

BIRMINGHAM CITY COUNCIL

CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE

FRIDAY, 15 MARCH 2019 AT 10:00 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA
SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

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

2 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 - 12

4 ACTION NOTES

To confirm the action notes of the meeting held on the 15th February 2019.

13 - 34

5 DEPUTY LEADER UPDATE

- a) Performance update
- b) Customer Services and BRUM account

35 - 38

6 EMERGENCY PLANNING UPDATE

Michael Enderby, Head of Resilience & Services in attendance.

7 **WORK PROGRAMME**

For discussion.

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 Chairman are matters of urgency.

10 **DATE OF NEXT MEETING**

The next meeting is scheduled to take place on Friday, 12 April 2019 in Committee Rooms 3 & 4, Council House.

11 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

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

12 **EXCLUSION OF THE PUBLIC**

That in view of the nature of the business to be transacted which includes exempt information of the category indicated the public be now excluded from the meeting:-

Exempt Paragraph 3

P R I V A T E A G E N D A

13 **ACTION NOTES - PRIVATE**

Item Description

14 **OTHER URGENT BUSINESS (EXEMPT INFORMATION)**

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

BIRMINGHAM CITY COUNCIL

CO-ORDINATING O&S COMMITTEE – PUBLIC MEETING

1000 hours on Friday 15th February 2019, Committee Rooms 3 & 4

Action Notes

Present:

Councillor Mariam Khan (Deputy Chair)

Councillors Tahir Ali, Deirdre Alden, Albert Bore, Debbie Clancy, Liz Clements, Roger Harmer and Rob Pocock

Also Present:

Professor Colin Copus, Emeritus Professor of Local Politics, De Montfort University

Councillor Brett O'Reilly, Cabinet Member for Clean Streets, Waste and Recycling

Clive Heaphy, Chief Finance Officer

Kate Charlton, City Solicitor

Dawn Hewins, Director of HR

Darren Share, Director for Waste Services

Russell Johnston, HR Business Partner

Emma Williamson, Head of Scrutiny Services

1. NOTICE OF RECORDING/WEBCAST

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

Cllr Khan thanked Cllr John Cotton for his time as Chair of this committee and wished him well in his new role as Cabinet Member.

Cllr Khan then proposed that

- The agenda be varied so that the call-in request be considered after item 5;
- The sixth item, Deputy Leader update, to be deferred to a later meeting, in light of the call-in request received for consideration at this meeting.

RESOLVED:-

To consider the request for call-in received after item 5 on this agenda.

To defer the Deputy Leader update item to a later meeting of the Co-ordinating O&S Committee.

2. APOLOGIES

Apologies were received from Cllrs Mohammed Aikhlaq, Charlotte Hodivala, Penny Holbrook.

3. DECLARATION OF INTERESTS

Clarification on the declarations of interest required was sought, and later in the meeting Cllrs Liz Clements and Rob Pocock declared a pecuniary interest relating to the Request for Call-In item regarding contribution by trades union to election funding. Dispensation had been granted by the Chairman of the Standards Committee. Cllr Mariam Khan declared a non-pecuniary interest as a member of a trades union.

4. ACTION NOTES/ISSUES ARISING

(See document No 1)

The action notes from the meeting held on 11th January 2019 were agreed.

5. STRENGTHENING AND DEVELOPING THE ROLE OF FULL COUNCIL IN THE POLICY PROCESS

(See document No 2)

Professor Colin Copus, Emeritus Professor of Local Politics, De Montfort University, presented thoughts on how to develop the full council meeting based on his research.

There is no council that has fundamentally rethought what the full council meeting is about, and Birmingham has the opportunity to lead the way here.

The Local Government Act 2000 sought to introduce a parliamentary style system, but did not consider reformulating full council as a form of parliament, nor ways to make full council more relevant to local communities.

So some authorities have experimented with green papers, setting out a policy issue for debate; and white papers setting out the Executive's intention – in other words policy debate at different stages rather than just at the end. Open question times have also been considered; and early day motions experimented with where members lay down motions, not necessarily to debate but to raise any issues of concern.

Another idea has been to have a Speaker instead of a chair of the Council, to champion the role of full council with the Executive. This has not been particularly successful and many have gone back to a chair, as the change was in effect little more than a title change.

How to question external bodies is also something many councils have grappled with – a lot of work is done in these bodies, and full council is a forum to challenge and hold to account.

Other practices have included having a “state of the borough” address setting out the success or otherwise of policies to generate debate; single issue debates or full council taking on a scrutiny role in considering issues.

To get genuine debate and real public interest in council meetings, he proposed that they need to be unscripted, and unsupported by group lines, with genuine public question time- to stimulate debate and uncover issues of importance

But key is to get genuine debate and full council to be a place where decisions are made and developed. To achieve this, there is a need to challenge some of the common practices. For example, councils could reflect on the party group system, whereby many areas of policy are determined in private group meetings ahead of public consideration, and that can be where the real debate takes place. Some of this has to be brought to full council or it will wither on the vine.

In the debate that followed the following points were made:

- The opportunity for scrutiny to institute debate was alluded to but the resources for scrutiny have reduced significantly, so the role scrutiny plays has reduced, in this council and in others. Scrutiny committees are not bringing forward the ideas and proposals that were envisaged as they have not got the resources to do this. For example, scrutiny led the debate on the future of waste several years ago, and set a policy direction, which was then adopted by full council and belatedly followed up by the Executive. This is not happening, and we need to correct that balance between Executive and Scrutiny. Scrutiny is an important resource for full council to make informed decisions;
- The balance of decision and debate needs to change: council does not have that opportunity to debate and therefore influence the decision making of the Executive;
- Engaging wider members and others in influencing policy development is currently done through scrutiny, but does not leave time for other scrutiny;
- To have a vibrant democracy we need to make it easier for all councillors to engage;
- There does need to be a realignment between full Council and the Executive; perhaps the key is to distinguish the strategic and long term policy issues which are the proper remit of council, which set the policy direction of the city;
- Ensuring that scrutiny committees link to that strategic role that full council has is also critical, but need to think about how to do this – there are lots of examples of where this is not working, but not so many where it is. There needs to be flexibility in agendas to ensure that the right scrutiny report gets to full

council at the right time. Councils should also consider at what point decisions are taken – one option would be to have the policy development/scrutiny work, then a full council debate followed by groups then agreeing the policy line to adopt.

- The current public question time is very stilted, but Birmingham's approach is pretty typical and can be dissatisfying for the member of the public. Perhaps an area for discussion could be submitted, that could lead to a set debate within a certain time, or alternatively have meetings just for questions from the public.

Cllr Khan thanked Professor Copus for his attendance and input. The Committee will consider his evidence as part of the on-going inquiry.

7. REQUEST FOR CALL IN: WASTE MANAGEMENT – INDUSTRIAL ACTION UPDATE - PUBLIC

(See document No 3)

The committee received a request for call-in on the above report, agreed at Cabinet on 12th February 2019.

The meeting was adjourned to enable members and officers to take advice with regards to declarations of interest.

The meeting resumed and:

Declarations of interest were made in relation to this item: Cllrs Liz Clements and Rob Pocock declared a pecuniary interest regarding contributions made by trades unions to election funding. Dispensation had been granted by the Chairman of the Standards Committee. Cllr Mariam Khan declared a non-pecuniary interest as a member of a trades union.

Cllr Phil Davis set out the reasons for the request for Call-In, highlighting call-in criteria 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

He said that the Council was in a very serious position with regards to this dispute, with the impact being felt by residents with bins not being emptied. The Council must be seen to be taking all necessary steps to resolve this and the decision to take legal action is controversial. Therefore there should be opportunities for a wider group of members to look at that decision, and to understand the reasoning. It is unfortunate that we have ended up in a situation which only the courts can resolve, and so we need to hear what other alternatives were considered. This call-in is a key part of the democratic process, allowing committee members chance to question the Cabinet Member about the decision taken.

In response the Cabinet Member outlined the reasons for the decision noting that with any litigation there is risk, but to avoid a drawn out dispute with significant

costs it was agreed to put a final offer to Unite the Union, but time limited. Otherwise if Unite the Union chose to reject the offer, this industrial dispute could drag on until the Employment Tribunal proceedings and the Executive did not believe that would be in the interests of the citizens of Birmingham or the financial interests of the City Council. Therefore a final offer was made, which was rejected and so the Council must move to seek an injunction.

Members raised a number of issues to clarify the timescales and the processes involved. Within the course of that discussion, it was acknowledged that the very useful explanation given by Andrew Burns QC at Cabinet on 12th February should form part of the report as it outlined in detail the reasons for seeking to settle before applying for an injunction and what the courts would be looking for.

Other issues discussed included:

- The basis for the injunction was that Leading Counsel was of the view that it was likely that the current industrial action was unlawful. As Andrew Burns QC stated at Cabinet on 12th February the “reason for the strike is effectively to promote discrimination between different unions and that is a reason which is excluded from protection under the strike and industrial action legislation”.
- It was also clarified that injunction proceedings would happen more quickly than Employment Tribunal proceedings (where the earliest date was February 2020, though an application for an earlier hearing had been made);
- Members asked about the risk of “contagion” (i.e. the decision precipitating further claims from elsewhere) and the precedent this might set as set against the commercial justification for offering payments. The details of the risk assessment – likelihood and impact – were discussed in the private part of the meeting as this information was set out in a private report. However in the public part of the meeting the Cabinet Member and the Chief Finance Officer emphasised that there were risks with all options which had to be balanced.
- In response to a question on why the 15th January decision was exempt from call-in but the 12th February decision was not, the City Solicitor explained that in January the Council was in ACAS talks and it was hoped that parties would move to binding arbitration. Those talks continued post 15th January and on the 18th January the Council learned that the Employment Tribunal claims would not be heard until February 2020 which meant that the issue of the validity of claims would not be determined until then. Talks therefore progressed on ways to mitigate the financial impact if the industrial action continued until 2020 and Unite the Union put other options on the table that had not been put on the table before 15th January. Those options needed to be given careful consideration including legal and financial risk assessment and then come back to Cabinet for another decision. The Council was therefore in a different place on 12th February in that there were firm options for Cabinet to consider that had arisen out of the ACAS talks including an option to re-affirm the injunction position. In addition, because options had changed it was important that there was full transparency as to what these were.

- The City Solicitor further clarified that legal proceedings had not been issued whilst the call-in period was on-going, but that, as agreed at Cabinet, pre-action correspondence had started;
- The Cabinet Member also confirmed that the door was still open for Unite the Union to come back to talk, however the final offer had been made.

The Chair formally moved that in view of the nature of the business to be transacted which includes exempt information indicated the public be now excluded from the meeting:

Paragraph 4 and 5 S12A Local Government Act 1972

This was agreed by the Committee and the Committee went into private session.

On return to public session, it was:

RESOLVED:-

The Committee resolved to call-in the decision for reconsideration by Cabinet, with seven votes in favour and none against, on the grounds that:

5 – the Executive appears to have overlooked some relevant consideration in arriving at its decision – that the information given by the QC at Cabinet should be fully considered as part of the report;

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 – that, due to the significant nature of the decision, Cabinet review its decision in light of all the information available;

8 – 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 – that the information given by the QC at Cabinet should be fully considered as part of the report.

A report will be prepared for Cabinet to reconsider its decision as outlined above; in particular ensuring that full consideration is given to the explanation given by Andrew Burns QC at the Cabinet meeting on 12th February.

8. WORK PROGRAMME

(See document No 4)

It was proposed that the committee look at governance processes, in particular cabinet decision making and delegations.

RESOLVED:-

That the work programme be noted and a terms of reference for a future piece of work on governance be considered at a future meeting.

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

None.

10. OTHER URGENT BUSINESS

None.

11. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:-

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

The meeting ended at 1315 hours.

CO-ORDINATING O&S COMMITTEE
ACTION TRACKER 2018/19

Date	Agenda Item	Action	Notes
09-Nov-18	Corporate Governance Plan	Update note on the work of the West Midlands Combined Authority (WMCA), with particular reference to diversity and the leadership Commission, to be provided.	To be scheduled
07-Dec-18	Budget Consultation	Cllr Cotton to meet with Deputy Leader and officers to discuss earlier involvement of scrutiny in the budget process.	Meeting to be scheduled with Cllr Jones
07-Dec-18	Work programme	Briefing on Community Asset Transfer requested.	COMPLETED: Guidance re-issued to all councillors.

To:	Coordinating Overview and Scrutiny Committee
Date:	15 February 2019
From:	Assistant Chief Executive, Director Digital and Customer Service & Head of Business Improvement and Change

Update on changes to the Council's Strategic Performance Reporting Arrangements

SUMMARY

The Council's strategic performance reporting arrangements have changed significantly since the last financial year. Reporting now includes a new indicator set, benchmarking and underpinning activities designed to improve the quality of critique and challenge within performance monitoring processes. This paper outlines the key changes and their impact for the committee.

KEY CHANGES TO PERFORMANCE REPORTING

1. New priorities and indicator set

Following the election in May 2018 and the formation of the current administration, the Council's Plan was renewed and the new Plan is organised around five outcomes:

- Birmingham is an entrepreneurial city to learn, work and invest in
- Birmingham is an aspirational city to grow up in
- Birmingham is a fulfilling city to age well in
- Birmingham is a great city to live in
- Birmingham residents gain the maximum benefit from hosting the Commonwealth Games

Each outcome is underpinned by a set of priorities and success measures, and these form the basis of the new Key Performance Indicator set for the Council, which is reported monthly to the Council's Management Team and Portfolio Holders, and on a quarterly basis to Cabinet. Some indicators are available on a less-than-quarterly basis; this means that the indicator set is reported partially throughout the year as and when indicators become available. The Council Plan will be refreshed in April / May 2019.

2. Greater focus on indicators relevant to residents, service users and customers

To enable greater Member and managerial focus on the most important measures, the decision was taken to remove organisational health measures (such as staff absence rates) from external publication.

3. Benchmarking

This year the Council has started to benchmark its performance against Core Cities and national figures on a routine basis for its KPI set. This has provided important context for the Council's performance and has informed discussions on where improvements could and should be made, and how and where the Council is and isn't providing value for money.

4. Improved narrative

Taking on board feedback from CMT, Members and the Birmingham Independent Improvement Panel, the Council has worked to improve the quality of performance narrative in its regular reporting so that it focuses on why performance has deviated from targets, how this is being mitigated / resolved or what can be learnt from good practice, and next steps.

5. The role of Scrutiny

Alongside these changes, the Assistant Chief Executive, Chief Operating Officer and Head of Business Improvement and Change have worked with Coordinating Scrutiny Panel Members to enhance the role of Scrutiny in performance analysis and improvement. The first workshop was held in November 2018 and a second workshop is likely to take place late February 2019. The purpose of these workshops is to gather feedback from individual scrutiny committees on the current indicator set, in order to inform the upcoming Council Plan refresh; to support Members in understanding and using performance information; and to agree how to progress performance work within scrutiny committees, for example, incorporating the performance reporting cycle into committee schedules, using to identify areas of focus for scrutiny and reviewing source data.

