

## **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>
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#### 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

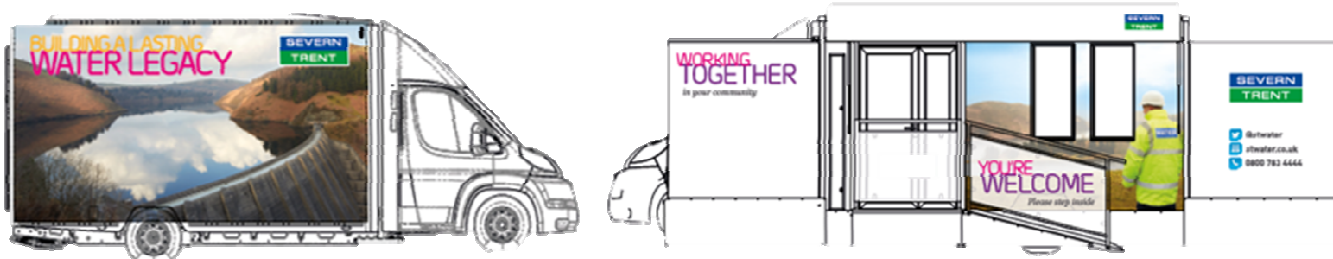
Date	Monday 13th November	Tuesday 14th November	Wednesday 15th November	Thursday 16th November	Friday 17th November
Location	Erdington High St - near to the co-op supermarket. The entrance to the site is situated via Mason Road where the HSBC bank is located on the corner	Bullring Markets - Edgbaston 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 Enrichmen Unity Streets BCC Financial Inclusion Team West Midlands Fire Service Eddie - Chlb	Catalyst BCC Adult Social Care & Health Attwood Community Enrichmen 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.

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.   CastleVale Community Housing   Bromford.   Birmingham Social Housing Partnership   Citysave   Birmingham City Council   Wates   SEVERN TRENT   Bournville   BURNLEY & DISTRICT FOOTBALL CLUB

@BhamFip   **\*\*Please note not all partners are able to attend each venue.\*\***   #TalkMoney

