

# **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](http://www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

#### **2 APOLOGIES**

To receive any apologies.

#### **3 DECLARATIONS OF INTERESTS**

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

**3 - 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, 21<sup>st</sup> 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 10<sup>th</sup> 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 18<sup>th</sup> 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 18<sup>th</sup> 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.

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The meeting ended at 11:46 hours.



# Complaints Service Update – Overview and Scrutiny February 2022

Wendy Griffiths

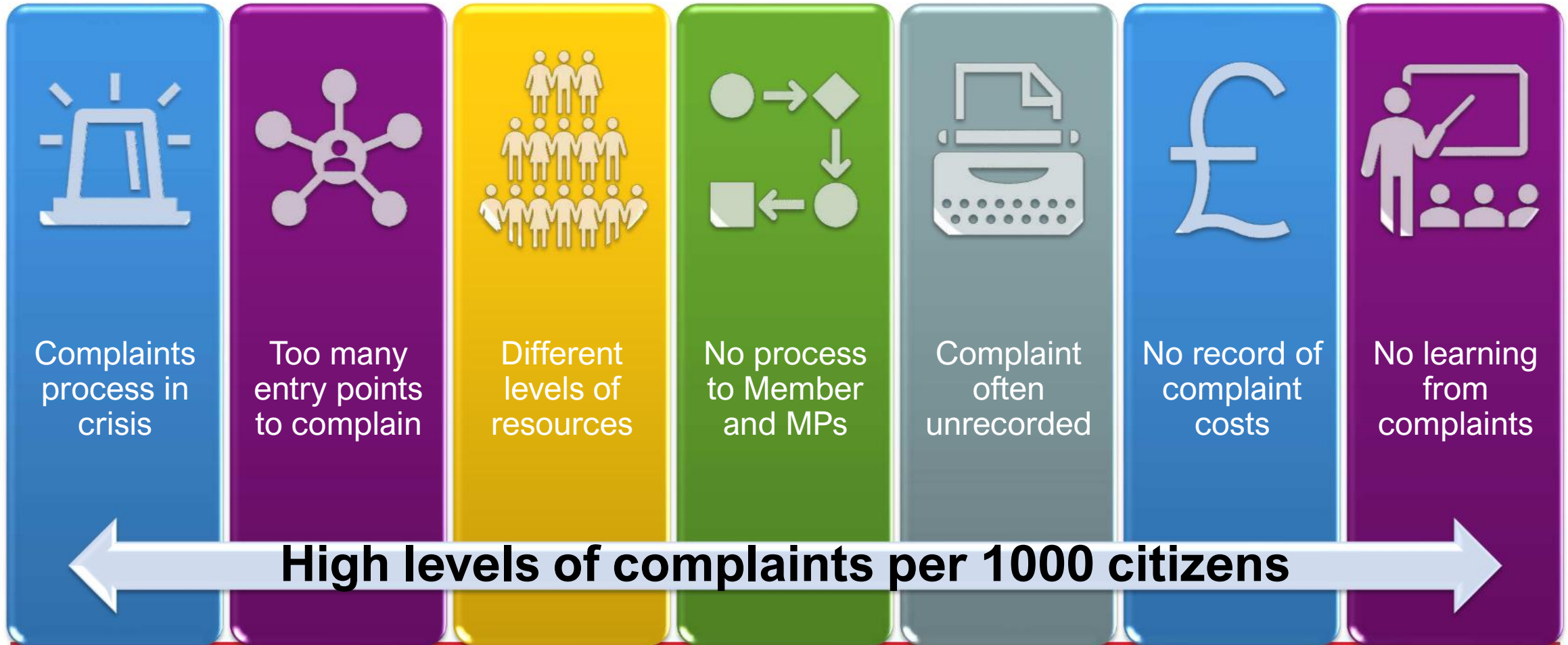
Assistant Director Customer Services, Business Support &  
Digital Mail



# 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

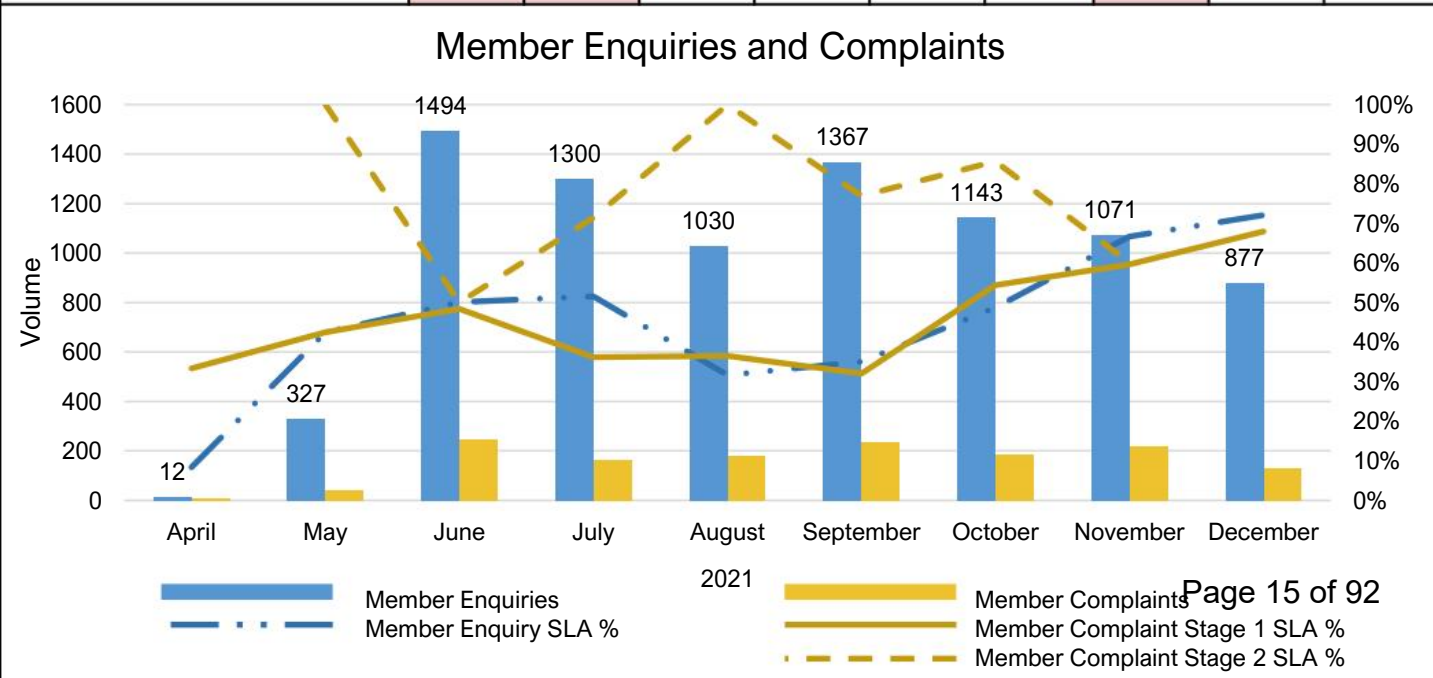
	Quarter 3	December
<b>Total Complaints received</b> made up of	<b>7214</b>	<b>2271</b>
Citizen Complaints received	6680	2139
Member Complaints received	534	132
<b>Statutory Complaints received</b>	<b>89</b>	<b>41</b>
<b>Compliments received</b>	168	57
<b>Comments received</b>	1067	294
<b>Member Enquiries received</b>	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	Mon th Tre nd	Year to date	Q1	Q2	Q3	Q4	Qtr Trend	<div>Complaint Volume and Performance</div> <table><caption>Complaint Volume and Performance Data (2021)</caption><tr><th>Month</th><th>Complaints (Volume)</th><th>Stage 1 SLA (%)</th><th>Stage 2: SLA (%)</th></tr><tr><td>April</td><td>1327</td><td>~90%</td><td>~70%</td></tr><tr><td>May</td><td>1469</td><td>~85%</td><td>~55%</td></tr><tr><td>June</td><td>1973</td><td>~80%</td><td>~65%</td></tr><tr><td>July</td><td>1988</td><td>~75%</td><td>~55%</td></tr><tr><td>August</td><td>2049</td><td>~70%</td><td>~60%</td></tr><tr><td>September</td><td>2567</td><td>~85%</td><td>~75%</td></tr><tr><td>October</td><td>2408</td><td>~90%</td><td>~75%</td></tr><tr><td>November</td><td>2535</td><td>~90%</td><td>~75%</td></tr><tr><td>December</td><td>2271</td><td>~90%</td><td>~75%</td></tr></table> <div>Please note Stage 2 SLA reporting not available at the point of distribution</div>							Month	Complaints (Volume)	Stage 1 SLA (%)	Stage 2: SLA (%)	April	1327	~90%	~70%	May	1469	~85%	~55%	June	1973	~80%	~65%	July	1988	~75%	~55%	August	2049	~70%	~60%	September	2567	~85%	~75%	October	2408	~90%	~75%	November	2535	~90%	~75%	December	2271	~90%	~75%
Month	Complaints (Volume)	Stage 1 SLA (%)	Stage 2: SLA (%)																																																					
April	1327	~90%	~70%																																																					
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December	2271	~90%	~75%																																																					
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										Year on Year Comparison																																														
Stage 1 % closed within SLA (15 days)	82%	82%	→	75%	80%	64%	77%	-	↑	DEC 2020	DEC 2021	Volume Trend	NOV 21 Compared to DEC 21	Q3 2020	Q3 2021	Trend																																								
										1135	2266	↑	-269	3585	7214	↑																																								
Stage 2 % closed within SLA (20 days)	n/a	76%	→	57%	61%	61%	n/a	-	→	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		



