

BIRMINGHAM CITY COUNCIL

CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE

FRIDAY, 08 APRIL 2022 AT 10:00 HOURS
IN CHARLES DICKENS THEATRE, BMI, BIRMINGHAM, [VENUE
ADDRESS]

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

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

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

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

3 - 8

4 ACTION NOTES – 18 FEBRUARY 2022

To confirm the Action Notes from the meeting held on 18 February 2022.

9 - 16

5 ACTION NOTES – 11 MARCH 2022

To confirm the Action Notes from the meeting held on 11 March 2022.

17 - 50

6 SCRUTINY END OF TERM REPORT

To consider a report from Christian Scade, Interim Head of Security and Committee Services.

7 **DATE AND TIME OF NEXT MEETING**

The date of the next meeting will be confirmed after the local elections in May.

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 – INFORMAL MEETING**

**1000 hours on Friday, 18th February 2022, Committee Room C, Council House
Extension**

Action Notes**Present:**

Councillor Carl Rice (Chair)

Councillors: Kate Booth, Debbie Clancy,

Clerk's Note – the meeting was not quorate but proceeded on an informal basis

Also Present:

Deborah Cadman, Chief Executive

Darren Share, AD for Street Scene

Peter Bishop, Director of Digital and Customer Services

Wendy Griffiths, AD for Customer Services and Business Support

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: Mohammed Aikhlaq, Deirdre Alden Mariam Khan, Liz Clements, Roger Harmer, Narinder Kaur Kooner, Ewan Mackey, Saima Suleman and Mick Brown.

3. DECLARATION OF INTERESTS

None declared.

4. CUSTOMER SERVICE UPDATE

The Chief Executive introduced the Customer Services Update item to the committee.

The committee was informed that the council had become more resolute everyday about the need for improved services for its residents. It was highlighted that there was global interest in Birmingham as a place to invest in and put roots down, which had given a clear message that Birmingham was a place people wanted to visit, and the council needed to respond to that by providing good quality services.

The council needed to ensure that services areas were informed about the level of complaints that were received about their processes. The council had done this with a clear transformation process, a medium-term financial plan, and a draft corporate plan which would be finalised post-May. These helped identify the grand challenges the city faced and what it needed to do to meet those challenges.

The council's customers rightly expected services that were reliable, joined up around their needs and involved them as equals. Customers benchmarked the council's performance with organisations they engaged with in their everyday lives – whether that was Uber, Amazon, Spotify, and Expedia. These changes in customer expectations and requirements fundamentally challenged how council services needed to be designed; how they were led; how they approached innovation and how it drove change and improvement in a consistent and reliable manner across the Council as a whole.

An effective approach to handling complaints from citizens and members was integral to the success of the new Customer Strategy. If the council did not have the visibility of those complaints, it could not fix the issue and learn from the complaint and would therefore never improve.

The Committee was informed that the council was aware from the complaints received, member feedback, and the analysis work done to develop our new Customer Service Strategy that there was much more to be done.

For example, there were still

- Too many points of contact for customers (multiple websites, contact numbers and addresses)
- Not enough customer service feedback sought
- Under-utilisation of the Brum account- currently only 21% of services have services available on our customer portal.
- The Contact centre was under-utilised – not enough services were currently supported by the Contact Centre.

The most important part of the improvement work was to drive the change in ways of working and behaviours to put citizens at the heart of everything the council did. 'Putting citizens first' was one of the council's four organisational values and it must ensure that the value is inherent in how managers and officers' thought, delivered and engaged. What was delivered for Birmingham must be informed by the people of Birmingham, and must routinely draw on data and insight, along with citizen feedback and lived experience

The committee then heard from the AD for Digital & Customer Services

One of the issues that the council had in advance of having the centralised system, was that there were high volumes of complaints, and these went directly into directorates. There were different levels of resources and complaints which were going into a black hole, which meant there was no opportunity to learn from mistakes. The process had now moved into a single system and had enabled the development of a robust process of how data was handled, which was visible, and could be translated to ward/service/road level. There was now a considerable reduction in the general complaint backlog, which was at about 2,215 complaints, but now it had gone down to 863, that included the activity that had come in that week. Amongst this reduction the council has seen a 47% reduction in repeat complaints and that 82% of complaints were now being closed within the 15-day SLA, which meant that learning had happened within the service. This had involved collective working, not just the complaints team or the directorate, but cross-cutting complaints across multiple services.

However, there had been a considerable increase in complaints and comments received, but this is believed to be largely due to the centralised system which captures all complaints, rather than the fragmented system which existed previously, now there was no hiding place for complaints. The strategy had allowed the customer service team to make a heat map of complaints, which you could visualise by month or service. It showed that there was no single service at fault, but that there were around four service areas which were high in terms of complaint volume, and the biggest source of complaints was to do with service quality.

In the ensuing debate the following points were raised:

- The Interim Chief Executive outlined that Birmingham's levelling up plan was the best in local government at the moment and that it had used forecasting with complaints but also proper economic forecasting as well, to inform how the council made better use the resources and assets that it has.
- It was noted that Birmingham City Council was the 20th biggest landowner in the UK and that future city planning was not just about the city centre but the whole city. What was important to residents, was their local parade of shops, the availability of food, and the prevalence of anti-social behaviour. If all residents could not touch, taste, and feel that inward investment then it was all for nothing.
- It was suggested that responses to housing complaints were still very variable in time taken to respond, some people had received a prompt response, but many others still took a significant amount of time.
- It was highlighted that when customer services looked at its peak it had 16,500 applications for Housing, by December the deployed contact centre staff had reduced it to 4,000 and had cleared the other 12,500 applications.

The next report was presented by the AD for Street Scene

It was noted that before this system of customer service handling, data was made directly to the service managers and refuse depots, but the centralised model for the data now gave much greater clarity to the problems as a whole. The customer service strategy had brought all enquiries and complaints together, previously complaints on bins had gone

underreported, but the service knew the actual number missed because the refuse crew's reported back on them. Now that all the data was going to one place, it had changed the split of enquiries that Street Scene was getting. Previously, 30% of refuse staff were covered by agency, whereas all refuse employees were now full-time, which gave the directorate a greater ability to push down the core values of the council.

In the ensuing debate the following points were raised:

- It was acknowledged that complaints with missed collections were going down, but there were instances with whole roads that were still being missed. It was asked if staff were being briefed about the route, as it gave residents the impression that the crew are not bothering to visit their road?
- It was highlighted that there was concern that the behaviour category of complaint was still too high.
- It was agreed that the AD for Street Scene would report back to the committee in the future with the data on people registering complaints on missed collections with no postcode.
- It was also asked what design processes had been done for collection routes on new housing estates.
- It was noted that the refuse routes were developed by computer systems, and an average crew could collect from around 900-1400 properties a day depending on location and that's based on tonnage and the distance between bins. Currently, that information was on a paper map which the crews received.
- It was highlighted that the 'slab in the cab' was in current roll out. Redfern depot had already started utilising it and there were three other depots it was planned to be rolled out in the next three months. It gave crews a google maps of bins and the ability to talk to the contact centre and customer service. Staff have had to be taken through the process, and had been supportive when they have seen the actual programme, which gave live traffic updates, and had all the information about assisted collections.
- Street Scene expected that the 'slab in the cab' would improve a lot of service issues. It also stopped residents recording a tagged binned, which is contaminated or too heavy, from being recorded as a missed collection.
- If there was a broken-down lorry, the manager could lift roads from the system which were blocked and allocate those to other crews which were still out with the 'slab in the cab'. If that crew were struggling, they would be able to lift collections and drop them onto another round. Whereas, currently the process was that the crew came back and to colour a map of the missed collections, and then another crew had to go out and collect it.
- It was noted that new estates were allocated to existing teams but sometimes these were not put into paper copies of maps, the 'slab' would solve all of that - the GPS would show those exact locations.
- It was suggested that the old 'slab in the cab' was implemented before but failed because it was imposed, and there was no buy in or trust from employees. That had now changed, and although each crew had its generic areas, the crew would then test it and amend the routes. It was now up to the driver, they knew the patch, the flexibility had changed.

- It was noted that excess waste, anything left outside the bin, was not usually taken by refuse crews and was supposed to be tagged, however some crews would take excess waste if they thought they had capacity. The crews might not be able to complete their round if they had taken more bags. The 'slab in the cab' would also record non-presentation with photographic evidence, so it could respond more confidently to complaints.
- It was asked if there were elements of complacency around the volume of missed bin collections. It was noted that the council had issued statements that collections had improved, based on the reported number of missed collections, but that the rate of reporting rate of missed bins was around 1 in 35 to 40. This meant that the actual rate of collected bins was around 91% and not 99%. The service levels were much lower than were being reported in the area, and therefore the statements by leadership did not relate to what residents were experiencing.
- It was highlighted that over the pandemic there was a significant increase in household waste, and also an increase in people sorting their recycling. It was further noted that curb side recycling had improved but it has been cancelled out by increased levels of residual waste crews had seen.
- It was also noted that some waste collections were still running on Covid timetables, which were designed to stagger collections and mitigate the impact of having multiple members of staff isolating. Things were now changing, the really early starts at 5am would start to taper off.
- It was noted that through Neighbourhoods and Homes OSC, Street Scene had six targeted wards with community engagement officers who looked at what rubbish was on the street.
- It was suggested that there needed to be CCTV to enforce the known fly-tipping hotspots.

The chair thanked officers for attending.

Action points:

- It was agreed that the AD for Street Scene would come to a future meeting with the data on people registering complaints on missed collections with no postcode.

5. WORK PROGRAMMES

It was noted that the next meeting was on 11th March. It was explained that this would feature another update on customer services complaint handling, with input from the Managing Director for City Housing along with officers from Planning, Transport and Sustainability. It was highlighted that there would also be an update on recommendations from the Exempt Accommodation inquiry.

6. DATE OF NEXT MEETING

It was noted that the next meeting would be held on the 11th March 2022 at 10am.

The informal meeting ended at 12:00 hours.

BIRMINGHAM CITY COUNCIL
CO-ORDINATING O&S COMMITTEE

1000 hours on Friday, 11th March 2022, Charles Dickens Room, BMI

Action Notes

Present:

Councillor Carl Rice (Chair)

Councillors: Mohammed Aikhlaq, Deirdre Alden, Kate Booth, Debbie Clancy, Mariam Khan, Roger Harmer, Narinder Kaur Kooner, Ewan Mackey, Saima Suleman and Mick Brown.

