

BIRMINGHAM CITY COUNCIL

CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE

FRIDAY, 18 FEBRUARY 2022 AT 10:00 HOURS
IN BMI MAIN HALL, 9 MARGARET STREET, BIRMINGHAM, B3 3BS

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

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

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

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

3 - 8

4 ACTION NOTES

To confirm the Action Notes from the meeting held on 21 January 2022.

9 - 44

5 COMPLAINTS SERVICE UPDATE

To consider the attached report from Wendy Griffiths, AD Customer Services & Business Support, and to consider input from Deborah Cadman, Interim Chief Executive, and Darren Share, Assistant Director Street Scene.

6 **WORK PROGRAMME**

The attached work programmes are for discussion by the Committee.

7 **DATE AND TIME OF NEXT MEETING**

To note that the next meeting is scheduled for 11 March 2022 at 10.00am

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

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

9 **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.

10 **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**CO-ORDINATING O&S COMMITTEE – PUBLIC MEETING****1000 hours on Friday, 21st January 2022, BMI Main Hall,****Action Notes****Present:**

Councillor Carl Rice (Chair)

Councillors: Mohammed Aikhlaq, Deirdre Alden, Kate Booth, Debbie Clancy, Liz Clements, Roger Harmer, Narinder Kaur Kooner, Ewan Mackey, Saima Suleman

Also Present:

Councillor Tristan Chatfield, Cabinet Member for Finance and Resources

Rebecca Hellard, Director of Council Management

Sara Pitt, Director for Finance

Lisa Taylor, Interim Head of Financial Planning

Beverley Sullivan, Finance Manager

Christian Scade, Interim Head of Scrutiny and Committee Services

Daniel King, National Management Trainee

1. NOTICE OF RECORDING/WEBCAST

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2. APOLOGIES

Apologies were submitted on behalf of Cllrs: Mariam Khan and Mick Brown.

3. DECLARATION OF INTERESTS

None declared.

4. ACTION NOTES

(See document No. 1).

RESOLVED:

The action notes of the formal meeting held on 10th December 2021 were agreed.

5. DRAFT FINANCIAL PLAN 2022-26

Cllr Tristan Chatfield, Cabinet Member for Finance and Resources set out the background to the Draft Financial Plan alongside Rebecca Hellard, Director of Council Management.

The Draft Financial Plan set out how the Council would deliver its statutory priorities and ensure value for money to improve citizens' outcomes. The Plan indicated that while there were significant uncertainties, including economic, challenging demand pressures and Covid recovery impacts, the Council was in a strong position with sufficient reserves to manage the identified risks. The S151 Officer assessment was that the budget estimates were robust and the level of reserves adequate, as required by the Local Government Act 2003.

The draft financial settlement contained additional funding, £5.4m above previously assumed, with most of this additional money relating to Social Care Grants. Birmingham's response to the settlement consultation was submitted on 13 January 2022. £7.8m was transferred to Covid Reserve to cover further costs of the pandemic recovery. This was the only money set aside for Covid in 2022/23. The balanced budget for 2022/23 assumed the delivery of £41m savings and included a Council Tax increase of 2.99% (1.99 General + 1% Adult Social Care Precept) and a collection rate of 96.85% was assumed for 2022/23, which was better than last year but lower than normal level of 97.1%. The budget was informed by average inflation assumptions of pay 2.5%, income growth 1% and expenditure 2%, which allowed for a balance budget this year but forecasted an eventual financial gap of £33m by 2025/26. However, further work was underway to develop transformative proposals which would close this medium-term gap.

The Committee was informed that the Council had significantly improved its delivery of savings in recent years, except for 2020/21 when its finances were hit by Covid. It was explained that the Council had delivered circa 80% of planned savings in the last four years. Some pressures and investments were temporary and therefore would reduce in future years, hence the reduction across the medium term.

It was explained that the Council had made an effort to reduce borrowing and manage long-term debt levels. It was noted that the Council's retained Business Rates, before funded reliefs, were expected to reduce to £352m in 2022/23, from £418m. This was a decrease of £66.1m compared to 2021/22. The overall total Business Rates retained by BCC was £19.8m more in 2022/23 than 2021/22. A collection rate of 97% was expected, which was 1% lower than expected but 1% higher than last year.

In response to questions, it was highlighted that the council had encouraged more public engagement with the budget. This had included development of an app for citizens to

try and set the council's budget themselves. It was noted that 2,103 people had visited the site, 1,190 had participated in the challenge, while 127 had submitted a completed budget.

- The Director of Council Management concluded by setting out key dates for setting the 2022/23 budget: 21 January – Coordinating OSC
- 24 January – Business Rates consultation meeting
- 8 February – Budget Cabinet
- 22 February – Full Council – to set 2022/23 Budget and Council Tax
- July 2022 – MTFP Update with plan for balancing medium-term position

In the ensuing debate the following points were raised by the Committee:

- It was noted that average inflation assumptions looked low in the current environment and higher inflation was likely to stay, and it was asked “*what impact would significantly higher than anticipated inflation have on the budget?*”
- It was suggested that inflation pressures were sector dependent, and the council had taken steps to protect against this.
- Concerns were raised that little over 100 people had completed the public engagement budget setting task. However, it was noted that the council had tried something different, and lessons would be learnt to ensure improvements for future years. It was also agreed that the principle gave people a wider view of the budget which was valuable, and that the app was a step in the right direction even though it was not yet a finished product.
- Members asked to see the demographic data for those who had started, but not completed, the online budget consultation.
- It was noted that the reason the additional homelessness grant went to nil after 2022/23, was that the figure the council would receive had not been announced, but it would likely be ringfenced and come with additional burdens, so the figure would not impact the overall budget anyway.
- It was highlighted that the proposal set out allowed for setting a balanced budget for 2022/23 with a financial gap of around £33m by 2025/26. The council wanted to use the transformation it has embarked on; with early intervention and prevention and utilising the large amount of land and property it owned, to make assets work for Birmingham citizens and to close the budget gap. As part of the rolling budget process, it was explained that further transformation proposals would be developed which would help to reduce the medium-term financial gap. In response to questions, it was explained that an update on the progress of this work would be considered by Cabinet during summer 2022. This would allow for planned and strategic proposals rather than a reactionary approach to closing the gap.
- It was noted that there had been a £25m shortfall in the Commonwealth Games budget due to decreased partner contributions. £25m had been moved into a

specific capital contingency fund and on the revenue side the council had explored the cost of borrowing.

- Additionally, the Committee highlighted that there was a risk around the situation of BnBs being used as temporary accommodation for homeless families. It was accepted that it was a terrible situation for families stuck in BnB accommodation and noted that there was a need to drive the problem down. It was noted that there was an ongoing project in Perry Barr addressing this. In relation to the Commonwealth Games, it was also noted this may cause a shortage of accommodation for the increased number of visitors to the city during the games.
- It was suggested that due to a lack of decision making in central government the council was not getting clarity over the future of business rates.
- In response to questions, officers highlighted that there was a statutory obligation to consult with ratepayers surrounding the annual budget. This meeting would be held on 24 January and would focus on the long-term strategy to level up Birmingham, outlining both financial challenges and identifying opportunities for economic growth to support the recovery from the Covid-19 pandemic. It was highlighted that the council had moved a long way in terms of budget process, as shown by improved statistics of meeting its proposals. It now had the star chamber process which held directors to account for delivering the desired savings, but all directorates needed to make sure what they were proposing could be delivered. The Corporate Programme Management Office received monthly reports on where each director was, and the Corporate Leadership Team met monthly to look at performance. Each director was fully responsible for delivery and accountable for their budget.
- It was noted that each year the council lost net 1% of its housing stock, that the amount of housing it could build to put back in was roughly the same as is lost to demolition, and that the council had lost around half of its housing stock due to right to buy. Declining housing stock, declining social housing, a growing population, had put a greater demand on the system. It was suggested that the long-term trend was so strong it was difficult to see what the council could do to radically change homeless policy.
- It was suggested that the council's first step was to rehouse the people from BnB accommodation and sort the significant backlog of housing applications. There was no prospect of an end to right to buy, or central government investment for the council to build more houses. There was a need to focus on the group of people who were excluded from social housing, because they don't meet criteria, or where the council does not have enough housing to meet their needs. Prevention also played a key part, understanding what drove people to homelessness, issues such as debt, family issues, high rent, domestic violence, and working to help solve these.

The Chair thanked Rebecca Hellard, Councillor Tristan Chatfield and other officers for preparing a balanced and robust budget and although the Committee did not make any

formal recommendations on the Draft Financial Plan, the following action/information was requested:

Action points:

- For future reports it was requested that all tables and graphs be labelled to show if they are cumulative or annual figures.
- Officers were asked to provide demographic data for people who had used the Budget App, including those who had visited the site, participated in the challenge and those who had completed the budget consultation exercise.
- Officers were asked to provide a breakdown of inflation, including a split by Directorate and the rates of inflation that had been assumed within the Financial Plan.
- Officers were asked to provide a breakdown of provision for demographic pressures.
- Officers were asked to clarify the revenue implications of the borrowing for the Commonwealth Games.

6. WORK PROGRAMMES

It was noted that the next meeting was on 18th February. It was explained that this would focus on customer services complaint handling. It was highlighted that Wendy Griffiths would be presenting a report with the Interim Chief Executive, Deborah Cadman and the Assistant Director for Street Scene, Darren Share, also in attendance.

The following points were also highlighted:

- An informal Chairs meeting would take place in late January / early February to review each of the Committee's work programmes.
- Cllr Rice, as Chair of Coordinating OSC, highlighted he would be meeting with the Leader of the Council to have another look at the structure of full council meetings to see if any immediate changes needed to be made and how input from Overview and Scrutiny might contribute to this, with a focus on looking at how to make meetings more interesting for local people.

7. DATE OF NEXT MEETING

It was noted that the next meeting would be held on the 18th February 2022 at 10am

8. REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED

None

9. OTHER URGENT BUSINESS

None

10. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:

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

The meeting ended at 11:46 hours.

Complaints Service Update – Overview and Scrutiny February 2022

Wendy Griffiths

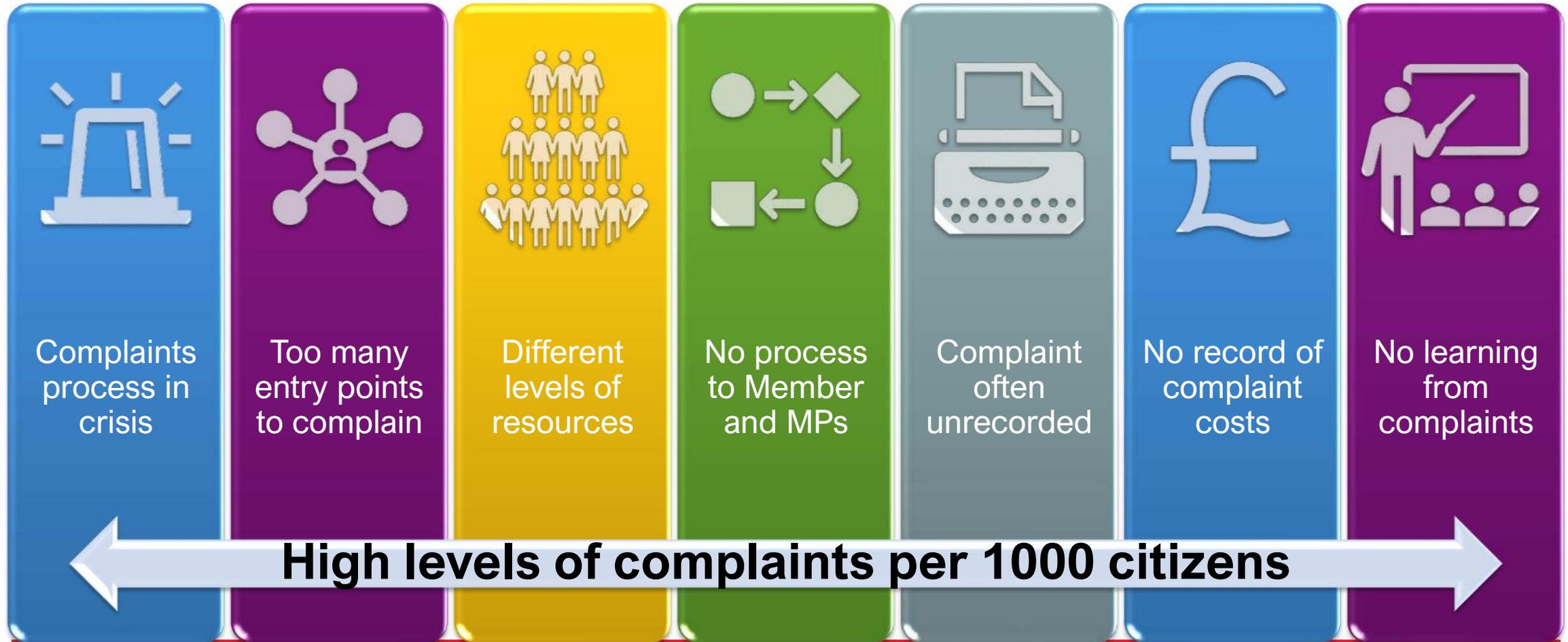
Assistant Director Customer Services, Business Support &
Digital Mail



Background

- In the November 2020 Overview and Scrutiny Report, 3 key areas of improving the experience of those using council services were identified and examined:
 - Understanding current performance for the call-centre and Cllr enquiries and identify areas for improvement.
 - Explore service delivery in 3 areas to look at root causes and identify areas for improvement
 - To investigate how member's enquiries are responded to; with a view to a new protocol.
 - Discussed progress and protocol with Overview & Scrutiny on 4 occasions since Nov 2020.

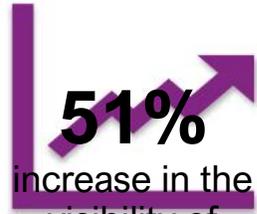
The position before the new Complaints System



We have achieved so far



1 System for complaints
1 Process that reduces access points



51% increase in the visibility of complaints as a result of the single entry system (Launch to December)



Reduced backlogs
example from Housing Options from 863 to 101 (April 21 to Jan 21)



29 new dedicated complaint staff 15 months remaining



Service Improvement Plan for each Directorate



Developed Quality Assurance and learning from excellence



Improved Reporting
Root cause analysis, outcomes, casework



47% Reduction in repeat complaints
Sept 20 15%,
Sept 21 8%



20% Reduction in the number of Ombudsman complaints Upheld (Quarter 1 to Quarter 2 2021)



63% Improved SLA Performance for Member Enquiries (April - Dec 21)
Member Enquiries visible in the new system

Corporate Headlines for Quarter 3 and December 2021

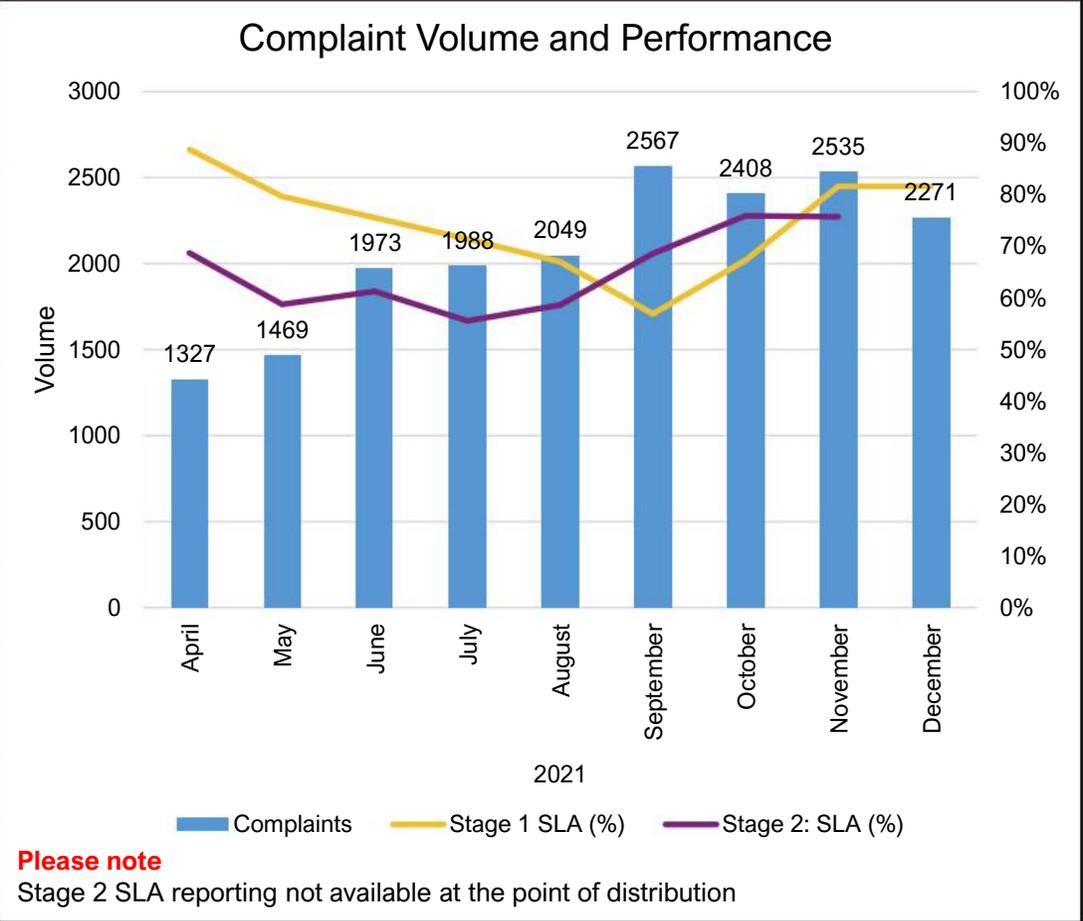
| | Quarter 3 | December |
|---|-------------|-------------|
| Total Complaints received made up of | 7214 | 2271 |
| Citizen Complaints received | 6680 | 2139 |
| Member Complaints received | 534 | 132 |
| Statutory Complaints received | 89 | 41 |
| Compliments received | 168 | 57 |
| Comments received | 1067 | 294 |
| Member Enquiries received | 3196 | 907 |

Please note: There are statutory and legislative processes that receive complaints that follow a separate process which will not be incorporated within the complaints reporting, For full out of scope list, please see appendix 1.

