

BIRMINGHAM CITY COUNCIL

AUDIT COMMITTEE

MONDAY, 22 FEBRUARY 2021 AT 14:00 HOURS
IN ON-LINE MEETING, MICROSOFT TEAMS

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

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

2 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.

4 EXEMPT INFORMATION – POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC

a) To consider whether any matter on the agenda contains exempt information within the meaning of Section 100I of the Local Government Act 1972, and where it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.

b) If so, to formally pass the following resolution:-

RESOLVED – That, in accordance with Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to information) (Variation order) 2006, the public be excluded from the meeting

during consideration of those parts of the agenda designated as exempt on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information.

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5 **MINUTES - AUDIT COMMITTEE - 26 JANUARY 2021**

To confirm and sign the minutes of the last meeting of the Committee held 26 January 2021.

6 **ASSURANCE SESSION - CABINET MEMBER HOMES & NEIGHBOURHOODS PORTFOLIO**

(55 minutes allocated) (1405 – 1500)

Verbal discussion

The Cabinet Member of Homes & Neighbourhood with the Director of Neighbourhoods.

- i) Housing Fire Safety Works
- ii) Spend to Save
- iii) Digital Autopsy
- iv) Centre of Excellence

23 - 34

7 **AUDIT PROGRESS REPORT AND SECTOR UPDATE**

(15 minutes allocated) (1500 – 1515)

Report of the External Auditors

35 - 100

8 **THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN AND THE HOUSING OMBUDSMAN ANNUAL REVIEW 2019/20**

(10 minutes allocated) (1515 – 1525)

Report of the Interim Chief Executive

101 - 106

9 **PUBLIC SECTOR INTERNAL AUDIT STANDARDS**

(15 minutes allocated) (1525 – 1540)

Report of the Assistant Director Audit and Risk Management

107 - 108

10 **SCHEDULE OF OUTSTANDING MINUTES**

Information for noting

11 **SCHEDULE OF MEETINGS FOR THE MUNICIPAL YEAR 2021/22**

To agree the following dates:

- Tuesday 29 June 2021 1400 – 1600hours
- Monday 26 July 2021 1400 – 1600 hours
- Tuesday 28 September 2021 1400 – 1600 hours
- Tuesday 19 October 2021 1400 – 1600 hours
- Monday 29 November 2021 1400 – 1600 hours
- Tuesday 25 January 2022 1400 – 1600 hours
- Tuesday 15 February 2022 1400 – 1600 hours
- Tuesday 29 March 2022 1400 – 1600 hours
- Tuesday 26 April 2022 1400 – 1600 hours

12 **DATE OF THE NEXT MEETING**

The next meeting is scheduled to take place Tuesday, 30 March 2021 at 1400 hours via MS Teams (on-line).

13 **OTHER URGENT BUSINESS**

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

14 **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

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

BIRMINGHAM CITY COUNCIL

AUDIT COMMITTEE 26 JANUARY 2021

MINUTES OF A MEETING OF THE AUDIT COMMITTEE HELD ON TUESDAY, 26 JANUARY 2021 AT 1400 HOURS - ONLINE MEETING

PRESENT:-

Councillor Grindrod in the Chair;

Councillors Akhtar, Bridle, Jenkins, Morrall and Tilsley

NOTICE OF RECORDING/WEBCAST

- 266 The Chair advised and the meeting noted that this meeting would be webcast for live or subsequent broadcast via the Council's Internet site (www.civico.net/birmingham) and members of the press/public could record and take photographs except where there were confidential or exempt items.

The business of the meeting and all discussions in relation to individual reports was available for public inspection via the web-stream.

DECLARATIONS OF INTEREST

- 267 Members were reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting. If a pecuniary interest was declared a Member must not speak or take part in that agenda item. Any declarations would be recorded in the minutes of the meeting.
- Councillor Tilsley declared he was a Non-Executive Director for Birmingham Airport and a Trustee of Millennium Point (Non-pecuniary interest).
 - Councillor Akhtar declared she was an advisor to Councillor Chatfield, Cabinet Member for Finance and Resources Portfolio (for HR area).
-

APOLOGIES

- 268 Apologies were submitted on behalf of Councillor Hendrina Quinnen for her inability to attend the meeting.
-

EXEMPT INFORMATION – POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC

The Chair notified the Committee, the minutes of the 25 November 2020 contained a private set of minutes to approve. Item 5, Private minutes of the Audit Committee, 25 November 2020 would be taken in a private session under exempt paragraph 3 if there were any matters that Members would want to raise. If there were no issues or clarifications to be made, then the minutes would be agreed in public as a full set.

Members raised no issues or clarifications on the private set of minutes therefore these were agreed in public.

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RESOLVED:-

That, in accordance with Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to information) (Variation order) 2006, the public be excluded from the meeting during consideration of those parts of the agenda designated as exempt on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information.

MINUTES – AUDIT COMMITTEE – 25 NOVEMBER 2020

270

RESOLVED:-

That the public and private minutes of the last meeting were agreed.

It was noted Councillor Akhtar had to leave the private meeting early and there were no other matters arising.

USE OF DELEGATED AUTHORITY

The Chair informed the Committee there was an outstanding item from the 25 November 2020 meeting. Members of the Audit Committee requested for a briefing to take place on the Statement of Accounts 2019/20 prior to the use of delegated authority for the S151 Officer and the Chair to act between meetings.

The Chair reported the briefing took place and this satisfied the requirements raised by Members. Members of the Audit Committee were fully informed of the use of the delegated authority and this was applied with Members consent. Following the briefing, the S151 Officer and the Chair of the Audit Committee signed off the Statement of Accounts 2019/20.

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RESOLVED:-

That the Committee agreed the S151 Officer and the Chair of the Audit Committee used the delegated authority to sign off the Statement of Accounts 2019-2020.

ASSURANCE SESSION – CABINET MEMBER FOR FINANCE AND RESOURCES PORTFOLIO

The Chair welcomed the Cabinet Member for Finance and Resources to the Assurance Session of the Committee.

At this juncture, Councillor Akhtar declared she was an advisor to Councillor Chatfield, Cabinet Member for Finance and Resources (HR perspective).

The Chair indicated this was part of the Council's business and not a pecuniary or non-pecuniary interest to declare.

Councillor Jenkins sought clarity to Councillor Akhtar's role as an advisor to the Cabinet Member. The Chair notified Members that Councillor Akhtar acted as an advisor to the Cabinet Member for Finance and Resources as part of the roles Councillors had. This was not a remunerated role and only provided advice of specific issues.

Part 1: Human Resources

The Cabinet Member for Finance and Resources noted a huge amount of work had taken place within HR of Birmingham. Previously, Birmingham had challenges around Industrial relations. This had been worked through jointly with Officers, Leadership Team and the Corporate Consultative Committee. It was noted the Cabinet Member for Finance and Resources regularly met with Trade Unions representatives to discuss any issues that may arise. The Corporate Consultative Committee was a helpful sounding out place to deal with issues before they reached a more serious stage.

The Cabinet Member for Finance and Resources highlighted positive outcomes in HR. These were;

- Sickness levels across the organisation had decreased
- Transition of staff moving to agile working (working from home) had been exceptional
- Work-life balance – Due to Covid-19 there had been an incredibly swift move towards agile working and noted a remarkable diligence by staff.
- Productivity – no reduction in productivity and noticed in some areas, productivity had improved
- Progress on the Culture Change agenda
- Equalities - Everyone's Business Report, published end of 2020 which set out improving the Council's general approach to equalities. A great deal was related to the HR function, recruitment and retention challenges. Important to develop and nurture talent across the City.

Part 2: Finance

The Cabinet Member for Finance and Resources noted Councillor Jenkins and Councillor Tilsley were also Members of the Resources Overview and Scrutiny Committee in which monthly exception reports were presented. The Revenue

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Budget was monitored in an open and transparent way alongside some focus on Capital.

He was pleased to report the revenue spend for the authority had been successfully controlled and currently projecting an overall small underspend. This was including allowing the impact of Covid-19 which had been dependant on grant funding from Central Government. Nonetheless, underlying this, the Departments and Directorates within the City Council had done great work managing the revenue budgets.

Savings delivery remained a challenge however this had improved and was now getting closer to the position where most of the savings were being delivered. Currently, this was not at the place where it was expected to be mainly because of the impact of Covid-19, however the position of delivery savings had improved which had been previously flagged by the Audit Committee.

Part 3: Other issues related to the Portfolio

The Cabinet Member for Finance and Resources noted there were developments around;

Procurement

The Green Paper on Procurement (post-EU / post-Brexit) had been published by the Government and was currently out for consultation. Birmingham City Council would be responding to consultation and prepare a combined substantive response with Regional Partners, other local agencies. It was felt a combined response would influence Governments thinking around what procurement in post-Brexit should look like. This would have serious implications for the City Council. The objective of the Green Paper was to simplify procurement and it was interesting to see if this manifests into the legislation. He was very optimistic to influence this.

Social value

Currently working towards a public report on Social Value and contracts gained rather than individual contracts. Also, to modernise and improve on Social Value Statement and Social Value Policies over the next few months. This would be reporting the current position as well as the direction of travel in the future.

Members response

The Committee then asked questions of the Cabinet Member for Finance and Resources and the following points were noted:

- The Chair was interested to know more around the Culture Change agenda within HR and how to ensure staff throughout the organisation would deliver the best for its residents. In addition, he wanted to know how we would ensure the positive environment was in place and worked across all partners including Trade Unions. The Cabinet Member for Finance and Resources agreed with the Chair that this was an important agenda and part of this could be around

policy and strategy. However, most of this was around culture and the way people behave and conduct themselves. He noted officers that engage with the public were generally exemplary and excellent however, there was always room for improvement. This was an ongoing journey for change of culture. It was highlighted, residents' expectations changed over time especially in relation to customer services. Residents expect the Council's response to be more reactive and responsive to individual needs. As part of this, the behaviour and culture of the organisation had to change.

The Assistant Director for Organisational Development (HR) notified Members, a Culture Change Framework had been in place for around 18 months. This included the four values at the centre of the organisation and six behaviours which sat outside of this. Over the last 6-12 months, focus was given around how to bring the behaviours to life.

Last year, 600 staff and trades union reps were consulted upon in order to develop a Behaviour Framework. This overlaid with the Development Programme and Future Leaders Development Programme which supported and embedded the six behaviours across the organisation.

For the past 3 to 4 months, positive conversations were taking place with Trade Unions to see how to deliver this work into the appraisal process. All areas were aligning against the 'behaviours' to ensure culture change was delivered through people behaviours every day. It was noted the level of trust had increased via the relationships and conversations that were taking place. This was the foundations to the culture change going forward.

The Chair noted the response given and added the Committee would be interested to see the progress of this work and see more detail of the values and behaviours in the future.

- Councillor Bridle raised several questions. These were around; 1) CIPFA recommendations and various problem areas; 2) HR and layering the organisation to make performance management more effective and efficient as the current appraisal systems were not as effective as they should be; 3) the Chief Executive was proposing a number of changes and impact of the changes to Senior Officer posts, Cabinet Member Portfolios and address the proposed changes; 4) what happens if the Commonwealth Games do not take place and was there a risk assessment in place and 5) Devolution to localise to residents/ communities as at present wards had no power to make governance decisions.

The Chair noted the questions raised however, stressed that some of the questions may need to be addressed via the Resources Overview & Scrutiny Committee. The audit and risk aspects of the questions would be addressed at this Committee. The policy on devolution would need to be explored at a different Committee.

The Cabinet Member for Finance and Resources made the following points in response to Councillor Bridles questions;

- i) CIPFA, Finance – This was critical work and it was crucial to move to a position where Birmingham was an exemplar. A Target Operating Model

was being developed with several workstreams attached to this. The Cabinet Member received regular progress briefings from Officers to each objective.

Recruitment and retention were highlighted as a challenge i.e. having the right skills to deliver this. The relationship with Finance Directorate and individual Service Areas had improved with the Business Partner Model in place. This improved delivery was seen across reports, exception reports and Star Chamber. Assurances were given by the Cabinet Member as work around Target Operating Model was rapidly moving forward.

The Interim Chief Finance Officer added in relation to finance, the CIPFA Financial Management Review and Finance Improvement Plan were in place to ensure the foundation was set for the future. The second layer was around developing the 3-5-year vision for the future which involved finance colleagues, stakeholders from other Directorates – Target Operating Model. This worked alongside the new Finance Management System which was to allow budget holders to manage their finances as lot of this was missing originally. It was noted this would take time to build across the organisation, however it would be robust and deliverable and combined into one programme.

- ii) Devolution – This was a matter for another Committee however, finance would support this i.e. budgets to devolve, policy decision to ensure this worked efficiently.
- iii) Commonwealth Games - The work was ongoing with the expectation the games will continue and the Cabinet Member would check if there was a risk assessment in place and he would provide feedback to Councillor Bridle.
- iv) Chief Executive's Report around governance to senior management changes – It was noted the aim was to ensure there was enough strategic capacity in place.
- v) The Interim Chief Finance Officer added the 'Review of the Establishment' work had started this year and would continue into next year. Work such as containing agency costs; staff rates and vacancies within the establishment was being explored to tidy up the establishment. In addition, further governance to manage the costs. She highlighted the total establishment budget for 2020-2021 was £425 million pounds. It was important this was managed effectively across services as well as within services.

The Corporate Workforce Board, Directorate Workforce Boards were in place and reported to Cabinet Members and/or Scrutiny Committees. It was crucial to contain the spend on the establishment.

- Councillor Jenkins referred to staff working from home and this was not viable for all employees. Extra care had to be considered as this was not suitable for many employees especially working 5 continuous days.

He referred to the earlier comment around increase in productivity and queried if this had been measured. In addition, he questioned if the outputs had been measured rather than the inputs (i.e. not how long employee was working and hours but how much output from the time the employees worked). He also requested for one example of Culture Change that had happened recently.

The Cabinet Member for Finance and Resources agreed with Councillor Jenkins around working from home and a balance and flexible working was required. He was astounded how adaptable employees had been in making the transition.

In terms of productivity, there were no figures to share and this was an anecdotal opinion of the Cabinet Member and Officers as queries were being dealt within the allotted periods and case work locally.

The Cabinet Member for Finance and Resources did not agree with the comment around the Council not being transparent as the Council was being as transparent as it could. He welcomed Councillor Jenkins to directly raise any areas of concerns within this portfolio to ensure transparency was in place. However, noted there were some caveats around some of the sensitive issues (financial, commercial, HR) and look at those examples to improve transparency.

Performance Management Report routinely presented to Cabinet which highlighted the inputs versus the output's issues. He added some areas were easier to measure than others as other areas were more complex than others to produce analytical data.

The Assistant Director for Organisational Development (HR) added during summer 2020, a Health and Wellbeing survey was shared to see how employees were adjusting to working from home. A second survey was now in progress in which 1600 responses had been received.

He gave the following examples for Culture Change;

- i) Working as partners - Work had been undertaken with Trade Unions and the wider workforce around the appraisal. A productive, collaborative approach had taken place to produce a co-written paper between Trade Unions and HR OD Community.
- ii) Thinking ahead – Senior Leadership Team had undertaken work on Workforce Planning which was being embedded.
- iii) Treating people equally – In November 2020, a report on Workforce Weight Equity was produced. This highlighted a range of issues across the organisation to raise equity. As a result, an immediate action plan had been put into place.

At 1447 hours, Councillor Akhtar left the meeting. Councillor Jenkins questioned her attendance at the Committee given her advisory role and breach to the Constitution. He referred to the conflict of interest section of the Constitution for Overview & Scrutiny and most likely would apply to this Committee.

The Chair sought advice from the City Solicitor and Monitoring Officer.

- Councillor Morrall found reference made by the Cabinet Member to social value and procurement was encouraging. He referred to a piece of cross-party work being explored as part of the Economy and Skills Overview and Scrutiny which looked at Council assets being underused despite high demand. It was found repairs were costing more through the Council rather than privately. This issue

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was raised by Councillor Morrall in City Council in July 2020 to the Leader of the Council, unfortunately nothing on the urgent enquiry had been seen.

The Cabinet Member for Finance and Resources replied as a public sector organisation, the Council procurement was in accordance with the Public Procurement Regulations which was different to private sector organisations. Additional costs are incurred by the Council which are not seen by the private sector. It was not fair to compare the City Council to the private sector as the Council is a different organisation governed by different legislation.

The option of leases suggested by Councillor Morrall, it was noted there was the obligation to protect the public purse therefore any decision around assets had to be considered carefully. The Cabinet Member highlighted this had been previously explored with third sector organisations. Unfortunately, the buildings were expensive to run therefore the organisations incurred problems.

- Councillor Tilsley noted the level of sickness had reduced across the UK whilst working from home. He endorsed comments made by Councillor Jenkins around working from home and feeling isolated. It was crucial the Health and Wellbeing of employees should be monitored. He questioned around the loss of Council Tax and Business Rates and the potential impact on next years budget. He sought assurances around Government support on loss.

The Cabinet Member for Finance and Resources recognised there were both positive and negatives of working from home. The reduction of sickness was welcomed and the lessons around this was to be learnt. The loss of Business Rates and Council Tax pose a challenge however, a compensation scheme was in place in Central Government (70%) which Birmingham City Council were expecting to benefit from and factored into the budget next year. This would mean reserves would not need to be used.

The Cabinet Member for Finance and Resources commended the Interim Chief Finance Officer of how she had worked with colleagues across the organisation. £40 million had be placed aside for Covid related additional liabilities in the current period.

At this juncture, the Chair notified the Committee, the City Solicitor & Monitoring Officer had reviewed Councillor Jenkins query around the advisor role and the possibility of conflict of interest. Upon advice received, he apologised to Councillor Jenkins he was correct in the point raised and declaration of interest of Cabinet Advisor role should have been noted. The Constitution specifically refers to scrutinising the area of work that the Cabinet Advisor role related to.

Councillor Akhtar would be able to contribute to other aspects of this meeting.

The Chair agreed to work with the City Solicitor and Monitoring Officer to ensure this was considered in future Audit Committee agendas.

At 1500 hours, Councillor Akhtar re-joined the Committee.

The Cabinet Member for Finance and Resources confirmed Councillor Akhtar provides advice around HR element only of the portfolio rather than the broader finance aspect.

The City Solicitor and Monitoring Officer confirmed Councillor Akhtar could remain for all items of the Audit Committee except for any HR items related to her role.

At this juncture, the Chair thanked the Cabinet Member for Finance and Resources and supporting Officers for their attendance.

Upon consideration, it was:

272 **RESOLVED:-**

- i) That the Committee noted the updates received on the Cabinet Member for Finance and Resources Portfolio.

RISK MANAGEMENT UPDATE

The following report of the Assistant Director Audit & Risk Assessment was submitted: -

(See document No.1)

The Assistant Director Audit & Risk Assessment notified Members this report had been deferred from the 25 November. There was a small amendment included in the report around two new risks associated with the Commonwealth Games Team. Therefore, there were now 33 risks on the Strategic Risk Register. A breakdown of the ratings was shared with the Committee Members.

The additional two new risks related to Commonwealth Games were around the Delivery of Core Services and Infrastructure and the Legacy Realisation. She highlighted one risk had been deleted around officer and Members roles (SR 1.2). Further detail around the paper was provided by the Assistant Director Audit & Risk Assessment.

In response to Member questions, the Assistant Director Audit & Risk Assessment made the following points;

- There was an extensive risk register for the Commonwealth Games separate to the Strategic risk register which also highlighted the risk to Birmingham City Council. There are many moving parts to the Commonwealth Games therefore this had to be managed effectively.
- Noted it was incredibly difficult to manage risks around the Commonwealth Games due to the overbearing risk associated with the Covid pandemic.
- Councillor Jenkins had concerns around the risk associated with property development projects and had to be careful around the risks associated with a substantial drop in value (property development risk). The Assistant Director Audit & Risk Management would raise this at Corporate Leadership Team to gain Officers views on where this risk sat (i.e. new Strategic or within one of the existing risks).
The Chair requested for this information to be sent to Councillor Jenkins.

Upon consideration, it was:

273 **RESOLVED:-**

That the Committee;

- i) Noted the progress in implementing the Risk Management Framework and the assurance and oversight provided by the Council Leadership Team (CLT).
- ii) Reviewed the strategic risks and assessed whether further explanation / information was required from risk owners in order to satisfy itself that the Risk Management Framework had been consistently applied.

BIRMINGHAM AUDIT – HALF YEAR UPDATE REPORT 2020/21

The following report of the Assistant Director Audit & Risk Assessment was submitted: -

(See document No.2)

The Assistant Director Audit & Risk Assessment notified Members this was a standard report to the Committee. She reported this was the first time, Birmingham Audit were not on target for a 'normal' year. In June 2020, Members had been previously informed there were difficulties during the months of April and May 2020 engaging with clients and undertaking normal business therefore, as a result, the plan would be reset.

It was highlighted, where services were online 'working on a normal basis' e.g. payroll, making payments, I.T. systems they were on target. However, many reports would have been expected on School visits however they had been heavily impacted as schools had been closed.

As at the end of September 2020, 25% of the original planned jobs had been completed which was below the 40% target. Several staff within Birmingham Audit had been seconded to provide Covid related support. Further detail around the paper was provided by the Assistant Director Audit & Risk Assessment.

The terms of reference for the Core Cities External Assessment Peer Review was shared with Members as a review had to undertaken every 5 years to assist in improving the Audit Delivery Service and keeping within the standards. She highlighted the proposal was for Liverpool City Council to review Birmingham City Council. The review of Glasgow City Council was already underway.

In response to Member questions, the Assistant Director Audit & Risk Assessment made the following points;

- The vision post pandemic was focussed around 'what must, should, could' happen. Business-controlled areas (e.g. payroll, income) have continued therefore she assured Members this was all in hand. However,

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Internal Audit community were having discussions where 'limited scope' opinion may have to be given

- Schools – Individual Schools did not have large risk impact to the City Council. There was no evidence on issues around controls within schools were affected.
- Councillor Tilsley raised concerns around Liverpool City Council undertaking the Peer Review especially due to the issues related to procurement and property associated with Liverpool. The Assistant Director Audit & Risk Assessment noted concerns raised however, the Core Cities Internal Auditors were a group who met frequently. The service was very developed and the learnings from internal audits were shared.
- Members were supportive of undertaking a peer review however, suggested to review the plans to re-arrange details.
- It was noted if the process was delayed for a month, this would not have an impact to the work with Birmingham.

The Chair noted Councillor Tilsley's concerns around Liverpool City Council therefore, suggested further assurances would need to be given to the Committee. A further update to be provided to the Committee to reconsider options.

Upon consideration, it was:

274 **RESOLVED:-**

That the Committee;

- i) Noted the level of audit work undertaken, and assurances provided;
- ii) Noted the implications of COVID-19 and the potential limitation in audit opinion at the end of the financial year.
- iii) Noted findings from the Internal Audit Total Audit Impact Review.
- iv) Members agreed the overall approach to a Public Sector Internal Audit Standard Compliance review. However, Members agreed to seek further assurances to the Council undertaking the Peer Review. A further update to be provided to the Committee to reconsider options.

TREASURY RISK MANAGEMENT ARRANGEMENTS

The following report of the Interim Head of Capital and Treasury Management was submitted: -

(See document No.3)

The Interim Head of Capital and Treasury Management referred to the presentation - appendix 1 – Birmingham City Council Treasury Risk Management and gave an overview to the Committee. This presentation

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summarised all the issues highlighted within the detailed documents shared with Members.

The presentation gave an overview around; Audit Committee's role; Treasury and risk management; the Council's TM Strategy for 2021- 22 and Treasury Reporting and Monitoring.