Also Present:

Julie Griffin, Managing Director Housing

Steve Wilson, Housing Director

Gary Messenger, Assistant Director of City Housing Services and Support Housing

Guy Chaundy, Housing Modernisation and Partnership Manager

James Wagstaff, Head of Enforcement & Planning Technicians

Philip Edwards, Assistant Director Transport & Connectivity

Cllr Shabrana Hussain, Cabinet Member for Homes & Neighbourhoods

Wendy Griffiths, AD for Customer Services and Business Support

Christian Scade, Interim Head of Scrutiny and Committee Services

Daniel King, National Management Trainee

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2. APOLOGIES

Apologies were submitted on behalf of Cllr Liz Clements.

3. DECLARATION OF INTERESTS

None declared.

4. ACTION NOTES

RESOLVED:

The action notes of the formal meeting held on 22nd January 2022 were agreed and it was noted that the action notes from the informal meeting held on 18th February 2022 would be considered at the next meeting.

5. COMPLAINTS SERVICE UPDATE (HOUSING AND INCLUSIVE GROWTH)

A. HOUSING

The item was introduced by Julie Griffin, Managing Director for Housing. The council oversaw a housing stock of around 60,000 units. There had been transformation activity in the directorate last year, which involved carrying out root and branch reviews of services and base-lining services to ask a number of questions about the improvement activity needed. This also looked at devising a workforce development plan and how to introduce training.

There were 6 key areas of City Housing's transformation plan:

1. Customer engagement - build effective relationships with our customers
2. Operational effectiveness – including comprehensive Performance Management Framework
3. Workforce development - enhancing learning and staff development
4. Asset Management and Building Safety - evidence and enhance safety
5. Regulatory Compliance – including consumer and safety regulation and White Paper
6. Strategy development - clearly defined strategic aims

There had been a reduction in complaints during the last month, and the majority direction of travel was positive. It was noted that there was no organisation that has no complaints. There were three contractors the council used to deal with repairs to their housing stock: Fortem (2.62% of jobs had complaints), (Wates 2.19%), and Equans (1.43%). In the city overall there were around 250,000 repairs a year on 60,000 units.

The largest area of complaint was the delay in doing work, and the complaints team had been giving the housing directorate intelligence, so it understood the reason for complaints and gave the reason to analyse the areas going wrong. It was noted that although the complaint was important for customer, what was more important was learning from it, sorting the problem at the root and rectifying the process.

Another area of complaint was in communications with customers, and delays in doing something to address problems. For housing repairs, there had been changes with the contractor arrangements which had been communicated and were due to happen at end of month. The Wates contract would end on 31st March and Equans

would take over responsibility for that area because they had been the best performing contractor. This would see the number of contractors used go down from 3 to 2. Wates would still continue with some major capital projects. It was noted that all contractors were scrutinised and if they performed well there was a payment mechanism, and they were penalised if they perform poorly; and Equans had been performing well.

It was highlighted that domestic abuse had increased over the last 2 years over lockdown and this had led to an increase in cases for Housing Management. There was intensive work to examine the caseloads per officer, and how the department could spread the workload out to get to customers quicker. The department wanted to modernise engagement and communication with customers, this meant engaging more with the local housing boards and residents' groups so it could get that information to where it needed to be. It was highlighted that there was a need to increase frontline presence and it was now time to get frontline officers back on the estates and seeing residents.

There had been a conjoined approach with waste-services which had improved responses to fly-tipping, which focused on moving the rubbish and deciding where the money comes from later.

It was highlighted that the service had been under considerable strain for a number of years, owing to the national housing crisis, and the council currently had around 4,000 households in temporary accommodation. 9 complaints out of the 4,000 households in temporary accommodation had been recorded. There were also 20,000 citizens on housing register.

The number of complaints had reduced significantly, and would reduce further once the Service had finished mobilisation and embedded into new ways of working. However, given wider issues pressures would remain. There were nearly 500 applications a week to join the housing register, but the lack of affordable housing made the situation challenging in finding suitable accommodation. It was suggested that the council needed to look beyond its own social housing with more emphasis on the private sector to help alleviate that pressure.

It was noted that there was now a 7-week waiting time for applications to be assessed. This had reduced from 6 months. In September the council had 16,000 overdue applications which had now reduced to just over 4,000 with the introduction of a dedicated backlog team with the view to reduce to zero over the next couple of months.

It was noted that there was a need to keep stock maintenance survey up to date, repairs should be for emergency only, but the council needed to ensure it had a strategic approach to investing in stock. Member enquiries and complaints, the situation had improved since November 2021 when 24% of member enquiries were closed in the SLA, now it was 42% but this still needed to be improved.

In the ensuing debate the following points were raised:

- It was highlighted that there were diagnostic problems which needed addressing to ensure employees were asking the right question so that the operative would make the right repairs.
- It was asked why it took so long to get customer service data, as if there was a problem in a service area, it needed to know as soon as possible. It was also suggested that proactive maintenance needed to take over from repairs. There was a need to spot issues in surveys of housing stock and put them right.
- It was suggested that getting rid of redundant alleyways was one of the best ways to target fly-tipping, and they should be incorporated into their neighbouring gardens.
- It was noted that the data runs 15 days behind the process, to give the council a chance to respond within the 15-day SLA. The council were trying to move to real time data and reporting, operating on a PowerBI system, so members could go in at any point and have the data in real time. It was suggested that the 15-day delay was not excessive and ensured that the data used was accurate.
- It was noted that the council had looked at getting rid of some alleyways, and other redundant land which attracted fly-tipping.
- It was noted that there seemed to be an issue around who was people's maintenance contact, and people often did not know who their first point of call was.
- It was asked whether Equans good record on complaint had been because they were currently looking after a relatively small number of properties
- It was highlighted that Equans, started out with 8,000 properties in the north of the city, they would inherit the same staff and properties from the Wates contract. It was stated that when contractors were changed, their performance often temporarily dipped before going back up again.

B. Inclusive Growth

Transport

The item was presented by Philip Edwards, Assistant Director Transport & Connectivity. It was highlighted that making sure all complaints go through the system had been a priority, and the focus of the team had been on planning and development, and transport and connectivity. Complaints were stable over recent months, 97% were closed within the stage 1 15-day SLA, and 100% were closed in stage 2 in the last month. It was noted that this was a high performance considering the high number of complaints.

There were three main topics of complaint; Clean Air Zone, low traffic neighbourhoods in Kings Heath, and project delivery, and the root causes of most

complaints was the decisions the executive had made and were currently in the process of making.

It was noted that the feedback from the Clean Air Zone had shown that there was a lack of clarity around the payment process, which was hosted on a government website. The other cause of the issue was around some of the signage, which people either thought was confusing or not visible. It was added that the council had been adding signs in to rectify this.

In the ensuing debate the following points were raised:

- It was highlighted that 60% of people who responded to the Kings Heath LTN consultation were against it.
- It was accepted that there were significant differences in views over the LTN, and that a statement on Kings Heath had gone out and the consultation report had been published.

Planning enforcement

This section of the report was presented by James Wagstaff, Head of Enforcement & Planning Technicians. It was noted that most of the complaints the department received were related to enforcement and planning, which was not surprising as it could often be contentious due to the impact it had on neighbours and communities. There were two areas in particular that received a high volume of complaints: policy and procedure, and communication.

In the subsequent debate, the following points were raised:

- It was asked why the department could not take preventative action when it was clear that a landlord was converting housing into an HMO, and why the council had to wait until the work had finished.
- It was noted that the council needed solid evidence that a breach of planning regulations had been made before they could act and there was a need to consider what was reasonable, as they already had 1,500 open cases.
- It was suggested that the form to raise an issue with planning enforcement needed to be more user-friendly, and that there should be a box to tick to say you are a councillor.
- It was noted that a large number of cases being investigated by planning enforcement were red herrings, some people saw them as an avenue to settle neighbour disputes. It was added that the complaint form was designed for people to understand the regulations and to help the council understand what people's concerns were about.
- It was noted that updating interested parties was a very resource intensive process, the department were dealing with 1500 live cases, all of which featured 1 owner and 2/3 complainants. That's why the complainants had the direct numbers for officers, so residents could check up on the case by picking up the phone, which put the onus back on resident.

- Planning and Development only received 138 complaints, out of 20,000 interactions, it was noted this number was relatively minimal.
- Action: The Committee agreed that planning enforcement required more resources. As a result, the Chair of the Committee agreed to raise this with the Leader of the Council as it was agreed more work needed to be done in the preventative stage rather than just at the prosecution stage.

6. EXEMPT ACCOMMODATION

The report was introduced by Guy Chaundy, Housing Modernisation & Partnership Manager. It was noted that progress had been made since the scrutiny recommendations were agreed, there were some areas where progress was reliant on regulatory change and money from central government. It was highlighted that the report would come back to the committee in six months' time, in which time the council should have a response from the select committee inquiry.

1. Recommendation 1 was organising pilot work and the continuation of pilot resources over the next 12 months, which was classed as being full achieved, and there was a recommendation for a resident engagement officer to the end of next financial year. The business case was put forward for 12-month funding on the basis there would be movements from central government with additional funding. It was noted that waste service were now part of the pilot team to tackle waste issues where there was a high prevalence around this type of accommodation. The targeted and reactive inspections were still in progress and the 20,000 target had not yet been achieved, so far 1,000 inspections had been carried out.
2. The second recommendation was to establish communication links with residents and members to make sure people could escalate problems, the council had made progress and hoped to have this recommendation completed by the end of the month. It was noted the council had established localised groups already, had a website going live this month which provided information about how people can escalate issues.
3. The third recommendation was the work around a supported housing strategy, how the council set out a clear approach to working with providers, getting them accredited, and managing any referral process. The council currently had 14 providers going through the accreditation process, and the first cohort of providers has gone through this. This recommendation was a work in progress.
4. The fourth recommendation was supporting the housing benefit process. Housing benefit would now investigate cases, if there was evidence there that that low level threshold wasn't being met, it would lead to cessation of funds. This would be mobilised by the end of March and could target those

claims that were deemed most at risk of being poor providers.

5. The fifth recommendation was strengthening planning controls, although there were no areas identified for further review, there had been a commitment made to report back twice yearly on planning enforcement issues relating to exempt accommodation. The Leader and the relevant O&S Committee had been asked to review existing practices, enforcement policies and procedures. This had been fully achieved.
6. The sixth recommendation was to work with regional partners and other local authorities, this was still in progress, but the Cabinet Member and Leader had been working with other authorities, and there had been a lot of activity with this. Work done had been done with other core cities and the LGA to ensure the council had a common theme to what it was submitting to the inquiry.
7. The seventh recommendation was lobbying for change, whilst this had been achieved, it was noted that this needed to be ongoing.