December 2021 and Q3

COMMENTS AND COMPLIMENTS

Month	Comment	Compliment
April	376	69
May	383	71
June	291	82
July	246	73
August	324	57
September	363	76
October	400	80
November	373	86
December	297	75

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:

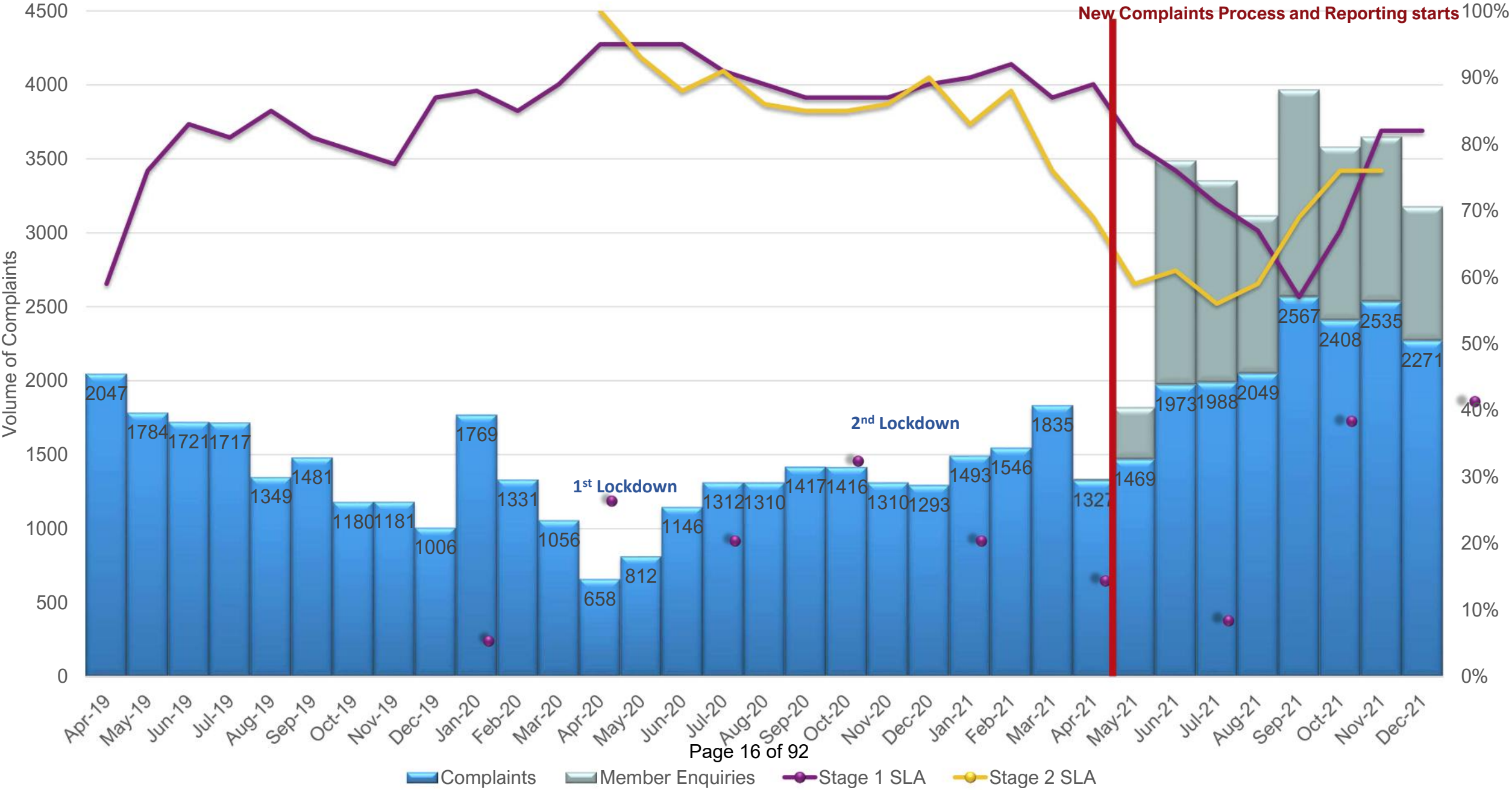
There were 877 Members enquiries recorded for December 2021 which is a decrease of 194 compared to November 2021, The SLA for Members Enquiries being completed within 10 days was 72%, up from November. Although there were fewer Members Enquiries in Q3 (-606), the teams have been able to increase the 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.

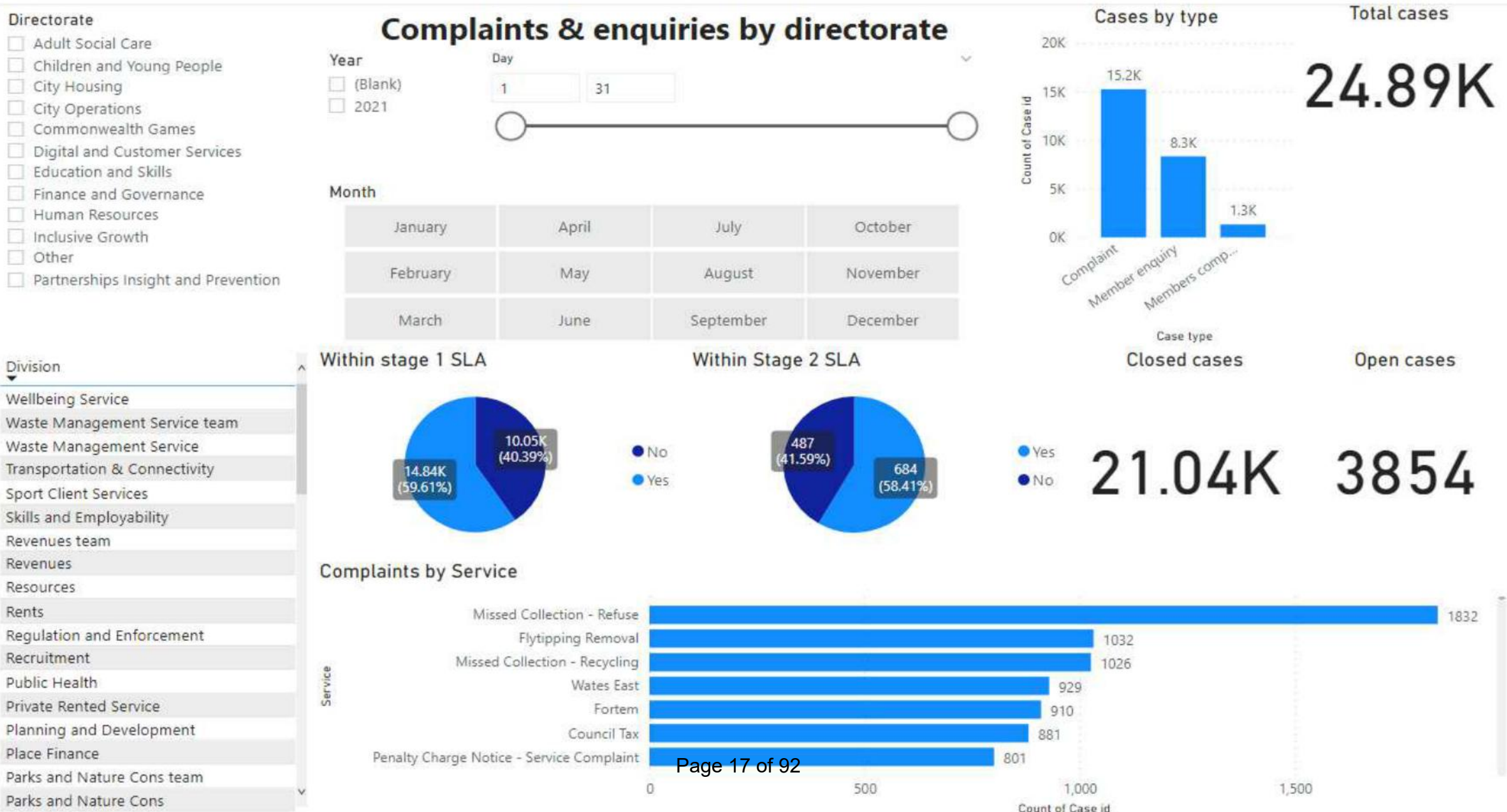
The Stage 1 Quarterly performance shows an increased level of compliance to the SLAs compared to the previous Quarter.