The Key risks and issues highlighted were around;

- Interest rate risk – (the risk that future borrowing costs rise) – The key objective for a stable charge to revenue, by having a limit of 30% on variable rate loan debt.
- Credit risk – (the risk of default in a Council investment) - Regular review of investment grade credit criteria and investment limits (who we lend to / invest with and how much)
- Liquidity and refinancing risks – (the risk that the Council cannot obtain funds when needed) - Target a deposit balance of £40m for liquidity; Have limits on the maturity profile for borrowing – ensure too many loans do not mature in one year creating a big refinancing risk.

It was noted the total loan debt outstanding for Birmingham City Council was £3.42bn (as at 31 December 2020); the total treasury investments outstanding was £265m (as at 31 December 2020); the total value of transactions to Q3 2020/21 was £10.06bn and the total draft treasury revenue budget 2021/22 was £243m.

The Interim Head of Capital and Treasury Management informed Members the interest payments on the £3.42bn was around £120m. The £120m was being redeemed. He highlighted each year Government forces set aside certain amount of revenue budget to repay debt. Part of the £243m, approximately £120m was interest payments and £123m to repay debt. PWLB were charging 0.8% interest rate for short term loans.

The Chair noted training on treasury management was provided periodically for City Councillors. The Interim Head of Capital and Treasury Management indicated the last training took place 7 July 2020; however, he was willing to provide briefings to Members if required.

Upon consideration, it was:

275 **RESOLVED:-**

That the Committee noted and considered the Council's treasury risk management arrangements as set out in the draft Treasury Management Policy, Strategy and treasury management practices.

AUDIT FINDINGS REPORT

The following report of the Interim Chief Finance Officer was submitted: -

(See document No.4)

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The Interim Chief Finance Officer informed Members, at the last Committee, 25 November 2020, Members considered the External Auditor's Audit Findings Report (AFR) on the Council's financial statements, which summarised the significant outcomes, conclusions and recommendations from their work to date. At that time, whilst the external auditors had completed the substantial proportion of their audit of the financial statements, there remained several elements where further work was required. Following the completion of the work, the external had issued a revised Audit Findings Report (appendix 1).

The revised AFR contained 13 new recommendations and follows up on 5 recommendations from prior years. Management responses were attached at appendix 2, which require approval. Progress in implementing action to meet the recommendations had also been identified for the external audit recommendations.

The Head of City Finance added the External Auditors added 3 additional (low level) recommendations around;

- i) Consideration of the impact of assets that were valued at less than £50,000, which were assumed, on the basis of de minimis, to have a nil value
- ii) The disclosure of the Council's capital commitments had been based on business cases and estimated spend rather than on contracted amounts and actual expenditure
- iii) The valuation of the Council's Think Tank heritage asset was based on insurance value rather than on a formal valuation of the asset.

The revised AFR also included an additional two items in respect of unadjusted errors and uncertainties. Management responses had been covered for all responses and additional reports would come to the Committee in the future to show the actions had been taken by management to implement the responses to the recommendations.

He referred to the 'financial resilience reserve' was an initial value of £75m. It was expected this reserve would be around £80m at the year end and the £75m was an estimate at the time.

The Key Auditor Partner, External Auditor explained Grant Thornton left the last Committee (Nov 2020), noting there were still assurances required to complete the audit. This had since progressed during December 2020. He noted Birmingham was a complex Local Authority, however it was a positive message that the audit had been completed in January 2021. The responses to the action plan were well received and were taken seriously by the Council.

Upon consideration, it was:

276 RESOLVED:-

That the Committee;

- i) Noted the revised Audit Findings Report

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- ii) Approved the management responses, attached as Appendix 2, to the recommendations set out in the Audit Findings Report
 - iii) Agreed to receive reports to future meetings of this committee on progress in implementing the actions proposed in response to the recommendations.
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ANNUAL AUDIT LETTER

The following report of the Interim Chief Finance Officer was submitted: -

(See document No.5)

The Head of City Finance informed Members the Annual Audit Letter is the statutory report by the Council's external auditor, Grant Thornton, of its activities for the year. The Annual Audit Letter covers the external audit of the Council's financial affairs, the Council's financial standing, value for money and overall performance. This replicates a lot of the work identified in the Audit Findings Report.

A copy of the Annual Audit Letter would be circulated to all Members of the Council once agreed by the Committee.

The Interim Chief Finance Officer added the Statement of Accounts 2019-20 were unqualified. The value for money opinion, there were two issues which were both related to business cases reported to Members which did not meet Green Book principles however, the approach had since changed.

The Interim Chief Finance Officer thanked the Head of City Finance and his team for an 'unqualified' Statement of Accounts for 2019-2020.

The Engagement Partner, External Auditor, Grant Thornton, highlighted there were a couple of references in the report to being unable to certify the completion of the audit due to the Government Accounts process not completed. The External Auditors had issues submitting their assurances to Government in order to obtain certification however, it was noted this was not an issue for the Council.

Upon consideration, it was:

277 RESOLVED:-

That the Committee received and considered the Annual Audit Letter, attached as appendix 1 to the report.

OMBUDSMAN REPORT CONCERNING COMPLAINT ABOUT BIRMINGHAM CHILDREN'S TRUST

The following report of the Chief Executive of the Birmingham Children's Trust was submitted: -

(See document No.6)

The Chief Executive of the Birmingham Children's Trust (BCT) informed Members a public report was issued by the Local Government Ombudsman in relation to a childcare case which began before the establishment of the Trust.

The fundamental issue the Ombudsman found fault on, was at the point when the child's mother passed away and the status of placement of the child thereafter. At the time, this was treated as a Private Fostering arrangement. However, it should have been treated as a 'Family & Friends' arrangement in which the tracking of the care system would have wrapped around the placement. Greater safeguarding and security would have been provided for the person as well as greater support for carers who had the child in their care at the time.

The Chief Executive of the Birmingham Children's Trust indicated this was a public report because the law was misapplied by the Local Authority by using Private Fostering arrangements when instead the Public Law Framework should have been applied to support the child better.

The Birmingham Children Trust had prepared a response to all the recommendations by the Ombudsman including reviewing the Private Fostering arrangements to ensure they are compliant with the regulations. It was noted, when BCT had first established in 2018, there were cases where BCT had intervened and changed the arrangements. BCT were ensuring the legal framework was correct around the placements.

In response to Members questions, the following points were made by the Chief Executive of the Birmingham Children's Trust;

- The Executive of the Birmingham Children's Trust noted since the Trust formed (and in advance of these findings), a guidance was introduced around both Private Fostering and Family & Friends Care by creating better decision-making models around access to right legal advice.
- In addition, several webinars, training events had been delivered to staff to raise people's awareness to the important role of Private Fostering for children (i.e. the parents' choice). BCT ensured where the circumstances do not comply or adhere to the Private Fostering Regulations intervention was taken.
- Over the last 2-3 years, management arrangements had improved.
- Quality assurance, practice evaluation had improved too. Periodic evaluations take place in care areas to ensure robust action was taking place.
- Lessons learnt from the Ombudsman report had been shared throughout the organisation and ensuring the right management, quality assurance, overview systems take place. This was a part of the improvement journey.
- The focus was around Private Fostering Care however, the arrangements around Family & Friends care was being looked at as this was an important type of care. Wherever possible a child should be with their parents and where this was not possible then a family member, relative to ensure children sustain a successful adulthood.
- A number of activities had been strengthened over the last 2-3 years to avoid any mistakes in the future.

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- It was noted this was a sad case and the child was thriving and continued support was provided as we were all Corporate Parents.
- The Chair questioned around point 6.2 of the report, the review open cases of unaccompanied children to ensure it is offering the support and sought assurance. It was noted, over the past few years, the arrangements for unaccompanied children had significantly improved to provide care for when children arrived. The work around this area was in progress.
- There was a developing piece of work across the region around modern slavery. Nationally, communications had been received from the National Police Chief Council which link to the Safeguarding Children's Partnership arrangements within the City. Modern Slavery was an area that was rapidly developing risk and exploitation which would be addressed in the response with the Police.

At 1600 hours, Councillor Jenkins left the Committee.

The Chair thanked the Chief Executive of the Birmingham Children's Trust and was relieved to hear the sensitive and concerning case was in a better place.

Upon consideration, it was:

278 RESOLVED:-

That the Audit Committee noted Andy Couldrick, the Chief Executive of the Children's Trust response to the Local Government and Social Care Ombudsman's recommendations.

ASSURANCE SESSION - CABINET MEMBER CHILDREN'S WELLBEING PORTFOLIO

The Chair welcomed the Cabinet Member for Children's Wellbeing to the Assurance Session of the Committee.

The Cabinet Member for Children's Wellbeing informed Members the portfolio she held was large and there was various part of the portfolio of interest to this Committee. She introduced Nichola Jones, the Assistant Director for Inclusion, SEND & Wellbeing and Nigel Harvey-Whitten, the Assistant Director Children's Services (Commissioning) who would give the updates around Travel Assist and Special Educational Needs and Disability (SEND).

Travel Assist

The Assistant Director for Inclusion, SEND & Wellbeing gave an overview to the journey on Travel Assist since last year in terms of the service performance at the end of 2020 - what had happened; what had been focussed upon (Audit Recommendations) and the current position.

She highlighted a number of issues in January 2020. These were around; no strategic vision; lack of leadership; reduction in the Home to School (HTS) workforce as a result of Directorate needing to achieve savings; there was no

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Improvement Plan in place; the DPS Commission Framework was in process of being implemented; poor performance; high level of sickness across the workforce resulting in routes being cancelled; lack of expertise to deliver effective operational and compliance functions; poor IT infrastructure- as information was on spreadsheets and poor communications with stakeholders.

As a result, an experienced permanent Interim Lead for the service was appointed and would be starting in February 2021. An Improvement Plan, dashboard and weekly Management and Project meetings had been developed and place during Spring/ Summer 2020. The Commissioning Team implemented to DPS Commissioning Framework in February 2020 and had procured and were in the process of implementing the new IT 365 system.

During the Summer to Autumn 2020, an Interim Leadership Team was developed and recruited. This consisted of an Operational Team Manager, Compliance Team Manager, Interim Team of six Compliance Officers and Administrative Support Assistants.

She noted in September 2020, the service failed to deliver the additional routes required to manage the Covid-19 bubbles and these were related to issues with the service delivery. Additional capacity was brought in via Ernest Young to strengthen the support to the lack of resources. They undertook a deep dive and with the support the department developed an immediate plan and programme.

The following presentation of the Assistant Director for Inclusion, SEND & Wellbeing was submitted at the Committee: -

(See document No.7)

The Assistant Director for Inclusion, SEND & Wellbeing gave an overview to the service at the end of 18th December 2020 highlighting the progress and challenges faced. Following this, the Assistant Director Children's Services (Commissioning) summarised the key achievements across Commissioning and HTS and noted throughout the autumn a series of improvements had continued to be implemented to ensure the service was more resilient. The Assistant Director for Inclusion, SEND & Wellbeing summarised the priorities over the next 3 months to the Committee. These were all highlighted in detail in the presentation slides to the Committee.

An overview of the recommendations from the Audit Report to the Committee and the current position of the Home to School Transport service was shared to Members. It was noted there were 19 recommendations of which 17 had been completed and two were 'in progress'.

The two recommendations that were still 'in progress' were;

- **Recommendation 4 - The safeguarding requirements contained in any future contracts must be strengthened and include a requirement to follow recognised best practice in relation to DBS checks.** This was due to a recent query from National Express (one contractor) that generated the need to issue a contract deed of variation (created by the service in conjunction with Legal and HR).

- ***Recommendation 9 - On-going safeguarding audits must be introduced so that the Travel Assist Team can be assured that the providers are undertaking the required safeguarding/DBS checks on their drivers. This must include sample testing of the drivers DBS certificate. Records of the audits must be retained, and the results reported to the appropriate Assistant Director.*** This was due to the ongoing safeguarding audits were taking place across all providers. There were outstanding issues in relation to DBS sampling with National Express (one contractor) which the council was addressing with the support of legal services.

The Assistant Director for Organisational Development (HR) informed Members during September/ October 2019, a review of the Council's corporate DBS policy was undertaken by HR along with a review of the DBS protocol and practice. A small team was set up to review the revised policy and procedure and finalise these and the accompanying Guidance Notes to ensure DBS arrangements are robust and minimise risk to BCC and its service users. The directorate had introduced new safeguarding / DBS checking processes for assessing positive disclosures. In addition, a formal contractual process had been implemented in relation to all dynamic purchasing system contracts (DPS) which required all contractors to comply with the councils corporate DBS policy and process. There is one contract outside the DPS which was currently undergoing the same contractual change.

He confirmed the serious incident (referred to in the audit report) by one of the commissioned transport providers, in relation to the DBS and safer recruitment process to be independently formally investigated, the action had been completed.

The Interim Chief Executive noted over the past year there was a lot of focus on this service area. The Audit Committee wanted an update to the status of the recommendations from the report that came to the 28 Jan 2020 Committee. The Audit report was a consequence of mishandling of a positive DBS check which led a serious safeguarding risk. Updates had been provided to the Committee of recommendations that had been completed and those in progress.

He suggested in the future, the Committee may wish to consider where an Independent Review of the implementation of the recommendations given the seriousness of the issues though assurances from the service had been given at this meeting.

The Interim Chief Executive informed Members, at City Council in September 2020, a motion was passed for the following to take place.

These were;

- i) Support the service and bring immediate improvement (as there were service failures at the start of the term - September),
- ii) Launch an independent enquiry as to what had gone wrong (undertaken by Ernest & Young). This was subject to careful consideration by Cabinet and Scrutiny,

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- iii) Conduct an investigation to the veracity and completeness to the assurances that had been given to various Boards, Committees during early part of 2020. This work would be testing and checking accuracy or not. Once the work had been completed, this would be shared with the Committee.

The Interim Chief Executive assured Members, the Audit recommendations from October 2019, which were considered at the Audit Committee 28 January 2020, were progressing well. The next stage was for the service to implement the recommendations from the Ernest & Young report which was inclusive of recommendations that had been made by scrutiny.

This was to introduce a new operating model for the Travel Assist Service that includes an integrated transport function as well as other changes highlighted to this Committee by Officers.

On 28 January 2021, the Joint Negotiating Committee (JNC) Panel would be invited to create a time limited post for the Transformation Director whom would have responsibility for overseeing and giving assurances in implementing the changes. To ensure tasks are completed on time, properly resourced and dependencies are mapped and tracked. This would ensure improvement was made on a systemic way forward.

At 1630 hours, Councillor Jenkins re-joined the Committee.

Members response

The Committee then asked questions of the Cabinet Member for Children's Wellbeing and supporting officers. The following points were noted:

- The Chair indicated the challenge Members of the Council had was around assurances. Travel Assist had ongoing issues which raised concerns throughout the year. He welcomed the work developed and updates, however questioned how the level of confidence and assurance would be made going forward. In addition, the internal audit report indicated a poor understanding of safeguarding at its importance throughout Education, Children & Skills and HR Directorates. Assurances were required on this area too.
- Councillor Morrall made several queries. These were around; Consultants and cost and questioned how much cost would be associated with the new team to get the service; 99% of the routes being completed - which had been highlighted as misleading by some of the Special Schools Head Teachers. The routes which were late, size of the routes, length of the journey over 1 hour were noted clearly indicated; Subcontracting was a serious issue highlighted by Scrutiny Committee which had led to problems in safeguarding and performance. The main problem under the ATG contract was related to management; Deed poll – area of concern; questioned how many subcontracts were in place.
- Councillor Tilsley noted the updates provided by Officers and over time we would see if Birmingham City Council had learnt lessons and the Audit Committee can have full assurance systems are in place.

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- In response to points raised, the Assistant Director Children's Services (Commissioning) replied to the subcontracting concerns. He noted the ATG arrangements were taken over by National Express. National Express do not subcontract and had placed them in a difficult position to add capacity to routes during difficult times. He indicated not all situations; the subcontracting would be ruled out as the capacity had to be looked at during an emergency. The preferred method was to go via the DPR Framework.
- The Assistant Director for Inclusion, SEND & Wellbeing, the Ernest & Young input had been valuable to shape the way forward. The new Head of Service was to start shortly, and considerable change projected in this service area. She felt the investment to shaping the strategic direction, was fundamental to service.
- Data – the performance indicator had been met for routes that were cancelled i.e. 99%. Lateness and length of the route would be a part of the improvement journey. Moved from zero Compliance Officers to six Compliance Officers who would be monitoring this via a triage with the Schools. The changes in the service would take time to embed.
- The Cabinet Member for Children's Wellbeing referred to the deed poll concerns and the Directorate were aware of these issues for parents, carers and young people. She had been holding a number of consultations with parents and carers over the past few weeks where they can explore and tell their experiences from September. In addition, this was an opportunity to reflect on the changes on the improvements. She noted families with children with SEND, the basic support had to be correct to ensure the structure was in place from the start of the day. She reassured the Audit Committee as it was important to get this right.
- Councillor Bridle noted the Committee would need assurances around routing out the tendency to deny a system failure and make sure the culture changes.
- The Chair echoed Councillor Bridle's comment and welcomed any outstanding reports as well as supporting tools from the Interim Chief Executive on this area. He requested this to be shared at a future Committee.
- Information related to the subcontracts and numbers to be sent directly to Councillor Morrall.
- The Interim Chief Executive noted the spend on Consultancy support to stabilise the service since September, and assistance to build the framework for ongoing improvement would be provided to the Audit Committee.
- He echoed comments made by the Assistant Director for Inclusion, SEND & Wellbeing that the consultancy support had been valuable to improve the momentum of improvement in recent months. Ultimately, the best solution was to have a reliable service run by permanent reliable staff with the right skills.
- The appointment of a Transformation Director was the first step to improve the support and recognised specialist support would be required in the coming months i.e. IT etc for the Improvement Programme. He highlighted this would

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form part of the Council's Transformation Programme where the Interim Chief Executive would get full visibility of the spend, deliverables and outcomes which would be reported to Members.

- The Cabinet Member for Children's Wellbeing confirmed Special Schools had advised, 6 routes out of the 740 routes on the final week of last term that were late. She echoed Councillor Bridle's comments around compliancy and reassured the Audit Committee this would be addressed.

At this juncture, the Chair thanked the Cabinet Member for Children's Wellbeing and supporting Officers for their attendance. He noted there were other areas of the portfolio that were of interest to the Committee and this would be covered later by inviting the Cabinet Member again.

Upon consideration, it was:

279 **RESOLVED:-**

That the Committee;

- i) Noted the updates received on the Cabinet Member for Children's Wellbeing Portfolio.
- ii) To provide the Committee with any outstanding reports, supporting tools related to Travel Assist at a future Committee.
- iii) To provide Members with the cost for Consultancy support, assistance to stabilise the service and the cost to build the framework for ongoing improvement within the Travel Assist Service since September.
- iv) The Council's Transformation Programme to be shared at a future Committee.

SCHEDULE OF OUTSTANDING MINUTES

Information for noting.

- **Minute 196 28/01/2020 – Travel Assist** – Completed and discharged.
- **Minute 257 25/11/2020 – Statement of Accounts** – Briefing was arranged on 07 January 2021 for Committee Members. Members agreed for the Statement of Accounts 2019/20 to be signed by the S151 Officer and Chair of the Audit Committee under delegated authority.

A separate Briefing was arranged for Councillor Morrall on 04 December 2020 with legal officers to discuss Senior Officers' Remuneration table within the Statement of Accounts – (Non- disclosure of names and GDPR related concerns).

Both items were completed and discharged.

• **Minute 260 25/11/2020 - Additional Recommendation**

- iii) Agreed to receive further updates on the progress of the work on the Independent Advisor role. This would be provided at a future Committee.
-

DATE AND TIME OF NEXT MEETING

The next meeting is scheduled to take place on Monday, 22 February 2021 at 1400 hours via MS Teams (on-line).

OTHER URGENT BUSINESS

The Chair notified the Committee, the Annual Report of the Audit Committee was scheduled for the 02 Feb 2021 City Council. He encouraged Members of the Audit Committee to contribute discussions and debate.

280

RESOLVED: -

That the Committee noted the Annual Report of the Audit Committee would be discussed at 02 February City Council.

AUTHORITY TO CHAIRMAN AND OFFICERS

281

RESOLVED:-

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

The meeting ended at 1701 hours.

.....
CHAIR

Audit Progress Report and Sector Update

Birmingham City Council

Year ending 31 March 2021

February 2021



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Introduction



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This paper provides the Audit Committee with a report on progress in delivering our responsibilities as your external auditors.

The paper also includes a summary of emerging national issues and developments that may be relevant to you as a local authority.

Members of the Audit Committee can find further useful material on our website, where we have a section dedicated to our work in the public sector. Here you can download copies of our publications www.grantthornton.co.uk.

If you would like further information on any items in this briefing, or would like to register with Grant Thornton to receive regular email updates on issues that are of interest to you, please contact either your Engagement Lead or your Engagement Manager.

Financial Statements Audit 2019/20

Financial Statements Audit

We issued unqualified audit opinions on the financial statements of the Council on 8 January 2021.

We included an emphasis of matter within our audit opinion which referred to the disclosures that management had made regarding the material uncertainties in the valuations of land and buildings and the pension fund's property investments as at 31 March 2020. Our audit opinion was not modified as a result of this emphasis.

Value for Money opinion

We issued a qualified value for money opinion for the year ended 31 March 2020 on 8 January 2021.

Certification of the Audit

We have not yet certified the completion of the audit for 2019/20, as we have not been able to issue our assurance statement over the consistency of the Council's WGA submission with the financial statements. This work is substantially complete but due to issues with the central system, the Council have not been able to demonstrate that they have made required changes to their submission.

Certification of claims and returns

Teachers Pensions

We issued our report on the Council's Teachers Pensions Return for the 2019/20 year on 18 December 2020, in accordance with the procedures required by Teachers Pensions.

Housing Benefits

The Department for Work and Pensions (DWP) moved the reporting deadline from 31 November 2020 to 31 January 2021. We certified the Council's subsidy claim, in accordance with procedures agreed with the DWP, on 19 January 2021.

Pooling of Housing Capital Receipts

We are in the process of completing with procedures required by MHCLG on the Council's Pooling of Housing Capital Receipts Return for 2019/20. We hope to certify this return in the coming weeks.

Events

We provide a range of workshops, along with network events for members and publications to support the Council. Your officers have been invited to our Financial Reporting Workshop in February, which will help to ensure that members of your Finance Team are up to date with the latest financial reporting requirements for local authority accounts. We will be happy to discuss further, in an informal meeting with members, the detail behind the key changes to the audit this year, as set out later in this paper. Most significantly the new Value for Money responsibilities and the introduction of ISA540.

Further details of the publications that may be of interest to the Council are set out in our Sector Update section of this report.

Audit deliverables

2019/20 Deliverables

	Planned Date	Status
Audit Findings Report	September 2020	Draft November 2020 Final December 2020
Auditors Report	September 2020	January 2021
Annual Audit Letter	October 2020	January 2021

2020/21 Deliverables

Audit Plan	March 2021	Not yet due
Audit opinion	October 2021	Not yet due
Audit Annual Report	October 2021	Not yet due

Sector update

Councils continue to try to achieve greater efficiency in the delivery of public services, whilst facing the challenges to address rising demand, ongoing budget pressures and social inequality.

Our sector update provides you with an up to date summary of emerging national issues and developments to support you. We cover areas which may have an impact on your organisation, the wider local government sector and the public sector as a whole. Links are provided to the detailed report/briefing to allow you to delve further and find out more.

Our public sector team at Grant Thornton also undertake research on service and technical issues. We will bring you the latest research publications in this update. We also include areas of potential interest to start conversations within the organisation and with audit committee members, as well as any accounting and regulatory updates.

- [Grant Thornton Publications](#)
- [Insights from local government sector specialists](#)
- [Reports of interest](#)
- [Accounting and regulatory updates](#)

More information can be found on our dedicated public sector and local government sections on the Grant Thornton website by clicking on the logos below :

Public Sector

Local
government

Accounting estimates and related disclosures

The Financial Reporting Council issued an updated ISA (UK) 540 (revised): *Auditing Accounting Estimates and Related Disclosures* which includes significant enhancements in respect of the audit risk assessment process for accounting estimates.