Actions:

- The committee supported the initiative to use Article 4 calculations to hold bad providers to account.
- Guy Chaundy was to get in touch with the legal team to provide a timeframe to the amendments that had been agreed by Full Council in December 2021.

7. WORK PROGRAMMES

The work being carried out by each of the Overview and Scrutiny Committees, set out via the work programme report, was noted.

8. DATE OF NEXT MEETING

It was noted that the next meeting would be held on the 8th April 2022 at 10am.

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

None

10. OTHER URGENT BUSINESS

None

11. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:

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

The meeting ended at 12:15 hours.

Birmingham City Council

Co-ordinating Overview and Scrutiny Committee

8 April 2022



Subject: Scrutiny End of Term Report
Report of: Cllr Carl Rice, Chair, Co-ordinating OSC
Report author: Christian Scade, Interim Head of Scrutiny and Committee Services

Does the report contain confidential or exempt information? ☐ Yes ☒ No

If relevant, state which appendix is exempt, and provide exempt information paragraph number or reason if confidential : N/A

1 Purpose and Attached Documents

- 1.1 As set out in the Constitution, the role of Co-ordinating Overview and Scrutiny Committee is to plan and co-ordinate the work of all the Overview and Scrutiny Committees. Its role is also 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, set out in full at **Appendix 1**, include:
- Giving such guidance to Overview and Scrutiny Committees in any cases of uncertainty, as to work which they should or should not be undertaking, as may be necessary to achieve such co-ordination, including the allocation of “call-in” to the appropriate committee;
 - Determining in any cases of uncertainty, the allocation of responsibility for specific tasks between committees;
 - Ensuring (by means, for example, of issuing appropriate guidance and/or instructions) that each Overview and Scrutiny Committee pays proper attention to their work to the consideration of key cross cutting issues, in particular equalities, transparency and improvement;

Item 6

- Publishing an Annual Programme of major scrutiny inquiries as suggested by individual Overview and Scrutiny Committees;
- Agreeing the establishment of any task and finish groups; and
- Considering overview and scrutiny development, working practices and constitutional arrangements.

1.3 With this in mind, following the recent Scrutiny Business Report (**Appendix 2**) which was considered by City Council in March, this item provides an opportunity for the Committee to review the work of the scrutiny function over the past year and to look ahead to both the opportunities and challenges moving forward.

1.4 This item also provides an opportunity to put forward any amendments to the remits of Overview and Scrutiny Committees so that these can be put forward to Council Business Management Committee in May as part of the Annual Review of the Constitution.

2 Recommendations

2.1 To consider what (if any) changes are required to strengthen cross-party engagement in scrutiny.

2.2 To consider what (if any) changes are required to increase the number of in-depth inquiries reported to City Council

2.3 To consider what (if any) amendments are required to Part B11 of the Constitution so that these can be considered by Council Business Management Committee, in May 2022, as part of the Annual Review of the Constitution.

3 Appendices

3.1 **Appendix 1** - Part B11, Overview and Scrutiny Procedure Rules, Birmingham City Council Constitution

3.2 **Appendix 2** - City Council, Scrutiny Business Report, 15 March 2022



Birmingham City Council Constitution

Part B – Roles, Functions and Rules of Procedure

May 2021

(Amended August 2021 and October 2021)



B11. OVERVIEW AND SCRUTINY COMMITTEES

11.1 Principles of Good Scrutiny

- i. Good Overview and Scrutiny adds value to Councils as it:
 - a) Amplifies public voice and concerns;
 - b) Drives improvement in public services;
 - c) Provides constructive “critical friend” challenge;
 - d) Is led by ‘independent minded people’ who take responsibility for their role.

11.2 Role

- i. Overview and Scrutiny Committees will:
 - Make reports and/or recommendations to the full Council, the Executive and / or other organisations in connection with the discharge of the functions specified in their terms of reference;
 - Consider any matter covered in their terms of reference that may affect or be likely to have an effect on the citizens of Birmingham; and
 - is relevant to the Council’s strategic objectives; and/or
 - is relevant to major issues faced by officers in managing a function of the Council; and/or
 - is likely to make a contribution to moving the Council forward and achieving key performance targets.
 - Exercise the “request for call-in” and “call-in” any Cabinet, Cabinet Committee or Cabinet Member decisions made but not yet implemented by the Executive.
 - Overview and Scrutiny Chairs should maintain regular engagement with Cabinet Members to enable flexibility to be built into the Overview and Scrutiny work programme, so as to respond to the Council’s policy priorities in a timely way.

11.3 Functions

- i. *Policy development and review:* Overview and Scrutiny Committees may:
 - Assist the Council and / or the Executive in the development of its budget and policy by appropriate analysis of policy and budget issues;
 - Conduct appropriate research, community and other consultation in the analysis of policy and budget issues and possible options;
 - Consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
 - Question Members of the Executive and/or Chief Officers about their views on issues and proposals affecting their areas of responsibility; and

- Liaise with other external organisations operating in the city, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.
- ii. *Scrutiny*: Overview and Scrutiny Committees may:
- Review and scrutinise the Executive decisions made by and performance of the Executive and/or Chief Officers in relation to decisions taken by them or in relation to their areas of responsibility / department;
 - Review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and / or particular service areas – including the areas of responsibility of the Regulatory and Non-Executive Committees, but not the actual decisions of the Regulatory and Non-Executive Committees;
 - Make recommendations to the Executive, Chairmen of Committees, Chief Officers and/or Council arising from the outcome of the scrutiny process;
 - Review and scrutinise the performance of other relevant public bodies in Birmingham (including Health Authorities) and to invite reports from them by requesting them to attend and engage with the Overview and Scrutiny Committee about their activities and performance;
 - Question and gather evidence from any person (with their consent); and
 - Establish sub-committees to undertake aspects of that committee’s remit, or Task and Finish Committees to carry out specific time limited enquiries as agreed with the eight Overview and Scrutiny Committee Chairs and subject to available resources.
- iii. Any member of an overview and scrutiny committee (or sub-committee) may ensure that any matter relevant to the remit of the committee (or sub-committee) be placed on the agenda and discussed at a meeting of the committee (or sub-committee) (“Councillor Call for Action”).

11.4 Membership

- i. All Councillors, except Cabinet Members (and the Lord Mayor) can be members of an Overview and Scrutiny (O&S) Committee. Members are appointed by Full Council. Chairs of these committees are appointed by the Full Council and Deputy Chairs are elected by each committee at its first meeting, for the purpose of substitution for the Chair if absent.
- ii. Membership of each of the O&S Committees will be eight; with the exception of the Co-ordinating Overview and Scrutiny Committee, which will consist of 12 members: the chair of the committee and the seven other Overview and Scrutiny Committee chairs along with four places for opposition group members to ensure proportionality. Education and Children’s Social Care O&S Committee will have an additional four co-opted places, as set out below.
- iii. Quorum for the Co-ordinating O&S Committee and Education and Children’s Social Care O&S Committee shall be four; and three for the other O&S Committees.
- iv. No substitute members shall be appointed to an Overview & Scrutiny meeting.

- v. Where a member stands down from a Cabinet role, that member should not be appointed to the O&S Committee scrutinising the portfolios to which that role related for a period of six months.
- vi. A Chair of an Overview & Scrutiny Committee should not be appointed to serve as a Director on any of the City Council's wholly owned companies where the activities of that company overlap with the remit of that Overview & Scrutiny Committee.

11.5 Terms of Reference of Overview and Scrutiny Committees

- i. There shall be eight Overview and Scrutiny Committees as set out in the terms of reference below.

Co-ordinating Overview and Scrutiny Committee

- ii. 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.
- iii. 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.
- iv. Membership of the Co-ordinating Overview and Scrutiny Committee will consist of 12 members: the chair of the committee and the seven other Overview and Scrutiny Committee chairs along with four places for opposition group members to ensure proportionality.

Resources Overview and Scrutiny Committee

- v. 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.

Education & Children's Social Care Overview and Scrutiny Committee

- vi. 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.
- vii. 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).

Economy and Skills Overview and Scrutiny Committee

- viii. To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning strategic economy; skills and apprenticeships; inward investment; land use planning; business improvement districts and the Local Enterprise Partnership.

Health and Social Care Committee

- ix. To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning adult safeguarding, social care and public health; and to discharge the relevant overview and scrutiny role set out in the National Health Service Act 2006 as amended by the Health and Social Care Act 2012, including:
- The appointment of Joint Overview and Scrutiny Committees with neighbouring authorities; and
 - The exercise of the power to make referrals of contested service reconfigurations to the Secretary of State as previously delegated to the Health and Social Care Overview and Scrutiny Committee by the Council.

Housing and Neighbourhoods Overview and Scrutiny Committee

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

Commonwealth Games, Culture and Physical Activity Overview and Scrutiny Committee

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

Sustainability and Transport Overview and Scrutiny Committee

- xiii. To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities relating to sustainability; air pollution; transport strategy and highways.
- xiv. The Committee shall undertake the authority's statutory functions in relation to the scrutiny of flood risk management (Flood and Water Management Act 2010).

11.6 Rules of Procedure

- i. A Scrutiny meeting may be called by the Chair of the relevant Overview & Scrutiny Committee.
- ii. All meetings of an Overview & Scrutiny Committee shall be open to the public in accordance with Section C2 *Access to Information*. In addition to their rights as Councillors, Members on an Overview & Scrutiny Committee have additional rights to documents as set out in Section C2 *Access to Information*.
- iii. No Overview & Scrutiny Committee may undertake a review into:
- Any decision of the Planning Committee, the Licensing and Public Protection Committee or a Licensing sub-committee;¹
 - Any decisions which may be appealed against under the terms of reference of the Licensing Sub-Committees;
 - Any decision taken by an officer under delegated authority which falls within the terms of reference of the Planning Committee, the Licensing and Public Protection Committee or a Licensing sub-committee;²
 - Any code of conduct matter or employment appeals;
 - Except in exceptional circumstances, any decision in respect of which there are:
 - a) Ongoing judicial proceedings, Ombudsman or audit inquiry or complaint under the Council's formal complaints procedure; or
 - b) Individual personnel issues.
- iv. An Overview & Scrutiny Committee may require any Cabinet Member, or Member in relation to a matter where the Member has exercised functions, the Chief Executive and/or

¹ In respect of a licence or permission granted to an individual or in respect of an individual premises

² In respect of a licence or permission granted to an individual or in respect of an individual premises

any senior officer to attend before it to answer questions and provide information about any matter within its terms of reference.³

11.7 Conflicts of interest

- i. If an Overview and Scrutiny Committee is scrutinising specific decisions in relation to the business of another committee or forum of the City Council of which an Overview and Scrutiny Committee Councillor is a Member, then that Councillor must withdraw from the meeting during the consideration of such matter.
- ii. Where, however, the Overview and Scrutiny Committee is reviewing policy matters, generally, as opposed to a specific decision of another committee or forum of the City Council, the Member must declare his/her interest before the relevant agenda item is reached but need not withdraw.
- iii. If a Cabinet Adviser (or former Cabinet Adviser) is a member of an Overview & Scrutiny Committee and is scrutinising matters to which their role relates, then that Councillor must withdraw from the meeting during the consideration of such matter.
- iv. If an Overview and Scrutiny Committee is scrutinising the work of a relative of a member of the Committee, then that Councillor must withdraw from the meeting during the consideration of such matter.