Corporate Complaints Volume & Performance Report

December 2021 and Q3

| Directorate | This month DEC 2021 | Last Month NOV 2021 | Month Trend | Year to date | Q1 | Q2 | Q3 | Q4 | Qtr Trend |
|-------------------------------------|---------------------|---------------------|-------------|--------------|-------------|-------------|-------------|----|-----------|
| Corporate Volume | 2271 | 2535 | ↓ | 18587 | 4769 | 6604 | 7214 | - | ↑ |
| Adult Social Care (corporate) | 5 | 2 | ↑ | 14 | 2 | 5 | 7 | | ↑ |
| City Housing | 571 | 716 | ↓ | 6138 | 1993 | 2191 | 1954 | | ↓ |
| City Operations | 1170 | 1203 | ↓ | 7777 | 1593 | 2797 | 3387 | | ↑ |
| Commonwealth Games | 1 | 1 | → | 3 | 0 | 1 | 2 | | ↑ |
| Digital and Customer Services | 145 | 187 | ↓ | 1598 | 449 | 640 | 509 | | ↓ |
| Education and Skills | 78 | 109 | ↓ | 669 | 196 | 199 | 274 | | ↑ |
| Finance and Governance | 3 | 5 | ↓ | 33 | 13 | 8 | 12 | | ↑ |
| Human Resources | 0 | 3 | ↓ | 6 | 1 | 2 | 3 | | ↑ |
| Inclusive Growth | 293 | 309 | ↓ | 2320 | 510 | 750 | 1060 | | ↑ |
| Partnerships Insight and Prevention | 0 | 0 | → | 18 | 7 | 10 | 1 | | ↓ |
| (blank) | 5 | 0 | → | 11 | 5 | 1 | 5 | | ↑ |



| Corporate Performance Citizen and Member Complaints | | | | | | | | | |
|---|-----|-----|---|-----|-----|-----|-----|---|---|
| Stage 1 % closed within SLA (15 days) | 82% | 82% | → | 75% | 80% | 64% | 77% | - | ↑ |
| Stage 2 % closed within SLA (20 days) | n/a | 76% | → | 57% | 61% | 61% | n/a | - | → |

| Year on Year Comparison | | | | | | |
|-----------------------------------|----------|--------------|---------------------------|---|---------|-------|
| DEC 2020 | DEC 2021 | Volume Trend | NOV 21 Compared to DEC 21 | Q3 2020 | Q3 2021 | Trend |
| 1135 | 2266 | ↑ | -269 | 3585 | 7214 | ↑ |
| DEC 21 Highest Volume Directorate | | | | DEC 21 Biggest month on month variation | | |
| City Operations @1170 | | | | City Operations -145 | | |

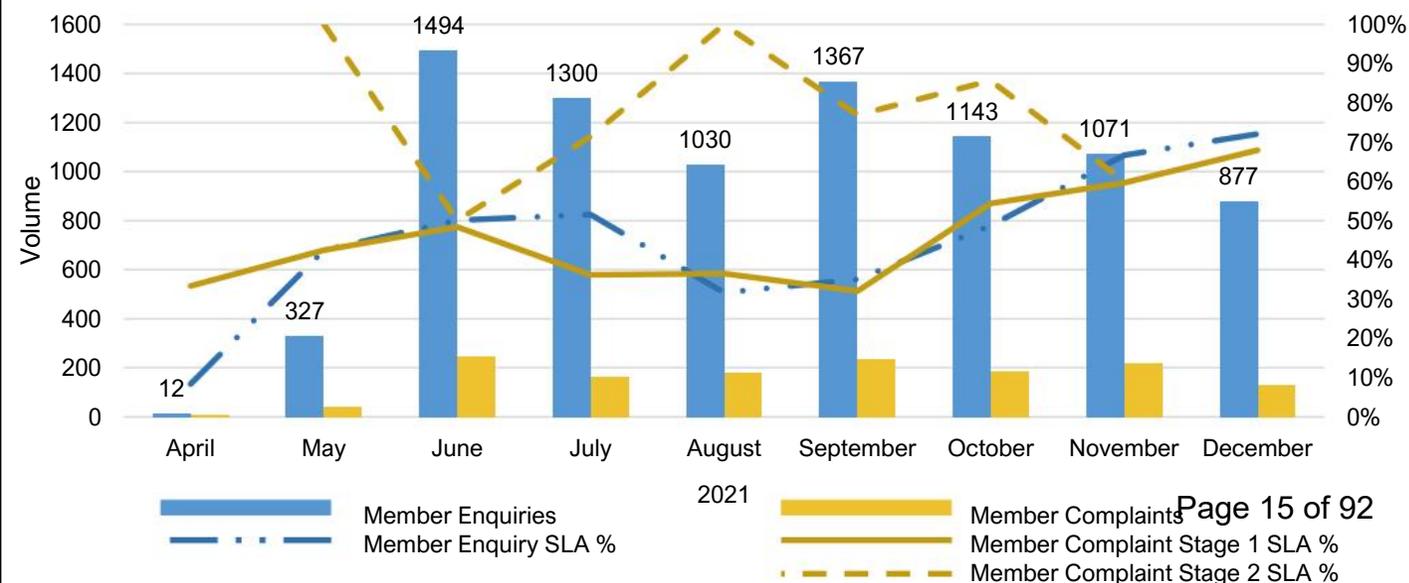
Members Enquiries & Complaints / Comments and Compliments

| | This month DEC 2021 | Last Month NOV 2021 | Month Trend | Year to date | Q1 | Q2 | Q3 | Q4 | Qtr Trend |
|---------------------------|---------------------------|---------------------------|----------------|-----------------|------|------|------|----|--------------|
| Comments | 297 | 373 | ↓ | 3053 | 1050 | 933 | 1070 | - | ↑ |
| Compliments | 75 | 86 | ↓ | 669 | 222 | 206 | 241 | - | ↑ |
| Member Enquiries | 877 | 1071 | ↓ | 8621 | 1833 | 3697 | 3091 | - | ↓ |
| Members Complaints | 131 | 218 | ↓ | 1403 | 292 | 578 | 533 | - | ↓ |

Member Enquiries and Complaints Performance

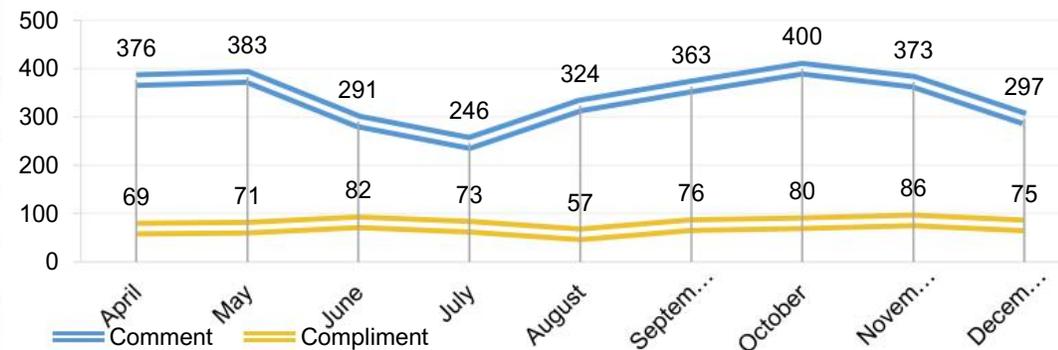
| | | | | | | | | | |
|---|-----|-----|---|-----|-----|-----|-----|--|---|
| Enquiries % closed within SLA (10 days) | 72% | 67% | ↑ | 49% | 48% | 40% | 62% | | ↑ |
| Stage 1 member complaints % closed within SLA (15d) | 68% | 60% | ↑ | 47% | 47% | 35% | 60% | | ↑ |
| Stage 2 complaints % closed within SLA (20 days) | n/a | 60% | ↓ | 74% | 57% | 78% | n/a | | |

Member Enquiries and Complaints



December 2021 and Q3

COMMENTS AND COMPLIMENTS



Commentary:

Compliments: There were 75 compliments received in December 2021. This is a slight decrease compared to November 2021. Quarter 3 has seen an increase in the number of Comments received, back up to Q1 levels.

Comments: In December we received 297 comments relating to services we provide, which is lower than the number received in November. Quarter 3, as with Compliments, has seen an increase back to a similar level as Q1.

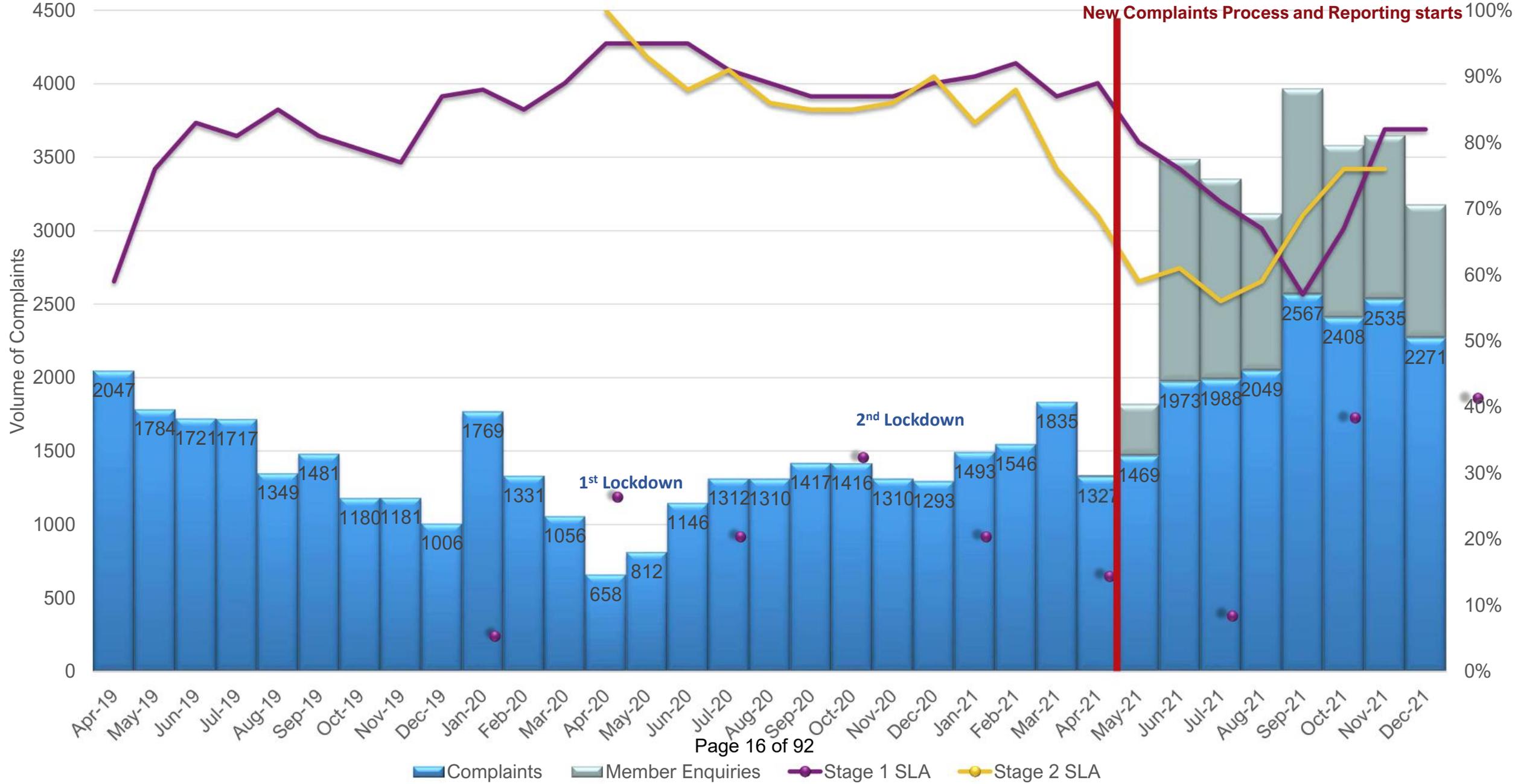
Members Enquiries: There were 877 Members enquiries recorded for December 2021 which is a decrease of 194 compared to November 2021, The SLA for Members Enquiries being completed within 10 days was 72%, up from November.

Although there were fewer Members Enquiries in Q3 (-606), the teams have been able to increase the SLA compliance, meaning that Q3 is +22% on Q2. **Member Complaints:** Member Complaints decreased to 131 in December compared to 218 in November (-87), (Members complaint volumes are included within the corporate complaint volumes.)

The SLA for Members Complaints for stage 1 (15 working days) complaint increased by 8% to 68% for December and the Stage 2 member complaints were 60% for November (20 working days), which is down on the October result.

The Stage 1 Quarterly performance shows an increased level of compliance to the SLAs compared to the previous Quarter.

Complaint Volumes and Performance 2019/20 to 2021/22



Example of Members reporting

Directorate

- Adult Social Care
- Children and Young People
- City Housing
- City Operations
- Commonwealth Games
- Digital and Customer Services
- Education and Skills
- Finance and Governance
- Human Resources
- Inclusive Growth
- Other
- Partnerships Insight and Prevention

Division

- Wellbeing Service
- Waste Management Service team
- Waste Management Service
- Transportation & Connectivity
- Sport Client Services
- Skills and Employability
- Revenues team
- Revenues
- Resources
- Rents
- Regulation and Enforcement
- Recruitment
- Public Health
- Private Rented Service
- Planning and Development
- Place Finance
- Parks and Nature Cons team
- Parks and Nature Cons

Complaints & enquiries by directorate

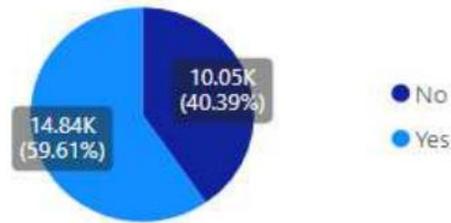
Year: (Blank) 2021

Day:

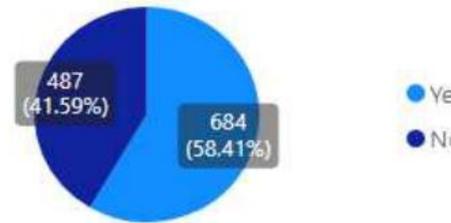
Month

| | | | |
|----------|-------|-----------|----------|
| January | April | July | October |
| February | May | August | November |
| March | June | September | December |

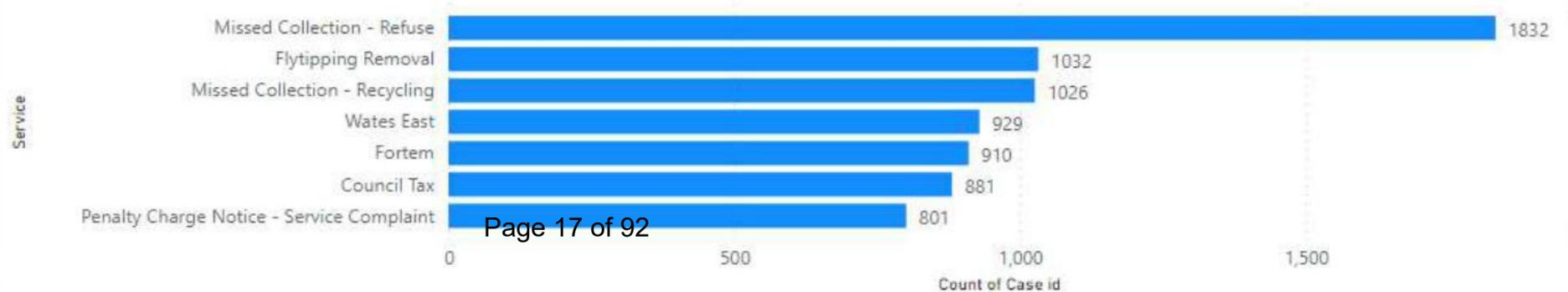
Within stage 1 SLA



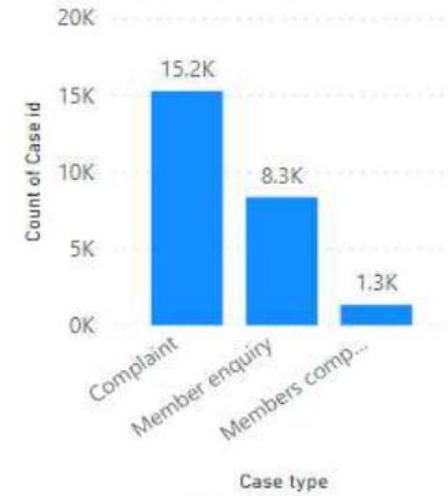
Within Stage 2 SLA



Complaints by Service



Cases by type



Total cases

24.89K

Closed cases

21.04K

Open cases

3854

Example of Members reporting – Heat Map

Month

| | | | |
|----------|-------|-----------|----------|
| January | April | July | October |
| February | May | August | November |
| March | June | September | ... |

