

## **BIRMINGHAM CITY COUNCIL**

### **CORPORATE RESOURCES AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE**

**WEDNESDAY, 07 MARCH 2018 AT 10:30 HOURS**  
**IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,**  
**BIRMINGHAM, B1 1BB**

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

1 **NOTICE OF RECORDING/WEBCAST**

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

2 **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 **APOLOGIES**

To receive any apologies.

**3 - 6**

4 **CORPORATE RESOURCES & GOVERNANCE -ACTION NOTES  
FEBRUARY 2018**

To confirm the action notes from the meeting held on 7th February 2018

**7 - 64**

5 **SCRUTINY INQUIRY PARTNERSHIP WORKING:BCC AND  
PARISH.TOWN COUNCILS**

To provide Members with an update on progress

**65 - 90**

6 **CABINET MEMBER FOR TRANSPARENCY, OPENNESS AND EQUALITY**

Cllr Tristan Chatfield to provide Members with an update on his portfolio priorities

**91 - 94**

7 **CORPORATE RESOURCES & GOVERNANCE -WORK PROGRAMME MARCH 2018**

To note the Work Programme

8 **OTHER URGENT BUSINESS**

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

9 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

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

**BIRMINGHAM CITY COUNCIL**

**CORPORATE RESOURCES AND GOVERNANCE O&S**

**COMMITTEE**

**1030 hours on 7<sup>th</sup> February 2018, Committee Room 6 – Action Notes**

---

**Present:**

Councillor Mohammed Aikhlaq (Chair)

Councillors Muhammed Afzal, Randal Brew, Liz Clements, Meirion Jenkins, Yvonne Mosquito, Rob Pocock, Sybil Spence, Paul Tilsley, Waseem Zaffar

**Also Present:**

Paula Buckley, Assistant Director, Customer Services

Geraldine Collins, Head of Operations, Customer Services

Chris Gibbs, Service Director, Customer Services

Iram Choudry, Research & Policy Officer, Scrutiny Office

Emma Williamson, Head of Scrutiny Services

---

**1. NOTICE OF RECORDING/WEBCAST**

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

**2. APOLOGIES**

Cllr Changese Khan and Cllr Ewan Mackey

**3. CORPORATE RESOURCES & GOVERNANCE – ACTION NOTES JANUARY 2018**

**RESOLVED**

(See document No 1)

The action notes from January 2018 were agreed.

#### **4. UPDATE ON CUSTOMER SERVICES SERVICE DELIVERY AND CITIZEN SATISFACTION MEASUREMENT**

(See document No 2)

Paula Buckley and Chris Gibbs attended for this item and made the following key points:

- The contact centre receives 2 million telephone calls, approximately 60,000 emails each year and 44 million views across the website.
- They are looking to extend Housing benefit/Council tax training to a greater number of first point contact staff within the Call centre to enable public queries to be dealt with faster
- The Children's Information and Advice Service transferred to the Contact Centre in autumn 2016. For 2018 academic year, 95% of all school applications were made online.
- Home options transferred in October 2016 and this has resulted in 18% more calls answered across the team with same number of staff
- Waste: To support improved services to customers, Resolution Champions were placed in two of the largest waste depots within the city and as a result they were able to resolve cases in a timely manner- this pilot will be extended to the Redfern depot.
- Measuring customer satisfaction: In order to support benchmarking with other Local authorities, the Council appointed a provider to undertake customer satisfaction surveys using the end of call survey method. Following a review of the data collated, it was felt this was not the most effective method of capturing data and as a result they have reverted back to using texts and follow up phone calls as a means of collecting data.
- Council Tax-One and Done pilot – the pilot was evaluated after 6 months and it was found to have led to improved income generation of over £400,000 in phone payments as well as a reduction in the volume of repeat calls. This pilot will be rolled out to other teams within the contact centre

Responding to questions and comments from the Committee, Paula Buckley and Chris Gibbs made the following points

- Given the sensitive nature of calls relating to Children services, these were handled by a separate specialist team within the contact centre.
- Training for staff: Contact Centre staff are trained across a number of different service areas enabling them to answer a varied range of calls quickly and efficiently.
- Council Tax debts-4% of transaction are audited by managers each week and further independent verification is also carried out.

- The authority was taking a more holistic approach to handling Council tax arrears and was working sympathetically with individual to put in place realistic and affordable repayment plans- 80% of these plans are still place.
- Approximately 52, 000 households have applied for the garden waste service and 39, 000 of this number applied via the Councils website.
- Twitter was now seen as an alternative and speedier method for resolving resident queries and issues
- In response to questions relating to using resolution champions for children's services, Paula Buckley said she would take this back to the team

#### Additional Points

- Members praised officers managing the BCC Twitter account during the waste services industrial action strike
- The Committee would want to keep a watching brief on the roll out of Universal credit.
- The Committee extended its thanks and gratitude to Chris Gibbs for his support to both Scrutiny and individual members over of the years and wished him well for the future.

#### **RESOLVED**

List of local authorities to be circulated to the committee

Universal Credit roll-out to be added to the committees work programme for next year

#### **5. CORPORATE RESOURCES AND GOVERNANCE – WORK PROGRAMME FEBRUARY 2017**

An update on Parish Councils is scheduled for March meeting

Overview of procurement strategy work- A follow up meeting will be organised

Citizen Engagement-The Deputy Leader would be responding to outstanding concerns on this inquiry

Recruitment of Senior Staff inquiry to be undertaken by committee.

#### **6. REQUEST FOR CALL-IN**

None

#### **7. OTHER URGENT BUSINESS**

None

## **8. AUTHORITY TO CHAIRMAN AND OFFICERS**

Agreed

---

The meeting finished at 1215 hours.

<b>Report of:</b>	<b>Leader of the Council</b>
<b>To:</b>	<b>Corporate Resources and Governance O&amp;S Committee</b>
<b>Date:</b>	<b>March 7<sup>th</sup>, 2018</b>

## **Progress Report on Implementation: Partnership Working: BCC and Parish/Town Councils Review Information**

Date approved at City Council:	December 5 <sup>th</sup> 2017
Member who led the original review:	Cllr Mohammed Aikhlaq
Lead Officer for the review:	Emma Williamson
Date progress last tracked:	NA

1. In approving this Review the City Council asked me, as the Leader, 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>

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

Contact Officer:	Tracey Murray
Title:	Senior Policy Officer
Telephone:	0121 464 5718
E-Mail:	Tracey.murray@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</b>	The evidence provided shows that the recommendation has been fully implemented within the timescale specified.
<b>2: 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>3: Not Achieved</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: In Progress</b>	It is not appropriate to monitor achievement of the recommendation at this time because the timescale specified has not yet expired.
<b>5: Achieved (outcomes to be monitored)</b>	The evidence provided shows that the recommendation has been fully implemented within the timescale specified. However, the outcome has not yet materialised, or "work on the ground" has yet to be seen.  Reporting on the recommendation as part of the tracking process ceases. However, a report back on the outcome or continuing implementation will be reported back to the Committee as determined by the members in consultation with the Cabinet Member.



## Appendix 2 : Progress with Recommendations

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R01	<p>That a council policy on parish/town councils and other local governance structures (including the points set out in paragraph 3.2.5) is developed and adopted:</p> <p>a) The policy should be substantially developed well ahead of the May elections seeking early cross-party agreement on the broad policy principles</p> <p>b) Formal adoption of the policy by the City Council should take place after the May elections</p> <p>c) A Cross Party Community Governance Working Group should be established to shape and take forward this policy.</p> <p>A lead Cabinet Member and senior officer should be identified.</p>	Leader with the Assistant Leaders	<p>a) March 2018</p> <p>b) July 2018</p> <p>c) March 2018</p>	4-In progress

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

A Draft Policy Statement on Working with Birmingham's Neighbourhoods was reported to Cabinet on 6.3.18.

The Policy Statement seeks to address those issues raised in the Overview and Scrutiny report Partnership Working: BCC and Parish/Town Councils.

Consultation and engagement with local areas/communities on the proposed policy stamen as well as the potential for new parish, town or neighbourhood councils and on possible local devolution deals is now planned for Summer 2018.

This means that some of the deadlines set will be moved back slightly to allow for consultation.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R02	<p>That a charter or framework agreement is agreed, working with the parish/town councils, building on the heads of terms already submitted by both NFIBPC and RSCTC (having regard to the principles set out in paragraph 3.3.11).</p> <p>A lead Cabinet Member and senior officer should be identified.</p>	Leader with the Assistant Leaders	March 2018	4-In progress

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

The Draft Policy Statement referred to above includes an outline framework agreement as well as proposals for a Neighbourhood Charter and Local Devolution Deals.

These will be developed further following planned consultation.

<b>No.</b>	<b>Recommendation</b>	<b>Responsibility</b>	<b>Original Date For Completion</b>	<b>Cabinet Member's Assessment</b>
R03	That the lead Cabinet Member, Assistant Leaders and senior officers engage further with NFIBPC and RSCTC to assist in developing the specific policy framework around "devo deals". This should be guided by the four levels in 3.3.9 and should be considered as part of the overall policy. As part of this process, some early potential deals should be identified.	Leader with the Assistant Leaders	July 2018	4-In progress

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

See response to R02 above. Feedback from NFIBPC and RSCTC, gathered through the O & S report process, has been reflected in the proposals. Once the proposals have been approved then agreements will be negotiated and agreed with existing parish and town councils.

<b>No.</b>	<b>Recommendation</b>	<b>Responsibility</b>	<b>Original Date For Completion</b>	<b>Cabinet Member's Assessment</b>
R04	That a Cabinet lead and named officer are nominated to work with RSCTC and NFIBPC to put in place to deliver on projects that are currently with BCC. In the case of RSCTC this comprises various projects that are in excess of £1m in value where funding has been approved and is included with the RSCTC budget for 2017/18.*	Leader with the Assistant Leaders	February 2018	4-In Progress

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

The Assistant Director for Neighbourhoods and Communities and the Assistant Director for Highways and Infrastructure have engaged with RSCTC to ensure that progress has been made on the outstanding projects.

<b>No.</b>	<b>Recommendation</b>	<b>Responsibility</b>	<b>Original Date For Completion</b>	<b>Cabinet Member's Assessment</b>
R05	Progress towards achievement of these recommendations should be reported to the Corporate Resources and Governance Overview and Scrutiny Committee no later than March 2018. Subsequent progress reports will be scheduled by the Committee thereafter, until all recommendations are implemented.	Leader of the Council	March 2018	4-Achieved

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

Draft Policy Statement on Working with Birmingham's Neighbourhoods will be presented to Cabinet on 6.3.18 and Committee on 7.3.18.

**Template to Accompany any Late Reports**

**PUBLIC OR PRIVATE REPORT  
(not for publication)**

*Exempt  
information  
paragraph  
number – if  
private report.*

**Report to:** CABINET  
  
**Report of:** Leader  
**Date of Decision:** 6/3/18  
**SUBJECT:** LOCALISM IN BIRMINGHAM

**Key Decision:** No  
**If not in the Forward Plan:** Relevant Forward Plan Ref:  
(please "X" box) Chief Executive approved   
O&S Chair approved   
**Relevant Cabinet Member(s) or  
Relevant Executive Member:** Leader  
**Relevant O&S Chair:** Cllr Aiklaq  
**Wards affected:** All

**REPORT**

**\* To be completed for all late reports, ie. which cannot be despatched with the agenda papers ie. 5 clear working days' notice before meeting.**

**Reasons for Lateness**

Administrative delays.

**Reasons for Urgency**

Report needs to go to this meeting of Cabinet, alongside a related report.

# BIRMINGHAM CITY COUNCIL

## PUBLIC REPORT

**Report to:** CABINET  
**Report of:** LEADER OF THE COUNCIL  
**Date of Decision:** 6<sup>th</sup> March 2018  
**SUBJECT:** LOCALISM IN BIRMINGHAM

**Key Decision:**

**If not in the Forward Plan:** Chief Executive approved   
(please "X" box) O&S Chairman approved   
**Relevant Cabinet Member(s) or** COUNCILLOR IAN WARD, LEADER  
**Relevant Executive Member :**

**Relevant O&S Chair:** COUNCILLOR MOHAMMED AIKHLAQ  
**Wards affected:** NONE

### 1. Purpose of report:

- 1.1 This report presents a policy framework on "Localism in Birmingham" for approval. The framework summarises the direction of travel proposed following the "local leadership" work over the last year.
- 1.2 A draft policy statement ("green paper") on "Working with Neighbourhoods", which proposes a more detailed approach to some aspects of this agenda and takes forward the recommendations of the recent Overview and Scrutiny report on parishes, is also presented at this meeting.

### 2. Decision(s) recommended:

- 2.1 That Cabinet endorses the attached policy framework and receives further detailed reports on different aspects of it in the new municipal year.

### Lead Contact Officer(s):

Jonathan Tew, Assistant Chief Executive

**Telephone No:** 0121 303 3168 **Email Address:** jonathan.tew@birmingham.gov.uk

Tony Smith, Policy Executive

**Telephone No:** 0121 303 4550 **Email Address:** tony.smith@birmingham.gov.uk

### 3. Consultation:

#### 3.1 Internal

- 3.1.1 The Appendix reflects the work and findings of the Assistant Leaders who were appointed in July 2016 to engage with councillors across the city to explore and set out how the council should move to a more ward-based approach.

#### 3.2 External

- 3.2.1 This has not taken place as yet and is planned for summer 2018.

### 4. Compliance Issues:

- 4.1 Are the recommended decisions consistent with the Council's policies, plans and strategies?

4.1.1 Yes, the framework fits with 'The Importance of Neighbourhoods' cross cutting measure in the Council Vision and Priorities.

#### 4.2 Financial Implications

(Will decisions be carried out within existing finances and Resources?)

4.2.1 Proposals made to enact the Localism policies will have to be delivered within existing budget parameters as set out in the 2018/19 budget being set on 27<sup>th</sup> February 2018 and each proposal will need to be costed as reports are brought forward

#### 4.3 Legal Implications

4.3.1 Legal and constitutional implications will be identified as the policy framework is further developed.

#### 4.4 Public Sector Equality Duty (see separate guidance note)

4.4.1 The key issue is likely to be how to make decisions about levels of resource demanded by different communities and how to prioritise that resource.

### **5. Relevant background/chronology of key events:**

5.1 The City Council's approach to localisation and devolution within the city, "local leadership" and "neighbourhood working" has evolved over many years. Some important changes have been made since 2015, with the shift away from the previous district based approach, the creation of the Sutton Coldfield Town Council and the boundary review which will lead to a new pattern of wards and fewer councillors from May.

5.2 The Assistant Leaders were appointed in July 2016 to engage with councillors across the city and set out how the council should move to a more ward-based approach. Several reports on this work were made to the previous Cabinet Committee Local Leadership.

5.3 The Corporate Resources and Governance Overview and Scrutiny Committee also reported to Council in December 2017 on the City Council's relationship with its two parish councils and how that model of governance could be extended in the future.

5.4 The new ward boundaries, with smaller wards and one or two councillors in each, will require a significant adjustment in how the City Council operates. The attached framework outlines some principles and ways forward, but further guidance and policy decisions on many aspects of ward level working will be brought forward in the new municipal year.

### **6. Evaluation of alternative option(s):**

6.1 Alternatives would be :

a) Not to take forward any specific policy framework at all

b) To present very specific models at a more worked up stage.

Councillors, including the Assistant leaders tasked specifically with looking at the issue of Local Leadership, have been clear that there needed to be some key principles established about local leadership with an assumption that the Council needed to act in a way which reflected as far as possible policies and practices which reflected local neighbourhood preferences and encouraged local action and ownership. Having agreed those principles the aim is then to work up specifics of operation once the local election has taken place and there is clarity about who the ward councillors are for the coming four years.

**7. Reasons for Decision(s):**

7.1 The decision is recommended to carry forward the outcomes of the work and discussions of the Assistant Leaders and councillors across the council looking at issues of local leadership and providing a foundation on which to move forward after the May election. .

**Signatures**

**Date**

Councillor Ian Ward, Leader

.....

**List of Background Documents used to compile this Report:**

**List of Appendices accompanying this Report (if any):**

1. Localism in Birmingham: A Framework for Future Policy, March 2018
- 2.
- 3.
- 4.

**Report Version**

**Dated**

## **PROTOCOL PUBLIC SECTOR EQUALITY DUTY**

- 1 The public sector equality duty drives the need for equality assessments (Initial and Full). An initial assessment should, be prepared from the outset based upon available knowledge and information.
- 2 If there is no adverse impact then that fact should be stated within the Report at section 4.4 and the initial assessment document appended to the Report duly signed and dated. A summary of the statutory duty is annexed to this Protocol and should be referred to in the standard section (4.4) of executive reports for decision and then attached in an appendix; the term 'adverse impact' refers to any decision-making by the Council which can be judged as likely to be contrary in whole or in part to the equality duty.
- 3 A full assessment should be prepared where necessary and consultation should then take place.
- 4 Consultation should address any possible adverse impact upon service users, providers and those within the scope of the report; questions need to assist to identify adverse impact which might be contrary to the equality duty and engage all such persons in a dialogue which might identify ways in which any adverse impact might be avoided or, if avoidance is not possible, reduced.
- 5 Responses to the consultation should be analysed in order to identify:
  - (a) whether there is adverse impact upon persons within the protected categories
  - (b) what is the nature of this adverse impact
  - (c) whether the adverse impact can be avoided and at what cost – and if not –
  - (d) what mitigating actions can be taken and at what cost
- 6 The impact assessment carried out at the outset will need to be amended to have due regard to the matters in (4) above.
- 7 Where there is adverse impact the final Report should contain:
  - a summary of the adverse impact and any possible mitigating actions (in section 4.4 or an appendix if necessary)
  - the full equality impact assessment (as an appendix)
  - the equality duty – see page 9 (as an appendix).

## Equality Act 2010

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

The public sector equality duty is as follows:

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





## **Localism in Birmingham: A Framework for Future Policy, March 2018**

### **Introduction**

This paper summarises the framework for policy on localism within the city over the next period. It is based on the work of the Assistant Leaders over the last eighteen months, reporting to the Cabinet Committee Local Leadership and consulting with members across the council. It takes into account the reduced level of resources available to the City Council and the widespread desire to provide more local leadership at the ward level, within a very different pattern of wards from May 2018. Detailed proposals will be developed for all aspects of this framework.

### **Overall objectives and priorities**

The overriding focus of this work is to improve service delivery in neighbourhoods and bend the organisational culture of the council and the wider public sector towards neighbourhood priorities and needs. There is strong commitment from partners to this agenda which can be built on. Empowering councillors in their local leadership role is critical to achieving this.

Citizens and communities must also be able to participate in setting local priorities and to take action themselves, recognising the rights and responsibilities of everyone in the city and the value of collective action for the common good. Building stronger communities and “Neighbourly Neighbourhoods” is as important as economic and physical improvements. The city needs to be a healthy city in order to be a prosperous city and this includes having a healthy democracy and opportunities for people to make a contribution.

This includes a commitment to a “Whole Place” and “Whole System” way of working – improving the way that the whole range of services and resources are deployed together to achieve outcomes. Creating stronger local leadership is a journey, not a single event, but by setting clear objectives and a framework for how we will work together, we can focus on delivering changes that make a difference to outcomes in neighbourhoods.