11.8 Overview and Scrutiny Work and Non-Executive Committees

- i. Overview and Scrutiny Committees are only permitted by law to scrutinise the Executive decisions of the Council – Cabinet, Cabinet Committees, Cabinet Members, and officers.
- ii. In terms of the Regulatory Committees, these carry out administrative functions and, as such, appropriate appeal rights and procedures apply to the same, which do not involve the Overview and Scrutiny Committees arrangements.

11.9 “Request for Call-In” and “Call-In”

- i. When an Executive decision is taken by the Cabinet, Cabinet Committees, or Cabinet Member(s), the decision shall be published on the website, and copies of it shall be available at the main offices of the Council, normally within three days of being made. All Members and Chief Officers will be sent a notification of all such decisions within the same timescale, by the Committee Services Officer responsible for publishing the decision.
- ii. The relevant notice will bear the date on which it is published and will specify that the Executive decision may be implemented, after the expiry of three working days after the publication of the decision, unless a “Request for call-in” is made of the Executive decision,

³ A Member or officer is not obliged to answer any question which he would be entitled to answer in or for the purposes of proceedings in a Court Section 9FA of the 2000 Act.

by at least two Councillors (who are not members of the Cabinet). The “Request for Call In” should state the reason for call-in.

- iii. Once a “Request for Call In” has been received, the Chair of Co-ordinating O&S Committee will agree which Overview and Scrutiny Committee should hear the call-in. That Committee must meet to consider the request. The meeting should take place not later than 15 clear working days after the original publication of the decision.
- iv. It is for the Committee to decide whether to Call In a decision or not. The Council does not expect an Overview and Scrutiny Committee to Call In an Executive decision unless one or more of the following criteria applies.
- v. Where the Committee does decide to call in a decision, the “re-consideration” which is then required must take place at a meeting of the full Cabinet – irrespective of who made the original decision on behalf of the Executive.

Call-In Criteria

	(a) Is the Executive decision within existing policy?
1	the decision appears to be contrary to the Budget or one of the ‘policy framework’ plans or strategies;
2	the decision appears to be inconsistent with any other form of policy approved by the full Council, the Executive or the Regulatory Committees;
3	the decision appears to be inconsistent with recommendations previously made by an Overview and Scrutiny body (and accepted by the full Council or the Executive);
	(b) Is the Executive Decision well-founded?
4	the Executive appears to have failed to consult relevant stakeholders or other interested persons before arriving at its decision;
5	the Executive appears to have overlooked some relevant consideration in arriving at its decision;
6	the decision has already generated particular controversy amongst those likely to be affected by it or, in the opinion of the Overview and Scrutiny Committee, it is likely so to do;
7	there is a substantial lack of clarity, material inaccuracy or insufficient information provided in the report to allow the Overview and Scrutiny Committee to hold the Executive to account and/or add value to the work of the Council.
	(c) Has the Executive decision been properly taken?
8	the decision appears to give rise to significant governance, legal, financial or propriety issues;
9	the notification of the decision does not appear to have been in accordance with council procedures;

Birmingham City Council

City Council

15 March 2022



Subject: Scrutiny Business Report
Report of: Chairs of the Overview & Scrutiny Committees
Report author: Christian Scade, Interim Head of Scrutiny & Committee Services

Does the report contain confidential or exempt information? ☐ Yes ☒ No

1 Executive Summary

- 1.1 This report reflects on the work programmes of Overview & Scrutiny Committees for the past six months.

2 Recommendations

- 2.1 That the report be noted.

3 Progress since September 2021

- 3.1 Since September 2021 we have been operating with various levels of restrictions on how we do business and have held a combination of “in-person” formal meetings and some online informal meetings during the winter months. An increase in Covid cases over the winter led to a return to working from home advice from the government. Since the relaxation of those restrictions, scheduled O&S meetings have started to move back to formal “in-person” meetings, whilst respecting the capacity of the rooms available and hybrid solutions where non-committee attendees join the meeting virtually online.
- 3.2 We have also successfully recruited two new posts to the Scrutiny team and will have a permanent full time Senior Overview & Scrutiny Manager and an Overview & Scrutiny Manager in post very soon.

4 Scrutiny Work in 2021/22

- 4.1 The four principles of good scrutiny, as identified by the Centre for Governance and Scrutiny, are to provide constructive “critical friend” challenge; amplify the voice and concerns of the public; be led by independent people who take responsibility for their role and drive improvement in public services.

- 4.2 This report focuses on the work we have been doing since September 2021 to fulfil these principles, especially in relation to holding the Executive to account and undertaking independent inquiry work.

Holding the Executive to Account

- 4.3 Scrutiny has explored a wide range of issues over the past six months and some examples of this good work are set out below:
- 4.4 Education & Children's Social Care O&S has had a singular top priority since the Autumn and this has been the improvement journey of the SEND service. The Committee has had updates at every meeting from either the Cabinet Member for Vulnerable Children & Families, the newly-appointed Director of Education and Skills (now Director for Children and Families) or members of the senior leadership team, taking Members through the action plan, the dashboard and progress made to date. In addition, representatives from the Parent Carer Forum have been invited and attended every session to add to this.
- 4.5 Safeguarding children is also within the Committee's remit and the Children's Trust and the Birmingham Safeguarding Children's Partnership have both attended to update Members on this. One of the actions leading from this is the Committee writing to the Minister of State for Crime, Policing and Probation to express the Committee's concerns about the new Offensive Weapons Homicide Reviews (OWHRs) specifically, the proposed age criteria (eighteen and over) as set out in the Police, Crime, Sentencing and Courts Bill.
- 4.6 The Chair of Housing & Neighbourhoods O&S Committee has written to the Cabinet Member for Homes & Neighbourhoods to propose a stocktake on progress made against the "Working Together in Birmingham's Neighbourhoods" policy which was approved by Cabinet in January 2019. The committee had concerns about lack of progress and has outlined some suggested actions to provide impetus and requested an update be brought back to committee urgently.
- 4.7 The Resources O&S Committee requested an update on the Financing of the Commonwealth Games, with a particular focus on the position regarding partner contributions - what was initially agreed, how it is being pursued and the contingency plans if the partner funding is not forthcoming, which was provided early in the new year.
- 4.8 Resources O&S members have also been holding the Executive to account on the delayed delivery of the 1B ERP (Enterprise Resource Planning) system and the resultant increase in associated costs. A number of risks and issues have been managed, however there are still some significant risks being managed, particularly around any further delays to data migration and there are a number of technical solutions that they have to get right. Members were reassured that the programme remains within budget and there is still some contingency fund and reserves left.
- 4.9 Co-ordinating O&S Committee identified key areas of improving the Customer Services and Complaints system in its inquiry from November 2020. The focus on

Customer Services shows that Scrutiny is determined to tackle the priorities and needs of Birmingham local residents. Building on their work in scrutinising Customer Services the new complaints system has at last begun to generate accurate and detailed information on those Directorates which generate most enquiries from residents and their elected representatives.

- 4.10 In the past accurate data on complaints and enquiries was difficult to compile as there were many disparate access points to report problems to the City Council. By rationalising these access points, the true picture of complaints in the City has at long last become clear. This has allowed Scrutiny to challenge the worst performing Directorates to produce action plans to improve performance and monitor their progress in the coming years.
- 4.11 The Co-ordinating O&S Committee wants to see all councillors sent regular briefings on complaints and to see reports tabled at City Council meetings so that Directorates are held to account for their record on dealing with complaints and enquiries.
- 4.12 Members of the Economy & Skills O&S Committee have been particularly interested in advocating for more opportunities for training and upskilling of residents and, as well as receiving regular updates on youth unemployment, the Committee has also kept a watchful eye on the East Birmingham Inclusive Growth Strategy and highlighted that local people and businesses from the area and the wider city benefit most from the initiative.
- 4.13 Building on this, the Committee has also undertaken a 6-month assessment on the impact of the Clean Air Zone (CAZ) on businesses within the CAZ area and will continue to monitor it.
- 4.14 Strengthening Planning Enforcement was a key recommendation from the Exempt Accommodation inquiry presented to City Council in December 2021. The Economy & Skills O&S committee were tasked with looking at the issue more closely at their meeting in March 2022 to understand existing practices, enforcement policies and procedures and what they mean so that the role and capacity of the Council is clear to the public.
- 4.15 As part of a session focusing on sustainability issues in November 2021, Sustainability & Transport O&S Committee called the West Midlands Pension Fund in, as challenging them on divestment from fossil fuels was an action delegated to the committee by the then Route to Zero Taskforce. Other items in this session included an introduction to the newly appointed Assistant Director for Climate Change, tracking on the plastic-free Birmingham inquiry and an update on waste procurement.
- 4.16 The Commonwealth Games, Culture & Physical Activity O&S Committee chose to focus all of its activity over the past 12 months on holding the Executive, and Directorates, to account on what they are doing to contribute to the success of the Commonwealth Games in Birmingham this summer, and also what the Directorates are doing above and beyond to ensure all communities benefit from a legacy as a

result of the Games. This report is set out separately as Appendix 1 to this report.

Inquiries and Proactive Policy Development Areas

- 4.17 O&S also adds value to the work of the Council through independent inquiry work into specific issues and working with the Executive or Directorates to help shape policy development. The following section sets out what inquiry work has been completed since the last report in September 2021, what is currently underway and what work is being scoped for future consideration.