1 31

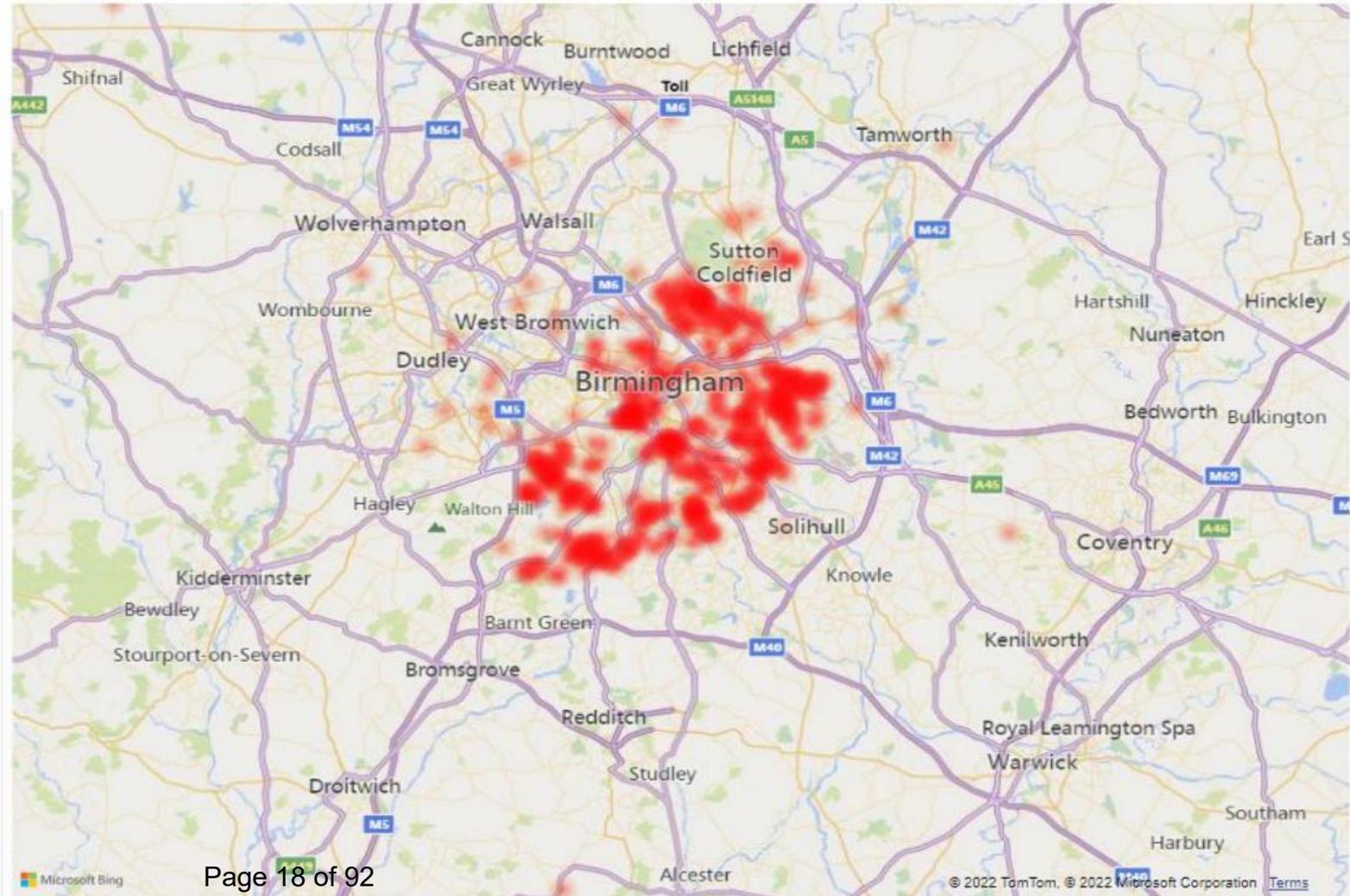
Service Count of Case id

| | |
|--|------------|
| Antisocial Behaviour | 510 |
| Behaviour potentially to Domestic Abuse | 2 |
| Bereavement Service | 5 |
| Brandwood End Cemetery | 3 |
| Community Safety | 21 |
| Equalities | 6 |
| Erdington Customer Service Centre | 1 |
| Handsworth Cemetery | 5 |
| Kings Norton Cemetery | 2 |
| Lodge Hill Cemetery and Crematorium | 6 |
| Major Events | 3 |
| Museums | 3 |
| Neighbourhood Development and Support Unit | 4 |
| Northfield Customer Service Centre | 1 |
| Quinton Cemetery | 8 |
| Registrars | 73 |
| Sparkbrook Neighbourhood Office | 1 |
| Sutton Coldfield Cemetery and Crematorium | 5 |
| Sutton New Hall Cemetery | 7 |
| Witton Cemetery | 2 |
| Total | 676 |

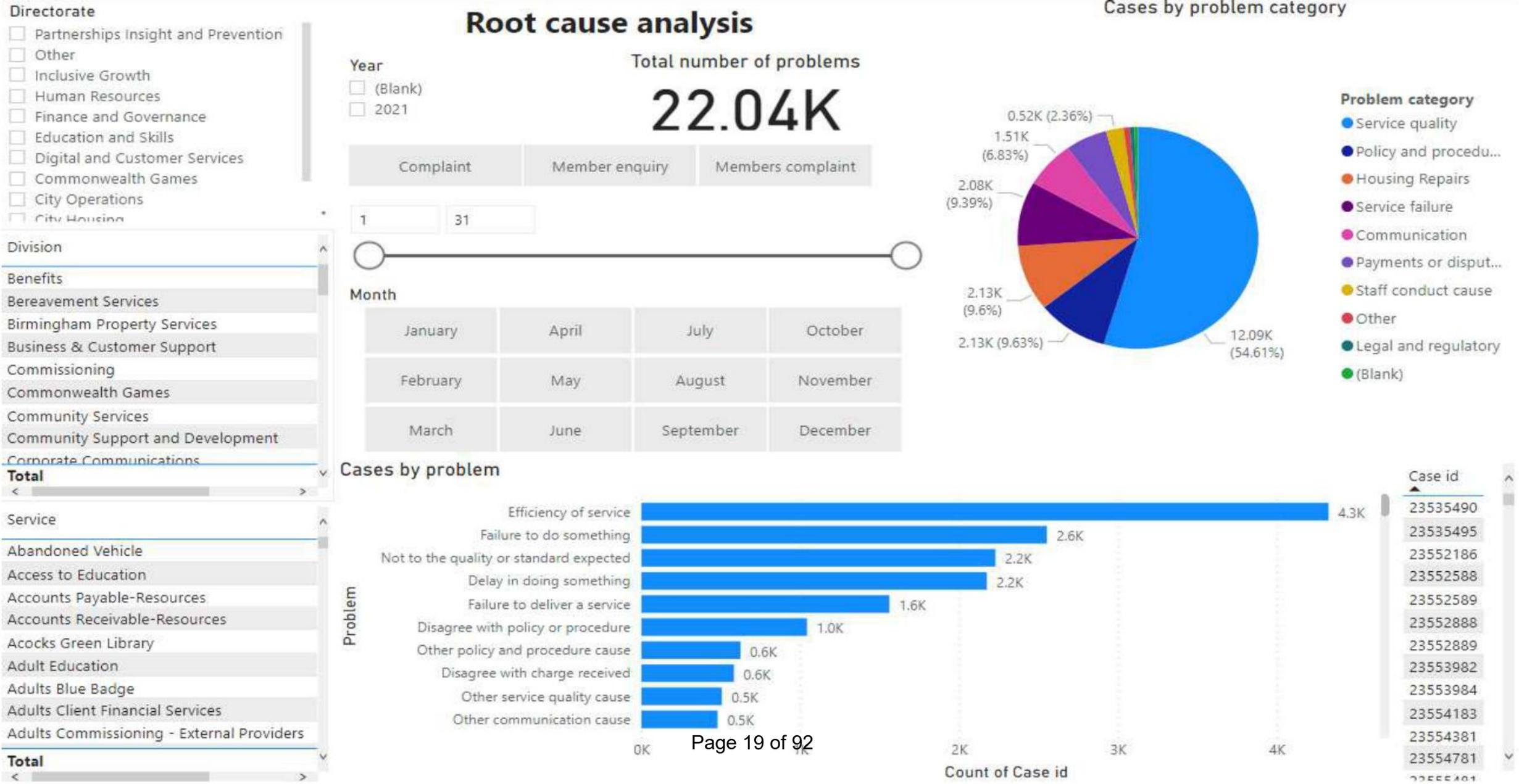
Portfolio dashboard report

676

Postcode



Example of Members reporting



Good News Stories

Adult Social Care – Urgent MP enquiry – Failure to do something (Resolved at first action)

Constituent's family had raised concerns about the Service User not receiving any care given that he is partially blind, suffers from mental health issues and is also an alcoholic.

Complaints team contacted the relevant Social Work Team who contacted the Service Users family via telephone the same day to discuss the case in more details. Following on from this call the Social Work team have now arranged for Occupational Therapy to provide Aids to support the Service User within his home, a key safe has also been installed and a care package arranged for four calls daily. A referral has also been made to the Community Network support Officer with the request that they engage with the Service User to build up his network of support due to the fact that the Service User will sometimes refuses engage with Adult Social Care which presents difficulties when attempts are made to provide the support required. The Service Users family were happy with the support now being offered to the Service User and the prompt action taken.

City Housing and CFLT Member's enquiry - Failure to do something (Anti-Social Behaviour)

Complainant and Councillor were unhappy with no update from the anti-social behaviour team regarding behaviour on their road over the last 6 months.

Complaints team called the service concerned for an update which was fed back to the Councillor and the complainant directly and a further meeting was scheduled with the complainant and other residents within the area to listen to the residents' concerns. Feedback from the meeting was that it went well and an action plan in partnership with the local police force was created.

City Housing – Urgent Complaint – Delay in doing something (Resolved at first action)

Citizen in Temporary Accommodation with children and ex-partner residing in property which was causing significant issues. Complaint was received from Citizens UK who act as support aid advocates. Citizens UK were requesting the citizens housing application to be urgently reassessed.

Complaints team called lead advocate and a had detailed discussion over phone. The advocate had intention to run support sessions so he and other lead community advocates could be more up to date with Housing Allocation Policy and the current plight of social housing. Complaint team member discussed the current housing options pack with him around availability of types of property and how to best tactically bid. Also arranged for the Registration team to urgently assess the application. Case was assessed the following morning; whilst the outcome was that the applicant remained in current banding a detailed discussion was had with the advocate and the outcome fully explained.

Good News Stories

City Operations – Street Scene – Service Failure

Due to a lack of LGV driver availability across the UK, impacting resources, rounds were being dropped. This increasing the level of complaints received into the service. In collaboration with Business Support and Waste Management a new inhouse training package together with the recruitment of a coordinator has been secured increase training in this key area. Business Support are now supporting the service with the LGV programme roll out with current workforce to build resilience in drivers from within the service.

City Operations – Street Scene– Failure to do something

The complaints team identified through the reporting that dropped lists were not being used effectively which meant that the action to remove the waste was before the response was investigated. The team embedded complaint staff within the Depots and repurposed the dropped work data to enable a quicker and more collaborative response. The outcome has been working together the complaints team and Depots are able to identify and resolve dropped work more efficiently therefore reduce the service level agreement timescale.

Next steps



Reporting

Member reporting –(Seek feedback on the Members Reporting for distribution)
Portfolio reports for Cabinet Members



Service Improvement

Continue to embed the improvement model throughout all Directorates.



Process

Promote the one system approach to ensure full details are automatically generated avoiding omissions of details within acknowledgements and responses

 @BhamCityCouncil

 @birminghamcitycouncil

 @birminghamcitycouncil



Waste Management – Complaints

Darren Share

Assistant Director Street Scene, City Operations



BE BOLD BE BIRMINGHAM

Complaints data



Waste Management

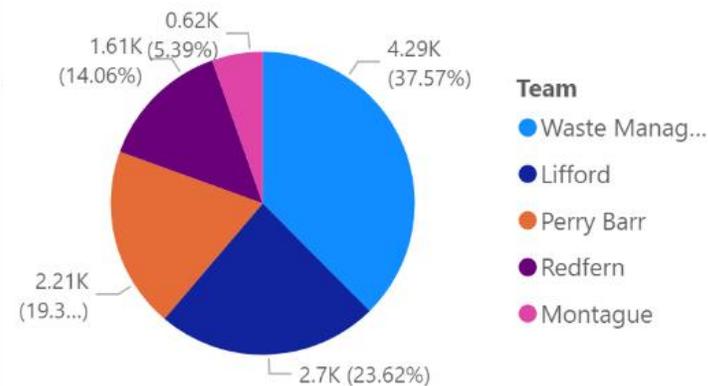
11418

2021 Total cases

Complaint had the highest total Cases at 8,525, followed by Member enquiry at 2686 and Members complaint at 207.

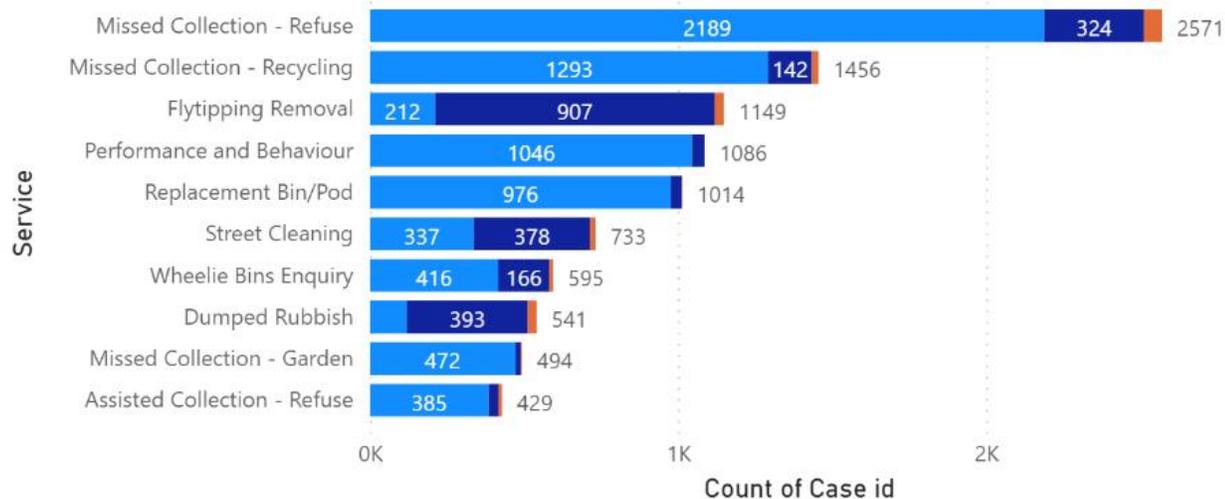
Complaint had the highest average Cases at 710.42, followed by Member enquiry at 335.75 and Members complaint at 25.88.

Cases by Team



Top 10 Service Areas

Case type ● Complaint ● Member enquiry ● Members complaint

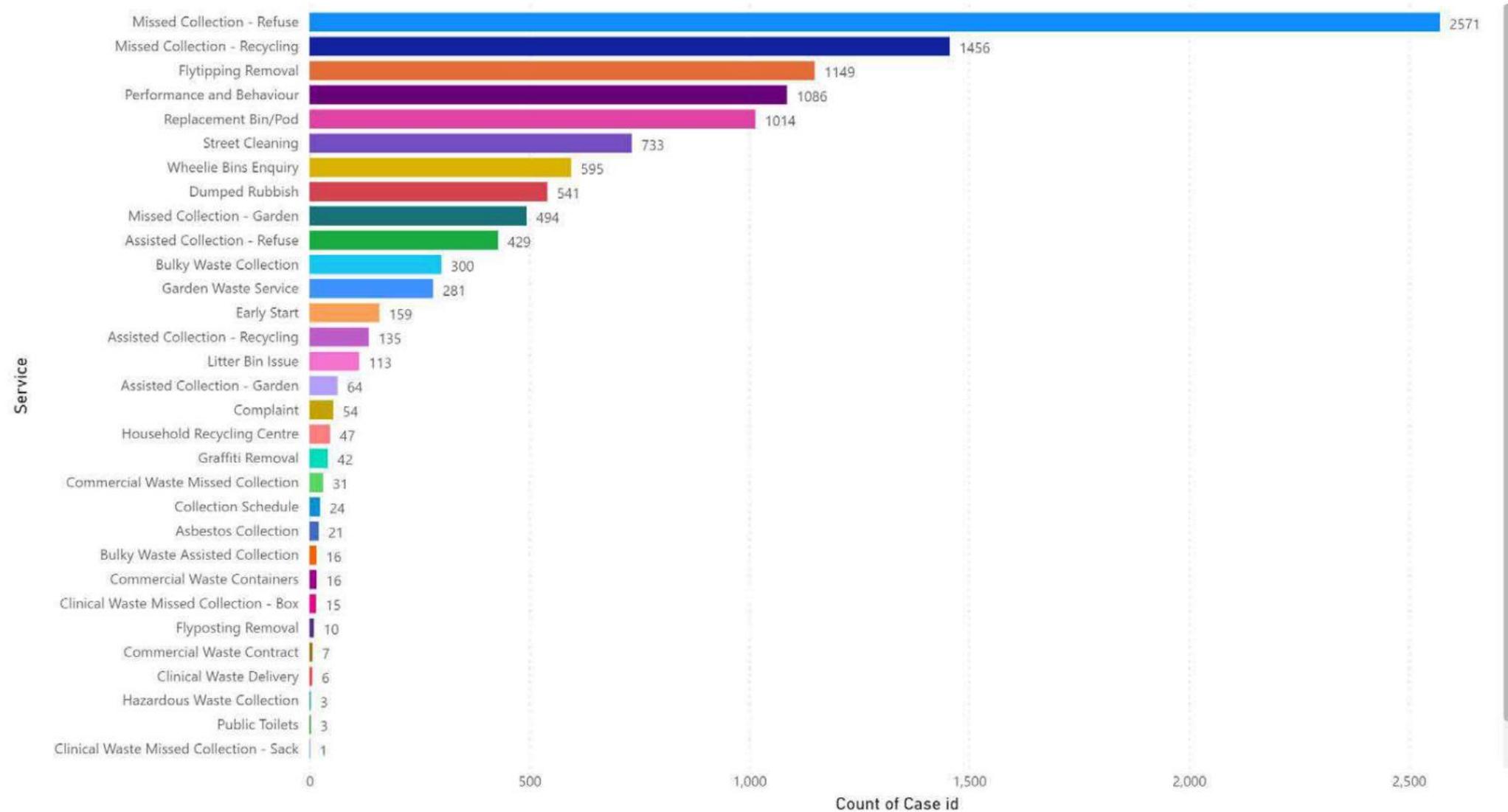


Cases by Month and Case type

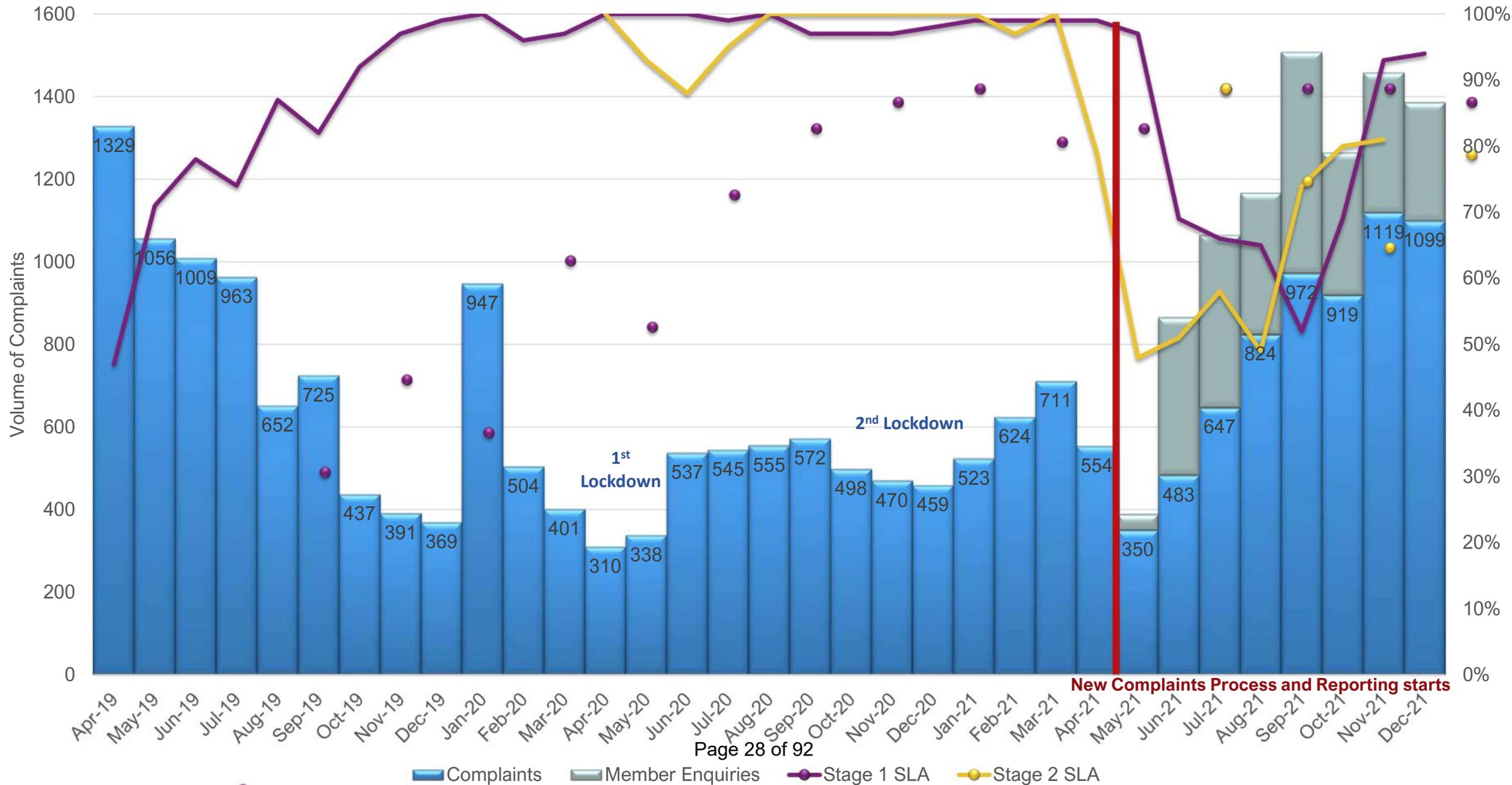
Case type ● Complaint ● Member enquiry ● Members complaint