Form must follow function, so the structures of governance and service delivery we develop must be designed to suit the outcomes we are trying to achieve, rather than arbitrary boundaries or pre-existing approaches. Our measures of success are:

- Services being different, better suited to the area, and more efficient
- Officers working for “one council”, putting shared outcomes and local places first, not their service or directorate
- Local councillors having more influence on services

- Residents feeling they are more in control of their services and their local area.

These are the acid test of what we are trying to achieve with our policy for localism. Above all we must avoid paying lip service to ‘devolution’ and focusing on bureaucratic processes, and instead take action to improve our neighbourhoods: maximising influence, leverage and power locally, working with citizens and partners.

### **Local services and resources**

The top priority is to improve the key local services that every citizen experiences in their neighbourhood and this means making them more responsive to different local needs and problems.

We will:

- Align the existing resource provision to support work at the ward level, by May 2018
- Steadily increase the influence of local people over services through their wards (particularly the services that the public see) as far as practicable, in a phased programme that realistically reflects the resources available in the years ahead. This will include creatively redesigning services from the bottom up to help implement Ward Plans – engaging local people in the process of prioritisation for the local area. Note that these are not to be confused with more formal neighbourhood ‘spatial’ plans, in 2018-19
- Seek opportunities to make external service contracts more open to local influence, both in existing contracts and as they come up for renewal. in 2018-19
- Seek ways to enable local organisations to provide additional services and activities that help improve neighbourhoods, in 2018-19
- Substantially intensify our focus on income generation opportunities to bring in external funding to local areas, in particular working with community organisations to help them secure more funding, in 2018-19

Existing work is in place to identify “relationship managers” in key services who will ensure that they respond better to issues and ideas arising at the ward level and we will also explore how to establish stronger engagement between all senior managers and particular localities in the city. We will bring forward a detailed options paper on how we can create more local responsiveness and influence across a defined range of locally facing services, both within each service and at the ward level, bringing services together, within available resources. A good example is provided by the work in Adult Social Care and Health on Neighbourhood Networks, which will support a community work approach and put the emphasis on “prevention first”.

## Ward based working

A key element of success in the years ahead will be working effectively in the new pattern of wards. The new wards and neighbourhoods within them will be the basic organisational building blocks for the new approach, following abolition of the district structure. Updated guidance will be issued on the role of Ward Forums and councillors and on Ward Plans, including working in single member wards and across wards.

We will:

- Support every ward in setting up a Ward Forum in partnership with local organisations and seek resources to provide officer support to work at the ward level. This will include single member wards after May 2018, in 2018-19]
- Enable cross-ward working where there is local support and it will enable local objectives to be met more easily, in 2018-19
- Require councillors in every ward to develop a Ward Plan, working in partnership with citizens and organisations in the local area. These will provide the means for planning and delivering on the local priorities identified by local residents, in 2018-19
- Use innovative ways to involve residents and local organisations, for example to create and update the ward plans ensuring they are built with citizens and reflect genuine local priorities. Our aim will be to make sure the “quiet voices” in every community are heard, not just those who are already engaged, including better mechanisms for engaging council tenants, in 2018-19 and beyond
- Give wards better data on council assets and service specifications in order to decide locally how best to use assets most effectively in line with city wide plans and strategies. Ward and neighbourhood level data will be significantly improved and mainstreamed within the council’s systems, to support ward based planning and performance management, in 2018-19 and beyond
- Clarify support available to councillors in their ward role and continue to develop a better member development programme that will help them perform that role more effectively, by May 2018
- Develop a policy on the use of local referendums where significant regeneration involving the replacement of housing is proposed, in 2018-19 and beyond
- Review the operation of Section 106 and the Community Infrastructure Levy and pilot new approaches to ensure positive engagement and local support through the new roles and ward governance arrangements at a local level, in 2018-19 and beyond
- Publish a “green paper” on how we work with parish and town councils and how more local councils can be created across the city and conduct a summer of

engagement on future models of ward governance - initial paper to Cabinet in March 2018 with 'white paper' to follow in September 2018.

### **Locality “devo deals”**

Where strong governance and accountability is in place, such as a parish or town council that is operating effectively and inclusively and engaging the whole community, then we recognise that there may be a wish to go further and to operate appropriate services at a more local level. So, we will make local organisations a new offer: a Local Devolution Deal. The aim will be to unleash creativity and ideas in our communities and early local 'devolution deals' could become pilots for the rest of the city.

We will:

- Develop a Local Devolution Deal process and work with communities to identify ways of strengthening local democracy and services, in 2018-19 and beyond.

### **Engagement and commitment at the top level**

If localism is to make a difference then senior managers and the council's Cabinet must be fully committed and engaged in the needs of different local areas of the city. We mention above that we will explore ways to link all senior managers into different local places in the city. We need a similar commitment from Cabinet Members.

We will:

- Ensure that Cabinet as a whole and every Cabinet Member is fully engaged in this agenda so that it is integral to the corporate policies of the City Council. The newly appointed Cabinet Advisor on localism will have an important role in ensuring this happens, by May 2018
- Ensure that senior city council managers are fully engaged with the localism agenda and specific local places in the city and responsive to local issues as they arise through dedicated ward 'champion' roles and proactive liaison with ward members, ward forums and the ward planning process, by May 2018

### **Next steps**

Many of the commitments made in this policy framework will be followed up by further detailed reports, guidance and reviews during the year ahead. There will also be consultations and a "summer of engagement" on "working with neighbourhoods". We want to engage as many people as possible in the debate about the next chapter of the story of how Birmingham is run.

**PUBLIC REPORT**

<b>Report to:</b>	<b>CABINET</b>
<b>Report of:</b>	<b>Corporate Director Place and Assistant Chief Executive</b>
<b>Date of Decision:</b>	<b>6<sup>th</sup> March 2018</b>
<b>SUBJECT:</b>	<b>DRAFT POLICY FRAMEWORK ON WORKING WITH NEIGHBOURHOOD</b>
<b>Key Decision:</b>	<b>Relevant Forward Plan Ref:</b>
<b>If not in the Forward Plan: (please "X" box)</b>	<b>Chief Executive approved X</b>
<b>Relevant Cabinet Member(s)</b>	<b>O&amp;S Chair approved X</b>
<b>Relevant O&amp;S Chair:</b>	<b>COUNCILLOR IAN WARD, LEADER</b>
<b>Wards affected:</b>	<b>COUNCILLOR MOHAMMED AIKHLAQ</b>
	<b>None</b>

**REPORT**

**\* To be completed for all late reports, ie. which cannot be despatched with the agenda papers ie. 5 clear working days' notice before meeting.**

**Reasons for Lateness**

Administrative delays

**Reasons for Urgency**

Report announces a consultation and therefore cannot go to the next meeting which is in election purdah period.

## BIRMINGHAM CITY COUNCIL

### PUBLIC REPORT

**Report to:** CABINET  
**Report of:** Corporate Director Place and Assistant Chief Executive  
**Date of Decision:** 6 March 2018  
**SUBJECT:** DRAFT POLICY FRAMEWORK ON WORKING WITH NEIGHBOURHOODS  
**Key Decision:** Relevant Forward Plan Ref:  
**If not in the Forward Plan:** Chief Executive approved   
(please "X" box) O&S Chairman approved   
**Relevant Cabinet Member(s)** COUNCILLOR IAN WARD, LEADER  
**Relevant O&S Chair:** COUNCILLOR MOHAMMED AIKHLAQ  
**Wards affected:** NONE

#### 1. Purpose of report:

- 1.1 This report presents a draft policy framework on "Working with Neighbourhoods" for approval. The framework summarises the direction of travel proposed following the report of the Corporate Resources and Governance Overview and Scrutiny Committee on working with parishes, presented to the City Council in December 2017. The framework broadens out the focus to other sorts of neighbourhood governance and clarifies the contribution that each can make to the city.
- 1.2 At this point, Cabinet are asked to confirm a small number of policy statements within the paper (as recommended by the O&S report) and to agree that a process of consultation and engagement will then take place over the summer months on a range of other issues, with a final paper in September. This report forms part of the overall strategic approach to localism set out in another paper to this meeting of the Cabinet.

#### 2. Decision(s) recommended:

- 2.1 That Cabinet agree that the attached policy statement should be the subject of a wide ranging consultation and engagement during the summer months and the Cabinet should receive a final version in September.
- 2.2 That Cabinet agree the following key policy positions within the draft policy statement:
- How the council understands the role of different sorts of local community organisation (paragraphs 16-17)
  - How the framework fits within the City Council's broad strategic approach to localism in the city (paragraphs 18-19)
  - The basic principles for how the city council will work with neighbourhood organisations (paragraph 27)
  - The City Council's approach to the issue of creating further parish, town or neighbourhood councils and the outline process for this (paragraph 37-38 and 42)

- The City Council's offer of "Local Devolution Deals" with parish, town or neighbourhood councils and the outline process for agreeing them (paragraph 48-50).

**Lead Contact Officer(s):**

Jonathan Tew, Assistant Chief Executive

**Telephone No:** 0121 303 3168 **Email Address:** jonathan.tew@birmingham.gov.uk

Tony Smith, Policy Executive

**Telephone No:** 0121 303 4550 **Email Address:** tony.smith@birmingham.gov.uk

**3. Consultation:**

3.1 Internal

3.1.1 The Policy Statement progresses the report of the Corporate Resources and Governance Overview and Scrutiny Committee on Partnership Working: BCC and Parish/Town Councils. As part of their work Overview and Scrutiny consulted with New Frankley in Birmingham Parish Council and Royal Sutton Coldfield Town Council.

3.2 External

3.2.1 None as yet, planned for Summer 2018.

**4. Compliance Issues:**

4.1 Are the recommended decisions consistent with the Council's policies, plans and strategies?

4.1.1 Yes, fits with 'The Importance of Neighbourhoods' cross cutting measure in the Council Vision and Priorities.

4.2 Financial Implications  
(Will decisions be carried out within existing finances and Resources?)

4.2.1 Potentially, further assessment on this will be carried out following the Summer consultation.

4.3 Legal Implications

4.3.1 Legal and constitutional implications will be identified as the policy is further developed.

4.4 Public Sector Equality Duty (see separate guidance note)

4.4.1 No adverse effects have been identified at this stage, further assessment to be made as work develops.



**5. Relevant background/chronology of key events:**

- 5.1 Parish, town or neighbourhood councils provide one important option for local areas to strengthen their governance and deliver local services. At present, Birmingham has just two parish councils, Frankley in Birmingham Parish Council and Sutton Coldfield Town Council. The establishment of the town council in Sutton Coldfield means that Birmingham now has one of the largest parish councils in the country within its boundaries and this has led to a widespread interest in the possibility of further councils across the city, as well as a desire to see the council take on more responsibilities.
- 5.2 The Corporate Resources and Governance Overview and Scrutiny Committee reported to Council in December 2017 on the City Council’s relationship with its two parish councils and how that model of governance could be extended in the future. It made several recommendations about improving the relationship with the existing councils and creating more councils in the future.
- 5.3 This report implements the first steps in the process that report recommended, setting out some initial policy positions and committing the council to further consultation in the new municipal year, including engagement in every new ward to find out the level of interest in creating new governance arrangements in every area.

**6. Evaluation of alternative option(s):**

- 6.1 There are of course a range of different models in relation to working with neighbourhoods . Historically a number of models have been used in Birmingham over the years. Arrangements with regards to localisation in other authorities have been researched, findings have helped to shape the policy statement.

**7. Reasons for Decision(s):**

- 7.1 The report is seeking to follow through the recommendations of Scrutiny in December 2017 and open up the possibility of local democratic activity which the City Council can support and will improve the quality of life on the ground. .

**Signatures**

**Date**

Councillor Ian Ward, Leader

.....

.....

Jonathan Tew,  
Assistant Chief Executive

.....

.....

Jacqui Kennedy,  
Corporate Director, Place

.....

.....

**List of Background Documents used to compile this Report:**

Partnership Working: BCC and Parish/Town Councils, a report from Overview and Scrutiny

**List of Appendices accompanying this Report (if any):**

1. Draft Policy Statement (Green Paper) Working with Birmingham's Neighbourhoods
2. Public Sector Equality Duty Statement

**Report Version**

**Dated 23/02/2018**

## **Equality Act 2010**

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

The public sector equality duty is as follows:

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



# **Draft Policy Statement (“Green Paper”)**

## **Working together in Birmingham’s Neighbourhoods**

Draft v5 16/2/18

## **Introduction**

### **The purpose of this statement**

1. Birmingham is a big city with dozens of diverse neighbourhoods and a hundreds of community organisations. We want to work in partnership with people in their local area to make services more responsive to local needs and preferences and to improve local neighbourhoods. We recognise that this is one way that the City Council can avoid being remote from people's everyday concerns and lives.
2. The City Council has worked over many years to find ways of working more closely with residents and community organisations. These have ranged from Neighbourhood Offices, the Local Involvement Local Action initiative of the 1990s, the setting up of ward committees and support to neighbourhood forums, to the devolution of services to District Committees in 2004.
3. In recent years we have had to rethink how we do this, due to resource constraints. The governance of the city is also changing with the re-drawing of ward boundaries, creating smaller wards and increasing their number from 40 to 69. Another important change came with the creation of Sutton Coldfield Town Council, the largest urban parish council in the country. Having more parish or neighbourhood councils across the city is now recognised as one important option for the way ahead.
4. Councillors on the Corporate Resources and Governance Overview and Scrutiny Committee carried out an inquiry into how we work with the parish councils and reported to the City Council in December 2017. We now need to take forward their recommendations through this paper, including a role for new arrangements to provide local scrutiny of delivery around the Council's localism agenda.
5. This paper sets out a draft policy statement on how the City Council will work with local neighbourhoods in the years ahead. It has been written to help open up a conversation across the city about how we can achieve these aims more effectively. This includes how we intend to work more effectively with the existing parish and town councils in the city and to enable further such councils to be set up in the future. What is driving this work – the benefits of localisation and devolution and the outcomes set by the Assistant Leaders.
6. Despite the resource constraints, we are determined to explore new ways of bringing about a more localised city and make the most of all our assets, financial, physical and human.

7. The Statement is intended to be an evolving summary of the Birmingham position on neighbourhood governance and we hope it will be supported widely across the communities and organisations of the city. It is not set in stone.
8. We intend to engage stakeholders widely as the statement is developed during 2018, with a view to publishing a further update (a “white paper”) in the autumn. However, there are some key principles of our approach that we are already clear about and these are indicated in this document.

## **What is Neighbourhood Governance?**

### **Background**

9. Neighbourhood governance is the whole set of organisations and activities that determine how services are delivered and improvements are made in our local neighbourhoods. It includes the local ward councillors and city council decision making about its services, but also the community organisations, social enterprises, local businesses and the many other public agencies that have an impact on local areas.
10. More formal governance arrangements can include city council committees and elected parish or town councils (the lowest level of formal local government in the UK). But a range of community organisations such as neighbourhood forums, residents associations, community development trusts and other social enterprises also make an important contribution to the life of our neighbourhoods and enable people to come together, discuss the future of their area and take action to improve the area.
11. Elected councillors (be they city councillors or parish councillors) and the City Council’s decision making system are the core of our system of “representative democracy”. But a healthy local democracy also requires “participatory democracy” – ways in which local residents can get directly involved in decision making and in activities that improve the city and our local services. These two forms of democracy need to be well balanced and work well together.

### **Parish councils**

12. The term “parish council” refers to a range of different types of local council, from the smallest local area up to town councils such as the one recently created in Sutton Coldfield. Just like the City Council, they are elected councils which can take on a range of powers and local services and raise a “precept” or Council Tax to spend in their area (although they can clearly decide not to raise a precept). Parish councils are not related to Church of England parishes and they can now be called “Neighbourhood” or “Community” councils to reflect a more modern diverse community.

## The range of neighbourhood organisations

13. The table below sets out some examples of ways of organising locally and the activities that they are particularly strong at. It illustrates the diversity of ways in which we can work together to improve our local area.

DRAFT

### **Examples of the range of neighbourhood organisations**

<b>Type of organisation</b>	<b>What they're good at</b>
Neighbourhood (Parish) Council	<p>Providing some local services</p> <p>Power to raise local Council Tax precept</p> <p>A further representative voice for the area</p>
Ward Forum or Partnership	Bringing together local councillor (s), residents and other public agencies to focus on how to solve problems in the area.
Neighbourhood Forum	<p>Resident led organisations which may have elections to a committee</p> <p>Power to initiate a Neighbourhood Planning process, setting out a physical plan for the future of the area</p> <p>Some Forums provide additional voluntary services</p>
Community Development Trust	<p>Focused on the regeneration and improvement of the local area.</p> <p>Can raise money from trusts and foundations and apply for grants for specific projects.</p>
Residents Association	<p>Similar to a Neighbourhood Forum but without the legal powers for neighbourhood planning.</p> <p>Many associations work closely with local services and the police, for example running neighbourhood watch schemes.</p>
Social Enterprise	Take a variety of forms and are set up to provide a variety of services (such as leisure, retail, social care or health related) but all are not-for-profit businesses that re-invest income in the local community.
Local groups and charities with a specific interest	A wide diversity of informal groups provide additional local services, support particular groups in the community and campaign on specific issues. They may also raise money as charities.
Faith groups and religious centres	Religious communities, leaders and places of worship also make a major contribution to many communities and raise money for charitable activities.



## **Parish councils in other places**

14. There is a mix of neighbourhood governance models in core cities. The majority focus more on community forum type arrangements rather than parish councils. Only Leeds has any significant number of parish councils (32), which they believe play an important role in maintaining and improving local services and facilities, supporting local voluntary organisations and activities, and influencing and lobbying on local development. Leeds have developed a Charter which frames the relationship between the City Council and parishes.
15. All of the core cities have some form of community forum supported by ward or neighbourhood teams which, amongst other responsibilities, engage with and support local communities, providing a link between the area and the centre. Without a localism strategy, Birmingham could potentially be an anomaly in this regard. In most cases these forums are responsible for developing an annual plan which details the priorities for action in the local area, involving local people in discussions on local issues, influencing service delivery and in some cases allocating money for local projects.

## **The role of different local organisations**

16. The City Council values the role and contribution made by all these types of organisation and our aim is to support an increasing diversity of groups in the future. As the table above shows, different organisations have different strengths and the aim should be to create the right mix for the needs of each area, not to impose a single approach. We need stronger representative democracy but also more opportunities for people to participate and make a direct contribution to the governance of the city.
17. Neighbourhood (parish) councils do have particular strengths as the lowest level of representative, elected local government they are well placed to provide additional local services and to take on some services provided by the City Council. We are therefore particularly keen to help interested neighbourhoods to develop proposals for more neighbourhood councils in the city.

## **How this statement fits within our wider approach to localism**

18. The policies in this paper are just part of our wider approach to local services, local democracy and engagement in the city. A separate statement is available on the overall direction of change and the principles and objectives we have set. In summary, our focus is to improve local neighbourhoods and the local services that everyone benefits from every day. We will do this by:
  - Making key services more responsive to local needs and priorities, through senior management engagement in local areas and dedicated staff in each

service whose role is to ensure that local issues are quickly dealt with. This will aim to cut through 'red tape' and bureaucracy.