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

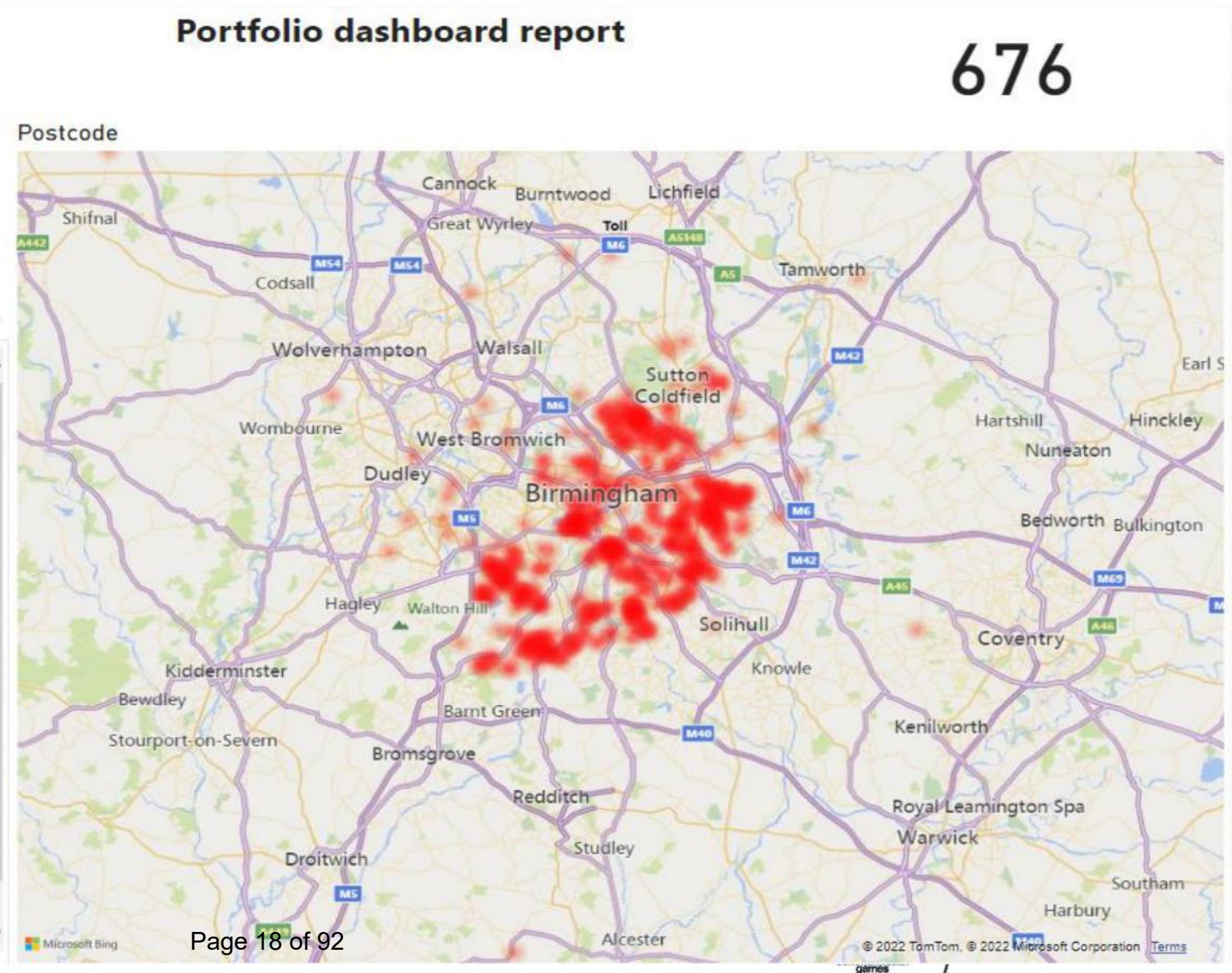
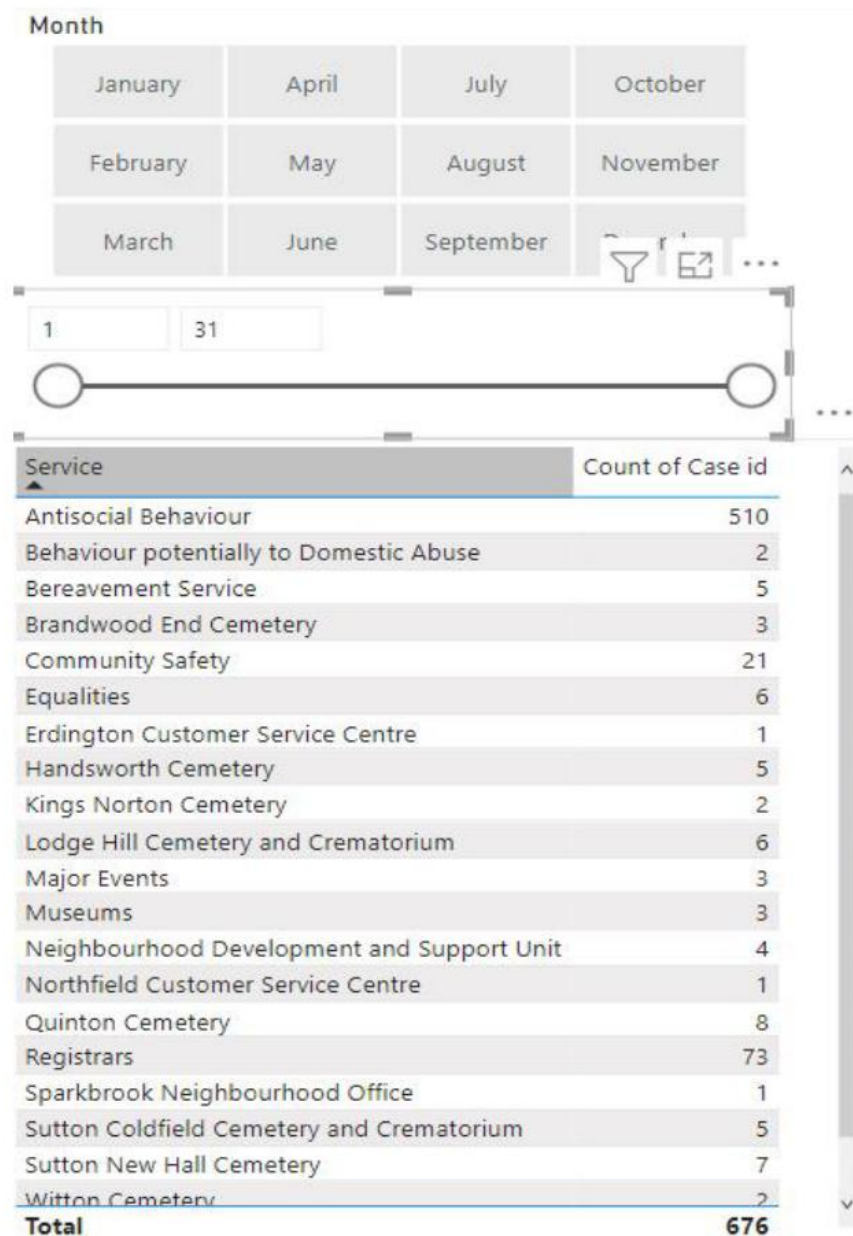