Waste Management service areas



Waste Complaint Volumes and Performance 2019/20 to 2021/22

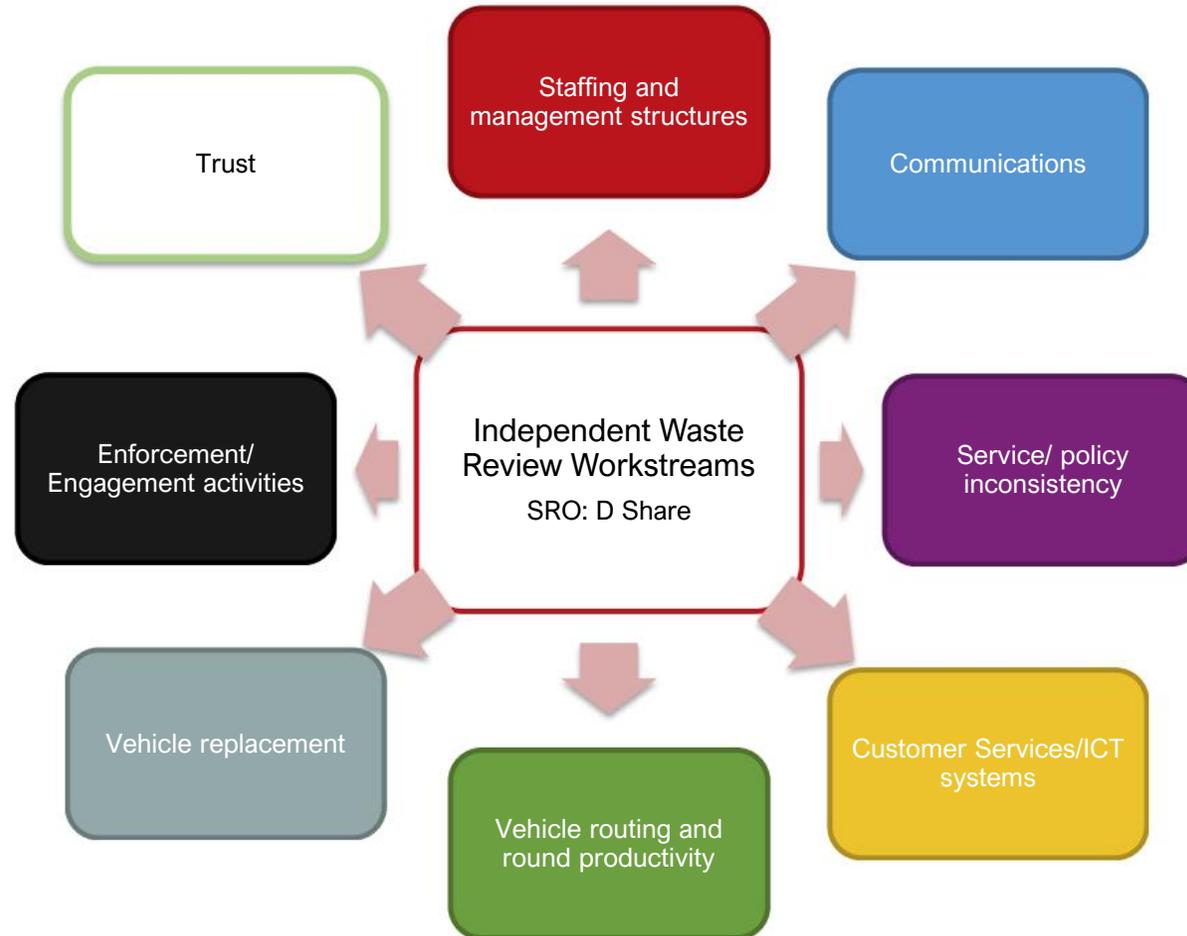


Street Scene transformation projects



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Independent Waste Review



Completed

Grounds Maintenance

- Vehicle replacement
- Machinery procurement
- In-sourcing

Refuse Collection

- Recruitment
- Move from 4 to 5 days of collection

Live

Depots

- Tyseley essential works
- Perry Barr depot build
- Atlas Road depot build

Recruitment

- Grounds Maintenance
- Street Cleansing

Technical

- Route optimisation
- Slab in the Cab

Procurement

- Waste Disposal
- Vehicle replacement – Refuse collection

Live

Initiatives

- Keep Britain Tidy
- Street Cleansing
- Love Your Streets

Legislative and reviews

- Wood Review
- Post-2034 disposal options
- Environmental Bill
- Future Parks Accelerator

Projects

- COVID memorials
- Queens Green canopy
- CWG cleansing
- CWG florals

Live

Future service
planning

- Service restructure
- Trade Review
- Developing a Graffiti policy

Citizen
improvement

- Community offer
- Communications plan

Other

- Avium flu

Opportunities

Transforming our Complaints into Service Improvements

Proposed by Jonathan Antill, Head of Service
Business Improvement & Support



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Purpose of the session



Opportunity to use our complaints data to help inform service delivery improvements



Listen to the priceless feedback from our citizens and customers



Concentrate on a specific aspect of service delivery to enable a quick-win approach



Reinforce the operational experience and combine with complaint insight



Make recommendations aimed at increasing customer satisfaction and reducing future complaints

Approach



This slide-deck will formalise our collaborative approach to improvements and tell the story of all future sessions



Data will be used from 2021 to set the scene only



These sessions are a collective opportunity to apply root-cause learning into change. Solving individual complaints is not the purpose



Each individual session will have a single service area focus and use the most recent data available



Completion of tasks will be monitored through the Teams group entitled: Complaints Opportunities – Waste Management and Business Support

Actions



All contributors should come to the session prepared



Teams may wish to schedule a pre-meeting to populate the Task matrix in advance



Documentation can be used and should be attached into the Task matrix. For example, a screenshot of the information already provided on the internet can be linked



Every task will have a completion date and owner before the session ends



All actions must be fully aligned with existing Waste Management programmes

Example Session 1 – Assisted Collections



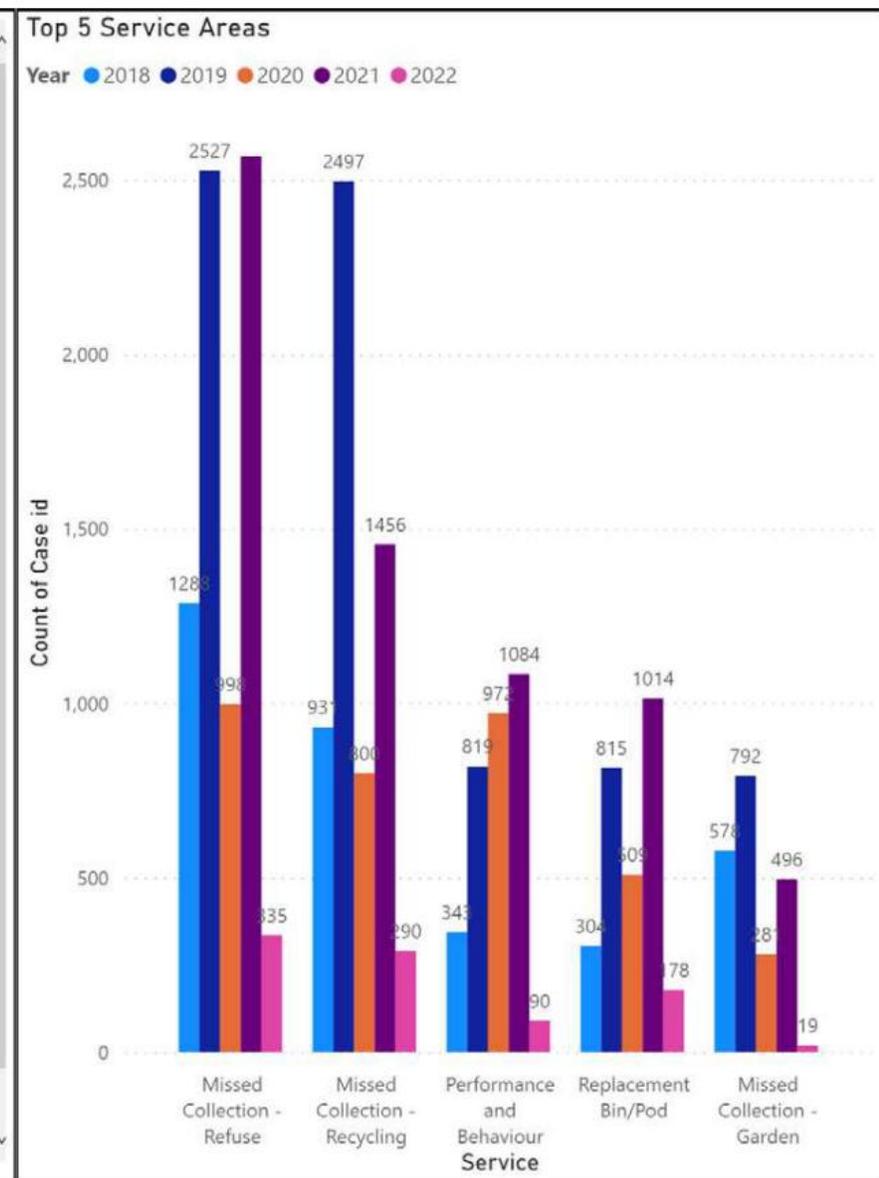
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| Year | Service | 2018 | 2019 | 2020 | 2021 | 2022 | Total |
|----------------------------------|---|-------------|-------------|-------------|--------------|-------------|--------------|
| <input type="checkbox"/> (Blank) | Missed Collection - Refuse | 1288 | 2527 | 998 | 2568 | 335 | 7716 |
| <input type="checkbox"/> 2018 | Missed Collection - Recycling | 931 | 2497 | 800 | 1456 | 290 | 5974 |
| <input type="checkbox"/> 2019 | Performance and Behaviour | 343 | 819 | 972 | 1084 | 90 | 3308 |
| <input type="checkbox"/> 2020 | Replacement Bin/Pod | 304 | 815 | 509 | 1014 | 178 | 2820 |
| | Missed Collection - Garden | 578 | 792 | 281 | 496 | 19 | 2166 |
| | Street Cleaning | 154 | 295 | 285 | 733 | 97 | 1564 |
| | Flytipping Removal | 50 | 99 | 89 | 1150 | 146 | 1534 |
| | Garden Waste Service | 87 | 552 | 544 | 281 | 18 | 1482 |
| | Wheelie Bins Enquiry | 163 | 347 | 274 | 595 | 58 | 1437 |
| | Assisted Collection - Refuse | 185 | 299 | 259 | 428 | 33 | 1204 |
| | Bulky Waste Collection | 189 | 243 | 183 | 300 | 15 | 930 |
| | Dumped Rubbish | | 43 | 116 | 542 | 55 | 756 |
| | Assisted Collection - Recycling | 95 | 158 | 132 | 136 | 9 | 530 |
| | Early Start | 22 | 26 | 100 | 159 | 6 | 313 |
| | Assisted Collection - Garden | 66 | 68 | 68 | 65 | 1 | 268 |
| | Litter Bin Issue | 26 | 37 | 25 | 113 | 6 | 207 |
| | Household Recycling Centre | 4 | 15 | 89 | 47 | 2 | 157 |
| | Clinical Waste Missed Collection - Box | 12 | 55 | 37 | 15 | 1 | 120 |
| | Complaint | 1 | | 1 | 49 | 32 | 83 |
| | Collection Schedule | 9 | 21 | 20 | 24 | 4 | 78 |
| | Graffiti Removal | 2 | 9 | 3 | 42 | 11 | 67 |
| | Asbestos Collection | 8 | 11 | 13 | 21 | 2 | 55 |
| | Commercial Waste Missed Collection | 5 | 9 | 4 | 31 | 2 | 51 |
| | Clinical Waste Delivery | 7 | 11 | 24 | 6 | | 48 |
| | Bulky Waste Assisted Collection | 4 | 9 | 7 | 16 | 1 | 37 |
| | Commercial Waste Containers | 7 | 6 | 3 | 16 | | 32 |
| | Commercial Waste Contract | 5 | 7 | 5 | 7 | 3 | 27 |
| | Flyposting Removal | 1 | 1 | 1 | 9 | 1 | 13 |
| | Hazardous Waste Collection | 3 | 1 | 1 | 3 | | 8 |
| | Hypodermic Needle Collection | 2 | 1 | 2 | 1 | 1 | 7 |
| | Public Toilets | 1 | | 1 | 3 | | 5 |
| | Clinical Waste Missed Collection - Soft | | | | | | |
| | Total | 4552 | 9775 | 5848 | 11412 | 1418 | 33005 |

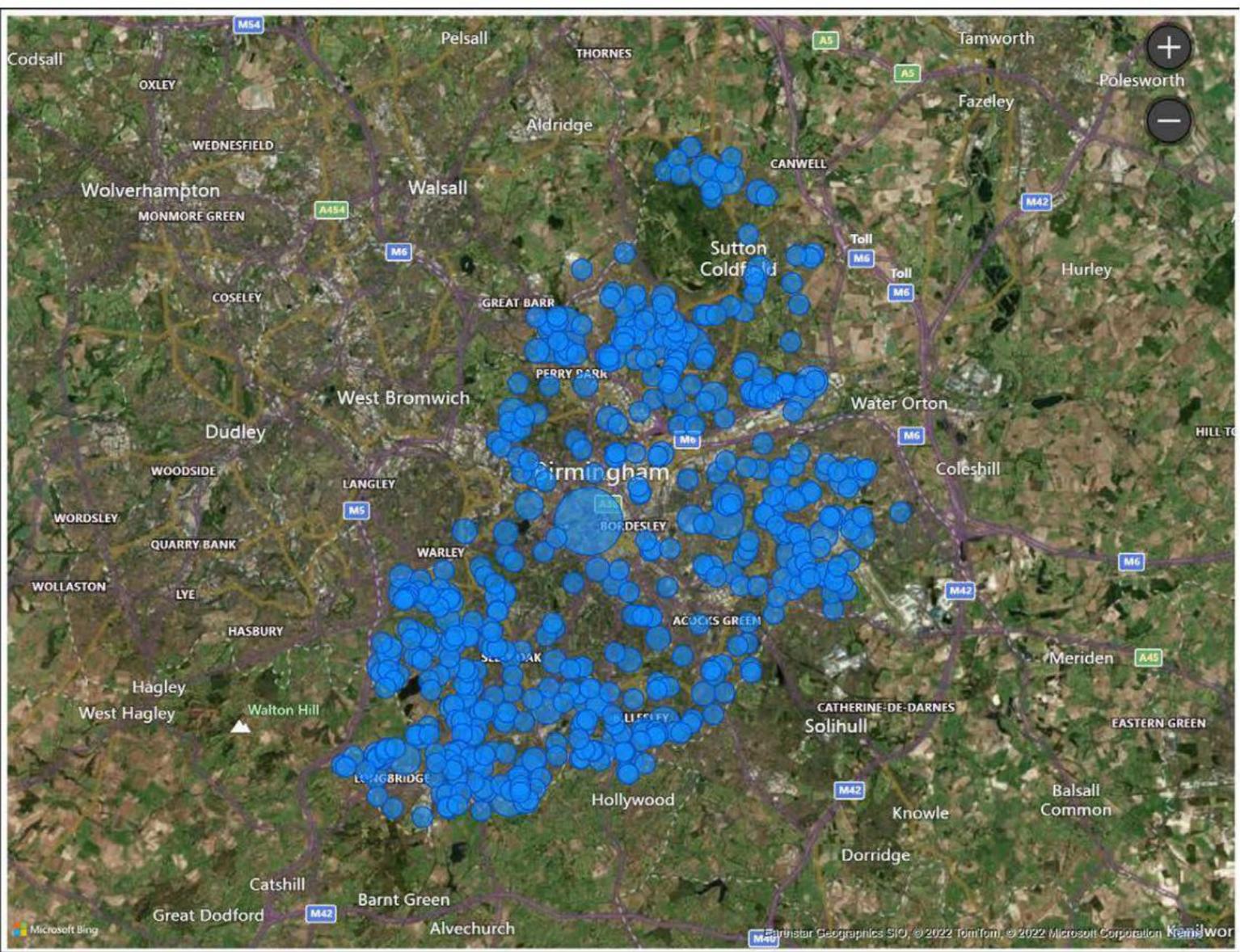
- (Blank)
- 2018
- 2019
- 2020

- Division**
- (Blank)
 - Arts Event and C...
 - Bereavement Se...
 - Community Sup...
 - Cultural Develop...
 - Customer Services
 - Events
 - Highways - Stre...
 - Highways-PFI
 - Housing
 - Housing Repairs
 - Neighbourhood ...
 - Neighbourhood ...
 - Neighbourhood ...
 - Neighbourhood ...
 - Other
 - Parks and Natur...
 - Parks and Natur...
 - Private Rented S...
 - Private Rented S...
 - Regulation & En...
 - Regulation and ...
 - Sport
 - Sport Client Serv...
 - Waste Manage...

