

BIRMINGHAM CITY COUNCIL

HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 13 APRIL 2023 AT 14:00 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 Chair to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's meeting You Tube site (www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

Members are reminded they must declare all relevant pecuniary and other registerable interests arising from any business to be discussed at this meeting.

If a disclosable pecuniary interest is declared a Member must not participate in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

If other registerable interests are declared a Member may speak on the matter only if members of the public are allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

If it is a 'sensitive interest', Members do not have to disclose the nature of the interest, just that they have an interest.

Information on the Local Government Association's Model Councillor Code of Conduct is set out via <http://bit.ly/3WtGQnN>. This includes, at Appendix 1, an interests flowchart which provides a simple guide to declaring interests at meetings.

3 - 12

4 **ACTION NOTES AND ACTION TRACKER**

To agree the action notes of the meeting held on 16 March 2023 and note the action tracker.

13 - 16

5 **REDUCING FLY-TIPPING**

Councillor Majid Mahmood, Cabinet Member for Environment, Darren Share, Assistant Director, Street Scene, and Janie Berry, City Solicitor and Monitoring Officer, in attendance.

17 - 24

6 **CLEANER STREETS**

Councillor Majid Mahmood, Cabinet Member for Environment, and Darren Share, Assistant Director, Street Scene, in attendance.

25 - 70

7 **LOCALISATION - PROGRESS UPDATE ON NEIGHBOURHOOD ACTION COORDINATION PILOT**

Councillor Ian Ward, Leader of the Council, Chris Jordan, Assistant Director, Neighbourhoods, Karen Cheney, Head of Service, Neighbourhood Development and Support Unit, and Edmund Crosher-Markwell, Community Support and Development Officer, in attendance.

71 - 94

8 **WORK PROGRAMME**

For discussion.

9 **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).

10 **OTHER URGENT BUSINESS**

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

11 **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

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

BIRMINGHAM CITY COUNCIL

**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE –
PUBLIC MEETING**

1400 hours on Thursday 16 March 2023

Committee Room 6, Council House, Victoria Square, Birmingham B1 1BB

Action Notes

Present:

Councillor Mohammed Idrees (Chair)

Councillors: Kerry Brewer, Marje Bridle, Ray Goodwin, Roger Harmer, Lauren Rainbow and Ken Wood

Also Present:

Cllr Sharon Thompson, Cabinet Member for Housing and Homelessness (On-line)

Asha Patel, Repairs and Maintenance Project Lead

Stephen Philpott, Director of Housing Solutions and Support

Natalie Smith, Head of Service, Housing Management

Jayne Bowles, Scrutiny Officer (On-line)

Amelia Wiltshire, Overview and Scrutiny Manager

1. NOTICE OF RECORDING/WEBCAST

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2. APOLOGIES

Apologies were received from Councillor Saqib Khan.

3. DECLARATIONS OF INTERESTS

Councillor Ray Goodwin declared a pecuniary interest as his wife works for the Rent Service.

4. ACTION NOTES AND ACTION TRACKER

(See documents No 1 and No 2)

RESOLVED:

- That the action notes of the meeting held on 16 February 2023 were agreed;
- That the action tracker was noted.

5. VOIDS – IMPROVING STANDARDS

(See document No 3)

The Chair invited members of the committee to give their feedback on the recent visits to void properties and the main points included:

- With regard to the visits in the North, the property which was ready to let was in a reasonable condition.
- With regard to the visits in the South, the property that had just become void, which was in an elderly sheltered accommodation flat, needed a bit of care and attention but was in a reasonable condition and the property that was fit for let was absolutely spotless, which would indicate it had been well looked after by the previous tenant.
- However, Cllr Wood had taken up the offer to visit a third property which had just become void and described that property as being in an horrendous condition, with specific issues including every single plug socket, light switch and ceiling rose having been removed and wires left hanging, loose and missing floorboards, a strong dog smell and poor décor. A lift that went up through the floor had also been installed, which when down prevented access to the back door.
- This raised questions about tenancy management and when that property was last visited by a council officer as it would appear the tenant had been failed.
- The need for there to be a multi-agency approach with integration across services, for example where there is Occupational Health and Social Services intervention. This could include highlighting issues of disrepair but also to ensure works are being completed in a reasonable way (for example the lift above).
- Members were told that in that particular case the individual had not been living there for a while and they were going through the eviction process but there were issues within the property that needed to have been rectified and visits would have addressed that.
- The importance of a visiting programme was stressed to ensure people are maintaining their homes in order to avoid serious damage to properties

leading to expensive repairs and officers are starting to get back out and make those visits.

- It was acknowledged that a more robust housing management offer is needed and this is being looked at as part of the new operating model.
- The performance of the Council in this respect needs to be looked at, as well as the performance of the contractors.
- A question was raised about what action can be taken against tenants who are not looking after their property and Members heard that where there is wilful neglect, re-charges are applied.
- There is also an opportunity with the Allocations Policy to exclude people and this is being explored. Dudley take that approach and will exclude people from transfers where there has been damage to properties.

The Chair then welcomed Councillor Sharon Thompson, Cabinet Member for Housing and Homelessness (who was in attendance on-line), Stephen Philpott, Director of Housing Solutions and Support (substituting for Paul Langford, Interim Strategic Director, City Housing, who had sent his apologies), Asha Patel, Repairs and Maintenance Project Lead, and Natalie Smith, Head of Service, Housing Management, to the meeting.

Natalie Smith and Asha Patel gave a presentation on the City Housing Voids Project, which included:

- Voids Performance Overview
 - Current Voids Performance
 - Contractor Performance
- Voids Management Project Overview
 - Aim, purpose and anticipated benefits
 - Scope
 - High-level project roadmap
 - Workstreams
 - Progress to date and future activities
 - Risks.

During the discussion, and in response to questions from Members, the following were among the main points raised:

- In response to a question in relation to the condition of void properties and how many are in a more neglected state, Members were told there is an internal operating system which identifies whether a void is routine or major and they are working on making that process more streamlined.
- With regard to property standards, there is some benchmarking being done with Dudley and Sandwell and a new standard is being drafted which will be looked at with the new tender.
- One of the things the Committee would like to do is look at Registered Providers and other Local Authorities and it was confirmed that requests have been put in to Pioneer, Sandwell and Leeds.
- It was pointed out to Members that as far as Registered Social Landlords are concerned, standards do differ as a lot of Housing Associations have been able to get investment in their stock over a number of years. It is also true that the age and variety of housing stock in Birmingham makes

this more challenging than for providers who have a more modern and consistent type of stock.

- The Council does want to get a good basic standard and it was noted that there is a need to be mindful of the level of investment and time to turn properties around, with properties kept empty for a longer period of time resulting in rent loss and customers waiting for properties.
- In response to a question in relation to empty properties, Members were told the responsibility sits with the Private Rented Sector Licensing Team who have a strategy and target in terms of the number of empty homes that are brought back into use and Housing work closely with them in terms of opportunities to access those properties.
- There is also the exempt supported sector where there is a strategy to try and bring that number down and if those properties are going to be brought back into use how the Council invests further into them.
- As an illustration of that, Cabinet has agreed a £60m programme to purchase properties in Birmingham, eg properties lost to the Council under Right to Buy, properties offered up by private individuals, and also looking at under-utilised properties which can be used as temporary accommodation.
- The Decent Homes Standard is no longer a requirement but still remains for authorities that choose to measure their homes against it and the Government is intending to issue a Future Homes Standard.
- At this moment in time, Birmingham still chooses to use the Decent Homes Standard and if a kitchen or bathroom is not fit for use it will be replaced.
- With regard to the EPC B and C Aspirational Standard, it was noted that the Council declared a climate emergency four years ago and the Council should be taking advantage of a property being empty to do the work to achieve this. It was queried why this has not been done and also whether in bids submitted to Government for work to improve the standard of insulation in our properties, if successful, that we will be able to use that funding to improve all voids up to a B or C when they become voids.
- Members were told that the aspirational standard is there because it is a policy decision and an opportunity has been created to be able to have the flexibility to invest in those properties if we need to get them to EPC B and C.
- In terms of trying to do the work when a property becomes void, the retrofit programme – the big bids to get our properties thermal efficient - is for properties that are in streets that are occupied and have an impact on multiple households and the community as a whole. It might not be as efficient to do work on individual properties so a view would be taken on the condition, age and EPC rating of other properties in the area in making those decisions.
- The Ombudsman has said the Council needs to be taking advantage of the void period and intelligence led data to establish the best investment method.

- It was suggested that there are elements of getting to a B or C rating which are not dependent on neighbouring properties, for example loft insulation and properly insulated windows.
- This does all have to fit in with the long term Asset Management Plan and balancing of Revenue and Capital. Once there are costings for all of the standards they can be modelled into the Asset Management Plan and the Business Plan to identify the best way to progress.
- With regard to hard to lets, reference was made with regard to issues of anti-social behaviour in sheltered accommodation and Members were assured that people placed in these properties do still have to meet eligibility criteria and needs of individuals are taken into account, for example where wraparound support is required.
- The Target Operating Model has identified the need to develop a locality housing model focusing on a robust housing management offer and it was accepted that tenants getting a property at a higher standard will enable better conversations when managing that tenancy.

RESOLVED:

That the presentation was noted.

6. WORK PROGRAMME

(See document No 4)

The following items were confirmed for the April meeting:

Voids – further session on good practice from elsewhere.

Localisation – Leader attending.

Reducing Fly-tipping – Follow-up report with Legal attending as well as the Cabinet Member for Environment and Assistant Director, Street Scene.

Cleaner Streets - Cabinet Member for Environment formal response.

RESOLVED:

That the work programme was agreed.

7. DATE OF NEXT MEETING

Noted.

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

None.

9. OTHER URGENT BUSINESS

None.

10. AUTHORITY TO CHAIR AND OFFICERS

RESOLVED:

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

The meeting ended at 1516 hours.

HOUSING AND NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2022/23

Date	Agenda Item	Action	Notes
16-Feb-23	Cleaner Streets	Report and recommendations to be submitted to the Cabinet Member for Environment for formal response.	Sent on 22 nd February.
		Cabinet Member for Environment to attend Committee in April to present a step-by-step implementation plan and timescales.	Scheduled for April.
	Performance Monitoring	City Operations - An explanation to be provided regarding the data for reported missed collections and dropped roads.	
	Work Programme	Localisation to be deferred to April. Tenant Engagement to be deferred until the next municipal year. April meeting to be extended by one hour (to be held from 2.00-5.00pm)	Work Programme updated.
12-Jan-23	Progress Report on Implementation: Reducing Fly-tipping	Further reports to be scheduled for a future meeting and Legal Services to be invited to attend.	Scheduled for April.
	Work Programme	Voids – Draft Work Outline to be brought to the February meeting.	Included as an appendix to the Work Programme for the February meeting.
15-Dec-22	Cabinet Member for Social Justice, Community Safety and Equalities – Priorities 2022/23	Percentage breakdown to be provided of the types/areas of work most prone to Modern Slavery across Birmingham.	