Appendices

- Appendix 1: Council Plan, 2018-2022
- Appendix 2: Q2 Performance Report for 2017-18
- Appendix 3: Q2 Performance Report for FY 2018-19 (latest available)

Contact Officer: Varun Sitaram
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To:	Coordinating Overview and Scrutiny Committee
Date:	15 March 2019
From	Acting Director Digital & Customer Service and Head of Online Service Delivery

Customer Services Update including BRUM account and Members Portal

1. Purpose

- 1.1. This report provides an update to the Coordinating Overview and Scrutiny Committee on Customer Service delivery via the new online account the BRUM account
- 1.2. The report builds on the report to Coordinating Overview and Scrutiny in June 2018 and provides a further update on the progress made since then and outlines the key priorities for 2019-20.

2. Background

- 2.1. The contact centre receives two million telephone calls and approximately 60,000 emails a year and is therefore the largest touch-point the council has with users of council services. A breakdown of call volumes is available in appendix 1
- 2.2. Customer Service is also responsible for the website and online customer service delivery. The website receives 46 million page views per annum. In order to improve user experience when accessing accounts or requesting services online a project is underway to replace the One Account solution with the new BRUM Account. The project will also increase the services that are available via the Birmingham website.
- 2.3. The BRUM account business case was approved in December 2017, with work on the BRUM account commencing shortly after.
- 2.4. The first phase of the BRUM account went live in June 2018 with additional services added throughout 2018 and plans to migrate other services during 2019. Full details of all services available are contained in appendix 5.

- 2.5. The contact centre transferred in house in November 2014. At the time customer satisfaction levels with services delivered via the contact centre were very low at 49%. As part of the transfer significant savings of £4m per annum were achieved. Since transfer further cumulative savings of £1.4m per annum were achieved with further proposals to increase savings in 2019-20.
- 2.6. In addition to movement of customer contact to the online solution from phones the savings are also supported by plans to transfer further services to the contact centre namely Tenancy Estate Management and Adult Social Care ACAP telephone calls. It is planned that Tenancy Estate Management telephone calls will transfer by April 2019 and ACAP by May 2019.
- 2.7. Against this background the direction of travel in citizen satisfaction with the services received via the contact centre has continued to increase until September 2018, achieving 70%. However from October to December 2018 there has been a decrease in satisfaction levels to 64%. This increased again in January 2019 to 68%. In order to reverse this trend work continues with services to implement the actions needs to improve satisfaction levels with particular focus on Waste, Parking and Housing Repairs, against this it should be noted that satisfaction levels are above average for some areas an example is Housing Rents are at 80% for December and 79% for February considerably above the average. A table showing details of citizen satisfaction is contained in appendix 3.

3. Customer Service Delivery Improvement Initiatives BRUM account and Online Services

- 3.1. The main focus since the previous report to Coordinating Scrutiny in June 2018 has been the development of the BRUM (Birmingham's Report, Update and Manage it) account. Any take up has been achieved through natural growth in the changes to the web user journeys for services or raising awareness via the contact centre when citizens telephone us. Promotion to increase take up has started in January 2019 with a campaign to encourage sign up for council tax e-billing and raise awareness that citizens can access their council tax account via the council's website.
- 3.2. **Background**
- 3.3. The current Birmingham.gov.uk website went live in August 2016. This was the first step in a work plan to improve availability of online information and services to citizens and businesses. Post go live the website received positive feedback and was recognised in a number of awards in 2017, these were Honoree status in the Webby Awards (International), winners of the public vote and gold status in the Lovie awards (33 countries) and the Plain English Campaign Website Award.
- 3.4. The new website was designed and built with contributions from citizens, staff and a cross party member group that informed the final version. It was identified prior to the launch of the new website that the next step in the journey should be the replacement of the My Account. This was further reinforced by feedback from stake-holders post go-live of the website. The negative feedback on the new website was around the experience of using My Account. The current My Account

was implemented in 2009 and is part of a full SAP Customer Relationship Management (CRM) solution which was developed to support the take up of online services in Birmingham.

- 3.5. It is an online self-service channel giving citizens access to create their own online account to allow them to view and track the requests they have raised with the Council. The services available via the My Account have reduced over time. The CWS platform (Corporate Web Services) which supports the My Account and associated online forms including integration to CRM or line of business systems has reached end of life and requires upgrading or replacing, so the decision has been to replace it with the BRUM account.
- 3.6. The “My Account” is being replaced on an iterative basis by the “BRUM Account” which allows citizens to register for an account and add services as they require them. This will consist of a number of different solutions accessible via a single online account. In order to ensure security of individual’s information, the first time a citizen requests a service they will be required to provide information that will authenticate them to each service. Once authenticated; future access to the service will be via a simple click on a link within the BRUM account to the individual’s information.
- 3.7. **Overview of BRUM account**
- 3.8. The new customer services online solution will allow citizens to self-serve with council services through the website enabled by simple account registration, enquiry tracking, the ability to update personal information, status reporting and notifications.
- 3.9. The “BRUM” Account Phase 1 went live in June 2018 and 60,990 accounts had been created by end of December 2018, increasing to 71,600 at end of January 2019. This has been achieved without any promotion other than raising awareness via the contact centre. Volumes of online services usage are contained in appendix 2.
- 3.10. The registration and manage your account element of the BRUM Account solution will include:
 - Simple Registration Process
 - Personalised welcome message
 - Online account maintenance, including ability to reset password
 - Enable authentication to service specific self-service solutions, once authenticated the service will be accessible via a single click from within the BRUM account
 - Each service will display a history of activities that shows last date accessed
 - Ability to retain partially completed forms which can be edited or deleted later
 - Find My Local (Local View) functionality with pre-populated address
 - Campaigns/Marketing functionality
 - Agent view allowing auditable transaction/ account creation by contact centre staff on behalf of the citizen

The customer home page is the main entry point for registered users to view all their service requests and access other transactional and personalised services. The home page can be seen in appendix 4.

Table 1: Services currently live in BRUM account

Solution	Citizens and Businesses are able to	Available
Citizen Portal	Registration for BRUM account using email and password. Ability to opt into services as required	Jun 2018
Council Tax	View instalments and payments, Make payment, Amend account e.g. request/end SPD, open or close account, set up or amend direct debit	Jun 2018
Business Rates	View instalments and payments, make a payment, set up direct debit	Jun 2018
Parks	Report issues via maps or postcode (20 forms) Get update on progress	Jun 2018
Skips	Request and pay for a permit	Jun 2018
Elections	For use by Contact Centre staff to the electoral register	Jun 2018
Neighbourhood Offices	For use by Contact Centre staff to transfer information to Neighbourhood offices	Jun 2018
Complaints & Compliments	Log a complaint or compliment. Improved functionality to monitor progress on resolution and root cause analysis. All complaints including ombudsman and statutory will move to this solution, giving a single view for all.	Jun 2018
Council Tax/Business Rates – E-billing	Launch of paperless billing for Citizens and Business Rates customers. Provides the ability for Citizens and Businesses within Birmingham to opt into receiving their bills electronically through the BRUM Account and E-mails.	Nov 2018
Housing Rents	View account, rent due, set up/Amend Direct Debits, online paperless statements and payments received	Dec 2018
Web Chat	Ability to chat to a contact centre agent while in the BRUM account and key web pages	Dec 2018

- 3.11 The “BRUM” Account consists of a number of ‘out the box’ solutions which have been developed and tested in the market as well as used by other local authorities with integration into line of business systems. This will also support agility and increased availability of the BRUM account in the future as changes to one module for example rents can be made without impact on other services delivered via the BRUM account.
- 3.12 The implementation of the BRUM account also aligns to the city councils corporate objectives, Citizen Access Strategy and ICT-D strategy and supports the following themes:

Citizen Access Strategy

- Develop citizen access arrangements that are designed to meet the differing needs of our citizens, focused on the citizen, not internal service boundaries
 - Develop a consistent, dynamic and excellent experience for our citizens whenever and however they contact us, building in continuous flexible change made rapidly in a controlled manner
 - Improve the efficiency of citizen access arrangements by reducing failure demand – designing service delivery to get it right first time, every time so as to remove duplication and failure and prevent demand arising in the first place
 - Develop an improved digital offer, better citizen confidence in digital access channels and significantly increase take up and use of digital access channels
 - Reduce demand by changing the relationship with citizens so that those that are able do more for themselves

ICT-D strategy

- Integrated ICT and Digital Services - We'll deliver an innovative, reliable, flexible, integrated, secure and well managed service.
- Digital Facilitation – We will help you to go digital
- Insight – to boost our capability, to turn data into information and information into insight

4.0 Further Implementation

- 4.1 The “BRUM” account is delivered in iterative phases; further phases will go live during 2019.
- 4.2 Where it is possible the solutions used are developed by suppliers and available in the market to other local authorities, only in instances where there is no developed solution that integrates with line of business systems will the solution be developed. When this becomes necessary all developments will be made available for other local authorities using the same software and vice versa.
- 4.3 This is supported by greater desire across suppliers and local authorities to do more collaborative working on developing technological solutions that can be easily shared amongst Authorities. This approach enables best practice and cost

avoidance. Birmingham have recently shared the Parks and Skips solutions developed online with other local authorities

- 4.4 Each implementation includes refinement of requirements and design workshops that will inform the design and configuration of the new solution as well as the changes needed to business processes, policies and procedures, to enable a high quality experience for BRUM Account users.
- 4.5 Customer Services and Service Areas are working very closely together to support the project requirements, with service area representatives on each of the project teams.
- 4.6 The BCC web team will work on website content to ensure it supports the take up of the new BRUM Account. This will include working closely with Service Areas in advance of the online solution for their service becoming available via the BRUM Account, to ensure accuracy and effectiveness of associated content on the website.
- 4.7 Now that the BRUM account has been embedded and paperless billing is live, a campaign has been developed to promote the take up of e-billing for Council tax and Business Rates. Promotion Campaigns will run through the contact centre, IVR telephone queuing messages, social media and email messages.
- 4.8 It should be noted that there has been some slippage in the Phase 2 implementation which was planned to go live in December 2018. The remaining Phase 2 services will now go live on an incremental basis between January and April 2019.

Table 2 - Project Deliverables - Phase 2 – finalised March 2019

Solution	Citizens and Businesses will be able to	Go Live
Environmental Health	Report issues via maps, geo tagging or postcode Request for service – Pest Control Get update on progress	April 2019
Tenancy Estate & Anti-Social Behaviour	Report Anti-Social Behaviour Report Abandoned/ Permissions & Alternations/ Miscellaneous/ Tenancy Breach / Mutual exchanges	March 2019
Waste Management	Report a missed collection, order new bin, pay for Garden Waste	April 2019
Highways	Report issues via maps, geo tagging or postcode Get update on progress	March 2019

Table 3 - Project Deliverables - Phase 3 – finalised December 2019

Solution	Citizens and Businesses will be able to
Housing Repairs	Report, repair and track progress
Housing Benefit and Council Tax Support	View payments due and apply for benefit or report change in circumstances
Landlord Portal	Landlords can view Housing Benefit payments for their tenants when paid direct to the Landlord
Private Sector Housing	Apply for HMO licence applications/renewals and pay for licences
Planning	Single sign on to the planning portal

5. Citizen Engagement

- 5.1.1. A number of engagement activities have taken place with the citizen's panel. The purpose of the panel is to obtain citizen feedback on proposed changes prior to implementation.
- 5.1.2. These included the current website and insight and feedback on other changes including amendments to notifications and letters and the introduction of other online solutions for parking and home options.
- 5.1.3. The adult social care co-production team transferred to customer service in 2018. Post transfer changes were made to the engagement and coproduction activities to increase effectiveness.
- 5.1.4. Co-production features very strongly in the vision for adult social care which was agreed by Cabinet in 2017. This states all services should be co-produced with users and carers as they are directly impacted by services and have first-hand experience of what works well and what doesn't.
- 5.1.5. **Progress to date**
 - 5.1.5.1. The work has enabled the engagement and we have now had the opportunity to have worked with over 100 new citizens we have never worked with before and therefore reaching a wider audience
 - 5.1.5.2. A group of 15 citizens volunteered to assist the team to plan the approach for co-production and associated engagement activities
 - 5.1.5.3. The citizens agreed renamed the forum 'People for Public Services' and created a draft vision.
 - 5.1.5.4. The citizens drafted the invitation which was issued to over 6,000 citizens who had shown as interest in the city council in receive information about adult social care and health.

- 5.1.5.5. The first monthly forum meeting took place on 9th January. 55 citizens attended along with Cabinet Members and Senior Officers. The meeting was co-chaired by the Cabinet Member for Health and Social Care and a member of the People for public services forum. Other forum members undertook other roles such as facilitating table discussions.
- 5.1.5.6. The forum planning group meet every month to agree and plan the approach for the next Forum.
- 5.1.5.7. The Citizen Involvement team have worked with over 25 teams and services to involve citizens in co-production since September 2018, including supporting the BRUM account and benefits. This figure is continuing to rise and the work of the team is set to increase going forward.
- 5.1.5.8. Citizens have been involved in the sign off of requirements and design for the new Waste solution which is currently begin implemented
- 5.1.5.9. They have also supported the agreement of requirements and testing of the Rents solution prior to implementation
- 5.1.5.10. They also informed the design and the content for the e-billing campaign for Council Tax.

6. Members Portal Update

6.1. Background

- 6.2. As part of phase one of the BRUM account, a Members Portal was implemented to support enquiry and complaint handling by elected members on behalf of constituents, and allow constituents to report issues online to identified elected members. The Members portal went live on 2 July 2018. It was envisaged that this would allow members to move away from the current paper and free format email approach to case handling and enable members to hold a central record of enquiries from citizens, allocate enquiries to service areas without the need for a named officer, track progress, respond to enquiries and view all cases, with the ability to identify trends and undertake analysis of the types of enquiries received.
- 6.3. However take up has not been as good as hoped and a review has been undertaken to identify actions needed to take place to improve the portal and increase take up. After receiving training 12 of the 22 members went on to use the Members Portal.
- 6.4. The Members Portal is a module within the replaced corporate complaints system, which was procured to replace the complaints system in SAP CRM.

6.5. **Workshop to Review Members Portal Pilot outcome**

6.6. In order to obtain feedback on what changes are necessary to increase take on the 6th November 2018 a feedback session was held with the pilot group that used the Members Portal after go live. At the feedback session members spoke about the issues they had experienced whilst using the system which were documented for review. Details of the items raised are listed below:

- Auto Acknowledgment for enquiries
- Review of where enquiry contact details are retained in the system
- Escalation Process needs to be reviewed so that the effort required to escalate an enquiry is reduced.
- Amend some Enquiry Type Descriptions.
- Ensure Directorates always respond to the original email which integrates back into the case, this means the response is not automatically updated on the Members Portal. .
- Responses – ability to choose between sending an email reply via the system with an instead of the letter headed templates which includes their picture, contact details and signature.
- Directorate Responses – members feel they get a quicker response through emails to enquiries to know senior managers of the enquiries mailbox.
- Automate some of the activities in the portal or steps in the process removed to simplify the activities needed to manage a case.
- Multiple Enquiry Handling – The current solution does cater for multiple issues within one enquiry

6.7. **Next Steps:**

6.8. A number of changes will be made to the system following that feedback from members. A high level milestone plan outlined below provides details of when that will take place.