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

## Event Photographs



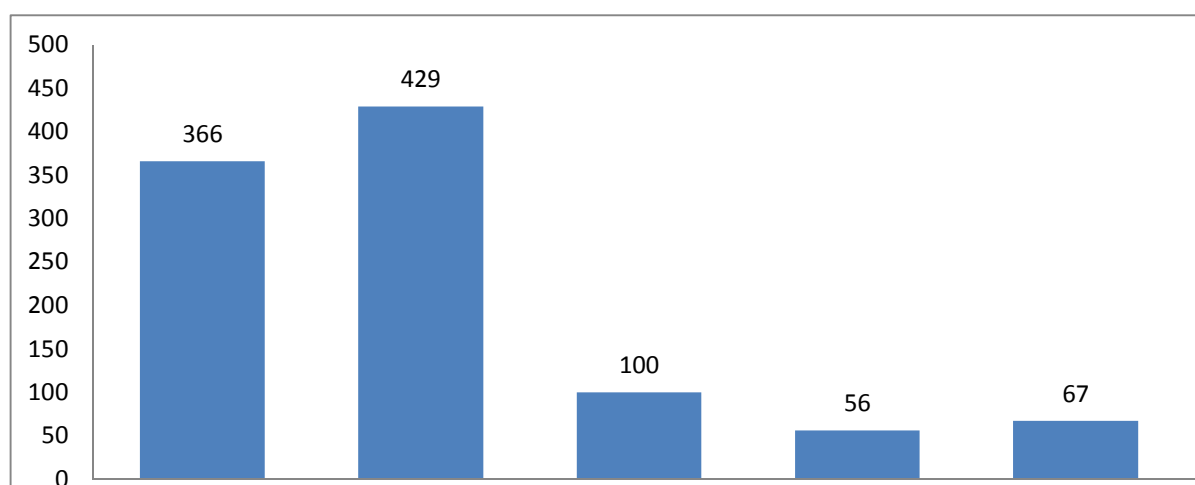
**Outcomes**

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

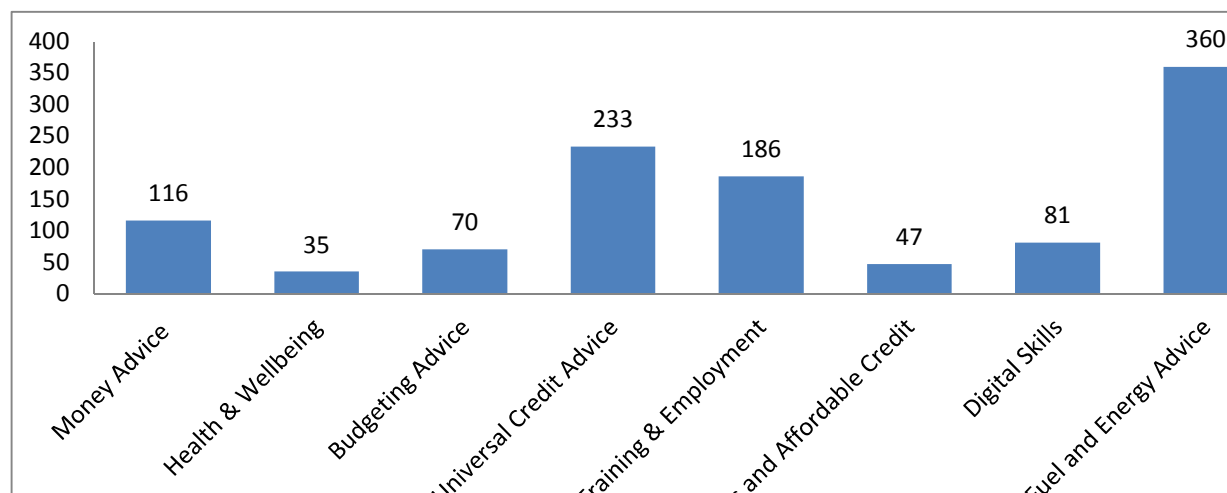
Number of in-depth conversations = **126 (approx. 11%)**

**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

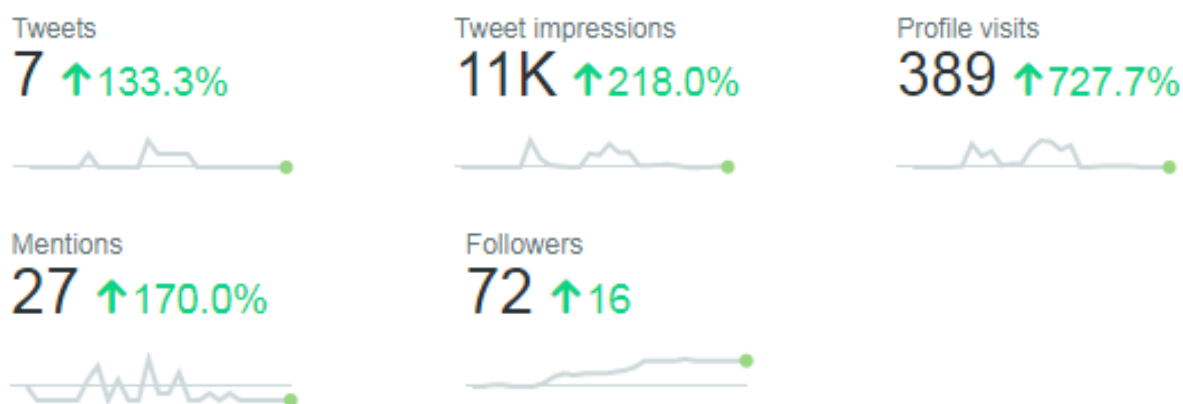
Those who engaged had been with a provider for a long period of time and relayed fears of switching and getting into debt as a result.

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!