HOUSING AND NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2022/23

Date	Agenda Item	Action	Notes
	Birmingham Community Safety Partnership Annual Report	Further report on re-deployable CCTV cameras, to include the process and its timescales, to be brought to Committee in January.	Included on agenda for January meeting.
	Work Programme	The February City Housing Performance Report to include the number of Ombudsman decisions against the Council, the amounts paid and comment from Housing Officers on what the cause is.	This was presented with the Performance Report in February.
29-Nov-22	Request for Call-In: Housing Repairs, Maintenance and Investment 2024	A letter setting out the Committee's concerns to be sent to the relevant Cabinet Members.	Letter sent on 7 th December.
		A report on tenant and leaseholder involvement to be brought to a future committee meeting.	Update on tenant and leaseholder involvement emailed to members on 8 th February. A broader Tenant Engagement report is to be scheduled for the next municipal year.
10-Nov-22	Performance Monitoring	Right to Buy rules, including the qualifying period for accessing Right to Buy, to be shared with Members.	Emailed to members on 8 th December.
		The offer of a demonstration of the "slab in the cab" technology to be followed up.	In the New Year, the Cabinet Member for Environment will be sending invitations to all Members to visit a local depot and this will include a

HOUSING AND NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2022/23

Date	Agenda Item	Action	Notes
			demonstration of the “slab in the cab” technology.
	Progress Report on Implementation: Reducing Fly-tipping	A further report on progress to be brought back to Committee in January.	Work Programme updated.
13-Oct-22	Localisation	Leader to come back to committee in March with a further update.	Work Programme updated.
		Populated version of the table attached to the letter sent to the former Cabinet Member to be circulated to committee members.	Emailed to members on 9 th November.
		Letter from Cllr Thompson to the Leader regarding ward plan to be shared with committee members.	
		Email sent to members regarding the NAC pilot and pairing up of wards to be re-circulated and named person to be added for each of the wards.	This has been emailed to the members it affects.
		Directorate self-assessments which came out of the Star Chamber to be shared with committee members.	Emailed to members on 23 rd November.
	Cabinet Member for Housing and Homelessness: Priorities 2022/23	Tenant Engagement Delivery Plan and Action Plan to be brought to committee before being finally ratified.	Included on Work Programme for February.
		Timeline to be provided for the repairs contracts extension arrangements and re-tendering for the South.	Emailed to members on 14 th November.

HOUSING AND NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2022/23

Date	Agenda Item	Action	Notes
	City Wide Housing Strategy 2022-2027 Consultation	Affordable Housing Plan to be brought to future committee meeting.	To be scheduled.
26-Sep-22	Action Notes and Action Tracker	Updated list of HMOs by Ward to be requested (raised by Cllr Harmer). Voids – deep dive piece of work still to be programmed (raised by Cllr Wood).	Emailed to members on 23rd November. Programmed for March & April 2023.
	Petition: Ban Use of Pesticides	A letter setting out the Committee’s resolution to be sent to the Cabinet Member. Final report to be brought back to a future committee meeting (timing to be confirmed).	Letter sent on 11 th October.
	Request for Call-In: Capital Funding Bid for the Proposed Introduction of Car Parking Charging across selected BCC Parks	A letter setting out the Committee’s concerns to be sent to the Cabinet Member.	Letter sent on 11 th October.
	Delays in Birth and Death Registrations	Further report to be brought back to Committee in 4-6 months’ time.	To be scheduled.
	Work Programme	Cleaner Streets to be programmed for November, December and January to allow time to influence the budget.	Work Programme updated.

Birmingham City Council

Housing and Neighbourhoods Overview and Scrutiny Committee

Date 13 April 2023



Subject: Fly-tipping Update Report
Report of: Councillor Majid Mahmood
Report author: Paul Pritchett / Darren Share

1 Purpose

- 1.1 To update the Housing and Neighbourhoods Overview and Scrutiny Committee on progress.

2 Recommendations

- 2.1 That the Housing and Neighbourhoods Overview and Scrutiny Committee note the progress made.

3 Any Finance Implications

- 3.1 None

4 Any Legal Implications

- 4.1 None

5 Any Equalities Implications

- 5.1 None

6 Appendices

- 6.1 Appendix 1 – R01
- 6.2 Appendix 2 – R03

Appendix 1- R01

Cameras

At the previous meeting the Committee requested and update on a number of areas relating to the deployment of CCTV cameras, and these are as follows:

1. Grime Watch

- 1.1. With regards to the gap between the two episodes of Grimewatch, any incidents captured by the cameras must first be investigated by officers of the Waste Enforcement Unit. Where investigations are finalised, we are unable to produce footage for a YouTube episode until such a time as any criminal proceedings go through the Courts. The Waste Enforcement Unit are reviewing their procedures with regard to publicity around enforcement work both internally and externally and are providing increasing amounts of information to the press office which can be considered for Grimewatch, twitter and other forms of press release.

1.2 Viewing Figures:

Grimewatch Episode 2 – 1.4k views in 4 months

Grimewatch Episode 3 – 232 views in 7 days

2. List of Wards Where Cameras are deployed

- 2.1 Local Councillors are made aware when cameras are being installed or removed within their areas. The list of camera locations may not always total the number of cameras which the Unit has in its possession; at any given time there may be cameras non-functional and being repaired. There is also usually more than one camera per location meaning that 10 cameras might be being used in less than 10 locations due to a need to monitor several avenues of approach.

Current locations where cameras are deployed:

- Hill Grove / Wellington Road junction (Handsworth Wood)
- Oldfield Road, car park near to junction to Ladypool Road and grass verge bordering car park (Sparkbrook & Balsall Heath East)
- Raglan Road / Clarence Road junction (Holyhead)
- Runcorn Road, observing both sides of railway bridge (Balsall Heath West and Sparkbrook & Balsall Heath East)
- Albion Road / Tomey Road junction (Sparkbrook and Balsall Heath East)
- Hodge Hill Common, near disused old car park (Bromford & Hodge Hill)
- Lower Tower Street disused car park (Newtown)
- Treaford Lane / Cotterills Lane junction near railway bridge (Glebe Farm and Tile Cross)
- Bromyard Road, Shaftmoor Lane, Stratford Road junction (Hall Green North)

- Baker Street cul-de-sac (Bordesley Green)

3. Process and timescale for installation of CCTV

- 3.1** All requests for installation of CCTV will only be received via flytipping@birmingham.gov.uk. From there they enter a process to be considered for camera installation. This involves a review of the intelligence for the proposed area which includes Waste Management data and numbers of reports of flytipping received. This allows for the allocation of a limited resource to the worst affected areas. It will then be determined if there is adequate infrastructure to support lamp column cameras that have line of sight to the affected area. These sites will then need to be approved by Corporate Information Management staff in line with the Surveillance Commissioner's, Surveillance Camera Code of Practice. Cameras are installed for a period of 12 weeks.

4. Localisation

- 4.1** There has been an improvement in localisation and engagement of local Councillors and the Cabinet Member for Environment who are now informed when cameras are installed and removed. Councillors are encouraged to make referrals to the flytipping@birmingham.gov.uk inbox when they are aware of problem, hotspot locations that are repeatedly affected by large scale flytipping. Local street cleansing crews also feed into the process allowing for staff with local knowledge to help direct resource.

Appendix 2 – R03

Prosecution Strategies

Fixed penalty notice strategies – There has been a review of the practices and policies followed by officers in the Waste Enforcement Unit to assess when the additional use of FPNs will be appropriate. There have been changes in what would previously have been matters referred for prosecution that are now actioned by use of a fixed penalty notice. A fixed penalty notice is not a “lesser penalty” compared to a prosecution. We are however always mindful of the DEFRA published Code of Practice that robustly outlines where the use of a fixed penalty notice is proportionate and in what circumstances use of an FPN is appropriate. For example, the Code of Practice provides that an FPN should only be issued where there is sufficient evidence of the alleged offender’s guilt to support prosecution if the fixed penalty is unpaid. This is important so as to ensure that the FPN process is not brought into disrepute and this cannot be ignored; officers of the Unit operate in line with this Code alongside other published Codes of Practice and Counsel’s opinion.

The Waste Enforcement Unit are arranging detailed discussions with Barking and Dagenham waste enforcement in order to fully understand their operational processes with a further update to be provided upon completion.

Recent enforcement stats:

	04/21 – 02/22	04/22 – 02/23	Change
Commercial Waste FPN	37	152	+115
Flytipping FPN	89	95	+6
Report submitted to CLT for prosecution	39	25	-14

As can be seen from the above table, there is an indication that steps taken to increase the number of investigations resulting in fixed penalties has risen significantly. This may be due to the increase in staffing of the Unit as well as the changes in procedures referred to above. This is also reflected in a reduction in the number of reports being submitted to the Criminal Litigation Team despite the increase officer numbers within the Unit. This reduces the burden on the City Council and the criminal justice system.

This has been achieved whilst working within the required codes of practice.

The Government’s Antisocial Behaviour Action Plan describes how the proposed Immediate Justice may allow for Out of Court Disposals, intended to allow for resolution of issues caused with 48h. The Unit will be working with colleagues in Community Safety to determine where possibilities may be regarding enforcement of waste offences.

Birmingham City Council

Housing and Neighbourhoods Overview and Scrutiny Committee

Date 13 April 2023



Subject: Cleaner Streets – Service Response Report

Report of: Councillor Majid Mahmood, Cabinet Member for Environment

Report author: Darren Share, Director Street Scene

1 Purpose

- 1.1 This report sets out response to the suggestions presented by the Housing and Neighbourhoods Overview and Scrutiny made 16th February 2023.

2 Recommendations

- 2.1 That the Committee
- 2.1.1 Reviews and notes the responses provided.

3 Background

- 3.1 Following evidence gathered from leading authorities the service has taken time to evaluate and respond to each recommendation.
- 3.2 The Service welcomes the work of the Housing and Neighbourhoods Overview and Scrutiny Committee and has reviewed the body of evidence presented on 16th February 2023.

4 Any Finance Implications

- 4.1 The response to the recommendations have developed to stay within existing resources.

5 Any Legal Implications

- 5.1 There are no legal implications with the proposed responses.