Inquiries Completed since September 2021:

- 4.18 As noted above, Co-ordinating O&S Committee took the results of their inquiry into **Exempt Accommodation** to City Council in December 2021, having gathered evidence from nearly 100 residents, community groups and politicians into the growing problem.
- 4.19 As the inquiry went to City Council, the Levelling Up, Housing and Communities Committee (Select Committee) announced its intention to gather evidence about the sector to inform future plans, and the Chair of Co-ordinating O&S, Cllr Carl Rice, was quoted as saying that “this was one of the best pieces of engagement with the public that he had seen in his time as a Councillor”. The inquiry was covered positively in both local and national press.
- 4.20 As part of the national inquiry the Cabinet Members for Homes & Neighbourhoods and Vulnerable Children & Families have been working with regional authorities, core cities and pilot authorities to develop some common messages and recommendations for national change. A joint pilot meeting reached agreement on policy recommendations for government and a joint submission was also made to the Select Committee inquiry.
- 4.21 In addition, two parliamentary debates have taken place calling for urgent change, the response from the Minister indicated a need to conclude the external evaluation report for the ongoing pilots (including Birmingham) and this would further inform the national inquiry taking place.
- 4.22 Coordinating O&S Committee is expecting an update on progress made against recommendations in its March 2022 meeting.
- 4.23 In winter 2019/20, Economy & Skills O&S Committee asked the question “What more could the Council do, through the use and management of its property estate, to ensure small and medium-sized businesses and community organisations and enterprises can play a full part in the city’s economic development and regeneration?”
- 4.24 The resulting inquiry on **Council-owned Assets** is being debated at the City Council meeting on 15th March 2022, with recommendations focusing on support that can be offered to community organisations as tenants or bidders for Council-owned

property assets, and on improving the service offered by Birmingham Property Services to make it more transparent and improve communications.

Inquiries Currently Underway

- 4.25 A short inquiry, concerning **litter bins policy**, by Housing & Neighbourhoods O&S Committee is underway with the support of the Cabinet Member for Street Services and Assistant Director of Street Scene. Members have had the opportunity to study the policies of two other local authorities, Bradford and Knowsley, and speak to senior officers and members to learn about what has worked well for them. It is envisaged this piece of work will conclude before the end of this municipal year with recommendations to take forward for a litter bins policy for Birmingham.
- 4.26 Resources O&S Committee is about to complete a task and finish inquiry into **procurement and commercial governance**. In the past the Resources O&S Committee has identified several issues with procurement and contract management arrangements, particularly in relation to the timeliness of decisions and adherence to regulations and governance requirements, so the task and finish group was set up to review and examine the commercial governance process to ensure that it is robust, fit for purpose, complied with and delivers both value for money for taxpayers and the Council. This is expected to conclude, via a report to the Cabinet Member for Finance & Resources, by the end of March 2022.

Inquiries being Scoped/Upcoming

- 4.27 Concerns were raised by members of Housing & Neighbourhoods O&S Committee following visits to some void properties. As a result, future scrutiny work will be scoped about the standard of properties being offered and the turnaround time. It is anticipated that this initial scoping will be completed in advance of the new municipal year to enable the new committee members to start quickly in June 2022.

Inquiries being Tracked/Monitored

- 4.28 In addition to the inquiries set out in paragraphs 4.18 – 4.24 which will have actions requiring monitoring this year, the following inquiries still have a small number of recommendations still outstanding before being completely discharged:
- Plastic-free Birmingham
 - Birmingham Tree policy
 - Period poverty
 - Infant mortality
 - Fly tipping

Proactive Policy Development Areas

- 4.29 In addition to the inquiry work above, the last six months have also provided opportunities to look at a number of policy areas in detail. This includes both work that has already taken place, and work that will be taken forward in the future. Some examples of this type of work are set out below:

- 4.30 The Chair of Education & Children's Social Care O&S Committee and the Cabinet Member for Vulnerable Children & Families met early in the new year to discuss areas of importance for scrutiny in the new municipal year and agreed there should be a focus on child exploitation. The Cabinet Member is already working on a piece of work with the hospitality industry and hotels and an awareness raising campaign and has invited Scrutiny to contribute to this work.
- 4.31 Health & Social Care O&S Committee have been seeking to explore pieces of work around weight management and mental health for some time and it is envisaged these would be considered as part of the work programming for 2022/23.
- 4.32 In response to the Covid-19 pandemic, the Sustainability & Transport O&S Committee held a session in September 2021 with public transport operators looking at what was being done to increase confidence so that more people would return to the bus and train network. This looked at measures being put in place to increase customer safety and offering more flexible travel options as people considered returning to the workplace as restrictions begin to lift.

5 Work Arising from City Council

- 5.1 During the year the Economy & Skills O&S Committee has paid particular attention to the assistance being offered to businesses, in particular SME's, and the work in general in supporting the economic recovery from Covid-19. Specifically, focus has been given to those sectors affected more than others such as hospitality and leisure.
- 5.2 Following a Council Motion in December 2021, the Committee considered the role the Council has supporting businesses through property management, highways and regeneration – what the Council has in place and what more could be done to support businesses to take up opportunities of tenancies for example and where regeneration and work on the highway could benefit businesses.
- 5.3 A motion to City Council on 11 January 2022 called on improvements to be made to traffic management and road safety around schools and asked for developments made to be reported to the Sustainability & Transportation and the Education & Children's Services O&S Committees. It has been agreed that the Cabinet Member for Transport and Environment will provide twice-yearly updates as part of his reporting to Sustainability & Transportation O&S Committee and members of the Education & Children's Services O&S Committee will also have the opportunity to take part in these meetings.

6 Health Scrutiny (including work with other boroughs)

- 6.1 Unsurprisingly, the pandemic has dominated the Health & Social Care O&S Committees work and they have continued to hear about the impact on services across the board; from GP practices and hospital pressures through to surgery waiting times and the negative repercussions for people's mental health, especially young people.

- 6.2 The move to Primary Care Networks coupled with the pandemic has seen new systems of supporting patients such as triaging of calls and video conferencing, but this is not aimed at undermining the traditional GP/patient relationship. The development of Social Prescribing to other services has both freed up more GP time for medical issues and provided more targeted support for patients with non-medical issues. The NHS anticipated the winter pressures was a keen topic for the Committee alongside a winter vaccine campaign and the possibility of a potentially equally dangerous Covid strain to Delta, and members were able to speak to GPs to hear first-hand their accounts of front-line primary health care.
- 6.3 There are currently ongoing discussions around the introduction of the Integrated Care System and the move for West Birmingham to become part of the Birmingham footprint in July 2022. All of the above are examples of how this committee has provided “critical friend challenge” at a time of both significant systemic and individual emotional challenge for NHS staff.
- 6.4 Birmingham and Solihull Joint Health O&S Committee (HOSC) has heard how “long covid” can often have life changing implications for those who are still suffering complications almost two years on from first contracting the virus. The Committee also heard first-hand from GPs and Directors of Primary Care Networks about the challenges they faced in trying to continue to deliver essential services to patients during the pandemic.
- 6.5 At a further session, members of the Birmingham and Solihull Joint HOSC learned about the enhanced employee offer for NHS staff to support their wellbeing at a time when they are working under extreme conditions and pressure.
- 6.6 Constructive discussions also occurred around how scrutiny can effectively operate within the new Integrated Care System (ICS) and interact with other key bodies such as Healthwatch and the Health & Wellbeing Board, by providing a critical friend role.
- 6.7 Birmingham and Sandwell Joint HOSC has been focused on the impact of the West Birmingham locality move to the Birmingham and Solihull ICS, and a further update is planned in the new municipal year as the timescale for this transition has moved from April to July 2022. This Joint HOSC also reviewed the increasing role of the Primary Care Networks.
- 6.8 Birmingham and Sandwell Joint HOSC also receive ongoing updates on the progress of the Midland Metropolitan University Hospital and are anticipating a site visit in due course to view progress for themselves.

7 Key areas Carried Forward to 2022/23

- 7.1 Following recent discussions with Scrutiny chairs, a number of areas have been identified for carrying forward to the next municipal year to assist with the new Committees’ work programming. A selection of these are set out below.

- 7.2 There are a number of housing topics programmed for future meetings of the Housing & Neighbourhoods O&S Committee, including tenant engagement, housing repairs and maintenance including the capital investment programme, and voids (with members looking at void turnaround times and the standard of properties as referenced above). Members will also continue with their quarterly monitoring of performance measures within the Housing and Waste services.
- 7.3 Economy & Skills O&S Committee will be tracking and picking up recommendations captured in the Council-owned Assets inquiry report and following up on suggested future work around procurement and community capacity building that were not captured as specific recommendations but that the Committee felt merited additional investigation.
- 7.4 The Climate Change Emergency has been a key interest for the Sustainability & Transport O&S Committee following the motion agreed at City Council in June 2019. Following the establishment of the Route to Zero taskforce (R20) and subsequent work the Committee have been tasked with keeping a watchful eye and, further to the Climate Action Plan presented to Council in January 2022 and the appointment of a dedicated team in the coming months, the Committee will be looking to undertake an in-depth piece of work on this in the new municipal year.
- 7.5 Other areas across all committees which are to be carried over into the new municipal year could include:
- Long term debt strategy
 - Tenant engagement review
 - Health inequalities in Birmingham
 - Access to Primary Care
 - Mental Health & Wellbeing
 - Primary Care Networks and Integrated Care System
 - Transition of West Birmingham (with Sandwell JHOSC)
 - Long Covid review (with Solihull JHOSC)
 - Phase 2 Musculoskeletal Redesign Programme (with Solihull JHOSC)
 - Active Travel Fund
 - City of Nature delivery framework
 - Greening the public realm
 - Public Highways issues (parking/grass verges)
 - Commonwealth Games Sustainability pledge
 - Citizen engagement
 - City Council procedures and arrangements

- Covid-19 review

8 Other Scrutiny work

8.1 West Midlands Police & Crime Panel

8.2 The Council's Scrutiny team provides the officer support to the West Midlands Police & Crime Panel.

8.3 The Panel is a joint scrutiny body of the West Midland authorities with a dual role to 'support and challenge' the work of the Police and Crime Commissioner (PCC).

8.4 The Council's current representatives on the panel are Cllr Alex Aitken, Cllr Brett O'Reilly and Cllr Saima Suleman.

8.5 The Panel acts as a critical friend to the PCC on behalf of West Midlands residents and must perform the following statutory functions:

- Review and comment on the PCC's draft Police and Crime Plan.
- Review the PCC's Annual Reports.
- Scrutinise decisions and actions by the PCC.
- Review (with the power to veto) the PCC's proposed Council Tax precept.
- Hold confirmation hearings before the PCC makes certain senior appointments (Chief Constable, Deputy PCC, Chief Executive and Chief Finance Officer), with the power to veto the Chief Constable appointment.
- Handle non-criminal complaints about the conduct of the PCC and Deputy PCC, referring serious complaints to the Independent Office for Police Conduct (task delegated to the Birmingham Monitoring Officer).
- Appoint an acting PCC if required.
- Suspend the PCC if charged.