Introduction

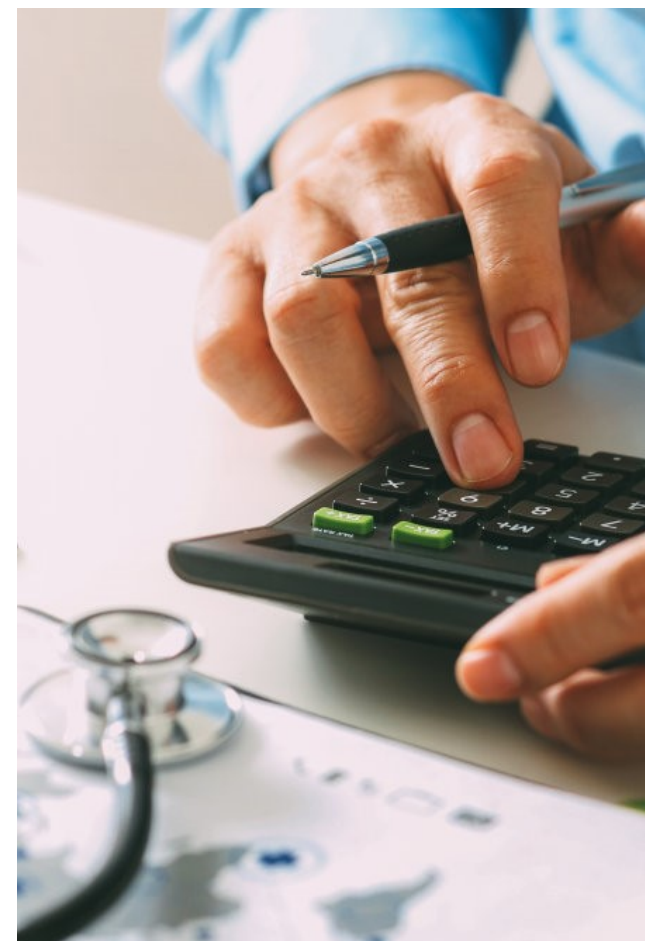
Under ISA (UK) 540 (Revised December 2018) auditors are required to understand and assess an entity's internal controls over accounting estimates, including:

- The nature and extent of oversight and governance over management's financial reporting process relevant to accounting estimates;
- How management identifies the need for and applies specialised skills or knowledge related to accounting estimates;
- How the entity's risk management process identifies and addresses risks relating to accounting estimates;
- The entity's information system as it relates to accounting estimates;
- The entity's control activities in relation to accounting estimates; and
- How management reviews the outcomes of previous accounting estimates.

As part of this process auditors also need to obtain an understanding of the role of those charged with governance, which is particularly important where the estimates have high estimation uncertainty, or require significant judgement.

Specifically do Audit Committee members:

- Understand the characteristics of the methods and models used to make the accounting estimates and the risks related to them;
- Oversee management's process for making accounting estimates, including the use of models, and the monitoring activities undertaken by management; and
- Evaluate how management made the accounting estimates?



Additional information that will be required

To ensure our compliance with this revised auditing standard, we will be requesting further information from management and those charged with governance during our audit for the year ended 31 March 2021.

The Council's Information systems

In respect of the Council's information systems we are required to consider how management identifies the methods, assumptions and source data used for each material accounting estimate and the need for any changes to these. This includes how management selects, or designs, the methods, assumptions and data to be used and applies the methods used in the valuations.

When the models used include increased complexity or subjectivity, as is the case for many valuation models, auditors need to understand and assess the controls in place over the models and the data included therein. Where adequate controls are not in place we may need to report this as a significant control deficiency and this could affect the amount of detailed substantive testing required during the audit.

If management has changed the method for making an accounting estimate we will need to fully understand management's rationale for this change. Any unexpected changes are likely to raise the audit risk profile of this accounting estimate and may result in the need for additional audit procedures.

We are aware that the Council uses management experts in deriving some of its more complex estimates, e.g. asset valuations and pensions liabilities. However, it is important to note that the use of management experts does not diminish the responsibilities of management and those charged with governance to ensure that:

- All accounting estimates and related disclosures included in the financial statements have been prepared in accordance with the requirements of the financial reporting framework, and are materially accurate;
- There are adequate controls in place at the Council (and where applicable its service provider or management expert) over the models, assumptions and source data used in the preparation of accounting estimates.

Estimation uncertainty

Under ISA (UK) 540 we are required to consider the following:

- How management understands the degree of estimation uncertainty related to each accounting estimate; and
- How management address this estimation uncertainty when selecting their point estimate.

For example, how management identified and considered alternative, methods, assumptions or source data that would be equally valid under the financial reporting framework, and why these alternatives were rejected in favour of the point estimate used.

The revised standard includes increased emphasis on the importance of the financial statement disclosures. Under ISA (UK) 540 (Revised December 2018), auditors are required to assess whether both the accounting estimates themselves and the related disclosures are reasonable.

Where there is a material uncertainty, that is where there is a significant risk of a material change to the estimated carrying value of an asset or liability within the next year, there needs to be additional disclosures. Note that not all material estimates will have a material uncertainty and it is also possible that an estimate that is not material could have a risk of material uncertainty.

Where there is material estimation uncertainty, we would expect the financial statement disclosures to detail:

- What the assumptions and uncertainties are;
- How sensitive the assets and liabilities are to those assumptions, and why;
- The expected resolution of the uncertainty and the range of reasonably possible outcomes for the next financial year; and
- An explanation of any changes made to past assumptions if the uncertainty is unresolved.

How can you help

As part of our planning risk assessment procedures, we routinely make a number of enquiries of management and those charged with governance, which include general enquiries, fraud risk assessment questions, going concern considerations etc.

Responses to these enquires are completed by management and confirmed by those charged with governance at an Audit Committee meeting. For our 2020/21 audit we will be making additional enquires on your accounting estimates in a similar way (which will cover the areas highlighted above).

Further information

Further details on the requirements of ISA (UK) 540 (Revised December 2018) can be found in the auditing standard on the Financial Reporting Council's website:

[https://www.frc.org.uk/getattachment/0fa69c03-49ec-49ae-a8c9-cc7a2b65382a/ISA-\(UK\)-540_Revised-December-2018_final.pdf](https://www.frc.org.uk/getattachment/0fa69c03-49ec-49ae-a8c9-cc7a2b65382a/ISA-(UK)-540_Revised-December-2018_final.pdf)

Value for Money arrangements

Revised approach to Value for Money work for 2020/21

On 1 April 2020, the National Audit Office introduced a new Code of Audit Practice which comes into effect from audit year 2020/21. The Code introduced a revised approach to the audit of Value for Money. (VFM)

There are three main changes arising from the NAO's new approach:

- A new set of key criteria, covering financial sustainability, governance and improvements in economy, efficiency and effectiveness
- More extensive reporting, with a requirement on the auditor to produce a commentary on arrangements across all of the key criteria, rather than the current 'reporting by exception' approach
- The replacement of the binary qualified/unqualified approach to VFM conclusions, with far more sophisticated judgements on performance, as well as key recommendations on any significant weaknesses in arrangements identified during the audit.

The Code require auditors to consider whether the body has put in place proper arrangements to secure economy, efficiency and effectiveness in its use of resources. When reporting on these arrangements, the Code requires auditors to structure their commentary on arrangements under three specified reporting criteria. These are as set out to the right:



Improving economy, efficiency and effectiveness

Arrangements for improving the way the body delivers its services. This includes arrangements for understanding costs and delivering efficiencies and improving outcomes for service users.



Financial Sustainability

Arrangements for ensuring the body can continue to deliver services. This includes planning resources to ensure adequate finances and maintain sustainable levels of spending over the medium term (3-5 years)



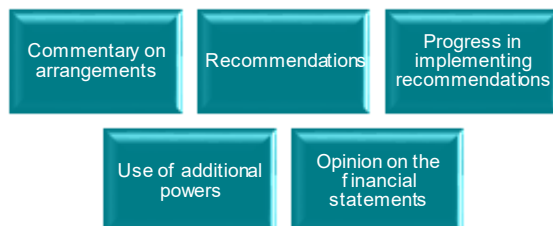
Governance

Arrangements for ensuring that the body makes appropriate decisions in the right way. This includes arrangements for budget setting and management, risk management, and ensuring the body makes decisions based on appropriate information



Auditor's Annual Report

A new Auditor's Annual Report presented at the same time as the audit opinion is the forum for reporting the outcome of the auditor's work on Value for Money. It is required to contain:



- **Commentary on arrangements:** This will include a summary under each of the three specified reporting criteria and compared to how the results of VfM work were reported in previous years, the commentary will allow auditors to better reflect local context and also to draw attention to emerging or developing issues which may not represent significant weaknesses, but which may nevertheless require attention from the body itself. The commentary will not simply be a description of the arrangements in place, but an evaluation of those arrangements.
- **Recommendations:** Where an auditor concludes there is a significant weakness in a body's arrangements, they report this to the body and support it with a recommendation for improvement.
- **Progress in implementing recommendations:** Where an auditor has reported significant weaknesses in arrangements in the previous year, the auditor should follow up recommendations issued previously and include their view as to whether the recommendations have been implemented satisfactorily.
- **Use of additional powers:** Where an auditor uses additional powers, such as making statutory recommendations or issuing a public interest report, this needs to be reported in the auditor's annual report.
- **Opinion on the financial statements:** The auditor's annual report also needs to summarise the results of the auditor's work on the financial statements. This is not a replacement for the AFR, or a verbatim repeat of it – it is simply a summary of what the opinion audit found.

Risks of significant VFM weaknesses

As part of our planning work, we will consider whether there are any risks of significant weakness in the body's arrangements for securing economy, efficiency and effectiveness in its use of resources that we needed to perform further procedures on.

The risks we identify will be detailed in our Audit Plan, along with the further procedures we will perform.

Potential types of recommendations

A range of different recommendations could be made following the completion of work on risks of significant weakness, as follows:



Statutory recommendation

Written recommendations to the body under Section 24 (Schedule 7) of the Local Audit and Accountability Act 2014. A recommendation under schedule 7 requires the body to discuss and respond publicly to the report.



Key recommendation

The Code of Audit Practice requires that where auditors identify significant weaknesses in arrangements to secure value for money they should make recommendations setting out the actions that should be taken by the body. We have defined these recommendations as 'key recommendations'.



Improvement recommendation

These recommendations, if implemented should improve the arrangements in place at the body, but are not made as a result of identifying significant weaknesses in the body's arrangements.

Further information

To review the new Code and AGN03, visit the NAO's website using the link below:

<https://www.nao.org.uk/code-audit-practice/code-of-audit-practice-consultation/>

BIRMINGHAM CITY COUNCIL**PUBLIC REPORT**

<p>Report to: Audit Committee</p> <p>Report of: Interim Chief Executive</p> <p>Date of Meeting: 22 February 2021</p> <p>Subject: The Local Government and Social Care Ombudsman and the Housing Ombudsman Annual Review 2019/20</p>
<p>Wards Affected: All</p>
<p>1. Purpose of Report</p> <p>1.1 Each year, the Local Government and Social Care Ombudsman for England issues a report summarising his work as independent arbiter of complaints about local government administration. A copy is available at each of the Group Offices.</p> <p>1.2 This report highlights for Members the main issues dealt with by the Ombudsman, within the context of complaints involving Birmingham City Council.</p>
<p>2. Recommendation</p> <p>To receive this report concerning the Local Government and Social Care Ombudsman and Housing Ombudsman Annual Report for 2019/20.</p>

Key Issues

- **This report compares Birmingham's performance against the Local Government and Social Care Ombudsman's and Housing Ombudsman's findings about the performance of councils in its remit across England.**

3. Annual Review

3.1 Content

The Local Government and Social Care Ombudsman (LGSCO) issues an Annual Review letter to every English Council, providing his statistics for the enquiries and complaints he has received concerning that Council.

In addition, Mr King presents his Annual Report to Parliament. Of these two items, the annual review letter concentrates on enquiries, complaints and their resolution and is most closely allied to the Council's handling of Ombudsman matters. The Annual Report is more general, including accounts for the service.

This report includes general information about the LGSCO's performance during 2019/20 and specific information about the Council's Ombudsman complaints.

3.2 Volume of Complaints

The Annual Review shows that there were 19,625 complaints and enquiries to the LGSCO last year, compared to 18,482 in 2018/19.

3.3 Volume of Complaints about Birmingham City Council

The number of complaints about Birmingham determined by the LGSCO in 2019/20 was **542**, this is an increase of about 120 cases from 2018/19. This is a 30% increase year on year compared to a 6% increase nationally as described above. But, in addition, the Housing Ombudsman investigates complaints against the Council, and he determined **49** complaints during the year, resulting in a total of **591** Ombudsmen determinations in 2019/20, an increase of 101 determinations overall compared to last year where there was a total of 490 determinations.

To give Members a complete picture of all contact with the two Ombudsmen, further information about Housing Ombudsman matters appears at paragraph 4 below.

3.4 Subject of Complaints

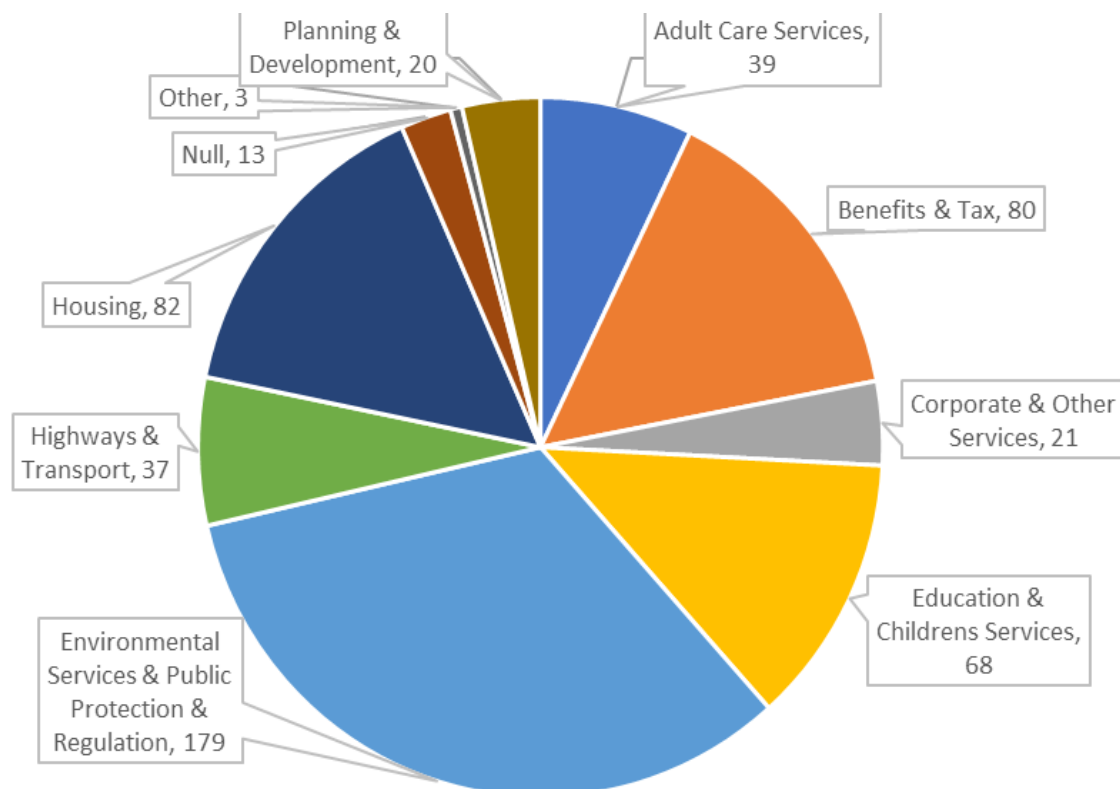
The LGSCO complaint statistics for 2019/20 have identified the following national trends;

- They are finding fault more often; upholding 61% of complaints that were investigated in detail, up from 58% in 2018/19.
- The highest proportion of complaints were about Education and Children's Services, at 72%.
- In 13% of upheld cases, Councils had already offered a suitable remedy, up from 11% last year.
- 1,629 service improvements were recommended, up 12% on the previous year.
- Compliance with recommendations remains high at 99.4%.

3.5 Subject of Complaints about Birmingham City Council

Previously Housing matters have been our largest category; however this has been superseded by Environmental Services, Public protection and Regulation.

In 2019/20 the LGSCO determined 542 cases, as illustrated below;



The LGSCO combine both Regulatory Services and Waste Management into 'Environmental Service' category. This, however, causes a discrepancy when compared to our data because we record complaints for these services separately for each service area.

Appendix 1 is provided by the LGSCO and gives four different forms of information. The first demonstrates the subject matter and numbers of complaints received and determined by the Ombudsman about Birmingham in 2019/20.

3.6 Outcomes

For the period between 1 April 2019 to 31 March 2020, the LGSCO have recorded the following statistics for the Council;

- 119 complaints* (78%) were upheld, this compares to an average of 67% in similar authorities,
- In 100 cases (88%) the Council successfully implemented recommendations (Statistics are based on a total of 114 compliance outcomes for this period), this compares to an average of 100% in similar authorities,
- In 4%* of upheld cases the Council provided a satisfactory remedy before the complaint reached the Ombudsman. This compares to an average of 11% in similar authorities.

** Statistics are based on a total of 153 detailed investigations for this period*

3.7 Reports

The LGSCO issued 63 public interest reports nationally in 2019/20, over a third of these reports were about Education and Children's Services with several demonstrating continued failings across the sector to properly provide Education and Health Care Plans.

The Council received two reports in 2019/20, concerning Education Transport and Waste Management. Both of these were reported to this Committee, in June and September 2019 respectively.

A report concerning Birmingham Children's Trust has been received this year (2020/21), which has also been reported to this Committee, on 26 January 2021, but this will feature in the statistics from the LGSCO next year due to the timing lag.

3.8 Settlements

We can advise that for 2019/20 the Council did not pay a local settlement greater than £10,000.

4. The Housing Ombudsman

The Housing Ombudsman's remit is quite wide-ranging, covering complaints concerning Landlord Services, Estate Management, Home Loss Payments, transfer applications outside the Housing Act 1996, Part 6 and complaints about property condition, repairs and improvements.

The Housing Ombudsman has reported for 2019/20 as follows:-

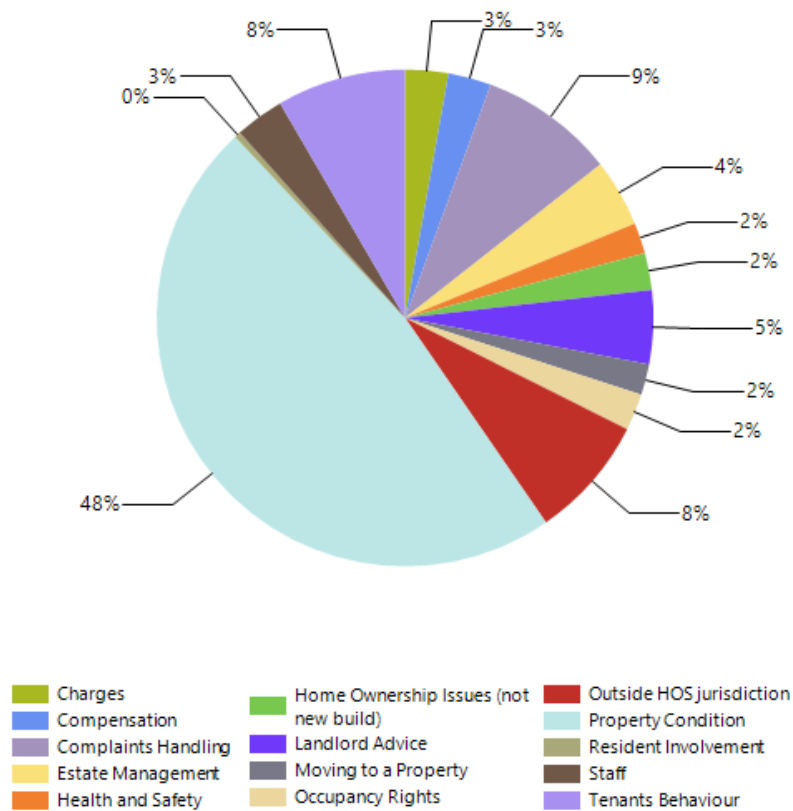
Nationally, 14,093 enquiries and complaints were received by the Housing Ombudsman Service this year, this has declined since last year with a fall of approximately 2,790. For the first time in three years, the number of determinations at 2,138 was higher than the number of cases in our formal remit at 1,981. On the cases determined, we found full or partial maladministration in 39%, an increase of 2% on the previous year.

The key national data highlights from the report are:

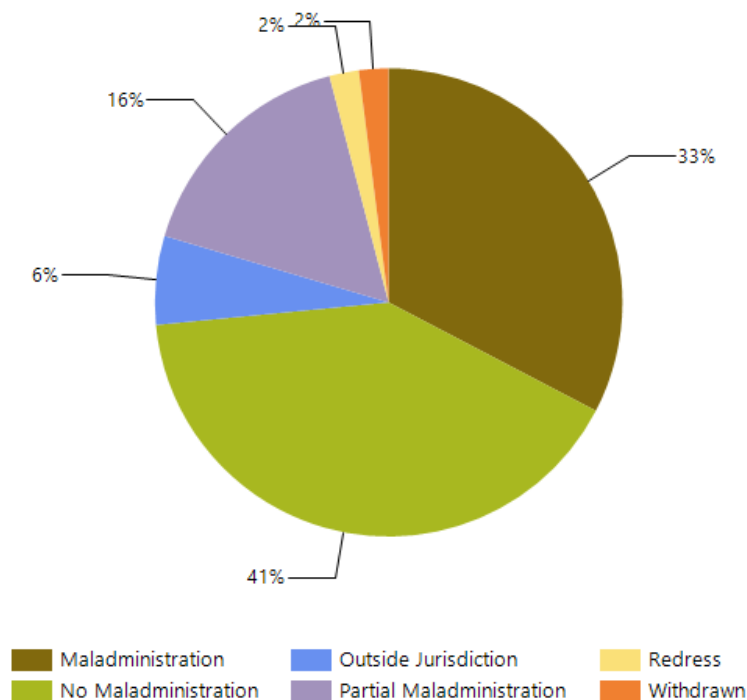
- The average determination rate for formal investigations was below the six month target at 5.8 months, the first time the target has been achieved
- All cases were determined within 12 months, exceeding the target of 99%
- Repairs continues to be the largest category of complaint received at 38% of the overall number
- High levels of compliance with our orders at 95% within three months and 99% within six months, meeting the targets
- The 2,617 orders and recommendations we issued were made up of 1,618 orders and 999 recommendations
- Landlords were ordered to pay compensation to residents totalling £412,214.54 across the year.

At a local level, the HOS have recorded **250** enquiries and complaints against Birmingham City Council in 2019/20;

Birmingham City Council - 2019 / 2020



Outcome of determinations: Birmingham City Council - 2019 / 2020



Birmingham City Council achieved 100% compliance with orders within the 3 month and 6 month time period allocated for completion.

The total cost of compensation orders was £4,450 which is an increase of 50% from last year.

5. Police and Crime Panels

The Police Reform and Social Responsibility Act 2011 established Police and Crime Commissioners, plus Police and Crime Panels. As the Police and Crime Commissioners perform the decision-making processes previously undertaken by Police Authorities, they are a 'body in jurisdiction' for the LGSCO. Police and Crime Panels, insofar as they are a committee of a local authority, also fall within the LGSCO's jurisdiction for non-criminal matters.

We are pleased to advise that there were no complaints against the Council about Police and Crime Panels in 2019/20.