6.9. Incorporating the feedback from members and considering the need to rollout further to increase take up of the portal, the proposed next steps are outlined in table below. It should be noted that the staff who will support this activity also support the implementation of the BRUM account, which has impacted on the speed at which these activities can be undertaken.

Action	Deadline for Completion
Improvements identified in Pilot review to be shared with original cross party working group members	April 2019
Feedback session with Directorates on the Members portal to identify any issues that impact on its use from a Directorate perspective	April 2019
Invitation to be sent to other authorities who use a members enquiry system to speak to Member Groups and share the benefits of using a case management system for member enquiries	April /May 2019
Improvements identified in Pilot review to be implemented	June 2019
Re-launch of Members Portal with training and support for new users, as well as refresher training if required for others	July 2019
Re-launch of Members Portal with Directorates to raise awareness, support improvement in enquiry handling and increase member confidence	July 2019
Launch of monthly anonymised report for each Directorate on enquiry handling to be incorporated in monthly performance report to CMT	August 2019

7. Business Case

- 7.1. The BRUM account business case is on track to provide savings of £3.858m between 2019-20 and 2022-23 and expenditure remains within the budget set for the project for Phase 1 and 2. Phase 3 deliverables will require a separate business case prior to implementation.

Appendix 1 – Call Volumes and Answer Rates

Table 1.1 - Answer Rates 2017 and 2018

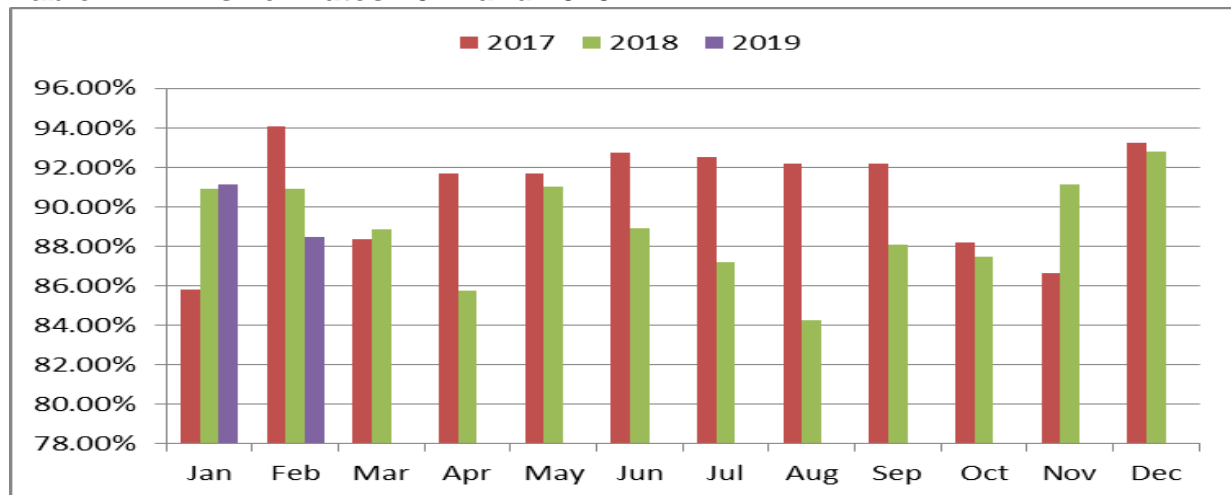


Table 1.2 - Calls received and answered 2018 and 2019, with % answer rate

2019	Received	Answered	PCA
Jan	181467	165405	91.15%
Feb	169305	149810	88.49%

2018	Offered	Answered	PCA
Jan	223303	191619	85.81%
Feb	168919	158895	94.07%
Mar	208474	184255	88.38%
Apr	182871	167643	91.67%
May	178009	163217	91.69%
Jun	168071	155920	92.77%
Jul	167790	155252	92.53%
Aug	159396	146953	92.19%
Sep	159570	147130	92.20%
Oct	188874	166631	88.22%
Nov	170727	147947	86.66%
Dec	124380	115983	93.25%
Totals	2100384	1901445	90.53%

Table 1.3 - Calls received and answered 2017, with % answer rate

2017	Received	Answered	PCA
Jan	188318	171154	90.89%
Feb	172426	156785	90.93%
Mar	230199	204508	88.84%
Apr	172868	148192	85.73%
May	180857	164664	91.05%
Jun	196860	174994	88.89%
Jul	197205	171902	87.17%
Aug	190669	160598	84.23%
Sep	188605	166140	88.09%
Oct	189196	165540	87.50%
Nov	184663	168253	91.11%
Dec	138512	128518	92.78%
Totals	2230378	1981248	88.83%

Table 1.4 Changes in Call Volumes since June 2018

Service	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Ave	
Benefits	-23%	-21%	-28%	-33%	-26%	-33%	-36%	-41%	-41%	-31%	
Waste Management	-28%	-57%	-54%	-31%	22%	6%	-16%	25%	18%	-13%	Summer 2017 Strike
Payments Team	-6%	-23%	-18%	-14%	-14%	-23%	-16%	-81%	164%	-3%	Sales opened in Feb 2019
Switchboard	-12%	3%	-8%	-16%	-16%	-32%	-9%	-5%	-13%	-12%	
Elections	-93%	-11%	21%	16%	14%	3%	-7%	-22%	-21%	-11%	June 2017 General Election
Neighbourhood Office and Advice	0%	-4%	-6%	-11%	-1%	-16%	-16%	-15%	3%	-7%	
Planning	0%	7%	7%	3%	-5%	-22%	-10%	-6%	-13%	-4%	
Housing Rents	0%	13%	-10%	-8%	-2%	-9%	2%	-11%	-7%	-4%	
Environmental Health	12%	26%	14%	4%	-2%	-27%	-16%	-24%	-14%	-3%	
Revenues	3%	8%	3%	-4%	11%	2%	-7%	-1%	-5%	1%	
Highways	7%	18%	13%	12%	-2%	-13%	-12%	-15%	-4%	0%	
Parking	-13%	21%	17%	16%	0%	-17%	14%	10%	-5%	5%	
Housing Repairs	4%	15%	17%	6%	12%	-5%	4%	6%	-10%	5%	
Your Views	14%	7%	-18%	-19%	66%	19%	-5%	-18%	28%	8%	
Parks	14%	19%	23%	33%	15%	0%	6%	-7%	27%	14%	
Anti-Social BASBU	27%	32%	6%	5%	12%	-14%	47%	23%	10%	16%	

Appendix 2 – Online Statistics

Table 2.1 - Comparison of Contact via online and telephone channels

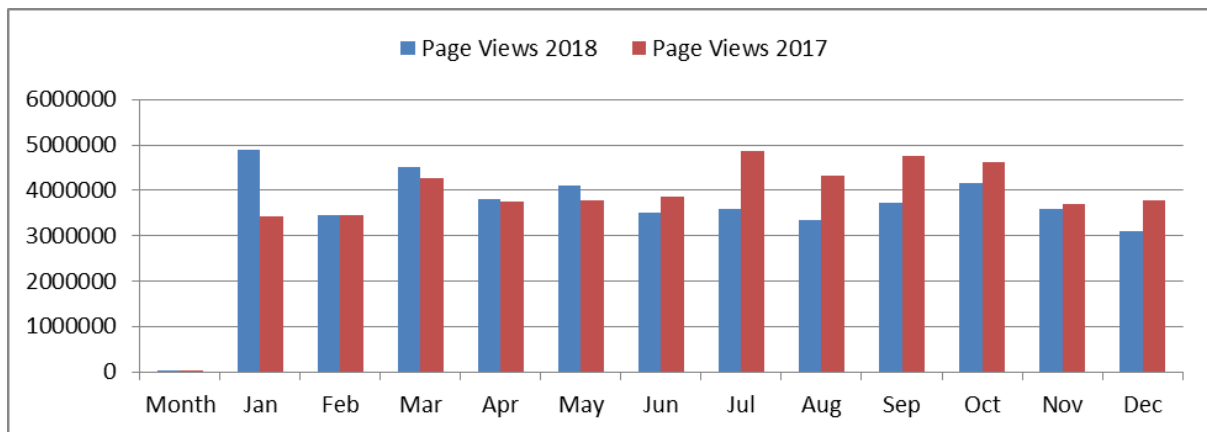
	BRUM Account	Old Online Account	Other Forms	Telephone Calls
June	1909	14811	17580	155920
July	5419	14589	18630	155252
August	6623	11898	17387	146953
September	7232	12570	17385	147130
October	7510	19068	18540	166631
November	6610	16421	17761	147947
December	7077	11828	15998	115983
January	7419	24436	16390	165405
February	7321	*52724	13113	149810

**Includes 38k order Garden waste service*

Table 2.2 - Website Visits

Month	2018	2017
Jan	4904106	3433390
Feb	3463942	3450164
Mar	4507325	4257865
Apr	3814194	3758096
May	4109156	3781150
Jun	3510463	3874566
Jul	3577137	4869037
Aug	3354113	4336706
Sep	3719934	4745192
Oct	4171941	4625004
Nov	3600678	3706018
Dec	3104667	3771123
Total	45,837,656	48,608,311

Table 2.3 – Page views on Website




Appendix 3 – Customer Satisfaction

Overall Satisfaction Levels December 17 to February 2019				Breakdown by Service of Satisfaction levels February 2019		
MONTH	Overall Satisfaction	Agent Willingness	Number of Survey Responses	Service Breakdown Feb-19	Satisfaction Score	Number of Survey Responses
Dec-17	67%	80%	3,437	Housing Rents	79%	80
Jan-18	69%	82%	3,682	Council Tax	75%	202
Feb-18	68%	79%	2,035	Housing Benefit	84%	118
Mar-18	67%	83%	1,166	Children's Services	71%	42
Apr-18	69%	83%	1,121	Highways	17%	12
May-18	69%	83%	1,014	Housing Repairs	56%	266
Jun-18	67%	82%	1,114	Waste	56%	154
Jul-18	68%	81%	856	Parking	36%	11
Aug-18	69%	84%	1,134			
Sep-18	70%	85%	1,028			
Oct-18	64%	82%	708			
Nov-18	64%	81%	938			
Dec-18	64%	82%	759			
Jan-19	68%	82%	1041			
Feb-19	66%	81%	1088			

Appendix 4

Image 4.1 – Image BRUM account log in page

BRUM account
Birmingham - Report - Update - Manage



Welcome to Birmingham's new BRUM account

The BRUM account will help you request and track a range of council services, providing you with an improved customer experience.


[Find out more about the BRUM account](#)

Register for a BRUM account
[Register >](#)

Sign into your BRUM account
[Sign In >](#)

If you are using a public computer, remember to sign out when you are finished

Image 4.2 – Image log in page Online Account that is being replaced

**Birmingham City Council**

[Search](#)

Not Registered Yet?

Our safe and secure site allows you to quickly access Council services and track all your dealings with the Council.

Find out about the benefits of online account:

[Register for an Individual Account](#)
[Register for a Business Account](#)

Log in to your secure account

Welcome back. Log in now to access Council services and manage your account.

* = required information

* Email (your registered email address)

* Password

[Forgotten Password?](#)
[Lost or Expired Activation Link?](#)
[Need help accessing your account?](#)

[Login](#)

Appendix 5 – details of services available in Phase 1 and 2

Table 5.1 – Phase 1

Parks <ul style="list-style-type: none"> • Apply to hold an event in a park • Apply for an allotment • Floristry service - place an order • Hedge and shrub maintenance • Pitch maintenance • Access to sports pitches in parks • Japanese knotweed and other invasive weeds • School trips to parks • Report an accident or an incident causing a nuisance, danger or damage • Bins in parks • Grass cutting • Litter in parks • Rubbish or debris in lakes and streams • Talks and guided walks for groups in parks • Report faulty or dangerous playground equipment or surfaces • Book a room • Request a repair to a facility or building • Memorials and commemorative features in parks • Work experience and work placements • Schools, group visits and children's parties • Parks Enquiry 	Council Tax <ul style="list-style-type: none"> • Council Tax Change in circumstances: • Tell us if you change your address • Let us know if a tenant moves in or out • Student council tax discount or exemption: • Full time students attending college or university • Foreign language assistants • People with dementia and others who are severely mentally impaired • Single Person Discount • Set up or amend your Direct Debit • View your statement • Paperless billing
Contact Us <ul style="list-style-type: none"> • Comments, compliments and complaints • Give a compliment • Make a comment • Make a complaint 	Housing Rents <ul style="list-style-type: none"> • Pay your rent: • Pay rent by Direct Debit • View/request rent statement
Business Rates	Skips

<ul style="list-style-type: none"> • Set up or amend your Direct Debit • View your statement • Paperless billing 	<ul style="list-style-type: none"> • Apply for a skip permit • Register as a skip operator
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Table 5.2 - Phase 2 Services

Highways	Waste
<ul style="list-style-type: none"> • Pavement & Road Surface Enquiry • Report Street Lighting, Traffic Lights, Street Name Plates and Signals • Tree Pruning • Tree Planting • Weed Removal • Road Obstructions • Fly posting • Guard Rails & Benches • Bollards • Drainage & flooding on the Highway • Graffiti Removal • Winter Maintenance • New works on the Highway • Highways General Enquiry 	<ul style="list-style-type: none"> • Refuse & Recycling: Order Green Service • Refuse & Recycling: Missed Collection • Special Waste Collection: Large Items • Clinical Waste: Request New Delivery/Service • Fly tipping Removal • Street Cleaning • Wheelie Bins Enquiry • Refuse & Recycling: Replacement Missing/Damaged • Cement Asbestos Collection • Recycling: Assisted Collection • Litter/Dog Waste Bin Issue • Clinical Waste: Cancel Sack Collection • Clinical Waste: Missed Sack Collection • Waste/Recycling Collection Schedule
Anti-Social Behaviour	Tenancy Estate Management
<ul style="list-style-type: none"> • Report Anti-Social Behaviour • Log Anti-Social Behaviour Incident • Log Anti-Social Behaviour Involved Party 	<ul style="list-style-type: none"> • Mutual Exchange • Report Abandoned Property • Report Tenancy Breach • Request Permissions and Alterations • Miscellaneous
Environmental Health	Parking
<ul style="list-style-type: none"> • Pest Control 	<ul style="list-style-type: none"> • Report Abandoned vehicles

<ul style="list-style-type: none"> • Noise Nuisance • Environmental Health Food Hygiene complaint • Registration of food premises • Dog Related Enquiries • Travellers/Sites/Unauthorised Encampment • Animals • Food Export Certificates • Food Condemnation Certificate • None Smoking Compliance • Health and Safety Consultancy • Environmental health Pollution • Drainage 	<ul style="list-style-type: none"> • Report illegal parking

Information Briefing

Report from:
Report to:

Michael Enderby
Co-ordinating O&S Committee

Date: 15 March 2019

Overview of Emergency Planning

1. SUMMARY

Birmingham City Council is currently modernising and enhancing its emergency arrangements to ensure the council is better able to support its communities and respond effectively to any emergency within Birmingham.