6 Any Equalities Implications

6.1

7 Appendices

7.1 Appendix 1 table of responses

Ref	Recommendation	Response	What Does Success Look Like	Implementation
R01	Introduce Local First	Our services are built up from the ground from each asset we maintain a work schedule is produced. This is reported on a Ward basis. Teams are deployed to work to these schedules.	In 2017 these schedules were shared with the local councillors to test their relevance we are repeating that exercise now with depot visits and information sharing. Some local Councillor have not been able to attend these briefings so their information will be shared with them and further opportunities created for depot visits	Work programmes shared by May 2023
R02	Deliver a new Litter Prevention Strategy	Due to intelligence and lessons learnt from the Commonwealth Games we recognised the need to review the policy. We will build upon the work started by the Scrutiny committee to develop a new strategy. We will be supported by Keep Britain Tidy.	A new Litter Prevention Strategy will be produced	September 2023
R03	Implement localities approach to delivery	There are currently 64 vacancies within the Street Cleansing Service. We are just about to recruit to these posts. Once we have these staff in place we will directly employ 100% of the workforce. Teams will be dedicated in areas to develop a better understanding and local knowledge. We will encourage staff to interact with communities. Our Love Your Environment approach will target additional resources to areas of need through	A fully committed workforce reflected of the local community willing to engage with communities to identify and resolve problems. Local managers empowered to direct resources responding to local need	Recruitment June 2023 Ward Manager Allocation May 2023

		<p>discussions with local councillors and communities.</p> <p>Each Ward will be allocated a manager and it would be good to identify and have regular walkabouts with the local managers, beat sweepers and ward crews.</p>	<p>An interactive relationship between the service at all levels and the community we serve.</p>	
R04	<p>Use key messages to deter litter and fly tipping tailored to the intended audience.</p>	<p>We are working with Keep Britain Tidy to do this. They are bring a series of options and examples we are exploring. One being chewing gum, using their materials we have seen a drop in chewing gum in the piloted areas. Working with KBT and Veolia we are looking at our communications and our current environmental educational offer. We have used crime scene tape and stencils to highlight fly tipping and more targeted communications are planned. We are currently investigating ECO schools the RHS campaign for School Gardening as ways to improve our environmental education.</p>	<p>A series of targeted messages are produced</p> <p>The information on services is available electronically</p> <p>The services and environmental delivery programmes through Waste Prevention and the Ranger Service is updated and rolled out</p> <p>A second bid for KBT chewing gum project will be submitted.</p> <p>The new procurement process will require the providers to provide more educational resources for schools</p>	<p>June 2023</p> <p>July 2023</p> <p>September 2023</p>
R05	<p>Adopt a One Team, One Council approach</p>	<p>Staff will be dedicated to specific areas, this will be the same across the whole of Street Scene. There are close working relationships across the services. Under Love Your Streets Love Your</p>	<p>A One Council Approach to environmental management with</p>	<p>June 2023</p>

		Environment all teams come together to resolve any local issues and provide a joined up service delivery. We are currently in the process of transferring the Housing function to Street Scene that will bring all environmental operations under one service. A full training programmes has been developed for Street Cleaning and Grounds Maintenance Teams and had been implemented.	empowered and trained staff. Increased in Love Your Environment days Love your environment will bring a coordinated approach across a number of teams No one will walk past a problem	July 2023 May 2023
R06	Culture Change	We do recognise the work the teams are doing, they are doing a massive amount to make the city as clean as it is. It is a challenge to motivate staff when they read the press or reports that just say more work is needed or we are a failing service. We are going to recruit and along with that will come a training package and this year we are looking to train aspiring managers from within the workforce	We have introduced toolbox talks, recruitment is planned for April and a training package has started. We will support communities and work alongside them to clean up areas. We will recognise the work of the volunteers both formally and informally	June 2023
R07	Implement a proactive enforcement approach.	The enforcement team have been increased from 8 to 19 plus 6 ward based neighbourhood enforcement officers. A very close relationship has been developed with the Neighbourhood Action Co-ordinators who are helping to target actions. 20 additional cameras have been brought and more are planned.	Fly tipping statistics are reducing with the approaches in place we would expect this to continue.	June 2023

		We are working more closely with the litter enforcement teams and providing evidence to target this resource across the city.		
R08	Establish small grant budgets for all Wards	Within the Street Scene budget there is no opportunity to devolve a budget to Wards. There is provision to support groups with equipment and resources from a budget of £200,000. Since November 22 we have cleared 15,203 bags of rubbish collected by groups and supported 311 groups. A small seed corn grant is provided to Birmingham Open Spaces Forum for them to support local groups to bid for money that is not available to the City Council. In 2022/23 a £20,000 grant awarded to BOSF stimulated over £120,000 of projects delivered by community groups.	Groups are fully supported in their requests.	
R09	Extend the Love Your Environment Days	Love Your Environment is an approach that started earlier this year to provide additional resources to target areas of need with a Ward. Since this initiative started we have completed 108 events. It is planned that these dates and locations are shared with Ward Councillors to ensure they are targeted in the right place.	Improved LAMs scores and cleaner Wards	July 2023
R010	Introduce a proactive approach to graffiti and fly posting on private land	We do remove from private land and properties however we do need permission from the property owner. A process for the teams has been developed, once we have gained permission the disclaimer is ongoing	Dedicated graffiti teams, well trained and aware of processes. A full record of graffiti removed	June 2023
R011	Promote options for residents and businesses to dispose of items	The website currently promotes the 2 reuse sites. Each Household Recycling Centre currently has an option to transfer items to the reuse shop at James Road. We will explore with the Web Team the option of promoting alternative venues. This will include other apps and opportunities such as Trolleywise.	Residents feel knowledgeable of how to dispose of unwanted items	September 2023

R012	Map current bin assets	There currently isn't an up to date list of our bin assets. This work will be started.	A list of bin assets with emptying schedule will be completed and shared with Ward Councillors	January 2024
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Birmingham City Council

Housing and Neighbourhoods Overview and Scrutiny Committee

Date 13th April 2023



Subject: Neighbourhood Action Co-ordination Progress Update
March 2023

Report of: Mark Wiltshire, Interim Strategic Director, City Operations

Report author: Edmund Crosher-Markwell, Community Support and Development Officer

1 Purpose

- 1.1 To provide an update and case studies on the progress to date of the Neighbourhood Action Co-ordination Pilot

2 Recommendations

- 2.1 To note the good practice and positive outcomes of the current pilot Neighbourhood Action Co-ordination Programme.

3 Any Finance Implications

- 3.1 Currently not applicable

4 Any Legal Implications

- 4.1 Currently not applicable

5 Any Equalities Implications

- 5.1 It is an inclusive programme across 22 identified wards.

6 Appendices

- 6.1 NAC Progress Report 03.23
- 6.2 NAC Progress Update Presentation 03.23

Neighbourhood Action Co-ordination Progress Report March 2023

This report is updated for March 23 from previous January 23 Report

Edmund Crosher-Markwell, Community Support Development Officer, part of Neighbourhood
Development Support Unit



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Neighbourhood Action Co-ordination Progress Report

March 2023

Background

The Neighbourhood Action Co-ordination Pilot, consisting of 12 Neighbourhood Action Co-ordinators (NACs hereafter) in 22 wards across the city has been operating since July 2022, following the allocation of an initial one-off resource for a 12 month pilot across 20 wards during the budget setting process for 2022/2023. Separately to this, a pilot of Neighbourhood Co-ordination was already operating in Sparkhill and Sparkbrook & Balsall Heath East Wards, again on a one-year basis- this began in February 2022.

Approach

Working with ward councillors, NACs:

Mobilise, organise, and empower residents, community groups, stakeholders, and partners to take action to benefit their ward. They act as a link between council services, residents, and stakeholders, ensuring a co-ordinated approach to delivering on ward priorities and asset-based community development.

NACs' primary focus is on the following priority themes:

- **Street Scene:** "*A Bold Green Ward*"
- **Community Safety:** "*A Bold Safe Ward*"
- **Deprivation / Quality of Life:** "*A Bold Prosperous Ward*" / "*A Bold Healthy Ward*"

NACs work with and support existing resident-focused groups, organisations, and active citizens. Or develop new groups where required.

NACs enable residents, organisations, and stakeholders to shape the specific actions and outcomes under the broader themes, ensuring workloads remain achievable. NACs are required to deliver on 3 - 6 priorities per ward at any one time.

Once key priorities are identified (in addition to priority themes), NACs work with elected members, residents, community groups, stakeholders, partners, and council services, to co-ordinate action to impact upon priorities. For example, supporting friends of groups, co-ordinating environmental clear-up activities and 'love your streets' action days.

A budget of £10,000¹ per ward is available for local priority interventions.

This fund will be managed by the NDSU, in line with the small grants process, with interventions/project approved via a ward process.

It should be noted that Neighbourhood Action Coordination is not Neighbourhood Management.

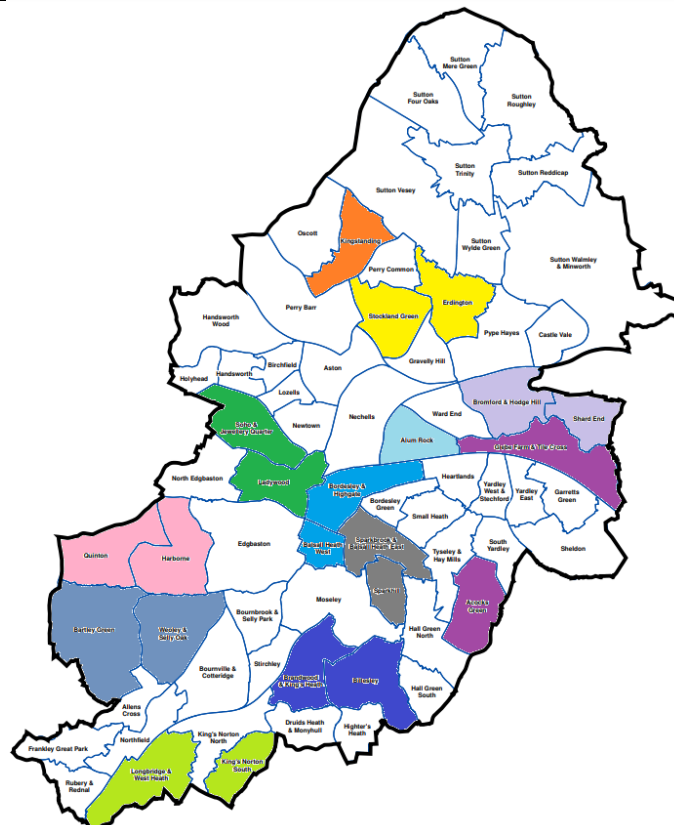
¹ A smaller budget applies in Sparkhill Ward and Sparkbrook & Balsall Heath Ward due to the budget envelope for the pre-NAC programme pilot.