# Example of Members reporting

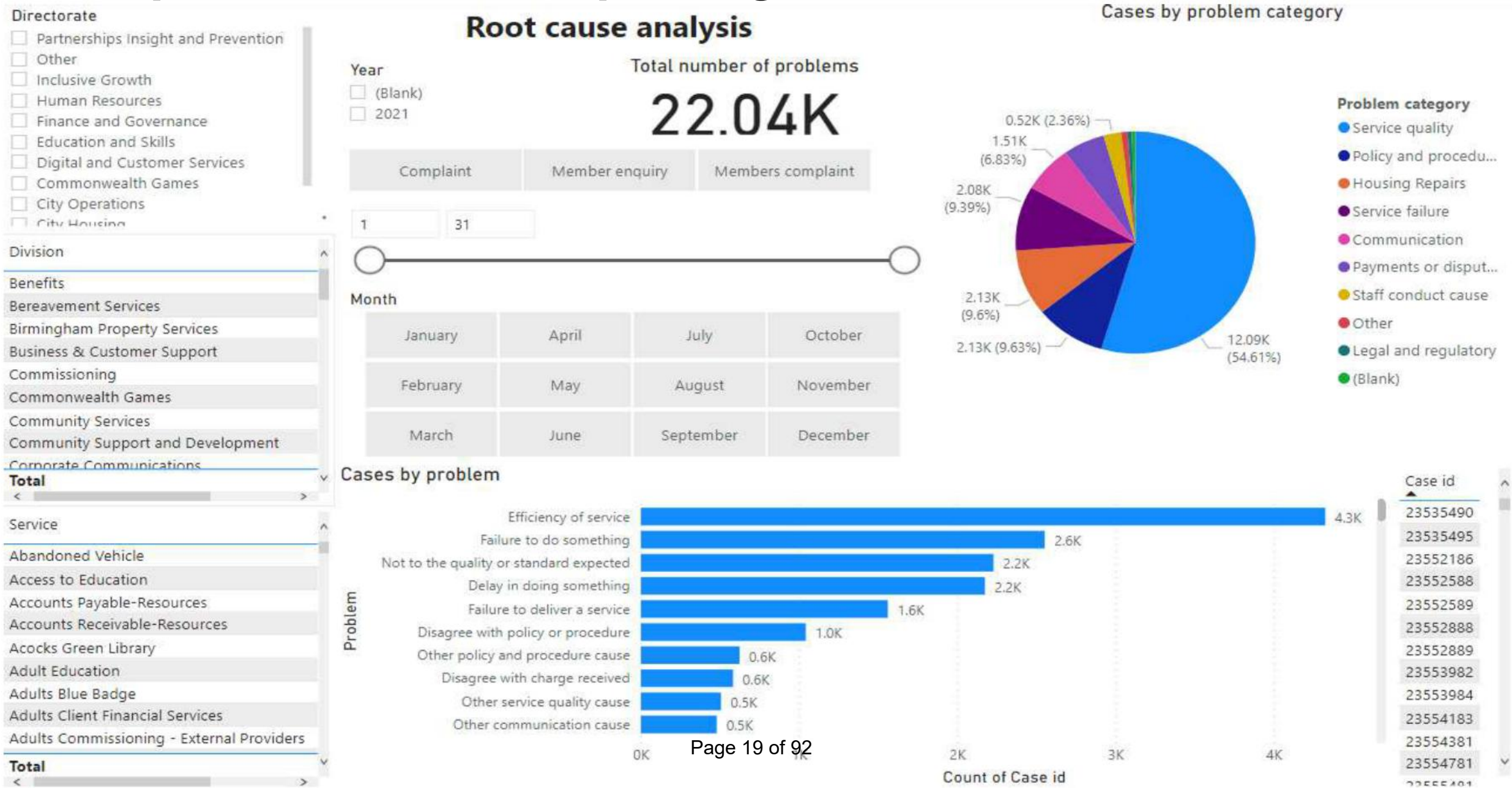


# Example of Members reporting – Heat Map





# 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





# Waste Management – Complaints

Darren Share

Assistant Director Street Scene, City Operations



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## Complaints data



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Waste Management

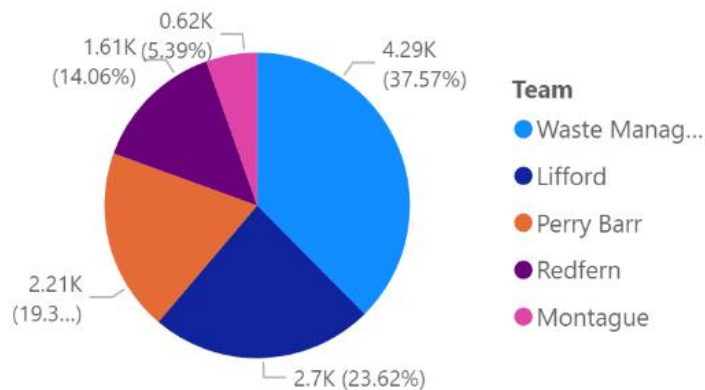
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2021 Total cases

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

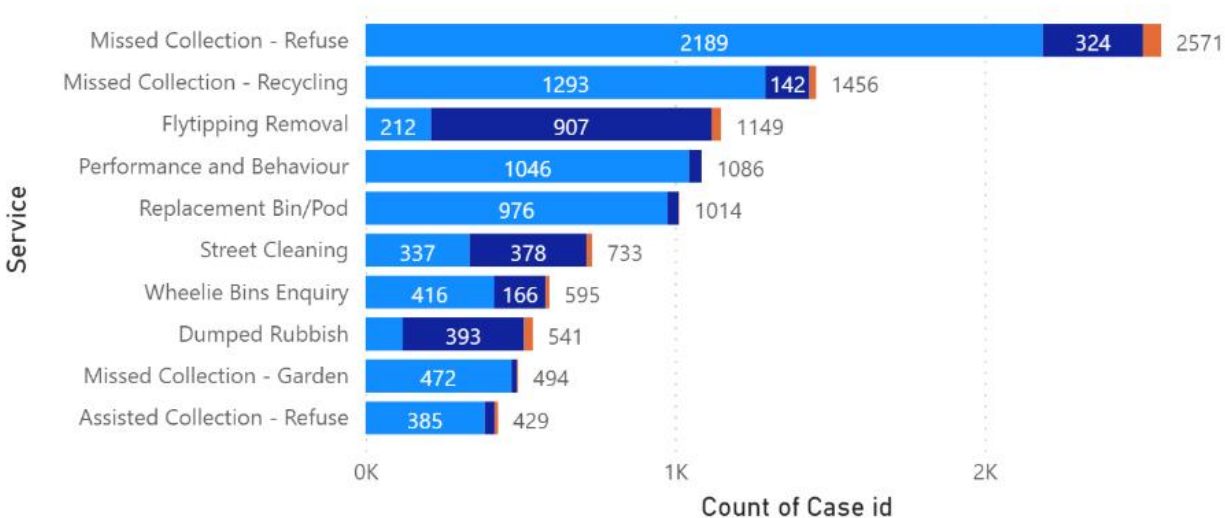
Complaint had the highest average Cases at 710.42, followed by Member enquiry at 335.75 and Members complaint at 25.88.