6. Learning from Complaints as a route to Service Improvement

A formal review of the Corporate complaint process was undertaken last year following feedback received from citizens, internal stakeholders and Members of the Council. The feedback expressed high levels of dissatisfaction over the Council's complaint process. We understand that the new complaints process has been approved and work is underway towards implementation across the Council.

Consideration is always given to the recommendations and where advised, steps have been taken to improve departmental information and where service improvements can be achieved.

The Professional Standards team are in the process of updating and improving recording/capturing data and will be providing a detailed overview to directorates on a quarterly basis along with other key information from the wider Professional Standards Team remit. This will assist the directorates with keeping track their ombudsman complaints, identifying trends, lessons learned and areas of concern.

7. Legal and Resource Implications

No specific legal implications have been identified (see para. 9 below), and resources are committed by individual Directorates in resolving Ombudsman complaints.

8. Risk Management & Equality Impact Assessment Issues

No specific issues have been identified.

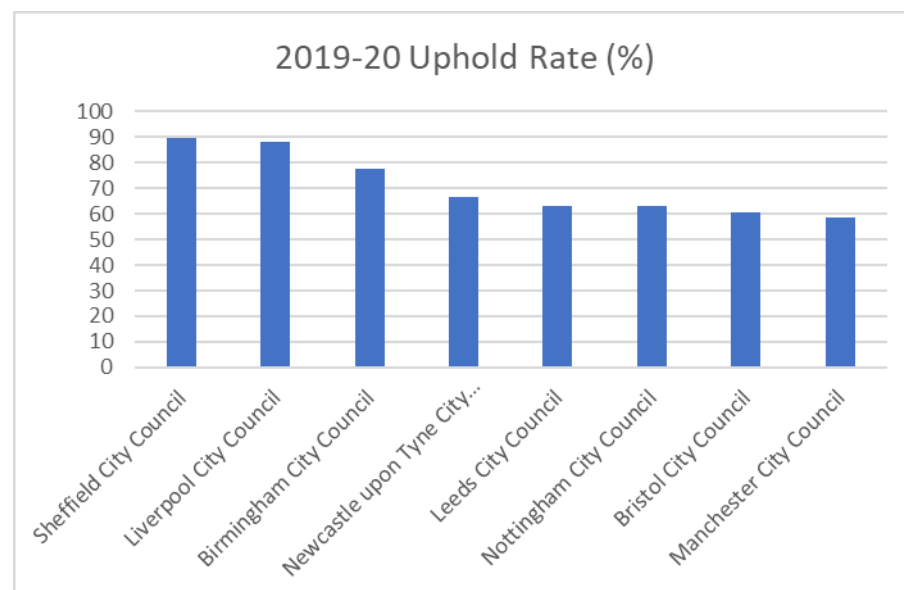
9. Compliance Issues

City Council policies, plans and strategies have been complied with in this report. Where failings have been highlighted by the Ombudsman, individual directorates have been advised when they may have been in breach of their own policies and asked to take action. This has resulted in revision of current procedures and/or retraining of staff. Where reports have been issued, they have been escalated to Overview & Scrutiny per the Constitution in addition to being highlighted to the Chief Executive.

10. Update from last year

During last year's presentation to this Committee we were asked how Birmingham City Council compared to Leeds City Council. However, we have carried out a comparison of the core cities in term of the upheld rate. The figures show that our upheld rate was less than Sheffield City Council and Liverpool City Council but not Leeds who we were asked to compare against. The LGSCO don't consider Nottingham or Bristol as being "similar authorities".

Rank	Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Uphold Rate (%)	Average uphold rate (%) of similar authorities
1	Sheffield City Council	8	7	40	53	4	34	146	89	67
2	Liverpool City Council	9	2	46	47	3	22	129	88	67
3	Birmingham City Council	27	33	180	149	34	119	542	78	67
4	Newcastle upon Tyne City Council	4	2	21	17	6	12	62	67	67
5	Leeds City Council	11	13	58	63	18	31	194	63	67
6	Nottingham City Council	3	2	29	33	7	12	86	63	56
7	Bristol City Council	9	6	44	48	13	20	140	61	56
8	Manchester City Council	11	2	46	72	12	17	160	59	67



**Chris Naylor
Chief Executive**

**Contact officer: Dawanna Campbell, Acting Assistant Practice
Manager, Legal Services**

e-mail address: Dawanna.campbell@birmingham.gov.uk

Attachments: Appendix 1 LGSCO Complaints and Decisions Table

LGSCO Complaints received against Birmingham City Council

Reference	Authority	Category	Received
19004941	Birmingham City Council	Housing	25 Jun 2019
18004596	Birmingham City Council	Benefits & Tax	29 Jul 2019
18005831	Birmingham City Council	Housing	10 Apr 2019
18006855	Birmingham City Council	Benefits & Tax	16 Apr 2019
18008057	Birmingham City Council	Corporate & Other Services	30 Oct 2019
19008715	Birmingham City Council	Education & Childrens Services	23 Aug 2019
19009121	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Feb 2020
19013150	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Nov 2019
18015094	Birmingham City Council	Benefits & Tax	20 Aug 2019
18015819	Birmingham City Council	Housing	07 Aug 2019
19013092	Birmingham City Council	Benefits & Tax	04 Nov 2019
18016037	Birmingham City Council	Corporate & Other Services	03 Jun 2019
18016051	Birmingham City Council	Housing	17 Jul 2019
18016728	Birmingham City Council	Education & Childrens Services	07 Aug 2019
18018622	Birmingham City Council	Housing	17 Jun 2019
18019586	Birmingham City Council	Housing	11 Jun 2019
18019697	Birmingham City Council	Highways & Transport	02 Apr 2019
18019863	Birmingham City Council	Corporate & Other Services	08 Apr 2019
19000048	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Apr 2019
19000066	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Apr 2019
19000120	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Apr 2019
19000123	Birmingham City Council	Corporate & Other Services	02 Apr 2019
19000128	Birmingham City Council	Benefits & Tax	02 Apr 2019
19000267	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Apr 2019
19000296	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Apr 2019
19000318	Birmingham City Council	Planning & Development	04 Apr 2019
19000354	Birmingham City Council	Null	05 Apr 2019
19000435	Birmingham City Council	Housing	08 Apr 2019
19000457	Birmingham City Council	Education & Childrens Services	08 Apr 2019
19000513	Birmingham City Council	Adult Care Services	09 Apr 2019

19000542	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Apr 2019
19000567	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Apr 2019
19000636	Birmingham City Council	Benefits & Tax	10 Apr 2019
19000711	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 Apr 2019
19000728	Birmingham City Council	Education & Childrens Services	12 Apr 2019
19000748	Birmingham City Council	Education & Childrens Services	12 Apr 2019
19000775	Birmingham City Council	Environmental Services & Public Protection & Regulation	12 Apr 2019
19000833	Birmingham City Council	Education & Childrens Services	20 Nov 2019
19000860	Birmingham City Council	Environmental Services & Public Protection & Regulation	15 Apr 2019
19000865	Birmingham City Council	Housing	15 Apr 2019
19000989	Birmingham City Council	Benefits & Tax	17 Apr 2019
19000998	Birmingham City Council	Education & Childrens Services	17 Apr 2019
19001132	Birmingham City Council	Highways & Transport	23 Apr 2019
19001144	Birmingham City Council	Planning & Development	21 Feb 2020
19001150	Birmingham City Council	Benefits & Tax	23 Apr 2019
19001200	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Apr 2019
19001242	Birmingham City Council	Benefits & Tax	24 Apr 2019
19001247	Birmingham City Council	Adult Care Services	24 Apr 2019
19001257	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Apr 2019
19001269	Birmingham City Council	Housing	24 Apr 2019
19001308	Birmingham City Council	Adult Care Services	29 Apr 2019
19001312	Birmingham City Council	Corporate & Other Services	25 Apr 2019
19001490	Birmingham City Council	Corporate & Other Services	29 Apr 2019
19001531	Birmingham City Council	Benefits & Tax	10 May 2019
19001561	Birmingham City Council	Housing	30 Apr 2019
19001606	Birmingham City Council	Planning & Development	01 May 2019
19001640	Birmingham City Council	Adult Care Services	01 May 2019
19001646	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 May 2019

19001690	Birmingham City Council	Benefits & Tax	01 May 2019
19001707	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 May 2019
19001743	Birmingham City Council	Adult Care Services	02 May 2019
19001766	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 May 2019
19001788	Birmingham City Council	Corporate & Other Services	02 May 2019
19001869	Birmingham City Council	Corporate & Other Services	07 May 2019
19001879	Birmingham City Council	Housing	07 May 2019
19001881	Birmingham City Council	Benefits & Tax	07 May 2019
19001884	Birmingham City Council	Education & Childrens Services	07 May 2019
19001951	Birmingham City Council	Highways & Transport	07 May 2019
19001969	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 May 2019
19001974	Birmingham City Council	Highways & Transport	08 May 2019
19002038	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 May 2019
19002055	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 May 2019
19002096	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 May 2019
19002102	Birmingham City Council	Benefits & Tax	09 May 2019
19002103	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 May 2019
19002140	Birmingham City Council	Education & Childrens Services	10 May 2019
19002217	Birmingham City Council	Education & Childrens Services	13 May 2019
19002317	Birmingham City Council	Benefits & Tax	15 May 2019
19002357	Birmingham City Council	Environmental Services & Public Protection & Regulation	15 May 2019
19002435	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 May 2019
19002504	Birmingham City Council	Education & Childrens Services	17 May 2019
19002551	Birmingham City Council	Environmental Services & Public Protection & Regulation	17 May 2019
19002569	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 May 2019

19002623	Birmingham City Council	Benefits & Tax	03 Jul 2019
19002629	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 May 2019
19002662	Birmingham City Council	Planning & Development	21 May 2019
19002667	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 May 2019
19002747	Birmingham City Council	Benefits & Tax	21 May 2019
19002781	Birmingham City Council	Housing	21 May 2019
19002833	Birmingham City Council	Environmental Services & Public Protection & Regulation	22 May 2019
19002868	Birmingham City Council	Adult Care Services	23 May 2019
19002899	Birmingham City Council	Housing	23 May 2019
19002964	Birmingham City Council	Planning & Development	24 May 2019
19003085	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 May 2019
19003113	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 May 2019
19003132	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 May 2019
19003138	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Aug 2019
19003222	Birmingham City Council	Benefits & Tax	28 May 2019
19003251	Birmingham City Council	Benefits & Tax	29 May 2019
19003252	Birmingham City Council	Environmental Services & Public Protection & Regulation	29 May 2019
19003269	Birmingham City Council	Benefits & Tax	29 May 2019
19003323	Birmingham City Council	Benefits & Tax	31 May 2019
19003328	Birmingham City Council	Environmental Services & Public Protection & Regulation	13 Sep 2019
19003392	Birmingham City Council	Education & Childrens Services	31 May 2019
19003428	Birmingham City Council	Education & Childrens Services	31 May 2019
19003513	Birmingham City Council	Highways & Transport	04 Jun 2019
19003634	Birmingham City Council	Other	05 Jun 2019
19003814	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Jul 2019

19003823	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Jun 2019
19003839	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Jun 2019
19003841	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Jun 2019
19003861	Birmingham City Council	Adult Care Services	10 Jun 2019
19003887	Birmingham City Council	Planning & Development	13 Aug 2019
19003904	Birmingham City Council	Housing	11 Jun 2019
19003962	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Jun 2019
19003993	Birmingham City Council	Housing	11 Jun 2019
19004076	Birmingham City Council	Housing	25 Nov 2019
19004079	Birmingham City Council	Education & Childrens Services	12 Jun 2019
19004130	Birmingham City Council	Benefits & Tax	13 Jun 2019
19004217	Birmingham City Council	Highways & Transport	14 Jun 2019
19004245	Birmingham City Council	Adult Care Services	20 Jun 2019
19004252	Birmingham City Council	Environmental Services & Public Protection & Regulation	14 Jun 2019
19004346	Birmingham City Council	Education & Childrens Services	17 Jun 2019
19004439	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 Jul 2019
19004456	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Jun 2019
19004467	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Jun 2019
19004476	Birmingham City Council	Other	18 Jun 2019
19004478	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Jun 2019
19004519	Birmingham City Council	Education & Childrens Services	19 Jun 2019
19004634	Birmingham City Council	Benefits & Tax	20 Jun 2019
19004788	Birmingham City Council	Benefits & Tax	24 Jun 2019
19004808	Birmingham City Council	Corporate & Other Services	24 Jun 2019
19004836	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jun 2019
19004877	Birmingham City Council	Education & Childrens Services	06 Nov 2019

19004890	Birmingham City Council	Housing	25 Jun 2019
19004927	Birmingham City Council	Education & Childrens Services	25 Jun 2019
19004932	Birmingham City Council	Environmental Services & Public Protection & Regulation	25 Jun 2019
19004978	Birmingham City Council	Highways & Transport	27 Jun 2019
19004998	Birmingham City Council	Housing	26 Jun 2019
19005000	Birmingham City Council	Benefits & Tax	26 Jun 2019
19005022	Birmingham City Council	Benefits & Tax	26 Jun 2019
19005045	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Aug 2019
19005062	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Jun 2019
19005068	Birmingham City Council	Null	26 Jun 2019
19005126	Birmingham City Council	Environmental Services & Public Protection & Regulation	27 Jun 2019
19005128	Birmingham City Council	Education & Childrens Services	27 Jun 2019
19005193	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jun 2019
19005221	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jun 2019
19005268	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Aug 2019
19005305	Birmingham City Council	Education & Childrens Services	01 Jul 2019
19005394	Birmingham City Council	Adult Care Services	02 Jul 2019
19005502	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Jul 2019
19005591	Birmingham City Council	Education & Childrens Services	04 Jul 2019
19005599	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Jul 2019
19005609	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Jul 2019
19005662	Birmingham City Council	Environmental Services & Public Protection & Regulation	07 Aug 2019
19005715	Birmingham City Council	Education & Childrens Services	27 Aug 2019
19005757	Birmingham City Council	Housing	05 Jul 2019
19005833	Birmingham City Council	Housing	08 Jul 2019

19005835	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Jul 2019
19006167	Birmingham City Council	Environmental Services & Public Protection & Regulation	12 Jul 2019
19006189	Birmingham City Council	Adult Care Services	12 Jul 2019
19006206	Birmingham City Council	Education & Childrens Services	12 Jul 2019
19006340	Birmingham City Council	Benefits & Tax	17 Jul 2019
19006423	Birmingham City Council	Education & Childrens Services	13 Sep 2019
19006461	Birmingham City Council	Environmental Services & Public Protection & Regulation	17 Jul 2019
19006474	Birmingham City Council	Benefits & Tax	18 Jul 2019
19006477	Birmingham City Council	Corporate & Other Services	18 Jul 2019
19006497	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Jul 2019
19006540	Birmingham City Council	Planning & Development	19 Jul 2019
19006559	Birmingham City Council	Housing	19 Jul 2019
19006616	Birmingham City Council	Adult Care Services	22 Jul 2019
19006671	Birmingham City Council	Housing	24 Jul 2019
19006698	Birmingham City Council	Environmental Services & Public Protection & Regulation	23 Jul 2019
19006728	Birmingham City Council	Benefits & Tax	23 Jul 2019
19006755	Birmingham City Council	Planning & Development	31 Jul 2019
19006768	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jul 2019
19006819	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jul 2019
19006870	Birmingham City Council	Housing	24 Jul 2019
19006875	Birmingham City Council	Null	25 Jul 2019
19006885	Birmingham City Council	Planning & Development	25 Jul 2019
19006891	Birmingham City Council	Environmental Services & Public Protection & Regulation	25 Jul 2019
19006920	Birmingham City Council	Benefits & Tax	05 Aug 2019
19006954	Birmingham City Council	Environmental Services & Public Protection & Regulation	25 Jul 2019
19006964	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Jul 2019

19007004	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Jul 2019
19007037	Birmingham City Council	Housing	26 Jul 2019
19007093	Birmingham City Council	Benefits & Tax	30 Jul 2019
19007126	Birmingham City Council	Environmental Services & Public Protection & Regulation	30 Jul 2019
19007148	Birmingham City Council	Education & Childrens Services	12 Sep 2019
19007164	Birmingham City Council	Adult Care Services	01 Aug 2019
19007188	Birmingham City Council	Null	31 Jul 2019
19007236	Birmingham City Council	Adult Care Services	15 Aug 2019
19007249	Birmingham City Council	Education & Childrens Services	31 Jul 2019
19007375	Birmingham City Council	Highways & Transport	02 Oct 2019
19007423	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Aug 2019
19007455	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Aug 2019
19007494	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Aug 2019
19007592	Birmingham City Council	Null	07 Aug 2019
19007703	Birmingham City Council	Environmental Services & Public Protection & Regulation	07 Aug 2019
19007793	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Aug 2019
19007844	Birmingham City Council	Adult Care Services	08 Aug 2019
19007848	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Aug 2019
19007894	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Aug 2019
19007935	Birmingham City Council	Housing	12 Aug 2019
19007942	Birmingham City Council	Education & Childrens Services	12 Aug 2019
19007984	Birmingham City Council	Benefits & Tax	13 Aug 2019
19007985	Birmingham City Council	Housing	14 Aug 2019
19007986	Birmingham City Council	Corporate & Other Services	13 Aug 2019
19008037	Birmingham City Council	Highways & Transport	15 Nov 2019
19008066	Birmingham City Council	Housing	18 Oct 2019
19008082	Birmingham City Council	Adult Care Services	14 Aug 2019

19008289	Birmingham City Council	Education & Childrens Services	16 Aug 2019
19008294	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 Aug 2019
19008319	Birmingham City Council	Benefits & Tax	19 Aug 2019
19008352	Birmingham City Council	Adult Care Services	19 Aug 2019
19008369	Birmingham City Council	Corporate & Other Services	20 Aug 2019
19008402	Birmingham City Council	Education & Childrens Services	20 Aug 2019
19008404	Birmingham City Council	Education & Childrens Services	20 Aug 2019
19008414	Birmingham City Council	Housing	20 Aug 2019
19008423	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Aug 2019
19008440	Birmingham City Council	Highways & Transport	23 Aug 2019
19008441	Birmingham City Council	Planning & Development	20 Aug 2019
19008456	Birmingham City Council	Corporate & Other Services	20 Sep 2019
19008458	Birmingham City Council	Highways & Transport	13 Nov 2019
19008480	Birmingham City Council	Housing	21 Aug 2019
19008527	Birmingham City Council	Education & Childrens Services	21 Aug 2019
19008571	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Aug 2019
19008593	Birmingham City Council	Adult Care Services	21 Aug 2019
19008615	Birmingham City Council	Highways & Transport	22 Aug 2019
19008660	Birmingham City Council	Benefits & Tax	22 Aug 2019
19008713	Birmingham City Council	Planning & Development	23 Aug 2019
19008737	Birmingham City Council	Highways & Transport	23 Aug 2019
19008740	Birmingham City Council	Highways & Transport	23 Aug 2019
19008749	Birmingham City Council	Highways & Transport	09 Sep 2019
19008768	Birmingham City Council	Environmental Services & Public Protection & Regulation	27 Aug 2019
19008780	Birmingham City Council	Highways & Transport	27 Aug 2019
19008814	Birmingham City Council	Housing	30 Aug 2019
19008823	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Sep 2019
19008824	Birmingham City Council	Benefits & Tax	28 Aug 2019
19008830	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Aug 2019

19008897	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Sep 2019
19008917	Birmingham City Council	Planning & Development	28 Aug 2019
19008957	Birmingham City Council	Planning & Development	28 Nov 2019
19008967	Birmingham City Council	Environmental Services & Public Protection & Regulation	29 Aug 2019
19008993	Birmingham City Council	Highways & Transport	29 Aug 2019
19009100	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Sep 2019
19009134	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Sep 2019
19009138	Birmingham City Council	Benefits & Tax	02 Sep 2019
19009163	Birmingham City Council	Benefits & Tax	03 Sep 2019
19009170	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Sep 2019
19009205	Birmingham City Council	Education & Childrens Services	28 Oct 2019
19009217	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Sep 2019
19009270	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Sep 2019
19009271	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Sep 2019
19009295	Birmingham City Council	Housing	04 Sep 2019
19009353	Birmingham City Council	Planning & Development	04 Sep 2019
19009354	Birmingham City Council	Adult Care Services	25 Oct 2019
19009380	Birmingham City Council	Benefits & Tax	04 Sep 2019
19009411	Birmingham City Council	Housing	05 Sep 2019
19009546	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Sep 2019
19009572	Birmingham City Council	Benefits & Tax	09 Sep 2019
19009581	Birmingham City Council	Education & Childrens Services	21 Oct 2019
19009606	Birmingham City Council	Highways & Transport	09 Sep 2019
19009617	Birmingham City Council	Benefits & Tax	09 Sep 2019
19009670	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Sep 2019
19009719	Birmingham City Council	Adult Care Services	27 Sep 2019

19009772	Birmingham City Council	Adult Care Services	11 Dec 2019
19009784	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Sep 2019
19009825	Birmingham City Council	Adult Care Services	23 Sep 2019
19009857	Birmingham City Council	Adult Care Services	12 Sep 2019
19009871	Birmingham City Council	Environmental Services & Public Protection & Regulation	12 Sep 2019
19009874	Birmingham City Council	Housing	12 Sep 2019
19009913	Birmingham City Council	Adult Care Services	09 Oct 2019
19009930	Birmingham City Council	Housing	24 Jan 2020
19009959	Birmingham City Council	Null	09 Oct 2019
19010003	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 Sep 2019
19010028	Birmingham City Council	Housing	16 Sep 2019
19010043	Birmingham City Council	Highways & Transport	16 Sep 2019
19010052	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Sep 2019
19010053	Birmingham City Council	Housing	16 Sep 2019
19010157	Birmingham City Council	Planning & Development	17 Sep 2019
19010158	Birmingham City Council	Highways & Transport	17 Sep 2019
19010235	Birmingham City Council	Highways & Transport	18 Sep 2019
19010298	Birmingham City Council	Education & Childrens Services	18 Sep 2019
19010331	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Sep 2019
19010415	Birmingham City Council	Education & Childrens Services	20 Sep 2019
19010423	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Sep 2019
19010467	Birmingham City Council	Education & Childrens Services	20 Sep 2019
19010509	Birmingham City Council	Environmental Services & Public Protection & Regulation	23 Sep 2019
19010586	Birmingham City Council	Benefits & Tax	24 Sep 2019
19010603	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Sep 2019
19010642	Birmingham City Council	Education & Childrens Services	24 Sep 2019
19010670	Birmingham City Council	Housing	26 Sep 2019

19010675	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Oct 2019
19010683	Birmingham City Council	Education & Childrens Services	27 Mar 2020
19010753	Birmingham City Council	Housing	25 Sep 2019
19010776	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Sep 2019
19010791	Birmingham City Council	Environmental Services & Public Protection & Regulation	30 Sep 2019
19010792	Birmingham City Council	Housing	26 Sep 2019
19010815	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Sep 2019
19010827	Birmingham City Council	Highways & Transport	27 Sep 2019
19010951	Birmingham City Council	Benefits & Tax	30 Sep 2019
19010962	Birmingham City Council	Education & Childrens Services	30 Sep 2019
19010993	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Oct 2019
19011008	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Oct 2019
19011083	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Oct 2019
19011119	Birmingham City Council	Benefits & Tax	02 Oct 2019
19011273	Birmingham City Council	Benefits & Tax	03 Oct 2019
19011289	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Oct 2019
19011317	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Oct 2019
19011345	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Oct 2019
19011363	Birmingham City Council	Education & Childrens Services	10 Oct 2019
19011441	Birmingham City Council	Environmental Services & Public Protection & Regulation	07 Oct 2019
19011447	Birmingham City Council	Benefits & Tax	08 Oct 2019
19011511	Birmingham City Council	Education & Childrens Services	08 Oct 2019
19011538	Birmingham City Council	Education & Childrens Services	09 Oct 2019
19011570	Birmingham City Council	Planning & Development	09 Oct 2019
19011577	Birmingham City Council	Housing	10 Oct 2019