This programme has been underway from mid-2018 and is seeing all areas of the council's arrangements undergoing some form of change, improvement and modernisation to ensure the council has an integrated approach to emergency management – this programme includes training and exercising.

2. Introduction

Birmingham City Council is a Category 1 responder under the Civil Contingencies Act, carrying the same responsibilities as Police, Fire, Ambulance and other key partners, with a number of additional duties and the responsibility for arrangements for Birmingham as an area. We are required to Plan for and Respond to major incidents impacting Birmingham.

The City Council has a significant leadership role to play in ensuring both our communities and Birmingham more generally are prepared for, can respond to and recover from emergencies.

In addition to the Civil Contingencies Act there are a number of other pieces of legislation that set out the requirements on the city to deliver effective “emergency management” or “resilience” – however the primary legislation is the Civil Contingencies Act.

In 2018, following a number of internal changes, a review of the council's emergency arrangements began, although covering a wide range of resilience activities, the primary focus was on an interim Emergency Plan ahead of the launch of the new Council Emergency Plan expected at the end of February/early March 2019, this together with improved incident response and development of our emergency centre capability.

A fundamental shift, across all these arrangements was to unify the Council's response and be more proactive in our response.

3. Resilience – the Emergency Planning Programme

The Resilience arrangements of the council and its statutory responsibilities are delivered by the Resilience Team. Across 2018 work has been done to strengthen the involvement and enhance the work of the team.

An overview of that work is outlined in this report. However, work is still ongoing to develop and enhance all of our arrangements, commencing in the core documents (Emergency Plan, Rest Centres, Incident Response etc) but will move across everything we do.

The resilience team undertake the full civil contingencies programme (Preparing, Planning, Responding and Recovering from Emergencies). The team engage in both formal and informal activities to deliver the resilience agenda ensuring the 7 statutory duties (Emergency Planning, Business Continuity, Training & Exercising, Information Sharing, Cooperation (Response), Business Continuity Promotion) in the primary legislation is delivered, together with various supporting statutory pieces of legislation.

Multi-agency working is important – the resilience team engage in a number of structures (eg LRF), directly running a number of structures in Birmingham (eg Birmingham Resilience Group) and participate in Regional and National groups to ensure BCC is adequately linked in with these wider programme.

4. The Emergency Plan

The Council now has a single, thematic all risk Emergency Plan – following a recognised command and control structure, Strategic (Gold), Tactical (Silver) and Operational (Bronze) – fully integrating with multi-agency structures.

The Emergency Plan is an enabling document, identifying core commanders and empowering them to deliver the response through the recognised command structure. The Emergency response will be delivered by this plan – with all areas of the council following and supporting this command and control structure (previously response was done at service/directorate level and only coordinated strategically only). Following national best practice, the response will be delivered by the Tactical Team, which has 5 thematic cells making the structure – Communications, Environment, Facilities, Health and Welfare and Information Processing. There remains a Strategic Team, to set strategic direction and priorities, the plan also identifies 4 key commanders – Gold Commander and Deputy (Dawn Baxendale, Jonathan Tew) Silver Commander and Deputy (Chris Neville and Kevin Hicks)

Further work will continue to both enhance, train, exercise and develop these cells and the emergency plan structure as a whole.

Meanwhile a host of supporting arrangements and other stand-alone plans are being developed and reviewed in priority order.

5. Incident Response

The council's response to an incident has been reviewed and simplified. The Resilience Duty Officer has been split from several roles and identified with a clear brief. The Duty Officer has a more proactive approach to response (noting some thresholds of when an incident moves from Business as Usual into an emergency).

Upon notification, the duty officer plays a significant role and will constantly assess the situation – they operate on the principle of attendance and provide a range of activities from support and guidance through to taking charge at the scene and ultimately activating the emergency plan.

Promotion of when to contact the team both internally and externally is also part of the new response process and is an ongoing priority, both internally and with our partners – without timely notification the council's the response and the support that can be offered fails.

6. Training and Development of key roles in an Emergency

A significant part of an effective set of emergency arrangements are the people who are relied upon to deliver the response.

The new emergency plan has seen the identification of core roles, from which key officers have been identified and assigned. Formal, accredited Strategic and Tactical level training has been delivered to those named individuals – over 95% of key named commanders have been trained, in a programme that will continue as a core element of our preparedness

Another strand of the development programme was to look at the training offered to elected members, explaining how the arrangements work and the role of members, including what to do and not to do in an emergency. A quick guide, in the form of an elected member "Z-Card" was produced and issued to all members, in addition a formal training programme, on members roles, has been developed, with the first session taking place on 5th March 2019.

Further work has been done to develop our staff volunteers and ensure a robust cohort of staff are available to undertake specialist resilience roles, with full training and support – these roles are vital in response and investment in them critical. This work is nearing formal roll out, as the final HR elements are worked through.

Continuing to invest in the training of our core commanders and volunteers remains a focus and priority.

7. Conclusion/Next Steps

There remains significant development ongoing in our resilience arrangements and support is always appreciated, however, for the first time in a number of years Birmingham City Council has a signed off Emergency Plan, identifying key roles, who have been trained and commits to being proactive and coordinated in our response.

Contact Officer:	Michael Enderby, e-mail: Michael.enderby@birmingham.gov.uk
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Co-ordinating O&S Committee: Work Programme 2018/19

Chair	Cllr Josh Jones
Deputy Chair	Cllr Mariam Khan
Committee Members:	Cllrs: Mohammed Aikhlaq, Deirdre Alden, Tahir Ali, Albert Bore, Debbie Clancy, Liz Clements, Roger Harmer, Charlotte Hodiala, Penny Holbrook and Rob Pocock
Committee Support:	Scrutiny Team: Emma Williamson (464 6870) Committee Manager: Marie Reynolds (464 4104)

1 Terms of Reference

- 1.1 To plan and co-ordinate the work of all the O&S Committees. To fulfil the functions of an O&S 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 and emergency planning.

2 Meeting Schedule

Date	Item	Officer contact
08 June 2018 10.00 am Committee Room 6	Work Programme Discussion <i>Outcome:</i> to determine the work programme priorities for the year	Emma Williamson, Scrutiny Office
27 July 2018 10.00am Committee Room 2	Leader of the Council <ul style="list-style-type: none">Birmingham Independent Improvement Panel reportResponse to Review of Scrutiny	Rebecca Grant, Cabinet Support Officer
07 September 2018 10.00am Committee Room 3&4	Deputy Leader <ul style="list-style-type: none">Performance FrameworkCorporate Governance Plan updateCitizen engagementAnnual Audit Letter	Jonathan Tew, Assistant Chief Executive
05 October 2018	<i>Meeting cancelled</i>	
09 November 2018 10.30am Committee Room 3&4	Tracking Report Partnership working BCC and Parish/Town Councils	Jonathan Tew, Assistant Chief Executive / Tony Smith / Chris Jordan



Date	Item	Officer contact
	Update on Corporate Governance Plan (including update on governance in Place Directorate)	Jonathan Tew, Assistant Chief Executive
	Inquiry: City Council meeting – discussion paper	Emma Williamson, Scrutiny Office
07 December 2018 10.00am Committee Room 3&4	Budget Consultation	Clive Heaphy, Director Finance and Governance
	Localism in Birmingham – Update	Jonathan Tew, Assistant Chief Executive / Tony Smith, Policy Executive
11 January 2019 Committee Room 3&4	Birmingham Independent Improvement Panel / Update on Corporate Governance Plan	Jonathan Tew, Assistant Chief Executive
	Legal Services – new model Public and private reports	Kate Charlton, City Solicitor
15 February 2019, Committee Room 3&4 Report Deadline: 6 Feb 2019	Strengthening and Developing the Role of Full Council in the Policy Process	Emma Williamson, Scrutiny Office
	Inquiry into City Council meeting: evidence from Professor Colin Copus, Emeritus Professor of Local Politics, De Montfort University	
	Request for Call-In: Waste Management – Industrial Action Update	Councillor Brett O'Reilly, Cabinet Member, Clean Streets, Waste & Recycling, Clive Heaphy, Corporate Director, Finance & Governance and Kate Charlton, City Solicitor
15 March 2019 Committee Room 3&4 Report Deadline: 6 Mar 2019	a) Performance update – Deputy Leader to attend (deferred from February)	Councillor Brigid Jones, Paula Buckley, Assistant Director Customer Service and Varun Sitaram, Head of Business Improvement and Change
	b) Customer Services and BRUM account update – Deputy Leader to attend	Paula Buckley, Assistant Director, Customer Service
	Emergency Planning update	Michael Enderby, Head of Resilience & Services
12 April 2019 Committee Room 3&4 Report Deadline: 3 Apr 19	Leader of the Council – end of year review and look forward to 2019/20 including <ul style="list-style-type: none"> Corporate governance plan Audit letter 	Rebecca Grant, Cabinet Support Officer Jonathan Tew, Assistant Chief Executive



Date	Item	Officer contact
	Localism – update (tbc)	Chris Jordan, Assistant Director, Neighbourhoods
	JNC re-structure update	Dawn Baxendale, Chief Executive

3 Items to be scheduled

- Inquiry into City Council meeting.
- Inquiry into Universal Credit – date to be agreed.
- Inquiry into governance including consultation for decision reports.

4 Other Meetings

Call in

15 February 2019: Waste Management – Industrial Action Update (decision called in)

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

5 Forward Plan

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

Leader		
005423/2018	BCC International Strategy	16 Apr 19
05336/2018	GBSLEP Future Operating Model	16 Apr 19
004101/2017	Enterprise Zone Investment Plan 2019	16 Apr 19

Deputy Leader		
005701/2018	Capita ICT Service Transition Update – Public	16 Apr 19

6 Scrutiny Reports to City Council

O&S Committee	Report Title	Date for Council
All	Annual Report	July 2018



O&S Committee	Report Title	Date for Council
Sustainability & Transport	Managing the Risk and Response to Flooding in Birmingham	September 2018
Co-ordinating	City Council Meeting	April 2019
Housing & Neighbourhoods Resources Sustainability and Transport Learning, Culture and Physical Activity	Private Rented Sector Long Term Financial Planning Plastics Young People and Mental Health	2019/20



Children's Social Care O&S Committee: Work Programme 2018/19

Chair: Cllr Mohammed Aikhlaq

Deputy Chair: Cllr Diane Donaldson

Committee Members: Cllrs: Debbie Clancy, Shabrina Hussain, Morriam Jan, Kerry Jenkins, Kath Scott and Alex Yip

Officer Support: Rose Kiely, Group Overview & Scrutiny Manager (303 1730)
Amanda Simcox, Scrutiny Officer (675 8444)
Sarah Stride, Committee Manager (303 0709)

1 Terms of Reference

- 1.1 To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning the Children's Trust, vulnerable children, corporate parenting and other child social care and safeguarding functions of the council.

2 Priority Issues and Items to be Scheduled

- 2.1 The following were highlighted in June as the possible priority issues for the committee's 2017/18 municipal year:
- Children's Trust – July 2018, December 2018, February 2019, March 2019, March 2019 committee meetings and a visit in September 2018.
 - Safeguarding - to include the Birmingham Safeguarding Children's Board Annual report in October 2018, Youth Justice Strategic Plan in January 2019 and contextual safeguarding in March 2019.
 - Special Educational Needs and Disabilities (SEND) - October 2018, December 2018 and an update in February 2019 at the Learning, Culture and Physical Activity O&S Committee.
 - Early Years, Health and Wellbeing contract – to be scheduled.
 - Update on the Children Missing from Home and Care Inquiry – 13 March 2019 (included in the contextual safeguarding item).
 - Corporate Parenting – the Corporate Parenting Board Annual report and an update on progress with the Corporate Parenting Inquiry recommendations will be discussed in April 2019. Also, the Cabinet Member for Children's Wellbeing is the Lead Member for Children's Services (LMCS) and the LMCS and the Director of Children's Services (DCS) have a shared responsibility with all officers and members of the local authority to act as effective and



caring corporate parents for Children in Care. The Cabinet Member attended the December 2018 committee meeting to provide an update on her portfolio.

3 Meeting Schedule

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

All at 10 am	Session / Outcome	Officers / Attendees
20 June 2018 in committee room 6	Informal meeting to discuss the Work Programme and priorities.	Andy Couldrick, Chief Executive, Children's Trust; Seamus Gaynor, Head of Executive, Children's Trust; Sarah Sinclair, Interim AD, Commissioning; Natalie Loon, Corporate Parenting Coordinator.
25 July 2018 committee room 6 Report Deadline: 16 July 2018	Cllr Booth, Cabinet Member for Children's Wellbeing.	Suman McCarthy.
	Children's Trust briefing and discussion.	Andy Couldrick, Chief Executive; Seamus Gaynor, Head of Executive; Sarah Sinclair, Interim AD, Commissioning; Dawn Roberts, AD, Early Help; David Bishop, Head of Service.
19 September 2018	Visit to the Children's Advice and Support Service (CASS) to observe the work of the Children's Trust.	Seamus Gaynor, Head of Executive, Children's Trust; Rachel McCartan, Head of Service, CASS.
17 October 2018 committee rooms 3 & 4 Report Deadline: 8 October 2018	Birmingham Safeguarding Children's Board (BSCB) Annual Report.	Penny Thompson, Chair of BSCB; Simon Cross, Business Manager.
	Special Educational Needs and Disability (SEND) Cllrs Kath Scott and Martin Straker-Welds were in attendance from the Learning, Culture and Physical Activity O&S Committee.	Cllr Kate Booth, Cabinet Member for Children's Wellbeing; Anne Ainsworth, Acting Corporate Director for Children and Young People; Rachel O'Connor, Director of Planning & Performance, Birmingham and Solihull CCG.
14 November 2018 committee rooms 3 & 4 Report Deadline: 5 November 2018	Travel Assist Cllr Kath Scott, Cllr Mary Locke and Rabia Shami were in attendance from the Learning, Culture and Physical Activity O&S Committee.	Cllr Kate Booth, Cabinet Member for Children's Wellbeing; Anne Ainsworth, Acting Corporate Director for Children and Young People; Sharon Scott, Acting AD for SEND; Jennifer Langan, Travel Assist Lead; Suman McCarthy, CSO.