Cases by Team



Top 10 Service Areas

Case type ● Complaint ● Member enquiry ● Members complaint

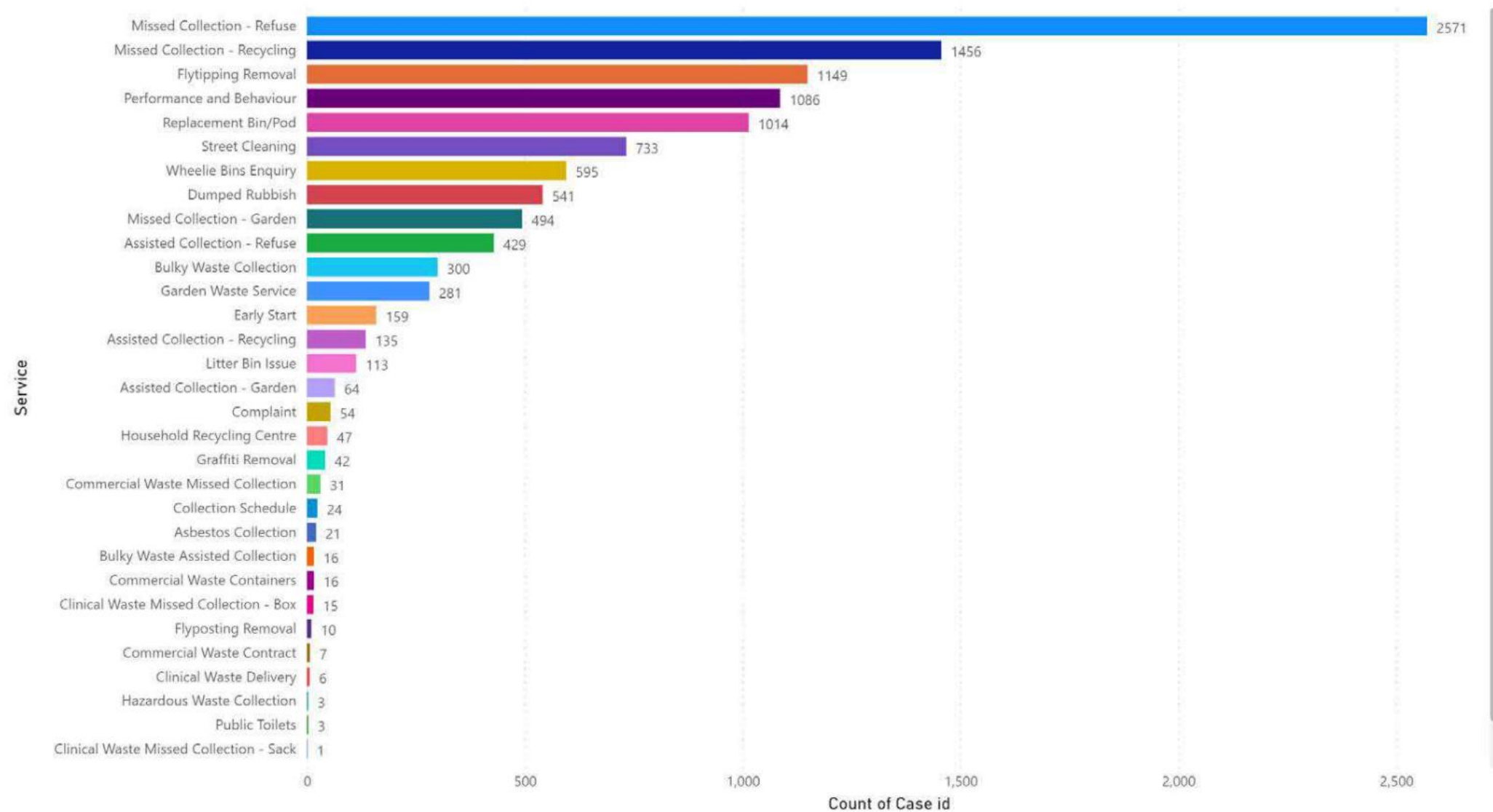


Cases by Month and Case type

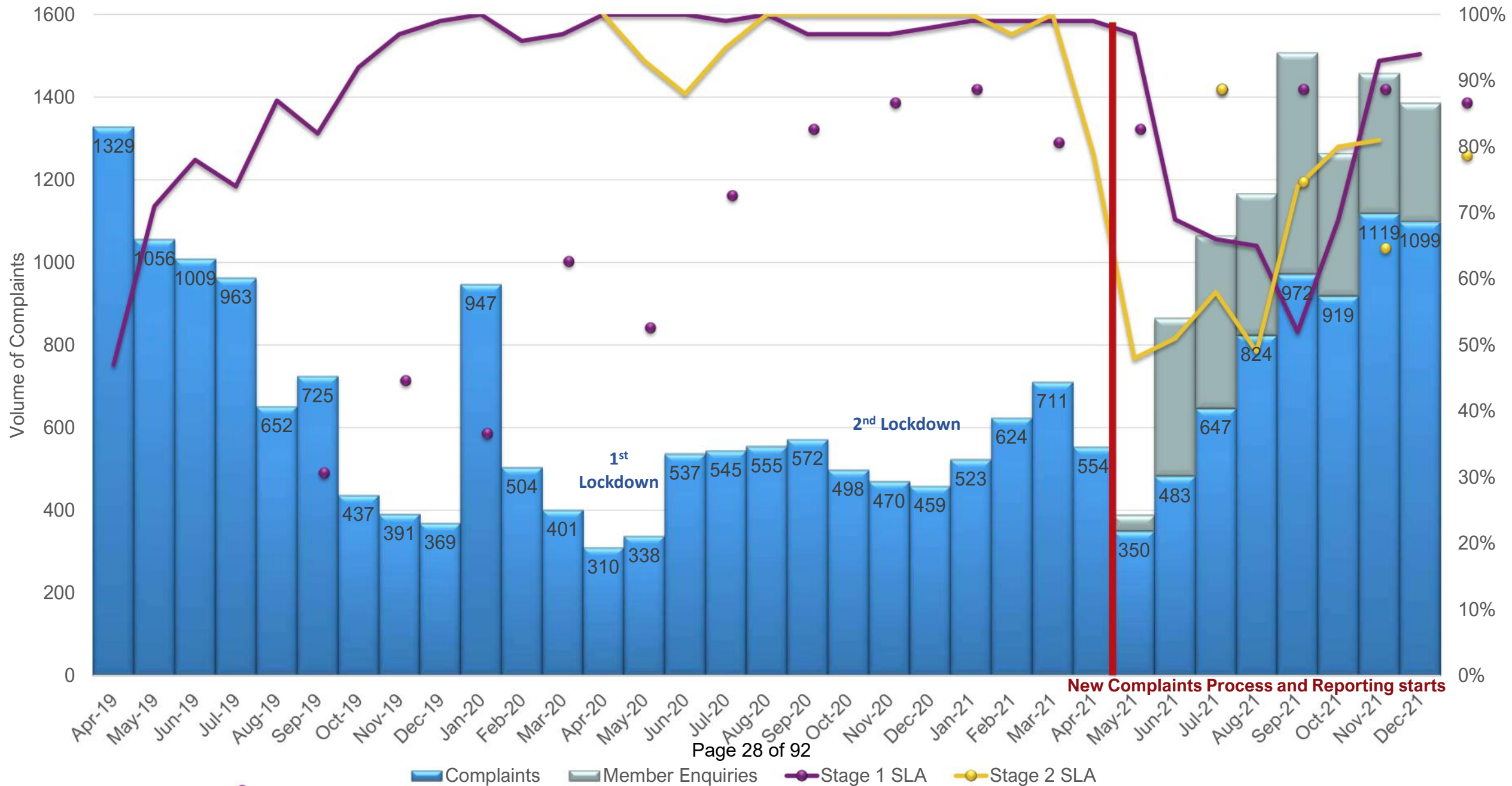
Case type ● Complaint ● Member enquiry ● Members complaint



## Waste Management service areas



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



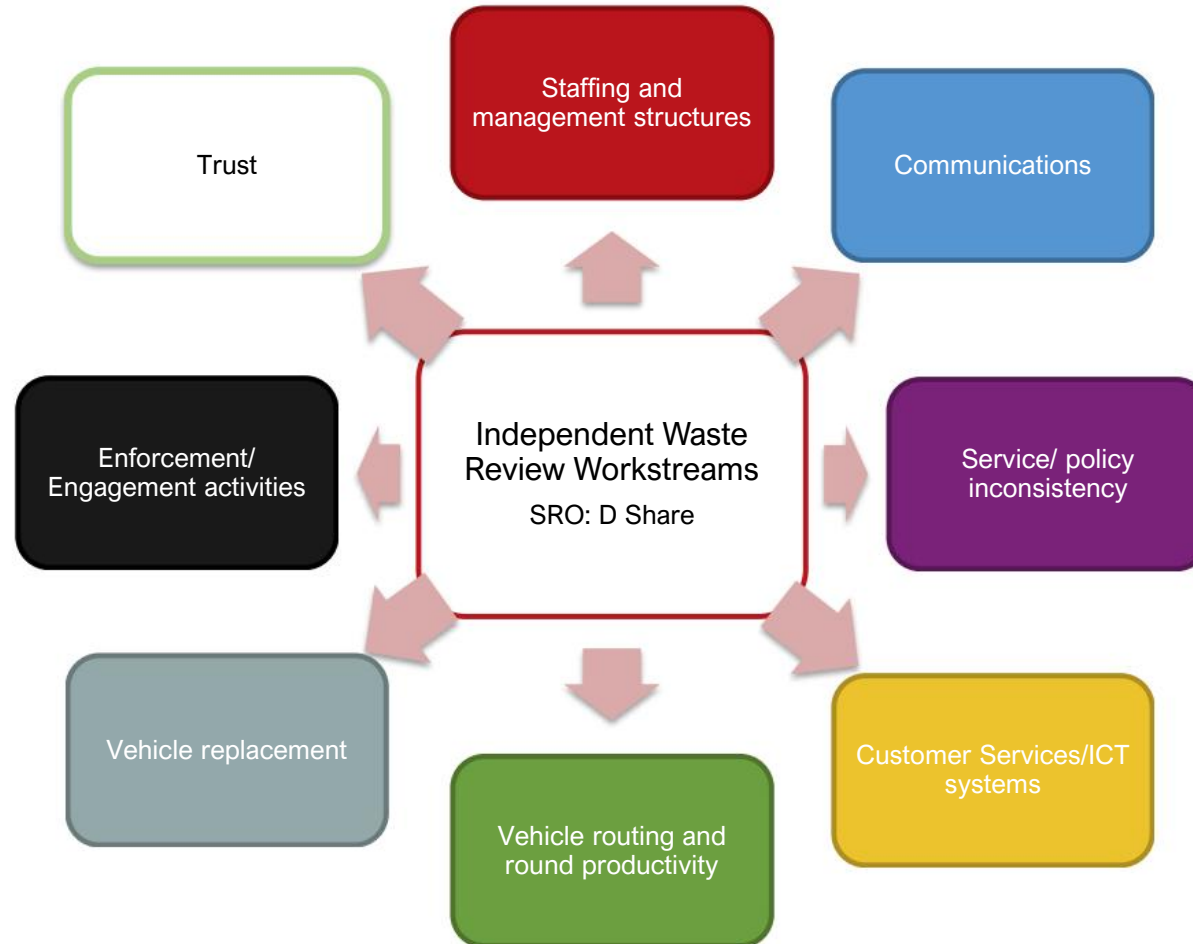


## Street Scene transformation projects



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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 formulise 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