- Case type**
- Complaint
 - Member enquiry
 - Members compl...



| | |
|---|--|
| Year, Month <input type="checkbox"/> (Blank) <input type="checkbox"/> 2018 <input type="checkbox"/> 2019 <input type="checkbox"/> 2020 | Total service requests <h1>641</h1> requests |
| Case type <input type="checkbox"/> Complaint <input type="checkbox"/> Member enquiry <input type="checkbox"/> Members compl... | <h1>24</h1> Active |
| Division <input type="checkbox"/> Waste Managem... | <h1>617</h1> Closed |
| Service <input type="checkbox"/> (Blank) <input type="checkbox"/> Air Pollution <input type="checkbox"/> Alexander Stadiu... <input type="checkbox"/> Allotments Issues <input type="checkbox"/> Asbestos Collect... <input checked="" type="checkbox"/> Assisted Collecti... <input checked="" type="checkbox"/> Assisted Collecti... <input checked="" type="checkbox"/> Assisted Collecti... <input type="checkbox"/> Beeches Pool & ... <input type="checkbox"/> Bereavement Se... <input type="checkbox"/> Brandwood End ... <input type="checkbox"/> Buildings/Faciliti... <input type="checkbox"/> Bulky Waste Assi... <input type="checkbox"/> Bulky Waste Coll... | Team <input type="checkbox"/> Lifford <input type="checkbox"/> Montague <input type="checkbox"/> Perry Barr <input type="checkbox"/> Redfern <input type="checkbox"/> Waste Management Se... |
| The data is taken directly from iCasework so not 100% validated. This map will remove a large amount of cases raised without a Birmingham postcode, including all MP enquiries using the House of Commons as the postcode. | |



| Policy stance: What constitutes a complaint? | Operational view: How does the problem present for residents? | Complaints view: How does the problem present for residents? | Information available: For citizens of Birmingham | Communications: Internal/external |
|---|--|---|--|--------------------------------------|
| | | | | |

Tasks for service improvement

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|



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Co-ordinating O&S Committee: Work Programme 2021 /22

| | |
|---------------------------|---|
| Chair | Cllr Carl Rice |
| Deputy Chair | Cllr Liz Clements |
| Committee Members: | Cllrs: Mohammed Aikhlaq, Deirdre Alden, Kate Booth, Mick Brown, Debbie Clancy, Liz Clements, Roger Harmer, Mariam Khan, Narinder Kaur Kooner, Ewan Mackey and Saima Suleman |
| Scrutiny Support: | Christian Scade, christian.scade@birmingham.gov.uk |

1 Terms of Reference

Co-ordinating Overview and Scrutiny Committee

- 1.1 To plan and co-ordinate the work of all the Overview & Scrutiny Committees. To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning governance (including transparency, regional working and partnerships): citizens (including communications and public engagement); performance; customer services; social cohesion; equalities and emergency planning.
- 1.2 These functions include:
- giving such guidance to the Overview and Scrutiny Committees in any cases of uncertainty, as to work which they should or should not be undertaking, as may be necessary to achieve such co-ordination, including the allocation of "call-in" to the appropriate Committee;
 - determining, in any cases of uncertainty, the allocation of responsibility for specific tasks between the Overview and Scrutiny Committees;
 - ensuring (by means, for example, of issuing appropriate guidance and/or instructions) that the Overview & Scrutiny Committees pay proper attention in their work to the consideration of key cross cutting issues, in particular equalities, transparency and improvement;
 - publishing each year an Annual Programme of major scrutiny inquiries as suggested by individual Overview and Scrutiny Committees following consideration of the Council Plan and priorities;
 - agreeing the establishment of any task & finish groups; and
 - considering overview and scrutiny development, working practices and constitutional arrangements.



2 Meeting Schedule

| Date | Item | Officer contact |
|---|--|---|
| 18 June 2021 at 10.00 am On-line Informal Meeting | Leader of the Council Work Programme | Rebecca Grant, Cabinet Support Officer |
| 09 July 2021 10.00 am On-line Informal Meeting | Update from CIPFA on Financial Management capability (Cllr Tristan Chatfield, Cabinet Member for Finance & Resources) Review of the Birmingham Business Charter for Social Responsibility | Jon Lawton, Cabinet Support Officer Rokneddin Shariat, Procurement Strategy and Development Mgr |
| 10 September 2021 10.00 am | Update from Cabinet Member on equalities and social cohesion City of Sanctuary Policy Statement 2018-22 – progress report | Marcia Wynter, Cabinet Support Officer Bethany Finch, Commissioning Manager |
| 24 September 2021 10.00 am Informal Meeting | Exempt Accommodation Inquiry Session | |
| 15 October 2021 10.00 am | Deputy Leader update <ul style="list-style-type: none"> • Customer services • Council Performance Plan • Digital inclusion / on-going broadband work | Mary Crofton, Cabinet Support Officer |
| 22 November 2021 10.00 am Informal Meeting | Future Parks Accelerator - City of Nature Discussion of draft exempt accommodation report | Hamira Sultan, Consultant Public Health Parks & Neighbourhoods Amanda Simcox, Scrutiny Officer |
| 10 December 2021 10.00 am | Electoral Update Customer Service Strategy | Rob Connelly, Assistant Director, Governance Wendy Griffiths, Assistant Director, Customer Services and Business Support |
| 21 January 2022 10.00am | Draft Financial Plan 2022-2026 – advanced consideration | Lisa Taylor, Head of City Finance |



| Date | Item | Officer contact |
|-----------------------------|---|---|
| 18 February 2022 10.00am | Customer Service Complaints Handling | Wendy Griffiths, Assistant Director, Customer Services and Business Support Deborah Cadman, Interim Chief Executive Darren Share, Assistant Director, Street Scene |
| 11 March 2021 10.00am | Customer Service Complaints Handling Exempt Accommodation Update | Wendy Griffiths, Assistant Director, Customer Services and Business Support Julie Griffin, Managing Director for City Housing Ian MacLeod, Director of Planning, Transport and Sustainability. Guy Chaundy, Housing Partnership Manager and Pilot Lead |
| 08 April 2021 10.00am | Annual Review of Scrutiny Framework | Christian Scade, Interim Head of Scrutiny and Committee Services |

3 Items to be Scheduled

- 3.1 Citizen engagement – overview
- 3.2 Covid-19 – review
- 3.3 Planning enforcement
- 3.4 Birmingham City of Nature Delivery Framework
 - To decide which Overview and Scrutiny Committee should be responsible for scrutinising the framework moving forwards.
 - Once decided, for the designated committee to receive a report in 12 months about the implementation of the framework.
- 3.5 City Council Procedures and Arrangements (May 2022 onwards)

4 Other Meetings

Informal Meetings

None scheduled



Call in

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

5 Forward Plan

5.1 Below is an extract of the Forward Plan, detailing those decisions relating to this Committee's remit.

| Ref No. | Title | Proposed Date of Decision |
|-------------|------------------------------------|---------------------------|
| 009031/2022 | DRAFT FINANCIAL PLAN 2022-202 | 08 Feb 22 |
| 009717/2022 | Digital Strategy 2022-24 | 22 March 22 |
| 009718/2022 | Digital City Programme and Roadmap | 26 April 22 |
| | | |

6 Scrutiny Reports to City Council

| O&S Committee | Report Title | Date for Council |
|------------------------|------------------------------|------------------|
| All | Scrutiny Business Report | March 2022 |
| Economy and Skills OSC | Council Owned Assets Inquiry | March 2022 |



Sustainability & Transport O&S Committee: Work Programme 2021/22

| | |
|---------------------------|--|
| Chair: | Cllr Liz Clements |
| Deputy Chair: | Cllr Julie Johnson-White |
| Committee Members: | Cllrs Zaker Choudhry, Mohammed Fazal, Eddie Freeman, Timothy Huxtable, Mike Leddy and Hendrina Quinnen. |
| Officer Support: | Ceri Saunders, Acting Group Overview & Scrutiny Manager (303 2786) Scrutiny Officer: Baseema Begum (303 1668) Committee Manager: Louisa Nisbett (303 9844) |

1 Meeting Schedule

| Date | What | Officer Contact / Attendees |
|---|---|---|
| 9th June 2021 (informal) 1 400 hours Online meeting Report Deadline: 1 st June | To discuss priorities for the 2021/22 work programme. | Scrutiny Office |
| 7th July 2021 1 400 hours BMI Main Hall Report Deadline: 28 th June | Cabinet Member for Transport & Environment – Annual Report & Priorities | Rose Horsfall, Cabinet Support Officer |
| 22nd September 2021 (informal) 1 400 hours Online meeting Report Deadline: 13 th Sept | Birmingham Tree Policy Inquiry – Tracking West Midlands Local Transport Plan Consultation E-scooters briefing | Simon Needle, Principal Arboriculturist David Harris and Alex Greatholder, Transport for West Midlands (TfWM) Ioanna Moscholidou and Kurt Sullivan Inclusive Growth Directorate |



| Date | What | Officer Contact / Attendees |
|--|--|---|
| <p>20th October 2021 1400 hours BMI Main Hall</p> <p>Report Deadline: 11th Oct</p> | <p>Restoring confidence in public transport</p> | <p>Transport for West Midlands; West Midlands Metro; National Express West Midlands; West Midlands Trains</p> |
| <p>17th November 2021 (informal) 1400 hours Online meeting</p> <p>Report Deadline: 8th Nov</p> | <p>Plastic Free Birmingham – Tracking</p> <p>Waste Disposal Procurement - update</p> <p>Priorities for the in-house Climate Change team</p> <p>Disinvestment in fossil fuels – Follow up on Motion to City Council with West Midlands Pension Fund representatives</p> | <p>Cllr John O’Shea, Cabinet Member for Street Scene and Parks and Darren Share, Assistant Director, Street Scene and Parks</p> <p>Cllr John O’Shea, Cabinet Member for Street Scene and Parks Darren Share, Assistant Director, Street Scene and Parks Michelle Climer, Contracts Manager</p> <p>Ellie Horwitch-Smith, Assistant Director Route to Zero Carbon</p> <p>Rachel Brothwood, Director of Pensions and Simon Taylor, Assistant Director – Pensions, West Midlands Pension Fund</p> |
| <p>15th December 2021 (informal) 1400 hours Online meeting</p> <p>Report Deadline: 6th Dec</p> | <p>Highways PFI Programme Maintenance update</p> <p>Car Free School Streets Pilot Scheme – A review of the pilot completed in March 2021 and future proposals</p> <p>City-Wide Electric Vehicle (EV) Charge Point Strategy</p> | <p>Kevin Hicks, Assistant Director, Highways & Infrastructure and Kamyar Tavassoli, Highways Services Manager</p> <p>Peter Edwards, Travel Demand Manager</p> <p>Sylvia Broadley, Specialist Energy Manager</p> |
| <p>19th January 2022 (informal) 1400 hours Online meeting</p> <p>Report Deadline: 10th Jan</p> | <p>Update on progress made with the development of the Clean Air Strategy</p> <p>Highways Management & Maintenance PFI contract - Update</p> | <p>Mark Wolstencroft, Operations Manager, Environmental Protection</p> <p>Kevin Hicks, Assistant Director, Highways & Infrastructure and Domenic De Bechi, PFI Contract Manager</p> |



| Date | What | Officer Contact / Attendees |
|--|---|--|
| 16th February 2022 1400 hours Committee Room C, Council House Extension, Margaret Street Report Deadline: 7 th Feb | Cabinet Member for Transport & Environment – Annual Report | Rose Horsfall, Cabinet Support Officer |
| 16th March 2022 1400 hours TBC Report Deadline: 7 th March | West Midlands Local Transport Plan (LTP) 5 Core Strategy consultation Flood Risk Management Annual Report | David Harris, Transport Strategy and Place Manager TfWM Adam Tranter, West Midlands Cycling & Walking Commissioner Kevin Hicks, Assistant Director, Highways & Infrastructure and Hannah Hogan, Flood Risk Manager |
| 18th May 2022 1400 hours TBC Report Deadline: 9 th May | TBC | |

2 Outstanding Tracking

| Inquiry | Outstanding Recommendations | Last Tracking |
|--------------------------------|-----------------------------|----------------|
| Birmingham Tree Policy Inquiry | R07 | September 2021 |
| Plastic Free Birmingham | R01, R02, R05, R06 & R07 | November 2021 |

3 Further work areas of interest/Work to be programmed

3.1 The following items could be scheduled into the work programme if members wish to investigate further:

- Improving the public realm to aid the cycling and walking offer and using the sustainability agenda to green-up areas including an update on the City of Nature Vision for Birmingham.
- DFT Active Travel Fund update including an update on e-scooters, West Midlands Bike Scheme, Places for People and Low Traffic Neighbourhoods (LTNs).
- Commonwealth Games (CWG) Sustainability Pledge (TBC)



- The West Midlands Combined Authority Transport Delivery Committee's work on Bus Strategy.
- Environmental, Public Open Space and Transport Issues within City Council Masterplans (i.e. Smithfield) and Urban Regeneration Frameworks.
- To continue to receive regular updates on the Waste Disposal Procurement Process from Cllr O'Shea, Cabinet Member for Street Scene and Parks.
- Clean Air Zone – Operational update (TBC)
- Public Highway issues: Parking/Grass verges/pavement parking – (information from previous sessions to be circulated to members when available).
- Update on the Birmingham Transport Plan as part of the Cabinet Member for Transport & Environment's annual update

4 Other Meetings

Call in Meetings

*None
scheduled*

Petitions

*None
scheduled*

Councillor Call for Action requests

*None
scheduled*

It is suggested that the Committee approve Wednesday at 1400 hours as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.

Contact Officers

Ceri Saunders, Acting Group Overview and Scrutiny Manager, ceri.saunders@birmingham.gov.uk – 0121 303 2786
Baseema Begum, Research & Policy Officer, baseema.begum@birmingham.gov.uk – 0121 303 1668



5 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Sustainability & Transport O&S Committee's remit. **Please note this is correct at the time of publication.**

| Reference | Title | Portfolio | Proposed Date of Decision |
|-------------|--|-------------------------|---------------------------|
| 008531/2021 | Highways and Infrastructure: Footway Crossings Policy and Information for Applicants | Transport & Environment | 22 Mar 2022 |
| 009142/2021 | A457 Dudley Road Improvement Scheme – Revised Main Scheme Full Business Case | Transport & Environment | 22 Mar 2022 |
| 009593/2022 | Transportation & Highways Capital Programme 2022/23 to 2027/28 | Transport & Environment | 22 Mar 2022 |
| 009840/2022 | Transport & Environment CAZ Funded Projects | Transport & Environment | 22 Mar 2022 |
| 009854/2022 | Use of Clean Air Zone revenues – creation of a clean air fund for Birmingham | Transport & Environment | 22 Mar 2022 |
| 009086/2021 | BCC Streetworks Permit Scheme | Transport & Environment | 26 Apr 2022 |
| 009445/2022 | City Centre Public Realm Improvement Scheme (CCPR) Full Business Case (FBC) phase 2 | Transport & Environment | 26 Apr 2022 |
| 009716/2022 | HS2 Curzon Station Enhanced Public Realm Project – FBC | Transport & Environment | 26 Apr 2022 |
| 009213/2021 | BMHT Dawberry Fields Road, Passivhaus Development | Homes & Neighbourhoods | 17 May 2022 |
| 008965/2021 | Renewal of Building Energy Management Systems | Leader | 17 May 2022 |
| 009892/2022 | The Birmingham Plan Issues and Options | Leader | 17 May 2022 |
| 009249/2021 | Street Naming and Numbering Policy Revision | Transport & Environment | 17 May 2022 |
| 009767/2022 | Whole House Retrofit Pilot | Homes & Neighbourhoods | 28 Jun 2022 |
| 007686/2020 | Historic Environment Supplementary Planning Document | Leader | 28 Jun 2022 |



Economy & Skills O&S Committee: Work Programme 2021/22

| | |
|---------------------------|--|
| Chair: | CLlr Saima Suleman |
| Deputy Chair: | CLlr Chaman Lal |
| Committee Members: | CLlrs Alex Aitken, Maureen Cornish, Peter Griffiths, Zaheer Khan, Simon Morrall and Darius Sandhu |
| Officer Support: | Ceri Saunders, Acting Group Overview & Scrutiny Manager (303 2786) Baseema Begum, Scrutiny Officer (303 1668) Errol Wilson, Committee Manager (675 0955) |

1 Meeting Schedule

| Date | What | Officer Contact / Attendees |
|--|--|---|
| 16th June 2021 (informal) 1 000 hours Online meeting | To discuss priorities for the 2021/22 work programme. | Scrutiny Office |
| 14th July 2021 (informal) 1 000 hours Online meeting Report deadline: 5 th July | Supporting the Economic Recovery from Covid-19 – jobs & skills & supporting SMEs | Maria Dunn, Head of Development Policy Ilgun Yusuf, Assistant Director, Skills & Employability |
| 15th September 2021 1 000 hours BMI Main Hall Report deadline: 6 th Sept | East Birmingham Inclusive Growth Strategy – update Update on Brexit | Mark Gamble, East Birmingham Development Manager Lloyd Broad, Head of European Affairs and Ozge Iskit, Interim Brexit Co-Ordinator |
| 6th October 2021 (informal) 1 000 hours Online meeting Report deadline: 27 th Sept | Redevelopment of Birmingham Smithfield and surrounding area Council support to businesses | Richard Brown, Timothy Brown, Inclusive Growth Directorate Mohammed Zahir, Head of Business Enterprise and Innovation |



| Date | What | Officer Contact / Attendees |
|---|--|---|
| <p>3rd November 2021 (informal) 1 000 hours Online meeting Report deadline: 25th Oct</p> | <p>Economic impacts on Birmingham's night-time economy (culture, leisure and hospitality sectors) of new residential developments (in relation to targets set in the Birmingham Development Plan)</p> | <p>Maria Dunn, Head of Development Policy</p> |
| <p>8th December 2021 (informal) 1 000 hours Online meeting Report deadline: 29th Nov</p> | <p>6-month assessment on the impact of the Clean Air Zone on businesses within the area</p> | <p>Stephen Arnold, Head of Clean Air Zone</p> |
| <p>5th January 2022 (informal) 1 000 hours Online meeting Report deadline: 23rd Dec</p> | <p>Cabinet Member for Education, Skills & Culture – Annual Skills Update</p> | <p>Cllr Jayne Francis, Cabinet Member for Education, Skills & Culture Illgun Yusuf, Assistant Director, Skills & Employability</p> |
| <p>2nd February 2022 (informal) 1 000 hours Online meeting Report deadline: 24th Jan</p> | <p>The role of property management, highways and regeneration policies and impact of highways work in relation to the Council's approach to small businesses and small business cooperatives</p> <p>Digital City Programme and Roadmap</p> | <p>Kevin Hicks, Assistant Director, Highways & Infrastructure Mohammed Zahir, Head of Business Enterprise & Innovation Rebecca Farr, Development Planning Manager Ian Chaplin, Head of Investment Property Management, Naomi Griffin, Property Asset Management and Income Manager</p> <p>Dr Peter Bishop, Director, Digital and Customer Services and Raj Mack, Head of Business Engagement, Digital and Customer Services</p> |
| <p>2nd March 2022 1 000 hours Venue: TBC Report deadline: 21st Feb</p> | <p>Understanding Planning Enforcement: existing practices, enforcement policies and procedures</p> <p>East Birmingham Inclusive Growth Strategy – update</p> | <p>Councillor Ian Ward, Leader Simon Delahunty-Forrest, Assistant Director, Development James Wagstaff, Head of Enforcement & Planning Technicians</p> <p>Mark Gamble, East Birmingham Development Manager</p> |



| Date | What | Officer Contact / Attendees |
|--|-----------|-----------------------------|
| 27 th April 2022 1000 hours Venue: TBC Report deadline: 18 th April | CANCELLED | |

2 Other Meetings

| | |
|-------------------------------------|-----------------------|
| Call in Meetings | <i>None scheduled</i> |
| Petitions | <i>None scheduled</i> |
| Councillor Call for Action Requests | <i>None scheduled</i> |

- 2.1 It is suggested that the Committee approve Wednesday at 1000 hours as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.