19011612	Birmingham City Council	Null	09 Oct 2019
19011625	Birmingham City Council	Benefits & Tax	09 Oct 2019
19011642	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Oct 2019
19011651	Birmingham City Council	Education & Childrens Services	11 Oct 2019
19011778	Birmingham City Council	Null	14 Oct 2019
19011793	Birmingham City Council	Education & Childrens Services	17 Dec 2019
19011794	Birmingham City Council	Housing	14 Oct 2019
19011892	Birmingham City Council	Environmental Services & Public Protection & Regulation	15 Oct 2019
19011930	Birmingham City Council	Environmental Services & Public Protection & Regulation	15 Oct 2019
19011997	Birmingham City Council	Corporate & Other Services	16 Oct 2019
19012094	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Oct 2019
19012095	Birmingham City Council	Environmental Services & Public Protection & Regulation	17 Oct 2019
19012174	Birmingham City Council	Education & Childrens Services	18 Oct 2019
19012226	Birmingham City Council	Education & Childrens Services	22 Oct 2019
19012239	Birmingham City Council	Corporate & Other Services	21 Oct 2019
19012251	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Oct 2019
19012273	Birmingham City Council	Environmental Services & Public Protection & Regulation	17 Jan 2020
19012295	Birmingham City Council	Highways & Transport	22 Oct 2019
19012319	Birmingham City Council	Housing	10 Jan 2020
19012324	Birmingham City Council	Housing	22 Oct 2019
19012358	Birmingham City Council	Education & Childrens Services	22 Oct 2019
19012453	Birmingham City Council	Environmental Services & Public Protection & Regulation	23 Oct 2019
19012466	Birmingham City Council	Environmental Services & Public Protection & Regulation	23 Oct 2019
19012499	Birmingham City Council	Education & Childrens Services	24 Oct 2019
19012571	Birmingham City Council	Education & Childrens Services	25 Oct 2019
19012575	Birmingham City Council	Adult Care Services	25 Oct 2019
19012600	Birmingham City Council	Housing	25 Oct 2019

19012656	Birmingham City Council	Education & Childrens Services	28 Oct 2019
19012659	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Oct 2019
19012711	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Oct 2019
19012722	Birmingham City Council	Adult Care Services	11 Nov 2019
19012759	Birmingham City Council	Environmental Services & Public Protection & Regulation	29 Oct 2019
19012760	Birmingham City Council	Benefits & Tax	29 Oct 2019
19012771	Birmingham City Council	Environmental Services & Public Protection & Regulation	29 Oct 2019
19012791	Birmingham City Council	Adult Care Services	29 Oct 2019
19012912	Birmingham City Council	Housing	31 Oct 2019
19012913	Birmingham City Council	Corporate & Other Services	31 Oct 2019
19012917	Birmingham City Council	Planning & Development	31 Oct 2019
19012964	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Nov 2019
19012992	Birmingham City Council	Education & Childrens Services	08 Nov 2019
19013145	Birmingham City Council	Benefits & Tax	28 Nov 2019
19013184	Birmingham City Council	Housing	08 Nov 2019
19013267	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Nov 2019
19013285	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Nov 2019
19013381	Birmingham City Council	Housing	07 Nov 2019
19013391	Birmingham City Council	Education & Childrens Services	08 Nov 2019
19013408	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Nov 2019
19013422	Birmingham City Council	Highways & Transport	08 Nov 2019
19013497	Birmingham City Council	Highways & Transport	08 Nov 2019
19013731	Birmingham City Council	Education & Childrens Services	12 Nov 2019
19013768	Birmingham City Council	Environmental Services & Public Protection & Regulation	13 Nov 2019
19013783	Birmingham City Council	Education & Childrens Services	13 Nov 2019
19013796	Birmingham City Council	Environmental Services & Public Protection & Regulation	13 Nov 2019

19013822	Birmingham City Council	Corporate & Other Services	14 Nov 2019
19013842	Birmingham City Council	Benefits & Tax	14 Nov 2019
19013847	Birmingham City Council	Highways & Transport	14 Nov 2019
19013865	Birmingham City Council	Highways & Transport	14 Nov 2019
19013874	Birmingham City Council	Planning & Development	20 Nov 2019
19013875	Birmingham City Council	Housing	14 Nov 2019
19013885	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Nov 2019
19014021	Birmingham City Council	Housing	15 Nov 2019
19014038	Birmingham City Council	Housing	18 Nov 2019
19014044	Birmingham City Council	Highways & Transport	18 Nov 2019
19014070	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Nov 2019
19014083	Birmingham City Council	Benefits & Tax	18 Nov 2019
19014133	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Nov 2019
19014186	Birmingham City Council	Housing	19 Nov 2019
19014227	Birmingham City Council	Highways & Transport	20 Nov 2019
19014298	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Nov 2019
19014421	Birmingham City Council	Environmental Services & Public Protection & Regulation	22 Nov 2019
19014429	Birmingham City Council	Environmental Services & Public Protection & Regulation	22 Nov 2019
19014456	Birmingham City Council	Environmental Services & Public Protection & Regulation	25 Nov 2019
19014492	Birmingham City Council	Benefits & Tax	25 Nov 2019
19014496	Birmingham City Council	Benefits & Tax	25 Nov 2019
19014610	Birmingham City Council	Highways & Transport	26 Nov 2019
19014731	Birmingham City Council	Education & Childrens Services	28 Nov 2019
19014737	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Jan 2020
19014743	Birmingham City Council	Null	27 Nov 2019
19014835	Birmingham City Council	Adult Care Services	28 Nov 2019
19014905	Birmingham City Council	Education & Childrens Services	28 Jan 2020
19014976	Birmingham City Council	Benefits & Tax	02 Dec 2019

19015059	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Dec 2019
19015146	Birmingham City Council	Benefits & Tax	04 Dec 2019
19015148	Birmingham City Council	Education & Childrens Services	30 Jan 2020
19015150	Birmingham City Council	Planning & Development	04 Dec 2019
19015190	Birmingham City Council	Benefits & Tax	04 Dec 2019
19015196	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Dec 2019
19015268	Birmingham City Council	Other	05 Dec 2019
19015295	Birmingham City Council	Corporate & Other Services	06 Dec 2019
19015326	Birmingham City Council	Benefits & Tax	06 Dec 2019
19015450	Birmingham City Council	Environmental Services & Public Protection & Regulation	27 Jan 2020
19015477	Birmingham City Council	Housing	10 Dec 2019
19015481	Birmingham City Council	Housing	10 Dec 2019
19015636	Birmingham City Council	Benefits & Tax	12 Dec 2019
19015746	Birmingham City Council	Housing	16 Dec 2019
19015797	Birmingham City Council	Adult Care Services	16 Dec 2019
19015943	Birmingham City Council	Housing	19 Dec 2019
19015945	Birmingham City Council	Benefits & Tax	18 Dec 2019
19015957	Birmingham City Council	Education & Childrens Services	18 Dec 2019
19015991	Birmingham City Council	Benefits & Tax	18 Dec 2019
19016029	Birmingham City Council	Environmental Services & Public Protection & Regulation	19 Dec 2019
19016044	Birmingham City Council	Environmental Services & Public Protection & Regulation	19 Dec 2019
19016095	Birmingham City Council	Benefits & Tax	20 Dec 2019
19016295	Birmingham City Council	Null	24 Jan 2020
19016331	Birmingham City Council	Housing	02 Jan 2020
19016367	Birmingham City Council	Education & Childrens Services	03 Jan 2020
19016373	Birmingham City Council	Benefits & Tax	03 Jan 2020
19016396	Birmingham City Council	Education & Childrens Services	03 Jan 2020
19016451	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Feb 2020
19016472	Birmingham City Council	Highways & Transport	06 Jan 2020

19016474	Birmingham City Council	Benefits & Tax	06 Jan 2020
19016498	Birmingham City Council	Adult Care Services	07 Jan 2020
19016520	Birmingham City Council	Benefits & Tax	06 Jan 2020
19016543	Birmingham City Council	Adult Care Services	06 Jan 2020
19016550	Birmingham City Council	Corporate & Other Services	24 Feb 2020
19016586	Birmingham City Council	Housing	07 Jan 2020
19016599	Birmingham City Council	Environmental Services & Public Protection & Regulation	07 Jan 2020
19016686	Birmingham City Council	Corporate & Other Services	14 Jan 2020
19016697	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Jan 2020
19016773	Birmingham City Council	Housing	08 Jan 2020
19016798	Birmingham City Council	Education & Childrens Services	09 Jan 2020
19016813	Birmingham City Council	Education & Childrens Services	09 Jan 2020
19016927	Birmingham City Council	Highways & Transport	10 Jan 2020
19016950	Birmingham City Council	Benefits & Tax	10 Jan 2020
19017012	Birmingham City Council	Education & Childrens Services	13 Jan 2020
19017051	Birmingham City Council	Education & Childrens Services	14 Jan 2020
19017083	Birmingham City Council	Housing	14 Jan 2020
19017122	Birmingham City Council	Highways & Transport	15 Jan 2020
19017146	Birmingham City Council	Adult Care Services	15 Jan 2020
19017151	Birmingham City Council	Corporate & Other Services	20 Feb 2020
19017170	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Feb 2020
19017213	Birmingham City Council	Benefits & Tax	16 Jan 2020
19017224	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Jan 2020
19017302	Birmingham City Council	Benefits & Tax	17 Jan 2020
19017334	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Jan 2020
19017341	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Jan 2020
19017370	Birmingham City Council	Highways & Transport	20 Jan 2020
19017409	Birmingham City Council	Housing	20 Jan 2020
19017412	Birmingham City Council	Corporate & Other Services	20 Jan 2020

19017441	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Jan 2020
19017449	Birmingham City Council	Housing	22 Jan 2020
19017531	Birmingham City Council	Education & Childrens Services	21 Jan 2020
19017533	Birmingham City Council	Adult Care Services	21 Jan 2020
19017550	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Feb 2020
19017564	Birmingham City Council	Housing	21 Jan 2020
19017583	Birmingham City Council	Highways & Transport	21 Jan 2020
19017599	Birmingham City Council	Adult Care Services	22 Jan 2020
19017610	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jan 2020
19017650	Birmingham City Council	Education & Childrens Services	30 Jan 2020
19017667	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jan 2020
19017673	Birmingham City Council	Benefits & Tax	22 Jan 2020
19017696	Birmingham City Council	Benefits & Tax	22 Jan 2020
19017698	Birmingham City Council	Adult Care Services	31 Jan 2020
19017743	Birmingham City Council	Housing	29 Jan 2020
19017776	Birmingham City Council	Housing	23 Jan 2020
19017870	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jan 2020
19017934	Birmingham City Council	Education & Childrens Services	27 Jan 2020
19017943	Birmingham City Council	Housing	27 Jan 2020
19017957	Birmingham City Council	Adult Care Services	04 Mar 2020
19017960	Birmingham City Council	Environmental Services & Public Protection & Regulation	27 Jan 2020
19018023	Birmingham City Council	Education & Childrens Services	28 Jan 2020
19018026	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jan 2020
19018062	Birmingham City Council	Environmental Services & Public Protection & Regulation	30 Jan 2020
19018150	Birmingham City Council	Housing	29 Jan 2020
19018306	Birmingham City Council	Highways & Transport	31 Jan 2020
19018325	Birmingham City Council	Adult Care Services	03 Feb 2020
19018332	Birmingham City Council	Education & Childrens Services	31 Jan 2020

19018414	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Feb 2020
19018427	Birmingham City Council	Education & Childrens Services	11 Feb 2020
19018487	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Feb 2020
19018497	Birmingham City Council	Housing	04 Feb 2020
19018514	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Feb 2020
19018518	Birmingham City Council	Highways & Transport	04 Feb 2020
19018570	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Feb 2020
19018571	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Feb 2020
19018573	Birmingham City Council	Education & Childrens Services	05 Feb 2020
19018642	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Feb 2020
19018646	Birmingham City Council	Benefits & Tax	06 Feb 2020
19018679	Birmingham City Council	Adult Care Services	17 Mar 2020
19018718	Birmingham City Council	Education & Childrens Services	07 Feb 2020
19018730	Birmingham City Council	Education & Childrens Services	07 Feb 2020
19018736	Birmingham City Council	Housing	07 Feb 2020
19018743	Birmingham City Council	Housing	10 Feb 2020
19018769	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Feb 2020
19018792	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Feb 2020
19018802	Birmingham City Council	Benefits & Tax	10 Feb 2020
19018830	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Feb 2020
19018836	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Feb 2020
19018879	Birmingham City Council	Benefits & Tax	11 Feb 2020
19018917	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Feb 2020
19018923	Birmingham City Council	Housing	11 Feb 2020
19018925	Birmingham City Council	Null	11 Feb 2020

19018939	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Feb 2020
19019114	Birmingham City Council	Benefits & Tax	13 Feb 2020
19019119	Birmingham City Council	Environmental Services & Public Protection & Regulation	13 Feb 2020
19019123	Birmingham City Council	Planning & Development	13 Feb 2020
19019194	Birmingham City Council	Education & Childrens Services	14 Feb 2020
19019201	Birmingham City Council	Benefits & Tax	14 Feb 2020
19019223	Birmingham City Council	Planning & Development	14 Feb 2020
19019343	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Feb 2020
19019360	Birmingham City Council	Benefits & Tax	18 Feb 2020
19019367	Birmingham City Council	Benefits & Tax	18 Feb 2020
19019383	Birmingham City Council	Housing	18 Feb 2020
19019527	Birmingham City Council	Housing	19 Feb 2020
19019555	Birmingham City Council	Housing	27 Feb 2020
19019652	Birmingham City Council	Housing	21 Feb 2020
19019679	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Feb 2020
19019724	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Feb 2020
19019743	Birmingham City Council	Housing	24 Feb 2020
19019766	Birmingham City Council	Planning & Development	24 Feb 2020
19019776	Birmingham City Council	Housing	02 Mar 2020
19019809	Birmingham City Council	Benefits & Tax	25 Feb 2020
19019859	Birmingham City Council	Education & Childrens Services	25 Feb 2020
19019964	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Feb 2020
19019984	Birmingham City Council	Benefits & Tax	03 Mar 2020
19019986	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Mar 2020
19020016	Birmingham City Council	Benefits & Tax	27 Feb 2020
19020053	Birmingham City Council	Housing	27 Feb 2020
19020098	Birmingham City Council	Education & Childrens Services	28 Feb 2020
19020114	Birmingham City Council	Corporate & Other Services	03 Mar 2020

19020174	Birmingham City Council	Benefits & Tax	02 Mar 2020
19020201	Birmingham City Council	Adult Care Services	02 Mar 2020
19020216	Birmingham City Council	Housing	03 Mar 2020
19020295	Birmingham City Council	Housing	03 Mar 2020
19020322	Birmingham City Council	Adult Care Services	03 Mar 2020
19020326	Birmingham City Council	Highways & Transport	03 Mar 2020
19020397	Birmingham City Council	Housing	04 Mar 2020
19020470	Birmingham City Council	Housing	05 Mar 2020
19020484	Birmingham City Council	Education & Childrens Services	05 Mar 2020
19020571	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Mar 2020
19020678	Birmingham City Council	Housing	09 Mar 2020
19020705	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Mar 2020
19020751	Birmingham City Council	Null	10 Mar 2020
19020759	Birmingham City Council	Adult Care Services	10 Mar 2020
19020775	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Mar 2020
19020845	Birmingham City Council	Housing	11 Mar 2020
19020849	Birmingham City Council	Benefits & Tax	12 Mar 2020
19020938	Birmingham City Council	Education & Childrens Services	12 Mar 2020
19021069	Birmingham City Council	Highways & Transport	16 Mar 2020
19021091	Birmingham City Council	Benefits & Tax	16 Mar 2020
19021094	Birmingham City Council	Benefits & Tax	16 Mar 2020
19021104	Birmingham City Council	Null	16 Mar 2020

LGSCO Complaints decided against Birmingham City Council

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
16013780	Birmingham City Council	Adult Care Services	13/01/2020	Not Upheld	no mal		
17016640	Birmingham City Council	Adult Care Services	03/06/2019	Not Upheld	no mal		
17017296	Birmingham City Council	Education & Childrens Services	03/04/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	Implement the findings of its current consultation on transport policy, which will involve considering the wording of its policy in this area. It should ensure applicants are clearly signposted to any revised policy. It should ensure staff keep records of all decisions made and communicate the reasons for these decisions clearly and promptly. Review all transitional cases such as Mr X's and write to those affected. If, upon writing to the relevant people, it receives any retrospective applications, it should consider these and record how it reached those decisions. It should report its findings to us.Those that are unsatisfied with its decision can come to the Ombudsman and the Council should direct them as such. Review its policies and procedures around providing escorts, ensuring that risk assessments are conducted when needed and in good time. Review its policies and procedures in relation to carer's assessments to ensure that Council staff are alert to situations where carers need support.
17018028	Birmingham City Council	Adult Care Services	29/04/2019	Not Upheld	no mal		
17018151	Birmingham City Council	Adult Care Services	24/06/2019	Upheld	mal & inj	Procedure or policy change/review,Apology	The Council has agreed to consider with the Care Home what action it needs to take to ensure it refers people to a Tissue Viability Nurse when necessary.
18001117	Birmingham City Council	Education & Childrens Services	21/05/2019	Upheld	mal & inj	Apology,Provide	
19004941	Birmingham City Council	Housing	23/08/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18004280	Birmingham City Council	Adult Care Services	30/04/2019	Upheld	mal no inj		
18004545	Birmingham City Council	Housing	07/06/2019	Upheld	mal & inj - no further action, BinJ already remedied		
18004596	Birmingham City Council	Benefits & Tax	04/09/2019	Advice given	Previously considered and decided		
18005318	Birmingham City Council	Environmental Services & Public F	14/06/2019	Not Upheld	no mal		
18005413	Birmingham City Council	Benefits & Tax	15/05/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Training and guidance	Within one month of my decision the Council should: write to the bailiff to remind it of the process to follow when a customer provides evidence a payment has been made which the bailiff has not received.
18005831	Birmingham City Council	Housing	16/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18006045	Birmingham City Council	Environmental Services & Public F	26/06/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	
18006855	Birmingham City Council	Benefits & Tax	23/10/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision	
18008057	Birmingham City Council	Corporate & Other Services	06/12/2019	Closed after initial enquiries	26(6)(c) Court remedy		
18008516	Birmingham City Council	Planning & Development	05/08/2019	Not Upheld	At request of complainant		
18009193	Birmingham City Council	Education & Childrens Services	14/05/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service	
18009243	Birmingham City Council	Adult Care Services	04/04/2019	Upheld	mal & inj	Procedure or policy change/review,Provide information/advice	The Council has agreed to review the way in which adult social care manages the telephone calls it receives from clients, to ensure that: clients know who to contact, are always able to speak to an officer or leave a message,and receive a response to their issue or query within an appropriate timescale. The Council will develop an information leaflet for new clients, which will provide general information about its adult social care needs assessment process.
19009121	Birmingham City Council	Environmental Services & Public F	26/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18010480	Birmingham City Council	Environmental Services & Public F	30/04/2019	Upheld	mal & inj	Apology,Provide information/advice,Training and guidance	The Council agreed to remind officers writing complaint responses on behalf of the Council to be specific about why they are apologising. The Council agreed to publish information on the relevant section of its website, to make clear the service standard is aims to achieve in dealing with public reports of dumped rubbish.

18010814	Birmingham City Council	Environmental Services & Public F	05/04/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	The Council has agreed that within four weeks of the decision it will confirm reorganising the rounds has stabilised the problems caused by missed collections. Confirm there have been no further communication issues and any reports of missed collections have been received by the correct depots. If there have been any other complaints from other residents in the same development about the missed domestic waste collections as the complainant, the Council should consider the complaints. And whether the other residents should also receive any financial remedy. The Council will report back to the Ombudsman regarding any financial remedy offered to other residents in the complainant's development.
18011234	Birmingham City Council	Adult Care Services	22/08/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review,Training and guidance	The Council has agreed to share the lessons learned with its adult social care staff in the community and in hospital, who are involved with: carrying out needs assessments, finding care homes, and supervising student social workers. The Council has agreed to review relevant procedures and guidance it provides to staff within adult social care, about the circumstances when the Council should not ask a client for a 'top up' payment, when the Council is unable to offer a suitable care home within the allocated personal budget. The Council has agreed to review its monitoring and supervision arrangements with regards to student social workers, to ensure that any possible future faults by student social workers will be prevented as much as possible and detected as soon as possible.
18011576	Birmingham City Council	Benefits & Tax	12/04/2019	Upheld	mal & inj	Procedure or policy change/review	Within three months, the Council will review its procedures to make sure that the processing team and contact centre staff follow the same procedures (for paying housing benefit directly to customers) with consistency.
18011764	Birmingham City Council	Environmental Services & Public F	08/05/2019	Upheld	mal & inj	Provide services	
18012331	Birmingham City Council	Benefits & Tax	01/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
18012728	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18012900	Birmingham City Council	Education & Childrens Services	07/08/2019	Not Upheld	no mal		
18012931	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18013029	Birmingham City Council	Adult Care Services	25/10/2019	Not Upheld	no mal		
18013106	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Financial redress: Loss of service,Apology,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18013164	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18013175	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18013177	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised. The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee
18013557	Birmingham City Council	Benefits & Tax	26/07/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
18013565	Birmingham City Council	Housing	21/05/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	

18013857	Birmingham City Council	Education & Childrens Services	12/08/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Reassessment,Procedure or policy change/review	Review the Panel's procedures for considering care packages to ensure clarity and transparency in how it calculates care packages. The Council should explain to the Ombudsman how the Trust has improved its practice in this area.
18013998	Birmingham City Council	Adult Care Services	21/05/2019	Not Upheld	no mal		
18014151	Birmingham City Council	Housing	27/08/2019	Upheld	mal no inj		
18014567	Birmingham City Council	Housing	26/06/2019	Not Upheld	no mal		
18014897	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18015094	Birmingham City Council	Benefits & Tax	02/09/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
18015202	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee
18015236	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Financial redress: Loss of service,Procedure or policy change/review,Apology	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18015286	Birmingham City Council	Education & Childrens Services	13/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Provide services,Provide information/advice,Procedure	For a senior officer to discuss with all relevant officers to ensure that where a parent, child or other party has a separate meeting to the main CiC Review meeting, it is clearly documented within the CiC Review Record. There should be evidence of information flows within and between both meetings. The Council should conduct periodic file reviews to check this is being done.
18015314	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18015505	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18015604	Birmingham City Council	Housing	10/04/2019	Closed after initial enquiries	26B(2) not made in 12 months		
18015656	Birmingham City Council	Education & Childrens Services	29/07/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Procedure or policy change/review	The Council will review its training and procedures to ensure: professional advice is quantified and specified; officers are clear when exemptions to statutory timeframes for Education, Health and Care (EHC) Plans apply; families are kept informed when there are difficulties sourcing special educational provision; social care advice is considered as part of EHC assessments; panels and funding processes do not add delay.
18015794	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18015980	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.