- Redesigning jobs so that staff are free to work with residents and colleagues in different services to make a difference in local areas, without waiting for permission
- Supporting ward councillors to focus on local issues and represent their residents more effectively and giving citizens more power to improve their area and get things done.
- Having effective Ward Forums and Ward Plans drawn up with local residents
- Continuing to modernise key local services such as refuse collection
- Investing in tackling priority issues such as jobs, health and housing and working together across wider areas of the city

19. As set out above, we see parish, town and neighbourhood councils as one very positive way to deliver on these objectives, but they are only one option available to local communities. Our wider strategic approach will ensure that there is a framework for communities to engage in tackling local issues, whatever form of local democracy they choose to have.

## **A framework for relationships**

20. Getting relationships between the City Council and local neighbourhoods right will require attention in three areas: service management and delivery, governance structures and working relationships between people. This paper mainly addresses the last two, though it is also important to clarify the City Council's baseline service "offer" and what residents and neighbourhoods can expect, especially as we move on to discuss new ways of working in particular areas.

21. Investigation by councillors on the Corporate Resources and Governance Overview and Scrutiny Committee into the two parish councils in Birmingham has identified some areas where the parish and city council are working well and some areas for improvement. Key to success is the development of good working relationships between the two so that a mutual understanding of respective roles and the added value that parishes deliver is developed but also so that they can work together to resolve issues identified by parishes.

22. Creativity and flexibility in the approach is also considered critical – the issues in individual parishes will vary and so often bespoke solutions will be needed. The work on the Sutton Coldfield library is a positive example of what can be achieved through joint working and mutual support.

23. These principles must form the basis of any policy on neighbourhood governance. Relationships must come first with a more fluid approach adopted on structures and form.
24. As outlined earlier there are many different forms of neighbourhood governance and to more thoroughly engage localities the City Council will need to embrace different models. Within necessary restrictions, localities need to be able to develop arrangements that best suit them.
25. Existing parish councils have reflected that ideally mutual understanding and support should be achieved through a more formal structure with identified contacts in the city council through which they could channel their issues. This would avoid their 'passed from pillar to post' experience and allow for more efficient and effective working.
26. To facilitate this, the City Council will adopt a framework agreement which sets out the principles of how the City Council and local councils or other local organisations will work together. This could be in the form of an overarching generic framework which can then be modified through negotiation. This is an approach adopted by other councils and there are many examples of framework agreements or Charters elsewhere that we can learn from (see Appendix 2).

### **Principles of the framework for relationships**

27. The framework should:
- Allow for flexibility in the roles and responsibilities of the local council or other organisations. These should be agreed from a range of options to allow for the needs and aspirations of individual localities to be met. Cornwall and Milton Keynes Councils' framework are good examples of this approach, with possible responsibilities ranging through different levels from service monitoring and influencing contracts through to taking on and delivering local services and assets (see Appendix 2). The four 'levels' of the Milton Keynes approach enabled organised groups of residents to take on different levels of responsibility.
  - Set out clearly the agreed role and responsibilities of the City Council and the local council or other organisations - detailing the expectations of one from the other including ambitions, support and any other needs. Other areas to cover include communication and consultation arrangements, added value and key contacts
  - Be sustainable, realistic and deliverable, ensuring that any issues related to resourcing and liabilities are addressed

- Outline working protocols including the process for resolving issues, gaining approval for new projects and initiatives, and negotiating changes to the existing agreement
- Allow for ongoing communications between both parties so that mutual understanding continues to develop.

### **Charters between particular neighbourhoods and the City Council**

28. As well as an overall framework for relationships with neighbourhoods, and the Devolution Deal Prospectus which will set out the options for some areas of the city, there is the option of agreeing charters with particular neighbourhoods, something that has been successful in some parts of the country (see Appendix 4 on neighbourhood charters).
29. A Neighbourhood Charter would set out the rights and responsibilities of the City Council, local organisations and residents in terms of the services and activities in their neighbourhood. It would describe the governance arrangements and particular local relationships that apply to that neighbourhood or ward. It might include tailored service delivery standards and local management of assets, but would not go as far as a Local Devolution Agreement.

### **Setting the future direction**

30. We want to engage local stakeholders widely as this statement is developed, but we also want to set a clear sense of direction.
31. As set out above, we are committed to working with neighbourhoods through a diversity of local organisations – we will not impose a one size fits all approach across the city.
32. We will seek to develop stronger partnerships and networks in each of the new wards, building on the diverse range of community organisations and enterprises that are already in place. We want to see councillors and residents working as a team to get things done in every ward of the city.
33. We will work with neighbourhoods in several different ways to strengthen local arrangements:
- Every new ward will have a Ward Plan, setting out the priorities for improving the neighbourhood and its services. This will enable the council as a whole to influence the allocation of resources where they are needed and local councillors to work in partnership to secure resources from other public agencies and the private and voluntary sectors.

- By agreeing Charters with different neighbourhoods, setting out the service standards and local improvements we will work towards as set out above.
- By agreeing Local Devolution Deals with specific areas that have adopted parish, town or neighbourhood councils or perhaps other forms of governance suitable for this purpose. This means we will agree, where appropriate that some services and powers can be delivered locally. Further details on this idea are also set out below.
- By working with every ward to ensure that residents are aware of the range of local organisations they can set up, according to their local priorities and helping them to create new organisations or strengthen existing ones.
- By promoting and supporting the creation of new parish, town or neighbourhood councils where residents want them.

### **Creating new parish, town or neighbourhood councils**

34. We value the role that parish, town or neighbourhood councils can play in running Birmingham and we are proud that the city now has the largest urban parish council in the country in the Royal Borough of Sutton Coldfield Town Council. Parishes can deliver services more locally, but they can also bring more people into local civic leadership and heighten the sense of pride in a local area.

35. We also recognise the enormous potential to create more parish councils across the city, given that outside Sutton Coldfield only Frankley currently benefits from one. One of the main reasons for producing this paper is to set out how we will do this and to consult widely to find out how much interest in parishes there is across the city.

36. There are many different positions the City Council could take on parish councils, ranging from a neutral approach of simply waiting for residents to propose a new council and then carrying out the required legal process, to giving residents more information about the benefits of parish councils and the process of creating one, to proposing a new parish council for every area of the city. The first option would not be in line with our positive approach to parishes and the opportunities they provide, whilst the last would create a top-down approach which would not be acceptable either. So, our policy reflects our principle of responding to the wishes of residents in different parts of the city.

37. The City Council's position will be as follows:

- We will provide information about parish councils, what they can do and how they are created and work with partners in the community to ensure this is accessible to all residents, whilst working with the National Association of Local Councils (NALC) to test and advise on our approach.

- We will undertake an informal review of local governance in every ward of the city to find out what residents want and identify the strengths and weaknesses of current arrangements and whether a parish council might work well
- Where groups of residents or community organisations express an interest in having a parish council we will carry out the necessary Community Governance Review and then put any proposal to a postal consultative ballot, as we did in Sutton Coldfield.

38. As stated above, our approach to parish councils will not sit in isolation from other ways in which residents can secure more control and influence over local services or their neighbourhood.

39. As part of the informal conversation with residents in every ward of the city we will publish a framework of options. As set out above, the various options will each deliver different benefits and each will have different limitations. For example, parish councils are legally able to take on service delivery functions and to raise additional public money within their area, but other options such as neighbourhood forums, residents associations, community development trusts or tenant management organisations may be better suited to the needs of a neighbourhood and what it wants to achieve.

40. We will work with community organisations, through Ward Forums to ensure that they are able to communicate effectively with the local community about the options for governance arrangements and to assess all options for improving the capacity of the community to respond to issues and influence decision making.

41. Areas that opt for a parish council will be able to enter discussions with the City Council about a Local Devolution Deal for the area, setting out the funding and services that will be provided locally. The proposed process for this is set out below.

### **Creating a parish council**

42. The process for creating a parish, town or neighbourhood council must be in line with the relevant legislation and government guidance (see Appendix 3) and will be as follows:

- The process can be triggered by a petition from residents, setting out the suggested area (boundaries) of a parish council. The government guidance includes rules about such petitions, what they should include and the number of signatures that must be secured. The City Council will be happy to receive such petitions through a variety of community groups, but they must conform to the guidance.
- The City Council can also start a review without a petition and will do so if we think there is strong enough support for the idea in the local area and support

from local ward councillors. This could be indicated, for example by the views of local community organisations or a vote of residents at a well-attended Ward Forum. However, no parish council will be created without the consultative referendum mentioned below, to ensure there is widespread support in the community.

- The City Council will then conduct a formal Community Governance Review, which must assess various issues such as the proposed boundaries, other proposals in the same area, the strength of community identity and the impact on community cohesion.
- The City Council will then publish its conclusions and recommendations including boundaries, the grouping of parishes and electoral arrangements.
- A consultative ballot will then be held to enable every elector in the proposed area to say whether they support the proposal for a new parish council. One option, to ensure the ballot is fully representative of the area, would be to set a threshold response rate, below which the ballot could be ignored, though this is not operated in the ballot for a Neighbourhood Plan. It is also possible to set a threshold for the majority in the vote, though again the Neighbourhood Plan process requires only a straightforward majority (50% plus one) of those responding will be sufficient to approve the proposal.
- If the proposal is approved, it must then be approved by the government.
- The City Council will then work with local residents to establish the parish council and organise elections.

## **Local Devolution Deals**

43. As well as improving the overall relationship between the City Council and the existing parish councils, we recognise that the existing parish and town councils in the city will be keen to develop their activities and deliver more local services. New parish councils will also want to know what range of services they may be able to take on.
44. So, we are proposing to offer all parish, town or neighbourhood councils their own Local Devolution Deal – an agreement with the City Council about what local services will be run by the new council and what assets they will be manage. This will be a bottom up process – the City Council will respond to the priorities and ambitions of the local area and not impose anything from the top down. If a parish council does not want to take on any services then it will not have to.
45. We would also welcome views on whether other sorts of local organisation would be capable of taking on devolved services (or providing additional services to the core City Council offer).

46. For those that are particularly ambitious the Local Devolution Deal process will enable the parish council and the City Council to work out together what is practical and the risks and benefits involved and then to work in partnership to make things work.
47. So that people know the scope of potential deals and the range of devolved services the City Council is prepared to discuss, we will consult later in the year on a detailed Devolution Deal Prospectus. This will set out the opportunities as well as the constraints and limits on devolution in different service areas and make clear the services which the City Council will not consider devolving. In this document we are inviting comment on some broad principles and an outline of the process we propose.

### **Principles for Local Devolution Deals**

48. The City Council intends to adhere to the following broad principles when agreeing Local Devolution Deals:
- Parishes proposing devolution of services must have been in existence and functioning effectively for at least a year (this means that they are engaging widely in the community, managing their finances well and being inclusive and open in their approach).
  - Services considered for devolution must be things that a parish council can legally provide
  - The City Council will indicate which services may be appropriate for devolved management or funding and which must remain at a larger scale. We would welcome views on those that should be in each category, but at this stage we intend to exclude child protection and care, some education and special needs services, adult social care, road maintenance and street lighting, strategic procurement, financial management and corporate administration from the process.
  - Proposals can include joint service delivery and management arrangements as well as full transfer of services and they can be made by a collaboration of more than one parish council.
  - Services considered for devolved management must be capable of being delivered at the scale proposed, either through the parish council's own resources or a management arrangement with the City Council.
  - Proposals should demonstrate that the service will be provided reasonably efficiently, compared to central provision.



- Proposals should demonstrate that the service will be more responsive to local needs or provide different, tailored aspects of the service not currently provided centrally.
- The parish council will have to demonstrate sound business cases for all devolution proposals, including the management and other resources that will be put in place.
- The parish council will have to show how the community will be engaged in the delivery of the service and how their views on the service will be monitored and performance managed.
- Proposals for assets to be transferred to a parish council will have to demonstrate the capacity to manage the asset independently and to put the asset to good use for the community. Assets will generally be transferred on a leasehold basis and not freehold.

### **The process for agreeing a Local Devolution Deal**

49. The City Council will identify named officers in each relevant service area and also a strategic devolution negotiator who will work with those officers and report to the Leader and another Cabinet Member. All relevant Cabinet Members will be consulted during negotiation of a deal and all final deals will be signed off by the Cabinet.
50. The process for Local Devolution Deals will also be consulted upon in more detail later in the year, but it is likely to include:
- Submission of initial proposals for the devolved management of services and assets by the parish or town council
  - An initial analysis by relevant officers will be drawn up and returned to the parish council.
  - Detailed discussions on the different proposals made, including the relevant officers mentioned above and consultation with relevant Cabinet Members and Chief Officers.
  - Officers will focus on the sort of conditions outlined above and will be concerned to ensure that the devolution of the service in one part of the city does not have a detrimental impact on efficiency and quality in other areas. Different options for local delivery of the service will be explored.
  - Submission of a signed agreement to the Cabinet for formal decision
  - [should there then be a local indicative ballot on the deal?]

- Planning and then implementation to agreed timescales.

## **Conclusion and next steps**

51. Improving how the City Council works with parishes and providing the opportunity to all neighbourhoods to have stronger ways to influence decision making will be an important part of our approach to localism over the next few years.
52. Our focus is shifting to the ward level, with a new set of smaller wards coming into existence in May and work is underway to ensure that we support the work of councillors in their wards and neighbourhoods. This will include a stronger development programme to equip council members with the skills to be effective 21<sup>st</sup> Century local leaders.
53. We want this paper to be the start of a wide ranging debate that gives everyone the chance to have their say on how their neighbourhood is run. Later in the year, we will be announcing details of a “summer of engagement” which will lead to a final policy statement in September. This will provide more information about the options available to each ward.
54. A cross-party working group will be set up to oversee this process and this will include representatives from the existing parish and town councils.

## The discretionary powers of parish councils

SUBJECT	SUMMARY OF DISCRETIONARY POWERS
Allotments	Power to provide land for allotments and to enter into allotment tenancies in or outside the councils' area.
Allowances for councillors	Power to pay councillors allowances.
Ancillary Powers	Power to do anything that will facilitate, be conducive to or incidental to the discharge of its powers and functions.
Bands and orchestras	Power to maintain a band or orchestra or contribute to the maintenance of a band or orchestra in or outside the council's area. Power to charge for admission to performances.
Bicycles and motor cycles – parking places	Power to provide and maintain parking places for bicycles and motor cycles in the council's area. Power to provide stands and racks for bicycles and motor cycles in the council's area. Power to make byelaws for the use of and charging for parking places.
Boating pools	Power to provide a boating pool in a park provided or managed by the council. Power to charge a reasonable amount for its use.
Borrowing money	Power to borrow money with approval where necessary.
Burial grounds and cemeteries	Power to provide and maintain open space or burial ground in or outside the council's area. Power to maintain for payment a monument or memorial on a private grave (for no more than 99 years) in the council's area. Power to provide and maintain cemeteries in or outside the councils' area. Power to contribute towards the maintenance of cemeteries where the inhabitants of the councils' area may be buried. Power to grant rights of burial, to place and maintain tombstones or memorials on graves and to charge fees. Power to make byelaws.
Bus Shelters	Power to provide and maintain bus shelters on roads or land, adjoining roads in the council's area.
Byelaws	Power to make byelaws.
Car parks (off-road)	Power to provide and maintain suitable off-road car parking places in the council's area to relieve or prevent traffic congestion or to preserve local amenities. Power to regulate use of car parks and charge for their use.
Car sharing schemes	Power to establish and maintain a car sharing scheme that benefits the council's area or to assist others in doing so.
Charging for discretionary services	Power to charge on a cost recovery basis (i.e. not to make any profit) if the council has discretion to provide a

SUBJECT	SUMMARY OF DISCRETIONARY POWERS
	service. Power does not apply if the council has a separate power to charge for provision of a service or it is prohibited from charging for it.
Charities	Power to act as trustee of non-ecclesiastical charity.
Cinemas	Power to provide a cinema or contribute towards the expenses of a cinema in or outside the council's area. Power to charge for admission to a cinema provided by the council.
Clocks	Power to provide and maintain public clocks within the council's area.
Closed churchyards	Power to maintain a closed churchyard in the council's area if requested to do so by a parochial church council.
Commons and common pastures	Power to provide land in the council's area for common pasture if the council's expenditure can be recovered from any charges it makes for use of the land.
Community gardens	Power to provide and maintain open space as gardens in or outside the council's area.
Community meetings – Wales	Power to convene.
Compensation – Wales	Power to pay compensation to a person affected by the council's maladministration.
Conference facilities	Power to provide and encourage the use of facilities in the council's area.
Contracts	Power to enter into contracts.
Crime prevention	Power to spend money on crime detection and prevention measures in the council's area.
Dance halls	Power to provide premises for dances, or to contribute to the expenses of dances in or outside the council's area. Power to charge for admission to dances provided by the council.
Ditches and ponds	Power to deal with ditches, ponds, pools and gutters by draining them or preventing them from being harmful to public health. Power to carry out works for their maintenance or improvement or to pay others to do this.
Dog control orders	Power to make orders for dog control offences for land in the council's area. Power to issue fixed penalty notices for offences committed under dog control orders.
Employment of staff	Power to appoint staff.
Fetes and other events	Power to provide entertainments and facilities for dancing in or outside the council's area. Power to charge for admission.
General power of competence – England	Power for an eligible council to do anything subject to statutory prohibitions, restrictions and limitations which include those in place before or after the introduction of the general power of competence.
Gifts	Power to accept gifts.
Graffiti	Power to issue fixed penalty notices for graffiti offences in the council's area.
Honorary titles	Power to confer title of honorary freeman or freewoman

<b>SUBJECT</b>	<b>SUMMARY OF DISCRETIONARY POWERS</b>
Indemnities	Power to indemnify councillors and staff with insurance cover.
Investments	Power to invest property in approved schemes.
Land / premises	Power to purchase or sell land in or outside the council's area. Power to appropriate land for an authorised purpose. Power to accept and maintain gifts of land.
Life-saving appliances	Power to provide life-saving appliances (e.g. life belts, defibrillators).
Lighting	Power to light roads, and public places in the council's area.
Litter	Power to issue fixed penalty notices for litter offences in the council's area.
Litter bins	Power to provide and maintain litter bins in streets or other public spaces and contribute to their provision and maintenance.
Lotteries	Power to promote lotteries.
Markets	Power to establish markets in the council's area and provide a market place and market buildings. Power for a council that maintains a market to make byelaws.
Mortuaries and post-mortem rooms	Power to provide mortuaries and post-mortem rooms. Power to make byelaws to manage and charge for the use of mortuaries and post-mortem rooms.
Neighbourhood planning – England	Power to act as the lead body for the establishment of a neighbourhood development order or a neighbourhood development plan.
Newsletters etc.	Powers to publish information about the council, its services and the services provided in the council's area by other local authorities, government departments, charities and other voluntary organisations.
Non-councillors	Power to appoint non-councillors to council committees and sub-committees. Power to appoint up to two non-councillor community youth representatives (aged 16-25) to committees – Wales only.
Open spaces	Power to provide and maintain land for public recreation. Power to make byelaws. Power to provide and maintain land for open spaces in or outside the council's area. Power to make byelaws.
Parish meetings – England only	Power to convene.
Planning applications	Power to be notified of planning applications affecting the council's area and to comment.
Power of Well-being – Wales	Power to do anything to promote the economic, social and environmental well-being of the council's area or anyone in the area, subject to any statutory prohibitions, restrictions and limitations on council powers.
Precept	Power to raise a precept.
Public buildings and village halls	Power to provide buildings for public meetings and

SUBJECT	SUMMARY OF DISCRETIONARY POWERS
	assemblies or contribute towards the expenses of providing such buildings.
Public rights of way	<p>Power to repair and maintain public footpaths and bridleways in the council's area.</p> <p>Power to enter into agreement to dedicate a road as highway in the council's area or an adjoining parish or community area.</p> <p>Power to enter into agreement to widen existing highway in the council's area or an adjoining parish or community area.</p> <p>Power to provide warning notices on footpaths and bridleways.</p>
Public toilets	<p>Power to provide public toilets</p> <p>Power to make byelaws.</p>
Recreation	<p>Power to provide and manage recreation grounds, public walks, pleasure grounds and open spaces.</p> <p>Power to make byelaws.</p> <p>Power to provide and contribute to a wide range of recreational facilities in or outside the council's area.</p>
Right to challenge services that are provided by a principal authority – England	Power to submit an interest in running a service provided by a district, county or unitary authority.
Right to nominate and bid for assets of community value - England	<p>Power to nominate assets to be added to a list of assets of community value.</p> <p>Power to bid to buy a listed asset when it comes up for sale.</p>
Roads	<p>Power to consent or not consent to the local highway authority stopping maintenance of a road in the council's area or stopping up / diverting a road in the council's area.</p> <p>Power to complain to the local highway authority about the obstruction of rights of way and "roadside waste" in the council's area.</p> <p>Power to plant and maintain trees and shrubs, and lay out grass verges in the council's area.</p> <p>Power to provide and maintain seats and shelters on roads and land bordering any road in the council's area.</p>
Sports and recreational facilities	Power to provide sports facilities in or outside the council's area or contribute towards the expenses of any voluntary organisation or local authority that provides sports facilities in or outside the council's area.
Swimming pools	<p>Power to provide public baths.</p> <p>Power to charge for use of public baths.</p> <p>Power to make byelaws.</p>
Traffic signs	Power to provide traffic signs on roads.
Theatres	<p>Power to provide a theatre or contribute towards their expenses in or outside the council's area.</p> <p>Power to charge for admission to a theatre provided by the council.</p>
Tourism	Power to encourage tourism to the council's area or contribute to organisations encouraging tourism.
Traffic calming	Power to make payments to a highway authority for traffic

SUBJECT	SUMMARY OF DISCRETIONARY POWERS
	calming schemes for the benefit of the council's area.
War memorials	Power to maintain, repair and protect war memorials in the council's area.
Water	Power to make use of wells, springs or streams in the council's area and provide facilities for obtaining water from them.
Websites	Power to provide a website to give information about the council, its services and the services provided in the area by other local authorities, government departments, charities or other voluntary organisations.