3 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Economy & Skills O&S Committee's remit. **Please note this is correct at the time of publication.**

| Reference | Title | Portfolio | Proposed Date of Decision |
|-------------|---|-------------------------|---------------------------|
| 009717/2022 | Digital Strategy 2022-24 | Deputy Leader | 22 Mar 2022 |
| 007884/2020 | Proposed Compulsory Purchase Order – Digbeth & Allison Street Birmingham for the Beorma Quarter Development | Leader | 22 Mar 2022 |
| 009552/2022 | Proposed Compulsory Purchase Order – Princip Street Development | Leader | 22 Mar 2022 |
| 009664/2022 | Disposal of Council Owned Land at Bordesley Park | Leader | 22 Mar 2022 |
| 009854/2022 | Use of Clean Air Zone revenues – creation of a clean air fund for Birmingham | Transport & Environment | 22 Mar 2022 |
| 009718/2022 | Digital City Programme and Roadmap | Deputy Leader | 26 Apr 2022 |
| 009663/2022 | Promotion of Council Owned Land within Bromsgrove | Leader | 26 Apr 2022 |



| Reference | Title | Portfolio | Proposed Date of Decision |
|-------------|--|-------------------------|---------------------------|
| 009685/2022 | Adoption of Supplementary Planning Documents: Houses in Multiple Occupation and Large-scale Purpose-built Shared Accommodation | Leader | 26 Apr 2022 |
| 009445/2022 | City Centre Public Realm Improvement Scheme (CCPR) Full Business Case (FBC) phase 2 | Transport & Environment | 26 Apr 2022 |
| 09716/2022 | HS2 Curzon Station Enhanced Public Realm Project – FBC | Transport & Environment | 26 Apr 2022 |
| 009239/2021 | Disposal of Murdoch and Pitman, Birmingham, 153 - 161 Corporation Street, Birmingham | Leader | 17 May 2022 |
| 009892/2022 | 009892/2022 The Birmingham Plan Issues and Options Document Consultation | Leader | 17 May 2022 |
| 007686/2020 | Historic Environment Supplementary Planning Document | Leader | 28 Jun 2022 |
| 009407/2022 | Enterprise Zone Investment Plan 2022 | Leader | 26 Jul 2022 |



Health & Social Care O&S Committee: Work Programme 2021/22

| | |
|---------------------------|---|
| Chair: | Cllr Mick Brown |
| Deputy Chair: | Cllr Safia Akhtar |
| Committee Members: | Debbie Clancy, Peter Fowler, Mohammed Idrees, Ziaul Islam, Rob Pocock and Paul Tilsley |
| Officer Support: | Scrutiny Officer: Gail Sadler (303 1901) / Ceri Saunders (303 2786) Committee Manager: Errol Wilson (675 0955) |

1 Meeting Schedule

| Date | Agenda Item | Officer Contact / Attendees |
|---|---|---|
| 15th June 2021 1 000 hours Committee Room Via Microsoft Teams Report Deadline: 3 rd June | Work Programming Session | John Williams, Adult Social Care; Bal Kaur, Adult Social Care; Simon Furze/Adib Qassim, Citizen Involvement Team; Dr Justin Varney/Dr Marion Gibbon, Public Health; Maria Gavin, Adult Social Care; Andy Cave, Healthwatch. |
| Friday 23rd July 2021 1 000 hours BMI Main Hall Report Deadline: 15th July | Appointment of Deputy Chair and membership of JHOSCs Public Health Update Update on the Reopening of Day Centres Q4 Adult Social Care Performance Monitoring Healthwatch Birmingham Annual Report | Julia Duke-Macrae, Consultant in Public Health John Williams, Assistant Director, Adult Social Care Maria Gavin, Assistant Director, Adult Social Care Andy Cave, CEO, Healthwatch Birmingham. |



| Date | Agenda Item | Officer Contact / Attendees |
|---|---|--|
| <p>21st September 2021 1 000 hours BMI Main Hall</p> <p>Report Deadline: 9th September</p> | <p>Period Poverty and Raising Period Awareness - Tracking Report</p> <p>Adult Social Care Performance Monitoring Q1</p> <p>Citizen Involvement Session: Delayed Transfers of Care/Early Intervention Programme</p> | <p>Dr Marion Gibbon, Assistant Director, Public Health.</p> <p>John Williams, Assistant Director, Adult Social Care</p> <p>Amanda Jones, Head of Service, (Operations & Partnerships); Andrew Marsh, Head of Service (Early Intervention); June Marshall, Citizen Involvement Manager.</p> |
| <p>19th October 2021 1 000 hours BMI Main Hall</p> <p>Report Deadline: 7th October</p> | <p>Forward Thinking Birmingham</p> <p>Infant Mortality – Tracking Report</p> <p>Flu Vaccination Uptake and Covid Booster Vaccination Update</p> <p>Access to Primary Care</p> | <p>Elaine Kirwan, Deputy Chief Nurse, Mental Health Services/FTB</p> <p>Councillor Paulette Hamilton, Cabinet Member for Health and Social Care / Dr Marion Gibbon, AD Public Health.</p> <p>Paul Sherriff / Lisa Maxfield, BSol CCG.</p> <p>Paul Sherriff / Lisa Maxfield / Michelle Williams, BSol CCG</p> |
| <p>16th November 2021 1 000 hours BMI Main Hall</p> <p>Report Deadline: 4th November</p> | <p>Cabinet Member for Health and Social Care – Adult Social Care Update</p> <p>Birmingham Substance Misuse Recovery System (CGL)</p> <p>Citizen Involvement Session: Direct Payments</p> | <p>Councillor Paulette Hamilton, Cabinet Member for Health and Social Care; Professor Graeme Betts</p> <p>Karl Beese, Commissioning Manager, Adult Public Health Services, Mary Orhewere, Partnerships Insights & Prevention.</p> <p>John Williams, Assistant Director, Adult Social Care; June Marshall, Citizen Involvement Manager.</p> |



| Date | Agenda Item | Officer Contact / Attendees |
|---|---|---|
| <p>21st December 2021 1 000 hours BMI Main Hall</p> <p>Report Deadline: 9th December</p> | <p>Birmingham (“Boots”) Urgent Treatment Centre – Case for Change</p> <p>Integrated Care System Update:</p> <ul style="list-style-type: none"> • ‘Place’ • West Birmingham <p>Birmingham Safeguarding Adults Board Annual Report</p> <p>Adult Social Care Performance Monitoring Q2</p> | <p>Dr Richard Mendelsohn, Chief Medical Officer, BSol CCG; Helen Kelly, Director of Acute and Community Integration, BSol CCG.</p> <p>Professor Graeme Betts, Corporate Director for Adult Social Care</p> <p>Cherry Dale, Independent Chair of the Birmingham Safeguarding Adults Board</p> <p>Maria Gavin, Assistant Director, Adult Social Care.</p> |
| <p>25th January 2022 1 000 hours BMI Main Hall</p> <p>Report Deadline: 6th January</p> | <p>Covid 19 Update</p> <p>Health and Wellbeing Board Update</p> <p>Interim Report on the Evaluation of Preparation for Adulthood</p> | <p>Dr Justin Varney, Director of Public Health</p> <p>Gary Kerridge, Research Fellow, University of Warwick; Caroline Nevan, Head of Preparation for Adulthood.</p> |
| <p>15th February 2022 1 000 hours BMI Main Hall</p> <p>Report Deadline: 3rd February</p> | <p>Birmingham Sexual Health Services – Umbrella (UHB)</p> <p>Period Poverty and Raising Period Awareness – Tracking Report</p> <p>Pershore Road Residential Mental Health Rehabilitation Unit</p> | <p>Karl Beese, Commissioning Manager, Adult Public Health Services, Dr Marion Gibbon, AD, Public Health.</p> <p>Dr Marion Gibbon / Jo Bradley, Public Health</p> <p>Joanne Carney, Birmingham and Solihull CCG John Barstow, Birmingham MIND Martin Luke, Birmingham and Solihull Mental Health Foundation Trust</p> |



| Date | Agenda Item | Officer Contact / Attendees |
|--|---|---|
| <p>29th March 2022 1000 hours BMI Main Hall</p> <p>Report Deadline:17th March</p> | <p>Cabinet Member for Health and Social Care - Public Health Update.</p> <p>Neighbourhood Network Scheme</p> <p>Adult Social Care Performance Monitoring Q4</p> | <p>Councillor Paulette Hamilton, Cabinet Member for Health & Social Care; Dr Justin Varney, Director of Public Health.</p> <p>Louise Collett, AD Commissioning, Adult Social Care; Kalvinder Kohli, Service Lead, CCoE, Adult Social Care.</p> <p>Maria Gavin, Assistant Director, Adult Social Care.</p> |
| <p>19th April 2022 1000 hours BMI Main Hall</p> <p>Report Deadline:7th April</p> | | |

2 Work to be programmed/Further work areas of interest

2.1 The following items could be scheduled into the work programme if members wish to investigate further:

- Weight Management – Dr Justin Varney
- Triple Zero Strategy – Outcome of Consultation – Dr Justin Varney
- Annual Review of the Adult Social Care Vision & Delivery Plan 2020-2024
- BLACHIR Project - Black African and Caribbean Health Inequalities – Dr Justin Varney
- Statistical Update on the Life Expectancy Data for the City – Dr Justin Varney
- Access to NHS Dentistry – Andy Cave, Healthwatch Birmingham
- Feedback from Care Homes – Andy Cave, Healthwatch Birmingham
- Health Inequalities in Birmingham – Councillor John Cotton / Andy Cave
- Access to Primary Care – Paul Sherriff (Municipal Year 2022/23)
- Mental Health and Wellbeing
 - Update on the Mental Health and Wellbeing of the Population Post-Covid – Dr Justin Varney
 - Access to Mental Health Services – Andy Cave, Healthwatch Birmingham.



3 Chair & Committee Visits

| Date | Organisation | Contact |
|------|--------------|---------|
| | | |
| | | |

4 Inquiry

| | |
|---------------------|--|
| Title: | |
| Lead Member: | |
| Inquiry Members: | |
| Evidence Gathering: | |
| Drafting of Report: | |
| Report to Council: | |

5 Councillor Call for Action requests

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6 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Health and Social Care O&S Committee's remit. **Please note this is correct at the time of publication.**

| Reference | Title | Portfolio | Proposed Date of Decision |
|-------------|--|------------------------|---------------------------|
| 005730/2018 | Sport and Leisure Transformation – Wellbeing Service | Health and Social Care | 28 Jun 22 |



7 Joint Birmingham & Sandwell Scrutiny Committee Work

| Members | Cllrs Safia Akhtar, Mick Brown, Debbie Clancy, Ziaul Islam, Paul Tilsley. | |
|---|--|--|
| Meeting Date | Key Topics | Contacts |
| 4 th November 2021 @ 2.00pm Sandwell | <p>JHOSC Terms of Reference</p> <p>Black Country Chronic Kidney Disease and Birmingham Fastrack</p> <p>Primary Care Networks in Sandwell and West Birmingham Update</p> <p>Status Report on Waiting Times for Elective Treatment</p> | <p>Kieran Caldwell, West Midlands Commissioning Unit, NHS England</p> <p>Carla Evans, Head of Primary Care, SWBCCG</p> <p>Richard Beeken, Interim Chief Executive, Sandwell and West Birmingham Hospitals NHS Trust.</p> |
| 24 th February 2021 @ 2.00pm Birmingham Report Deadline: 16 th February | <p>Midland Metropolitan University Hospital Update</p> <ul style="list-style-type: none"> Clinical Pathways <p>Provider Trust Collaboration Update</p> <p>Transition of West Birmingham</p> <p>Delivering Solid Tumour Oncology Cancer Services for Sandwell and West Birmingham Update - Briefing Note</p> | <p>Richard Beeken, Interim Chief Executive, Sandwell and West Birmingham Hospitals NHS Trust.</p> <p>Richard Beeken, Interim Chief Executive, Sandwell and West Birmingham Hospitals NHS Trust.</p> <p>TBC</p> <p>Kieren Caldwell, West Midlands Commissioning Unit, NHS England</p> |
| April 2022 @ 2.00pm Sandwell | | |
| TBA | MMUH visit for JHOSC members | |
| TBA | MMUH – All Members Briefing | |



8 Joint Birmingham & Solihull Scrutiny Committee Work

| Members | Cllrs Mick Brown, Peter Fowler, Deborah Harries, Mohammed Idrees and Rob Pocock. | |
|---|--|---|
| Meeting Date | Key Topics | Contacts |
| 10 th June 2021 2.00pm Birmingham Via Microsoft Teams Report Deadline: 2 nd June 2021 | <ul style="list-style-type: none"> • JHOSC Terms of Reference • UHB NHS Trust's Performance during the Covid-19 Pandemic and Recovery of Services. • Birmingham and Solihull System Operational Planning 2021/22 • Birmingham and Solihull ICS Financial Planning 21/22 • Post-COVID Syndrome ('Long COVID') Rehabilitation • Goodrest Croft Surgery Closure | Jonathan Brotherton, Chief Operating Officer, UHB Harvir Lawrence; Lesa Kingham. Paul Athey, Chief Finance Officer, BSol CCG; David Melbourne, System Finance Lead Claire Underwood; Joanne Williams. Paul Sherriff; Michelle Williams. |
| 29 th September 2021 @ 6.00pm Solihull | <ul style="list-style-type: none"> • NHS 111 First Update • Birmingham and Solihull ICS Financial Planning 21/22 Update • Access to Primary Care • Update on Post-COVID Syndrome ('Long COVID') Rehabilitation | Helen Kelly, Associate Director of Integration (Urgent Care/Community), BSol CCG Paul Athey, Chief Finance Officer, BSol CCG; David Melbourne, System Finance Lead Paul Sherriff, BSol CCG; Andy Cave, CEO, Healthwatch Birmingham and Healthwatch Solihull. Jo Williams, CEO, The Royal Orthopaedic Hospital. |



| | | |
|---|--|---|
| <p>2nd December 2021 @ 2.00pm Birmingham</p> <p>Report Deadline: 17th November</p> | <ul style="list-style-type: none"> • UHB NHS Foundation Trust – Staff Mental Health and Wellbeing Data • Birmingham and Solihull ICS Financial and Planning Update, and Multi Year System Recovery Plan • ICS Update and the Role of Scrutiny | <p>Lisa Stalley-Green, Chief Nurse, UHB.</p> <p>Paul Athey, ICS Finance Lead</p> <p>David Melbourne, Interim Designate Chief Executive</p> |
| <p>10th March 2022 @ 4.00pm Solihull</p> | <ul style="list-style-type: none"> • Birmingham and Solihull ICS Financial Planning Update • UHB Restoration and Recovery of Services Update • ICS and the Role of Scrutiny | <p>Paul Athey, ICS Finance Lead</p> <p>Jonathan Brotherton, Chief Operating Officer, UHB</p> <p>David Melbourne, Interim Designate Chief Executive</p> |
| <p>ITEM DEFERRED TO BE SCHEDULED</p> | <ul style="list-style-type: none"> • Update on Post-COVID Syndrome ('Long COVID') Rehabilitation • Phase 2, Musculoskeletal Redesign Programme | <p>Ben Richards, Chief Operating Officer, Birmingham Community Healthcare NHS Foundation Trust.</p> <p>Marie Peplow, Chief Operating Officer, The Royal Orthopaedic Hospital.</p> |



Housing and Neighbourhoods O&S Committee: Work Programme 2021/22

| | |
|---------------------------|--|
| Chair: | Councillor Kate Booth |
| Deputy Chair: | Councillor Marje Bridle |
| Committee Members: | Councillors Deirdre Alden, Roger Harmer, Mahmood Hussain, Mary Locke, Mike Sharpe and Ken Wood |
| Officer Support: | Scrutiny Team: Christian Scade (303 1731) and Jayne Bowles (303 4810) Committee Manager: Mandeep Marwaha (303 5950) |

1 Terms of Reference

To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning housing; waste management; neighbourhood management; parks and allotments; localisation; bereavement services and community safety.

This Committee shall be the Crime and Disorder Committee (Police and Justice Act 2006).