Neighbourhood Action Co-ordination Progress Report March 2023

Wards

Pilot wards were selected by ranking all the wards on a combination of fly tipping, Deprivation & ASB and taking the worst affected areas. These 20 wards (plus the initial pilot in Sparkbrook and Sparkhill) have been paired as per the table below.

Ward Pairing	
Alum Rock	(Singular – Part time position)
Balsall Heath West	Bordesley & Highgate
Erdington	Stockland Green
Bromford & Hodge Hill	Shard End
Glebe Farm & Tile Cross	Acocks Green
Ladywood	Soho & Jewellery Quarter
Billesley	Brandwood & Kings Heath
Longbridge & West Heath	Kings Norton South
Bartley Green	Weoley & Selly Oak
Harborne	Quinton
Sparkbrook & Balsall Heath East	Sparkhill
Kingstanding	(Singular – Part time position)



Neighbourhood Action Co-ordination Progress Report March 2023

Recruitment

Two rounds of recruitment have been completed and all NACs are now in place in the following ward parings:

Ward Pairing		Co-ordinator	Email
Alum Rock	(Singular – Part time position)	Yasmin Akhtar	Yasmin.Z.Akhtar@birmingham.gov.uk
Balsall Heath West	Bordesley & Highgate	Maria LoPresti-Saunders	Maria.Lopresti-Saunders@birmingham.gov.uk
Erdington	Stockland Green	Donna Ebank	Donna.Ebanks@birmingham.gov.uk
Bromford & Hodge Hill	Shard End	Nadeem Aziz	Nadeem.Aziz@birmingham.gov.uk
Glebe Farm & Tile Cross	Acocks Green	Debbie White	Debbie.White@birmingham.gov.uk
Ladywood	Soho & Jewellery Quarter	Cameron Duncan	Cameron.Duncan@birmingham.gov.uk
Billesley	Brandwood & Kings Heath	Our Scene CIC*	neighbourhood-matters@ourscene.org
Longbridge & West Heath	Kings Norton South	Tof Islam	Tof.Islam@birmingham.gov.uk
Bartley Green	Weoley & Selly Oak	Robbie Lea-Trengrouse	Robbie.Lea-Trengrouse@birmingham.gov.uk
Harborne	Quinton	Stacey Kettner	Stacey.Kettner@birmingham.gov.uk
Sparkhill	Sparkbrook & Balsall Heath East	Amer Khan	Amer.Khan@birmingham.gov.uk
Kingstanding	(Singular – Part time position)	Nyasha Hamilton	Nyasha.Hamilton@birmingham.gov.uk

*A local anchor organisation, Our Scene CIC has been successfully commissioned for the Billesley and Brandwood & Kings Heath ward paring. This is because we were not able to recruit a NAC for these wards during the recruitment rounds. However, this has presented an opportunity to ‘test’ an alternative model of local area coordination during the pilot period.

It should be noted that the 12-month delivery is phased, according to when NACs commenced in post.

Neighbourhood Action Co-ordination Progress Report

March 2023

Summary of Actions and Impact

Please follow link for full report of ongoing actions, however, a summary has been provided in the table below:

[NAC action report 03.23.docx](#)

Action	Wards	Themes	Impact
Development of Friends of Groups	Bromford & Hodge Hill Stockland Green Sparkbrook & Balsall Heath East Weoley & Selly Oak Soho & Jewellery Quarter Bordesley & Highgate Alum Rock Longbridge & West Heath	Street Scene Quality of Life	<ul style="list-style-type: none"> Friends of Farm Park formally constituted in Sparkbrook and bidding for grant funding to provide enhancements Friends of Brookvale Park in Stockland Green, revitalised with new members and drafted a new constitution, working closely with partners in the ward such as Kingstanding Regeneration Trust Friends of Shenley Fields Duck Pond – arranging an all-out day with multiple community groups and partners to raise awareness and garner more membership. Connecting Friends of Adderley with NNS to access local asset information Supporting friends of Highgate Open Spaces with funding opportunities Friends of Hodge Hill Common formally constituted and bidding for grants funding to enhance activities
Beat Walks	Bromford & Hodge Hill Shard end Stockland Green Weoley & Selly Oak Bartley Green Sparkbrook & Balsall Heath East Sparkhill Bordesley & Highgate Harborne Balsall Heath West Glebe Farm & Tile Cross Acocks Green Alum Rock	Street Scene Community Safety	<ul style="list-style-type: none"> Working with partners, community groups, active residents, and council services to identify long term solutions to hot spot issues. Culminated in some great examples of sustainable improvements. See case studies. Patrols arranged alongside PCSOs in Weoley & Selly Oak with a focus on community engagement and identifying community safety areas of concern Engagement with residents in Stockland Green lead to youth ASB intelligence being fed back to local police team, who

Neighbourhood Action Co-ordination Progress Report March 2023

			<p>have altered patrols in the area to account for it.</p> <ul style="list-style-type: none"> • Site visits with local police to investigate resident reports of drug use hot spots and to co-ordinate removal of sharps.
All out / Love your Streets Days	Bromford & Hodge Hill Shard end Stockland Green Weoley & Selly Oak Bartley Green Sparkbrook & Balsall Heath East Sparkhill Soho & Jewellery Quarter Ladywood Alum Rock Billesley Brandwood & kings Heath Longbridge & West Heath	Street Scene Quality of life	<ul style="list-style-type: none"> • Working closely with Love Your Streets to provide increased engagement with partners and community groups. This has led to involvement of West midlands Police, Community Payback, Local Housing Associations, and multiple Community Groups
Warm Spaces	Weoley & Selly Oak Stockland Green Bromford & Hodge Hill Shard End Alum Rock	Quality of life	<ul style="list-style-type: none"> • Working with community organisations to support their Warm Welcome offer with guidance and applying for additional funding.
Supporting Local community groups and venues	Bordesley & Highgate Glebe Farm & Tile Cross Quinton Harborne Brandwood & Kings Heath	Quality of Life	<ul style="list-style-type: none"> • Working with Highgate Community Support Limited, who fund a number of activities across Highgate, to increase resident participation. • Development of resident forums • Supporting development of food pantries • Supporting development of local resident groups
ASB / Youth ASB	Glebe Farm & Tile Cross Harborne Quinton Weoley & Selly Oak Brandwood & Kings Heath Billesley	Community Safety	<ul style="list-style-type: none"> • Working with LPDG managers to relay information between local residents and key partners. • Developing and co-ordinating youth activity including support for funding applications. • Supporting development of Neighbourhood/Street watches
LPDG support	Harborne Quinton Bordesley & Highgate	Community Safety	<ul style="list-style-type: none"> • Supporting & facilitating residents meetings as part of LPDG consultations around specific ASB issues

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	Glebe Farm & Tile Cross		<ul style="list-style-type: none"> Leading on Task & Finish group around specific locales' community safety.
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Case Studies

Please see attached presentation for highlighted case studies. Please follow link for all case studies:

[J:\NDSU \(Community Governance\)\Neighbourhood Action Co-ordinator Pilot\Monitoring\Case Studies Report.xlsx](J:\NDSU (Community Governance)\Neighbourhood Action Co-ordinator Pilot\Monitoring\Case Studies Report.xlsx)

Emerging themes

Listed below are some additional early emerging themes that will impact on the current pilot, to be taken into account during the pilot:

- Impact of the cost of living crisis
- Increasing poverty levels within the city, including energy and digital poverty
- Increased community safety requirements
- Increasing demand for health and wellbeing intervention
- Reducing resources
- The need to effectively engage and communicate within wards and neighbourhoods

SWOT Analysis – November 22

Listed below is an initial SWOT analysis emerging from the programme:

Strengths	RAG Rating
Two previous successful Neighbourhood Management programmes and constituency working, good practice to draw upon	G
NAC post developed in partnership with councillors (previous assistant leaders)	G
Immediate placed based impact. NACs have been able to successfully embed themselves in localities and establish local links with councillors, residents and stakeholders in most cases.	A
Weaknesses	RAG Rating
Partnering of wards – 2.5 days per week, per ward	R
Danger of delivery focus being too broad	R
Buy-in from service area link officers (cross directorate)	R
All wards requiring neighbourhood action coordination do not have an officer in place.	R
Opportunities	RAG Rating
Learning from the pilot	A
Local buy-in from councillors, residents and stakeholders	A
Testing new ways of coordinated localised working and interventions	A
Local area-based intervention funding	A

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Learning from pilot evaluation to refine the NAC programme	A
Exploring the opportunity to extend the programme to other wards, or to redeploy NAC according to new metrics/emerging priorities and needs.	A
Threats	RAG Rating
Limited programme, not including all wards	R
Council driven priorities rather than a combination of locally driven and council driven	R
Lack of buy-in from internal officers (service area link officers), cross directorate.	R

Risk Mitigation

Weaknessess / Threats	Mitigations
Partnering of wards – 2.5 days per week, per ward	Focus delivery on achievable actions. Regular reviews of workloads.
Danger of delivery focus being too broad	Limit actions to ensure capacity for delivery. Regular review of action plans and delivery.
Buy-in from service area link officers (cross directorate)	Working with relevant SALOs to highlight project and build good practice and partnership working going forward.
All wards requiring neighbourhood action coordination do not have an officer in place.	Resources considered as part of 2023/24 budgeting process. Initial evaluation report to be produced to enable wider roll out to be decided
Limited programme, not including all wards	Resources considered as part of 2023/24 budgeting process. Initial evaluation report to be produced to enable wider roll out to be decided
Council driven priorities rather than a combination of locally driven and council driven	Although priorities are identified at council level. Specific actions are identified at local level from community input.
Lack of buy-in from internal officers (service area link officers), cross directorate.	Address any blockages with relevant officers and develop working practises to ensure positive benefit for all services involved.

High-Level Asks

Summarised below are improvements that are required internally to ensure that the maximum benefit can be achieved from the Neighbourhood Action Coordination programme:

Issue	Solution	Comments
Service Area Link Officer (SALO) contacts are not always very responsive	Cross-directorate buy-in from ADs/senior management for the contact system, with an understanding of why it is	Need clarity on how NACs interconnect with the Customer Service channels and Member portal.