**Source: Local Councils Explained, 2013, National Association of Local Councils**

**Copyright © National Association of Local Councils. Table not to be reproduced without permission**

DRAFT

## From O&S Report: Partnership Working: BCC and Parish/Town Councils

### Summary of Charters/Frameworks

#### Introduction

A number of existing Parish and Town councils have developed charters/frameworks to support the day to day running of business with their respective principal authorities. Charters can provide clear structures and guidelines for partnership working; though more detailed arrangements and agreements may also have to be produced to sit alongside these documents.

Below is a summary of some of the frameworks used by councils (Unitary, County & Districts) across the country. This is in no way a definitive list but provides an overview of the different types of agreements that have been negotiated between principal authorities and local councils.

The format and structure of the charters vary across the country with some listing what they see as “principles” for engagement whilst others are more specific about the roles and responsibilities of both parties.

Some of the common features of the frameworks include sections on:

- Communication and Community Engagement;
- Annual Reporting;
- Code of Conduct and Standards;
- Practical support/day to day running.

All the frameworks are reviewed on either an annual basis or longer term to ensure they remain relevant and fit for purpose.

#### 1. Milton Keynes Council

Statement of Intent “To continue to foster our partnership that delivers outstanding services to the people of Milton Keynes”.

Milton Keynes Borough Council has been fully parished since 2001 and is made up of 45 parishes, both rural and urban, e.g CMK Town Council is the parish council for residents of central Milton Keynes and has a population of approximately 3000. A charter has been in place since 2004 following extensive consultation with the local Councils via a working group made up of members from both the principal authority and the parish councils and it is reviewed every 4 years.

Milton Keynes also has a “Parishes Forum” made up of representatives from both the principal and local councils which meets four times a year in public to discuss matters of interest.



Milton Keynes Council is currently engaged in a piece of work looking at the relationship between the two tiers of government and is consulting with local councils on enhancing working relationships based on 5 key areas:

- Influencing and monitoring Service Delivery
- Joint Delivery / Service Enhancement
- Delegation of Service Delivery
- Transferring services
- In scope / out of scope

This main objectives of the new framework will be:

- Maintain community access to services that might otherwise be at risk
- Increase satisfaction with services
- Provide greater local influences over services
- Where possible maintain and/ or enhance services
- Enhance the role of local councils in their communities
- Generate greater community pride in local areas
- Promote engagement of local communities in local government
- Achieve 'value for money'

This could be an area of work this committee may want to explore in further detail.

## **2. Cardiff City Council**

There are 6 community councils within Cardiff and the City Council has produced a draft charter in consultation with its community councils. It lists responsibilities from the perspective of both the principal authority and the community councils. For example:

- The Council will provide community council clerks with access to the Council's Member Enquiry telephone line, initially on a 6 month trial basis, to be extended by mutual agreement.
- The Community Council will utilise the agreed contact systems and respond in the most appropriate and timely method.

As a side note, the Welsh government has recently announced a review into town and community councils with an aim to explore the role of community councils in greater detail. The review will:

- explore the potential role of local government below Local Authority councils, drawing on best practice;
- define the most appropriate model(s)/structure(s) to deliver this role;
- consider how these models and structures should be applied across Wales. This will include consideration of any situations in which they would not be necessary or appropriate.

The review is expected to take up to 12 months and it will consult widely with both communities and local councils across Wales.

### **3. Newcastle City Council**

Newcastle has 6 parish councils and it has produced a detailed framework in consultation with the parishes covering most aspects of the day to day running of business between the 2 tiers of government.

In terms of structures, the charter states quite clearly that Ward Committees are the key link between the principal and parish councils and representatives attend these meetings to raise concerns. Parish council representatives will have the right to request to address the City Council or its committees on any matters of local concern.

For “delegating responsibilities” the charter states:

- If a parish council (or group of parish councils) wishes to discharge functions on behalf of the City Council, the City Council will consider this where it provides best value (taking account of cost, quality, local preferences and practicability). Where it is not good value or practicable the City Council will, in consultation with the parish council, explore alternative solutions to encourage more local-level input into service delivery.

For practical support, the Parish Councils have the opportunity to use council services for an agreed fee.

This includes services such as

- Legal matters • Committee and procedural arrangements • Arboricultural services • Property management, acquisition and disposal • Catering services • Servicing equipment • Printing and purchasing • Human resources • Information technology and telecommunications, including systems development and PC support • Advice leaflets on consumer matters • Administration of members’ allowance where these are taxable • Procurement

The Parish Council also has access to the Council’s procurement process.

### **4. Sheffield City Council**

Sheffield consists of three Parish councils with Bradfield considered one of the larger civil parishes as it serves a population of just under 15,000. There appears to be no formal charter between the City Council and its Parishes but Bradfield has listed a series of different policies it has adopted including a framework for the parish council working with local community groups, a local winter management policy, data protection policy along with a Health and safety policy.

## **5. Shropshire Council**

There are more than 150 parish councils across Shropshire, and their charter lists the individual responsibilities of both the Principal Authority and the Parish/Town council along with a set of shared responsibilities. These are set out below.

### **Practical Support**

Shropshire Council will, where practical and affordable, offer parish and town councils access to their corporate services (for example HR Functions, ICT, Finance etc). Initial enquiries should be free; thereafter such support for some services may need to incur a charge, or may be offered through an agreed service contract.

### **Liaison**

Shropshire Council will host two liaison meetings with ALC Executive members, relevant Portfolio holders and senior Shropshire Council officers every year.

### **Delegation or Devolution of Services**

Local Councils will work with Shropshire Council and consider any delegated responsibility in detail, taking into consideration the cost, quality, local preferences and practicability at all times.

Where a request for delegation or devolution is made local councils will produce a costed business case in support of the request and should demonstrate they can achieve Quality Status Standards.

## **6. Cornwall “Common issues-Shared Solutions”**

This Framework varies from the others included as it not only sets out how Cornwall Council will work with town/parish councils but also includes community groups as part of its framework. The Council worked in partnership with these bodies to develop a “menu of involvement” which includes 6 different levels of involvement and allows the organisations to choose how they engage with the council from areas such as service monitoring and influencing contracts through to taking on and delivering local services and assets.

It also specifically states that the council will support organisations in taking on responsibilities outlined within the charter.

The six levels included are:

### **Option 1. Influencing and monitoring local service delivery**

Community group and local councils may want to influence and request changes to existing contracts or input into new contracts but any financial effect should be cost neutral unless agreed by the Principal authority.

### **Option 2. Joint delivery / service enhancement**

Town and Parish Councils and Community Groups may choose to enhance an existing service provided by Cornwall Council by funding work that exceeds the base level provided. They may also deliver additional services not provided by Cornwall Council. This could be through a separate contract or by extending an existing one. E.g. one of the parish councils purchases additional parking enforcement from the principal authority.

### Option 3. Agency Agreements, Management Agreements, Licenses and Sponsorship Agency Agreements

Cornwall Council currently offers agency agreements to Town and Parish Councils for three services. The agreement sets out basic standards and conditions (e.g. Health and Safety) and includes a lump sum based on the minimum level of service Cornwall Council would undertake. The Town and Parish Council may then choose to enhance this service locally. The service areas include grass cutting e.g. the council offer is based on four cuts per year but many local councils choose to pay an additional cost for 15 cuts per year, and the Council has over 40 agency agreements for grass cutting in place.

### Option 4. Delegation of service delivery

A Town and Parish council or local community group may wish to take on full responsibility for the delivery of a local service on behalf of Cornwall Council. Many of these services are non-statutory services. E.g. Beach Tidy ups are usually carried out by local residents and volunteers using equipment supplied by Cornwall Council.

### Option 5. Transfer of a service

If Cornwall Council proposes to reduce or no longer provide a service, Town and Parish councils and local Community Groups will be consulted and offered the opportunity to take on delivery of them. In exploring the available options the transfer of any related assets may be part of the discussions e.g. a number of the Tourism Information Centres are now being managed locally.

### Option 6. Services not generally available

Some services are not considered for transfer, as in many cases, statute will prevent the transfer of the service. Despite this, town and parish councils may be able to influence and monitor the delivery of these services as outlined previously, e.g. refuse collection, street lighting, event licences.

## **7. Leeds City Council**

There are 32 Town and Parish Councils within Leeds and the Charter was first put together in 2006 and is reviewed annually by the Council. It sets out clear guidelines on what support Local Councils can expect from the City Council.

The key sections within the charter are:

- Shared Goals: i.e. commitment to improve local democracy;

- **Practical Support:** Councils can expect a response to emails within 10 days. Democratic Services will provide a nominated parish and town liaison officer who will coordinate city wide liaison with other Council departments on any parish queries; Leeds revenue services will send out council tax bills and collect council tax;
- **Working in Partnership:** The city council will include parish and town councils within the consultation arrangements for all relevant key decisions. Community Committees (ward committees) will establish arrangements to engage with their local councils and local councils will be consulted on the drafting of the committees annual plan. Council departments will establish service standards and contact details within key service areas;
- **Maintaining High Ethical Standards:** Both the City and local councils have adopted codes of conduct and the standards and conduct committee will also consider any complaints made against Councillors;
- **Allocating Responsibilities:** The first step towards devolution of a service currently provided by Leeds City Council to a local council is for the Clerk of that local council to write to the Chief Executive of the City Council with a copy to the Chief Officer Democratic & Central Services. The Chief Executive will then ensure that the local council is able to have discussions with a service manager of appropriate seniority to consider the feasibility of devolution of a service;
- **Managing the relationship:** The local councils will monitor the effectiveness of the Charter. The local council will decide whether or not, on balance, the Charter has been upheld by Leeds City Council and will, as they consider appropriate, submit views for consideration by the Parish and Town Council Forum as part of the annual review.

## **8. North Somerset Council**

North Somerset has 39 parishes, four town councils based in Clevedon, Nailsea, Portishead and Weston-Super-Mare and a further 35 parish councils representing the many rural villages and small towns that make up the rest of the region. A total of 61 district or ward councillors represent the area making decisions, developing and reviewing council policy and scrutinising decisions taken.

North Somerset Council set up a “Charter Working Group” to draw up a detailed framework document and it consulted with all local councils as well as members of the public whilst drawing up the document.

It begins with a statement of intent:

The aim of our new Town and Parish Charter is: “To create a framework for North Somerset Council and town and parish councils to work in partnership to improve the economic, social and environmental wellbeing of the area.”

One example of successful service delivery was the transfer of Weston-Super-Mare Museum from North Somerset Council to the town council.

The Charter does not cover every single area of work between the two levels of governance but it sets out a minimum standard of co-operation between the principal authority and the local councils.

In terms of key areas of focus, the charter includes sections on the following:

- Communication;
- Development Management and planning applications;
- Resources ;
- Procurement;
- Equality and Diversity.

The charter also sets out the specific responsibilities for Parish Liaison Officers who provide support to every town and parish across the district. The role of the Parish Liaison Officer is to:

- Foster co-operation between North Somerset Council and their respective local council;
- Act as a lead officer, representing North Somerset Council at their respective local council meeting;
- Be a focus for issues raised by the local council that relate to North Somerset Council – i.e. to be a point of contact.

The framework also includes the responsibilities of the area officer role, an officer that would work with a cluster of local councils to be the single point of contact for a number of different areas including:

- Highways, highway verges, footpaths, footways and cycle ways
- Street lighting
- Car parks
- Public open spaces
- Refuse, street cleansing and public conveniences
- Fly-tipping
- Abandoned vehicles
- Street furniture
- Drainage on the highway and public open spaces

## **9. North Yorkshire County Council:**

There are 731 parishes in North Yorkshire. Not all parishes have a parish council as some have grouped councils and others only have parish meetings.

The Council consulted with all local councils and residents on the content of the charter.

This charter is very much written from the point of view of what the principal authority can do to support parishes and contains a series of practical solutions to the day to day running of a parish council e.g.

“We will attend twice-yearly parish liaison meetings in those districts where there is a joint commitment with the district council to implement such arrangements. An Executive Member and senior officer will normally attend”

“We ask you to wherever possible use our website at [www.northyorks.gov.uk](http://www.northyorks.gov.uk) to find information about our services and news updates including road, footpath closures, temporary traffic lights and diversions. The website contains a number of online forms which can be used to request a service or obtain more information. If you cannot find the information you need or wish to speak to someone you can telephone 01609 xxxxxx”

The charter is divided up into a number of sections:

- Partnership working
- Consultation
- Local Governance
- Information and complaints
- Delegating responsibility for service provision
- Practical Support

“Our Economic Partnership Unit can act as a point of contact for grant funding opportunities for community-based projects. Our Emergency Planning Unit can provide you with advice and guidance to develop a Community Resilience Scheme. This will enable you to increase your local community’s resilience in the first few hours of an incident such as flooding, before the emergency services reach you.”

## **10. County Durham County Council**

There are 104 local councils in County Durham. There are 13 town councils and 91 parish councils. In addition there are 22 parish meetings where no formal local council exists.

The Charter lists main expectations on the part of both the County Council and the Parish and Town councils. Clear document listing the responsibilities of both bodies e.g.: prefacing each heading with “Durham will....., The town council will .....”.

The Charter is reviewed annually by Durham County Council and the County Durham Association of Local Councils.

In terms of structure, the Charter clearly lists the responsibilities of both the Principal Authority and Town council under 10 key headings some of which are listed below:

Local Governance:

Durham County Council and the County Durham Association of Local Councils will

“Convene an annual Charter Review Meeting, each December to consider the effectiveness of the Charter and any areas for improvement. The meeting to be attended, for the County Council by the Head of Partnerships and Community Engagement, the Principal Local Councils Officer and the Portfolio Holder for Partnerships and Community Engagement (or their representatives) and for the Local councils by the Chair and Executive Officer of CDALC (or their representatives) and one representative from the Town and Parish Councils Coordination Group. The meeting will produce a report of proposed outcomes and actions going forward to be agreed by the Council Cabinet and the CDALC Executive. The report may include recommendations for amendments to the Charter or for its fundamental review if this is felt to be appropriate...”

**Practical Support:**

Will, on request and where practical, and where resources permit, offer Local Councils access to their support services, to enable them to take advantage of facilities, at a mutually agreed price.

Work to develop a handbook, setting out a short guide to the Charter, key contact details for relevant service groupings and details of advice and support available to local councils through Durham County Council.

**Standards and Ethics:**

The County Council and local councils have adopted codes of conduct for councillors, based on the national model code of conduct. The local councils will work with Durham County Council's Standards Committee to promote and maintain high standards of conduct. Details of Standards Committee arrangements are set out in the County Council's Constitution and in the Appendices to the Charter.

**Service Devolution:**

Where arrangements are made to devolve an aspect of service delivery, management or monitoring to a local council or group of local councils, this will be subject to a separate formal agreement between Durham County Council and the local council(s) involved.

## **11. Lancashire Parish and Town Council Charter**

Lancashire consists of three tiers of local government: County Council, District Council and Town/Parish councils and is made up of 206 parish and town councils covering both rural and urban areas.

Their charter focuses largely on the relationship between the County and Town/parish council but Districts played a role in the development of the charter.

The charter was created through consultation with the Principal Authority, District councils and Local councils and residents via community workshops and a working



group made up of representatives from the local councils and officers from the County council.

This charter sets out how Lancashire County Council can work with local parish and town councils to provide high-quality services for the people of Lancashire. It aims to improve our working relationship by focusing on:

- improving communication (including consultation activity);
- the ways in which parish and town councils can influence county council services; and
- the support in place to help parish and town councils.

The charter is made up of 9 sections with clear responsibilities laid out for the County and Parish councils e.g.:

Communication and information:

Lancashire County Council will:

- provide access to services and named officers through a centrally managed Customer Service Centre or email;
- provide a district partnership officer in each of the districts to help parish and town councils with more complex issues that cannot be dealt with through the Customer Service Centre;
- continue to hold a Parish and Town Council Conference each year.

Parish and Town councils will:

- use the Customer Service Centre to contact the county council about day-to-day issues;

Consultation:

Lancashire County Council will:

- Make its Directorates aware of the need to consult parish and town councils on issues that affect their communities.
- give parish and town councils at least six weeks to respond to any formal consultations which affect them, unless this is impractical or specified differently by law;

Parish and town councils will:

- do all they can to give the county council their views in a practical way that represents the views of as many people as possible

## **12. North East Lincolnshire Borough Council:**

There are 52 Parish councils within North East Lincolnshire and their charter is reviewed every three years. The Council has constituted a “Town and Parish Council Liaison Committee” where representatives from the parish councils meet on a monthly basis with officers from the principal authority to discuss issues concerning the parishes.