8.6 The Panel's work programme consists of statutory tasks (listed above) and wider exploratory work to build knowledge and insight into the strategic policing and the wider community safety and criminal justice landscape to fulfil its role to hold the PCC to account.

8.7 The following work programme sets out upcoming priorities for the Panel at its next meetings:

- March 2022 - Rebuilding Neighbourhood Policing
- July 2022 - Reducing Violence, Strategic Policing Requirement
- September 2022 - Preventing and Reducing Crime (Substance misuse, violence against women and girls).

The Chairs of all Overview & Scrutiny committees would like to place on record their recognition of the dedication and contribution of Cllr Penny Holbrook to the work of overview and scrutiny.

Commonwealth Games, Culture & Physical Activity O&S Committee – the role of Overview & Scrutiny in the run up to the Games



Preface

It has been a privilege to chair the Committee with overall 'overview & scrutiny' responsibility of the Commonwealth Games; initially as the Learning, Culture & Physical Activity Overview & Scrutiny Committee and latterly in its current form as the **Commonwealth Games, Culture & Physical Activity Overview & Scrutiny Committee**.



The Birmingham 2022 Commonwealth Games will put this fantastic city on a global stage and showcase our talent, skills and ability to organise a world class event. As Chair of this Committee, I have had the chance to work alongside officers ever since the Council first took the bold step to bid for the Games, right through to the Games now being less than 20 weeks away and I have ultimately watched ideas transform into reality.

Having had the insight into the inception of various Commonwealth Games-related programmes, such as the Youth Programme - 'Bring The Power', the Cultural Programme - 'Birmingham 2022 Festival', and the Volunteer Programme - 'The Commonwealth Collective', it has been exciting to find out more about the number of different ways for the citizens of Birmingham to get engaged with the Games, especially our young people - who have been presented with a once in a lifetime opportunity to be a part of something special.

Members of this Committee have had the chance to visit the Alexander Stadium on a number of occasions to witness the breath-taking structural progress for themselves as well visiting the official Volunteer Centre based at the Library of Birmingham and the Perry Barr Residential Scheme.

The work of this Committee has mainly focused on holding the Executive to account and inviting the different Directorates to inform us about what they are doing to prepare for the Games as well as answering our questions on what *legacy* benefits will be achieved through the work of the various service areas. I have been especially keen on exploring the legacy aspects as I see the Games as a catalyst for many more opportunities for both the city and ordinary Brummies and we must make the most out of every single opportunity offered to us by the Games.

Aside from raising the question about legacy through the O&S Committee, I am also a member of the Legacy and Benefits Committee of the Birmingham 2022 Organising Committee, representing Birmingham City Council and work alongside various external partners on the official Legacy Plans. I have also recently joined as the Vice Chair of the Community Stakeholder Panel which will provide oversight of the Commonwealth Games Legacy Programme.

In addition to this, I've had the exciting opportunity to support the team working on the Queen's Baton Relay (QBR) on behalf of the Council, providing advice and guidance on helping shape the events and locations for the QBR to maximise involvement for as many Birmingham residents as possible.

As Chair of the Commonwealth Games Culture & Physical Activity O&S Committee, it has been an absolute pleasure working alongside my Committee Members & officers, senior officers of the Council and the Organising Committee, playing a role in ensuring that Birmingham delivers the best Commonwealth Games ever. As a proud Brummie, I can't wait for the Games to begin!

Councillor Mariam Khan
Chair, Commonwealth Games, Culture and Physical Activity O&S Committee

1. The Focus of the Committee

- 1.2 The stated terms of reference of the Commonwealth Games, Culture & Physical Activity O&S Committee are 'to fulfil the functions of an O&S 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'.
- 1.3 Before the onset of the pandemic, members of the Committee had received presentations from the Leader of the Council and the Programme Director of the Council's CWG Programme Team and some of the Council's teams delivering the major regeneration projects required to get the city "Games ready", as well as from other Games partners such as the Organising Committee.
- 1.4 Committee members were keen to play a proactive part in assisting with city readiness and embarked upon a community engagement programme. This would have taken us around the city, speaking to community groups and organisations made up of Birmingham residents from a variety of different backgrounds, had it not been for the national lockdown in March 2020. Due to the pandemic restrictions coming into force, the Committee's visits to community groups were cut short and we were only able to visit an Elders group in Birchfield before refocussing our ambitions.
- 1.5 What follows is the result of that refocusing, which has seen a consolidated programme of scrutiny where the Committee has held Cabinet Members and directorates from across the council to account by asking them two key questions:

What are you doing in your service area to ensure the successful delivery of the Games?

What are you doing above and beyond your business as usual to get the most value from the legacy for residents and businesses of Birmingham hosting the Games?

2. The Former Partnerships, Prevention and Insights Directorate

- 2.1 The then Assistant Chief Executive, who was the BCC Senior Responsible Officer for Legacy for the Games alongside senior officers from the former Partnerships, Prevention and Insights Directorate started the year of scrutinising the directorates, as they set out what they were doing to deliver the Games successfully and what additional opportunities they were seeking to secure as a legacy from hosting the event.
- 2.2 The BCC CWG Programme Team's Head of Community Partnerships took the Committee through the detailed proposals for a Legacy Plan for the Council. This was a theme which we returned to again early in 2022 following the publication of the official BCC Legacy Plan.
- 2.3 In April 2021 we were able to question the team on the ambitions stated around community cohesion, inclusion and pride in the city, alongside the details of the £6m Community Fund elements.

- 2.4 The Committee has always been keen to scrutinise the benefits of hosting the Games for the people of Birmingham and the BCC Legacy Plan sets out the ambition that Birmingham has never shied away from and is now encapsulated in our “Be Bold, Be Birmingham” initiative.
- 2.5 Committee Members were familiar with the Council’s “Everyone’s Battle, Everyone’s Business” plan and were interested to hear how it aligned the work of the Equalities division with the aims of the Games, particularly around challenging inequalities in every community and celebrating the city’s shared stories and heritage.
- 2.6 The Committee heard how the Stronger Communities aim is to build on existing work around tackling inequalities in Birmingham and how it is to use the Games as a springboard for change, with activities designed to develop and continue legacy work beyond the Games. We anticipate bringing this back to committee after the Games to scrutinise how successfully this has been done.
- 2.7 We also heard how press and PR activity in association with the Games partners had generated 653 media articles, of which 89% had been positive or neutral in tone and that the reach of these articles up to April 2021 was 104 million readers or viewers. No doubt that figure has increased massively since then as we are closer to approaching Games time.
- 2.8 Whilst West Midlands Police lead on the security programme, the Council is represented at each security governance level and there is an extensive programme to support these activities with significant oversight and assurance including training, testing, readiness and exercise programmes in place as well as safety management to provide major event safety oversight.
- 2.9 The Public Health team’s focus in terms of health protection has unsurprisingly been on Covid resilience and preparedness. Before Games time they will be working with Games partners and national bodies looking at outbreak response and Covid response planning. Post-Games/Legacy they will be ensuring the environmental sustainability approach is entrenched.
- 2.10 We also heard that Public Health are looking at Commonwealth projects linked to food and physical activity, volunteer and staff health literacy, developing health profiles, inputting into the Physical Activity Legacy Action Plan through Active City Forum, and giving Public Health specialist advice to local CWG grants programmes.
- 2.11 At Games time there will be increased Active Travel messaging, physical activity and a focus on inequalities and healthy eating messaging. Again, the Committee anticipates a review of how effective this messaging has been when we call Public Health back to provide an assessment after the Games.

3. City Operations Directorate

- 3.1 The Director of City Operations reassured the Committee of his personal commitment to the Games through his role as Vice Chair of the CWG Programme within BCC. In addition, the Committee were reassured that frequent meetings were held with the

- BCC CWG Programme Director and Star Chambers to review overall delivery plans and specific progress meetings on the delivery of the Alexander Stadium.
- 3.2 On Street Scene, Members were relieved to learn about the enhanced cleansing programme which has been developed for the build up to the Games and during the Games itself, as well as a grounds maintenance programme, as this was an area which had caused great concern amongst Members.
 - 3.3 Additional floral enhancements have been planned, and the Parks Service have been working closely with the development team to ensure the Games work has added benefits after Games activity takes place at Sutton Park and Perry Park. Discussions have also been held with the Council's Legacy Team to ensure there is commitment to support Friends of Parks groups to develop their local parks post-Games.
 - 3.4 Street Scene are also working with the CWG volunteering team to keep as many local volunteers post-Games. Key partners and organisations have been developed and are working along Street Scene colleagues to tackle long term street scene issues including tackling graffiti.
 - 3.5 The Committee heard that Delivery Plans had been prepared for Environmental Health, Trading Standards and Licensing, and that the Regulation and Enforcement Division is heavily involved in planning for and ensuring the Games operate in a manner which is safe for visitors, spectators, competitors, staff and volunteers at the Games. The Committee were reassured to learn that the legacy benefits they hope to achieve include capacity building through better trained officers able to deal with a wider scope of hazards; providing better joint working between other West Midlands local authorities to build on for the future; sharing best practice between venue authorities to raise standards; and trying out new methods of work to make a more effective enforcement regime for the City Council.
 - 3.6 Members were informed that the Alexander Stadium works are progressing in line with the contractor programme and has been consistently reporting on budget and on time. The legacy for the stadium and wider Perry Park has been captured within the Perry Barr Masterplan being led by the Inclusive Growth Directorate. Members of this Committee, along with colleagues on the Sustainability & Transport, and Economy & Skills O&S committees, had the opportunity to visit the Alexander Stadium at the end of October 2021 to see for themselves the progress made and ask any questions or raise any concerns on the developments.
 - 3.7 Members heard about the Major Sporting Events Strategy document which will set out the Council's vision for the next ten years. Amongst other things this will set out the outcomes we are seeking to deliver on the back of securing major events. This subsequently was approved by Cabinet on 27th July 2021.
 - 3.8 The Council is bidding to host some key events in the next few years off the back of the Games, and these include the ITU World Paratriathlon & Triathlon Series 2024, 2025 & 2026, Invictus 2027, the World Road Race Championships 2023 and the Council has submitted a formal bid to host the World Athletics Road Running Championships 2023 or 2024. The Committee will be receiving an update on these in due course.