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	<p>needed and agreement on how this should/could work.</p> <p>Clear named person for each service area who can provide contact details for SALOs, rather than chasing ADs.</p> <p>An understanding that NACs and CSDOs are on the ground in neighbourhoods and can help mitigate/ manage expectation with residents and so engagement with us is beneficial for service areas.</p>	
Officer attendance at Ward Forum Meetings /Ward Action Planning sessions (last minute cancellations)	<p>Process in place for cover where possible or contingency for officer to meet with councillors or CSDO/CGM following the meeting to discuss issues raised, especially where residents asked for officer attendance.</p>	<p>Meetings are arranged in advance and although some non-attendance is unavoidable, some is avoidable. Residents make the effort to come to meetings and then arrive to find those that can speak about the topics are not in attendance. Doesn't help relationships and trust with residents.</p>
Expectation management	<p>Opportunity for appropriate CSDOs and NACs to meet with service areas to better understand the processes linked to communities/complaints – be it parks installations, waste collection, street cleaning schedules – so NDSU has a baseline understanding of what challenges and hoops there are for services areas.</p>	<p>This will assist with conversations, set the trajectory with residents based on honest and realistic timelines.</p> <p>NAC project lead to compile FAQs from communities around certain processes and liaise with services over Q1 & Q2 to create baseline understanding of service areas.</p>
Access to Fly Tipping Data	<p>A regular report for our areas.</p>	<p>Request made to AD for Waste Management & Data Officer to provide access to dashboards.</p>

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Understanding that Neighbourhood Action Coordination is not Neighbourhood Management and cannot cover all of the issues within wards.	<p>Communication of a clear definition of the role and NACs' responsibilities.</p> <p>Communication of other local issue service contacts and reporting processes.</p>	Given that the NAC pilot is currently a pilot, it is important not to raise expectations that cannot be delivered in the longer-term.
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Neighbourhood Action Co-Ordinator Programme update

Ned Crosher-Markwell

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Programme Themes

Environment

Street Scene

Community
Safety

Deprivation /
Quality of Life

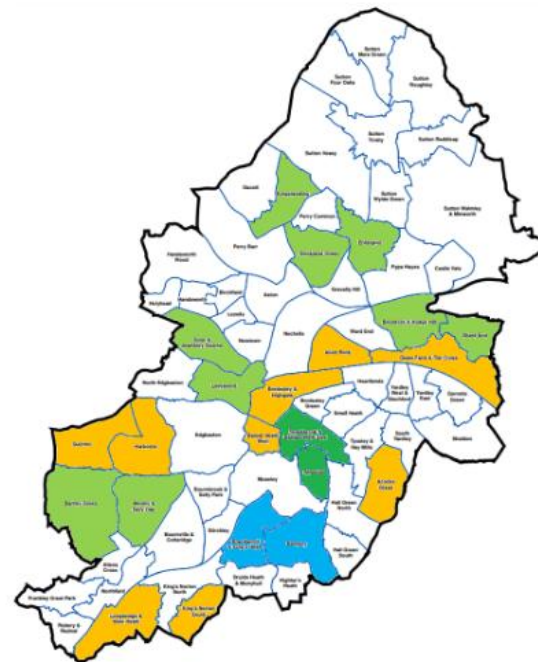
A Bold Green Ward

A Bold Safe Ward

A Bold Prosperous Ward
/ A Bold Healthy Ward

Recruitment update

Ward Pairing		Co-ordinator	Start Date
Sparkbrook	Sparkhill & Balsall Heath East	Amer Khan	07/02/2022
Bromford & Hodge Hill	Shard End	Nadeem Aziz	18/07/2022
Erdington	Stockland Green	Donna Ebank	18/07/2022
Ladywood	Soho & Jewellery Quarter	Cameron Duncan	18/07/2022
Bartley Green	Weoley & Selly Oak	Robbie Lea-Trengrouse	08/08/2022
Kingstanding	(Singular – Part time position)	Nyasha Hamilton	06/09/2022
Alum Rock	(Singular – Part time position)	Yasmin Akhtar	07/11/2022
Balsall Heath West	Bordesley & Highgate	Maria LoPresti-Saunders	07/11/2022
Harborne	Quinton	Stacey Kettner	07/11/2022
Longbridge & West Heath	Kings Norton South	Tof Islam	07/11/2022
Glebe Farm & Tile Cross	Acocks Green	Debbie White	14/11/2022
Billesley	Brandwood & Kings Heath	Our Scene CIC	09/01/2022



Action & Impact Summary

Action	Wards	Themes	Impact
Development of Friends of Groups	Bromford & Hodge Hill Stockland Green Sparkbrook & Balsall Heath East Weoley & Selly Oak Soho & Jewellery Quarter Bordesley & Highgate Alum Rock Longbridge & West Heath	Street Scene Quality of Life	<ul style="list-style-type: none"> Friends of Farm Park formally constituted in Sparkbrook and bidding for grant funding to provide enhancements Friends of Brookvale Park in Stockland Green, being revitalised with new members and drafting a new constitution, working closely with partners in the ward such as Kingstanding Regeneration Trust Friends of Shenley Fields Duck Pond – arranging an all-out day with multiple community groups and partners to raise awareness and garner more membership. Connecting Friends of Adderley with NNS to access local asset information Supporting friends of Highgate Open Spaces with funding opportunities Friends of Hodge Hill Common formally constituted
Warm Spaces	Weoley & Selly Oak Stockland Green Bromford & Hodge Hill Shard End Alum Rock	Quality of life	<ul style="list-style-type: none"> Working with community organisations to support their Warm Welcome offer with guidance and applying for additional funding.

Action & Impact Summary

Action	Wards	Themes	Impact
Beat Walks	Bromford & Hodge Hill Shard end Stockland Green Weoley & Selly Oak Bartley Green Sparkbrook & Balsall Heath East Sparkhill Bordesley & Highgate Harborne Balsall Heath West Glebe Farm & Tile Cross Acocks Green Alum Rock	Street Scene Community Safety	<ul style="list-style-type: none"> Working with partners, community groups, active residents, and council services to identify long term solutions to hot spot issues. Culminated in some great examples of sustainable improvements. See case studies. Patrols arranged alongside PCSOs in Weoley & Selly Oak with a focus on community engagement and identifying community safety areas of concern Engagement with residents in Stockland green lead to youth ASB intelligence being fed back to local police team, who have altered patrols in the area to account for it. Site visits with local police to investigate resident reports of drug use hot spots and to co-ordinate removal of sharps.

Action & Impact Summary

Action	Wards	Themes	Impact
All out / Love your Streets Days	Bromford & Hodge Hill Shard end Stockland Green Weoley & Selly Oak Bartley Green Sparkbrook & Balsall Heath East Sparkhill Soho & Jewellery Quarter Ladywood Alum Rock Billesley Brandwood & Kings Heath Longbridge & West Heath	Street Scene Quality of life	<ul style="list-style-type: none"> Working closely with Love Your Streets to provide increased engagement with partners and community groups. This has led to involvement of West midlands Police, Local Housing Associations, and multiple Community Groups
Supporting Local community groups and venues	Bordesley & Highgate Glebe Farm & Tile Cross Quinton Harborne Stockland Green Brandwood & Kings Heath	Quality of Life	<ul style="list-style-type: none"> Working with Highgate Community Support Limited who fund a number of activities across Highgate, to increase resident participation. Development of resident forums Supporting development of food pantries

Action & Impact Summary

Action	Wards	Themes	Impact
Youth ASB	Glebe Farm & Tile Cross Harborne Quinton Weoley & Selly Oak Brandwood & Kings Heath Billesley	Community Safety	<ul style="list-style-type: none"> Working with LPDG managers to relay information between local residents and key partners. Developing and co-ordinating youth activity including support for funding applications.
LPDG support	Harborne Quinton Bordesley & Highgate Glebe Farm & Tile Cross	Community Safety	<ul style="list-style-type: none"> Supporting & facilitating residents meetings as part of LPDG consultations around specific ASB issues Leading on Task & Finish group around specific locales' community safety.

CASE STUDIES



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72 Stratford Road - Sparkbrook & Balsall Heath East

Location	Challenge	Action	Results	Next Steps	Learning
72 Stratford road, Sparkbrook & Balsall Heath East	Overflowing bins/black bags. Bins constantly missed for collection. Black bags not picked up until reported.	Joint visit with local depot Assistant Service Manager, Exempt Officer & Enforcement Officer	<p>ASM identified some premises above the shop were not registered on the system as domestic premises, so regular collections were not occurring. A data exercise has been conducted to correct this.</p> <p>Exempt Officer discovered an extra 3 – 2 bedroom flats that were unknown.</p> <p>Enforcement looked through bags for trade waste. Trader using 2015 bags and had not renewed.</p>	<p>Extra bins supplied for flats as current provision not appropriate for site. Waste prevention followed up with education once in place.</p> <p>Enforcement followed up Duty of Care contract with traders using bins.</p> <p>The support company for the 3 flats at the rear of 72 Stratford Road, have been requested to remove tenants and rehouse them as a result of the visit.</p>	<p>Domestic premises not registered on the system therefore regularly missed. More residences present above and behind shops than originally thought. Current systems would have struggled to identify these issues without co-ordinated site visit.</p>

72 Stratford Road - Sparkbrook & Balsall Heath East



Youth Provision - Weoley & Selly Oak

Location	Challenge	Action	Results	Next Steps	Learning
Weoley Castle Library, Weoley & Selly Oak	Young people predominantly from Shenley Academy (Bartley Green ward) were visiting the library and causing disruption for staff and library users. West Midlands Police were contacted on numerous occasions as their disruptive behaviour was escalating. Weoley Castle Library had to recruit a security guard via Birmingham City Council as a visible deterrent. Weoley Castle Library manager contacted The Factory Youth Centre, Longbridge for youth provision and there were no available outreach youth workers for Weoley and Selly Oak ward.	<p>NAC contacted Schools Police Officer for Edgbaston Constituency to relay the message to pupils that disruptive behaviour in the library is unacceptable.</p> <p>The library was added to the list for extra Police patrol coverage during the Halloween/Bonfire Night period (Mischievous week).</p> <p>Introduced Library Manager to Weoley Neighbourhood Police Team too facilitate direct communication.</p> <p>Arranged for 6x90 mins Youth engagement sessions be held on Monday evenings in the shared Community room at the library. Funded by St Gabriels Church.</p>	<p>6 sessions have now taken place at Weoley Castle Library.</p> <p>NAC coordinated partners from Birmingham City Council, St Gabriels Church, Selly Oak Arts Forum and local Police Teams to achieve outcome.</p> <p>Secured creative arts activities through Selly Oak Arts Forum</p> <p>Reduced incidents of nuisance and disruption from Young People at Weoley Castle Library</p>	<p>Source further funding to extend the Youth Provision beyond the initial 6-week trial programme.</p> <p>Attract more local young people to the project who don't normally engage with Youth Provision by increasing the amount of activity they can take part in. Sports is a good example when the weather improves in the Spring.</p> <p>Involve the local Police Team (PCSOs) in the project to develop a good relationship between the community and Neighbourhood Police Team.</p>	<p>Through a few emails to key partners the issue of youths causing disruption in library was not only addressed but they now have a service dedicated for them to use. It was important that young people are not dissuaded from using public assets like the library and that they have a place to study and learn.</p>