Some examples from the charter are listed below.

#### Community Strategies and Local Support

Town/Parish and Village councils will be invited to develop and manage ward plans that impact on their area and will be expected to use their role within the community to shape the plan, raise awareness of it and seek ownership of the plan and encourage communities to be involved in delivering the agreed priorities / actions outlined within the plan.

#### Practical support

North East Lincolnshire Borough Council will, where practicable, enable Town/Parish and Village Councils access to their own support services, and enable them to take advantage of facilities such as printing and purchasing, at a mutually agreed price.

North East Lincolnshire Borough Council will appoint a named liaison officer as a first point of contact.

#### Delegating Responsibility for Service Provision

Opportunities will be explored for Town/Parish and Village Councils to discharge functions on behalf of North East Lincolnshire Borough Council, who will consider this where it provides best value (taking account of cost, quality, local preferences and practicability) and provide the name of a nominated officer to liaise with the Town/Parish Council.

### **13. Staffordshire County Council Local Charter**

Staffordshire is made up of 32 local Councils, which are represented by The Staffordshire Association of Local Councils which supports and advises local councils within the Staffordshire area. The Charter is a short document comprising six key headings; some examples are included below:

#### Service Provision

If a local council (or group of councils) wishes to take on delegated responsibility for service delivery, the County Council will encourage this, where it is cost-effective and practicable.

Where a local council takes over service provision, the level of funding will be agreed by the County Council and the local council.

- Local councils have signed agreements to undertake routine highway maintenance (including grass cutting, sign cleaning etc) on behalf of the County Council (e.g. Betley Parish Council);

- Under the Community Paths Initiative, local councils look after public footpaths and rights of way in their area;
- Local councils are to be invited to help monitor mineral extraction and waste management sites for the County Council.

#### Local Community Life

The County Council will promote local community life through capital grants to village halls and community centres, and through the community discount scheme for the disposal of surplus property.

#### Practical Support

The County Council will offer local councils access to its own support services, to enable councils to take advantage of facilities such as training, printing and purchasing.

- County Council staff have led training courses for local councils (e.g. on Health and Safety);
- Local councils have purchased IT equipment at competitive prices through the County Council's Information Systems Service;
- Local councils have used the County Council's Central Print and Design Unit for their publications, leaflets, etc.

#### Local Governance

The County Council will continue to maintain its close working relationship with the Staffordshire Parish Councils' Association through the annual meetings between senior Members and the SPCA Executive and its Area Committees.

### **14. Kirklees Metropolitan Council**

The Kirklees Charter sets out how the Metropolitan Council will work with the 5 Parish Councils within the Kirklees area. The key areas highlighted within the charter are set out below.

#### Sustainability and Local Community Life

Kirklees MC will involve parish and town councils in the processes of preparing and implementing the Kirklees Community Strategy to promote or improve the economic, social and environmental well-being of the area.

#### Local Governance

Parish and town councillors are invited to attend respective Kirklees Area Committees. At the beginning of each municipal year, arrangements regarding Parish/Town Councillor membership on area committees are agreed, including any voting rights on concurrent functions. These formal arrangements are set out in Kirklees MC's Constitution.

#### Information and Communication

Parish and Town Councils may be invited to attend sub committees and working groups that are set up by their Local Area Committee. Kirklees MC will attend meetings with the parish and town councils (or groups of such councils) at a mutually agreed time to discuss matters of common interest.

#### Delegating Responsibility for Service Provision

When a parish or town council achieves quality status and they wish to discharge functions on behalf of a principal authority, Kirklees MC will consider this where it provides best value (taking account of cost, quality, local preferences and practicability). Where it is not good value or practicable, Kirklees MC, in consultation with the parish or town council, may seek alternative ways to influence service delivery at a local level. Where services are devolved, the relevant finance needs to follow the function.

#### Practical Support

Kirklees MC will, where practical, offer parish and town councils access to their own support services, to enable them to take advantage of facilities such as printing and purchasing, at a mutually agreed price. All Parish and Town Councillors and Parish and Town Clerks can access KMC's internal training courses at the same cost as to its own services.

Parish and Town Councillors who are representatives on Area Committees can access training, development, advice and support through the Local Area Structures Team in the same way as other Area Committee members. Area Committees can extend this training to other Parish and Town Councillors, if this is resourced locally.

There are also further headings detailing arrangements for Financial Arrangements, Delegating Responsibility for service provision, Complaints and Standard Committee.

### Creating a Town or Parish Council

The Government and the Local Government Boundary Commission has set out guidance on the creation of a new parish council.<sup>1</sup>

In addition The National Association of Local Councils (NALC) provides lots of guidance on the subject and how community groups can set up a campaign for a parish council.<sup>2</sup>

#### **Extract from Government and National Association of Local Councils (NALC) Guidance on Creating a Town or Parish Council**

To establish a local council a Community Governance Review needs to be triggered. This can be by either the principal authority themselves or by the community, through the submission of a petition\*.

The petition must state exactly what it proposes: creating a parish or town council for a defined area. The number of minimum signatures required varies according to the size of the population. If the petition area:

- Has fewer than 500 local government electors, the petition must be signed by 37.5% of the electors;
- Has between 500 and 2,500 local government electors, the petition must be signed by at least 187 electors;
- Has more than 2,500 local government electors, the petition must be signed by at least 7.5% of the electors.

Once the petition gathers the required number of signatures, it can be submitted to the principal authority, who will validate the signatures and, provided that the minimum threshold is met, will conduct a Community Governance Review within 12 months of submission.

During this time, the principal authority will launch a consultation, asking residents to state whether they are in favour or against the establishment of a local council. At the end of the consultation period, the council will review residents' responses before reaching a decision. If the principal authority decides in favour of a parish council, it will also set the date for the first election.

\*A neighbourhood forum that's had a neighbourhood development plan passed at referendum can trigger a community governance review without needing a petition.

---

<sup>1</sup> Guidance can be found here:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/8312/1527635.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/8312/1527635.pdf)

<sup>2</sup> See: <http://www.nalc.gov.uk/our-work/create-a-council>

## Charters for specific neighbourhoods

The Future Communities project (a partnership of Homes England and Local Government Improvement and Development) define a neighbourhood charter as ‘a voluntary partnership agreement between a community, the local authority and other service providers. It can lay out details of expected service standards, action plans and/or local priorities with clear commitments from both service providers and local communities in helping to meet these targets. They can be shaped through participation, and often the element of engaging the community is as important as the end charter’

They set out the benefits of charters or agreements as:

- They can improve efficiency of, and satisfaction with, services by establishing expectations and baselines for service standards and providing a framework for agreement on variation to meet local requirements, even mechanisms for redress.
- They can help clarify the role of different partners and service providers, and provide a more solid base for partnership working in neighbourhoods.
- They can be shaped participatively by and involve commitments from citizens as well as from public service providers and representatives.
- They can build local trust and community capacity.

Examples of Neighbourhood charters include:

<p>Bristol</p>	<p>A generic charter which sets out the services that the Council and others provide in the local area, what residents can expect from these services, how residents can influence what is delivered and what residents can do to help make their neighbourhood better.</p> <p>Covers:</p> <ul style="list-style-type: none"> <li>• Waste, recycling and clean, tidy neighbourhoods</li> <li>• Council maintained Parks &amp; Green Spaces</li> <li>• Dogs and dog ownership</li> <li>• Neighbourhood safety and neighbourhood nuisance</li> <li>• Highways and Parking</li> <li>• Licensing, Planning and Building Control</li> </ul> <p>(Is in the process of being reviewed)</p>
<p>Doncaster</p>	<p>Another generic charter which is an agreement between Doncaster Council, its partners and residents to work together to maintain and improve neighbourhoods in Doncaster.</p> <p>This charter brings together a range of different services that are delivered in the neighbourhood and sets out the standards of service that residents can expect. It also explains what residents can do to help achieve excellent standards.</p> <p>The charter is monitored by residents and service providers to make sure that the service standards are being met.</p>
<p>Sheffield</p>	<p>A unique Residents’ Charter was in place for the SWaN project.</p>

	<p>(Scowerdons, Weakland and Newstead estates). The SWaN estates were made up of 809 non-traditional houses, built in the 1960s. These property types suffered from persistent repair and structural problems arising from their construction style.</p> <p>The Charter set out the commitment to residents throughout the regeneration process. This included the commitment that a new home of the tenure of choice would be available for existing residents who wanted to return to a new home on the estates.</p>
Tower Hamlets	<p>In 2010 Tower Hamlets was chosen to be a pathfinder authority for the Home Office's trial of neighbourhood agreements - essentially a compact between the local authority, its partners and residents on standards of service and roles and responsibilities within a local area. Their first Neighbourhood Agreement was for the Boundary Estate. The agreement was designed and agreed between residents and local service providers and sets out what each will do to maintain the Boundary Estate and make it a pleasant place to live.</p> <p>Agreement includes:</p> <ul style="list-style-type: none"> <li>• Service standards based on issues identified by residents;</li> <li>• What service providers can do to ensure standards are met;</li> <li>• What residents can do to ensure service standards are met.</li> </ul> <p>They have developed a toolkit to assist others in drawing up neighbourhood agreements, reflecting on the learning from this first experience.</p>

### **Home Office findings from the Neighbourhood Agreements Pathfinder Programme (2012)**

- When selecting the area that the Agreement will cover it is important to think carefully about the boundaries and capacity of service providers and existing links with local residents.
- The monitoring of the Agreement is more likely to be effective if this is considered in the development stage. Baselines and targets against which the success of the Agreement can be measured should be established at the beginning of the process.
- A range of opportunities should be created for residents to become involved in developing the Agreement and building the capacity for residents to get actively involved is also essential.
- Maintaining momentum and commitment to deliver on the Agreement is important to its success. Well-thought-out long-term engagement strategies will help with this and will keep residents engaged through the delivery of the agreement, not just during its development.
- For many service providers, the final Agreement was an extension or formalisation of how they already engaged communities in setting local priorities. However, for some, involving residents in shaping their service delivery was a new approach and for these service providers the process has provided valuable learning about the needs of the local community and informed service reshaping to a greater extent.





## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE 7 MARCH 2018

### PRIORITY REPORT OF CABINET MEMBER FOR COMMUNITY SAFETY & EQUALITIES

#### REPORT BY: COUNCILLOR TRISTAN CHATFIELD

#### 1. PURPOSE OF REPORT

Following my report to Scrutiny in September 2017, setting out my portfolio priorities for 2017/18, this report provides an update on the progress made and emerging future issues.

#### 2. SUMMARY OF KEY PRIORITIES AND OTHER KEY PROGRAMMES

The key priorities for my portfolio are cross cutting to help meet the agreed Council's vision for Birmingham 'A City of growth where every child, citizen and place matters'.

The key steps I set out to Committee last September were as follows:

- Continue to work with partners through the Multi-Agency Welfare Committee to mitigate the impact of welfare benefit changes to Birmingham residents.
- Continue to work with partners and the Child Poverty Action Forum to implement the recommendations of the Child Poverty Commission.
- Continue to work with partners to deliver the objectives of the Financial Inclusion Strategy, approved by Cabinet on 18 April 2017.
- Evaluate the outcomes of the *Financially Healthy Neighbourhoods* project in the St George's area of Newtown to help rollout the work of the pilot to other financially vulnerable estates in the city.
- Develop a Cohesion Strategy/Statement with partners which sets out our future vision for the city.
- Implement the Equality, Diversity and Inclusion strategy.
- Work with partners, the Third Sector Champion and Assistant Leaders to develop a consistent, unified approach to our relationship with the "Third Sector" and make grant funding transparent and accessible.
- Better use of open data to deliver and improve services for citizens, by identifying what information people want and where they can obtain it.
- Develop a Policy Portal on the Council's Website to ensure that the Council's key policies and strategies are easily accessible to Birmingham citizens, to improve transparency.
- Meet the Council's obligations in respect of Information Rights legislation

- Manage the implementation of the new General Data Protection Regulation (GDPR) that comes into effect in May 2018.
- Ensure that the appropriate information governance provisions are embedded into the new Children’s Trust to ensure its effective operation.
- Continue to work with partners to improve services for Asylum Seekers and Refugees.

### 3. PROGRESS ON DELIVERING PRIORITIES

Priority	Progress to date
Continue to work with partners through the Multi-Agency Welfare Committee to mitigate the impact of welfare benefit changes to Birmingham residents	<p>In June 2017, a number of council colleagues and external stakeholders were invited to come together to prepare Birmingham for the implementation of the full rollout of Universal Credit from November 2017. Thus, the Welfare Reform Task and Finish Group was formed and has continued to meet on a monthly basis. The original proposal was for the group to meet between July 2017 and March 2018. The group has met its objectives, which are set out below with outcomes:</p> <ul style="list-style-type: none"> <li>• It has worked collaboratively across a number of agencies bringing together items of best practice, knowledge, capability, energy and enthusiasm to contribute to the objective. The meetings have been well attended with an open dialogue taking place. Ideas and suggestions have been jointly agreed in a collaborative spirit.</li> <li>• Communications and briefings have been made to relevant to citizens, advice agencies, housing providers, landlords, and elected Members to inform of the changes associated with the introduction of UC. Individual organisations have supplemented DWP information and tailored this for their own needs. There has been open sharing of good practice where applicable.</li> <li>• Relevant training has been implemented in readiness for the introduction of UC. This has taken place on a number of levels from DWP and by the Council. Partners have also undertaken their own training tailored to the needs of their organisations.</li> <li>• The arrangements for both the personal budgeting and support and digital assistance services needed in preparation for the introduction of UC have been implemented and overseen by the group. Good links have been established locally between advice agencies, DWP and the Council.</li> <li>• The group has received briefings from Job Centre Plus in relation to timelines, volumes and updates in relation to turnaround timescales for Birmingham. DWP have contributed fully to all the meetings – with a local and national presence.</li> <li>• Collaboration has taken place with the work of the Financial Inclusion Partnership and the Child Poverty Action Group in</li> </ul>

	<p>relation to UC. Representatives of the group also have membership of the Financial Inclusion Partnership. There is a flow of information between the two groups.</p> <ul style="list-style-type: none"> <li>• The group has worked collaboratively to align Birmingham City Council (and other) employment and skills support programmes/activities with support packages offered to UC citizens and those affected by the Benefit Cap. Activity is taking place outside the group on a number of forums to encourage citizens to enhance skills and take-up employment opportunities. Close working is in place between the Council, DWP and outside organisations.</li> </ul> <p>The group has therefore been successful in meeting the majority of its desired outcomes and have agreed that the Financial Inclusion Partnership Group will continue to oversee the rollout of full service UC in the City.</p> <p>External partners on the Welfare Reform Task and Finish Group have been provided with membership details of the Financial Inclusion Partnership, should they wish to continue to be involved.</p>
<p>Continue to work with partners and the Child Poverty Action Forum to implement the recommendations of the Child Poverty Commission</p>	<p>As Chair of the Council's Cross Party Implementation Group I have been overseeing and monitoring the implementation of the Birmingham Child Poverty Commission's recommendations. Commitment and significant progress from the Council to deliver the recommendations includes:</p> <ul style="list-style-type: none"> <li>• Piloting a programme of targeted activity in St Georges, Newtown which has one of the highest levels of child poverty. The pilot aims to build financial resilience including increased Credit Union membership and take up of social housing contents insurance; providing advice to community organisations on the welfare reform changes that impact children and families.</li> <li>• Increased provision and take up of ESOL to support families into sustainable employment. Despite a general reduction to Adult Education funding year on year for the last 5 years BAES has maintained ESOL provision with 1366 learners in 2016/17.</li> <li>• The Council no longer passes any accounts with a council tax support (CTS) profile to its enforcement agents (EAs). As at the end of November 2017, over 11,000 citizens have been in contact with the Revenues Service and currently have their council tax accounts put on hold.</li> <li>• We have seen good progress being made to ensure young people transition from Key Stage 4 (Year 11 to Year 12). <i>NEET figures for December for Year 12 are particularly low. On 1 November, there were 1.1% NEET in Year 12 (150 young people).</i></li> </ul> <p>In January 2018, I presented a full update on the progress made to</p>

	<p>implement the child poverty recommendations to the Schools, Children and Families Overview and Scrutiny Committee.</p> <p>Addressing the drivers of child poverty is a collective challenge for the whole city. The City Council alone cannot eliminate child poverty that blights so many lives. Instead, a citywide response is required as outlined in the Commission’s report. Therefore, I am committed to working with our partners to develop policy interventions that will make the greatest impact.</p> <p>I am already working with a number of multiagency partnerships to address the causes of poverty including the independent multi agency <a href="#">Birmingham Child Poverty Action Forum</a>, supported by the Council. The Forum has been monitoring progress to ensure the City continues to promote and support citywide responses to combat child poverty. In addition the Financial Inclusion Partnership has developed a strategy and interventions to support families build their financial capability.</p>
<p>Continue to work with partners to deliver the objectives of the Financial Inclusion Strategy</p>	<p>Following the launch of the Financial Inclusion Strategy (approved by cabinet on 18<sup>th</sup> April 2017) the Partnership has:</p> <ul style="list-style-type: none"> <li>• Developed a series of six action plans, each aligned to the key objectives and collectively delivering the strategy from 2017 – 2020.</li> <li>• Expanded the partnership to include closer working with West Midlands Police, Schools and a focus on care leavers/corporate parenting.</li> <li>• Engaged with local communities during Financial Capability week. Supporting over 1,000 citizens and achieving around £10,000 in cheaper energy (Appendix 1).</li> <li>• Through collaboration with Free Radio, provided over £15,000 worth of Christmas presents to children &amp; families in need (Appendix 2).</li> <li>• Continued to work in partnership with University of Birmingham to research the extent of problem gambling in the City – particularly its impacts on young people and our diverse communities. A full report with recommendations is expected later in the year.</li> <li>• Delivered a series of Universal Credit campaigns and briefings to community groups and citizens.</li> </ul> <p>A progress report for the first year of the strategy will be available post April 2018.</p>
<p>Evaluate the outcomes of the <i>Financially Healthy</i></p>	<p>The Financially Healthy Neighbourhoods project has seen many of the Financial Inclusion partnership outcomes above delivered within the St Georges area:</p>

<p><i>Neighbourhoods</i> project in the St George's area of Newtown</p>	<ul style="list-style-type: none"> <li>• A free debt advice surgery has been introduced via our partners, Birmingham Community Law Centre.</li> <li>• The delivery of Digital and Financial Literacy training continues and a full report will be available post July 2018.</li> </ul> <p>Due to the complexity of the need within the area and a drive for development at a community level, the decision has been taken to extend the life of the project past the 12 months originally agreed.</p> <p>The Partnership is now working closely with local organisations to develop:</p> <ul style="list-style-type: none"> <li>• a sustainable (asset based) community development model</li> <li>• an exciting new Arts based community cohesion project</li> <li>• a youth employment programme</li> <li>• and draw in additional funding.</li> </ul>
<p>Develop a Cohesion Strategy/ Statement with partners which sets out our future vision for the city</p>	<p>In December 2017 I convened a conversation with over 80 partners from across the city to discuss and identify:</p> <ul style="list-style-type: none"> <li>- The challenges facing the City and the opportunities in achieving community cohesion;</li> <li>- The role each of our organisations can play and our commitment to improving cohesion;</li> <li>- What the next steps might be to working together towards a shared vision of cohesion.</li> </ul> <p>I also held a Members workshop and invited comments from other interested individuals.</p> <p>The reflections and comments from the series of discussions so far strongly suggest that cohesion is everybody's business and not just the responsibility of the Council or any single agency. It is now crucial that the comments, reflections and ideas are turned into tangible actions for each organisation and individuals to consider how they can implement and respond to these issues in their own environment, as well as collective.</p> <p>On 7 March two events are also taking place to listen to the views of children and young people about what it's like for them growing up in Birmingham and how we can make the City a place where they want live. It will also provide an opportunity to hear views and exchange ideas between children and young people from across our diverse City.</p> <p>I will be working closely with Jonathan Tew, the new Assistant Chief Executive, who has the remit for partnerships and community cohesion in taking forward the following actions:</p> <p><i>Summer 2018:</i></p> <ul style="list-style-type: none"> <li>• A Vision Statement/Commitment - building on the cross-party community cohesion statement of 2016 we would like to develop a better, shared understanding of what cohesion means to</li> </ul>