- 3.9 Within Neighbourhoods, the Neighbourhood Development and Support Unit were co-ordinating the ward-based CWG Celebrating Communities Fund of £2m. Working with Locality/Birmingham Community Matters, they have been providing community capacity building and support for groups wanting to apply for funding starting in April 2021 and worked with community anchor organisations who have been acting as the ward facilitators for the participative decision making on grant proposals from June 2021 onwards.
- 3.10 The Cultural Development Service commissioned and supported the feasibility of 20 community arts projects - some of which will reach full blown project delivery during 2022. In addition, Members learned that they were working with the CWG's Cultural Programme Team to coordinate cultural activity across the city from March – August 2022, and in February 2022 we had a further detailed update on progress on this project which is covered later in this report.
- 3.11 Some of the noticeable projects included: Coordinating a pilot community arts (refugee) project for CWG's Cultural Programme in Erdington in October 2021 – Amal International Puppet Tour, assisting the Council's CWG's team to deliver the Queen's Baton Relay (through Community Arts activity along route), and assisting the Council's Legacy Team in the allocation of Ward Community activity funding.
- 3.12 The Sports Development team have been working with the OC on engagement around sports club infrastructure and support during the period of the Games including the set-up of pop-up sports zones across the city, thus offering opportunities to local sports organisations to engage in delivery.

4. Housing Directorate

- 4.1 The Housing Directorate took the Committee through the major redevelopment in Perry Barr which has been unlocked through the Games activity, and this included the Perry Barr Residential Scheme, which will see almost 2,000 homes delivered in two phases and also how it will be part of the greater Birchfield Gateway proposals, enabling a total of 5,000 new homes across the area in the next 20 years.
- 4.2 Other legacies from this work include the remodelling of the One Stop Shopping centre and Birchfield Road development opportunities, a new school and transport improvements such as improvements to the bus interchange and railway station. Some of the detail arising from these is shared under the update from Inclusive Growth Directorate below.

5. HR & OD Directorate

- 5.1 Members were informed there are plenty of additional employment and development opportunities within the Council around the Games, such as additional workers to aid with the street scene cleansing programme and the floral/grounds maintenance work to improve the look of the city. As part of the legacy from the Games, options will be explored as to how these roles could lead to potential apprenticeship opportunities within the Council and Members anticipate a report post-Games on actual figures realised.

- 5.2 Officers talked about how the Games will create around 35,000 new jobs and skills opportunities, including volunteering roles and training opportunities. From those meeting and greeting on the frontline to backstage heroes and specialists like paramedics, the 12,500+ volunteers will be one of the largest workforce groups and HR is supporting Organisational Development colleagues with the development of a legacy-focussed Employee Volunteer Policy to capitalise on this momentum.
- 5.3 Members of the Committee were also keen to hear what the impact of having the Games will be on our own staff, and they heard that a staff engagement group was established in April 2021 which will review internal health and wellbeing survey data and engage with staff to identify how they can improve their physical health, through initiatives like staff games competitions and incentives.
- 5.4 HR supports the Games through its messaging to staff through regular updates, providing strategic HR support and preparing for staff to support or attend the Games, via the flexible working policy while maintaining essential Council services.
- 5.5 Other ways in which HR contributes to the successful delivery in its business as usual activity is by promoting health and wellbeing opportunities as part of the Council's employee rewards package. An Employee Volunteer Policy was being developed to support the lasting legacy of the Games, engaging with other local authorities involved in the Games to ensure a consistent approach across the region. OD were also exploring possibilities to develop apprenticeship opportunities as part of the legacy with a primary focus on care leavers and under-represented groups.
- 5.6 There were even some specific examples of legacy in action already, and this included a member of staff who had enrolled onto a Management apprenticeship with a focus on crowd safety / management with a completion date of May 2022, meaning they can apply their learning at the Games immediately, plus another member of staff also enrolled in September 2021.

6. Adult Social Care Directorate (ASC)

- 6.1 The Committee learned about the Adult Social Care Engagement Group, whose aim is to raise awareness, enthusiasm and engagement in all aspects of the Games (pre, during and post-Games legacy). It also enables the Directorate to deliver against the key corporate objective of 'Birmingham residents gaining the maximum benefit from hosting the Commonwealth Games' and supports the sharing of information, ideas and opportunities with relevant individuals and groups.
- 6.2 The Directorate is a member of the OC Accessibility Forum and promotes 'Accessibility' to Opportunities (Volunteering / Jobs) while also ensuring venues are accessible with appropriate wayfinding (Changing Places / AccessAble) both via the OC and the Council.
- 6.3 The Committee heard how the Directorate has developed an ASC Reach Group out of a contact list of around 400 community based organisations / individuals who work with ASC to support adults in the community including ASC Charities and Voluntary Sector Organisations (linked via Neighbourhood Networks), Groups supporting people with Disabilities, Pure Project employment organisations, Parents and Carers

Organisations supporting Preparation for Adulthood, Day Centres and Migration Forum members. It has been developed to enable ASC to share information quickly and directly and offer support to access the opportunities in the city associated with the Games such as CWG grants, volunteering and cultural activities.

- 6.4 In addition, an officer has been seconded to work with the Neighbourhood Network Service one day a week to help promote opportunities for ASC users to experience and join in the cultural festival and activities, as well as supporting community organisations to apply for grants under the Celebrating Communities and Creative Communities programmes.
- 6.5 The wellbeing of ASC users has been addressed by linking directly to venues to develop programmes to improve health and wellbeing of Adult Social Care Users (e.g. Edgbaston Cricket Ground) and by planning a range of activities with the Council's Day Centres & Care Centre users – utilising wider health promotion activities associated with the Games. At the time of the presentation to Committee they were considering whether they might be able to access a small amount of funding from the Legacy Programme to deliver an enhanced programme of activities for Council service users.
- 6.6 In addition to contributing suggestions for the Queen's Baton Relay (covered separately in this report), ASC have been able to connect organisations from their wider partnership links into the Games. For example, connecting the Canal and Rivers Trust to the 'Beneficial Activities workstream' (via Birmingham Autism and ADHD Partnership Board) and Accessible Cycling via Mencap.
- 6.7 The Director for Adult Social Care has also recently taken over as the Council's Strategic Lead for Legacy.

7. Birmingham Children's Trust

- 7.1 Members of the Committee have been keen on hearing about how Birmingham's children in care and care leavers will be involved in the Commonwealth Games and how they will benefit from the opportunities from the Games and had some searching questions when they came to present to us.
- 7.2 The Committee heard how Birmingham Children's Trust are seeking to unlock the Games opportunity for children in care in Birmingham, reaching at least 5,000 young people and families, as well as creating their own Games experience, complete with their own opening and closing ceremonies. They will also be creating access to key Games-time opportunities and assets.
- 7.3 All cohorts will include children and young people with special educational needs and disabilities and unaccompanied asylum-seeking children. Partners will include Evolve, Sport Birmingham, Aston Villa Foundation, The Active Wellbeing Society (TAWS), Teamwork's Karting and Sport4Life to design a programme to run during school and in half term – focused on physical activity and mental wellbeing. During the summer holiday, activity weeks will be developed and ran by 'Friends of the Children's Trust' and care leavers that are ready to take the next step into employment and volunteering.

- 7.4 The committee were delighted to learn of the various achievements for the service which included over 27 Care Leavers having applied to be a volunteer at the Games; four consultation events with Care Leavers including partners such as the CWG Volunteering Team, Sport4Life, West Midlands Combined Authority (WMCA), Stand Up project and Teamwork's Karting, hosting and organising a Commonwealth Games Participation Day with children in care, care leavers, young parents and young people with disabilities in attendance, CWG / Physical Activity Sensory Days for young people with disabilities; Being part of the Stand Up project with National Lottery Partners; Holiday Activity and Food Fund Project – which involved physical activity and CWG themed activities every morning in August 2021 for families in the local community, children in care and foster families. The holiday activity reached 4,000 young people.
- 7.5 Committee members were also pleased to hear that Birmingham Children's Trust received 5,000 tickets to the Commonwealth Games for children, young people and their families.

8. Inclusive Growth Directorate

- 8.1 Most of the regeneration or development projects associated with the Games fall within the Inclusive Growth Directorate and one of the greatest benefits has been the ability to accelerate the delivery of and enhance the scope of planned projects. Perry Barr would have seen residential development on a much smaller scale, Sprint would have been delivered later, and there would not have been the coordination of projects on this scale or the critical mass which delivers additional benefits.
- 8.2 There has been more than £700m public sector investment in Perry Barr - £165m from Central Government, £20m from WMCA for land assembly – all of which would not have been possible without the Games. The new housing development was covered by colleagues in Housing Directorate at an earlier session, and members heard the associated jobs created in the construction, the new school for the development and the wider regeneration picking up the masterplan for Perry Barr 2040 would not have happened in the way it has had it not been for the Games.
- 8.3 Perry Barr is talked about at length in terms of investment and opportunities, but officers from the Inclusive Growth Directorate also shared proposals for the improved Southside public realm including a new public square, and the development of Digbeth High Street, Lower Temple Street, New Street and Victoria Square as well as Snow Hill in the city centre.
- 8.4 One of the most exciting current city centre developments is Smithfield, which is to be a Games-time venue and live site and then post-Games will be handed back to the Council for development to deliver a new home for the Birmingham markets, high quality public spaces, integrated public transport, retail and workspaces, 3,000 new homes and an improved leisure and culture offer – and of course thousands of new jobs.
- 8.5 Presentations from officers highlighted both an increase in business as usual in helping to deliver the Games on time, but also maximising the opportunities afforded by the Games in seeking to take advantage of synergies in other activities happening as a result, particularly in public transport, housing and public realm developments as

evidenced in Perry Barr and the city centre in particular, and by attracting inward investment opportunities and Members pressed them on benefits to be realised.

- 8.6 The Committee discovered that other benefits generated by the Directorate include learning best practice – the scale of activity has required an enhanced project management and governance approach and this learning has benefitted other projects and programmes. There has been a focus on developing Council officers to fulfil challenging roles and on enhancing partnerships and stakeholder relationships and community engagement approaches. The Council will benefit from community and small business engagement generated as a result of the Games and will be able to utilise those contacts and linkages post-Games.