All at 10 am	Session / Outcome	Officers / Attendees
12 December 2018 committee rooms 3 & 4 Report Deadline: 3 December 2018	Children's Trust report (10am – 11am). Cllr Kate Booth, Cabinet Member for Children's Wellbeing Update (11am – 12). To provide an update on portfolio (including the budget proposals).	Andrew Christie, Chair; Andy Couldrick, CEX; Professor Jon Glasby, Non-Executive Director. Anne Ainsworth, Acting Corporate Director for Children and Young People; Suman McCarthy, CSO.
17 December 2018 Ellen Pinsent committee room	Request for Call In: Written Statement of Action (WSOA) – Special Educational Needs and Disability (SEND). Cllr Kath Scott was in attendance from the Learning, Culture and Physical Activity O&S Committee. Background documents including the action plan and risk assessment to be circulated to Members. The action plan was circulated on the 2 nd January 2019 and the risk register was circulated on 26 th February 2019.	Cllr Kate Booth, Cabinet Member for Children's Wellbeing; Anne Ainsworth, Acting Corporate Director for Children and Young People.
8 January 2019 at 1pm committee rooms 3 & 4	Request for Call In: Travel Assist Service The risk register was circulated to Members on the 24 th January 2019.	Cllr Kate Booth, Cabinet Member for Children's Wellbeing; Anne Ainsworth, Acting Corporate Director for Children and Young People.
16 January 2019 committee room 2 Report Deadline: 7 January 2019	Youth Justice Strategic Plan (annual) Members from the Housing and Neighbourhoods O&S Committee were invited for this item as it is linked to the work of the Community Safety Partnership. The plan then went to City Council.	Dawn Roberts, AD, Early Help and Trevor Brown, Head Of Youth Offending Service.
13 February 2019 committee room 2 Report Deadline: 4 February 2019	Ofsted Inspection of Children's Social Care Services Update on the Child Poverty Action Forum	Andrew Christie, Chair, Andy Couldrick, CEX, Children's Trust and Cllr Kate Booth, Cabinet Member for Children's Wellbeing. Councillor John Cotton, Cabinet Member for Social Inclusion, Community Safety & Equalities; Prof Simon Pemberton, Co-Chair and Suwinder Bains, Cohesion and Partnerships Manager; Marcia Wynter, Cabinet Support Officer



All at 10 am	Session / Outcome	Officers / Attendees
13 March 2019 committee room 2 Report Deadline: 4 March 2019	Contextual Safeguarding (to include coverage of missing children, CSE and FGM and the front door arrangements) Cabinet Member for Children's Wellbeing sends her apologies.	Dr Tim O'Neill, Director for Education and Skills (has the statutory role of being the Director of Children's Services) and Senior Trust Managers (Dawn Roberts, AD Early Help, Rachel McCartan, Head of Service, CASS and Karen N Brookes, Exploitations & Missing Team Manager) will be in attendance. Marshelene Williams, AD Children's Services North West Central has sent her apologies and Irfan Alam, AD may be attending. Superintendents Paul Drover & Matt Shaer, West Midlands Police may be in attendance.
	Birmingham Children's Trust Development Plan 2019/20 incorporating actions following the Ofsted Inspection of Birmingham Children's Social Care Services December 2018 Cabinet Member for Children's Wellbeing sends her apologies.	Andy Couldrick, Chief Executive, Children's Trust and Dr Tim O'Neill, Director for Education and Skills in attendance.
17 April 2019 committee room 6 Report Deadline: 8 April 2019	Corporate Parenting Board report (annual) and a progress update on the Corporate Parenting Inquiry recommendations (R02, R03 & R04)	Andy Pepper, AD, Children in Care Provider Services and Natalie Loon, Corporate Parenting Manager

4 Other Meetings

Call in Meetings

17 December 2018 – Written Statement of Action (WSOA)
8 January 2019 - Travel Assist Service

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

It is suggested that the Committee approves Wednesday at 10.00am as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.



5 Report to City Council / Pieces of Work

5.1 Update on Children's Trust - Members to discuss the timings for City Council.

6 Outstanding Tracking

Inquiry	Outstanding Recommendations	Date of Tracking
Children Missing from Home and Care 12 January 2016 report to City Council	R2 – Develop an overarching strategy for missing children so responsibilities are clear and understood, risk is managed well, especially for looked after children and persistent runaways, information is shared effectively and appropriate support is in place for children and families.	Update received: 12 October 2016, 26 April 2017 and 18 October 2017
Corporate Parenting 4 April 2017 report to City Council	R1 – R7 Update on recommendations due on 13 March 2019	Update rec'd 18 Oct 17 & Annual Report 14 Feb 18
<p>R01 - Councillors to commit to at least one activity from the 'menu of involvement'. This will then be published on the Council's website. A follow-up survey will be undertaken by the Scrutiny Office in nine months requesting an update from Councillors on this. Responsibility - All Councillors, by April 2017 (Achieved – late).</p> <p>R02 - The menu of involvement for Councillors is developed into a corporate parenting handbook for Councillors for May 2018. This will include providing Councillors with examples of how they can undertake each task. Responsibility: Cabinet Member for Children, Families and Schools by May 2018 (this was in progress at the last update).</p> <p>R03 - Training is offered to Councillors in the first couple of weeks of becoming a Councillor. Responsibility: Deputy Leader by May 2018 (in progress at the last update).</p> <p>R04 - Every children's home in Birmingham that has a Birmingham child in care is visited by the end of July 2017 and the District Corporate Parent Champions ensure this happens. Responsibility: District Corporate Parent Champions by July 2017 (Not Achieved - Progress Made at the last update).</p> <p>R05 - Supporting documentation for completing cabinet reports includes a requirement that consideration is given as to any impact of the proposals on children in care. If there are likely impacts, the cabinet report should include this in the body of the report. Responsibility: Cabinet Member for Transparency, Openness and Equality by October 2017 (Achieved).</p> <p>R06 - The AD, Children in Care Provider Services presents an annual Corporate Parenting Board report to the Schools, Children and Families O&S Committee. Responsibility: Cabinet Member for Children, Families & Schools by Feb 2018 (Annual report received 14 February 2018).</p>		



7 Useful Acronyms

ASTI = Assessment and Short Term Intervention	EHE = Elective Home Education	SEN = Special Educational Needs
BEP = Birmingham Education Partnership	FGM = Female Genital Mutilation	SENAR = SEN Assessment and Review
BSCB = Birmingham Safeguarding Children Board	Key Stage 1 (Ages 5-7) Years 1 and 2	SENDIASS = SEND Information, Advice and Support Service
CAFCASS = Child & Family Court Advisory Support Service	Key Stage 2 (Ages 7-11) Years 3, 4, 5 & 6	SENCO = Special Educational Needs Coordinator
CAMHS = Child and Adolescent Mental Health Services	Key Stage 3 (Ages 11-14) Years 7, 8 & 9	SEND = Special Educational Needs and Disability
CASS = Children's Advice and Support Service	Key Stage 4 (Ages 14-16) Years 10 & 11	SGOs = Special Guardianship Orders
CICC = Children in Care Council	Key Stage 5 (ages 16 – 18)	UASC = Unaccompanied Asylum Seeking Children
COBS = City of Birmingham School	MASH = Multi Agency Safeguarding Hub	YOT = Youth Offending Team
CSE = Child Sexual Exploitation	NEET = Not in Education, Employment or Training	
	NRPF = No Recourse to Public Funds	
	Ofsted = Office for Standards in Education	

8 Forward Plan for Cabinet Decisions

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

ID Number	Title	Cabinet Member	Proposed Date	Date of Decision
005164/2018	T023 – Provision of Transport Services (Contract Extension)	Children's Wellbeing	26 Jun 18	26 Jun 18
005447/2018	Council Run Day Nurseries – Public Report	Children's Wellbeing	11 Dec 18	11 Dec 18
005639/2018	Options for Next Stage of Early Years Health & Wellbeing Contract	Children's Wellbeing	14 May 19	
005729/2018	Youth Justice Strategic Plan 2018-19	Children's Wellbeing	11 Dec 18	11 Dec 18
005449/2018	Travel Assist Service	Education, Skills & Culture	11 Dec 18	11 Dec 18
006186/2019	Ofsted Inspection of Birmingham Children's Social Care Services December 2018	Children's Wellbeing	-	12 Feb 19
006102/2019	Travel Assist Service	Children's Wellbeing	16 Apr 19	
006187/2019	Action Plan in Response to Ofsted Inspection of Birmingham Children's Social Care Services December 2018	Children's Wellbeing	16 Apr 19	

8.2 The following are joint decisions made by the relevant Cabinet Member and Chief Officers.

Ref No	Title	Cabinet Member & Lead Officer	Date of Decision
005968/2018	Written Statement of Action (WSOA) - Special Educational Needs and Disability (SEND) - Public Report	Cllr Kate Booth, Cabinet Member for Children's Wellbeing Jointly with Sharon Scott, Interim Assistant Director - SEND	7 Dec 2018
005969/2018	Private Report		



Economy & Skills O&S Committee: Work Programme 2018/19

Chair: Cllr Tahir Ali

Committee Members: Cllrs John Clancy, Phil Davis, Fred Grindrod, Simon Morrall, Julien Pritchard, Lou Robson and Ken Wood

Officer Support: Scrutiny Officers: Rose Kiely (303 1730) & Baseema Begum (303 1668)
Committee Manager: Errol Wilson (675 0955)

1 Meeting Schedule

Date	What	Officer Contact / Attendees
4th July 2018 1030 hours Committee Room 6	Informal meeting to discuss the Work Programme with input from Officers (where possible) on key Economy & Skills issues	Scrutiny Office
10th October 2018 1030 hours Committee Room 6	Economic impact of the Commonwealth Games Village Leader: Priorities & upcoming work areas relating to the Economy and Skills portfolio	Ian MacLeod, Assistant Director, Regeneration/ Ashley Innis, Major Programmes & Projects Link Manager Rebecca Grant, Leader's office
7th November 2018 1030 hours Committee Room 6	Cabinet Member for Education, Skills & Culture: Portfolio priorities & upcoming work areas Quarterly update on the impact of Brexit on the City	Chris Brockie, Cabinet Support Officer Lloyd Broad, Head of European Affairs and Interim Head of Employment and Skills
5th December 2018 **1000 hours** National College for High Speed Rail 2 Lister Street, B7 4AG	Tour of National College for High Speed Rail BCC Land & Property Strategy East Birmingham & North Solihull Regeneration Strategy - Update	Clair Mowbray, Chief Executive, National College for High Speed Rail Kathryn James, Interim Assistant Director, Property Mark Gamble, Delivery Manager



Date	What	Officer Contact / Attendees
30th January 2019 1030 hours Committee Room 2	BCC Land & Property Strategy Inclusive Growth: Local Centres, Economic Zones and the Urban Centres Framework consultation West Midlands Local Government Pension Fund	Kathryn James, Interim Assistant Director, Property Richard Cowell, Assistant Director, Development Committee Discussion
27th February 2019 1030 hours Committee Room 6	Quarterly update on the impact of Brexit on the City Update on EU funding and Skills Projects WMCA update on Jobs and Skills agenda including regional skills plan and skills deal West Midlands Local Government Pension Fund	Lloyd Broad, Head of European Affairs and Interim Head of Employment and Skills Lloyd Broad, Head of European Affairs and Interim Head of Employment and Skills Lloyd Broad, Head of European Affairs and Interim Head of Employment and Skills Committee Discussion
27th March 2019 1030 hours Committee Room 2	West Midlands Local Government Pension Fund	Phil Jones, Grant Thornton TBC
24th April 2019 1030 hours Committee Room 2	Cabinet Member for Education, Skills & Culture (TBC – possibly on leave) Local Industrial Strategy	Leader (11am)

2 Further work areas of interest/Work to be programmed

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

- WMCA Productivity & Skills Commission
- Utilisation of the investment made in the West Midlands Local Government Pension Fund
- Jobs creation in connection with/during the Commonwealth Games
- The Leader to provide an update on the local industrial strategy and work that the Combined Authority is doing in relation to the jobs and skills agenda.



- The Committee should in the future monitor the impact of the introduction of the Clean Air Zone on businesses.
- Further details on grants to SMEs from the Business Enterprise Team.
- 6 monthly updates to the Committee on the Youth Promise Plus programme (starting in September 2019).
- Invitation to the Greater Birmingham & Solihull Local Enterprise Partnership (GBSLEP) to attend a future meeting to discuss the Future Operating Model.

3 Other Meetings

Call in Meetings

'Phoenix Business Park, Brickfield Road, Tyseley - Proposed Compulsory Purchase Order', Wednesday 6th June, 1030 hours, Committee Rooms 3&4, Council House

'NEC Masterplan', Wednesday 5th December, 1000 hours, National College for High Speed Rail, 2 Lister Street, Birmingham B7 4AG

'Council House Complex Works – Phase 3A' – Monday 7th January, 1300 hours, Committee Room 6, Council House

Careers Advice in Schools Working Group – 4th March, 4.30pm, Room 335, Scrutiny Office

Petitions

*None
scheduled*

Councillor Call for Action requests

*None
scheduled*

It is suggested that the Committee approve Wednesday at 1430 hours as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.