18016015	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18016037	Birmingham City Council	Corporate & Other Services	19/06/2019	Closed after initial enquiries	Not warranted by alleged injustice		
18016051	Birmingham City Council	Housing	18/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18016185	Birmingham City Council	Environmental Services & Public F	26/06/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	
18016198	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee
18016323	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee
18016442	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised. The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18016590	Birmingham City Council	Education & Childrens Services	15/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	The Council has undertaken a review of any Post-19 pupils awarded travel assistance prior to the new process and policy.
18016956	Birmingham City Council	Highways & Transport	09/05/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18017200	Birmingham City Council	Benefits & Tax	06/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	The Council should take action to ensure that in future revenue's officers properly consider the need for reasonable adjustments when dealing with the public. The Council should also take action to ensure officers properly consider if a debtor is vulnerable.
18017302	Birmingham City Council	Environmental Services & Public F	01/04/2019	Closed after initial enquiries	Other Agency better placed		
18017479	Birmingham City Council	Adult Care Services	11/09/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
18017509	Birmingham City Council	Education & Childrens Services	12/08/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Training and	The Council has agreed to circulate a reminder to all resource panel members who write notes, and the staff members who then use those notes to write decision letters, of the need to use suitable language and give as much explanation as necessary to avoid causing unnecessary offence.
18017592	Birmingham City Council	Benefits & Tax	14/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision,Procedure or policy change/review	<ul style="list-style-type: none"> • The Council will review it's procedures regarding housing benefit claims.
18017704	Birmingham City Council	Environmental Services & Public F	29/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18017737	Birmingham City Council	Benefits & Tax	28/05/2019	Upheld	mal & inj	Financial Redress: Quantifiable Loss	
18017756	Birmingham City Council	Environmental Services & Public F	12/07/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	

18017826	Birmingham City Council	Housing	05/04/2019	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
18017976	Birmingham City Council	Housing	17/07/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Provide information/advice	
18018022	Birmingham City Council	Planning & Development	19/08/2019	Upheld	mal no inj		
18018146	Birmingham City Council	Education & Childrens Services	03/04/2019	Closed after initial enquiries	Sch 5.5 internal man schools		
18018161	Birmingham City Council	Education & Childrens Services	04/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Provide services,Procedure or policy change/review,Other Remedy	The Council has agreed to review how it provides education of those who, under section 19, are unable to attend for reasons other than illness or are unable to provide the required specialist medical evidence. It should consider whether further procurement is needed to allow more than one set of provision to offer education to such children to bridge the gap in its services. The Council has agreed to seek to make agreements with all schools and academies in its area as to how and when the schools will notify the Council of any pupil who fails to attend school regularly or without permission for a continuous period of 10 days or more. The Council has agreed to finalise its new policy which makes provision for children to receive an education under the section 19 duty where they are unable to attend mainstream due to illness or for other reasons.
18018197	Birmingham City Council	Highways & Transport	29/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018259	Birmingham City Council	Housing	08/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018287	Birmingham City Council	Benefits & Tax	12/11/2019	Upheld	mal & inj	New appeal/review or reconsidered decision	
18018492	Birmingham City Council	Benefits & Tax	30/09/2019	Upheld	mal & inj	Provide information/advice,Financial redress: Avoidable distress/time and trouble	
18018622	Birmingham City Council	Housing	06/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018643	Birmingham City Council	Environmental Services & Public F	17/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018646	Birmingham City Council	Environmental Services & Public F	17/07/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service	
18018676	Birmingham City Council	Housing	04/10/2019	Not Upheld	no mal		
18018692	Birmingham City Council	Benefits & Tax	01/08/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	The Council will update its discretionary housing payments to ensure it gives those requesting a review prompt, clear information about when it will complete a review. The review will also consider it gives clear information about the reasons for refusing to award a payment in response to reviews. It will also ensure the Council properly considers making reasonable adjustments to how it corresponds.
18018732	Birmingham City Council	Environmental Services & Public F	19/07/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service	
18018735	Birmingham City Council	Environmental Services & Public F	06/08/2019	Upheld	mal & inj	Apology	
18018926	Birmingham City Council	Benefits & Tax	18/04/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18018956	Birmingham City Council	Adult Care Services	05/04/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019012	Birmingham City Council	Environmental Services & Public F	24/04/2019	Closed after initial enquiries	Not warranted by alleged injustice		
18019022	Birmingham City Council	Environmental Services & Public F	29/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019040	Birmingham City Council	Environmental Services & Public F	02/05/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		

18019069	Birmingham City Council	Benefits & Tax	16/04/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019131	Birmingham City Council	Environmental Services & Public F	07/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
18019187	Birmingham City Council	Environmental Services & Public F	29/04/2019	Closed after initial enquiries	Sec 26(7) - all or most		
18019199	Birmingham City Council	Adult Care Services	13/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019201	Birmingham City Council	Environmental Services & Public F	25/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019234	Birmingham City Council	Environmental Services & Public F	29/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019263	Birmingham City Council	Environmental Services & Public F	30/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019520	Birmingham City Council	Benefits & Tax	09/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019586	Birmingham City Council	Housing	23/12/2019	Upheld	mal & inj	Apology,Financial Redress: Quantifiable Loss,Procedure or policy change/review	Tthe Council will establish written procedures for officers on the protection of homeless applicants' property.
18019669	Birmingham City Council	Environmental Services & Public F	02/08/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	
18019697	Birmingham City Council	Highways & Transport	01/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019729	Birmingham City Council	Education & Childrens Services	03/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019736	Birmingham City Council	Environmental Services & Public F	30/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019763	Birmingham City Council	Benefits & Tax	13/05/2019	Closed after initial enquiries	26B(2) not made in 12 months		
18019818	Birmingham City Council	Environmental Services & Public F	02/05/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019863	Birmingham City Council	Corporate & Other Services	16/05/2019	Closed after initial enquiries	26B(2) not made in 12 months		
18019965	Birmingham City Council	Education & Childrens Services	10/05/2019	Closed after initial enquiries	Sch 5.5 internal man schools		
19000048	Birmingham City Council	Environmental Services & Public F	21/08/2019	Not Upheld	no mal		
19000066	Birmingham City Council	Environmental Services & Public F	14/08/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	
19000120	Birmingham City Council	Environmental Services & Public F	30/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000123	Birmingham City Council	Corporate & Other Services	13/05/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		

19000128	Birmingham City Council	Benefits & Tax	03/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000267	Birmingham City Council	Environmental Services & Public F	30/04/2019	Closed after initial enquiries	Sec 26(7) - all or most		
19000296	Birmingham City Council	Environmental Services & Public F	28/05/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000318	Birmingham City Council	Planning & Development	12/11/2019	Not Upheld	no mal		
19000354	Birmingham City Council	Null	05/04/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19000435	Birmingham City Council	Housing	08/04/2019	Advice given	Signpost - go to complaint handling		
19000457	Birmingham City Council	Education & Childrens Services	08/04/2019	Referred back for local resolution	Premature Decision - advice given		
19000513	Birmingham City Council	Adult Care Services	15/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000542	Birmingham City Council	Environmental Services & Public F	15/05/2019	Closed after initial enquiries	At request of complainant		
19000567	Birmingham City Council	Environmental Services & Public F	29/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000636	Birmingham City Council	Benefits & Tax	18/04/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000711	Birmingham City Council	Environmental Services & Public F	24/05/2019	Referred back for local resolution	Premature Decision - advised		
19000728	Birmingham City Council	Education & Childrens Services	03/02/2020	Not Upheld	no mal		
19000748	Birmingham City Council	Education & Childrens Services	08/01/2020	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	The Council has advised relevant members of staff about the process and will also provide training The Council has revised its appeal process to include inviting appellants to the appeal hearing at stage two.
19000775	Birmingham City Council	Environmental Services & Public F	04/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000860	Birmingham City Council	Environmental Services & Public F	24/05/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
19000865	Birmingham City Council	Housing	29/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Reassessment,Procedure or policy change/review	The Council will send the Ombudsman a specimen copy of the Personalised Housing Plan (PHP) currently in use and evidence to demonstrate officers are complying with the legal duty to include steps the Council will take in PHPs.
19000989	Birmingham City Council	Benefits & Tax	29/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000998	Birmingham City Council	Education & Childrens Services	28/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19001132	Birmingham City Council	Highways & Transport	03/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		

19001150	Birmingham City Council	Benefits & Tax	07/06/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19001200	Birmingham City Council	Environmental Services & Public F	16/10/2019	Upheld	mal & inj	Apology,Other Remedy	
19001242	Birmingham City Council	Benefits & Tax	04/11/2019	Not Upheld	no mal		
19001247	Birmingham City Council	Adult Care Services	24/04/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19001257	Birmingham City Council	Environmental Services & Public F	30/05/2019	Closed after initial enquiries	Sec 26(7) - all or most		
19001269	Birmingham City Council	Housing	27/08/2019	Upheld	mal no inj		
19001308	Birmingham City Council	Adult Care Services	07/06/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19001312	Birmingham City Council	Corporate & Other Services	12/08/2019	Not Upheld	No worthwhile outcome achievable by further investigation		
19001490	Birmingham City Council	Corporate & Other Services	14/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19001531	Birmingham City Council	Benefits & Tax	02/07/2019	Closed after initial enquiries	26(6)(a) tribunal HB		
19001561	Birmingham City Council	Housing	29/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19001606	Birmingham City Council	Planning & Development	13/12/2019	Upheld	mal & inj	Apology	
19001640	Birmingham City Council	Adult Care Services	01/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19001646	Birmingham City Council	Environmental Services & Public F	22/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19001690	Birmingham City Council	Benefits & Tax	11/06/2019	Closed after initial enquiries	26(6)(a) tribunal Other		
19001707	Birmingham City Council	Environmental Services & Public F	14/06/2019	Upheld	Injustice remedied during BinJ complaint processes		
19001743	Birmingham City Council	Adult Care Services	21/06/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19001766	Birmingham City Council	Environmental Services & Public F	27/08/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Provide services	
19001788	Birmingham City Council	Corporate & Other Services	21/11/2019	Not Upheld	no mal		
19001869	Birmingham City Council	Corporate & Other Services	07/05/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19001879	Birmingham City Council	Housing	07/05/2019	Advice given	Signpost - go to complaint handling		
19001881	Birmingham City Council	Benefits & Tax	17/06/2019	Closed after initial enquiries	26(6)(a) tribunal HB		
19001884	Birmingham City Council	Education & Childrens Services	30/09/2019	Not Upheld	no mal		
19001951	Birmingham City Council	Highways & Transport	02/01/2020	Not Upheld	no mal		
19001969	Birmingham City Council	Environmental Services & Public F	19/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19001974	Birmingham City Council	Highways & Transport	20/11/2019	Not Upheld	no mal		
19002038	Birmingham City Council	Environmental Services & Public F	08/05/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		

19002055	Birmingham City Council	Environmental Services & Public F	03/07/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19002096	Birmingham City Council	Environmental Services & Public F	11/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	
19002102	Birmingham City Council	Benefits & Tax	17/09/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19002103	Birmingham City Council	Environmental Services & Public F	30/09/2019	Not Upheld	no mal		
19002140	Birmingham City Council	Education & Childrens Services	30/09/2019	Upheld	mal no inj		
19002217	Birmingham City Council	Education & Childrens Services	14/08/2019	Closed after initial enquiries	26B(2) not made in 12 months		
19002317	Birmingham City Council	Benefits & Tax	18/06/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19002357	Birmingham City Council	Environmental Services & Public F	27/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19002435	Birmingham City Council	Environmental Services & Public F	11/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	
19002504	Birmingham City Council	Education & Childrens Services	17/09/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision	
19002551	Birmingham City Council	Environmental Services & Public F	26/09/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19002569	Birmingham City Council	Environmental Services & Public F	09/10/2019	Not Upheld	no mal		
19002623	Birmingham City Council	Benefits & Tax	12/09/2019	Closed after initial enquiries	26(6)(a) tribunal Other		
19002629	Birmingham City Council	Environmental Services & Public F	21/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002662	Birmingham City Council	Planning & Development	27/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19002667	Birmingham City Council	Environmental Services & Public F	14/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	
19002747	Birmingham City Council	Benefits & Tax	21/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002781	Birmingham City Council	Housing	09/07/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19002833	Birmingham City Council	Environmental Services & Public F	08/11/2019	Upheld	mal & inj	Apology	
19002868	Birmingham City Council	Adult Care Services	23/05/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19002899	Birmingham City Council	Housing	23/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002964	Birmingham City Council	Planning & Development	26/06/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19003085	Birmingham City Council	Environmental Services & Public F	08/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	

19003113	Birmingham City Council	Environmental Services & Public F	28/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003132	Birmingham City Council	Environmental Services & Public F	28/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003138	Birmingham City Council	Environmental Services & Public F	24/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003222	Birmingham City Council	Benefits & Tax	28/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003251	Birmingham City Council	Benefits & Tax	25/09/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	
19003252	Birmingham City Council	Environmental Services & Public F	29/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003269	Birmingham City Council	Benefits & Tax	16/10/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	
19003323	Birmingham City Council	Benefits & Tax	23/07/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003328	Birmingham City Council	Environmental Services & Public F	26/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003392	Birmingham City Council	Education & Childrens Services	19/07/2019	Closed after initial enquiries	Sch 5.4 personnel		
19003428	Birmingham City Council	Education & Childrens Services	31/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003513	Birmingham City Council	Highways & Transport	19/07/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003634	Birmingham City Council	Other	05/06/2019	Advice given	Signpost - go to complaint handling		
19003814	Birmingham City Council	Environmental Services & Public F	20/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003823	Birmingham City Council	Environmental Services & Public F	07/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble.Other Remedy	
19003839	Birmingham City Council	Environmental Services & Public F	10/06/2019	Referred back for local resolution	Premature Decision - advice given		
19003841	Birmingham City Council	Environmental Services & Public F	08/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003861	Birmingham City Council	Adult Care Services	10/06/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19003887	Birmingham City Council	Planning & Development	20/12/2019	Not Upheld	no mal		
19003904	Birmingham City Council	Housing	12/08/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003962	Birmingham City Council	Environmental Services & Public F	20/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003993	Birmingham City Council	Housing	29/07/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		

19004076	Birmingham City Council	Housing	25/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19004079	Birmingham City Council	Education & Childrens Services	25/07/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19004130	Birmingham City Council	Benefits & Tax	05/08/2019	Closed after initial enquiries	26(6)(a) tribunal Other		
19004217	Birmingham City Council	Highways & Transport	14/06/2019	Referred back for local resolution	Premature Decision - advice given		
19004245	Birmingham City Council	Adult Care Services	02/01/2020	Upheld	mal & inj	Apology,Financial Redress: Quantifiable Loss,Other Remedy	The Council has agreed to review if there have been any similar cases in the last 12 months, where a person was eligible to temporarily stay in a care home for free in an Enhanced Assessment Bed (EAB), but was charged because there were no free ESA beds available at the time.
19004252	Birmingham City Council	Environmental Services & Public F	18/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004346	Birmingham City Council	Education & Childrens Services	17/06/2019	Referred back for local resolution	Premature Decision - advice given		
19004439	Birmingham City Council	Environmental Services & Public F	20/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004456	Birmingham City Council	Environmental Services & Public F	14/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004467	Birmingham City Council	Environmental Services & Public F	18/06/2019	Referred back for local resolution	Premature Decision - advice given		
19004476	Birmingham City Council	Other	18/06/2019	Advice given	Signpost - go to complaint handling		
19004478	Birmingham City Council	Environmental Services & Public F	08/08/2019	Closed after initial enquiries	26(6)(c) Court remedy		
19004519	Birmingham City Council	Education & Childrens Services	19/06/2019	Referred back for local resolution	Premature Decision - advice given		
19004634	Birmingham City Council	Benefits & Tax	14/08/2019	Closed after initial enquiries	26(6)(a) tribunal Other		
19004788	Birmingham City Council	Benefits & Tax	29/01/2020	Upheld	mal no inj		
19004808	Birmingham City Council	Corporate & Other Services	20/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004836	Birmingham City Council	Environmental Services & Public F	22/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004890	Birmingham City Council	Housing	10/03/2020	Not Upheld	no mal		
19004927	Birmingham City Council	Education & Childrens Services	21/08/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
19004932	Birmingham City Council	Environmental Services & Public F	25/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004978	Birmingham City Council	Highways & Transport	27/06/2019	Referred back for local resolution	Premature Decision - advice given		

19004998	Birmingham City Council	Housing	20/08/2019	Closed after initial enquiries	26B(2) not made in 12 months		
19005000	Birmingham City Council	Benefits & Tax	12/08/2019	Advice given	Body not in jurisdiction		
19005022	Birmingham City Council	Benefits & Tax	12/09/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19005045	Birmingham City Council	Environmental Services & Public Protection	06/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	
19005062	Birmingham City Council	Environmental Services & Public Protection	26/06/2019	Referred back for local resolution	Premature Decision - advice given		
19005068	Birmingham City Council	Null	26/06/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19005126	Birmingham City Council	Environmental Services & Public Protection	03/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19005128	Birmingham City Council	Education & Childrens Services	09/08/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19005193	Birmingham City Council	Environmental Services & Public Protection	06/09/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19005221	Birmingham City Council	Environmental Services & Public Protection	24/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19005268	Birmingham City Council	Environmental Services & Public Protection	24/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19005394	Birmingham City Council	Adult Care Services	22/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19005502	Birmingham City Council	Environmental Services & Public Protection	03/07/2019	Referred back for local resolution	Premature Decision - advice given		
19005591	Birmingham City Council	Education & Childrens Services	14/08/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19005599	Birmingham City Council	Environmental Services & Public Protection	19/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19005609	Birmingham City Council	Environmental Services & Public Protection	02/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	
19005662	Birmingham City Council	Environmental Services & Public Protection	03/02/2020	Not Upheld	no mal		
19005715	Birmingham City Council	Education & Childrens Services	29/10/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
19005757	Birmingham City Council	Housing	10/12/2019	Not Upheld	no mal		
19005833	Birmingham City Council	Housing	27/03/2020	Upheld	mal & inj - no further action, BinJ already remedied		
19005835	Birmingham City Council	Environmental Services & Public Protection	08/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006167	Birmingham City Council	Environmental Services & Public Protection	06/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	

19006189	Birmingham City Council	Adult Care Services	16/09/2019	Closed after initial enquiries	26B(2) not made in 12 months		
19006206	Birmingham City Council	Education & Childrens Services	12/09/2019	Referred back for local resolution	Premature Decision - advised		
19006340	Birmingham City Council	Benefits & Tax	11/11/2019	Not Upheld	No worthwhile outcome achievable by further investigation		
19006423	Birmingham City Council	Education & Childrens Services	13/09/2019	Referred back for local resolution	Premature Decision - advised		
19006461	Birmingham City Council	Environmental Services & Public F	17/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006477	Birmingham City Council	Corporate & Other Services	18/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006497	Birmingham City Council	Environmental Services & Public F	17/09/2019	Upheld	Injustice remedied during BinJ complaint processes		
19006540	Birmingham City Council	Planning & Development	19/09/2019	Closed after initial enquiries	Other reason not to investigate		
19006559	Birmingham City Council	Housing	17/09/2019	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19006671	Birmingham City Council	Housing	01/10/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19006698	Birmingham City Council	Environmental Services & Public F	09/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19006728	Birmingham City Council	Benefits & Tax	12/09/2019	Closed after initial enquiries	26(6)(a) tribunal HB		
19006755	Birmingham City Council	Planning & Development	02/01/2020	Not Upheld	no mal		
19006768	Birmingham City Council	Environmental Services & Public F	25/09/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19006819	Birmingham City Council	Environmental Services & Public F	24/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006870	Birmingham City Council	Housing	24/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006875	Birmingham City Council	Null	25/07/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19006885	Birmingham City Council	Planning & Development	15/01/2020	Upheld	mal no inj		
19006891	Birmingham City Council	Environmental Services & Public F	25/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006920	Birmingham City Council	Benefits & Tax	21/02/2020	Not Upheld	no mal		
19006954	Birmingham City Council	Environmental Services & Public F	26/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19006964	Birmingham City Council	Environmental Services & Public F	09/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	

19007004	Birmingham City Council	Environmental Services & Public F	26/07/2019	Referred back for local resolution	Premature Decision - advice given		
19007037	Birmingham City Council	Housing	26/07/2019	Advice given	Signpost - go to complaint handling		
19007093	Birmingham City Council	Benefits & Tax	30/07/2019	Referred back for local resolution	Premature Decision - advice given		
19007126	Birmingham City Council	Environmental Services & Public F	30/07/2019	Referred back for local resolution	Premature Decision - advice given		
19007148	Birmingham City Council	Education & Childrens Services	15/11/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19007188	Birmingham City Council	Null	31/07/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19007375	Birmingham City Council	Highways & Transport	28/11/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19007423	Birmingham City Council	Environmental Services & Public F	02/08/2019	Referred back for local resolution	Premature Decision - advice given		
19007455	Birmingham City Council	Environmental Services & Public F	05/08/2019	Referred back for local resolution	Premature Decision - advice given		
19007494	Birmingham City Council	Environmental Services & Public F	24/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19007592	Birmingham City Council	Null	07/08/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19007703	Birmingham City Council	Environmental Services & Public F	07/08/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19007793	Birmingham City Council	Environmental Services & Public F	07/10/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19007844	Birmingham City Council	Adult Care Services	19/11/2019	Upheld	mal & inj	Apology	
19007848	Birmingham City Council	Environmental Services & Public F	28/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19007894	Birmingham City Council	Environmental Services & Public F	07/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19007935	Birmingham City Council	Housing	01/10/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19007942	Birmingham City Council	Education & Childrens Services	10/10/2019	Closed after initial enquiries	26B(2) not made in 12 months		
19007984	Birmingham City Council	Benefits & Tax	05/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19007985	Birmingham City Council	Housing	20/09/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19007986	Birmingham City Council	Corporate & Other Services	17/10/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		

19008066	Birmingham City Council	Housing	27/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19008082	Birmingham City Council	Adult Care Services	14/08/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19008294	Birmingham City Council	Environmental Services & Public P	16/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008352	Birmingham City Council	Adult Care Services	19/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008369	Birmingham City Council	Corporate & Other Services	04/09/2019	Closed after initial enquiries	Sch 5.4 personnel		
19008404	Birmingham City Council	Education & Childrens Services	18/10/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
19008414	Birmingham City Council	Housing	20/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008423	Birmingham City Council	Environmental Services & Public P	11/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19008440	Birmingham City Council	Highways & Transport	17/10/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008441	Birmingham City Council	Planning & Development	08/10/2019	Advice given	Previously considered and decided		
19008456	Birmingham City Council	Corporate & Other Services	05/03/2020	Not Upheld	no mal		
19008458	Birmingham City Council	Highways & Transport	06/01/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008480	Birmingham City Council	Housing	21/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008527	Birmingham City Council	Education & Childrens Services	21/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008571	Birmingham City Council	Environmental Services & Public P	18/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19008593	Birmingham City Council	Adult Care Services	15/10/2019	Incomplete/invalid	Consent - section 26A(1)(b)		
19008615	Birmingham City Council	Highways & Transport	22/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008660	Birmingham City Council	Benefits & Tax	22/08/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19008713	Birmingham City Council	Planning & Development	23/08/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19008740	Birmingham City Council	Highways & Transport	25/10/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008749	Birmingham City Council	Highways & Transport	24/12/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		

19008780	Birmingham City Council	Highways & Transport	27/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008814	Birmingham City Council	Housing	28/09/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19008823	Birmingham City Council	Environmental Services & Public F	23/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19008824	Birmingham City Council	Benefits & Tax	24/01/2020	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	The Council agreed to take steps to ensure the system error that lead to the issuing of court proceedings, despite the hold on her account, cannot happen again on future cases.
19008830	Birmingham City Council	Environmental Services & Public F	19/12/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008897	Birmingham City Council	Environmental Services & Public F	03/09/2019	Referred back for local resolution	Premature Decision - advice given		
19008917	Birmingham City Council	Planning & Development	24/10/2019	Closed after initial enquiries	26(6)(b) appeal to Minister		
19008957	Birmingham City Council	Planning & Development	20/01/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008967	Birmingham City Council	Environmental Services & Public F	01/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19008993	Birmingham City Council	Highways & Transport	23/10/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19009100	Birmingham City Council	Environmental Services & Public F	02/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009134	Birmingham City Council	Environmental Services & Public F	02/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009138	Birmingham City Council	Benefits & Tax	25/10/2019	Closed after initial enquiries	26(6)(a) tribunal HB		
19009163	Birmingham City Council	Benefits & Tax	16/12/2019	Closed after initial enquiries	26(6)(a) tribunal Other		
19009170	Birmingham City Council	Environmental Services & Public F	03/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009205	Birmingham City Council	Education & Childrens Services	18/12/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19009217	Birmingham City Council	Environmental Services & Public F	03/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009270	Birmingham City Council	Environmental Services & Public F	18/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19009271	Birmingham City Council	Environmental Services & Public F	04/09/2019	Referred back for local resolution	Premature Decision - advice given		