	<p>Birmingham; what we stand for here and the values we aspire to;</p> <ul style="list-style-type: none"> <li>• A Strategic Framework - developing a strategic and measurable approach that joins up the vast and varied work that will contribute to cohesion overall;</li> <li>• A citywide Network – to keep an ongoing conversation and dialogue across all partners open, to build on our relationships and ensure we are achieving the best possible outcomes for the people of Birmingham.</li> </ul> <p><i>Ongoing activity:</i></p> <ul style="list-style-type: none"> <li>• Female empowerment – 2018 is the centenary of some women finally having the right to vote and 100 years on there is still a lot of work to do. How can we use this anniversary as a springboard for improving gender equality in our City?</li> <li>• Perception of Birmingham – How can we improve how people feel about the City – to instil a sense of pride and recognise an identity we all share in?</li> <li>• Aspiration for the City and young people – Birmingham is seen as undergoing a rebirth of sorts. How do we ensure this ‘renaissance buzz’ is more inclusive and relevant to all citizens?</li> <li>• Difficult conversations – Myth-busting on its own doesn’t always work. How can we appeal to people’s <i>real</i> concerns whilst also challenging further stigmatisation of communities?</li> <li>• Neighbourhoods – How do we give people more control and autonomy without creating or adding to tensions (A good example being the perception that a community centre is just for one community or faith group)?</li> <li>• Employment and jobs – Working with businesses and other major employers to ensure all levels of jobs and skills opportunities are widely accessible to all, irrespective of socio-economic background.</li> </ul> <p>On 25<sup>th</sup> January, I met with civil servants from the MHCLG Integration Team to share some of work the Council and Birmingham communities are delivering to facilitate cohesive and integrated neighbourhoods. MHCLG are keen to have further dialogue with Birmingham as the Government prepares to publish its integration strategy.</p>
<p>Implement the Workforce Equality, Diversity and Inclusion strategy</p>	<p>During 2017-18 the Council has developed and agreed its People Strategy, a linked strategy is the Workforce Equality, Diversity and Inclusion Strategy. Significant work has been undertaken to collaborate with a range of critical stakeholders to develop the Strategy including Members of the Council’s inclusion networks, the trade unions, officers and Elected Members. The strategy has undertaken a number of iterations since its inception as a</p>

	<p>consequence of the feedback. There have also been delays in finalising the final strategy which is now scheduled to be formally approved at the end of March 2018, however, officers have focused their energies on achieving some key strands of the associated delivery plan.</p> <p>The Council's first Gender Pay Gap Report has been completed and will be reported to Cabinet in March 2018 and published. Additionally the Council now produces a workforce dashboard (attached) that, on a quarterly basis, provides a picture of the Council's workforce representation by some of the core protected characteristics. Work continues on increasing the data we hold in respect of employee's sexual orientation and religion or belief.</p> <p>A new recruitment system has been launched that will ensure that the data for all new starters and internal movers, in respect of all protected characteristics, will be captured.</p> <p>Support has continued to be given to enable the Employee Network Groups to develop and thrive. Additionally an Inclusion Network has been established and facilitated which brings together all of the Employee Groups on a monthly basis to engage in shaping and influencing corporate policies and strategies. The work of the Inclusion Network is directly Supported by the Director of Place.</p> <p>Work continues on developing the Council's Apprenticeship and Graduate programmes which are predominantly targeted at increasing the representation of younger people within the Council.</p>
<p>Work with partners, the Third Sector Champion and Assistant Leaders to develop a consistent, unified approach to our relationship with the "Third Sector and make grant funding transparent and accessible</p>	<p>The Neighbourhood Development and Support Unit (NDSU) has continued to facilitate PINCh (Partners in Neighbourhoods and Communities Group), a citywide partnership made up of key funders, public service partners including BCC that third sector representation with the main aim to improve and increase investment in the third sector, particularly in community and neighbourhood based organisations. The following progress has been made:</p> <ul style="list-style-type: none"> <li>• Birmingham is the first City Council to share its grant funding data to the national 360 Giving standard – we have joined 60 other grant making organisations sharing data in an open and accessible way.</li> <li>• With the Lottery have developed new simplified grassroots grants process in Billesley. SportBirmingham has taken lead in Longbridge and Podnosh in Bartley Green. These principles have now developed citywide.</li> <li>• Through PINCh and NDSU continued focus on increasing external investment into the City by increasing community capacity and knowledge – through specific training opportunities, including bid writing and funding training for Neighbourhood Forums, Introduction to Good Finance and Community Asset</li> </ul>

	<p>Transfer.</p> <ul style="list-style-type: none"> <li>• Local Innovation Fund saw 119 successful local community proposals invested in.</li> <li>• Supported local community groups to develop new ideas and find new sources of funding investment. In 2017/18 that is an extra £1,036,000 with other substantial bids in the pipeline.</li> <li>• Hosted study tour from Copenhagen – focus on BCC best practice re Community Asset Transfer and importance of Community Hubs – Stirchley Baths used as exemplar.</li> <li>• Developing closer working relationship with Lottery – who have now developed a Birmingham place focussed team. Co-working and co-location with NDSU is being developed.</li> <li>• Connecting Communities and Assets Pilot (including the importance of Community Hubs) – Pilot project work now completed, linked into the exciting partnership around community led housing.</li> </ul> <p>New Cabinet Advisers for Third Sector and Local Governance have recently been announced and over the coming months we will be working to support the localism agenda in the city, working to improve service delivery in neighbourhoods and encourage greater local leadership at ward level.</p>
<p>Better use of open data to deliver and improve services for citizens, by identifying what information people want and where they can obtain it</p>	<p>Alongside the Deputy Leader, I will continue to champion the better use of open data and ensure it is easily accessible for all citizens. In November the Council launched a digital database, containing around 1.5 million burial and cremation records, has been launched to help families trace their Birmingham ancestors.</p> <p>The new searchable archive – <a href="http://birminghamburialrecords.co.uk">birminghamburialrecords.co.uk</a> – provides access to records from the City's 12 cemeteries and crematoria, going back to 1836.</p> <p>Handsworth, Lodge Hill, Quinton, Sutton Coldfield, Witton and Yardley are just some of the locations whose registers are featured in the archive.</p> <p>The digitised records, spanning the 19th Century to the 21st Century, can be searched for free by first name, family name, location, year of burial / cremation, and other criteria. Digital downloads of individual records can also be purchased from the website for a £5 fee.</p> <p>Information recorded on these records changes over time, so details included will vary but most will include the deceased's age, gender, residence and date of death.</p> <p>For more information about the service and to start your search,</p>



	<p>please visit <a href="http://birminghamburialrecords.co.uk">birminghamburialrecords.co.uk</a></p>
<p>Develop a Policy Portal on the Council's Website to ensure that the Council's key policies and strategies are easily accessible to Birmingham citizens, to improve transparency.</p>	<p>The Policy portal has been completed and publicised to All Members and staff. Work is now underway to expand the portal to include further strategies and to investigate how it can be further developed to improve transparency and to provide wider insight into the Council's Policy Framework.</p> <p>The Portal continues to develop and contains links to the key public facing strategies that are on the Birmingham City Council website. They can be accessed via the following link.  <a href="https://www.birmingham.gov.uk/info/20100/policies_plans_and_strategies">https://www.birmingham.gov.uk/info/20100/policies_plans_and_strategies</a></p> <p>The Portal automatically links to existing strategies and plans on the website so that the most up to date are accessible through this route. The portal will be launched to the public on 28 February.</p> <p>I am also looking to introduce a transparency charter that makes clear our commitment to ensuring that the Council's decision making is more open to Birmingham citizens, including the greater use of webcasting for all public meetings.</p> <p>I will also be developing a web based performance dashboard so that the Council can be held to account for its performance across a range of key indicators.</p>
<p>Meet the Council's obligations in respect of Information Rights legislation</p>	<p>During 2017, the Council received 2,051 Freedom of Information (FOI) requests, responding to 81% of them within the statutory timescale of 20 working days. Furthermore, less than 2% of requests (37) required Internal Reviews during this period.</p> <p>The Council received 443 Subject Access requests under the Data Protection Act (DPA), responding to approximately 72% of those in the statutory timescale of 40 calendar days.</p> <p>Complexity of requests, extension of the timescales and resourcing issues are the primary factors for responses taking longer than the statutory timescales.</p> <p>During 2017, the Council dealt with 15 DPA complaints from the Information Commissioner's Office and 5 complaints under FOI. In addition, in September 2017, in investing in new technology to manage requests for information, the Council launched its Disclosure Log which publishes its responses to FOI requests.</p>
<p>Manage the implementation of the new General Data Protection Regulation (GDPR) that comes into</p>	<p>The General Data Protection Regulation (GDPR) comes into effect in May 2018 and requires organisations to comply with enhanced obligations in respect of the processing of personal data. Key requirements / changes include:</p> <ul style="list-style-type: none"> <li>• Maximum fine of 4% of global turnover</li> <li>• Must maintain an inventory of personal information</li> <li>• Clear requirements around monitoring, encryption, anonymisation</li> </ul>

<p>effect in May 2018</p>	<p>and availability</p> <ul style="list-style-type: none"> <li>• New rights for the data subject including data portability and right to erasure</li> <li>• Requirement to gain unambiguous consent / Identify the legal basis for processing</li> <li>• Need to appoint a Data Protection Officer (DPO)</li> <li>• Must report breaches in 72 hours to the Regulator</li> <li>• Must conduct Privacy Impact Assessment for 'high risk' projects - where the processing is "likely to result in a high risk to the rights and freedoms of natural persons"</li> <li>• Special categories for sensitive personal data expanded to biometric and genetic data</li> <li>• Data controllers must conduct due diligence into data processors suitability and liability (review third-party contracts and employment contract)</li> </ul> <p>A range of activities is being carried out to review and update the Council's Information Governance (IG) requirements to meet the obligations of the GDPR including:</p> <ol style="list-style-type: none"> <li>a) Conducted an internal review of Birmingham Audit to assess readiness for GDPR</li> <li>b) Commissioned KPMG to carry out a risk assessment and identify gaps in compliance</li> <li>c) Review of policies, procedures and the Council's Privacy Notice to reflect new requirements</li> <li>d) Identification of software solutions to manage the new right of access granted by the legislation</li> <li>e) Building on existing documentation of processing activities to cover the additional requirements</li> <li>f) Reviewing training material to update with GDPR obligations for roll out during 2018</li> <li>g) Reviewing existing governance protocols to include 'Privacy Impact Assessments' as part of business case development</li> <li>h) Developing processes to manage the new requirements for reporting data breaches to the ICO in 72 hours</li> <li>i) Develop a GDPR communications and awareness plan.</li> </ol>
<p>Ensure that the appropriate information governance provisions are embedded into the new Children's Trust to ensure its effective operation</p>	<p>As part of the development of the Service Delivery Contract, data protection clauses have been reviewed and responsibilities assigned to the Trust in respect of IG provisions. Specifically, for social care data, the Trust and BCC are classed as 'Joint Data Controllers' meaning that both parties are responsible for ensuring compliance with the relevant legislation. For other personal data obtained by the Trust in the course of fulfilling its duties, it is designated as a 'Data Controller' in its own right meaning that it is responsible for ensuring compliance with relevant legislation. Work is ongoing as part of the 'shadow period' to determine how monitoring of compliance by the Trust of its obligations will be managed.</p>
<p>Continue to work with partners to improve services</p>	<p>Since July 2017 Birmingham has continued to receive vulnerable refugees through the Syrian Vulnerable Persons Resettlement Scheme and is now home to 238 refugees out of the 550 the City will</p>

<p>for Asylum Seekers and Refugees</p>	<p>receive by 2020.</p> <p>A number of these refugees are now into their third year and following some initial pilot projects a partnership steering group has been established for the scheme, which is supporting the development of the commissioning strategy to support refugees from their second to fifth years in the City. This is focusing on employment and skills, community networks, ESOL, health, as well as community, arts and cultural activity.</p> <p>In November 2017 Birmingham City Council was notified of a successful partnership bid made to the European Regional Development programme's Urban Innovation Action programme for the development of a "Migrant Friendly City". With Coventry and Wolverhampton City Council, as well as another seven voluntary and private sector partners, this three year project will start in March 2018. The project will support all migrants through helping to create welcoming communities, employment and skills opportunities, active citizenship and social enterprise.</p> <p>In addition, Birmingham Migration Forum was re-launched in November 2017 under this new name and refreshed focus. This is with a particular focus on developing information sharing and collaboration opportunities for all statutory, voluntary and community sector partners involved in supporting asylum seekers, refugees and economic migrants.</p> <p>Birmingham City Council continues to work with the Home Office and G4S on the supported dispersal of asylum seekers in the City. Since July 2017 the asylum dispersal protocol has renewed and refreshed with appropriate lead officers in BCC. Additionally there continues to be ongoing dialogue with the Home Office and G4S concerning the temporary accommodation sites in the City in order to provide local scrutiny around the support being provided to asylum seekers.</p>
--	---

#### 4. OTHER KEY PROGRAMMES

##### 4.1 Bereavement Services

###### Computed Tomography Post Mortems (CTPM)

The Senior Coroner has continued to offer CTPM facilities to any bereaved family that requests a non-invasive post mortem where it is appropriate and likely to identify the cause of death. These are offered at the Igene facility in Sandwell and the John Radcliffe Hospital in Oxford. Both facilities are able to provide angiography and the Oxford facility is also able to offer a traditional, invasive post mortem, if the CTPM fails to identify the cause of death. The number of requests for CTPM is still small, in 2017 fewer than 10 were carried out. The Senior Coroner is working with local hospitals and private business to establish the possibility of providing a CTPM facility with angiography in Birmingham. Currently the families are required to pay the costs of the CTPM and the transportation of the deceased to and from the facility undertaking the CTPM.'

An approach has been made to University Hospital Birmingham to consider a joint venture approach to find a mutual benefit to BCC and UHB through the provision of CTPM facilities. Consideration is also being given to whether a private / public sector partnership may be an option.

#### Release of the deceased

There has been a significant reduction in the average time taken to release the deceased by the Senior Coroner. The average time to release a deceased where no post mortem is carried out has reduced from 2.2 days in 2016 to 1.7 days in 2017. Where a post mortem has been carried out the reduction over the same period has been from 3.8 days down to 3.5 days.

January 2018 has seen the greatest number of deaths referred to the Coroner Service in a single month, 613, an increase of 10% from January 2017 and 44% from January 2016.

## **4.2 Women in Leadership**

As the UK celebrates the 100th anniversary of the Representation of the People Act 1918 in February 2018 and marks International Women's Day in March 2018 the City Council is currently reviewing the findings and recommendations of two national reports to bring forward an analysis and local insight into the role of women in Local Government.

'Does Local Government Work for Women?' by the Local Government Commission and 'Power to the People – tackling gender imbalance in Combined Authorities and Local Government' by Institute for Public Policy Research identifies a number of barriers to women's representation in Local Government.

The City Council report 'Women & Democracy' will include a statistical breakdown of Birmingham's Councillors in terms of the age, gender and length of service as well as key comparative data of all core cities focusing on women in the labour market. At a local level the available data reinforces the findings from the above reports, with only a third of Birmingham's councillors being women.

When reviewing the demographics of Birmingham City Council (BCC) councillors, it was found that limited data is available. There is an obvious need to ensure that robust demographic information is collected so that any inequalities can be identified and addressed. Given the move to an all-out election in May, there is an ideal opportunity to ensure that the infrastructure is in place to collect this crucial information.

Ongoing implications for Birmingham City Council will be captured in the form of an action plan. The mandate for these actions will be captured within a 'Statement of Intent' which will allow Full Council to champion these issues and set a course of action for the year.

The report, action plan and Statement of Intent will be taken to Full Council later this year.

#### 4.3 Neighbourhood Advice & Information Service (NAIS) & Legal Entitlement Advice Service (LEAS) Contract

My portfolio has responsibility for both directly delivered advice services through NAIS and also a budget to commission advice services from third sector organisations.

The NAIS service has undergone a number of Cabinet agreed service redesigns in recent years with the latest operating model being implemented during 2017. This has resulted in a further reduction in the face to face NAIS service which now operates in six locations (with two of these operated in partnership with Citizens Advice Birmingham).

Over recent years, there has been a shift toward encouraging customers to make greater use of the Council call centre to make council tax, housing benefit and housing queries with only the more complex enquiries that require more specialist knowledge being passed to the NAIS service. I personally visited the Erdington Advice Centre and the Newtown Home Options Centre in November 2017 in order to see first-hand the work undertaken by the advisors within the NAIS service and it was clear that a face to face advice service is still highly valued by citizens and delivers some very positive outcomes for some of the most disadvantaged within our City.

During January to December 2017, the service delivered the following achievements and outcomes:

- Number of customers visiting NAIS offices: 15,851
- Major Enquiries handled (such as by face to face or phone interview): 34,619
- Minor Enquiries handled (such as at reception): 84,586
- Income Maximisation (for customers attending offices) : confirmed £3 million , estimated £7.5 million
- Statutory Homeless Prevention interviews (April to Dec 2017): 2378
- Evictions cancelled by liaison with landlord / courts : 98

The success of the Eviction Prevention Panel set up in 2016, has ensured that all relevant actions, interventions and support has taken place before the warrant for eviction is actioned to prevent homelessness, keep tenants in their current accommodation, ultimately making a difference to the lives of children and families.

98 evictions have been cancelled in the last 12 months, £250,913.65 has been prevented from going to Former Tenancy Arrears and the arrears on these cases have reduced by a net amount of £75,242.09 and has reduced the need for expensive temporary accommodation. Additionally, the cost of eviction per property (not staffing costs) for 98 potential evictions would have been in the region of £48,559.00.

The LEAS contract with third sector partners including Citizens Advice, Birmingham Settlement and Spitfire (Castle Vale TRA) Services has also delivered positive outcomes by providing advice on Welfare Rights, Debt and Employment support to some of the most vulnerable in this City. For the 9 month period April to December 2017 contractual targets have been fully met and key outputs are as follows:

- No' of customers visiting partner offices : 5,225
- Major enquiries handled (such as interviews & casework): 1,418
- Minor enquiries handled (such as by phone or at reception) : 16,673

Although the 2016 Advice Strategy (adopted by both BCC and our partners) has created greater join up in advice services across the City there is always more that could be done both within BCC services and those delivered by others. With that in mind, I have set out the need for a baseline 'Advice Services' review over the coming months so that we better understand what advice services are provided by whom and where, how we can maximise the impact of such advice services and to identify what other steps may need to be taken to ensure that people receive the support they need to make a difference in their lives and to prevent their circumstances potentially deteriorating to the point they need costly statutory interventions.