Contact Officers

Rose Kiely, Group Overview and Scrutiny Manager, rose.kiely@birmingham.gov.uk – 0121 303 1730

Baseema Begum, Research & Policy Officer, baseema.begum@birmingham.gov.uk – 0121 303 1668

4 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Economy & Skills O&S Committee's remit. **Please note this is correct at the time of publication. Highlighted rows show a change to the previously listed cabinet proposed date.**

Reference	Title	Portfolio	Proposed Date of Decision
005776/2019	NEC - Disposal of land for Film Studio and supporting development	Leader	05 Mar 2019



Reference	Title	Portfolio	Proposed Date of Decision
005930/2019	Property Prospectus - Tenders	Leader	05 Mar 2019
005623/2019	Adoption of Supplementary Planning Documents for Langley Sustainable Urban Extension and Peddimore Employment Site	Leader	26 Mar 2019
006004/2019	Master Plan for the Alexander Stadium	Leader	26 Mar 2019
004101/2017	Enterprise Zone Investment Plan 2018	Leader	16 Apr 2019
005336/2018	GBSLEP Future Operating Model	Leader	16 April 2019
005423/2018	BCC International Strategy	Leader	16 Apr 2019
005638/2018	Wheels Site and Environs Development	Leader	16 Apr 2019



Health and Social Care Overview & Scrutiny Committee 2018/19 Work Programme

Committee Members: Chair: Cllr Rob Pocock

Cllr Nicky Brennan
Cllr Mick Brown
Cllr Peter Fowler
Cllr Ziaul Islam

Cllr Chauhdry Rashid
Cllr Paul Tilsley
Cllr Suzanne Webb

Committee Support:

Scrutiny Team: Rose Kiely (303 1730) / Gail Sadler (303 1901)

Committee Manager: Errol Wilson (675 0955)

Schedule of Work

Meeting Date	Committee Agenda Items	Officers
19 th June 2018	<u>Formal Session</u>	
Send out – 7th June 2018	Appointments to Deputy Chair and JHOSCs	
	<u>Informal Session</u>	
	NHS Birmingham and Solihull CCG	Paul Sherriff, Director of Organisational Developments & Partnerships; Gemma Coldicott, Head of Communications & Engagement, BSol CCG
	Healthwatch Birmingham	Andy Cave, Chief Executive, Healthwatch Birmingham
	Adult Social Care and Health – Member Briefing	Melanie Brooks, Interim Assistant Director, Community Services, Adult Social Care & Health
	Public Health	Dennis Wilkes, Acting Director of Public Health
	Adult Social Care and Health – Overview of Performance Management	Mike Walsh, Service Lead – Commissioning, Adult Social Care & Health



19 th June 2018 Send out – 7 th June 2018	Live healthy, Live happy – Strategy Overview – Birmingham and Solihull STP	Rachel O'Connor, Director of Planning and Performance, BSol CCG
17 th July 2018 Send out – 5 th July 2018	Early Years Update re Childhood Obesity Younger Adults Day Service Consolidation – Lessons Learnt Adult Social Care Performance Monitoring	Dennis Wilkes, Assistant Director, Public Health Melanie Brooks, Interim Assistant Director, Social Care & Health Mike Walsh, Head of Service – Service Lead – Commissioning, Adult Social Care & Health
16 th August 2018 Send out – 8 th August 2018	Request for Call In: Younger Adults Day Care Consolidation – Adults Social Care and Health	Councillor Paulette Hamilton; Professor Graeme Betts; Melanie Brooks.
18 th September 2018 Send out – 6 th September 2018	Tracking of 'The Impact of Poor Air Quality on Health' Inquiry Tracking of the 'Living Life to the full with Dementia' Inquiry Healthwatch Birmingham Update	David Harris, Transportation Policy Manager Zoeta Manning, Senior Integration Manager - Frailty, BSol CCG Andy Cave, Chief Executive, Healthwatch Birmingham
16 th October 2018 Send out – 4 th October 2018	Forward Thinking Birmingham Update The Outcome of the STP Engagement Programme Is the STP arrangement working for West Birmingham? STP – Public Health	Elaine Kirwan, Associate Director of Nursing; Marie Crofts, Mental Health Director. Rachel O'Connor, Director of Planning & Performance, BSol CCG Paul Jennings, Chief Executive, BSol CCG Becky Pollard, Interim Director of Public Health



<p>20th November 2018</p> <p>Send out – 8th November 2018</p>	<p>Cabinet Member for Health and Social Care Update Report including</p> <ul style="list-style-type: none"> Birmingham Public Health Priorities <p>Birmingham Substance Misuse Recovery System (CGL)</p> <p>Birmingham Safeguarding Adults Board Report</p> <p>Update on Day Opportunities Strategy</p> <p>Adult Social Care Performance Monitoring</p>	<p>Councillor Paulette Hamilton; Suman McCartney, Cabinet Support Officer and Becky Pollard, Interim Director of Public Health</p> <p>Max Vaughan, Head of Service, Universal and Prevention – Commissioning</p> <p>Cherry Dale, Independent Chair of the Birmingham Safeguarding Adults Board</p> <p>Melanie Brooks, Interim Assistant Director, Community Services</p> <p>Mike Walsh, Service Lead – Commissioning, Adult Social Care & Health</p>
<p>18th December 2018</p> <p>Send out – 6th December 2018</p>	<p>Budget Consultation 2019+</p> <ul style="list-style-type: none"> Financial breakdown of Public Health spend against priorities <p>Birmingham Safeguarding Adults Board Annual Report</p> <p>The New Social Work Model in Birmingham</p> <p>Update on Day Opportunities Strategy</p>	<p>Cabinet Member for Health & Social Care; Becky Pollard, Interim Director of Public Health</p> <p>Cherry Dale, Independent Chair of the Birmingham Safeguarding Adults Board.</p> <p>Pauline Mugridge, Interim Assistant Director, Community Services; Fiona Mould, Principal Social Worker</p> <p>Melanie Brooks, Interim Assistant Director, Community Services</p>



<p>22nd January 2019</p> <p>Send out – 10th January 2019</p>	<p>Homelessness Prevention: Social Care and Health Response</p> <p>Tracking of the 'Homeless Health' Inquiry</p> <p>Direct Payments in Birmingham: Maximising choice, control and flexibility in the use of Direct Payments</p>	<p>Kalvinder Kohli, Head of Service, Adult Social Care Commissioning; Carol Herity, Interim Locality Director, NHS BSol CCG.</p> <p>Kalvinder Kohli, Head of Service, Adult Social Care Commissioning</p> <p>Andy Cave, Chief Executive; Dr Chipiliro Kalebe-Nyamongo, Policy Officer, Healthwatch Birmingham</p>
<p>19th February 2019</p> <p>Send out – 7th February 2019</p>	<p>Birmingham Sexual Health Services – Umbrella (UHB)</p> <p>Birmingham City Health and Wellbeing Board, Healthwatch Birmingham and Health Scrutiny - Draft Ways of Working Agreement</p> <p>Adult Social Care Survey 17/18 Results</p> <p>Local Performance Account 17/18</p> <p>CQC Local System Review Action Plan</p> <p>Period Poverty – Draft Terms of Reference</p>	<p>Max Vaughan, Head of Service, Universal and Prevention</p> <p>Councillor Rob Pocock, Chair, HOSC</p> <p>Mike Walsh, Service Lead – Commissioning, Adult Social Care & Health</p> <p>Councillor Rob Pocock, Chair HOSC</p>
<p>19th March 2019</p> <p>Send out – 7th March 2019</p>	<p>STP Outcomes Framework</p> <p>Draft Day Opportunities Consultation Approach</p> <p>Public Health Green Paper</p> <p>Adult Social Care Performance Scorecard Monitoring</p> <p>Cystic Fibrosis Service - (Note for information)</p>	<p>Rachel O'Connor, Director of Planning & Delivery, BSol CCG</p> <p>Linda Harper, Interim Assistant Director, Community Services</p> <p>Dr Justin Varney, Director of Public Health; Becky Pollard, Interim Director of Public Health</p> <p>Mike Walsh, Service Lead – Commissioning, Adult Social Care & Health</p> <p>Councillor Rob Pocock, Chair HOSC</p>



16 th April 2019 Send out – 4 th April 2019	<p>West Midlands Ambulance Service University NHS Foundation Trust</p> <ul style="list-style-type: none"> • General Overview • Winter 18/19 <p>Healthwatch: Hospital Waiting Room Investigation</p> <p>Tracking of the 'Living Life to the Full with Dementia' Inquiry</p> <p>Tracking of 'The Impact of Poor Air Quality on Health' Inquiry</p>	<p>Mark Docherty, Director of Clinical Commissioning and Strategic Development/ Executive Nurse; Nathan Hudson, Emergency Services Operations Delivery Director.</p> <p>Andy Cave, Chief Executive, Healthwatch</p> <p>Zoeta Manning, Senior Integration Manager - Frailty, BSol CCG</p> <p>Mark Wolstencroft, Operations Manager, Environmental Protection</p>
14 th May 2019 Send out – 2 nd May 2019	<p>STP 'West Birmingham Position' Status Report</p> <p>Forward Thinking Birmingham</p> <p>Mental Health – CCG Commissioning Strategy</p>	<p>Paul Jennings, BSol STP, System Lead; Andy Williams, Accountable Officer, SWBCCG</p> <p>Elaine Kirwan, Associate Director of Nursing</p> <p>Jo Carney, Associate Director of Joint Commissioning, BSol CCG</p>
14 th May 2019 Send out – 2 nd May 2019	<p>Day Opportunities Consultation Strategy and Model</p> <p>Adult Social Care Performance Monitoring</p>	<p>Linda Harper, Interim Assistant Director, Community Services</p> <p>Mike Walsh, Service Lead – Commissioning, Adult Social Care & Health</p>



Items to be scheduled in Work Programme

- Adult Social Care Commissioning Strategy (Graeme Betts)
- Enablement Service Review (Graeme Betts)
- Ageing Well Programme (Graeme Betts)
- Shared Lives Service Re-design (Graeme Betts)
- Neighbourhood Networks Programme (Graeme Betts)
- Local Authority Social Services and National Health Service Complaints Annual Report for 2017/18 (Fran Zain)
- Paediatric Surgery at the Royal Orthopaedic Hospital – (Kieren Caldwell, NHS England)
- Draft Suicide Prevention Action Plan.
- GP Practice Delivery – (Late 2019)
 - Partnerships (e.g. Modality)
 - Universal Patient Offer (Karen Helliwell)
- STP Strategy – Post Engagement Report (Rachel O'Connor)
- Quality of Mental Health Services provided by General Practice (Andy Cave, Healthwatch)
- Update on the New Social Work Model in Birmingham (Pauline Mugridge) (Early new municipal year)
- Birmingham Community Healthcare NHS Foundation Trust Quality Account 2018/19 (Carol Herbert)
- Population based approach to health and collaborative working (Dr Dayani, BCHC) June/July 2019
- Direct Payments in Birmingham: Maximising choice, control and flexibility in the use of Direct Payments (Andy Cave, Healthwatch Birmingham – September 2019)
- Evaluation of the HENRY and STARTWELL programmes (Dennis Wilkes)
- BINDI – Birmingham India Nutrition Initiative (Ralph Smith)



Joint Birmingham & Sandwell Health Scrutiny Committee Work		
Members	Cllrs Rob Pocock, Mick Brown, Chauhdry Rashid, Paul Tilsley and Suzanne Webb	
Meeting Date	Key Topics	Contacts
1 st August 2018 @ 2.00pm in Birmingham	<ul style="list-style-type: none"> Terms of Reference Sandwell and West Birmingham Solid Tumour Oncology and Specialised Gynaecology Cancer Surgery Services Update Update on the Midland Metropolitan Hospital Outcome of Consultation into Proposed Changes to 2 GP Practices in Sandwell and 1 GP Practice in West Birmingham Update on Same Day Access 	<p>Catherine O'Connell, Director of Specialised Commissioning, Midlands and East; Scott Hancock, Project Lead, Head of Operational Performance and Business Management Support, UHB; Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust.</p> <p>Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust.</p> <p>Sharon Liggins, Chief Officer for Strategic Commissioning and Redesign</p> <p>Sharon Liggins, Chief Officer for Strategic Commissioning and Redesign</p>
18 October 2018 Sandwell	<ul style="list-style-type: none"> Sandwell and West Birmingham Solid Tumour Oncology and Specialised Gynaecology Cancer Surgery Services Update 	<p>Catherine O'Connell, Director of Specialised Commissioning, Midlands and East; Scott Hancock, Project Lead, Head of Operational Performance and Business Management Support, UHB; Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust.</p>



18 October 2018	<ul style="list-style-type: none"> Update on the Midland Metropolitan Hospital Reconfiguration of services pending (the delayed) MMH 	Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust
24 January 2019 Birmingham at 2.00pm.	<ul style="list-style-type: none"> Proposed service model for the delivery of a gynae-oncology service for Sandwell and West Birmingham Further update on the Midland Metropolitan Hospital <ul style="list-style-type: none"> Written report on future service configurations upon opening of the new hospital and any interim reconfigurations as a result of the delay. Progress Report on Measures to Reduce A & E Waiting Times at Sandwell and West Birmingham Hospitals 	<p>Catherine O'Connell, Director of Specialised Commissioning, Midlands and East; Scott Hancock, Project Lead, Head of Operational Performance and Business Management Support, UHB; Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust.</p> <p>Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust</p> <p>Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust</p>
11 April 2019 Sandwell	<ul style="list-style-type: none"> Sandwell and West Birmingham Solid Tumour Oncology and Specialised Gynaecology Cancer Surgery Services <ul style="list-style-type: none"> Solid Tumour Oncology - formerly agreed transition plan and timelines. Gynaecology Cancer Surgery Services – Options proposal. Further update on the Midland Metropolitan Hospital Further update on Measures to Reduce A&E Waiting times at Sandwell and West Birmingham Hospitals 	<p>Catherine O'Connell, Director of Specialised Commissioning, Midlands and East; Scott Hancock, Project Lead, Head of Operational Performance and Business Management Support, UHB; Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust.</p> <p>Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust.</p>



TO BE SCHEDULED	<ul style="list-style-type: none">• Changes in Primary Care• Communication and Information to Patients regarding Changes in Primary Care• Outcome of Consultation into Improving Access to Local Healthcare Services	<p>Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust</p> <p>Toby Lewis, Chief Executive, Sandwell & West Birmingham NHS Trust</p> <p>Sharon Liggins, Chief Officer for Strategic Commissioning and Redesign, SWB CCG</p>
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Joint Birmingham & Solihull Health Scrutiny Committee Work		
Members	Cllrs Rob Pocock, Nicky Brennan, Mick Brown, Peter Fowler, Ziaul Islam, Chauhdry Rashid and Suzanne Webb	
Meeting Date	Key Topics	Contacts
18 July 2018 at 5.00pm Birmingham	<ul style="list-style-type: none"> BSol CCG – Urgent Treatment Centres in Birmingham and Solihull BSol CCG – Quality, Innovation, Productivity and Prevention (QIPP) Programme 	Paul Jennings, CEO, BSol CCG Phil Johns, Chief Finance Officer
29 th November at 6.00pm Solihull	<ul style="list-style-type: none"> Treatment Policies Clinical Development Group Progress Report BSol CCG - Financial Plan 2018/19 Update – Latest figures NHS England (West Midlands) Community Dental Services Review – Update on Engagement and Consultation 	Rhona Woosey, Network & Commissioning Manager; Ben Panton, Transformation Project Manager, Transformation & Innovation – Arden & GEM CSU; Cherry Shaw, Senior Communications Lead, Arden & GEM CSU. Phil Johns, Chief Finance Officer Howard Thompson, Supplier Manager – Dental NHS England – West Midlands; Nuala Woodman, Deputy Head of Commissioning (dental), NHS West Midlands
21 st February 2019 @ 5.00pm in Birmingham	<ul style="list-style-type: none"> BSol CCG – Update on Urgent Treatment Centres BSol CCG Financial Plan 2019/20 Update 	Karen Helliwell, Director of Integration; Helen Kelly, Associate Director of Integration for Urgent Care and Community Phil Johns, Chief Finance Officer



Joint Birmingham & Solihull Health Scrutiny Committee Work		
TO BE SCHEDULED	<ul style="list-style-type: none"> Community Dental Services Review Consultation Document – Committee Response Healthwatch Birmingham & Healthwatch Solihull: Birmingham and Solihull Mental Health NHS Foundation Trust - PPI 	<p>Howard Thompson, Supplier Manager – Dental NHS England – West Midlands</p> <p>Andy Cave, Chief Executive; Dr Jane Upton, Head of Evidence, Healthwatch Birmingham.</p>

CHAIR & COMMITTEE VISITS		
Date	Organisation	Contact
12 th February 2019 1015-1215hrs	Visit to CGL, Scala House	Russell Booth
TBC	Visit to Umbrella (Birmingham Sexual Health Services)	Natalie Slayman-Broom