19009295	Birmingham City Council	Housing	12/11/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19009353	Birmingham City Council	Planning & Development	18/03/2020	Not Upheld	no mal		
19009380	Birmingham City Council	Benefits & Tax	04/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009411	Birmingham City Council	Housing	05/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009546	Birmingham City Council	Environmental Services & Public F	18/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19009572	Birmingham City Council	Benefits & Tax	12/11/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19009606	Birmingham City Council	Highways & Transport	09/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009617	Birmingham City Council	Benefits & Tax	09/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009670	Birmingham City Council	Environmental Services & Public F	09/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19009719	Birmingham City Council	Adult Care Services	09/03/2020	Not Upheld	no mal		
19009784	Birmingham City Council	Environmental Services & Public F	11/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009825	Birmingham City Council	Adult Care Services	16/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19009857	Birmingham City Council	Adult Care Services	12/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009871	Birmingham City Council	Environmental Services & Public F	06/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19009874	Birmingham City Council	Housing	12/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009913	Birmingham City Council	Adult Care Services	11/12/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19009959	Birmingham City Council	Null	09/10/2019	Advice given	Signpost - go to complaint handling		
19010003	Birmingham City Council	Environmental Services & Public F	17/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19010028	Birmingham City Council	Housing	16/09/2019	Advice given	Signpost - go to complaint handling		
19010043	Birmingham City Council	Highways & Transport	16/09/2019	Referred back for local resolution	Premature Decision - advice given		

19010052	Birmingham City Council	Environmental Services & Public F	06/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010053	Birmingham City Council	Housing	16/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010235	Birmingham City Council	Highways & Transport	18/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010298	Birmingham City Council	Education & Childrens Services	18/09/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19010331	Birmingham City Council	Environmental Services & Public F	18/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010415	Birmingham City Council	Education & Childrens Services	20/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010423	Birmingham City Council	Environmental Services & Public F	10/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010467	Birmingham City Council	Education & Childrens Services	10/11/2019	Closed after initial enquiries	Other Agency better placed		
19010509	Birmingham City Council	Environmental Services & Public F	23/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010586	Birmingham City Council	Benefits & Tax	24/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010603	Birmingham City Council	Environmental Services & Public F	18/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010642	Birmingham City Council	Education & Childrens Services	24/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010670	Birmingham City Council	Housing	26/09/2019	Advice given	Signpost - go to complaint handling		
19010675	Birmingham City Council	Environmental Services & Public F	27/11/2019	Upheld	Injustice remedied during BinJ complaint processes		
19010753	Birmingham City Council	Housing	25/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010776	Birmingham City Council	Environmental Services & Public F	05/12/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19010791	Birmingham City Council	Environmental Services & Public F	24/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010792	Birmingham City Council	Housing	26/09/2019	Advice given	Signpost - go to complaint handling		
19010815	Birmingham City Council	Environmental Services & Public F	23/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010827	Birmingham City Council	Highways & Transport	27/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010951	Birmingham City Council	Benefits & Tax	18/11/2019	Closed after initial enquiries	26(6)(a) tribunal Other		

19010962	Birmingham City Council	Education & Childrens Services	30/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010993	Birmingham City Council	Environmental Services & Public F	01/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011083	Birmingham City Council	Environmental Services & Public F	01/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011119	Birmingham City Council	Benefits & Tax	27/11/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19011273	Birmingham City Council	Benefits & Tax	28/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011317	Birmingham City Council	Environmental Services & Public F	20/02/2020	Not Upheld	no mal		
19011345	Birmingham City Council	Environmental Services & Public F	30/03/2020	Not Upheld	no mal		
19011441	Birmingham City Council	Environmental Services & Public F	06/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011447	Birmingham City Council	Benefits & Tax	08/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011511	Birmingham City Council	Education & Childrens Services	08/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011538	Birmingham City Council	Education & Childrens Services	11/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011570	Birmingham City Council	Planning & Development	30/03/2020	Not Upheld	no mal		
19011577	Birmingham City Council	Housing	11/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011612	Birmingham City Council	Null	09/10/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19011625	Birmingham City Council	Benefits & Tax	09/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011651	Birmingham City Council	Education & Childrens Services	02/12/2019	Closed after initial enquiries	26(6)(a) tribunal SENDIST		
19011778	Birmingham City Council	Null	14/10/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19011793	Birmingham City Council	Education & Childrens Services	17/12/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011794	Birmingham City Council	Housing	01/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011997	Birmingham City Council	Corporate & Other Services	24/12/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		

19012094	Birmingham City Council	Environmental Services & Public F	20/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19012174	Birmingham City Council	Education & Childrens Services	11/12/2019	Closed after initial enquiries	Sch 5.5 internal man schools		
19012226	Birmingham City Council	Education & Childrens Services	22/10/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19012239	Birmingham City Council	Corporate & Other Services	18/12/2019	Closed after initial enquiries	26(6)(c) Court remedy		
19012295	Birmingham City Council	Highways & Transport	22/10/2019	Incomplete/invalid	Person affected asks not to proceed		
19012324	Birmingham City Council	Housing	22/10/2019	Referred back for local resolution	Premature Decision - advice given		
19012358	Birmingham City Council	Education & Childrens Services	22/10/2019	Referred back for local resolution	Premature Decision - advice given		
19012571	Birmingham City Council	Education & Childrens Services	25/10/2019	Referred back for local resolution	Premature Decision - advice given		
19012600	Birmingham City Council	Housing	23/12/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19012659	Birmingham City Council	Environmental Services & Public F	28/10/2019	Referred back for local resolution	Premature Decision - advice given		
19012722	Birmingham City Council	Adult Care Services	20/01/2020	Closed after initial enquiries	Other reason not to investigate		
19012760	Birmingham City Council	Benefits & Tax	07/01/2020	Closed after initial enquiries	26B(2) not made in 12 months		
19012912	Birmingham City Council	Housing	31/10/2019	Advice given	Signpost - go to complaint handling		
19012913	Birmingham City Council	Corporate & Other Services	31/10/2019	Referred back for local resolution	Premature Decision - advice given		
19012964	Birmingham City Council	Environmental Services & Public F	08/11/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
19013145	Birmingham City Council	Benefits & Tax	20/01/2020	Closed after initial enquiries	26(6)(a) tribunal HB		
19013184	Birmingham City Council	Housing	08/11/2019	Advice given	Signpost - go to complaint handling		
19013267	Birmingham City Council	Environmental Services & Public F	11/12/2019	Referred back for local resolution	Premature Decision - advised		
19013391	Birmingham City Council	Education & Childrens Services	08/11/2019	Referred back for local resolution	Premature Decision - advice given		
19013408	Birmingham City Council	Environmental Services & Public F	21/02/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19013422	Birmingham City Council	Highways & Transport	08/11/2019	Referred back for local resolution	Premature Decision - advice given		

19013497	Birmingham City Council	Highways & Transport	08/11/2019	Referred back for local resolution	Premature Decision - advice given		
19013768	Birmingham City Council	Environmental Services & Public F	13/11/2019	Referred back for local resolution	Premature Decision - advice given		
19013783	Birmingham City Council	Education & Childrens Services	13/11/2019	Referred back for local resolution	Premature Decision - advice given		
19013822	Birmingham City Council	Corporate & Other Services	22/11/2019	Advice given	Previously considered and decided		
19013847	Birmingham City Council	Highways & Transport	13/12/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19013865	Birmingham City Council	Highways & Transport	23/01/2020	Closed after initial enquiries	26B(2) not made in 12 months		
19013874	Birmingham City Council	Planning & Development	22/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19013875	Birmingham City Council	Housing	14/11/2019	Referred back for local resolution	Premature Decision - advice given		
19014021	Birmingham City Council	Housing	15/11/2019	Advice given	Signpost - go to complaint handling		
19014038	Birmingham City Council	Housing	18/11/2019	Advice given	Signpost - go to complaint handling		
19014044	Birmingham City Council	Highways & Transport	06/01/2020	Closed after initial enquiries	26(6)(c) Court remedy		
19014070	Birmingham City Council	Environmental Services & Public F	03/02/2020	Closed after initial enquiries	Not warranted by alleged injustice		
19014083	Birmingham City Council	Benefits & Tax	18/11/2019	Referred back for local resolution	Premature Decision - advice given		
19014186	Birmingham City Council	Housing	19/11/2019	Advice given	Signpost - go to complaint handling		
19014227	Birmingham City Council	Highways & Transport	10/01/2020	Closed after initial enquiries	26(6)(c) Court remedy		
19014421	Birmingham City Council	Environmental Services & Public F	22/11/2019	Referred back for local resolution	Premature Decision - advice given		
19014492	Birmingham City Council	Benefits & Tax	15/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19014496	Birmingham City Council	Benefits & Tax	25/11/2019	Referred back for local resolution	Premature Decision - advice given		
19014610	Birmingham City Council	Highways & Transport	03/02/2020	Closed after initial enquiries	Other Agency better placed		
19014731	Birmingham City Council	Education & Childrens Services	01/02/2020	Closed after initial enquiries	Sch 5.1 court proceedings		
19014743	Birmingham City Council	Null	27/11/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		

19014835	Birmingham City Council	Adult Care Services	28/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19015059	Birmingham City Council	Environmental Services & Public F	03/12/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19015146	Birmingham City Council	Benefits & Tax	03/03/2020	Closed after initial enquiries	26(6)(a) tribunal Other		
19015150	Birmingham City Council	Planning & Development	04/12/2019	Referred back for local resolution	Premature Decision - advice given		
19015190	Birmingham City Council	Benefits & Tax	02/02/2020	Closed after initial enquiries	26(6)(a) tribunal Other		
19015196	Birmingham City Council	Environmental Services & Public F	02/01/2020	Closed after initial enquiries	Not warranted by alleged injustice		
19015268	Birmingham City Council	Other	05/12/2019	Advice given	Signpost - go to complaint handling		
19015295	Birmingham City Council	Corporate & Other Services	10/12/2019	Closed after initial enquiries	Sch 5.4 personnel		
19015326	Birmingham City Council	Benefits & Tax	08/02/2020	Closed after initial enquiries	26(6)(a) tribunal Other		
19015477	Birmingham City Council	Housing	10/12/2019	Referred back for local resolution	Premature Decision - advice given		
19015481	Birmingham City Council	Housing	10/12/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19015746	Birmingham City Council	Housing	16/12/2019	Advice given	Signpost - go to advice agency		
19015797	Birmingham City Council	Adult Care Services	20/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19015943	Birmingham City Council	Housing	19/12/2019	Referred back for local resolution	Premature Decision - advice given		
19015945	Birmingham City Council	Benefits & Tax	18/12/2019	Referred back for local resolution	Premature Decision - advice given		
19015957	Birmingham City Council	Education & Childrens Services	18/12/2019	Referred back for local resolution	Premature Decision - advice given		
19016029	Birmingham City Council	Environmental Services & Public F	10/02/2020	Closed after initial enquiries	Not warranted by alleged injustice		
19016044	Birmingham City Council	Environmental Services & Public F	15/01/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19016095	Birmingham City Council	Benefits & Tax	29/01/2020	Closed after initial enquiries	Not warranted by alleged injustice		
19016295	Birmingham City Council	Null	24/01/2020	Advice given	Signpost - go to complaint handling		
19016331	Birmingham City Council	Housing	02/01/2020	Advice given	Signpost - go to complaint handling		

19016367	Birmingham City Council	Education & Childrens Services	03/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016373	Birmingham City Council	Benefits & Tax	03/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016396	Birmingham City Council	Education & Childrens Services	03/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016451	Birmingham City Council	Environmental Services & Public F	20/02/2020	Closed after initial enquiries	At request of complainant		
19016472	Birmingham City Council	Highways & Transport	10/03/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19016543	Birmingham City Council	Adult Care Services	06/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016550	Birmingham City Council	Corporate & Other Services	17/03/2020	Referred back for local resolution	Premature Decision - advised		
19016586	Birmingham City Council	Housing	07/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016686	Birmingham City Council	Corporate & Other Services	21/02/2020	Closed after initial enquiries	26(6)(c) Court remedy		
19016697	Birmingham City Council	Environmental Services & Public F	08/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016773	Birmingham City Council	Housing	08/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19016950	Birmingham City Council	Benefits & Tax	20/02/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19017012	Birmingham City Council	Education & Childrens Services	13/01/2020	Referred back for local resolution	Premature Decision - advice given		
19017051	Birmingham City Council	Education & Childrens Services	14/01/2020	Referred back for local resolution	Premature Decision - advice given		
19017122	Birmingham City Council	Highways & Transport	15/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19017146	Birmingham City Council	Adult Care Services	15/01/2020	Referred back for local resolution	Premature Decision - advice given		
19017170	Birmingham City Council	Environmental Services & Public F	24/03/2020	Closed after initial enquiries	26(6)(c) Court remedy		
19017302	Birmingham City Council	Benefits & Tax	05/03/2020	Closed after initial enquiries	26(6)(a) tribunal Other		

19017334	Birmingham City Council	Environmental Services & Public F	21/01/2020	Advice given	Signpost - go to complaint handling		
19017370	Birmingham City Council	Highways & Transport	24/02/2020	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
19017409	Birmingham City Council	Housing	28/02/2020	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19017412	Birmingham City Council	Corporate & Other Services	14/02/2020	Closed after initial enquiries	26(6)(c) Court remedy		
19017449	Birmingham City Council	Housing	13/03/2020	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19017531	Birmingham City Council	Education & Childrens Services	21/01/2020	Referred back for local resolution	Premature Decision - advice given		
19017533	Birmingham City Council	Adult Care Services	21/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19017550	Birmingham City Council	Environmental Services & Public F	23/03/2020	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19017583	Birmingham City Council	Highways & Transport	05/03/2020	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
19017650	Birmingham City Council	Education & Childrens Services	03/02/2020	Referred back for local resolution	Premature Decision - advised		
19017673	Birmingham City Council	Benefits & Tax	01/03/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19017696	Birmingham City Council	Benefits & Tax	18/03/2020	Closed after initial enquiries	26(6)(a) tribunal Other		
19017743	Birmingham City Council	Housing	18/02/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19017776	Birmingham City Council	Housing	23/01/2020	Advice given	Signpost - go to complaint handling		
19017934	Birmingham City Council	Education & Childrens Services	25/03/2020	Closed after initial enquiries	26B(2) not made in 12 months		
19018023	Birmingham City Council	Education & Childrens Services	28/01/2020	Incomplete/invalid	Insufficient information to proceed and PA advised		
19018062	Birmingham City Council	Environmental Services & Public F	30/01/2020	Referred back for local resolution	Premature Decision - advice given		
19018150	Birmingham City Council	Housing	29/01/2020	Referred back for local resolution	Premature Decision - advice given		
19018306	Birmingham City Council	Highways & Transport	17/03/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19018325	Birmingham City Council	Adult Care Services	26/02/2020	Referred back for local resolution	Premature Decision - referred to BinJ		

19018332	Birmingham City Council	Education & Childrens Services	31/01/2020	Referred back for local resolution	Premature Decision - advice given		
19018414	Birmingham City Council	Environmental Services & Public F	21/03/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19018427	Birmingham City Council	Education & Childrens Services	06/03/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19018487	Birmingham City Council	Environmental Services & Public F	04/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018514	Birmingham City Council	Environmental Services & Public F	25/03/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19018518	Birmingham City Council	Highways & Transport	20/03/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19018571	Birmingham City Council	Environmental Services & Public F	05/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018573	Birmingham City Council	Education & Childrens Services	05/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018642	Birmingham City Council	Environmental Services & Public F	20/03/2020	Closed after initial enquiries	Sch 5.1 court proceedings		
19018730	Birmingham City Council	Education & Childrens Services	29/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19018736	Birmingham City Council	Housing	20/02/2020	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19018769	Birmingham City Council	Environmental Services & Public F	10/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018830	Birmingham City Council	Environmental Services & Public F	10/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018836	Birmingham City Council	Environmental Services & Public F	10/02/2020	Incomplete/invalid	Insufficient information to proceed and PA advised		
19018879	Birmingham City Council	Benefits & Tax	11/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018923	Birmingham City Council	Housing	26/02/2020	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19018925	Birmingham City Council	Null	11/02/2020	Advice given	Signpost - go to complaint handling		
19019114	Birmingham City Council	Benefits & Tax	13/02/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19019119	Birmingham City Council	Environmental Services & Public F	13/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019123	Birmingham City Council	Planning & Development	23/03/2020	Closed after initial enquiries	26(6)(b) appeal to Minister		

19019343	Birmingham City Council	Environmental Services & Public F	18/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019360	Birmingham City Council	Benefits & Tax	18/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019367	Birmingham City Council	Benefits & Tax	18/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019383	Birmingham City Council	Housing	18/02/2020	Advice given	Signpost - go to complaint handling		
19019555	Birmingham City Council	Housing	27/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019652	Birmingham City Council	Housing	21/02/2020	Advice given	Signpost - go to complaint handling		
19019724	Birmingham City Council	Environmental Services & Public F	24/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019743	Birmingham City Council	Housing	24/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019766	Birmingham City Council	Planning & Development	27/03/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19019776	Birmingham City Council	Housing	02/03/2020	Referred back for local resolution	Premature Decision - advice given		
19019809	Birmingham City Council	Benefits & Tax	25/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019964	Birmingham City Council	Environmental Services & Public F	26/02/2020	Incomplete/invalid	Insufficient information to proceed and PA advised		
19019984	Birmingham City Council	Benefits & Tax	03/03/2020	Referred back for local resolution	Premature Decision - advice given		
19019986	Birmingham City Council	Environmental Services & Public F	31/03/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19020053	Birmingham City Council	Housing	27/02/2020	Advice given	Signpost - go to complaint handling		
19020098	Birmingham City Council	Education & Childrens Services	28/02/2020	Referred back for local resolution	Premature Decision - advice given		
19020174	Birmingham City Council	Benefits & Tax	12/03/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19020201	Birmingham City Council	Adult Care Services	02/03/2020	Referred back for local resolution	Premature Decision - advice given		
19020216	Birmingham City Council	Housing	03/03/2020	Advice given	Signpost - go to complaint handling		
19020295	Birmingham City Council	Housing	03/03/2020	Advice given	Signpost - go to complaint handling		

19020326	Birmingham City Council	Highways & Transport	30/03/2020	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
19020397	Birmingham City Council	Housing	31/03/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19020470	Birmingham City Council	Housing	05/03/2020	Advice given	Signpost - go to complaint handling		
19020484	Birmingham City Council	Education & Childrens Services	05/03/2020	Referred back for local resolution	Premature Decision - advice given		
19020678	Birmingham City Council	Housing	09/03/2020	Referred back for local resolution	Premature Decision - advice given		
19020751	Birmingham City Council	Null	10/03/2020	Advice given	Signpost - go to complaint handling		
19020759	Birmingham City Council	Adult Care Services	10/03/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19020845	Birmingham City Council	Housing	11/03/2020	Advice given	Signpost - go to complaint handling		
19020849	Birmingham City Council	Benefits & Tax	12/03/2020	Referred back for local resolution	Premature Decision - advice given		
19021069	Birmingham City Council	Highways & Transport	16/03/2020	Incomplete/invalid	Insufficient information to proceed and PA advised		
19021091	Birmingham City Council	Benefits & Tax	16/03/2020	Referred back for local resolution	Premature Decision - advice given		
19021104	Birmingham City Council	Null	16/03/2020	Incomplete/invalid	Insufficient information to proceed and PA advised		

Birmingham City Council Compliance with LGSCO recommendations

Reference	Authority	Category	Decided	Remedy	Remedy Target	Remedy Achieved Date	Satisfaction with Compliance
17007333	Birmingham City Council	Benefits & Tax	12-Mar-19	Financial redress: Avoidable distress/time and trouble	12-Apr-19	09-Apr-19	Remedy complete and satisfied
17014963	Birmingham City Council	Housing	01-Mar-19	Apology Financial redress: Avoidable distress/time and trouble	12-Jun-19	03-Jun-19	Remedy complete and satisfied
17015314	Birmingham City Council	Housing	19-Mar-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	19-May-19	25-Jun-19	Remedy complete and satisfied
17017296	Birmingham City Council	Education & Childrens Services	03-Apr-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	03-Jul-19	23-Aug-19	Remedy complete and satisfied
17018151	Birmingham City Council	Adult Care Services	24-Jun-19	Procedure or policy change/review Apology	22-Jul-19	17-Jul-19	Remedy complete and satisfied
17018314	Birmingham City Council	Adult Care Services	29-Mar-19	Apology Procedure or policy change/review	06-Sep-19	04-Sep-19	Remedy complete and satisfied
17019347	Birmingham City Council	Planning & Development	21-Feb-19	Apology Provide information/advice	22-May-19	05-Sep-19	Remedy completed late
18000058	Birmingham City Council	Adult Care Services	08-Jan-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	08-Mar-19	03-Jul-19	Remedy completed late
18001013	Birmingham City Council	Environmental Services & Public Health	18-Jan-19	Financial redress: Avoidable distress/time and trouble Other Remedy	18-Apr-19	09-Sep-19	Remedy completed late
18001117	Birmingham City Council	Education & Childrens Services	21-May-19	Apology Provide information/advice	18-Jun-19	22-May-19	Remedy complete and satisfied
18003002	Birmingham City Council	Education & Childrens Services	25-Feb-19	New appeal/review or reconsidered decision Reassessment Training and guidance	28-May-19	15-Jul-19	Remedy completed late
18004856	Birmingham City Council	Adult Care Services	28-Feb-19	Apology Financial redress: Avoidable distress/time and trouble	28-Aug-19	13-Aug-19	Remedy complete and satisfied
18004979	Birmingham City Council	Environmental Services & Public Health	20-Dec-18	Apology Procedure or policy change/review	01-Aug-19	03-Sep-19	Remedy complete and satisfied
18005413	Birmingham City Council	Benefits & Tax	15-May-19	Apology Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss Training and guidance	17-Jun-19	18-Jun-19	Remedy complete and satisfied
18006021	Birmingham City Council	Environmental Services & Public Health	09-Nov-18	Provide services	01-Jul-19	21-May-19	Remedy complete and satisfied
18006045	Birmingham City Council	Environmental Services & Public Health	26-Jun-19	Apology Financial redress: Loss of service Other Remedy	26-Nov-19	21-Nov-19	Remedy complete and satisfied
18006855	Birmingham City Council	Benefits & Tax	23-Oct-19	Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision	03-Jan-20	09-Dec-19	Remedy complete and satisfied
18007056	Birmingham City Council	Planning & Development	21-Feb-19	Apology Provide information/advice	22-May-19	05-Sep-19	Remedy completed late
18007952	Birmingham City Council	Housing	26-Mar-19	Apology New appeal/review or reconsidered decision	07-May-19	10-Jun-19	Remedy complete and satisfied