#### **4.4 Updates on following areas of my portfolio will be presented to the Housing & Homes Overview & Scrutiny Committee in June:**

- Strategic citywide leadership to community safety in Birmingham, including anti-social behaviour, fear of crime and public spaces and ensuring effective support for victims of crime
- Effective relationships and clear shared priorities with the Police and Crime Commissioner and West Midlands Police
- Leadership on Youth Offending issues
- CCTV and liaison with Police
- Strategic leadership in relation to Prevent

#### **5. UPDATE ON KEY BUDGET ISSUES/KEY FUTURE BUDGET ISSUES**

I am responsible for a net revenue budget of £(2.0m) in 2017/18 to deliver my services (this represents gross expenditure of £13.5m and is offset by income of £15.5m – the income relates mainly to income from Bereavement Services, grants from the PCC and Home Office and recharged income on the Neighbourhood Advice Service).

These resources are utilised to deliver a range of services including Bereavement Services, Neighbourhood Advice Services, the externally commissioned Legal Advice Services, Equalities, Community Safety and Public CCTV services. All these services provide a major contribution to the delivery of the overall Vision and Priorities of the Council.

I am continuing to ensure that the revenue resources are managed effectively and efficiently and an underspend of £0.2m is currently projected for 2017/18 (additional expenditure as a result of the delay in the full implementation of the new operating model for the Equalities Team and re-organisation pensions costs for the Neighbourhood Advice Service are being offset by lower operational expenditure on Bereavement Services).

I am also investing over £5.7m during 2017/18 in the provision of new burial facilities at Sutton New Hall (this will ensure adequate future capacity).

The savings for these services that have already been approved from previous years total £0.5m in 2018/19 (mainly the full year effects from implementing the new operational service model for Equalities and income from new services that will be introduced in Bereavement Services - primarily income from mausoleums and vaults).

There are no increases in these savings beyond 2018/19.

There is also a new proposal (subject to approval by City Council on the 27 February) to discontinue the charges for the burial/cremation of children in the City. Additional resources of £175,000 will be provided to the Service to reflect this policy initiative.

**Councillor Tristan Chatfield**  
**Cabinet Member for Community Safety & Equalities**

# FINANCIAL CAPABILITY WEEK 2017

Monday 13<sup>th</sup> to Friday 17<sup>th</sup> November

## What is FinCap Week?

Financial Capability Week (FinCap Week) is an annual event which takes place in mid-November (13-19 November 2017). It celebrates, showcases and amplifies the work underway to improve financial capability and ultimately to improve financial wellbeing. The week is organised as part of the Financial Capability Strategy for the UK and aims to get more people talking about money. #talkmoney

Birmingham Financial Inclusion Partnership contributed to the national event by holding events throughout the week and across the city.

Birmingham City Council worked with partner organisations to provide the following to vulnerable communities across the city:

1. Advice and information
2. Digital inclusion
3. Employment and education
4. Affordable credit
5. Food and fuel poverty

There was also an emphasis on Universal Credit as this had started to roll out in Birmingham with Full Service.

## Partners

The following partners all dedicated their time and resources for free to support the week-long event across a number of locations in Birmingham.





## Locations

6 locations were identified in the city which had a natural foot flow of the client group this event was aimed at.

Using the learning from 2016, 4 locations were retained and 2 new added.

Below is a table showing the partners attendance at each event

Date	Monday 13th November	Tuesday 14th November	Wednesday 15th November	Thursday 16th November	Friday 17th November
Location	Erdington High St - near to the co-op supermarket. The entrance to the site is situated via Mason Road where the HSBC bank is located on the corner	Bullring Markets - Edgbaston St, Birmingham B5 4RB	Morrisons Small Heath - 280 Coventry Rd, Birmingham B10 0XA	Newtown Shopping centre - Birmingham B19 2SA	Prices Square - Northfield High street - 735 Bristol Rd S, Birmingham B31 2NG
Partners	Clarion Housing Group Castlevale Community Housi Severn Trent Catalyst BCC Adult Social Care & Hea Advance Credit Union Midland Heart Keepmoat BCC Financial Inclusion Team	Severn Trent Catalyst BCC Adult Social Care & Hea Eddie - Chlb	Severn Trent Catalyst BCC Adult Social Care & Health Attwood Community Enrichmer Unity Streets BCC Financial Inclusion Team West Midlands Fire Service Eddie - Chlb	Catalyst BCC Adult Social Care & Health Attwood Community Enrichmer Unity Streets BCC Financial Inclusion Team nehemiah housing Citizen Voice Team Eddie - Chlb	Severn Trent Catalyst BCC Adult Social Care & Health BCC Financial Inclusion Team Fortem Bournville Village Trust Bromford Midland Heart Christians Against Poverty BCC Rent Service
Date	Monday 13th November	Tuesday 14th November	Wednesday 15th November	Thursday 16th November	Friday 17th November
Location	Library Of Birmingham	Library Of Birmingham	Library Of Birmingham	Library Of Birmingham	Library Of Birmingham
Partners	West Midlands Police BCC Financial Inclusion Team Citysave Credit union Severn Trent	Midland Heart BCC Financial Inclusion Tea Citysave Credit union Severn Trent Attwood Community Enrichm Unity Streets	Midland Heart West Midlands Police BCC Financial Inclusion Team Citysave Credit union Severn Trent	BCC Financial Inclusion Team Citysave Credit union Wates	West Midlands Police BCC Financial Inclusion Team Citysave Credit union Severn Trent

## Dolly

Severn Trent allowed the partnership to utilise their educational vehicle "Dolly" at 4 of the locations and this provide a backdrop to the events on site.

Tables and a gazebo were also made available to the partners in attendance but all display material was provided by each organisation.

Additional literature was provided by each partner for the event at Library of Birmingham in their absence.



## Promotion

Using the national branding, a poster was designed and distributed through a number of channels.

During the week, over **11,000** people engaged through the Financial Inclusion Partnership twitter account alone.

Posters were also displayed in the local area prior to the event and CHLB members distributed leaflets.

All partners received a digital pack to add to their own social media accounts and websites.

**Financial Capability Week 2017**

11am to 3pm - Each day

Monday 13th November	Tuesday 14th November	Wednesday 15th November	Thursday 16th November	Friday 17th November
<b>Erdington High St</b> - near to the co-op supermarket. B23 6RS	<b>Bullring Markets</b> - Edgbaston St, Birmingham B5 4RB	<b>Morrisons Small Heath</b> - 280 Coventry Rd, Birmingham B10 0XA	<b>Newtown Shopping Centre</b> - Birmingham B19 2SA	<b>Prices Square - Northfield High street</b> - 735 Bristol Rd S, Birmingham B31 2NG
<b>Library of Birmingham</b> - Centenary Square	<b>Library of Birmingham</b> - Centenary Square	<b>Library of Birmingham</b> - Centenary Square	<b>Library of Birmingham</b> - Centenary Square	<b>Library of Birmingham</b> - Centenary Square

Money Advice | Health & Wellbeing Budgeting Advice | Universal Credit Advice | Training & Employment | Savings & Affordable Credit | Digital skills | Fuel & Energy Advice

CLARION | HOUSING BIRMINGHAM | Catalyst Mutual Enterprise C.I.C. | midland heart | Advance | Keepmoat | NATIONAL TRADING STANDARDS | FORTEM | H.B. | Castle Vale Community Housing | Bromford. | Citysave | Birmingham City Council | Wates | SEVERN TRENT | Bournville

@BhamFip | #TalkMoney

\*\*Please note not all partners are able to attend each venue.\*\*

Each event was scheduled to run from 11am to 3pm.



### Event Photographs



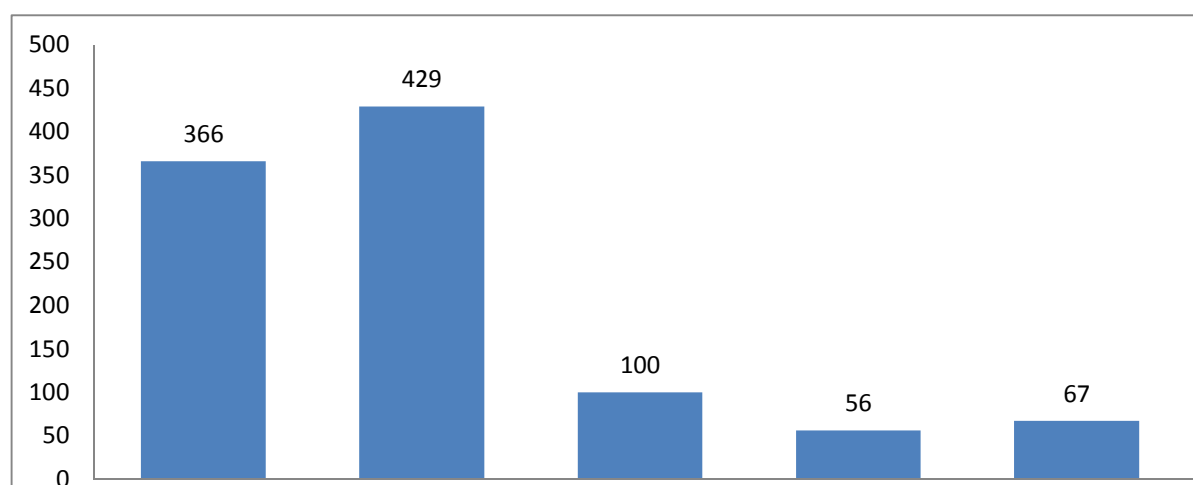
**Outcomes**

Total number of people supported during FCW 2017 = **1164**

Number of in-depth conversations = **126 (approx. 11%)**

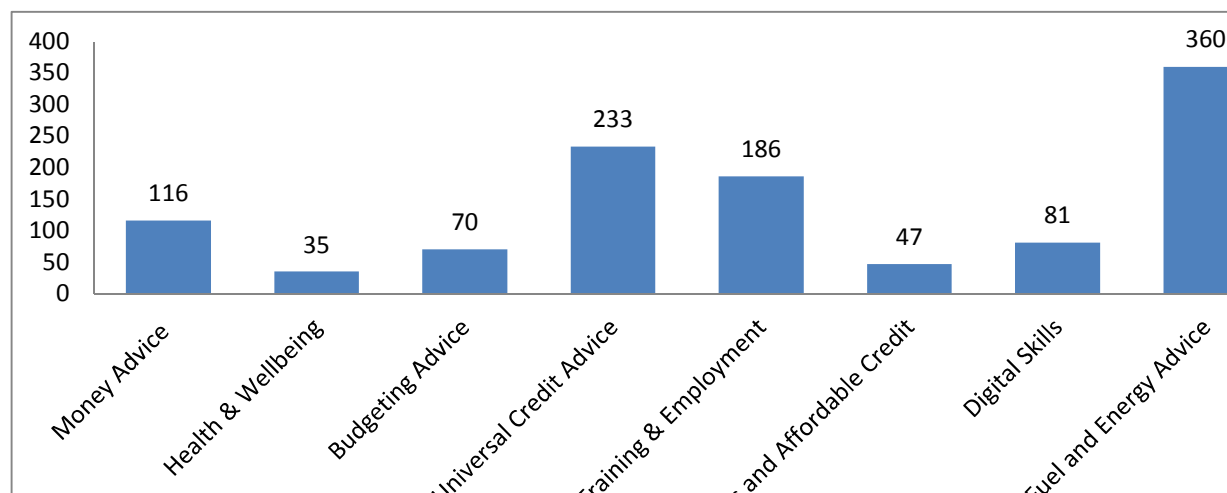
**People supported location**

Library of Birmingham	Newtown Shopping Centre	Northfield High Street	Morrisons Small Heath	Erdington High Street	Bullring Markets
<b>366</b>	<b>429</b>	<b>100</b>	<b>56</b>	<b>67</b>	<b>167</b>
<b>31%</b>	<b>37%</b>	<b>8%</b>	<b>5%</b>	<b>6%</b>	<b>13%</b>

**Advice / support accessed**

Money Advice	Health & Wellbeing	Budgeting Advice	Universal Credit Advice	Training & Employment	Savings and Affordable Credit	Digital Skills	Fuel and Energy Advice	Other
<b>116</b>	<b>35</b>	<b>70</b>	<b>233</b>	<b>186</b>	<b>47</b>	<b>81</b>	<b>360</b>	<b>36</b>
<b>10%</b>	<b>3%</b>	<b>6%</b>	<b>20%</b>	<b>16%</b>	<b>4%</b>	<b>7%</b>	<b>31%</b>	<b>3%</b>





### Uswitch – Price comparison for energy

**40** people supported in demonstration of Uswitch.com –

Demo showed that there was potential **savings of £9900** identified for fuel– at approx. £247.50 per person per year

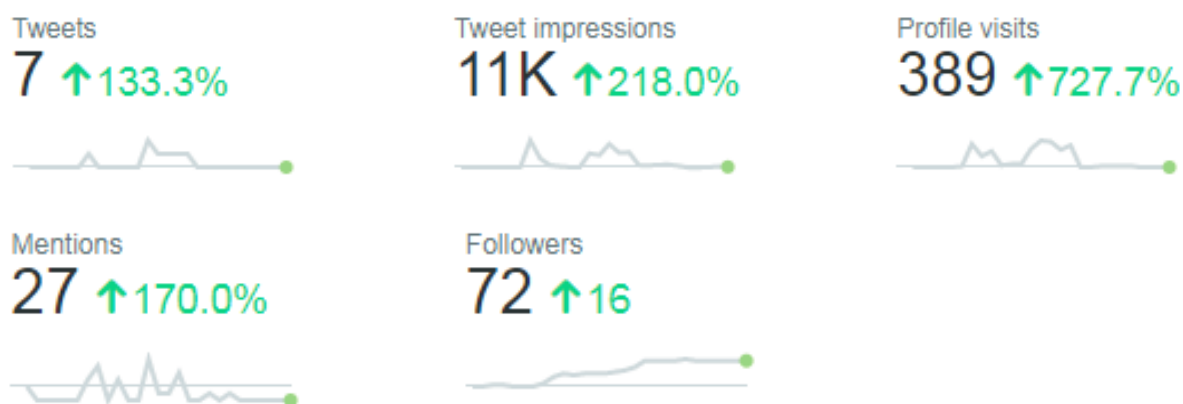
Those who engaged had been with a provider for a long period of time and relayed fears of switching and getting into debt as a result.

Customers also felt that they did not know who some of the “cheaper” brands were and therefore there was an element of no trust in that company.

### Social Media – Twitter

A total of 7 tweets were sent out for FCW 2017 from @bhamfip's official account

This resulted in ...



The week ended in a total of 16 new followers for the twitter account.

## **Comments**

- Excellent!
- So much information in one place
- "It took me 3 days to build up the courage to speak to you about my issues but I am so glad I did!"
- Lots on offer... I didn't expect this from Birmingham City Council
- Fantastic to see so many organisations working together with a common aim!

**Richard Burdens office:-** It was the office manager Theresa Deakin who approached us as she had seen us campaigning at Cotteridge food bank. She said that work that we were doing was excellent and much needed. Theresa was going to report back to Richard Burden as she felt that it was a brilliant initiative and more of this work was needed to ensure that people were being reached. Theresa felt that people just didn't realise that UC would affect them and people are in denial. Theresa asked what our full role was, we advised on financial inclusion team and the work that we propose to do. We gave additional information on all the campaigns currently undertaken and those to attend in the coming weeks.

**Susan Newton – MP** Minister of State for Disabled People, Health and Work (Dept of Work and Pensions):- Approached all of the stalls at the Newtown campaign and took the time to speak to everyone about the work they were doing. We advised Susan of the work that the financial inclusion team were undertaking. Susan stated that she was very impressed with that and the literature that was displayed especially around UC and fuel poverty and that it was very informative and very much needed. Susan also stated that UC is currently getting bad press in relation to there being no support available for UC claimants. However Susan stated that by the campaigns being carried this has shown that there is help and support and that LA are supporting UC.

**Recommendations / Observations**

- Enhanced displays required to attract further members of the public to the stalls – FIP have no pull up banners etc and display tables need to be replaced with those of a better speck
- Promotion needs to be started at an earlier point in the month or coming month to make more people aware of the days partners are attending
- An Events group to be formed to plan and scope all elements of events for the forthcoming year. This will include FIP partners and CHLB members.
- Further providers of Training and employment required to attend events.
- Locations to be changed in preparation for 2018 – look at Swan, Grosvenor, Maypole shopping areas
- Events were weather dependant. Look at warmer locations with a natural foot flow
- Partners need to engage more with public and not rely on Financial Inclusion Staff drawing in customers
- Look at FIP branding of the events – not obvious what was being discussed and some people assumed it was a sales pitch prior to approaching
- For 2018 to look at a concentrated approach for approx. 2-3 days instead of spreading partners thinly over the whole week
- For 2018 to look at a weekend as a possibility due to increase in foot flow
- Look at language needs in some areas
- Look at incentives to draw in public – chocolates, freebies etc
- Benchmark against the other national events that took place during the week of 13<sup>th</sup> November to 17<sup>th</sup> November 2017

## Caring Christmas

The Financial Inclusion Team has worked so hard to ensure that all the children received a present before Christmas. Below is a summary of the fantastic work.

**Xmas jumper day** - raised **£328.66** for the cause across the many teams

Those who contributed include staff from:

- Margaret street
- Customer involvement team
- Staff at mole street
- Housing needs
- Housing services managers
- Local Teams at central west, south and north
- Elderly services
- Financial inclusion partnership

### Presents received

- City save Credit donated approx. **23** new gifts for the cause
- Financial inclusion team donated **10** presents
- City Housing Liaison Board Welfare Reform and Financial Inclusion Sub Group - Eddie Howard and Stanhope community Centre collected approx. **50** gifts for the cause
- Free radio and the citizens of Birmingham donated **1000** gifts

**In total approx. 1100 gifts!**

### Allocation and Distribution

The **CHLB financial inclusion and welfare reform subgroup** provided wrapping paper and wrapped approx. 300 gifts for St. George's children's Centre in Ladywood. Greggs bakers provide a free lunch for the wrapping session in support of the campaign.

**300** presents delivered as part of an Christmas event at the children Centre by Santa for the children of St. George's again Greggs provide a large selection of cakes in support of the campaign

Approx. **200** presents delivered to Shelter in support of children in their accommodation over Christmas

Approx. **45** presents delivered to Acorns children's hospice

Approx. **555** presents split and allocated to...

- Frankley children's centre
- Cotteridge foodbank
- Spearhead trust
- St Barnabus church Erdington
- Ladywood Community centre
- Sparkbrook Health Visiting Team – Birmingham community healthcare



In total we were advised that the value of donations was approx. **£15,000**

We believe free radio have helped 5000 children so we accounted for 20% of that!