2 Meeting Schedule

| Date | Item | Officer Contact / Attendees |
|--|--|---|
| 17 June 2021 1400 hours Deadline for reports: 8 June | Localisation Update | Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit |
| | Work Programme Discussion | Emma Williamson/Jayne Bowles, Scrutiny Office |
| 8 July 2021 1400 hours Deadline for reports: 29 June | Performance Monitoring | Mira Gola, Head of Business Improvement and Support |
| | Progress Report on Implementation: Reducing Fly-tipping Street Litter Bins | Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene |



| | | |
|--|--|---|
| 23 September 2021 1400 hours Deadline for reports: 14 September | Cabinet Member for Homes and Neighbourhoods | Marcia Wynter, Cabinet Support Officer |
| | Localisation Update | Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit |
| 14 October 2021 1400 hours Deadline for reports: 5 October | Housing Repairs and Capital Investment Voids (process and turnaround times) Tenant Engagement Review | Julie Griffin, Managing Director of City Housing/John Jamieson, AD of City Housing Management/Louise Fletcher, Senior Service Manager |
| | Performance Monitoring | Mira Gola, Head of Business Improvement and Support |
| 11 November 2021 1400 hours Deadline for reports: 2 November | Annual Report of the Birmingham Community Safety Partnership (to include update on PSPOs) | Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience |
| | Begging (numbers, causes and effects) | Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience |
| | Progress Report on Implementation: Reducing Fly-tipping | Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene |
| 16 December 2021 1400 hours Deadline for reports: 7 December *Meeting Cancelled* | Informal Meeting held to discuss work programme and inquiry on Developing a Litter Bins Policy | |
| 27 January 2022 1400 hours Deadline for reports: 18 January | Localisation Update | Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit/Marcia Wynter, Cabinet Support Officer |
| | Performance Monitoring | Mira Gola, Head of Business Improvement and Support, City Housing/Jonathan Antill, Head of Business Improvement and Support, City Operations |



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|---|---|---|
| 17 February 2022 1400 hours Deadline for reports: 8 February | Progress Report on Implementation: Reducing Fly-tipping | Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene |
| | Tenant Engagement Review – outcomes and recommendations | John Jamieson, Acting AD, Housing Management/Louise Fletcher, Senior Service Manager, Tenant Engagement |
| 10 March 2022 1400 hours Deadline for reports: 1 March | Bereavement Services | Paul Lankester, AD, Regulation and Enforcement |
| 14 April 2022 1400 hours Deadline for reports: 5 April *Meeting Cancelled* | | |

3 Items to be programmed

- 3.1 Voids – further work and proposal for visits to RSLs
- 3.2 Tenant Engagement Review – quarterly updates on progress against action plan when developed

4 Outstanding Tracking

| Inquiry | Outstanding Recommendations |
|----------------------|-----------------------------|
| Reducing Fly-tipping | R01 and R03 |

5 Other Meetings

Inquiry: Developing a Litter Bins Policy

- 23 September 2021: Informal scoping session
- 16 December 2021: Informal session with Cabinet Member and AD, Street Scene
- 13 January 2022: Informal session with Bradford MDC
- 17 February 2022: Informal session with Knowsley Council

Call in Meetings

None scheduled

Petitions

None scheduled



Councillor Call for Action requests

None scheduled

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

6 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Housing and Neighbourhoods O&S Committee's remit.

| Cabinet Member for Homes and Neighbourhoods | | |
|--|---|-----------|
| 009665/2022 | Housing Revenue Account – Business Plan/Rent Setting Capital Investment | 08 Feb 22 |
| 009258/2021 | Private Rented Sector Strategy | 01 Mar 22 |
| 009750/2022 | Proposed Selective Licensing Scheme | 01 Mar 22 |
| 009563/2022 | Kings Norton Extension Primrose 2 | 22 Mar 22 |
| 009489/2022 | Pool Farm / Shannon Road Contract Award and Revised FBC | 26 Apr 22 |
| 008759/2021 | Working in Partnership with the Alderson Trust | 17 May 22 |
| 008859/2021 | Building Birmingham – Long Nuke Road Development | 17 May 22 |
| 009213/2021 | BMHT Dawberry Fields Road, Passivhaus Development | 17 May 22 |
| 009647/2022 | Supported Housing Strategy | 28 Jun 22 |
| 009767/2022 | Whole House Retrofit Pilot | 28 Jun 22 |
| Cabinet Member for Social Inclusion, Community Safety and Equality | | |
| 009841/2022 | Refurbishment of Yardley Crematorium | 01 Mar 22 |
| 009842/2022 | Extension of King's Norton Cemetery | 01 Mar 22 |



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|---|--|-----------|
| Cabinet Member for Street Scene and Parks | | |
| 007349/2020 | Waste Vehicle Replacement Programme | 22 Mar 22 |
| 009797/2022 | Revised Full Business Case & Tender Strategy for Ward End Park Lakeside Renewal (Dolphin Centre) Project | 22 Mar 22 |
| Cabinet Member for Vulnerable Children and Families | | |
| 009542/2022 | Acceleration of City Housing Transformation to enable reduction in Temporary Accommodation – update | 08 Feb 22 |
| 009534/2022 | Complete Review of the Housing Allocation Policy | 22 Mar 22 |
| 009899/2022 | Homelessness Reduction New Burdens Grant Funding Acceptance and Expenditure | 17 May 22 |
| Leader | | |
| 009281/2021 | Adoption of Perry Barr 2040: A Vision for Legacy Masterplan and endorsement of the Perry Barr 2040 Delivery Plan | 08 Feb 22 |
| 009685/2022 | Adoption of Supplementary Planning Documents: Houses in Multiple Occupation and Large-scale Purpose-built Shared Accommodation | 26 Apr 22 |



Commonwealth Games, Culture & Physical Activity O&S Committee: Work Programme 2021/22

| | |
|---------------------------|---|
| Chair: | Cllr Mariam Khan |
| Deputy Chair: | Cllr Gurdial Singh Atwal |
| Committee Members: | Cllrs: Mohammed Azim, Morriam Jan, John Lines, Yvonne Mosquito, Ron Storer and Martin Straker Welds |
| Officer Support: | Acting Group O&S Manager: Ceri Saunders (303 2786) Scrutiny Officer: Amanda Simcox: (675 8444) Committee Manager: Louisa Nisbett (303 9844) |

1 Terms of Reference

- 1.1 'To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning the Commonwealth Games; arts and culture; libraries and museums; sport; events and physical activity'.

2 Members Proud Host City Forum

- 2.1 Elected Members are also invited to attend the Members Proud Host City Forum. This is an informal group meeting open to all Elected Members. Guest speakers from across Commonwealth Games (CWG) partnership are invited, alongside officers from the council. Dates and topics:

- 20 May 2021 at 17:30 - 18:30. Topic: CWG volunteering. Andrew Newman, Laura Easton and Lee Marsham from the Organising Committee (OC) were guest speakers.
- 24 June 2021 at 17:45 - 18:30. Topic: CWG tickets. Elizabeth Howells, from the OC was the guest speaker.
- 15 July 2021 at 17:30 - 18:30. Topics: Birmingham 2022 update (Lee Marsham, OC), Creative City Grants (Lydia Harrington, OC), and Perry Barr Regeneration (Rebecca Farr, BCC).
- 23 Sep 2021 at 17:30 – 18.30. Topics: Birmingham 2022 updates (Lee Marsham, OC), and West Midlands Police community engagement (Donna Jones and Helen Thompson West Midlands Police).
- 21 Oct 2021 at 17:30 – 18.30. Topics: Queen's Baton Relay (Rose Jackson, Birmingham 2022), Birmingham 2022 'Look Book' (Dan Tomlinson, Birmingham City Council).



3 Meeting Schedule

3.1 Below is the list of committee dates and items. However, Members may want to use some of these dates for other things, such as visits and informal briefings etc.

| Date & Time (1.30pm) | Items | Officers / Attendees |
|--|--|---|
| 8 June 2021 @12.30 Informal Meeting | Commonwealth Games: Safety, Resilience and Health Protection Workshop Future Work Programme Discussion | Jonathan Tew, CWG Legacy Lead & Assistant Chief Executive; Waqar Ahmed, AD, Community Safety and Resilience; Michael Enderby, Head of Resilience; Dr Mary Orhewere, AD, Environmental PH and Health Protection & Janet Bradley on behalf of Mark Croxford, Head of Environmental Health |
| 28 July 2021 @ 2.30pm, On-line Report Deadline: 5 July 2021 | CWG: City Operations Directorate Building the stadium and involved in City Readiness for matters such as parks Above and beyond core games deliverables: <ul style="list-style-type: none"> • What is the City Operations Directorate doing to exploit the opportunity presented by the CWG • What is Street Scene doing to exploit the opportunity presented by the CWG • What are Regulations and Enforcement doing to exploit the opportunity presented by the CWG | Rob James, Managing Director, City Operations Directorate, Paul Lankester, AD, Regulation and Enforcement, Chris Jordan, AD, Neighbourhoods, Kevin Hicks, AD, Highways and Infrastructure, and Darren Share, AD, Street Scene |



| Date & Time (1.30pm) | Items | Officers / Attendees |
|---|---|--|
| | CWG: City Housing Directorate What is the Housing Directorate doing to exploit the opportunity presented by the CWG | John Jamieson, Head of Service for Housing Management, Mumtaz Mohammed, Programme Manager, Inclusive Growth, Marcia Bell, Service Manager, Housing Temporary Accommodation, and Guy Chaundy, Housing Modernisation & Partnership Manager |
| | CWG: Human Resources Department Above and beyond core games deliverables: What if anything is HR doing to exploit the opportunity presented by the CWG. | Amarjit Sahota, Culture Change Manager, Human Resources |
| 15 September 2021 at the BMI Report Deadline: 6 Sep 2021 | CWG: Adult Social Care Directorate Involved in Legacy? Above and beyond core games deliverables: <ul style="list-style-type: none"> • What if anything is Adult Social Care doing and/or commissioning to exploit the opportunity presented by the CWG | Maria Gavin, AD, Quality and Improvement, Adult Social Care (Donna Nock PA) |
| | CWG: Children's Trust <ul style="list-style-type: none"> • Opportunities for Children in Care and Care Leavers | Jake Shaw, Head of Service, Rights and Participation and Corporate Parenting and Alex Hillman, Corporate Parenting and Partnerships Coordinator |



| Date & Time (1.30pm) | Items | Officers / Attendees |
|---|---|---|
| <p>6 October 2021 On-line</p> <p>Report Deadline: 27 Sep 2021</p> | <p>CWG: Education and Skills Directorate</p> <p>Involved in Legacy?</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> • What is Education and Skills doing to exploit the opportunities presented by the CWG • What if anything is Education and Skills looking to do with Birmingham Schools related to the CWG • What if anything is Education and Skills doing with relation to the Virtual School and Commonwealth Games • What if anything is Education and Skills doing with relation to SEND and the CWG • What if anything is Education and Skills looking to do with Early Years and the CWG • What if anything is Education and Skills looking to do with employability and the CWG | <p>Kevin Crompton, Interim Director, Education and Skills</p> |



| Date & Time (1.30pm) | Items | Officers / Attendees |
|-------------------------------------|---|--|
| | <p>CWG: Inclusive Growth Directorate</p> <p>Involved in City Readiness Matters such as transport, public realm, still building the PBRS</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> • What is the Inclusive Growth Directorate doing to exploit the opportunity presented by the CWG • What is the Planning department doing to exploit the opportunity presented by the CWG • What is Transport and Connectivity doing to exploit the opportunity presented by the CWG • What is Highways and Infrastructure doing to exploit the opportunity presented by the CWG • What is Housing and Planning doing to exploit the opportunity presented by the CWG | <p>Ian MacLeod, Acting Director (Louise O'Neill, Business Support Manager) and Rebecca Farr, Development Planning Manager – North & West Birmingham Inclusive Growth</p> |
| 22 October 2021 | A joint visit to the Alexander Stadium | Cllr Mariam Khan and Cllr Gurdial Singh Atwal attended |
| 3 November 2021 at 12.00 | A visit the Organising Committee's volunteer selection centre, based at the Library of Birmingham | Cllr Mariam Khan attended |



| Date & Time (1.30pm) | Items | Officers / Attendees |
|--|--|---|
| <p>3 November 2021 On-line</p> <p>Report Deadline: 25 Oct 2021</p> | <p>CWG: Council Management Directorate</p> <p>HR (Darren Hockaday), Digital & Customer Services (Peter Bishop), Legal & Democratic (Suzanne Dodd), Finance (Sara Pitt), Audit (Sarah Dunlavey) Development & Commercial (Alison Jarrett), and Steve Sandercock) Procurement</p> <p>Looking after games finances, legal and procurement matters, and council governance matters</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> • What is the Finance and Governance doing to exploit the opportunity presented by the CWG • What is Commercial doing to exploit the opportunity presented by the CWG | <p>Becky Hellard, Director of Council Management Directorate; (Manjit Sabbharwal PA), Alison Jarrett, AD, Development & Commercial; Sara Pitt, AD, Finance and Governance; Connie Price, Head of Service, Finance and Governance; Amarjit Sahota, Culture Change Manager, HR; Satinder Sahota, Assistant City Solicitor; Craig Scriven, AD, Organisational Development; Sushil Thobhani, HOS, Finance and Governance; and Sharan Varaitch, Culture Change Officer</p> |
| | <p>CWG: Digital and Customer Services, Council Management Directorate</p> <p>Assisting the Programme with IT systems.</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> • What is the Digital and Customer Services Directorate doing to exploit the opportunity presented by the CWG • What is the IT department doing to exploit the opportunity presented by the CWG • What is Revenue and Benefits doing to exploit the opportunity presented by the CWG • What is Customer Services doing to exploit the opportunity presented by the CWG | <p>Cllr Brigid Jones, Deputy Leader and Dr Peter Bishop, Director for Digital & Customer Services (Freya Lane PA)</p> |
| | <p>CWG: Regulation and Enforcement, City Operations Directorate</p> | <p>Paul Lankester, Interim AD, Regulation & Enforcement</p> |



| Date & Time (1.30pm) | Items | Officers / Attendees |
|--|---|---|
| | | City Operations Directorate (Kerry Timbrell, PA) |
| 8 December 2021 – On-line Report Deadline: 29 Nov 201 | CWG: Street Scene | Rob James, Managing Director, City Operations Directorate and Darren Share, AD, Street Scene |
| 12 January 2022 – On-line Report Deadline: 3 Jan 2022 | Get Set for the Games This is the overarching campaign that will ensure the city and region can continue to function and thrive in the lead up to, and during, the Birmingham 2022 Commonwealth Games. | Rachel Dixon, Programme Engagement Deputy Lead and Sarah Boundy, Engagement Lead - Birmingham 2022 Commonwealth Games, BCC |
| | Workshop for the Queen’s Baton Relay | Robyn Beebe, QBR Lead - Birmingham 2022 Commonwealth Games and Olivia McLean City Readiness - Operations Advisor, CWG 2022 |



| Date & Time (1.30pm) | Items | Officers / Attendees |
|---|--|--|
| <p>9 February 2022</p> <p>Committee Room C, Margaret Street</p> <p>Report Deadline: 31 Jan 2022</p> | <p>Commonwealth Games Legacy</p> <p>Creative City Grants Programme – Lydia Harrington, Creative City Grants Manager, Birmingham 2022 OC</p> <p>Bring the Power Youth Programme – Adam Stokes and James Grinstead, Birmingham 2022 OC (these 3 need to leave by 2:50pm)</p> <p>Stronger Communities Grants Programme – Suwinder Hundal, Head of Equalities, BCC</p> <p>Celebrating Communities – Cat Orchard, Head of Community Partnerships, BCC</p> <p>Physical Activity – Cat Orchard, Head of Community Partnerships, BCC</p> | <p>Graeme Betts, Director for Adults Social Care & Legacy Lead</p> |
| <p>16 March 2022</p> <p>Report Deadline: 7 Mar 2022</p> | <p>10.00 – 12.00: Commonwealth Games Update</p> <p>12.15 – 13.15: A visit to the Council House so Members can see the progress and the arrangements for the Commonwealth Games</p> | <p>Cllr Ian Ward, Leader, and Craig Cooper, Programme Director</p> <p>Philip Andrews, Head of Operational Property Management, Leigh Remington, Project Lead for Acivico, Martin Painter, Council House Manager, and Andrew Slattery, Programme and Change Mgr, CWG 2022</p> |
| <p>6 April 2022</p> <p>Report Deadline: 28 Mar 2022</p> | <p>tbc</p> | <p>tbc</p> |



4 Other Meetings

Call in Meetings:

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

It is suggested that the Committee approves Wednesday at 1.30pm as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.

5 Report(s) to City Council

- 5.1 Community Engagement in CWG was put on hold due to Covid and instead an end of year report on the work of the Committee regarding the Commonwealth Games 2022 will be presented to City Council in March 2022.

6 Forward Plan for Cabinet Decisions

- 6.1 The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Commonwealth Games, Culture and Physical Activity O&S Committee's remit.

| ID Number | Title | Proposed Date of Decision | Date of Decision |
|------------------|--|----------------------------------|-------------------------|
| 008307/2021 | Perry Barr Regeneration Scheme – Full Business Case Update | 27 Jul 21 | 27 Jul 21 |
| 008869/2021 | Creating a City of Nature for Birmingham | 07 Sep 21 | |
| 009408/2022 | 25 Year City of Nature Delivery Framework | 08 Feb 22 | |
| 009052/2021 | Permission to apply for funding to the DCMS Museum Estate and Development Fund | 07 Sep 21 | 07 Sep 21 |
| 005730/2018 | Sport and Leisure Transformation - Wellbeing Service | 28 Jun 22 | |
| 009020/2021 | Major Sporting Events Strategy 2022-2032 | - | 27 Jul 21 |
| 009673/2022 | Museums Services Contract and Lease 2022-26 | 08 Feb 22 | |
| 009674/2022 | Commissioning of Cultural Activities 2022-23 | 08 Feb 22 | |



Education and Children's Social Care O&S Committee: Work Programme 2021–2022

| | |
|---------------------------|--|
| Chair: | Cllr Narinder Kaur Kooner |
| Deputy Chair: | Cllr Kerry Jenkins |
| Committee Members: | Cllrs: Olly Armstrong, Charlotte Hodivala, Katherine Iroh, Saddak Miah, Kath Scott and Alex Yip Education Representatives: Omar Hanif, Parent Governor; Rabia Shami, Parent Governor and Sarah Smith, Church of England Diocese. The Roman Catholic Diocese position is currently vacant. |
| Officer Support: | Acting Group O&S Manager: Ceri Saunders (303 2786) Scrutiny Officer: Amanda Simcox: (675 8444) Committee Manager: Mandeep Marwaha (303 5950) |

1 Terms of Reference

- 1.1 As per City Council on 25th May 2021 the Committee's Terms of Reference is 'to fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning schools and education, the Children's Trust, vulnerable children, corporate parenting, children and young people's health and wellbeing and other child social care and safeguarding functions of the council'.
- 1.2 The Overview and Scrutiny Committee dealing with education matters shall include in its membership the following voting representatives: a) Church of England diocese representative (one); b) Roman Catholic diocese representative (one); and c) Parent Governor representatives (two, who are on the Committee until April 2022).