9. Education & Skills Directorate (now known as the Children and Families Directorate)

- 9.1 The opportunities for children and young people in the city to reap the benefits of hosting the Games was one of the areas which the Committee was most interested to hear about. We were delighted to hear how by working together the OC and the Council are seeking to use the once-in-a-generation platform to inspire and engage thousands of children and young people and leave a lasting legacy.
- 9.2 The Games Learning Programme “Bring the Power” will use the assets of this major sporting and cultural event to connect Birmingham’s young people directly with opportunities to gain new skills, grow in confidence and become part of a stronger and more cohesive community.
- 9.3 The Council has contributed £500,000 of funding to support a targeted strand of activity called Bring to Power that seeks to ensure young people in every ward of the city have access to at least one Games opportunity either through schools or community participation, delivered in partnership with the OC.
- 9.4 The Games Learning Programme has established an Education Steering group to support the delivery of the “Bring the Power” programme. The programme has three key themes that underpin the planned activities - “Journey to the Games”, “Finding Common Ground” and “We can Change the World”. The Steering Group intend to ensure that Birmingham’s children and young people benefit from priority access to key Games opportunities by deepening engagement and impact to reach as many young people and schools as possible, particularly the disadvantaged, investing in resources and activity delivery that tackles the legacy of colonialism, prioritising work with young people who are NEET / at risk of becoming NEET, and by aligning with some of Birmingham’s bigger priorities for children and young people: Child-Friendly City, UNICEF Rights Respecting Schools, Violence Reduction.
- 9.5 The Committee were reassured of the progress to date in terms of the Employability and Skills agenda, with the Games currently impacting on construction opportunities especially at the Perry Barr Residential Scheme which has so far produced 312 jobs (78% of target of 400 jobs from construction); 57 apprenticeships; nearly 5,250 young people engaged through schools’ links; and over 1600 volunteer hours.

- 9.6 The Council's Children and Families Directorate are also linking schools to the Games work experience programme (Gen 2022) with a focus on 17-year olds (NEET peak) and supporting the Volunteers Programme through Birmingham Adult Education Service, community libraries and the Library of Birmingham.

10 Council Management Directorate

- 10.1 The Council Management Directorate has been looking after Games finances, legal, procurement and council governance matters.
- 10.2 One of the key projects that they have provided these services for include the construction of the Alexander Stadium project and where social value has been built into the contracts. This includes (but is not limited to) jobs safeguarded or new jobs created and ringfenced for local people, apprenticeships and work experience placements; 50% target spend within 30 miles to target local subcontractors, including SMEs and 3rd sector organisations; schools' engagement programmes to offer hundreds of hours of voluntary time by staff and commitment to 100% of all packaging waste being recycled via supplier takeback schemes for key packaging materials or components etc.
- 10.3 Similar targets apply to the A34 construction works and Perry Barr Residential Scheme with an increased emphasis on learning and a dedicated skills hub.
- 10.4 In order to exploit opportunities from hosting the Games, Members were informed that further work is now underway to assess how the Council can further target and maximise social value contributions. This can be realised in the form of wider benefits within our communities related to the legacy of the Games.
- 10.5 One example given to the Committee is that is work in progress is to use the Council's new <https://matchmyproject.org/birmingham> portal for community organisations in receipt of funding from the Council for Games-related projects to advertise for assistance from the Council's contracted supply chain to sustain projects for the Games legacy.
- 10.6 The Finance Team support the Games by providing in-depth financial advice and support to the Programme Director and team, participating in key governance meetings (such as the Capital Programme Board and Executive Board), and supporting capital projects such as the Alexander Stadium build, Sutton Park Wyndley Leisure Centre and Smithfield.
- 10.7 In addition, they have supported the BCC City Readiness Programme by reviewing and challenging budget proposals for additionality for Games time through detailed financial monitoring and reporting and secured and managed external funding including the £20m contribution from Greater Birmingham and Solihull Local Enterprise Partnership (GBSLEP) and WMCA's £25m contribution.
- 10.8 The Legal Team have been playing a vital role before we even won the bid by inputting into the commissioning of a Games feasibility study. The Commercial Team played a significant part in preparing and submitting the Games Bid in collaboration with Department for Digital, Culture, Media & Sport (DCMS) including advising on State Aid

(now Subsidy Control) Matters and assisted with taking the matter from successful bid to negotiating the Host City Contract with the Commonwealth Games Federation.

- 10.9 Since 2017 the Legal Team has completed a contract for the redevelopment of Alexander Stadium, advised regarding construction of the Athletes' Village which later became the Perry Barr Regeneration Scheme (PBRs), and played a significant role in taking the Birmingham Commonwealth Games Bill through to becoming an Act of Parliament.
- 10.10 Future opportunities identified by the Directorate include the use of assets, knowledge transfer, commercial engagement, social value, career pathways for young people, apprenticeships and support for care leavers etc.
- 10.11 Digital and Customer Services outlined the level of IT and Digital (IT&D) support they provide to the CWG Programme Team to manage their work, and also specialised IT&D support to the Alexander Stadium at all the stages from build through to the Games and into post-Games time when the stadium returns to Council ownership.
- 10.12 Committee members were given reassurance that the other main area of work focuses on the Customer Services contact centre and the close collaboration with the Programme Team's engagement lead to ensure all contact centre support is appropriate for Games time and that staff are sufficiently trained and equipped to take on calls and enquiries from residents and potentially visitors to the city during Games time.

11. CWG Programme Team – Engagement & Legacy

- 11.1 As Chair of the Commonwealth Games, Culture and Physical Activity O&S Committee, I have been engaged with the team working on the Queen's Baton Relay activity on behalf of the Council for many months, providing advice, guidance and an insight from the perspective of councillors as community leaders on how to make the best use of the two days we have the Queen's Baton in Birmingham and how to reach as many people as possible. The Committee participated in a workshop earlier this year with the team and provided some useful observations from our unique position within our own wards.
- 11.2 When the Director of Adult Social Care attended a Committee meeting in his new role as BCC's Corporate Leadership Team Legacy Lead it was encouraging for Members to hear his enthusiasm for what he called "a fantastic opportunity to not only host a successful Games but to build the legacy for generations to come". From his experience of the Olympics in 2012, when he worked in Newham in London, he is aware that legacy benefits are achieved in different ways, such as improved infrastructure, culture and economic benefits and welcomed the approach of this Committee in having such questions at the forefront of our minds, such as "how can we use this opportunity to improve outcomes for citizens, how can we increase engagement, and how can we use the Games as an accelerant to sustainable improvements?"
- 11.3 He gave a brief overview of the Council's Legacy Plan "Delivering a Bold Legacy for Birmingham" which explains how we are using the opportunity of hosting the Games

to help address the main challenges that the city faces. He then explained how the Legacy Programme is addressing the challenge that this is a 'Games for Everyone', with the plan on the page providing a lot of detail and setting out the connectivity with our priorities and those of our partners. A second cross-partner legacy plan is due in June 2022 and the Council's post-Games report is due in Spring 2023. The final post-Games Legacy Evaluation report will be delivered by Government in 2023.

- 11.4 The Head of Community Partnerships provided details of the Council's £6m Community Fund and the Cabinet paper set out the eight key points and principles, and the split of this £6m fund is: £2m for Creative City Grants; £2m Celebrating Communities, which is the ward funding programme; £1m to support physical activity initiatives; £500,000 to support Stronger Communities programmes and £500,000 to support learning and youth engagement.
- 11.5 Members learned about the Creative City Fund grants, including the programme aims and the grants process. There are 107 projects being part of the Birmingham 2022 Festival which was launched on 28th February 2022. The next steps include identifying gaps and opportunities, so that more residents are engaged.
- 11.6 Members of the Committee were encouraged to share with the CWG team specific projects that community organisations have approached them about in their areas, and opportunities for organisations to get involved via the £6m Community Fund.
- 11.7 As part of the Legacy and Community Engagement update, Members also were interested to receive an update on progress with the Bring the Power Youth Programme (referred to in the Children and Families directorate update above). Covid restrictions impacted on the way the programme was initially delivered but the design of the programme has been youth-led. Early successes of the programme include 78 young people being part of the launch of the Queen's Baton Relay at Buckingham Palace. Work includes running more school festival days, amplifying athlete and mascot visits to schools, and on the 7th March 2022, they ran a headteachers' conference.
- 11.8 Details of the Common Ground Grant, whereby £80,000 has been allocated, enabling every secondary school to apply for a grant of £1,000 to participate in the project, was provided. A launch celebration event at the Lighthouse youth hub took place on the 24th February 2022 which was well attended by local young people and their families. Details of Games-related projects being delivered by the Youth Service were highlighted, including six weeks intensive Commonwealth Games themed activities focussing on sport, music and learning about the wider Commonwealth. The Youth City Board Panel has very much shaped the programme.
- 11.9 Members had the opportunity to delve deeper into specific areas and sought reassurances on the inclusion of all children such as those in alternative provision like the Pupil Referral Unit or the Virtual School for Children in Care and were reassured to learn that they are also working with the Children's Trust who are keen to link in with the programmes for children and young people known to the Trust.
- 11.10 Especially since the advent of the pandemic, Members have been concerned about the mental health and wellbeing of young people, so were pleased to hear this is a

priority and they are working with a local boxing organisation to deliver workshops on mental wellbeing.

- 11.11 The second round of applications for the Celebrating Communities fund concludes at the end of March 2022 and Members of the Committee were encouraged to feed back to the team on experiences of applying to aid the evaluation process. It was acknowledged the approach had been inconsistent on the initial round and lessons learnt is to be picked up in a full process evaluation. More information and clarity were requested, especially in relation to Members' responsibilities and Members were informed that their responsibilities are to champion the fact that the fund was there and to encourage local organisations to apply.
- 11.12 Members also received an update on the delivery of commissioned activity from the Commonwealth Games Community Fund encouraging residents to become more active. The Active Wellbeing Society (TAWs) had been commissioned to deliver 70 active streets across Birmingham and Sport Birmingham in partnership with Inspire Activity will be delivering 8 Community Games across the city this summer, as well as working to support local community sports groups through the 'Club Together' initiative. In addition to this, funding will also be used to support the development of the City of Nature Alliance and help them to deliver a pilot project focusing on delivering the Birmingham Fair Standard in parks across the city. This ties in with the City of Nature report which was recently approved at Cabinet. Members were keen to help to disseminate information amongst colleagues on this and the Celebrating Communities Fund.
- 11.13 The Birmingham Voluntary Service Council (BVSC) has been secured as the lead anchor organisation to oversee the distribution of £500,000 under the Stronger Communities Fund, and they have a Community Investment Framework for inclusive commissioning. Initiatives include heritage trails, a digital record and story project looking at heritage, migration and community activism, regenerating the Peace Garden, inspiring future leaders from under-represented groups, and Getting Communities Talking through a range of activities.

12. Conclusion

- 12.1 This has been a fascinating Committee for all the members who have been privileged to sit on it over the past four years and we have been proud to play our part in championing the city as the Proud Host City for the 2022 Commonwealth Games, but also in holding the Executive and Leadership Team to account in ensuring they deliver the best Games for the city but also derive the strongest and longest-lasting legacies they can across all Directorates for all communities.
- 12.2 We share the same aims and have contributed to its delivery by bringing information transparently into the public arena, by being bold and asking questions and by committing to revisit and review the evaluation of the success of the legacy that comes out of such an opportunity.
- 12.3 There are 135 days to go to the opening ceremony – let's Be Bold Birmingham!