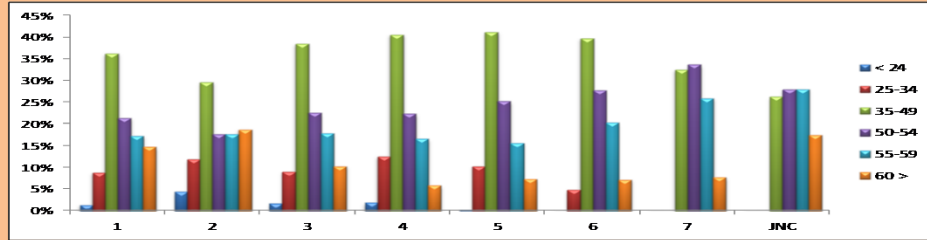


# Directorate Demographic Dashboard

\*\*\*\* Data may fluctuate month on month when comparing previous months dashboards due to late entries, corrections or data validation. \*\*\*\*

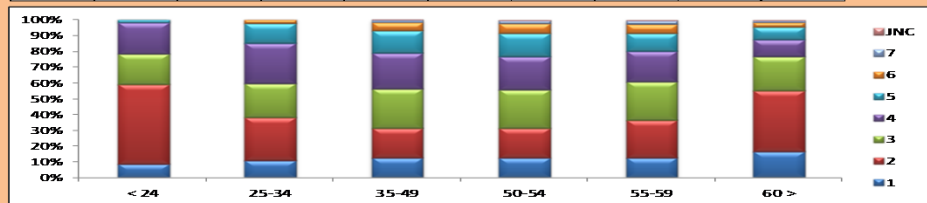
## Age % / Grade

	< 24	25-34	35-49	50-54	55-59	60 >	Total
1	1.43%	8.89%	36.26%	21.46%	17.27%	14.69%	100.00%
2	4.37%	11.86%	29.64%	17.75%	17.66%	18.72%	100.00%
3	1.67%	9.09%	38.57%	22.55%	17.84%	10.27%	100.00%
4	1.95%	12.58%	40.62%	22.35%	16.63%	5.86%	100.00%
5	0.29%	10.24%	41.20%	25.29%	15.68%	7.29%	100.00%
6	0.00%	4.86%	39.76%	27.84%	20.32%	7.22%	100.00%
7	0.00%	0.00%	32.60%	33.70%	25.97%	7.73%	100.00%
JNC	0.00%	0.00%	26.32%	28.07%	28.07%	17.54%	100.00%
Total	2.04%	10.21%	36.87%	22.03%	17.48%	11.37%	100.00%



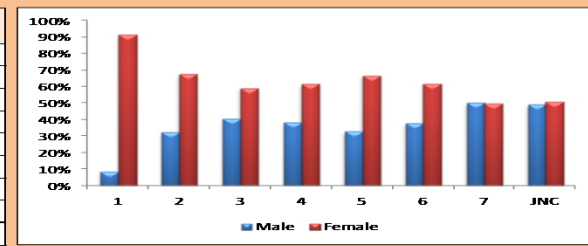
## Grade % / Age

	1	2	3	4	5	6	7	JNC	Total
< 24	8.93%	50.00%	19.64%	19.64%	1.79%	0.00%	0.00%	0.00%	100.00%
25-34	11.09%	27.18%	21.39%	25.32%	12.66%	2.36%	0.00%	0.00%	100.00%
35-49	12.51%	18.81%	25.13%	22.63%	14.10%	5.35%	1.17%	0.30%	100.00%
50-54	12.40%	18.86%	24.59%	20.85%	14.48%	6.26%	2.02%	0.53%	100.00%
55-59	12.57%	23.64%	24.52%	11.32%	19.55%	5.76%	1.96%	0.67%	100.00%
60 >	16.43%	38.51%	21.69%	10.59%	8.09%	3.15%	0.90%	0.64%	100.00%
Total	12.73%	23.40%	24.02%	20.54%	12.62%	4.96%	1.32%	0.42%	100.00%



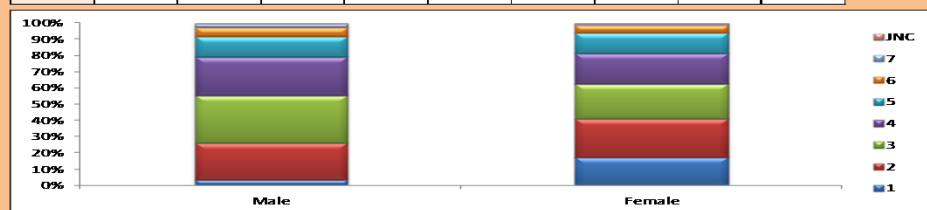
## Gender % / Grade

	Male	Female	Total
1	8.56%	91.44%	100.00%
2	32.45%	67.55%	100.00%
3	40.76%	59.24%	100.00%
4	38.31%	61.69%	100.00%
5	33.04%	66.96%	100.00%
6	38.14%	61.86%	100.00%
7	50.28%	49.72%	100.00%
JNC	49.12%	50.88%	100.00%
Total	33.28%	66.72%	100.00%



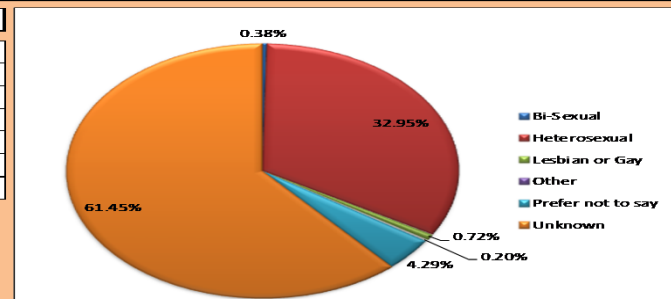
## Grade % / Gender

	1	2	3	4	5	6	7	JNC	Total
Male	3.27%	22.82%	29.43%	23.66%	12.53%	5.68%	2.00%	0.61%	100.00%
Female	17.41%	23.69%	21.33%	19.00%	12.66%	4.60%	0.99%	0.32%	100.00%
Total	12.71%	23.40%	24.03%	20.55%	12.62%	4.96%	1.32%	0.42%	100.00%



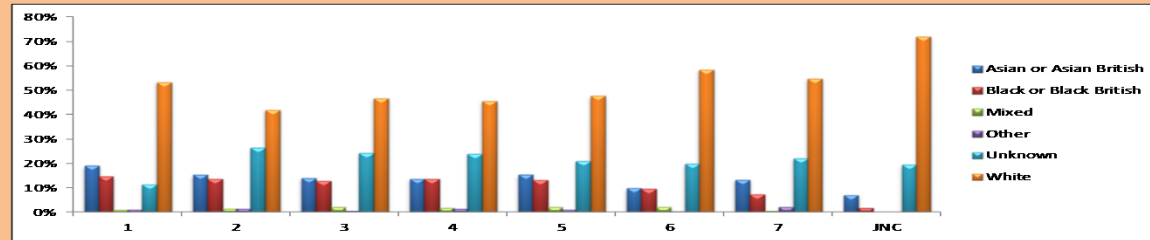
## Sexual Orientation

Bi-Sexual	0.38%
Heterosexual	32.95%
Lesbian or Gay	0.72%
Other	0.20%
Prefer not to say	4.29%
Unknown	61.45%
Total	100.00%



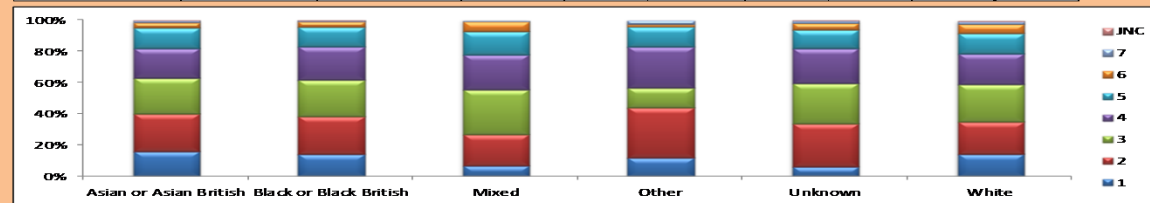
## Ethnicity % / Grade

	Asian or Asian British	Black or Black British	Mixed	Other	Unknown	White	Total
1	18.88%	14.57%	0.98%	1.09%	11.19%	53.30%	100.00%
2	15.23%	13.70%	1.47%	1.53%	26.24%	41.84%	100.00%
3	14.04%	12.61%	2.04%	0.61%	24.01%	46.63%	100.00%
4	13.65%	13.57%	1.88%	1.42%	23.88%	45.59%	100.00%
5	15.28%	13.02%	2.08%	1.16%	20.95%	47.51%	100.00%
6	9.72%	9.57%	2.21%	0.29%	19.88%	58.32%	100.00%
7	13.26%	7.18%	0.55%	2.21%	22.10%	54.70%	100.00%
JNC	7.02%	1.75%	0.00%	0.00%	19.30%	71.93%	100.00%
Total	14.76%	13.10%	1.72%	1.12%	22.24%	47.05%	100.00%



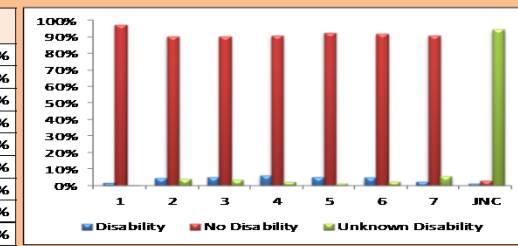
## Grade % / Ethnicity

	1	2	3	4	5	6	7	JNC	Total
Asian or Asian British	16.28%	24.15%	22.86%	19.00%	13.06%	3.27%	1.19%	0.20%	100.00%
Black or Black British	14.16%	24.47%	23.13%	21.29%	12.54%	3.62%	0.72%	0.06%	100.00%
Mixed	7.20%	19.92%	28.39%	22.46%	15.25%	6.36%	0.42%	0.00%	100.00%
Other	12.34%	31.82%	12.99%	25.97%	12.99%	1.30%	2.60%	0.00%	100.00%
Unknown	6.40%	27.61%	25.94%	22.06%	11.88%	4.43%	1.31%	0.36%	100.00%
White	14.42%	20.81%	23.81%	19.91%	12.74%	6.15%	1.54%	0.64%	100.00%
Total	12.73%	23.40%	24.02%	20.54%	12.62%	4.96%	1.32%	0.42%	100.00%



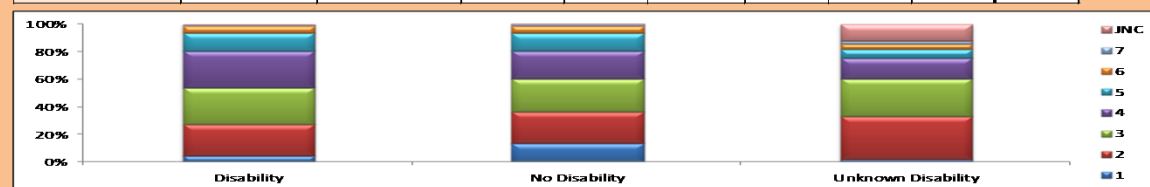
## Disability % / Grade

	Disability	No Disability	Unknown Disability	Total
1	1.89%	97.53%	0.57%	100.00%
2	4.96%	90.64%	4.40%	100.00%
3	5.53%	90.64%	3.83%	100.00%
4	6.50%	91.04%	2.45%	100.00%
5	5.44%	92.94%	1.62%	100.00%
6	5.15%	92.19%	2.65%	100.00%
7	2.76%	91.16%	6.08%	100.00%
JNC	1.75%	3.51%	94.74%	100.00%
Total	5.05%	91.61%	3.34%	100.00%



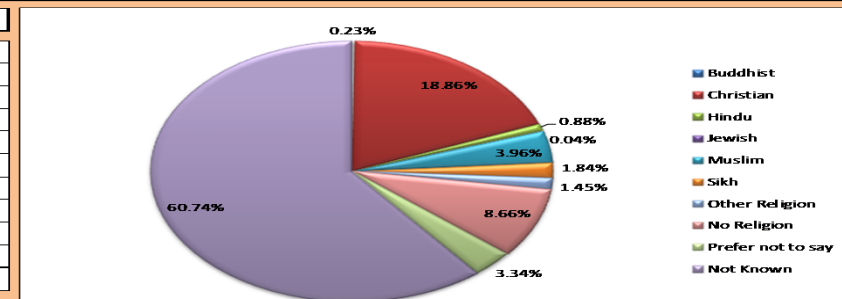
## Grade % / Disability

	1	2	3	4	5	6	7	JNC	Total
Disability	4.77%	22.98%	26.30%	26.45%	13.58%	5.06%	0.72%	0.14%	100.00%
No Disability	13.55%	23.15%	23.76%	20.42%	12.80%	4.99%	1.31%	0.02%	100.00%
Unknown Disability	2.19%	30.85%	27.57%	15.10%	6.13%	3.94%	2.41%	11.82%	100.00%
Total	12.73%	23.40%	24.02%	20.54%	12.62%	4.96%	1.32%	0.42%	100.00%



## Religious Beliefs

Buddhist	0.23%
Christian	18.86%
Hindu	0.88%
Jewish	0.04%
Muslim	3.96%
Sikh	1.84%
Other Religion	1.45%
No Religion	8.66%
Prefer not to say	3.34%
Not Known	60.74%
Total	100.00%





## Corporate Resources and Governance O&S Committee: Work Programme 2017/18

<b>Chair</b>	Cllr Mohammed Aikhlaq
<b>Deputy Chair</b>	Cllr Randal Brew
<b>Committee Members:</b>	Cllrs Muhammad Afzal, Liz Clements, Meirion Jenkins Changese Khan, Ewan Mackey, Yvonne Mosquito, Rob Pocock, Sybil Spence, Paul Tilsley, Waseem Zaffar
<b>Committee Support:</b>	Scrutiny Team: Emma Williamson (464 6870), Iram Choudry (303 8263) Committee Manager: Sarah Stride

### 1 Meeting Schedule

Date	Item	Officer contact
28 June 2017 10.30am Committee Room 6	<i>Informal:</i> Work Programme Discussion  <i>Outcome:</i> to determine the work programme priorities for the year	Emma Williamson/Iram Choudry, Scrutiny Office
26 July 2017 10.30am Committee Room 2	1) Report of the Leader of the Council <ul style="list-style-type: none"> <li>• Priorities for the year in relation to corporate leadership;</li> <li>• BIIP Feedback;</li> <li>• Council of the Future;</li> <li>• Partnership working</li> <li>• Evolution of Devolution: Cabinet Committee Local Leadership and Local Innovation Fund;</li> <li>• West Midlands Combined Authority and Mayor update;</li> </ul>	Geoff Coleman, Cabinet Office
6th September 2017 10.30am Committee Room 6	1. Cabinet Member for Transparency, Openness and Equality – update <ul style="list-style-type: none"> <li>• Priorities for the year in relation to transparency and openness (to include an update Bereavement Services)</li> </ul> 2. Assistant Leaders – update 3. Revenue Services update	Marcia Wynter, Cabinet Support Officer  Chris Gibbs



Date	Item	Officer contact
4th October 2017 10.30am Committee Room 6	1. Cabinet Member for Value for Money and Efficiency <ul style="list-style-type: none"> <li>• Priorities for the year (to include an update on the work of the Commercialism Board and BCC strategies for income generation)</li> </ul> 2. Welfare Reform Update	Jon Lawton, Cabinet Support Officer  Chris Gibbs
1st November 2017 10.30am Committee Room 6	Interim Leader Update	Rebecca Grant, Cabinet Office
13 <sup>th</sup> December 2017 10.30am Committee Room 6	Petition: Birmingham City Council to refund residents for missed collections	Emma Williamson/Iram Choudry, Scrutiny Office
	Deputy Leader Update	Rose Horsfall, Deputy Leader's Office
10 January 2018, Committee Room 6	1. Call-in	Rebecca Grant, Leaders Office
	2. Update on the BRUM account	Paula Buckley, Assistant Director Customer Service
7 February 2018, Committee Room 2	1. Customer Satisfaction update	Paula Buckley
7 March 2018 Committee Room 6	1. Partnership Working: BCC and Parish/Town Councils -Update	Rebecca Grant, Cabinet Office
	2. Cabinet Member for Community Safety and Equality-Update on Priorities	Marcia Wynter, Cabinet Office

## 2 Other Meetings / Working Groups

Partnership Working-BCC Parish/Town Councils: (Membership: Cllrs Aikhlaq, Brew, Mackey, Pocock)

## 3 Other Suggested Work Areas

- Inquiry Work – Consultation and the Democratic reporting process
- BCC and Partnerships across Birmingham
- Visit to City serve



## 4 Other Meetings

### Call in

10 <sup>th</sup> August 2017	Taking Forward Local Leadership	Request for Call In
10 <sup>th</sup> January 2018	Redirection of Corporate Capital Resources to Support the Community Libraries	

### Petitions

*None scheduled*

### Councillor Call for Action requests

*None scheduled*

### Informal meetings

24 <sup>th</sup> October 2017	Evidence gathering for overview of the procurement strategy for the provision of Design, Construction and Facilities Management Services (DCFM)
2 <sup>nd</sup> November 2017	Member Briefing on Workforce issues

## 5 Forward Plan (January 2018)

Deputy Leader		
003663/2018	Performance Monitoring April to December 2017	27 Mar 18
003679/2018	Corporate Revenue Monitoring Report Months 9 and 10	27 Mar 18
004112/2017	Deal Part 2 – Proposed roadmap to achieve ICT achieve savings, associated investment Required and contract changes up to 2021	27 Mar 18
000288/2015	ICT Investment and Strategy	17 Apr 18
003681/2018	Outturn Report 2017/18	15 May 18
003665/2018	Performance Monitoring April 2017 to March 2018	26 Jun 18

Leader		
004568/2018	West Midlands Growth Company Service Level Agreement 2018/19	15 Feb 18
004836/2018	Council Plan and Budget 2018+	27 Feb 18
002864/2017	Snow Hill Public Realm	06 Mar 18
004155/2017	Innovation Birmingham Ltd	06 Mar 18
004617/2018	Peddimore - Disposal terms for development of Peddimore phase 1 and enabling and servicing of phase 2	06 Mar 18
004893/2018	Moseley Road Pool	06 Mar 18
003707/2018	Capital and Treasury Monitoring Quarter 3 (October to December 2017)	27 Mar 18
004908/2018	To seek authority to sell the freehold of BRP and Tiverton Road Baths	27 Mar 18
003690/2017	Phoenix Business Park, Brickfield Road, Tyseley – Proposed Compulsory Purchase Order	17 Apr 18
004101/2017	Enterprise Zone Investment Plan 2018	17 Apr 18
004810/2018	Grand Central Shopping Centre and Associated Car Park	17 Apr 18
004699/2018	Disposal of Murdoch and Pitman Buildings on Corporation Street	26 Jun 18
004111/2017	Draft Birmingham Urban Centres Framework for Inclusive Growth Public Consultation	24 Jul 18



<b>Transparency, Openness and Equality</b>		
004543/2018	Birmingham City Council's Response to Modern Slavery and Human Trafficking	13 Feb 18
<b>Commissioning</b>		
003629/2017	Commissioning Security for Council Premises –	06 Mar 18
004833/2018	Commissioning review of Birmingham City Laboratories (BCL)	27 Mar 18
004831/2018	Review of Building Consultancy (Acivico) Ltd –	17 Apr 18