INQUIRY:	
Key Question:	How can a sustainable supply of free sanitary products be made available to females in educational establishments and council run buildings and, through engagement with our partners, more widely in buildings/venues across the City?
Lead Member:	Councillor Rob Pocock
Lead Officer:	Rose Kiely / Gail Sadler
Inquiry Members:	Councillors Brennan, Brown, Fowler, Islam, Rashid, Tilsley and Webb
Evidence Gathering:	June and July 2019
Drafting of Report:	September 2019
Report to Council:	November 2019

Councillor Call for Action requests

Cabinet Forward Plan - Items in the Cabinet Forward Plan that may be of interest to the Committee		
Item no.	Item Name	Proposed date
005730/2018	A Sustainable Solution for the Future of Wellbeing Services and Hubs	26 March 19
005920/2019	Adult Social Care and Health – Day Opportunity Strategy	25 June 19
006126/2019	Public Health Paper – Approval to Consult	05 March 19



Housing and Neighbourhoods O&S Committee: Work Programme 2018/19

Chair: Councillor Penny Holbrook

Committee Members: Councillors Akhlaq Ahmed, Deirdre Alden, Gurdial Singh Atwal, Marje Bridle, Eddie Freeman, Roger Harmer and Mahmood Hussain

Officer Support: Scrutiny Team: Emma Williamson (464 6870) and Jayne Power (303 4810)
Committee Manager: Sarah Stride (303 0709)

1 Meeting Schedule

Date	Item	Officer Contact / Attendees
5 June 2018	Informal Meeting: <ul style="list-style-type: none"> Work Programme Discussion 	Emma Williamson/Jayne Power, Scrutiny Office
3 July 2018 Deadline for reports: 22 June	Annual Report of the Community Safety Partnership	Marcia Wynter, Cabinet Support Officer/Sajeela Naseer, Head of Trading Standards, Community Safety & Markets
	Consultation and Engagement: Community Cohesion Strategy / Localisation	Marcia Wynter, Cabinet Support Officer
4 September 2018 Deadline for reports: 23 August	Petition (CT scanner)	Joyce Springer-Amadedon, Head of Bereavement Services, Coroners & Mortuary and Registration Services
	Performance Reporting	Rob James, Service Director, Housing/Lesley Ariss, Head of Business Improvement and Support
	PRS Session 1	Emma Williamson/Jayne Power, Scrutiny Office
9 October 2018 Deadline for reports: 28 September	Update on Universal Credit	Marcia Wynter, Cabinet Support Officer/Tim Savill, AD, Revenues & Benefits
	Homelessness: <ul style="list-style-type: none"> Tracking of Rough Sleeping & Prevention Update on implementation of the Homelessness Reduction Act Update on Allocations Scheme 	Rob James, Service Director, Housing/Julie Griffin, Service Integration Head, Homelessness/Kalvinder Kohli & Mike Walsh, Service Leads, Commissioning Centre for Excellence



Date	Item	Officer Contact / Attendees
13 November 2018 Deadline for reports: 2 November	Community Cohesion Strategy White Paper	Marcia Wynter, Cabinet Support Officer/Jonathan Tew. Assistant Chief Executive/Suwinder Bains, Cohesion and Partnerships Manager
	Performance Reporting	Lesley Ariss, Head of Business Improvement and Support
	Cabinet Member for Clean Streets, Waste and Recycling	Jon Lawton, Cabinet Support Officer
11 December 2018 Deadline for reports: 30 November	Update on the Implementation of the Homelessness Reduction Act (to include Allocations Update)	Julie Griffin, Acting Service Director, Housing/Jim Crawshaw, Head of Housing Options/Private Sector Housing
	Budget Consultation 2019+ – Cabinet Member for Homes & Neighbourhoods and Cabinet Member for Clean Streets, Waste & Recycling	Marcia Wynter & Jon Lawton, Cabinet Support Officers
	Waste Management Service: <ul style="list-style-type: none"> Waste Disposal Contract Procurement Strategy to support Fleet Replacement Strategy for Waste Management Service 	Jon Lawton, Cabinet Support Officer
8 January 2019 Deadline for reports: 20 December <i>(please note earlier deadline due to Christmas and New Year)</i>	PRS Session 2 – Exempt Accommodation	Kalvinder Kohli, Head of Service, Commissioning/Jim Crawshaw, Head of Housing Options/Private Rented Sector
12 February 2019	Informal Meeting	Emma Williamson/Jayne Bowles
12 March 2019 Deadline for reports: 1 March	Option to Return – Policy for Housing Regeneration Schemes	Rob James/Guy Chaundy
	PRS Session 3: <ul style="list-style-type: none"> Licensing and Enforcement 	Jim Crawshaw/Karl Robinson/Planning
	Update on CT Scanner	Chris Neville/Joyce S-Amadedon/Marcia Wynter



9 April 2019 Deadline for reports: 29 March	Update on Universal Credit	Marcia Wynter, Cabinet Support Officer/Tim Savill, AD, Revenues & Benefits
	<i>Commonwealth Games Village – schedule/housing mix (TBC)</i>	<i>TBC</i>
	<i>Localisation (TBC)</i>	<i>TBC</i>

2 Items to be programmed

- 2.1 Community Cohesion Strategy – Update 6 months after Summit
- 2.2 Performance Reporting – further reports

3 Outstanding Tracking

Inquiry	Outstanding Recommendations

4 Other Meetings

Call in Meetings

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

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



5 Forward Plan for Cabinet Decisions

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

Cabinet Member for Homes and Neighbourhoods		
005459/2018	Selective Licensing – Private Rented Sector	16 Apr 19
005498/2019	Private Sector Empty Property Strategy 2019	16 Apr 19
006033/2019	Option to Return Policy for Housing Regeneration Schemes	16 Apr 19
005636/2018	Change of BMHT contract sum relating to a contract for the construction of residential properties and public open space on Perry Common – final phase of update of the development and update of the FBC	14 May 19
Cabinet Member for Clean Streets, Waste and Recycling		
005460/2018	Procurement Strategy to Support Fleet Replacement Strategy for Waste Management Service	26 Mar 19
Leader		
004869/2018	BMHT Delivery Plan 2018-28	26 Mar 19
005901/2019	Driving Housing Growth – Land Appropriations Report	26 Mar 19
005626/2018	Securing the Legacy of the Commonwealth Games Village through InReach	14 May 19



Learning, Culture & Physical Activity O&S Committee: Work Programme 2018/19

Chair: Cllr Mariam Khan

Deputy Chair: Cllr Alex Aitken

Committee Members: Cllrs: Mary Locke, Gary Sambrook, Kath Scott, Mike Sharpe, Ron Storer and Martin Straker Welds

Education Representatives: Adam Hardy, Roman Catholic Diocese; Rabia Shami, Parent Governor and Sarah Smith, Church of England Diocese

Officer Support: Rose Kiely, Group Overview & Scrutiny Manager (303 1730)
Amanda Simcox, Scrutiny Officer (675 8444)
Committee Manager: Louisa Nisbett (303 9844)

1 Terms of Reference

- 1.1 To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning schools and education; arts and culture; libraries and museums; sport; events; parks and allotments.

2 Priority Issues

- 2.1 The following were highlighted in June as the possible priority issues for the committee's 2017/18 municipal year:
- Commonwealth Games (Oct 2018);
 - Young People and Mental Health (Sep 2018, Nov 2018 & Feb 2019);
 - SEND (this also falls within the Children Social Care O&S Committee's remit and this has been an item at their meetings on the 17th October 2018 and 17th December 2018);
 - School Place Planning (Sep 2018);
 - School Admissions (Dec 2018);
 - School Attainment and School Improvement (Dec 2018 and Mar 2019);
 - Education Finance;
 - Safeguarding (also falls within the Children Social Care O&S Committee's remit);
 - Youth Services.



3 Meeting Schedule

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

Date, Committee Rooms 3 & 4 Start at 1.30pm	Session / Outcome	Officers / Attendees
6 June 2018 at 2pm	Informal meeting to discuss the Work Programme and priorities:	<ul style="list-style-type: none"> Colin Diamond, Corporate Director, Children and Young People Anne Ainsworth, AD, Education Strategy (Lead on participation and skills, oversight on education infrastructure, finance and planning) Julie Young, Interim AD Education Safeguarding (also re-commissioning of the school improvement contract, school admissions and co-ordination of schools causing concern work) Chris Jordan, AD, Neighbourhoods & Communities Claire Starmer, Cultural Development Joe Hayden, Parks Service Manager
25 July 2018 Report Deadline: 16 July 2018	Cllr Kate Booth, Cabinet Member for Children's Wellbeing (Lead Member for Children's Services for Education and Special Educational Needs and Disabilities (SEND))	Suman McCarthy
	English Baccalaureate (EBacc) Councillors: Liz Clements, Olly Armstrong, Jon Hunt and Zaker Choudhry were invited to the committee meeting.	Colin Diamond, Corporate Director, Children and Young People and Anne Ainsworth, AD, Education Strategy
5 September 2018 Report Deadline: 24 August 2018	Young People and Mental Health	Erin Docherty Senior Nurse Lead, Forward Thinking Birmingham, Birmingham Women's and Children's NHS Foundation Trust. Joanne Thurston, Chief Operating Officer and Karen Hansford, Head of Universal Children's Services 5-19, Birmingham Community Healthcare NHS Foundation Trust.
	School Place Planning	Anne Ainsworth, Acting Corporate Director Children and Young People, Jaswinder Didiyal, Head of Service, Education Infrastructure and Dave Marlow, School Place Planning Lead Officer



Date, Committee Rooms 3 & 4 Start at 1.30pm	Session / Outcome	Officers / Attendees
10 October 2018 Report Deadline: 1 October 2018	Commonwealth Games 2022	Cllr Ian Ward, Leader, Neil Carney, Project Director and Andrew Slattery, Commonwealth Games Programme Manager
	Cllr Jayne Francis, Cabinet Member, Education, Skills and Culture	Chris Brockie, Cabinet Support Officer, Symon Easton, Head of Cultural Development & Kevin Jones, Birmingham's Career Service
14 November 2018 Committee Room 6 Report Deadline: 5 November 2018	1.30pm – 2.30pm Educational Psychology Service Birmingham	Amanda Daniels, Principal Educational Psychologist
	Visit to Pause, 21 Digbeth (20 mins travelling time to the centre)	Karen Woodfield, Area Manager, Pause, Forward Thinking Birmingham & Sandwell Beam and Leroy McConnell, Mental Health, Youth Work/Participation Lead, The Children's Society
5 December 2018 Report Deadline: 26 November 2018	School Attainment (headline data) and School Improvement	Anne Ainsworth, Acting Corporate Director Children and Young People, Julie Young, Interim AD Education Safeguarding, Tim Boyes, CEX, Tracy Ruddle, Director of Continuous School Improvement, BEP and Shagufta Anwar, Senior Intelligence Officer
	School Admissions and Fair Access	Julie Young, Interim AD Education Safeguarding and Alan Michell, Interim Lead for School Admissions and Fair Access
19 December 2018 9.00 – 10.00 Scrutiny Office	Budget 2019/20 Consultation	Cllr Jayne Francis, Cabinet Member, Education, Skills and Culture; Symon Easton, Head of Cultural Development; Chris Jordan, Assistant Director, Neighbourhoods and Communities & Lesley Poulton, Integrated Services Head
6 February 2019 Report Deadline: 29 January 2019	Young People and Mental Health	Anna Robinson, BEP Mental Health/Emotional Wellbeing Lead and Sarah Finch, Assistant Head, Colmers Secondary School and Sixth Form
	Special Educational Needs and Disability (SEND) Councillors: Mohammed Aikhlaq, Debbie Clancy, Diane Donaldson and Alex Yip from the Children's Social Care O&S Committee also attended.	Cllr Kate Booth, Cabinet Member for Children's Wellbeing; Dr Tim O'Neill, Director for Education and Skills and Rachel O'Connor, Director of Planning & Performance, B'ham and Solihull CCG



Date, Committee Rooms 3 & 4 Start at 1.30pm	Session / Outcome	Officers / Attendees
6 March 2019 Report Deadline: 25 February 2019	School Attainment (detailed data) and School Improvement	Dr Tim O'Neill, Director For Education and Skills; Julie Young, AD Education Safeguarding; Tim Boyes, CEX, BEP; Tracy Ruddle, Director of Continuous School Improvement, BEP and Shagufta Anwar, Senior Intelligence Officer
17 April 2019 Report Deadline: 9 April 2019	<p>Cllr Jayne Francis, Cabinet Member, Education, Skills and Culture</p> <p>To include an update on the bleed control kit initiative – the motion at City Council on the 15th January 2019 was:</p> <p>Council expects the Cabinet Member for Education, Schools and Culture and the Cabinet Member for Social inclusion, Community Safety and Equalities to report back progress on this initiative to the relevant Overview and Scrutiny Committee.</p>	Laura Hendry, Cabinet Support Officer; Tim O'Neill, Director for Education and Skills; and Anne Ainsworth, AD for Skills & Employability, Education & Skills
	Childcare Sufficiency Annual Report	Lindsey Trivett, Head of Early Years, Childcare and Children's Centres and Kevin Caulfield, Childcare Quality and Sufficiency Manager

4 Other Meetings

Call in Meetings

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

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



5 Report(s) to City Council

Young People and Mental Health

Date	Item
5 September 2018	Broad discussion on young people and mental health.
14 November 2018	Educational Psychology Service and visit to Pause drop in centre.
6 February 2019	Further evidence gathering.