Residents Group & Food Pantry - Glebe Farm & Tile Cross

Location	Challenge	Action	Results	Next Steps	Learning
Cotterills lane, Glebe Farm & Tile Cross	<p>There is no Food Pantry within easy walking distance of the Cotterills Lane area.</p> <p>This is an area of deprivation, The local primary school in the centre of the area have also expressed the need for a food pantry. During a ward forum, residents in the Cotterills Lane area of the ward raised they did not have a resident's group or any local activities or food pantry.</p>	<p>Formation of a resident's group facilitated by the NAC & activities are being investigated, in particular the creation of a food pantry.</p> <p>NAC currently looking for local venue, as the social club's charge is unaffordable, is working to solve this issue with the Councillors & has meetings with the local school & church in the coming weeks to try & secure a venue.</p>	<p>Resident meetings are well attended in the area by residents & actions are being progressed.</p> <p>NAC has sourced halal food provider, as there is a large part of the community that are of Islamic faith, volunteers have been sourced from the community who are also willing to complete online courses for food hygiene certificates. Bank account set up.</p>	<p>Meetings have been arranged with external organisations, the school & church in the area to discuss the venue.</p> <p>Source a fridge freezer – if the venue hasn't got one or find some funding to buy one.</p> <p>Fareshare contacted for costs & delivery. Once a venue is located, volunteers to complete food hygiene online courses.</p> <p>Register with environmental health as a food pantry once a venue has been sourced</p>	<p>Local NAC intervention has been able to formalise a residents group and galvanize it into action to address a local need.</p>

Youth Provision - Quinton

Location	Challenge	Action	Results	Next Steps	Learning
Quinton	At Quinton Ward forum an item was raised regarding a perceived lack of youth provision within the area. Several of the most engaged residents have been very vocal about their attempts to work with young people which have been well received, but due to a lack of facilities, volunteers and issues around Covid, the plans have fallen by the wayside.	<p>A meeting was organised with stakeholders and engaged residents to look at the facilities available and discuss possible actions. There is a purpose built MUGA which is underused due to a lack of supporting facilities such as equipment storage, and shelter. Some engaged residents historically came up with a plan for a large vandal-proof 'pod' in the area but due to cost and planning requirements have proceeded no further. The NAC is enquiring whether the plans can be achieved.</p> <p>In the shorter term, the NAC is supporting the CIC to get their Community Hub Open.</p>	<p>NAC is in close communication with the group and has recently sent links to organisations who can provide laptops.</p> <p>There is no furniture in the new hub and so a NAC small grants bid has been made for this equipment.</p> <p>There is a renewed excitement that old plans can be revived. We are in the very early stages at present, and NAC liaised with CSDO who provided a number of leads to contact about potential funding streams for the long-term project.</p>	<p>NAC will continue to make enquiries and find out as much as possible regarding the planning implications/process in advance of pushing the next stage of the scheme forward, which will be finding funding for the project.</p> <p>The hub will be a food pantry, community kitchen, meeting place and, somewhere for young people to undertake activities. They are keen to focus their efforts into running activities for youngsters, running a young person's drop in where they can organise litter picks, craft activities, gardening/veggie growing and cooking lessons.</p>	The local community are often able to see innovative solutions to local problems, but need support in order to realise these and navigate their way through complex planning and funding applications.

New bench, Fox Hollies - Acocks Green

Location	Challenge	Action	Results	Next Steps	Learning
Fox Hollies, Acocks Green	<p>The benches around the Fox Hollies Road Shopping area are worn, damaged or need replacing.</p> <p>The area has a variety of shops, it is also located near a community centre & bus stops so would provide a welcomed rest stop for people</p>	<p>NAC contacted Crown Paints to see if they could provide a free bench.</p> <p>Housing has been asked for authorisation as this is complimentary from a BCC Housing Contractor.</p>	NAC has sourced a free recycled bench from Crown Paints.	<p>Liaise with the groups on the best position to locate the bench.</p> <p>Liaise with Highways/parks on if the bench to be installed is allowed to go in the location.</p> <p>Once authorisation from Housing & Highways received Crown Paints will install in the agreed location.</p>	<p>Improvements to the local area can be achieved with limited funds by utilising BCC's existing networks with contractors to provide social value. The NAC's local role is then able to focus that social value where residents see the need.</p>

Brookvale Park, Day of Action - Stockland Green

Location	Challenge	Action	Results	Next Steps	Learning
Brookvale Park, Stockland Green	Local residents are keen to see a refreshed and improved park with new equipment, welfare facilities, refreshment area, safer walkways, improved lighting, reduced anti-social behaviour issues, etc.	<p>Engaged with residents and stakeholders about carrying out a community action day. Community meetings were held with stakeholders to adopt a partnership approach. This partnership included</p> <ul style="list-style-type: none"> •Community Pay Back •BCC Parks Department •KRT •Residents •Ward Members <p>The scope of work for the day were:</p> <ul style="list-style-type: none"> (a) Painting: Gates, Bollards, Rails (b) Pruning: Twigs, Branches (c) Sweeping: Walkways, Pathways (d) Litter Picking: As needed 	<p>Sixteen people carried out tasks on the day clearing footpaths, pruning and trimming trees and hedges and picking up litter. The improvements were visible which resulted in users of the park giving compliments about the improvements.</p> <p>Other community action day activities will be carried out later in the year.</p>	To develop a deliverable improvement action plan for the park.	<p>Although the day was successful, the activity was done in January and many people didn't turn up owing to the weather conditions. On reflection it would be better to carry out work in the Spring. This is a good example of working in partnership with residents. They take pride in their involvement and welcome the opportunity to contribute to a community asset</p>

Brookvale Park, Day of Action, Stockland Green



Task & Finish Group - Bordesley & Highgate

Location	Challenge	Action	Results	Next Steps	Learning
Gooch Street / Horton Square, Bordesley & Highgate	<p>Aggressive behaviour from rough sleepers.</p> <p>Drug taking behind the shops at Horton Square and at the car park attached to St Martins youth centre.</p> <p>Empty council flats, as hard to find tenants.</p> <p>Flytipping/ rubbish at specific locations including outside of commercial premises.</p> <p>Double yellow parking outside the shops.</p> <p>Groups gathering /drinking on a daily basis.</p> <p>Used syringes found at multiple location across the area including the subway steps.</p>	<p>NAC is leading on a task and finish group agreed through the Local Partnership Delivery Group. Two meetings taken place so far.</p> <p>Highways contacted regarding Cumberland Ave fly tipping and the subway.</p> <p>Parking issue has been passed to the patrolling Civil enforcement team.</p>	<p>Trident reach and BCC Community Safety team have visited the areas to try and engage with the rough sleepers.</p> <p>Updated information shared by the Police and St Martins.</p> <p>Police aware of on-going issues of drug taking and are taking action.</p> <p>Bag searches conducted by waste management & investigation into fly tipping commenced.</p>	<p>3rd task & finish meeting planned 27-3-2023.</p> <p>Waste management non compliance visits to take place with business premises.</p> <p>Property services identified as a key player which need to sit around the table.</p> <p>NAC and Police trying to get residents on board with statements re ASB</p>	<p>Increased departmental and partnership working allows for better responses to complex issues.</p> <p>Getting the right people around the table can be challenging to co-ordinate.</p>

Traders Association - Alum Rock

Location	Challenge	Action	Results	Next Steps	Learning
Alum Rock Road,	Local Traders Association feel frustrated because of their concerns around litter, traffic and crime.	<p>NAC Arranged a meeting with the chair of the trader's association. Concerns noted.</p> <p>Agreed actions on number of issues:</p> <p>Arrange a meeting with the police to discuss 'Chaand Raat' (celebration before Eid)</p> <p>Arrange a meeting with planning to discuss issues around parking / traffic.</p>	<p>Meeting arranged with the local police to discuss 'Chaand Raat' Meeting arranged with planning department, local MP and trader's association.</p>	<p>Look at further actions / concerns raised by the trader's association including:</p> <ul style="list-style-type: none"> -Beggars on Alum Rock Road -Street lighting out in BCC car park 	<p>Connectivity needed between BCC departments and the trader's association including: local residents to address safety and quality of life concerns within the wards. NAC able to bridge that gap.</p>

Fly Tipping, Springfield Road - Sparkhill

Location	Challenge	Action	Results	Next Steps	Learning
Springfield Road, Sparkhill	Overflowing bins/black bags. Bins missed for collection. Black bags/furniture/bric a brac constantly dumped at site	NAC contacted letting agency and managed to trace landlord. Liaised with Landlord, Assistant Service Manager from FWM and Waste Enforcement Officer to highlight the issue.	The landlord decided to erect a fence to prevent further fly tipping on land. Regular bin collection needs were highlighted and arranged by ASM. Any breaches found/filmed by CCTV also installed by landlord were forwarded to enforcement.	The bins are collected regularly and put back. The area is monitored and kept clean. Enforcement have followed up with evidence found. Continue to monitor.	Addressing historical problems requires investing time in working with BCC & partners to design out the problem. NAC resource enables such issues to be unpicked.

Fly Tipping, Springfield Road - Sparkhill



Robberies - Weoley & Selly Oak

Location	Challenge	Action	Results	Next Steps	Learning
Canal from Selly Oak to University	Since January there has been an increase in robberies along the Birmingham to Worcester Canal near the Selly Oak retail park which is situated in the northern part of Weoley and Selly Oak ward. The offenders have been targeting University of Birmingham International students predominantly from the Chinese community. The issue was raised at the Southeast LPDG meeting.	NAC has approached the Chinese Society to put some safety messaging out to the University of Birmingham Students in Mandarin and Cantonese. The message also includes where to go on campus if you feel unsafe, UoB security and the UoB Police Team. The University of Birmingham Police Team have conducted patrols with the Security and Community Safety Team to prevent further offences taking place.	Messaging to be released to campus students shortly.	Identify further partners from the Selly Oak retail park from the private sector who could potentially assist. Commercial premises situated adjacent to the problematic spot and could potentially be a haven for trying to seek safety.	Swift action taken between partners to reduce the number of offences along the stretch of the canal.