18009193	Birmingham City Council	Education & Childrens Services	14-May-19	Apology Financial redress: Loss of service	25-Jun-19	10-Jun-19	Remedy complete and satisfied
18009243	Birmingham City Council	Adult Care Services	04-Apr-19	Procedure or policy change/review Provide information/advice	30-May-19	31-Jul-19	Remedy complete and satisfied
18009908	Birmingham City Council	Environmental Services & Public Health	15-Jan-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	15-Jul-19	15-Jul-19	Remedy complete and satisfied
18010108	Birmingham City Council	Adult Care Services	05-Mar-19	Apology Financial redress: Avoidable distress/time and trouble Add or Correct Records	08-Apr-19	04-Apr-19	Remedy complete and satisfied
18010480	Birmingham City Council	Environmental Services & Public Health	30-Apr-19	Apology Provide information/advice Training and guidance	30-Jul-19	20-Jun-19	Remedy complete and satisfied
18010564	Birmingham City Council	Environmental Services & Public Health	14-Mar-19	Apology	14-Jun-19	11-Jun-19	Remedy complete and satisfied
18010623	Birmingham City Council	Environmental Services & Public Health	11-Feb-19	Other Remedy	03-Jun-19	13-Jun-19	Remedy complete and satisfied
18010790	Birmingham City Council	Adult Care Services	20-Mar-19	Reassessment	20-May-19	18-Apr-19	Remedy complete and satisfied
18010814	Birmingham City Council	Environmental Services & Public Health	05-Apr-19	Apology Financial redress: Avoidable distress/time and trouble	03-May-19	08-May-19	Remedy complete and satisfied
18011234	Birmingham City Council	Adult Care Services	22-Aug-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review Training and guidance	03-Oct-19	03-Sep-19	Remedy complete and satisfied
18011576	Birmingham City Council	Benefits & Tax	12-Apr-19	Procedure or policy change/review	12-Jul-19	21-Jun-19	Remedy complete and satisfied
18011764	Birmingham City Council	Environmental Services & Public Health	08-May-19	Provide services	05-Jun-19	17-Sep-19	Remedy completed late
18011774	Birmingham City Council	Environmental Services & Public Health	28-Mar-19	Apology Financial redress: Loss of service Other Remedy	28-Oct-19	03-Oct-19	Remedy complete and satisfied
18012331	Birmingham City Council	Benefits & Tax	01-Oct-19	Apology Financial redress: Avoidable distress/time and trouble	12-Nov-19	08-Oct-19	Remedy complete and satisfied
18012728	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18012931	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18013106	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Financial redress: Loss of service Apology Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18013164	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18013175	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18013177	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late

18013557	Birmingham City Council	Benefits & Tax	26-Jul-19	Apology Financial redress: Avoidable distress/time and trouble	23-Aug-19	12-Aug-19	Remedy complete and satisfied
18013565	Birmingham City Council	Housing	21-May-19	Financial redress: Avoidable distress/time and trouble	21-Jun-19	18-Jun-19	Remedy complete and satisfied
18013857	Birmingham City Council	Education & Childrens Services	12-Aug-19	Apology Financial redress: Avoidable distress/time and trouble Reassessment Procedure or policy change/review	12-Nov-19	27-Nov-19	Remedy completed late
18014897	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015202	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015236	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Financial redress: Loss of service Procedure or policy change/review Apology	29-Nov-19	04-Feb-20	Remedy completed late
18015314	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015505	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015656	Birmingham City Council	Education & Childrens Services	29-Jul-19	Apology Financial redress: Avoidable distress/time and trouble Financial redress: Loss of service Procedure or policy change/review	23-Sep-19	28-Oct-19	Remedy completed late
18015794	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015980	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016015	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016185	Birmingham City Council	Environmental Services & Public Health	26-Jun-19	Apology Financial redress: Loss of service Other Remedy	20-Sep-19	14-Nov-19	Remedy completed late
18016198	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016323	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016442	Birmingham City Council	Environmental Services & Public Health	25-Jul-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016590	Birmingham City Council	Education & Childrens Services	15-Oct-19	Apology Financial redress: Avoidable distress/time and trouble	26-Nov-19	04-Dec-19	Remedy completed late

18017200	Birmingham City Council	Benefits & Tax	06-Nov-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	06-Dec-19	02-Dec-19	Remedy complete and satisfied
18017479	Birmingham City Council	Adult Care Services	11-Sep-19	Apology Financial redress: Avoidable distress/time and trouble	09-Oct-19	20-Sep-19	Remedy complete and satisfied
18017509	Birmingham City Council	Education & Childrens Services	12-Aug-19	Apology Financial redress: Avoidable distress/time and trouble Training and guidance	26-Sep-19	12-Sep-19	Remedy complete and satisfied
18017592	Birmingham City Council	Benefits & Tax	14-Oct-19	Apology Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision Procedure or policy change/review	14-Nov-19	05-Nov-19	Remedy complete and satisfied
18017737	Birmingham City Council	Benefits & Tax	28-May-19	Financial Redress: Quantifiable Loss	28-Jun-19	18-Jun-19	Remedy complete and satisfied
18017756	Birmingham City Council	Environmental Services & Public	12-Jul-19	Apology Financial redress: Loss of service Other Remedy	14-Oct-19	03-Oct-19	Remedy complete and satisfied
18017976	Birmingham City Council	Housing	17-Jul-19	Financial redress: Avoidable distress/time and trouble Provide information/advice	11-Sep-19	01-Aug-19	Remedy complete and satisfied
18018287	Birmingham City Council	Benefits & Tax	12-Nov-19	New appeal/review or reconsidered decision	12-Nov-19	12-Nov-19	Remedy complete and satisfied
18018492	Birmingham City Council	Benefits & Tax	30-Sep-19	Provide information/advice Financial redress: Avoidable distress/time and trouble	02-Dec-19	28-Oct-19	Remedy not complete but satisfied
18018646	Birmingham City Council	Environmental Services & Public	17-Jul-19	Apology Financial redress: Loss of service	19-Aug-19	26-Jul-19	Remedy complete and satisfied
18018692	Birmingham City Council	Benefits & Tax	01-Aug-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	27-Sep-19	20-Sep-19	Remedy completed late
18018732	Birmingham City Council	Environmental Services & Public	19-Jul-19	Apology Financial redress: Loss of service	19-Aug-19	29-Jul-19	Remedy complete and satisfied
18018735	Birmingham City Council	Environmental Services & Public	06-Aug-19	Apology	06-Sep-19	08-Aug-19	Remedy complete and satisfied
18019131	Birmingham City Council	Environmental Services & Public	07-Oct-19	Apology Financial redress: Avoidable distress/time and trouble	07-Nov-19	23-Oct-19	Remedy complete and satisfied
18019669	Birmingham City Council	Environmental Services & Public	02-Aug-19	Apology Financial redress: Loss of service Other Remedy	28-Oct-19	17-Dec-19	Remedy completed late
19000066	Birmingham City Council	Environmental Services & Public	14-Aug-19	Apology Financial redress: Loss of service Other Remedy	11-Nov-19	23-Oct-19	Remedy complete and satisfied
19000748	Birmingham City Council	Education & Childrens Services	08-Jan-20	Financial redress: Avoidable distress/time and trouble	10-Feb-20	13-Jan-20	Remedy complete and satisfied
19000865	Birmingham City Council	Housing	29-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Reassessment Procedure or policy change/review	29-Nov-19	03-Dec-19	Remedy not complete but satisfied
19001200	Birmingham City Council	Environmental Services & Public	16-Oct-19	Apology Other Remedy	20-Jan-20	16-Jan-20	Remedy complete and satisfied

19001606	Birmingham City Council	Planning & Development	13-Dec-19	Apology	13-Jan-20	17-Dec-19	Remedy complete and satisfied
19001766	Birmingham City Council	Environmental Services & Public Health	27-Aug-19	Financial redress: Avoidable distress/time and trouble Provide services	27-Sep-19	30-Aug-19	Remedy complete and satisfied
19002096	Birmingham City Council	Environmental Services & Public Health	11-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	06-Jan-20	04-Dec-19	Remedy complete and satisfied
19002102	Birmingham City Council	Benefits & Tax	17-Sep-19	Apology Financial redress: Avoidable distress/time and trouble	01-Oct-19	26-Sep-19	Remedy complete and satisfied
19002435	Birmingham City Council	Environmental Services & Public Health	11-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	06-Jan-20	10-Dec-19	Remedy complete and satisfied
19002504	Birmingham City Council	Education & Childrens Services	23-Sep-19	Apology Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision	23-Oct-19	17-Mar-20	Remedy completed late
19002551	Birmingham City Council	Environmental Services & Public Health	26-Sep-19	Apology Financial redress: Avoidable distress/time and trouble	28-Oct-19	23-Oct-19	Remedy complete and satisfied
19002667	Birmingham City Council	Environmental Services & Public Health	14-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	09-Jan-20	20-Dec-19	Remedy complete and satisfied
19002833	Birmingham City Council	Environmental Services & Public Health	08-Nov-19	Apology	09-Dec-19	25-Nov-19	Remedy complete and satisfied
19003085	Birmingham City Council	Environmental Services & Public Health	08-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	09-Dec-19	21-Nov-19	Remedy complete and satisfied
19003138	Birmingham City Council	Environmental Services & Public Health	24-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	24-Feb-20	05-Feb-20	Remedy complete and satisfied
19003251	Birmingham City Council	Benefits & Tax	25-Sep-19	Financial redress: Avoidable distress/time and trouble	25-Oct-19	18-Oct-19	Remedy complete and satisfied
19003269	Birmingham City Council	Benefits & Tax	16-Oct-19	Financial redress: Avoidable distress/time and trouble	13-Nov-19	23-Oct-19	Remedy complete and satisfied
19003814	Birmingham City Council	Environmental Services & Public Health	20-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	20-Jan-20	13-Jan-20	Remedy complete and satisfied
19003823	Birmingham City Council	Environmental Services & Public Health	07-Nov-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	02-Mar-20	10-Mar-20	Remedy complete and satisfied
19003841	Birmingham City Council	Environmental Services & Public Health	08-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	09-Dec-19	26-Nov-19	Remedy complete and satisfied
19003962	Birmingham City Council	Environmental Services & Public Health	20-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	20-Jan-20	13-Jan-20	Remedy complete and satisfied
19004252	Birmingham City Council	Environmental Services & Public Health	18-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	18-Dec-19	22-Nov-19	Remedy complete and satisfied

19004439	Birmingham City Council	Environmental Services & Public Health	20-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	20-Jan-20	13-Jan-20	Remedy complete and satisfied
19004456	Birmingham City Council	Environmental Services & Public Health	14-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	16-Dec-19	21-Nov-19	Remedy complete and satisfied
19004836	Birmingham City Council	Environmental Services & Public Health	22-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	23-Dec-19	26-Nov-19	Remedy complete and satisfied
19004932	Birmingham City Council	Environmental Services & Public Health	25-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	02-Jan-20	26-Nov-19	Remedy complete and satisfied
19005126	Birmingham City Council	Environmental Services & Public Health	03-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	10-Jan-20	27-Dec-19	Remedy complete and satisfied
19005268	Birmingham City Council	Environmental Services & Public Health	24-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	24-Feb-20	05-Feb-20	Remedy complete and satisfied
19005394	Birmingham City Council	Adult Care Services	22-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	19-Feb-20	04-Feb-20	Remedy complete and satisfied
19005609	Birmingham City Council	Environmental Services & Public Health	02-Dec-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	12-Feb-20	13-Feb-20	Remedy complete and satisfied
19006167	Birmingham City Council	Environmental Services & Public Health	06-Jan-20	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	12-Feb-20	12-Feb-20	Remedy complete and satisfied
19006698	Birmingham City Council	Environmental Services & Public Health	09-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	10-Feb-20	17-Jan-20	Remedy complete and satisfied
19006964	Birmingham City Council	Environmental Services & Public Health	09-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	10-Feb-20	17-Jan-20	Remedy complete and satisfied
19007494	Birmingham City Council	Environmental Services & Public Health	24-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	24-Feb-20	05-Feb-20	Remedy complete and satisfied
19007844	Birmingham City Council	Adult Care Services	19-Nov-19	Apology	17-Dec-19	05-Dec-19	Remedy complete and satisfied
19007848	Birmingham City Council	Environmental Services & Public Health	28-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	28-Feb-20	05-Feb-20	Remedy complete and satisfied
19007894	Birmingham City Council	Environmental Services & Public Health	07-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	09-Mar-20	28-Feb-20	Remedy complete and satisfied
19008423	Birmingham City Council	Environmental Services & Public Health	11-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	11-Mar-20	28-Feb-20	Remedy complete and satisfied
19008571	Birmingham City Council	Environmental Services & Public Health	18-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	18-Mar-20	28-Feb-20	Remedy complete and satisfied
19009270	Birmingham City Council	Environmental Services & Public Health	18-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	18-Mar-20	28-Feb-20	Remedy complete and satisfied

19009871	Birmingham City Council	Environmental Services & Public Health	06-Mar-20	Apology Financial redress: Avoidable distress/time and trouble	06-Apr-20	18-Mar-20	Remedy complete and satisfied
19010052	Birmingham City Council	Environmental Services & Public Health	06-Mar-20	Apology Financial redress: Avoidable distress/time and trouble	06-Apr-20	18-Mar-20	Remedy complete and satisfied
19010423	Birmingham City Council	Environmental Services & Public Health	10-Mar-20	Apology Financial redress: Avoidable distress/time and trouble	14-Apr-20	18-Mar-20	Remedy complete and satisfied

BIRMINGHAM CITY COUNCIL

PUBLIC REPORT

Report to:	AUDIT COMMITTEE
Report of:	Assistant Director, Audit & Risk Management
Date of Meeting:	22nd February 2021
Subject:	Public Sector Internal Audit Standards
Wards Affected:	All

1. PURPOSE OF REPORT

- 1.1 To inform members of the requirements of the Public Sector Internal Audit Standards and obtain approval to the proposed external compliance review.

2. RECOMMENDATIONS

- 2.1 Members approve the proposed approach to the Public Sector Internal Audit Standards compliance review, i.e. a Core Cities peer review, together with the attached Terms of Reference.

3. BACKGROUND

- 3.1 Under the Accounts and Audit Regulations the Council must maintain an effective system of internal audit to evaluate its risk management, control and governance processes. The requirements of an effective system of Internal Audit are laid out within the Public Sector Internal Audit Standards. The Standards, which became effective from 1st April 2013, set out the fundamental requirements for the professional practice of internal auditing within the public sector. The standards replaced the Chartered Institute of Public Finance and Accountancy' (CIPFA) Code of Practice for Internal Audit in Local Government.
- 3.2 In line with the requirements of the Public Sector Internal Audit Standard a Quality Assurance and Improvement Programme (QAIP) has been developed. The programme requires both internal and external assessments of internal audit effectiveness to be undertaken to demonstrate compliance with the standard. External assessments are required to be undertaken on a five year cycle. Our next external assessment is due for completion during 2021.

3.3 Following market research and discussion with Core City colleagues it is proposed that our next Public Sector Internal Audit Standards review be undertaken on a Core Cities peer review basis. A terms of reference for the peer review is attached. Members of the Audit Committee are asked to approve this approach.

4. LEGAL AND RESOURCE IMPLICATIONS

4.1 The Internal Audit service is undertaken in accordance with the requirements of section 151 of the Local Government Act and the requirements of the Accounts and Audit Regulations 2015. The work is carried out within the approved budget.

5. RISK MANAGEMENT & EQUALITY ANALYSIS ISSUES

5.1 Risk Management is an important part of the internal control framework and an assessment of risk is a key factor in the determination of the internal audit plan.

5.2 Equality Analysis has been undertaken on all strategies, policies, functions and services used within Birmingham Audit.

6. COMPLIANCE ISSUES

6.1 City Council policies, plans, and strategies have been complied with.

Sarah Dunlavey
Assistant Director, Audit & Risk Management

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Core Cities Chief Internal Auditor Group

External Assessment – Peer Review

Terms of Reference

Background Information

External Assessments:

The Public Sector Internal Audit Standard (PSIAS) introduced a requirement for an external assessment to be conducted at least once every five years by a qualified, independent reviewer from outside of the organisation as part of an ongoing quality assurance and improvement programme.

There are two possible approaches to external assessments outlined in the standard: a full external assessment; or an internal self-assessment which is validated by an external reviewer.

External reviewers should:

- possess a recognised professional qualification;
- have appropriate experience of internal audit within the public sector / local government;
- have detailed knowledge of leading practices in internal audit; and
- have current, in-depth knowledge of the Definition, the Code of Ethics and the International Standards.

The Head of Internal Audit should discuss the proposed form of the external assessment with their line manager (where relevant) or Section 151 Officer (or equivalent) or Chief Executive prior to making recommendations to the Audit Committee regarding the nature of the assessment. The scope of the external assessment should have an appropriate sponsor, such as the Chair of the Audit Committee or Section 151 Officer.

The Head of Internal Audit should report the results of their quality assurance improvement programme (ongoing activity, internal and external assessments) to stakeholders. Such stakeholders should monitor the implementation of actions arising from internal and external assessments.

Purpose of the Review

The purpose of the external assessment is to help improve delivery of the audit service and establish whether governance requirements relating to the provision of service are embedded. The assessment should be a supportive process that identifies opportunities for development and enhances the value of the audit service to the authority.

Proposed Approach

Members of the Core Cities group have elected to adopt the internal self-assessment approach validated by an external peer reviewer. The key benefit to this approach is cost. The Chartered Institute of Public Finance (CIPFA) offer a service to provide external assessments and can undertake a full quality assessment at an approximate cost of £30K. The Chartered Institute of Internal Auditors (CIIA) also offer a similar service at an approximate cost of £14k. They also provide a validated assessment, similar to the approach agreed by the core cities group, which takes around 5 working days and costs approximately £12.5k (costs based on quotes obtained for PSIAS reviews at Birmingham City Council).

There are clear financial savings to members of the Core Cities group by adopting a peer review approach. In addition, the approach is in keeping with the promotion of collaborative working arrangements.

Each authority will determine an appropriate member of their team to conduct the external assessment, taking into account qualifications and relevant experience.

Upon conclusion of the external assessment, the reviewer will offer a 'true and fair' judgement and it is proposed that each authority will be appraised as **Conforms**, **Partially Conforms** or **Does Not Conform** to the PSIAS.

Independence and Objectivity

Prior to the assessments taking place all parties will agree the programme of peer reviews and an appropriate timetable, including the number of days required to undertake the reviews. It is important to ensure the independence of the auditor undertaking the peer assessment. Any known or perceived conflicts of interest should be disclosed. It should be acknowledged at the outset that all Core City Internal Audit services have some knowledge of each other.

The Assessment Process and Indicative Timescales

Completion of the Checklist:

Each Head of Internal Audit must complete the Checklist for Conformance with the PSIAS which is attached to the Local Government Application Note in advance of the external assessment. It is essential that the basis of the assessment is documented.

Pre Assessment Phase (2 days):

- Confirm the terms of reference for the review, timescales and dates for the review – this should include any specific issues that the authority may want to be considered as part of their quality assessment.
- Obtain:
 - relevant background information to gain an understanding of the service. This should include the Internal Audit Charter / Strategy or Terms of Reference (independence, scope authority, purpose and the relationship with the Audit Committee and senior executives);
 - details of responsibilities, resources, structure and activities;
 - details of any external client organisations e.g. Joint Authorities and consider whether such organisations may have different outcomes in terms of compliance with the PSIAS and whether separate assessments may be required;
 - the completed self-assessment and supporting evidence; and
 - evidence of how quality is maintained, and performance measured and reported.
- Issue a questionnaire to key stakeholders at the Council to obtain feedback on the internal audit procedures and process.
- Evaluate all documentation supporting the self-assessment prior to the on-site visit.

Assessment Phase (on-site visit) (1day):

- Raise and resolve any queries arising from the review of the self-assessment.
- Examine a sample of audit engagements to verify compliance to the PSIAS and procedures.
- Interview key staff and stakeholders to confirm audit procedures and process.
- Undertake an exit meeting with the Head of Internal Audit.

Post Assessment Phase (1 day):

The review should conclude with a detailed report providing an evaluation of the team's conformance with the Definition of Internal Auditing, the Code of Ethics, and the Standards. The report should highlight areas of partial conformance / non-conformance and include suggested actions for improvement, as appropriate.

Reporting Phase (1 day):

- Discussion of the draft report with the Head of Internal Audit.
- Issue of draft final report and agreed actions to the Head of Internal Audit to confirm accuracy.
- Issue final report to the Head of Internal Audit and Sponsor.
- Head of Internal Audit / Sponsor to report outcomes to their Audit Committee, together with an action plan and proposed implementation date(s).

It is envisaged that the assessment process should approximately 5 days in total.

Proposed schedule

Manchester review Birmingham

Bristol review Liverpool

Birmingham review Sheffield

Glasgow review Leeds

Leeds review Manchester

Sheffield review Nottingham

Nottingham review Bristol

Birmingham review Glasgow

BIRMINGHAM CITY COUNCIL**AUDIT COMMITTEE****22 FEBRUARY 2021****SCHEDULE OF OUTSTANDING MINUTES**

MINUTE NO./DATE	SUBJECT MATTER	COMMENTS
193 28/01/2020	<p><u>Travel Assist</u></p> <p>The Director of Education & Skills to provide an update report to Members of the Committee following outcomes of investigations including DBS checks queries.</p>	<p>Report due in 26 Jan 2021.</p> <p>Completed & discharged</p>
257 25/11/2020	<p><u>STATEMENT OF ACCOUNTS 2019/20</u></p> <p><u>Additional Recommendations:</u></p> <p>iii) Approved the Statement of Accounts for 2019/20 subject to external audit clearance of any outstanding issues.</p> <p>In addition, agreed the following process for the Committee to approve the Statement of Accounts 2019/2020;</p> <ul style="list-style-type: none"> • The External Auditors clearance of any outstanding issues will be notified to Members via email. • Members will be given the opportunity to study the External Audit clearance. • Members to notify the Chair if any of the issues have been identified from the External Auditor that requires an emergency Audit Committee to be held. • Otherwise, the delegation of the sign off the accounts to the Chair of the Audit Committee and S151 Finance Officer. <p>iv) Noted that officers will arrange a briefing for Councillor Morrall to discuss Senior Officers' Remuneration table within the Statement of Accounts – (Non- disclosure of names and GDPR related concerns).</p>	<p>Briefing was arranged on 7th January 2021 for Committee Members.</p> <p>Members agreed for the Statement of Accounts 2019/20 to be signed by the S151 Officer and Chair of the Audit Committee under delegated authority.</p> <p>Briefing was arranged for Councillor Morrall on 4th December 2020 with legal officers.</p> <p>Completed & discharged</p>
260 25/11/2020	<p><u>Independent Advisor to Audit Committee</u></p> <p><u>Additional Recommendation:</u></p> <p>iii) Agreed to receive further updates on the progress of the work on the Independent Advisor role.</p>	<p>Sarah Dunlavey to update.</p>

<p>274 26/01/2021</p>	<p><u>Birmingham Audit – Half Year Update Report 2020/21</u></p> <p><u>Additional Recommendation:</u> (Public Sector Internal Audit Standard Compliance review)</p> <p>iv) Members agreed the overall approach to a Public Sector Internal Audit Standard Compliance review. However, Members agreed to seek further assurances to the Council undertaking the Peer Review. A further update to be provided to the Committee to reconsider options.</p>	<p>Update scheduled for 22 February 2021 meeting.</p>
<p>279 26/01/2021</p>	<p><u>Assurance Session – Cabinet Member for Children’s Wellbeing Portfolio</u></p> <p><u>Additional Recommendations:</u></p> <p>ii) To provide the Committee with any outstanding reports, supporting tools related to Travel Assist at a future Committee.</p> <p>iii) To provide Members with the cost for Consultancy support, assistance to stabilise the service and the cost to build the framework for ongoing improvement within the Travel Assist Service since September.</p> <p>iv) The Council's Transformation Programme to be shared at a future Committee.</p>	<p>Interim Chief Executive & Directors/AD’s (Children, Education & Skills Directorate).</p>