2 Meeting Schedule

| Date & Time | Items | Officers / Attendees |
|---|---|----------------------|
| 9 June 2021 at 10am Informal Meeting | To discuss priorities for 2021/22 work programme. | |



| Date & Time | Items | Officers / Attendees |
|---|---|---|
| <p>21 July 2021 at 10am</p> <p>Formal Meeting at the BMI</p> <p>Deadline for Send Out: 12 July 2021</p> | <p>Councillor Kate Booth, Cabinet Member for Children’s Wellbeing Update (last discussed 10 Jul 2019). To include:</p> <ul style="list-style-type: none"> • Early Years (this has been included in the written report). • SEND and EHCPs including the health aspect e.g. waiting times etc (regular SEND updates programmed). • Birmingham Youth Justice Strategic Plan 2021/22 (this is now scheduled for Cabinet 7 September 2021 rather than 29 June 2021 & will be picked up by the Children’s Trust update). | <p>Suman McCartney, Cabinet Support Officer</p> <p>This item was included within the SEND update at the committee meeting.</p> |
| | <p>SEND Ofsted Inspection Outcome (SEND & WSoA last discussed 28 Oct 2020).</p> <p>To include: EHCPs including the health aspect (waiting times etc).</p> | <p>Kevin Crompton, Interim Director, Education & Skills / Director of Children Services (DCS), and Deborah Brooks, Transformation Director, Commissioning, Education and Skills</p> |
| | <p>Hunters Hill College Update.</p> | <p>Councillor Jayne Francis, Cabinet Member for Education, Skills and Culture, Jaswinder Didiyally, Head of Service, Education and Skills, and David Bridgman, Head of Service, SENAR</p> |
| | <p>Councillor Jayne Francis, Cabinet Member for Education, Skills and Culture update (last discussed 11 Sep 2019). To include:</p> <ul style="list-style-type: none"> • Youth Engagement and Youth Service (Youth voices – to include how the different forums are supported and how they can support each other; and the resources to support these). • Personal, Social and Health Education (PSHE) provided in schools. • Education of Children and Young People and the difficulty with the school system being set up for young people to be job ready, however there is a lack of jobs and universities are expensive. | <p>Rose Horsfall, Cabinet Support Officer</p> <p>Lisa Fraser, AD, Education and Early Years, Ilgun Yusuf, Acting AD, Skills and Employability and Alan Michell, Head of School Admissions and Fair Access</p> |



| Date & Time | Items | Officers / Attendees |
|---|--|--|
| | <ul style="list-style-type: none"> Schools Forum and monitoring schools on how they are spending the money they are allocated. | |
| <p>1 September 2021 at 10am</p> <p>Formal Meeting at the BMI</p> <p>Deadline for Send Out: 20 August 2021</p> | <p>Children's Trust to include:</p> <ul style="list-style-type: none"> Youth Justice Strategic Plan Children in Care Independent Advocacy Service / Rights and Participation Service Missing Children | <p>Andrew Christie, Chair and Andy Couldrick, Chief Executive, Children's Trust</p> |
| | <p>Cllr Sharon Thompson, Cabinet Member for Vulnerable Children and Families</p> | <p>Suman McCartney, Cabinet Support Officer</p> |
| | <p>SEND</p> | <p>Kevin Crompton, Interim Director, Education & Skills and Pauline Maddison, Interim AD, SEND and Inclusion</p> |
| <p>13 October 2021 at 10am</p> <p>Informal On-line Meeting</p> <p>Deadline for Send Out: 4 October 2021</p> | <p>Cllr John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities to include:</p> <ul style="list-style-type: none"> Rise in hate crime, youth crime and knife crime. Engagement of young people and how they are supported in relation to climate, BLM and increase in racism, Palestine, Me too campaigns etc. | <p>Waqar Ahmed, AD, Community Safety and Resilience</p> <p>Marcia Wynter, Cabinet Support Officer</p> |
| | <p>SEND</p> | <p>Pauline Maddison, Interim AD, SEND and Inclusion</p> |
| | <p>Home to School Transport (HTST) Update</p> | <p>Mary Jefferson, Head of Service, Home to School Transport, and Deborah Brooks, Transformation Director, Commissioning, Education and Skills</p> |



| Date & Time | Items | Officers / Attendees |
|---|--|--|
| <p>24 November 2021 at 10am</p> <p>Formal Meeting in the BMI</p> <p>Deadline for Send Out: 15 November 2021</p> | Aquarius – Young People’s Service | Karl Beese, Commissioning Manager, Adults Public Health; John Freeman, Commissioning Manager, Complex Care & Prevention; Chris Baggott, Service Lead, Partnerships Insight and Prevention, Public Health; Richard McVey, Area Manager, Aquarius; and Wesley King, Snr Practitioner, Aquarius |
| | Youth Service | Ilgun Yusuf, Acting AD, Skills and Employability and, Soulla Yiasouma, Joint Head of Youth Service |
| | <p>SEND</p> <p>PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invited for this item.</p> | Sue Harrison, Director, Education & Skills and, Pauline Maddison, Interim AD, SEND and Inclusion |
| <p>12 January 2022 at 10am on-line</p> <p>Deadline for Send Out: 30 December 2021</p> | Birmingham Against Female Genital Mutilation (BAFGM) Annual Report 2021/22 | Christine Wellington and Carolyn Daly, Co-chairs of BAFGM |
| | <p>SEND – Objective: Working Well Together</p> <p>PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invited for this item.</p> | Sue Harrison, Director for Education & Skills; Pauline Maddison, Interim AD for SEND and Inclusion; Maria McCaffrey, Co-production Officer; Rachel Edwards, Communications & Engagement Lead, SEND, Wellbeing & Inclusion; |
| | School Attainment and School Attendance | Lisa Fraser, AD, Education and Early Years and Alan Michell, Head of Service for Admissions, Attendance, Exclusions and Pupil Tracking |
| <p>16 February 2021 at 10am in the BMI</p> <p>Deadline for Send Out: 7 February 2022</p> | <p>SEND – Dashboard</p> <p>PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invited for this item.</p> | Sue Harrison, Director, Education & Skills and Pauline Maddison, Interim AD, SEND and Inclusion |



| Date & Time | Items | Officers / Attendees |
|--|--|--|
| | Birmingham Safeguarding Children's Partnership Update | Penny Thompson, Independent Chair, BSCP and Simon Cross, Business Manager |
| | School Exclusions To include: SEND exclusions and cross departmental work with SEND services to support this agenda | Lisa Fraser, AD, Education and Early Years and Alan Michell, Head of Service for Admissions, Attendance, Exclusions and Pupil Tracking |
| 30 March 2022 at 10am in the BMI Deadline for Send Out: 21 March 2022 | SEND – Objective 2: Getting the Basics Right PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invites for this item | Sue Harrison, Director, Education & Skills and Pauline Maddison, Interim AD, SEND and Inclusion |
| | CSE | Cllr Sharon Thompson, Cabinet Member for Vulnerable Children and Families, Dionne McAndrew, AD, Children's Trust and Clair Graham, Head of Service, Children's Trust |
| | Youth Service | Ilgun Yusuf, Acting AD, Skills and Employability and, Soulla Yiasouma, Joint Head of Youth Service |
| 6 April 2022 at 10am in the BMI Deadline for Send Out: 28 March 2022 | SEND - Objective 4: Pathways and Objective 1: Systems Leadership (combining these two pathways will be discussed nearer the time) PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invites for this item. | Sue Harrison, Director, Education & Skills and Pauline Maddison, Interim AD, SEND and Inclusion |
| | Children's Trust Update (tbc) | Andrew Christie, Chair and Andy Couldrick, Chief Executive, Children's Trust Sue Harrison, Director, Education & Skills |



| Date & Time | Items | Officers / Attendees |
|-------------|--|---|
| | Children's and Young People's health and wellbeing (tbc) | Elaine Kirwan, Deputy Chief Nurse Officer, Mental Health Service, Clinical Lead - West Midlands CAMHS Provider Collaborative, Forward Thinking Birmingham (tbc) |

3 Items to be Programmed / Outstanding

3.1 Child exploitation, such as County Lines is to be explored in the new municipal year, this it to include Cabinet Member for Social Inclusion, Community Safety and Equalities.

3.2 Children's and Young People's health and wellbeing was identified as an item to be programmed at the June 2021 meeting and this has been pencilled in for the April 2022 committee meeting. Areas for discussion could be:

- The impact on children's and young people's mental health and how this is being supported.
- To include an update on the development of the footprint as a response to the pandemic to provide support to children with mental health, emotional neglect, domestic abuse (early help hubs). Early Help: Nigel Harvey-Whitten, AD, Children's Services (Commissioning) & Richard Selwyn, Birmingham Children's Partnership have now left and the contact is Garath Symonds.
- How children and young people and mainstream schools coped with the return to school and the resulting pressures (including missed education and anxiety regarding returning to school).
- Forward Thinking Birmingham.
- An update on Preparation for Adulthood which should include data that allows for comparison, tracking and monitoring (attended 20 January 2021).
- Youth Justice.

3.3 Young People and Mental Health has been discussed previously by the former Learning, Culture and Physical Activity O&S Committee:

| | |
|------------|---|
| 5 Sep 2018 | <p>Forward Thinking Birmingham</p> <p>Erin Docherty Senior Nurse Lead, Forward Thinking Birmingham, Birmingham Women's and Children's NHS Foundation Trust</p> <p>The Birmingham School Health Advisory Service (BSHAS)</p> <p>Joanne Thurston, Chief Operating Officer and Karen Hansford, Head of Universal Children's Services 5-19, Birmingham Community Healthcare NHS Foundation Trust.</p> |
|------------|---|



| | |
|-------------|--|
| 14 Nov 2018 | <p>Educational Psychology Service Birmingham</p> <p>Amanda Daniels, Principal Educational Psychologist.</p> <p>Visit to Pause, Digbeth</p> <p>Karen Woodfield, Area Manager, Pause, Forward Thinking Birmingham & Sandwell Beam and Leroy McConnell, Mental Health, Youth Work/Participation Lead, The Children's Society.</p> |
| 6 Feb 2019 | <p>Anna Robinson, Birmingham Education Partnership (BEP) Mental Health/Emotional Wellbeing Lead and Sarah Finch, Assistant Head, Colmers Secondary School and Sixth Form.</p> |

3.4 Councillor Alex Yip to send a draft TOR for Hunters Hill College.

4 Other Meetings

- Call in Meetings: None scheduled
- Petitions: None scheduled
- Petitions: None scheduled
- Councillor Call for Action Requests: None scheduled

5 Forward Plan for Cabinet Decisions

5.1 The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Education and Children's Social Care O&S Committee's remit.

| ID Number | Title | Proposed Date | Date of Decision |
|-------------|--|---------------|------------------|
| 008943/2021 | Birmingham Youth Justice Strategic Plan 2021/22 | 7 Sep 21 | 7 Sep 21 |
| 009043/2021 | Proposed In-Year Variation to Admission Arrangements for Community and Voluntary Controlled Schools and the Co-Ordinated Scheme 2021/22 and 2022/23 and Approach to Fair Access Protocol | 27 Jul 21 | 27 Jul 21 |
| 009054/2021 | Skilts School conversion from Community School to Academy Status | 27 Jul 21 | 27 Jul 21 |
| 009301/2021 | Education and Skills Transformation Programme Including SEND Improvement and Home to School Transport | 12 Oct 21 | 12 Oct 21 |
| 009530/2021 | Birmingham Children's Trust Accommodation | 22 Mar 22 | |
| 009699/2022 | Proposed Admission Arrangements and Published Admission Numbers for Community and Voluntary Controlled Schools and the Local Authority Coordinated Scheme 2023/2024. | 08 Feb 22 | |
| 009744/2022 | The Adoption of the Birmingham Agreed Syllabus for Religious Education 2022 | 08 Feb 22 | |
| 009775/2022 | Continuation of Early Help (EH) Programme Funding for 12 Months | 08 Feb 22 | |



| ID Number | Title | Proposed Date | Date of Decision |
|-------------|---|---------------|------------------|
| 009917/2022 | Queensbury School: Relocation of Sixth Form to Former Osbourne Primary Site and Refurbishment of Existing Sixth Form to Increase Key Stage 3 and Key Stage 4 SEND Provision.□ | 26 Apr 22 | |



Resources O&S Committee: Work Programme 2021/22

| | |
|---------------------------|--|
| Chair | Councillor Mohammed Aikhlaq |
| Deputy Chair | Councillor Barbara Dring |
| Committee Members: | Councillors David Barrie, Meirion Jenkins, Majid Mahmood, Shafique Shah, Paul Tilsley and Lisa Trickett |
| Committee Support: | Scrutiny Team: Christian Scade (303 1731) and Jayne Bowles (303 4810) Committee Manager: Sofia Mirza (675 0216) |

1 Terms of Reference

To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning finance (including strategic finance, budget setting and financial monitoring); revenues and benefits; treasury management; council land use and property assets; human resources; contracting, commissioning and commercialisation.

2 Meeting Schedule

| Date | Item | Officer contact |
|--|--|--|
| 24 June 2021 1400 hours Informal Online Meeting Deadline for reports: 15 June 2021 | Financial Outturn 2020/21 | Rebecca Hellard, Interim Director of Council Management |
| | Implementation of the Council's Finance and HR Enterprise Resource Planning (ERP) System | Rebecca Hellard, Interim Director of Council Management/Peter Bishop, Director of Digital and Customer Services/James Couper, ERP Programme Director |
| | CityServe Update | Alison Jarrett, AD, Development and Commercial |
| 22 July 2021 1400 hours Deadline for reports: 13 July 2021 | Financial Monitoring 2021/22 - Quarter 1 / Month 3 | Rebecca Hellard, Interim Director of Council Management |
| | ERP Update | Rebecca Hellard, Interim Director of Council Management/Peter Bishop, Director of Digital and Customer Services/James Couper, ERP Programme Director |
| | New Ways of Working | Peter Bishop, Director of Digital and Customer Services/Robin Burton, Programme Manager – New Ways of Working |



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|--|---|--|
| 9 September 2021 1400 hours Informal Online Meeting Deadline for reports: 31 August 2021 | Financial Monitoring 2021/22 – Month 4 | Rebecca Hellard, Interim Director of Council Management |
| | ERP Update | Rebecca Hellard, Interim Director of Council Management/Peter Bishop, Director of Digital and Customer Services/James Couper, ERP Programme Director |
| 7 October 2021 1400 hours Deadline for reports: 28 September 2021 | Financial Monitoring 2021/22 – Month 5 | Rebecca Hellard, Interim Director of Council Management |
| | HR Update: <ul style="list-style-type: none"> • People Services Transformation Programme • Update on Interims & Consultants | Tim Normanton, Acting AD, HR |
| 25 November 2021 1400 hours Deadline for reports: 16 November 2021 | Financial Monitoring 2021/22 – Quarter 2/Month 6 | Rebecca Hellard, Director of Council Management |
| | Medium Term Financial Plan Refresh | Rebecca Hellard, Director of Council Management |
| | ERP Update | James Couper, ERP Programme Director |
| 20 January 2022 1400 hours Deadline for reports: 11 January 2022 | Financial Monitoring 2021/22 – Month 8 | Rebecca Hellard, Director of Council Management |
| | Commonwealth Games Finance Update (to include partner contributions) | Rebecca Hellard, Director of Council Management |
| | ERP Update | James Couper, ERP Programme Director |
| 10 February 2022 1400 hours Deadline for reports: 1 February 2022 | Financial Monitoring 2021/22 – Quarter 3/Month 9 | Rebecca Hellard, Director of Council Management |
| | Invest to Save Initiatives | Rebecca Hellard, Director of Council Management |
| 24 March 2022 1400 hours Deadline for reports: 15 March 2022 | Financial Monitoring 2021/22 – Month 10 | Rebecca Hellard, Director of Council Management |
| | ERP Update | James Couper, ERP Programme Director |



28 April 2022
1400 hours
 Deadline for reports: 19 April 2022

3 Items to be programmed

- 3.1 Planned Procurement Activities Reports – standing item
- 3.2 Long Term Debt Strategy
- 3.3 Outcome of the CIPFA Budget Sufficiency Review of Education and Skills directorate

4 Other Meetings

Task & Finish: Commercial Governance

| | |
|------------------|------------------|
| 9 September 2021 | Informal Session |
| 18 November 2021 | Informal Session |
| 21 December 2021 | Informal Session |
| 20 January 2022 | Informal Session |
| 8 February 2022 | Informal Session |

Call-in

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

5 Forward Plan for Cabinet Decisions

| | | |
|-------------|----------------------------------|-----------|
| 009029/2022 | Council Tax Tax-base for 2022/23 | 18 Jan 22 |
| 009031/2022 | Draft Financial Plan 2022-2026 | 08 Feb 22 |

| Leader | | |
|-------------|--|-----------|
| 007538/2020 | Disposal of Surplus Properties | 22 Mar 22 |
| 007884/2020 | Proposed Compulsory Purchase Order – Digbeth & Allison Street, Birmingham for the Beorma Quarter Development | 22 Mar 22 |
| 009030/2022 | Business Rates Income 2022/23 | 18 Jan 22 |
| 009035/2022 | Financial Monitoring Report Quarter 3 2021/22 | 08 Feb 22 |
| 009239/2021 | Disposal of Murdoch and Pitman, 153-161 Corporation St, Birmingham | 17 May 22 |



| | | |
|-------------|---|-----------|
| 009552/2022 | Proposed Compulsory Purchase Order – Princip Street Development | 22 Mar 22 |
| 009664/2022 | Disposal of Council Owned Land at Bordesley Park | 18 Jan 22 |
| 009663/2022 | Promotion of Council Owned Land within Bromsgrove | 26 Apr 22 |
| 009692/2022 | Sale of Land at Redfern Road, Tyseley | 22 Mar 22 |

Cabinet Member for Finance and Resources

| | | |
|-------------|---|-----------|
| 008907/2021 | Gas and Power Procurement Strategy | 18 Jan 22 |
| 009648/2022 | Increasing Contract Value – Financial Reporting – Delivery Support, Technical and Strategic Advice Contract | 18 Jan 22 |
| 009688/2022 | Outline Business Case – Birmingham Museum and Art Gallery works funded by MEND fund | 22 Mar 22 |

Cabinet Member for Homes and Neighbourhoods

| | | |
|-------------|---|-----------|
| 009665/2022 | Housing Revenue Account – Business Plan/Rent Setting Capital Investment | 08 Feb 22 |
|-------------|---|-----------|

Cabinet Member for Street Scene and Parks

| | | |
|-------------|--|-----------|
| 007349/2020 | Waste Vehicle Replacement Programme | 22 Mar 22 |
| 008760/2021 | Increase in Expenditure – Provision of Legal Advice to Support the Development of the Future Waste Strategy (P0610C) | 20 Apr 21 |