St Davids Church - Weoley & Selly Oak

Location	Challenge	Action	Results	Next Steps	Learning
St Davids Church, Shenley Green	NAC approached by St Davids Church Shenley Green about expanding the Welcome Space coffee morning on Thursday mornings and session on Friday to become a warm space. They required funding to expand their provision.	Connected St Davids Church Shenley Green with Community Champion at Asda to access funding opportunities and extra resources that could be secured for the Warm Welcome Space. NAC supported application has been submitted to ASDA Community Fund for £500 NAC has linked St Davids Warm Welcome Space into the others situated around Northfield, Bartley Green, Shenley and Weoley Castle to provide a comprehensive guide of where local people can access further support to help ameliorate the cost of living crisis.	St Davids have secured £500 from the Asda community trust, and this has led to an additional Warm Space coffee morning being open on Tuesdays.	Secure additional funding to maintain the Tuesday warm space for next Winter.	NAC in place to connect local stakeholders together to address a need for the local community.

Great British Spring Clean - Shard End

Location	Challenge	Action	Results	Next Steps	Learning
The Yorkswood, Shard End	Community Payback were looking for projects to take on as part of the Great British Spring Clean	Raised the possibility of a spring clean at NAC steering group and asked for location suggestions. A specific location at the Yorkswood was agreed upon. A walkabout was conducted with the Chair for the Yorkswood Residents Group and the Community Payback Co-ordinator. NAC explored possible facilities for the Community Payback team to use.	Scouts agreed to their facility being used by Community Payback during the project.	Further meeting with Community Payback, Scouts & Yorkswood Resident group to plan day of action.	Using the NAC steering group as a vehicle for localism, allowing residents to pinpoint where services should be delivered.

Neighbourhood Forum - Stockland Green

Location	Challenge	Action	Results	Next Steps	Learning
Slade Road, Stockland Green	<p>High concentration of exempt housing. Particularly concentrated in and around Slade Road and George Road area. This comes with associated ASB.</p> <p>There are limited local community or residents fora where residents could present the issues and work on solutions.</p> <p>Various partners such as the Police, Ward Members, MP and Exempt accommodation officers operate in the area and are trying to resolve the issues.</p>	<p>The NAC set up the Stockland Green Forum in October 2022. The forum meetings enable service providers, stakeholders and residents to discuss neighbourhood issues, and to seek actions to address them.</p> <p>The meetings are well attended with 28 people in attendance at the last meeting. The forum is attended by residents, the Police, Elected Members, Exempt Accommodation Team, Erdington Neighbourhood Network Scheme, Kingstanding Regeneration Trust, Park Keeper and various community groups.</p>	<p>Local issues identified and plans to resolve developed including:</p> <p>Removal of Flytipping items, streets swept and cleaned, litter picked up on streets, rubbish removed from street pavements, bulk collection via mobile household recycling truck.</p> <p>Increased networks and partnerships with various organisations.</p> <p>Direct lines of communication with service providers such as the police and BCC officers.</p> <p>Senior Managers more aware of the local issues.</p> <p>The Exempt accommodation team are gaining more intel allowing for more actions against landlords.</p>	<p>22nd March- Partnership Meeting to look at the street sex trade issue</p> <p>Proposed development of Strategic Partnership meeting with Senior Officers to respond to the Exempt accommodation issue</p>	<p>We are living in a Social Media age where people are able to tell their own stories via various platforms. Most of the times these stories are negative and BCC needs to be able to respond in a positive way to these stories</p> <p>The issues seem to be expanding. In order to make an impact and to start seeing tangible results, the area needs special intervention.</p> <p>Hold regular Forum meetings to feedback to the community on progress and action.</p>

Charity Friends - Kingstanding

Location	Challenge	Action	Results	Next Steps	Learning
Warren Farm Road, Kingstanding	<p>NAC identified a lack of awareness from community organisations about others in the area. This has an impact on residents who need to access services for help. To enable signposting and cohesive partnership working there was a need to bring the charities together.</p> <p>The Charity Friends Networking event was organised as an opportunity to engage and get organisations familiarised with the NAC role and funding, to build a professional rapport with those who work in this sector, and to be able to assist the Community in areas they may need.</p>	<p>In partnership with New Heights, the NAC attended several planning meetings and invited as many organisations and charities as possible that serve the community of the Kingstanding Ward.</p> <p>Developed a presentation, flyer, feedback forms, organised guest speakers and a team building quiz. We aimed to facilitate an informative networking experience.</p>	<p>The Charity Friends Networking event was an overall success. 10 different organisations and a total of 20 people in attendance. The guest speakers were able to bring awareness of initiatives in the area and useful information to enhance or benefit their services. The feedback was positive and most said that the event was informative, useful and beneficial. Many attendees wanted a future event. From the responses received the event has improved the ability to signpost, and work cohesively together to bring effective change in the community.</p> <p>A Charity Friend emailing list has now been created as requested by the attendees, to continue the development of the network.</p>	<p>New Heights and the NAC have discussed the success of the Charity Friends Networking event and possible further collaboration in the future on an annual basis. Charity Friends has the potential to grow and develop into something which will further benefit communities.</p>	<p>The event enabled us to develop and increase the understanding of the services offered within the Ward. It provided the opportunity for organisations to promote the work they undertake and share initiatives and ideas to enhance and improve the environment and change individuals and communities for the better.</p>

Youth Provision - Harborne

Location	Challenge	Action	Results	Next Steps	Learning
Welsh House Farm, Harborne	Youth ASB in the Welsh House Farm area of Harborne. Since Covid, there has been a loss of youth provision in the area and police have received many complaints from the local Golf Club related to youths causing antisocial behaviour on a public path that goes through the facility. Furthermore, there are complaints of youths hanging around the blocks smoking cannabis and causing fear to the residents. There is a real fear that some of the young people are at risk of entering the criminal justice system and so intervention is needed.	Arranged a walkabout around Welsh House Farm to discuss the area and the challenges faced, with the local neighbourhood policing team, an Active Wellbeing representative, The Haven community centre, and the B32 Community representatives (who wanted to explore if anything planned could be replicated in their area), the Co-op Community Champion, some interested residents and the Community Connector from Early Help Edgbaston.	A representative from the Haven Centre led the group around the area, showing first the MUGA and youth pod. The pod was in poor condition internally and we discussed a bid for the NAC small grant funding to replace equipment. Discussed the challenges of the area and the work the Haven do for young people. There was a strong emphasis on asking the youths what precisely they want and working with them directly, which could include re-establishing the old Youth Forum. It was a very positive afternoon and everyone in attendance felt they would be able to contribute to working with the local youths.	A bid for funding has been received from the Haven Centre. The NAC is looking for ways to engage with young people to find out what they want. Liaising with sporting organisations regarding 'taster' sessions at the MUGA to monitor the interest and exploring if any of the popular activities can be formally established within the community. Meeting a boxing club to discuss outreach work with young people. Met with Sported UK who have agreed to introduce the NAC to the relevant department within the FA to see whether they can support any endeavour to establish a football team in the area.	Capitalising on existing community assets and active residents enables provision to be created to address locally identified needs.

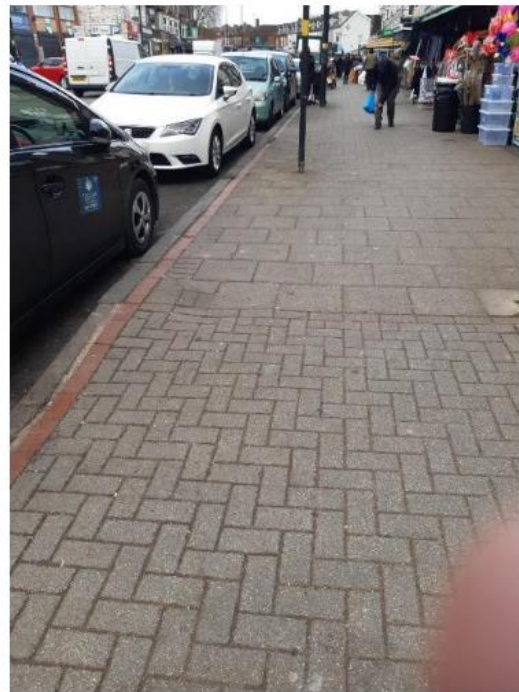
Finchley Park - Kingstanding

Location	Challenge	Action	Results	Next Steps	Learning
Finchley Park, Kingstanding	Youths/gangs are utilising the area to facilitate criminal behaviour. Cars, motorbikes, scooters and stolen goods are being stashed under the overgrown brambles, trees, and hedges. Motor vehicles are being burnt out. Police are reporting a significant number of Anti-Social Behaviour incidents in the park which is also used as an escape route due to the number of entrances. There is no street lighting, dog bins /bins, there are parts which have graffiti, and the park is littered with rubbish.	<p>Working in partnership with West Midlands Police, Local Councillors, Senior Park Ranger, Park Manager, Community Payback, and other partnership agencies. We aim for the community and residents to utilise the park in a more beneficial and productive way. Recognising the need for the park to become a greener, cleaner, safer area.</p> <p>NAC input and attendance at Park visits and monthly catchup meetings. Actions include coordinating the school participation, resident/community consultation and establishing the Friends of Finchley Park.</p>	<p>Together with the Neighbourhood Police a residents consultation letter has been sent out to gather the views and thoughts from the community on how they would like to see and use the park. We have also highlighted the chance for them to be involved in a community/resident's group. Police Cadets posted the letters and responses will be received by email no later than 7th April.</p> <p>NAC working with 3 nearby primary schools who are very interested to be involved in the project, possibly adopting a space for woodland/nature educational projects. NAC arranged to meet with the Senior Park Ranger to see what we can achieve.</p>	<p>Evaluate feedback received from consultation letter</p> <p>Continue to work with local schools & residents to develop the future of the park.</p>	<p>The project is still ongoing but partnership working has been imperative in providing a solution to the community's needs.</p> <p>Going beyond consultation of residents and encouraging active participation in decision making and physical changes to the local park will lead to a greater buy in and a space more in tune with the needs of the local community.</p>

Fly Tipping – Sparkbrook & Balsall Heath East

Location	Challenge	Action	Results	Next Steps	Learning
Stratford Road, Sparkhill	Street vendor cart fly tipped onto Stratford Road.	<p>NAC spoke to traders enquiring if they knew where the cart had come from. One of the traders alleged a specific perpetrator. NAC spoke to them, they denied any knowledge.</p> <p>NAC visited a trader who had CCTV very close to where the fly tipping occurred. Asked to look at the CCTV, which showed the alleged perpetrator had put the vending cart on the highway.</p> <p>NAC spoke to the perpetrator, explained they would be proceeding with their beat walk and to ensure the cart was removed before they returned.</p>	Fly tipping removed.	Continue to monitor the area.	<p>On the ground intel, and joined up work with traders following build up of trust and working relationship invaluable in helping resolve this matter.</p> <p>NAC role enabled this to be resolved before becoming a fly tipping report or an enforcement problem, reducing further workload for other teams.</p>