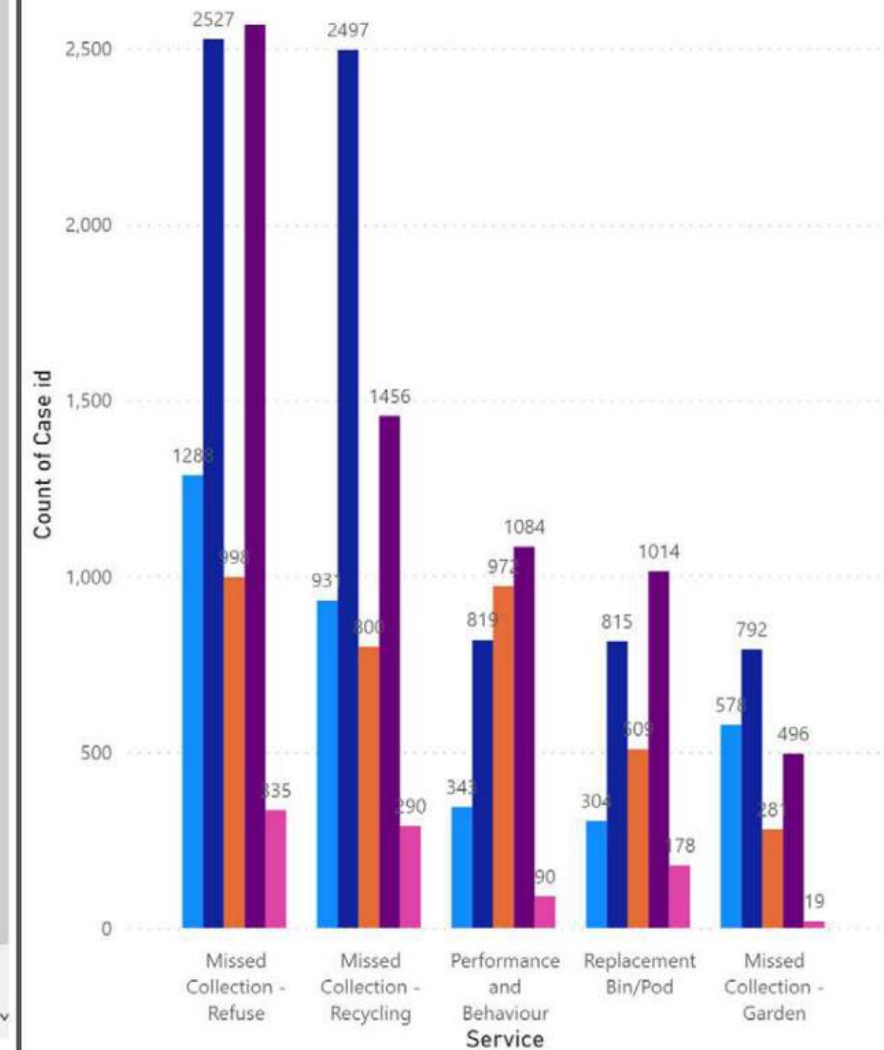
**BE BOLD BE BIRMINGHAM**



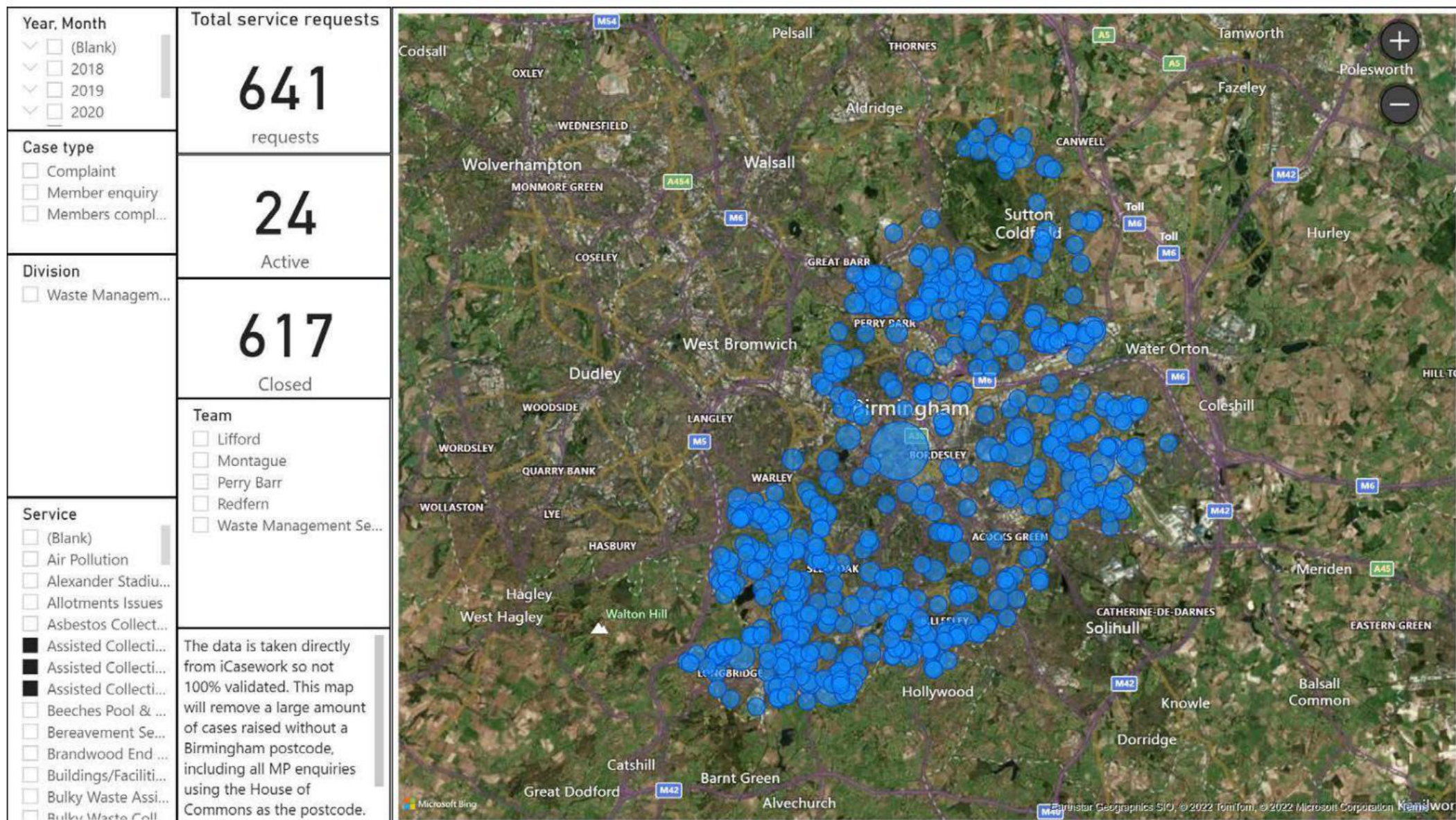
Year	Service	2018	2019	2020	2021	2022	Total
<input type="checkbox"/> (Blank)	Missed Collection - Refuse	1288	2527	998	2568	335	7716
<input type="checkbox"/> 2018	Missed Collection - Recycling	931	2497	800	1456	290	5974
<input type="checkbox"/> 2019	Performance and Behaviour	343	819	972	1084	90	3308
<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						
	<b>Total</b>	<b>4552</b>	<b>9775</b>	<b>5848</b>	<b>11412</b>	<b>1418</b>	<b>33005</b>

## Top 5 Service Areas

Year ● 2018 ● 2019 ● 2020 ● 2021 ● 2022











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

<b>Chair</b>	Cllr Carl Rice
<b>Deputy Chair</b>	Cllr Liz Clements
<b>Committee Members:</b>	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
<b>Scrutiny Support:</b>	Christian Scade, <a href="mailto:christian.scade@birmingham.gov.uk">christian.scade@birmingham.gov.uk</a>

## 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:
  - a) 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;
  - b) determining, in any cases of uncertainty, the allocation of responsibility for specific tasks between the Overview and Scrutiny Committees;
  - c) 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;
  - d) 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;
  - e) agreeing the establishment of any task & finish groups; and
  - f) 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"> <li>Customer services</li> <li>Council Performance Plan</li> <li>Digital inclusion / on-going broadband work</li> </ul>	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

<b>Chair:</b>	Cllr Liz Clements
<b>Deputy Chair:</b>	Cllr Julie Johnson-White
<b>Committee Members:</b>	Cllrs Zaker Choudhry, Mohammed Fazal, Eddie Freeman, Timothy Huxtable, Mike Leddy and Hendrina Quinnen.
<b>Officer Support:</b>	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
<b>9th June 2021</b> (informal) 1400 hours <b>Online meeting</b>  Report Deadline: 1 <sup>st</sup> June	To discuss priorities for the 2021/22 work programme.	Scrutiny Office
<b>7th July 2021</b> 1400 hours BMI Main Hall  Report Deadline: 28 <sup>th</sup> June	Cabinet Member for Transport & Environment – Annual Report & Priorities	Rose Horsfall, Cabinet Support Officer
<b>22<sup>nd</sup> September 2021</b> (informal) 1400 hours <b>Online meeting</b>  Report Deadline: 13 <sup>th</sup> 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
<b>20<sup>th</sup> October 2021</b> 1400 hours BMI Main Hall  Report Deadline: 11 <sup>th</sup> Oct	Restoring confidence in public transport	Transport for West Midlands; West Midlands Metro; National Express West Midlands; West Midlands Trains
<b>17<sup>th</sup> November 2021</b> (informal) 1400 hours <b>Online meeting</b>  Report Deadline: 8 <sup>th</sup> Nov	Plastic Free Birmingham – Tracking  Waste Disposal Procurement - update  Priorities for the in-house Climate Change team  Disinvestment in fossil fuels – Follow up on Motion to City Council with West Midlands Pension Fund representatives	Cllr John O'Shea, Cabinet Member for Street Scene and Parks and Darren Share, Assistant Director, Street Scene and Parks  Cllr John O'Shea, Cabinet Member for Street Scene and Parks Darren Share, Assistant Director, Street Scene and Parks Michelle Climer, Contracts Manager  Ellie Horwitch-Smith, Assistant Director Route to Zero Carbon  Rachel Brothwood, Director of Pensions and Simon Taylor, Assistant Director – Pensions, West Midlands Pension Fund
<b>15<sup>th</sup> December 2021</b> (informal) 1400 hours <b>Online meeting</b>  Report Deadline: 6 <sup>th</sup> Dec	Highways PFI Programme Maintenance update  Car Free School Streets Pilot Scheme – A review of the pilot completed in March 2021 and future proposals  City-Wide Electric Vehicle (EV) Charge Point Strategy	Kevin Hicks, Assistant Director, Highways & Infrastructure and Kamyar Tavassoli, Highways Services Manager  Peter Edwards, Travel Demand Manager  Sylvia Broadley, Specialist Energy Manager
<b>19<sup>th</sup> January 2022</b> (informal) 1400 hours <b>Online meeting</b>  Report Deadline: 10 <sup>th</sup> Jan	Update on progress made with the development of the Clean Air Strategy  Highways Management & Maintenance PFI contract - Update	Mark Wolstencroft, Operations Manager, Environmental Protection  Kevin Hicks, Assistant Director, Highways & Infrastructure and Domenic De Bechi, PFI Contract Manager



Date	What	Officer Contact / Attendees
<b>16<sup>th</sup> February 2022</b> 1400 hours Committee Room C, Council House Extension, Margaret Street  Report Deadline: 7 <sup>th</sup> Feb	Cabinet Member for Transport & Environment – Annual Report	Rose Horsfall, Cabinet Support Officer
<b>16<sup>th</sup> March 2022</b> 1400 hours TBC  Report Deadline: 7 <sup>th</sup> 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
<b>18<sup>th</sup> May 2022</b> 1400 hours TBC  Report Deadline: 9 <sup>th</sup> 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