Commonwealth Games 2022 – Citizens Engagement

Date	Item
TBC	

6 Forward Plan for Cabinet Decisions

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

ID Number	Title	Cabinet Member	Proposed Date of Decision	Date of Decision
000232/2015	School Organisation Issues which may include Closures, Amalgamations, Opening of a new school – Standing Item	Education, Skills & Culture	30 Jun 17	
002600/2016	Unattached School Playing Fields – Disposal for Development	Education, Skills & Culture	24 Jan 18	
004890/2018	School Capital Programme 2018-19	Education, Skills & Culture	18 Sep 18	18 Sep 18
005060/2018	Birmingham Museums Trust Future Contract, lease agreement and Financial Arrangements - Public	Education, Skills & Culture	31 Jul 18	31 Jul 18
005062/2018	Birmingham Museum and Art Gallery - The New Museums and Collection Centre – Options Appraisal	Education, Skills & Culture	31 Jul 18	31 Jul 18
005137/2018	Youth Promise Plus – Project Extension	Education, Skills & Culture	22 Jan 19	22 Jan 19
004668/2018	Birmingham Playing Pitch Strategy 2017-2020	Education, Skills & Culture	24 Jul 18	26 Jun 18
005449/2018	Travel Assist Service	Education, Skills & Culture	11 Dec 18	11 Dec 18
005759/2018	School Health Support Service	Health & Social Care	11 Dec 18	11 Dec 18
005871/2019	Refurbishment of the Former Small Heath Lower School Site to Relocate Al - Hijrah Primary School	Education, Skills & Culture	22 Jan 19	22 Jan 19
006042/2019	Admission Arrangements and Published Admission Numbers for Community and Voluntary Controlled Schools and the Local Authority Co-ordinated Scheme 2020/2021	Education, Skills & Culture	12 Feb 19	12 Feb 19
005280/2018	Midlands Art Centre - new lease	Leader	16 Apr 19	



ID Number	Title	Cabinet Member	Proposed Date of Decision	Date of Decision
005423/2018	BCC International Strategy	Leader	16 Apr 19	
005731/2019	Cofton Park Nursery - Redevelopment PUBLIC	Leader	05 Mar 19	
006004/2019	Master Plan for the Alexander Stadium	Leader	16 Apr 19	
006102/2019	Travel Assist Service	Children's Wellbeing	14 May 19	
006103/2019	Rockwood Academy Full Business Case and Contract Award - Public Report	Education, Skills & Culture	16 Apr 19	
006104/2019	Saltley Academy Full Business Case and Contract Award - Public Report	Education, Skills & Culture	26 Mar 19	
006133/2019	The Review and Adoption of the Birmingham Agreed Syllabus for Religious Education 2019	Education, Skills & Culture	26 Mar 19	
006198/2019	Schools Capital Programme - School Condition Allocation (SCA), Basic Need Allocation (BN), Special Provision Fund Allocation (SPFA) Free School Grant - 2019-2020 + Future Years	Education, Skills & Culture	26 Mar 19	
006202/2019	Future Parks Accelerator Bid Birmingham	Homes & Neighbourhoods	5 Mar 19	5 Mar 19

6.2 The following are joint decisions made by the relevant Cabinet Member and Chief Officers.

Ref No	Title	Cabinet Member & Lead Officer	Date of Decision
005462/2018	Proposal to Discontinue Bournville Infant School and to alter the lower age limit and expand Bournville Junior School by Enlargement	Cllr Jayne Francis, Cabinet Member for Education, Skills & Culture Jointly with Anne Ainsworth, Acting Corporate Director for Children and Young People	8 Aug 2018
005968/2018 005969/2018	Written Statement of Action (WSOA) - Special Educational Needs and Disability (SEND) - Public Report	Cllr Kate Booth, Cabinet Member for Children's Wellbeing Jointly with Sharon Scott, Interim Assistant Director - SEND	7 Dec 2018
006031/2018	Review of Sport and Leisure Fees and Charges 2019-2020	Cllr Ian Ward, Leader and Service Director, Sport, Events, Open Space & Wellbeing	19 Dec 2018
006039/2018	Wishaw Lane Playing Fields New Changing Pavilion – Full Business Case	Cllr Sharon Thompson, Cabinet Member for Homes and Neighbourhoods and Service Director of Sport, Events, Open Spaces and Wellbeing	20 Dec 2018
006027/2018 006028/2018	3rd Floor Refurbishment of Pines School – FBC and Contract Award	Cllr Jayne Francis, Cabinet Member for Education, Skills and Culture and Anne Ainsworth, AD, Children & Young People	21 Dec 2018
006025/2018 006026/2018	Yenton School Early Years Provision – FBC and Contract Award	Cllr Jayne Francis, Cabinet Member for Education, Skills and Culture and Anne Ainsworth, Acting Corporate Director, Children & Young People	21 Dec 2018
006182/2019	Dedicated School Grant Formula 2019/20	Cllr Jayne Francis - Education, Skills and Dr Tim O'Neill, Director for Education & Skills	24 Jan 2019
006211/2019	Proposal to Alter the Age Range of Al-Hijrah School	Councillor Jayne Francis, Cabinet Member for Education Skills and Culture and Interim Assistant Director (Safeguarding)	01 Feb 2019



Ref No	Title	Cabinet Member & Lead Officer	Date of Decision
006304/2019 006305/2019	School Admissions and Fair Access IT Upgrade and Development of Existing System	Cllr Jayne Francis, Cabinet Member for Education, Skills and Culture and AD, Education and Safeguarding	22 Feb 19



Resources O&S Committee: Work Programme 2018/19

Chair	Cllr Sir Albert Bore
Deputy Chair	Cllr Josh Jones
Committee Members:	Cllrs Muhammad Afzal, Meirion Jenkins, Zaheer Khan, Narinder Kaur Kooner, Ewan Mackey, Paul Tilsley
Committee Support:	Scrutiny Team: Emma Williamson (464 6870) and Jayne Power (303 4810) Committee Manager: Marie Reynolds (464 4104)

1 Meeting Schedule

Date	Item	Officer contact
21 June 2018	Work Programme Discussion <i>Outcome:</i> to determine the work programme priorities for the year	Emma Williamson/Jayne Power, Scrutiny Office
19 July 2018	Financial Outturn Report 2017/18 Birmingham independent Improvement Panel Stock-take Report Travel Assist	Emma Williamson/Jayne Power, Scrutiny Office
4 September 2018	Annual Audit Findings Report	Clive Heaphy, Corporate Director, Finance and Governance/Jon Lawton, Cabinet Support Officer
20 September 2018 Deadline for reports: 11 September	2018-19 Budget Update	Clive Heaphy, Corporate Director, Finance & Governance
	Proposed new IT system for Finance and HR	Dawn Hewins, Director of HR / Clive Heaphy, Corporate Director, Finance & Governance
18 October 2018 Deadline for reports: 9 October	Financial Monitoring 2018/19 – Month 5	Clive Heaphy, Corporate Director, Finance & Governance
15 November 2018 Deadline for reports: 6 November	Financial Monitoring 2018/19 – Month 6	Clive Heaphy, Corporate Director, Finance & Governance
	Waste Services	Rob James, Acting Corporate Director, Place



Date	Item	Officer contact
13 December 2018 Deadline for reports: 4 December	Financial Monitoring 2018/19 – Month 7	Clive Heaphy, Corporate Director, Finance & Governance
	2019/20 Budget	Clive Heaphy, Corporate Director, Finance & Governance
	Acivico	Clive Heaphy, Corporate Director, Finance & Governance
17 January 2019 Deadline for reports: 8 January	Financial Monitoring 2018/19 – Month 8	Clive Heaphy, Corporate Director, Finance & Governance
	Transition Project	Graeme Betts, Director, Adult Social Care & Health/Suman McCartney, Cabinet Support Officer
14 February 2019 Deadline for reports: 5 February	Travel Assist	Clive Heaphy/Tim O'Neill/Paul Stevenson/Suman McCartney
	Funding for the Commonwealth Games	Clive Heaphy/Neil Carney/Guy Olivant
21 March 2019 Deadline for reports: 12 March	Financial Monitoring 2018/19 – Month 10	Clive Heaphy, Corporate Director, Finance & Governance
	<i>Funding for the Commonwealth Games – Update</i>	<i>TBC</i>
11 April 2019 Deadline for reports: 2 April	<i>Funding for the Commonwealth Games - Update</i>	<i>TBC</i>

2 Other Meetings

Call in

13 December 2018	Equal Pay Strategy 2018 – Update	Not called in
20 December 2018 (re-convened on 10 January 2019)	Waste Disposal Contract Interim Arrangement Agreement	Called in

Petitions

None scheduled

Councillor Call for Action requests



None scheduled

3 Forward Plan for Cabinet Decisions

Leader		
Cabinet Member for Finance and Resources		
Cabinet Member for Clean Streets, Waste and Recycling		
005460/2018	Procurement Strategy to Support Fleet Replacement Strategy for Waste Management Service	26 Mar 19



Sustainability & Transport O&S Committee: Work Programme 2018/19

Chair: Cllr Liz Clements

Committee Members: Cllrs David Barrie, Zaker Choudhry, Kath Hartley, Tim Huxtable, Chaman Lal and Hendrina Quinnen and Cllr TBC

Officer Support: Scrutiny Officers: Rose Kiely (303 1730) & Baseema Begum (303 1668)
Committee Manager: Louisa Nisbett (303 9844)

1 Meeting Schedule

Date	What	Officer Contact / Attendees
14th June 2018 (informal) 1000 hours Room 335, Scrutiny Office	Informal meeting to discuss the Work Programme with input from Officers (where possible) on key Sustainability and Transportation issues	Scrutiny Office
19th July 2018 1000 hours Committee Room 2	Inquiry: Managing the Risk of Flooding in Birmingham	Kevin Hicks, Assistant Director, Highways Michael Enderby, Head of Resilience, BCC Representatives and Ward Councillors of flood affected areas Mike Grimes, Director and Ian Jones, FCRM Manager, Environment Agency (West Midlands) Tim Smith, Severn Trent Water Richard Cowell, Assistant Director, Development and Jacob Bonehill, Principal Planning Policy Officer, BCC
2nd August 2018 1000 hours Committee Room 6	Clean Air Zone - Consultation	David Harris, Transportation Policy Manager
13th September 2018 1000 hours Committee Room 6	Cabinet Member for Transport & Environment: Portfolio priorities & upcoming work areas Highway Maintenance and Management PFI Contract	Chris Brockie, Cabinet Support Officer Kevin Hicks, Assistant Director, Highways



Date	What	Officer Contact / Attendees
11th October 2018 1000 hours Committee Room 6	Bus franchising changes, changes to bus routes, bus fares, smart ticketing and way current system operates. Interface between TfWM/ Mayor/ SPRINT/ with deregulated bus market Update on Bus Stop Rationalisation Pilot Quarterly update on the Midland Metro Extension and Bus Rapid Transit	Steve McAleavy, Director of Customer Experience; Pete Bond, Director of Integrated Transport Services and Matt Lewis, Head of Swift, Transport for West Midlands Jon Hayes, Head of Network Delivery, Transport for West Midlands Ali Bell, National Express West Midlands Phil Hewitt, Director - West Midlands Metro and Chris Haworth, Head of Metro Project, Transport for West Midlands
8th November 2018 1000 hours Committee Room 2	Tracking – Birmingham Tree Policy Inquiry Report 20mph limits in pilot areas Birmingham Cordon Survey – Results and Trends	Simon Needle, Principle Ecologist – City Design Team Mel Jones, Head of Transportation and Traffic Services Andrew Radford, Principal Infrastructure Delivery Officer
13th December 2018 1000 hours Committee Room 6	Budget Consultation – Cabinet Member for Transport & Environment Session on Rail with partners	Chris Brockie, Cabinet Support Officer West Midlands Rail/West Midlands Trains, Network Rail/Virgin Trains/Midlands Connect/ Rail Passenger Groups /University of B'ham/B'ham City Council/ Hon. Alderman Stewart Stacey
10th January 2019 1000 hours Committee Room 6	Inquiry: Plastic Free Birmingham	Cllr Majid Mahmood, Cabinet Member for Clean Streets, Waste & Recycling/Louise Bessant, Interim Head of Operations (Waste Management)/Soho BID/Colmore BID/Veolia/WRAP
14th February 2019 1000 hours Committee Room 2	Inquiry: Plastic Free Birmingham	B'ham Friends of the Earth/Plastic Free Moseley/The Clean Kilo Supermarket/ecobirmingham/Darren Share, Waste Management/Haydn Brown, Procurement/Chris Neville, Regulation & Enforcement/Neil Carney, Bham 2022 Commonwealth Games



Date	What	Officer Contact / Attendees
14th March 2019 1000 hours Committee Room 2	Flood Risk and Management Annual Report Tracking – Birmingham Tree Policy Inquiry Report	Kevin Hicks and Iqbal Sangha, Highways Simon Needle, Principal Arboriculturist/ Principal Ecologist
11th April 2019 1000 hours Committee Room 2	Cabinet Member for Transport & Environment: Annual Report Update on Birmingham Cycle Revolution (BCR)	Rose Horsfall, Cabinet Support Officer TBC

2 Further work areas of interest/Work to be programmed

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

- Transportation aspects of Commonwealth Games
- HS2 Connectivity Package – regional strategy
- Parking Standards and role of parking within the transport system
- Policy on dropped kerbs (link to grass verges/green infrastructure)
- Way local highway engineers interact with local residents
- Birmingham Design Guide – Draft for consultation
- Birmingham Energy Company
- Visit the Safer Travel Suite based at Transport for West Midlands, Summer Lane including a presentation on the work that is undertaken.
- Member Development Training session on 'Transport for West Midlands'.
- Report on the latest position regarding hydrogen buses.
- Findings of the Transport Delivery Committee study on the 45/47 bus route on Pershore Road when it is available.
- A further update report on the outcome of the SPRINT consultation.
- A further report on the Integrated Transport System at a future meeting in 2019.

3 Other Meetings

3.1 Members have received regular private briefing sessions on the Highways PFI contract. These will be scheduled as agreed by Members at regular intervals.



Call in Meetings

'Birmingham Clean Air Zone Submission of Full Business Case and Request to Proceed with Implementation', Tuesday 10th January, 1430 hours, Committee Room 2, Council House

'Commonwealth Games (CWG) Perry Barr Highway Infrastructure – Options Appraisal', Friday 22nd February 0930 hours, Committee Room 6, Council House

Petitions

*None
scheduled*

Councillor Call for Action requests

*None
scheduled*

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

Contact Officers

Rose Kiely, Group Overview and Scrutiny Manager, rose.kiely@birmingham.gov.uk – 0121 303 1730
Baseema Begum, Research & Policy Officer, baseema.begum@birmingham.gov.uk – 0121 303 1668

4 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Sustainability & Transport O&S Committee's remit. **Please note this is correct at the time of publication. Highlighted rows show a change to the previously listed cabinet proposed date.**

Reference	Title	Portfolio	Proposed Date of Decision
006071/2019	Pershore Road/Priory Road - Pedestrian and Cycle Safety Measures	Transport & Environment	05 Mar 2019
005708/2019	A38(M) Tame Valley Viaduct Strengthening Works – Procurement Strategy	Transport & Environment	26 Mar 2019
006018/2019	Highway Maintenance and Management PFI Contract	Transport & Environment	26 Mar 2019
005623/2019	Adoption of Supplementary Planning Documents for Langley Sustainable Urban Extension and Peddimore Employment Site	Leader	16 Apr 2019



003385/2017	BCC Energy Company - FBC	Transport & Environment	14 May 2019
005708/2019	A38(M) Tame Valley Viaduct Strengthening Works – Procurement Strategy	Transport & Environment	14 May 2019
006138/2019	Options Appraisal for a Water Company	Transport & Environment	14 May 2019
005052/2018	Birmingham to Airport Sprint – Project Definition Document (PDD)	Transport & Environment	23 Jul 2019
005053/2018	Sutton Coldfield to Birmingham via Langley Sprint – Project Definition Document (PDD)	Transport & Environment	23 Jul 2019
005054/2018	Walsall to Birmingham Sprint – Project Definition Document (PDD)	Transport & Environment	23 Jul 2019
005491/2018	Digbeth Public Realm Improvements Full Business Case	Transport & Environment	01 Sep 2019
005048/2018	Moor Street Queensway Public Realm Improvements Outline Business Case	Transport & Environment	01 Nov 2019