item 5 (Customer Services and Complaints) at Co-ordinating OSC (23 September 22)
Performance	Quarterly Report	Report outlining performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Sajeela Naseer, Assistant Director, Regulation and Enforcement  Darren Share, Assistant Director, Street Scene	None Required	



Inquiry: Reducing Fly-tipping	Tracking	Provide further clarification on Recommendations R01 and R03. Consider if the Inquiry is concluded.	Darren Share, Assistant Director, Street Scene	Cllr Majid Mahmood, Cabinet Member for Environment  Darren Share, Assistant Director, Street Scene	None Required	Further information has been requested in relation to the progress of these recommendations at the meeting in March 2022. For background, this Inquiry was approved at Full Council on 2 <sup>nd</sup> February 2021.
Cleaner Streets	Evidence-gathering	Understand what best practice looks like in other Local Authorities and how this is achieved Explore how Cleaner Streets services are delivered, in particular in relation to localisation. Consider how this could inform future service delivery in Birmingham	Amelia Murray, Overview and Scrutiny Manager	Local Authority presentation  (Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment  Darren Share, Assistant Director, Street Scene	None Required	This is part of a series of closed sessions to be held immediately after the Overview and Scrutiny Committee

**Final Deadline: Tuesday 1<sup>st</sup> November 2022**

**Publication: Wednesday 2<sup>nd</sup> November 2022**

**Date of Meeting: Thursday 15<sup>th</sup> December 2022**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>
Cabinet Member for Social Justice, Community Safety and Equalities Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Marcia Wynter, Cabinet Support Officer	Cllr John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities	None Required	
Birmingham Community Safety Partnership Report	Annual Report	Discharge the statutory requirement as the Crime and Disorder Committee to receive an annual report from the Birmingham Community Safety Partnership  Provide an overview of the Community Safety strategy and key headlines for the past 12 months	Waqar Ahmed, Assistant Director for Community Safety and Resilience	Cllr John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities  Chief Superintendent Mat Shaer, West Midlands Police  Waqar Ahmed, Assistant Director for Community Safety and Resilience  Pamela Powis, Senior Service Manager, Safer Places	None Required	

Cleaner Streets	Evidence-gathering	<p>Understand what best practice looks like in other Local Authorities and how this is achieved.</p> <p>Explore how Cleaner Streets services are delivered, in particular in relation to localisation.</p> <p>Consider how this could inform future service delivery in Birmingham</p>	Amelia Murray, Overview and Scrutiny Manager	<p>Local Authority presentation</p> <p>(Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment</p> <p>Darren Share, Assistant Director, Street Scene</p>	None Required	This is part of a series of closed sessions to be held immediately after the Overview and Scrutiny Committee
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**Final Deadline: Tuesday 6<sup>th</sup> December 2022**

**Publication: Wednesday 7<sup>th</sup> December 2022**

**Date of Meeting: Thursday 12<sup>th</sup> January 2023**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>
Mobile Household Recycling Centres	Update Report	Provide an overview of the scheme, and highlight impact to date	Darren Share, Assistant Director, Street Scene	Darren Share, Assistant Director, Street Scene	None Required	
Cleaner Streets	Evidence-gathering	<p>Understand what best practice looks like in other Local Authorities and how this is achieved.</p> <p>Explore how Cleaner Streets services are delivered, in particular in relation to localisation.</p> <p>Consider how this could inform future service delivery in Birmingham</p>	Amelia Murray, Overview and Scrutiny Manager	<p>Local Authority presentation</p> <p>(Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment</p> <p>Darren Share, Assistant Director, Street Scene</p>	None Required	This is part of a series of closed sessions to be held immediately after the Overview and Scrutiny Committee

**Final Deadline: Friday 23<sup>rd</sup> December 2022**

**Publication: Wednesday 4<sup>th</sup> January 2023**

**Date of Meeting: Thursday 16<sup>th</sup> February 2023**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>
Performance	Quarterly Report	Report outlining performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	TBC	None Required	This will pick up the action from Item 5 (Customer Services and Complaints) at Co-ordinating OSC (23 September 22)
Performance	Quarterly Report	Report outlining performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Sajeela Naseer, Assistant Director, Regulation and Enforcement  Darren Share, Assistant Director, Street Scene	None Required	
Tenant Engagement Strategy	TBC	Provide an outline of the new engagement strategy to inform its future development and delivery	TBC	TBC	None Required	
Affordable Housing Plan	Update Report	Provide an outline of progress	Kerry Scott, Housing Delivery Programme Lead	Guy Chaundy, Housing Modernisation and Partnership Manager	None Required	

**Final Deadline: Tuesday 7<sup>th</sup> February 2023**

**Publication: Wednesday 8<sup>th</sup> February 2023**

Housing and Neighbourhoods O&S Committee, November 2022- Appendix 1

**Date of Meeting: Thursday 16<sup>th</sup> March 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Localisation	Update Report	Provide progress on delivery of the Working Together in Neighbourhoods White Paper, to include case studies from the Neighbourhood Action Co-ordinator Programme pilot in the 22 wards.	Chris Jordan, Assistant Director, Neighbourhoods	Cllr Ian Ward, Leader of the Council  Chris Jordan, Assistant Director, Neighbourhoods  Karen Cheney, Head of Service, Neighbourhood Development and Support Unit	None Required	Working Together in Neighbourhoods White Paper: <u><a href="#">Working Together in Birmingham's Neighbourhoods (White Paper)   Birmingham City Council</a></u>  Progress Report presented in October: <u><a href="#">Localisation Update 13 October 2022</a></u>
Voids – Improving Standards	Evidence-gathering	To undertake a deep-dive into Voids with a focus on improving the standard of properties.	TBC	TBC	TBC	

**Final Deadline: Tuesday 7<sup>th</sup> March 2023**

**Publication: Wednesday 8<sup>th</sup> March 2023**

**Date of Meeting: Thursday 13<sup>th</sup> April 2023**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>

**Final Deadline: Tuesday 4<sup>th</sup> April 2023**

**Publication: Wednesday 5<sup>th</sup> April 2023**

**TO BE SCHEDULED:**

1. Final Nature Recovery Strategy to be brought back to committee (following debate on Petition: Ban Use of Pesticides on 26<sup>th</sup> September 2022)
2. Selective and Additional Licensing Schemes for Private Rented Sector
3. Flats above shops
4. Further Update on Bereavement Services – as requested in September 2022 Committee
5. Proposed Introduction of Car Parking Charging across selected BCC Parks – update following consultation