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*None  
scheduled*

### Petitions

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*None  
scheduled*

### Councillor Call for Action requests

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*None  
scheduled*

It is suggested that the Committee 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](mailto:ceri.saunders@birmingham.gov.uk) – 0121 303 2786  
Baseema Begum, Research & Policy Officer, [baseema.begum@birmingham.gov.uk](mailto: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
<b>16<sup>th</sup> June 2021 (informal)</b> 1000 hours Online meeting	To discuss priorities for the 2021/22 work programme.	Scrutiny Office
<b>14<sup>th</sup> July 2021 (informal)</b> 1000 hours Online meeting Report deadline: 5 <sup>th</sup> July	Supporting the Economic Recovery from Covid-19 – jobs & skills & supporting SMEs	Maria Dunn, Head of Development Policy  Ilgun Yusuf, Assistant Director, Skills & Employability
<b>15<sup>th</sup> September 2021</b> 1000 hours BMI Main Hall Report deadline: 6 <sup>th</sup> 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
<b>6<sup>th</sup> October 2021 (informal)</b> 1000 hours Online meeting Report deadline: 27 <sup>th</sup> 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
<b>3<sup>rd</sup> November 2021</b> <b>(informal)</b> 1000 hours Online meeting Report deadline: 25 <sup>th</sup> Oct	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)	Maria Dunn, Head of Development Policy
<b>8<sup>th</sup> December 2021</b> <b>(informal)</b> 1000 hours Online meeting Report deadline: 29 <sup>th</sup> Nov	6-month assessment on the impact of the Clean Air Zone on businesses within the area	Stephen Arnold, Head of Clean Air Zone
<b>5<sup>th</sup> January 2022</b> <b>(informal)</b> 1000 hours Online meeting Report deadline: 23 <sup>rd</sup> Dec	Cabinet Member for Education, Skills & Culture – Annual Skills Update	Cllr Jayne Francis, Cabinet Member for Education, Skills & Culture Illgun Yusuf, Assistant Director, Skills & Employability
<b>2<sup>nd</sup> February 2022</b> <b>(informal)</b> 1000 hours Online meeting Report deadline: 24 <sup>th</sup> Jan	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  Digital City Programme and Roadmap	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  Dr Peter Bishop, Director, Digital and Customer Services and Raj Mack, Head of Business Engagement, Digital and Customer Services
<b>2<sup>nd</sup> March 2022</b> 1000 hours Venue: TBC Report deadline: 21 <sup>st</sup> Feb	Understanding Planning Enforcement: existing practices, enforcement policies and procedures  East Birmingham Inclusive Growth Strategy – update	Councillor Ian Ward, Leader Simon Delahunty-Forrest, Assistant Director, Development James Wagstaff, Head of Enforcement & Planning Technicians  Mark Gamble, East Birmingham Development Manager



Date	What	Officer Contact / Attendees
27 <sup>th</sup> April 2022 1000 hours Venue: TBC Report deadline: 18 <sup>th</sup> 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

<b>Chair:</b>	Cllr Mick Brown
<b>Deputy Chair:</b>	Cllr Safia Akhtar
<b>Committee Members:</b>	Debbie Clancy, Peter Fowler, Mohammed Idrees, Ziaul Islam, Rob Pocock and Paul Tilsley
<b>Officer Support:</b>	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
<b>15<sup>th</sup> June 2021</b> 1000 hours Committee Room Via Microsoft Teams  Report Deadline: 3 <sup>rd</sup> 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.
<b>Friday 23<sup>rd</sup> July 2021</b> 1000 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
<b>21<sup>st</sup> September 2021</b> 1000 hours BMI Main Hall  Report Deadline: 9 <sup>th</sup> September	Period Poverty and Raising Period Awareness - Tracking Report  Adult Social Care Performance Monitoring Q1  <b>Citizen Involvement Session:</b> Delayed Transfers of Care/Early Intervention Programme	Dr Marion Gibbon, Assistant Director, Public Health.  John Williams, Assistant Director, Adult Social Care  Amanda Jones, Head of Service, (Operations & Partnerships); Andrew Marsh, Head of Service (Early Intervention); June Marshall, Citizen Involvement Manager.
<b>19<sup>th</sup> October 2021</b> 1000 hours BMI Main Hall  Report Deadline: 7 <sup>th</sup> October	Forward Thinking Birmingham  Infant Mortality – Tracking Report  Flu Vaccination Uptake and Covid Booster Vaccination Update  Access to Primary Care	Elaine Kirwan, Deputy Chief Nurse, Mental Health Services/FTB  Councillor Paulette Hamilton, Cabinet Member for Health and Social Care / Dr Marion Gibbon, AD Public Health.  Paul Sherriff / Lisa Maxfield, BSol CCG.  Paul Sherriff / Lisa Maxfield / Michelle Williams, BSol CCG
<b>16<sup>th</sup> November 2021</b> 1000 hours BMI Main Hall  Report Deadline: 4 <sup>th</sup> November	Cabinet Member for Health and Social Care – Adult Social Care Update  Birmingham Substance Misuse Recovery System (CGL)  <b>Citizen Involvement Session:</b> Direct Payments	Councillor Paulette Hamilton, Cabinet Member for Health and Social Care; Professor Graeme Betts  Karl Beese, Commissioning Manager, Adult Public Health Services, Mary Orhewere, Partnerships Insights & Prevention.  John Williams, Assistant Director, Adult Social Care; June Marshall, Citizen Involvement Manager.



Date	Agenda Item	Officer Contact / Attendees
<p><b>21<sup>st</sup> December 2021</b> 1000 hours BMI Main Hall</p> <p>Report Deadline: 9<sup>th</sup> December</p>	<p>Birmingham ("Boots") Urgent Treatment Centre – Case for Change</p> <p>Integrated Care System Update:</p> <ul style="list-style-type: none"> <li>• 'Place'</li> <li>• West Birmingham</li> </ul> <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><b>25<sup>th</sup> January 2022</b> 1000 hours BMI Main Hall</p> <p>Report Deadline: 6<sup>th</sup> 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><b>15<sup>th</sup> February 2022</b> 1000 hours BMI Main Hall</p> <p>Report Deadline: 3<sup>rd</sup> 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
<b>29<sup>th</sup> March 2022</b> 1000 hours BMI Main Hall  Report Deadline: 17 <sup>th</sup> March	Cabinet Member for Health and Social Care - Public Health Update.  Neighbourhood Network Scheme  Adult Social Care Performance Monitoring Q4	Councillor Paulette Hamilton, Cabinet Member for Health & Social Care; Dr Justin Varney, Director of Public Health.  Louise Collett, AD Commissioning, Adult Social Care; Kalvinder Kohli, Service Lead, CCoE, Adult Social Care.  Maria Gavin, Assistant Director, Adult Social Care.
<b>19<sup>th</sup> April 2022</b> 1000 hours BMI Main Hall  Report Deadline: 7 <sup>th</sup> April		

## 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


### 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 <sup>th</sup> 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 <sup>th</sup> February 2021 @ 2.00pm Birmingham Report Deadline: 16 <sup>th</sup> February	<p>Midland Metropolitan University Hospital Update</p> <ul style="list-style-type: none"> <li>Clinical Pathways</li> </ul> <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>Kieran 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 <sup>th</sup> June 2021 2.00pm Birmingham Via Microsoft Teams Report Deadline: 2 <sup>nd</sup> June 2021	<ul style="list-style-type: none"> <li>JHOSC Terms of Reference</li> <li>UHB NHS Trust's Performance during the Covid-19 Pandemic and Recovery of Services.</li> <li>Birmingham and Solihull System Operational Planning 2021/22</li> <li>Birmingham and Solihull ICS Financial Planning 21/22</li> <li>Post-COVID Syndrome ('Long COVID') Rehabilitation</li> <li>Goodrest Croft Surgery Closure</li> </ul>	<p>Jonathan Brotherton, Chief Operating Officer, UHB</p> <p>Harvir Lawrence; Lesa Kingham.</p> <p>Paul Athey, Chief Finance Officer, BSol CCG; David Melbourne, System Finance Lead</p> <p>Claire Underwood; Joanne Williams.</p> <p>Paul Sherriff; Michelle Williams.</p>
29 <sup>th</sup> September 2021 @ 6.00pm Solihull	<ul style="list-style-type: none"> <li>NHS 111 First Update</li> <li>Birmingham and Solihull ICS Financial Planning 21/22 Update</li> <li>Access to Primary Care</li> <li>Update on Post-COVID Syndrome ('Long COVID') Rehabilitation</li> </ul>	<p>Helen Kelly, Associate Director of Integration (Urgent Care/Community), BSol CCG</p> <p>Paul Athey, Chief Finance Officer, BSol CCG; David Melbourne, System Finance Lead</p> <p>Paul Sherriff, BSol CCG; Andy Cave, CEO, Healthwatch Birmingham and Healthwatch Solihull.</p> <p>Jo Williams, CEO, The Royal Orthopaedic Hospital.</p>





<p>2<sup>nd</sup> December 2021 @ 2.00pm Birmingham</p> <p><b>Report Deadline: 17<sup>th</sup> November</b></p>	<ul style="list-style-type: none"> <li>• UHB NHS Foundation Trust – Staff Mental Health and Wellbeing Data</li> <li>• Birmingham and Solihull ICS Financial and Planning Update, and Multi Year System Recovery Plan</li> <li>• ICS Update and the Role of Scrutiny</li> </ul>	<p>Lisa Stalley-Green, Chief Nurse, UHB.</p> <p>Paul Athey, ICS Finance Lead</p> <p>David Melbourne, Interim Designate Chief Executive</p>
<p>10<sup>th</sup> March 2022 @ 4.00pm Solihull</p>	<ul style="list-style-type: none"> <li>• Birmingham and Solihull ICS Financial Planning Update</li> <li>• UHB Restoration and Recovery of Services Update</li> <li>• ICS and the Role of Scrutiny</li> </ul>	<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"> <li>• Update on Post-COVID Syndrome ('Long COVID') Rehabilitation</li> <li>• Phase 2, Musculoskeletal Redesign Programme</li> </ul>	<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

<b>Chair:</b>	Councillor Kate Booth
<b>Deputy Chair:</b>	Councillor Marje Bridle
<b>Committee Members:</b>	Councillors Deirdre Alden, Roger Harmer, Mahmood Hussain, Mary Locke, Mike Sharpe and Ken Wood
<b>Officer Support:</b>	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
<b>17 June 2021</b> <b>1400 hours</b> 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
<b>8 July 2021</b> <b>1400 hours</b> 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



<b>23 September 2021</b> <b>1400 hours</b> 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
<b>14 October 2021</b> <b>1400 hours</b> Deadline for reports: 5 October	Housing Repairs and Capital Investment	Julie Griffin, Managing Director of City Housing/John Jamieson, AD of City Housing Management/Louise Fletcher, Senior Service Manager
	Voids (process and turnaround times)	
	Tenant Engagement Review	
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
<b>11 November 2021</b> <b>1400 hours</b> 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
<b>16 December 2021</b> <b>1400 hours</b> Deadline for reports: 7 December <b>*Meeting Cancelled*</b>	Informal Meeting held to discuss work programme and inquiry on Developing a Litter Bins Policy	
<b>27 January 2022</b> <b>1400 hours</b> 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



<b>17 February 2022</b> <b>1400 hours</b> 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
<b>10 March 2022</b> <b>1400 hours</b> Deadline for reports: 1 March	Bereavement Services	Paul Lankester, AD, Regulation and Enforcement
<b>14 April 2022</b> <b>1400 hours</b> Deadline for reports: 5 April <b>*Meeting Cancelled*</b>		

### 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



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.