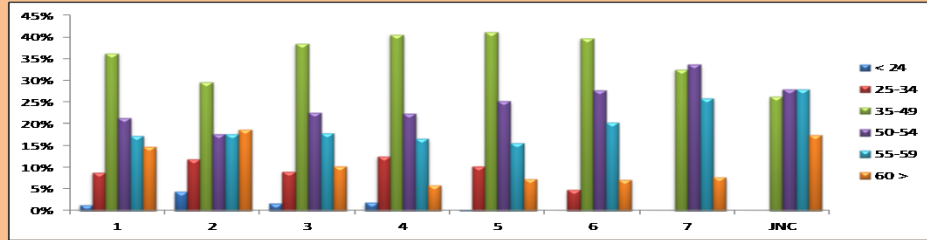


# Directorate Demographic Dashboard

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

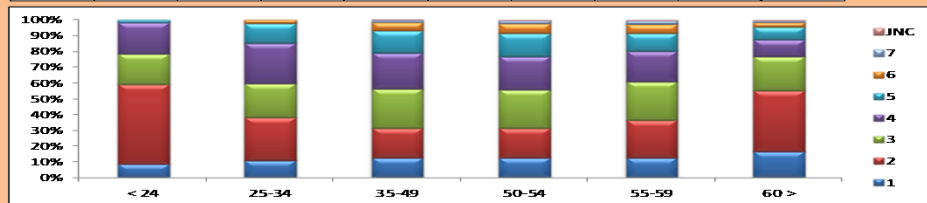
## Age % / Grade

	< 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%



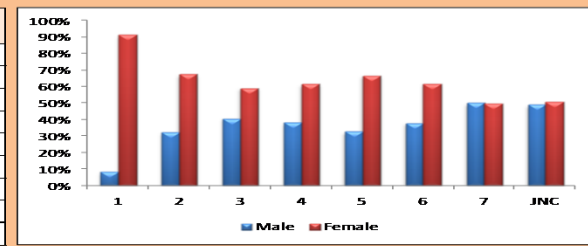
## Grade % / Age

	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%



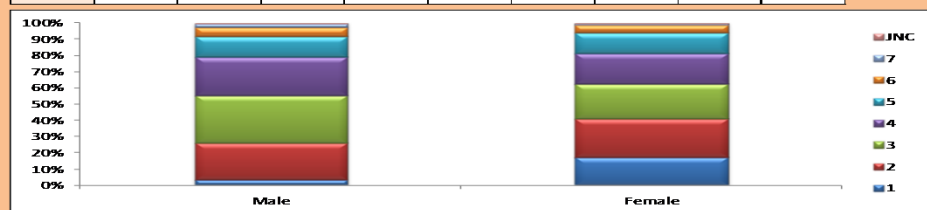
## Gender % / Grade

	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%



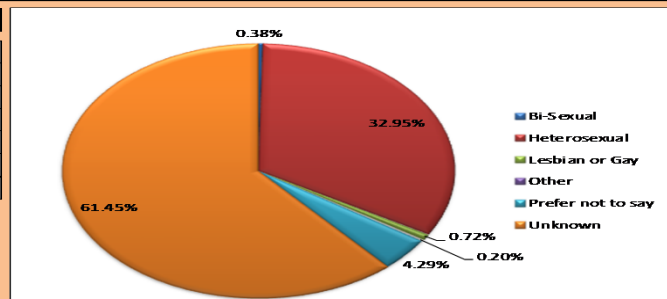
## Grade % / Gender

	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%



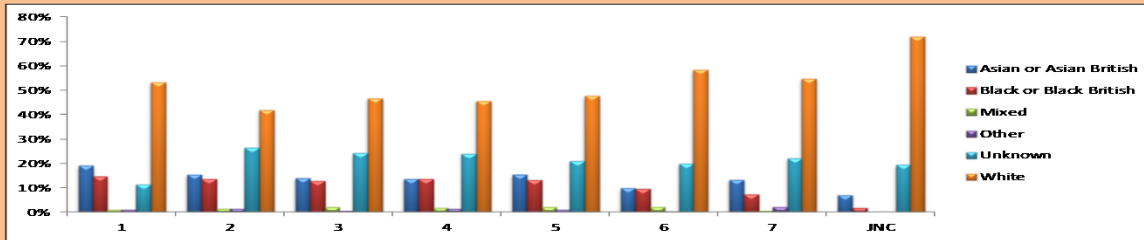
## Sexual Orientation

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%



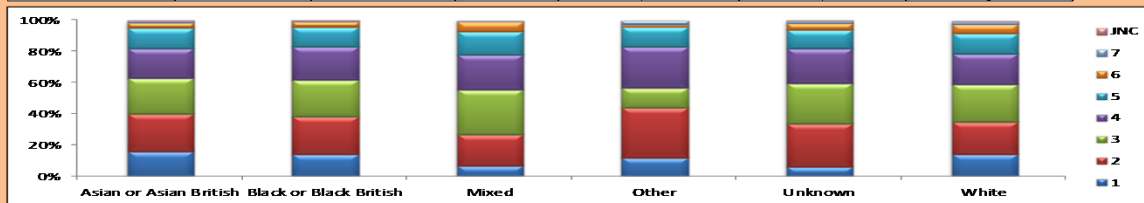
## Ethnicity % / Grade

	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%



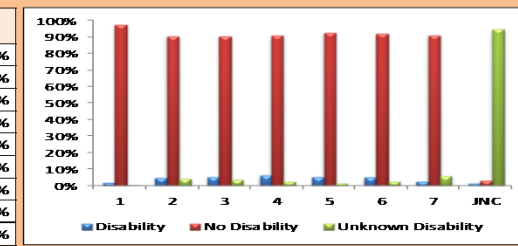
## Grade % / Ethnicity

	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%