<b>Date &amp; Time (1.30pm)</b>	<b>Items</b>	<b>Officers / Attendees</b>
8 June 2021 @12.30 Informal Meeting	Commonwealth Games: Safety, Resilience and Health Protection Workshop	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
	Future Work Programme Discussion	
28 July 2021 @ 2.30pm, On-line  Report Deadline: 5 July 2021	<p>CWG: City Operations Directorate</p> <p>Building the stadium and involved in City Readiness for matters such as parks</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> <li>• What is the City Operations Directorate doing to exploit the opportunity presented by the CWG</li> <li>• What is Street Scene doing to exploit the opportunity presented by the CWG</li> <li>• What are Regulations and Enforcement doing to exploit the opportunity presented by the CWG</li> </ul>	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"> <li>What if anything is Adult Social Care doing and/or commissioning to exploit the opportunity presented by the CWG</li> </ul>	Maria Gavin, AD, Quality and Improvement, Adult Social Care (Donna Nock PA)
	CWG: Children's Trust <ul style="list-style-type: none"> <li>Opportunities for Children in Care and Care Leavers</li> </ul>	Jake Shaw, Head of Service, Rights and Participation and Corporate Parenting and Alex Hillman, Corporate Parenting and Partnerships Coordinator



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



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"> <li>• What is the Inclusive Growth Directorate doing to exploit the opportunity presented by the CWG</li> <li>• What is the Planning department doing to exploit the opportunity presented by the CWG</li> <li>• What is Transport and Connectivity doing to exploit the opportunity presented by the CWG</li> <li>• What is Highways and Infrastructure doing to exploit the opportunity presented by the CWG</li> <li>• What is Housing and Planning doing to exploit the opportunity presented by the CWG</li> </ul>	<p>Ian MacLeod, Acting Director (Louise O'Neill, Business Support Manager) and Rebecca Farr, Development Planning Manager – North &amp; 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 &amp; Customer Services (Peter Bishop), Legal &amp; Democratic (Suzanne Dodd), Finance (Sara Pitt), Audit (Sarah Dunlavey) Development &amp; 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"> <li>• What is the Finance and Governance doing to exploit the opportunity presented by the CWG</li> <li>• What is Commercial doing to exploit the opportunity presented by the CWG</li> </ul>	<p>Becky Hellard, Director of Council Management Directorate; (Manjit Sabbharwal PA), Alison Jarrett, AD, Development &amp; 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"> <li>• What is the Digital and Customer Services Directorate doing to exploit the opportunity presented by the CWG</li> <li>• What is the IT department doing to exploit the opportunity presented by the CWG</li> <li>• What is Revenue and Benefits doing to exploit the opportunity presented by the CWG</li> <li>• What is Customer Services doing to exploit the opportunity presented by the CWG</li> </ul>	<p>Cllr Brigid Jones, Deputy Leader and Dr Peter Bishop, Director for Digital &amp; Customer Services (Freya Lane PA)</p>
	<p>CWG: Regulation and Enforcement, City Operations Directorate</p>	<p>Paul Lankester, Interim AD, Regulation &amp; 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 &amp; 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

<b>Chair:</b>	Cllr Narinder Kaur Kooner
<b>Deputy Chair:</b>	Cllr Kerry Jenkins
<b>Committee Members:</b>	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.
<b>Officer Support:</b>	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 25<sup>th</sup> 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"> <li>• Early Years (this has been included in the written report).</li> <li>• SEND and EHCPs including the health aspect e.g. waiting times etc (regular SEND updates programmed).</li> <li>• Birmingham Youth Justice Strategic Plan 2021/22 (this is now scheduled for Cabinet 7 September 2021 rather than 29 June 2021 &amp; will be picked up by the Children’s Trust update).</li> </ul>	<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 &amp; 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 &amp; 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 Didiyal, 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"> <li>• 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).</li> <li>• Personal, Social and Health Education (PSHE) provided in schools.</li> <li>• 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.</li> </ul>	<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"> <li>Schools Forum and monitoring schools on how they are spending the money they are allocated.</li> </ul>	
1 September 2021 at 10am  Formal Meeting at the BMI  Deadline for Send Out: 20 August 2021	Children's Trust to include: <ul style="list-style-type: none"> <li>Youth Justice Strategic Plan</li> <li>Children in Care</li> <li>Independent Advocacy Service / Rights and Participation Service</li> <li>Missing Children</li> </ul>	Andrew Christie, Chair and Andy Couldrick, Chief Executive, Children's Trust
	Cllr Sharon Thompson, Cabinet Member for Vulnerable Children and Families	Suman McCartney, Cabinet Support Officer
	SEND	Kevin Crompton, Interim Director, Education & Skills and Pauline Maddison, Interim AD, SEND and Inclusion
13 October 2021 at 10am  Informal On-line Meeting  Deadline for Send Out: 4 October 2021	Cllr John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities to include: <ul style="list-style-type: none"> <li>Rise in hate crime, youth crime and knife crime.</li> <li>Engagement of young people and how they are supported in relation to climate, BLM and increase in racism, Palestine, Me too campaigns etc.</li> </ul>	Waqar Ahmed, AD, Community Safety and Resilience  Marcia Wynter, Cabinet Support Officer
	SEND	Pauline Maddison, Interim AD, SEND and Inclusion
	Home to School Transport (HTST) Update	Mary Jefferson, Head of Service, Home to School Transport, and Deborah Brooks, Transformation Director, Commissioning, Education and Skills





Date & Time	Items	Officers / Attendees
24 November 2021 at 10am  Formal Meeting in the BMI  Deadline for Send Out: 15 November 2021	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
	SEND  PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invited for this item.	Sue Harrison, Director, Education & Skills and, Pauline Maddison, Interim AD, SEND and Inclusion
12 January 2022 at 10am on-line  Deadline for Send Out: 30 December 2021	Birmingham Against Female Genital Mutilation (BAFGM) Annual Report 2021/22	Christine Wellington and Carolyn Daly, Co-chairs of BAFGM
	SEND – Objective: Working Well Together  PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invited for this item.	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
16 February 2021 at 10am in the BMI  Deadline for Send Out: 7 February 2022	SEND – Dashboard  PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invited for this item.	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><b>Forward Thinking Birmingham</b></p> <p>Erin Docherty Senior Nurse Lead, Forward Thinking Birmingham, Birmingham Women's and Children's NHS Foundation Trust</p> <p><b>The Birmingham School Health Advisory Service (BSHAS)</b></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>
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14 Nov 2018	<b>Educational Psychology Service Birmingham</b> Amanda Daniels, Principal Educational Psychologist. <b>Visit to Pause, Digbeth</b> Karen Woodfield, Area Manager, Pause, Forward Thinking Birmingham & Sandwell Beam and Leroy McConnell, Mental Health, Youth Work/Participation Lead, The Children's Society.
6 Feb 2019	Anna Robinson, Birmingham Education Partnership (BEP) Mental Health/Emotional Wellbeing Lead and Sarah Finch, Assistant Head, Colmers Secondary School and Sixth Form.

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

<b>Chair</b>	Councillor Mohammed Aikhlaq
<b>Deputy Chair</b>	Councillor Barbara Dring
<b>Committee Members:</b>	Councillors David Barrie, Meirion Jenkins, Majid Mahmood, Shafique Shah, Paul Tilsley and Lisa Trickett
<b>Committee Support:</b>	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
<b>24 June 2021</b> <b>1400 hours</b> <b>Informal Online Meeting</b> 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
<b>22 July 2021</b> <b>1400 hours</b> 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





<b>9 September 2021</b> <b>1400 hours</b> <b>Informal Online Meeting</b> 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
<b>7 October 2021</b> <b>1400 hours</b> 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"> <li>• People Services Transformation Programme</li> <li>• Update on Interims &amp; Consultants</li> </ul>	Tim Normanton, Acting AD, HR
<b>25 November 2021</b> <b>1400 hours</b> 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
<b>20 January 2022</b> <b>1400 hours</b> 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
<b>10 February 2022</b> <b>1400 hours</b> 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
<b>24 March 2022</b> <b>1400 hours</b> 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
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#### **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