Fly Tipping – Sparkbrook & Balsall Heath East



Emerging themes

- Impact of the cost of living crisis
- Increasing poverty levels within the city, including energy and digital poverty
- Increased community safety requirements
- Increasing demand for health and wellbeing intervention
- Reducing resources
- The need to effectively engage and communicate within wards and neighbourhoods

SWOT Analysis – November 22

Strengths	RAG Rating	Weaknesses	RAG Rating
Two previous successful Neighbourhood Management programmes and constituency working good practice to draw upon	G	Short-term funding – programme needs to be 3-years as a minimum to have impact	R
Funding in place for a 12-month pilot.	G	Partnering of wards – 2.5 days per week, per ward	R
NAC post developed in partnership with councillors (previous assistant leaders)	G	Danger of delivery focus being too broad	R
Immediate placed based impact. NACs have been able to successfully embed themselves in localities and establish local links with councillors, residents and stakeholders in most cases.	A	Buy-in from service area link officers (cross directorate)	R
		All wards requiring neighbourhood action coordination do not have an officer in place.	R
Opportunities	RAG Rating	Threats	RAG Rating
Learning from the pilot	A	Short-term funding – programme needs to be 3-years as a minimum to have impact	R
Local buy-in from councillors, residents and stakeholders	A	Limited programme, not including all wards	R
Testing new ways of coordinated localised working and interventions	A	Council driven priorities rather than a combination of locally driven and council driven	R
Local area-based intervention funding	A	Lack of buy-in from internal officers (service area link officers), cross directorate.	R
Learning from pilot evaluation to refine the NAC programme.	A		
Exploring the opportunity to extend the programme to other wards, or to redeploy NAC according to new metrics/emerging priorities and needs.	A		

Risk Mitigation

Weaknessess / Threats	Mitigations
Partnering of wards – 2.5 days per week, per ward	Focus delivery on achievable actions. Regular reviews of workloads.
Danger of delivery focus being too broad	Limit actions to ensure capacity for delivery. Regular review of action plans and delivery.
Buy-in from service area link officers (cross directorate)	Working with relevant SALOs to highlight project and build good practice and partnership working going forward.
All wards requiring neighbourhood action coordination do not have an officer in place.	Resources considered as part of 2023/24 budgeting process. Initial evaluation report to be produced to enable wider roll out to be decided
Limited programme, not including all wards	Resources considered as part of 2023/24 budgeting process. Initial evaluation report to be produced to enable wider roll out to be decided
Council driven priorities rather than a combination of locally driven and council driven	Although priorities are identified at council level. Specific actions are identified at local level from community input.
Lack of buy-in from internal officers (service area link officers), cross directorate.	Address any blockages with relevant officers and develop working practises to ensure positive benefit for all services involved.

Feedback

- “[NAC] has been invaluable in the work we do, being the link between council and statutory / non statutory partners means we have achieved more since [NAC] arrived to benefit the community than I was able to so for the 2 years prior. It would be a huge step backwards if the role did not exist.” – **Sergeant Chris Gallon, West Midlands Police**
- “The Tilecross Residents Group are delighted to have the support of [NAC], A bit of fresh air after many years of fighting to get to the right person and to get things done, [NAC] has already made a major difference in the short space of time since working with us. We are really looking forward to the year ahead- onwards and upwards” - **Teresa Minnis, Chair, The Tile Cross Residents Neighbourhood Forum**

Feedback

- I have found it very helpful to have a NAC in post... [NAC] has been very knowledgeable about funding stream and places that can help at Stanhope. [NAC] has networked well and brought organisations together. - **Monica Lee, Community Development Projects and Initiatives Co-ordinator, Birmingham City Council**
- “Our NAC is proving to be a real ‘action woman’ on the ground who can signpost residents to organisations and help. I think Neighbourhood Action Coordinators will pick up valuable LEARNING which I hope will be fed back to enable the Council to also learn what the barriers are we need to push away to get things done locally to make our neighbourhoods better places to live.” – **Councillor Bridle, Glebe Farm & Tile Cross Ward.**



Housing and Neighbourhoods O&S Committee: Work Programme 2022/23

Chair:	Cllr Mohammed Idrees
Deputy Chair:	Cllr Marje Bridle
Committee Members:	Cllrs: Kerry Brewer, Ray Goodwin, Roger Harmer, Saqib Khan, Lauren Rainbow and Ken Wood
Officer Support:	Overview and Scrutiny Manager: Amelia Wiltshire (07825 979253) Scrutiny Officer: Jayne Bowles: (07928 506172) Committee Manager: Mandeep Marwaha (303 5950)

1 Introduction

- 1.1 The remit of the Housing and Neighbourhoods O&S Committee is 'to fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning housing; waste management; neighbourhood management; parks and allotments; localisation; bereavement services and community safety'.
- 1.2 This Committee shall be the Crime and Disorder Committee (Police and Justice Act 2006).
- 1.3 This report provides details of the scrutiny work programme for 2022/23.

2 Recommendations

- 2.1 That the Committee reviews the work programme completed during 2022/23 and recommends any issues that should be carried over or new issues to be included in the Scrutiny Work Programme for 2023/24.

3 Background

- 3.1 *"Scrutiny is based on the principle that someone who makes a decision...should not be the only one to review or challenge it. Overview is founded on the belief that an open, inclusive, member-led approach to policy review...results in better policies in the long run."* (Jessica Crowe, former Executive Director, Centre for Governance and Scrutiny).
- 3.2 Developing an effective work programme is the bedrock of an effective scrutiny function. Done well, it can help lay the foundations for targeted, inclusive and timely work on issues of local importance, where scrutiny can add value. Done poorly, scrutiny can end up wasting time and resources on issues where the impact of any scrutiny work done is likely to be minimal.



- 3.3 As a result, the careful selection and prioritisation of work is essential if the scrutiny function is to be successful, add value and retain credibility.

4 Work Programme

- 4.1 Appendix 1 sets out the work programme for this Committee. This provides information on the aims and objectives, together with lead officers and witnesses, for each item. The attached work programme also includes items to be programmed where dates are still to be confirmed, and any outstanding items including the tracking of previous recommendations.
- 4.2 As the work programmes for the Committees have developed, a number of cross cutting issues have been identified. To avoid duplication, Members will be invited to attend different Overview and Scrutiny Committee meetings for relevant reports. There are no existing cross-cutting issues of relevance to this Committee.

5 Other Meetings

- 5.1 There are no other meetings scheduled at this time.

Call in Meetings:

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

6 Forward Plan for Cabinet Decisions

- 6.1 Since the implementation of the Local Government Act and the introduction of the Forward Plan, scrutiny members have found the Plan to be a useful tool in identifying potential agenda items.
- 6.2 The following decisions, extracted from the CMIS Forward Plan of Decisions, are likely to be relevant to the Housing and Neighbourhoods O&S Committee's remit. Members may wish to consider whether any of these issues require further investigation or monitoring via scrutiny. The Forward Plan can be viewed in full via Forward Plans (cmis.uk.com).



ID Number	Title	Portfolio	Proposed Date of Decision
010451/2022	Affordable Housing – sites for disposal	Leader	25 Apr 23
009213/2021	BMHT Dawberry Fields Road, Passivhaus Development	Housing and Homelessness	25 Apr 23
010906/2023	P0599: Tyseley Energy Recovery Facility, Waste Transfer Stations and Household Waste Recycling Centres – Operate, Maintain & Renewal	Leader	25 Apr 23
010984/2023	Homelessness Prevention Grant Allocation 2023-2025	Housing and Homelessness	25 Apr 23
011214/2023	Single Homelessness Accommodation Programme Bid for Disability Adopted Properties	Housing and Homelessness	16 May 23
007349/2020	Waste Vehicle Replacement Programme	Environment	27 Jun 23
010589/2022	Ladywood Estate Regeneration – Contract Award, FBC and Delivery	Leader	27 Jun 23
010625/2023	Bromford Housing Development, Open Space Improvement, Procurement Strategy and Revised FBC	Housing and Homelessness	27 Jun 23
010707/2023	Stockfield Road Housing Development	Housing and Homelessness	27 Jun 23
011085/2023	Three Cities Whole House Retrofit Pilot – Interim Progress	Housing and Homelessness	27 Jun 23
011222/2023	Private Rented Sector Incentive and Temporary Transformation Resource Investment	Housing and Homelessness	27 Jun 23
011223/2023	Property Acquisition Scheme Extension and Conversion of Exempt Accommodation	Housing and Homelessness	27 Jun 23
011285/2023	Yardley Brook Development – Scheme Update and revised Full Business Case (FBC)	Housing and Homelessness	27 Jun 23
010770/2023	Investment Plan – Housing Rent Account	Housing and Homelessness	05 Sep 23
010840/2023	Housing Revenue Account – Business Plan	Housing and Homelessness	05 Sep 23

7 Legal Implications

7.1 There are no immediate legal implications arising from this report.



8 Financial Implications

8.1 There are no financial implications arising from the recommendations set out in this report.

9 Public Sector Equality Duty

9.1 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

9.2 The Committee should ensure that it addresses these duties by considering them during work programme development, the scoping of work, evidence gathering and making recommendations. This should include considering: How policy issues impact on different groups within the community, particularly those that share a relevant protected characteristic; Whether the impact on particular groups is fair and proportionate; Whether there is equality of access to services and fair representation of all groups within Birmingham; Whether any positive opportunities to advance equality of opportunity and/or good relations between people are being realised.

9.3 The Committee should ensure that equalities comments, and any recommendations, are based on evidence. This should include demographic and service level data and evidence of residents/service-users views gathered through consultation.

10 Use of Appendices

Appendix 1 – Work Programme for 2022/23

HOUSING AND NEIGHBOURHOODS OVERVIEW & SCRUTINY COMMITTEE 2022-23 WORK PROGRAMME

Date of Meeting: 14th July 2022

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (including joint working / links with other O&S Committees)
Cabinet Member Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Jon Lawton, Cabinet Support Officer	Cllr Majid Mahmood, Cabinet Member for Environment	None Required	
Performance	Quarterly Report	Outline Month 2 (May) performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Paul Lankester, Interim Assistant Director, Regulation and Enforcement Darren Share, Assistant Director, Street Scene	None Required	
Performance	Quarterly Report	Report outlining Month 2 (May) performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	Natalie Smith, Head of Service Housing Management Steve Philpott, Head of Service Housing Solutions and Support	None Required	
Work Programme Development	Decision	Discuss work programme for 2022-23 with a particular focus on refining aims and	Amelia Murray, Overview and Scrutiny Manager	Fiona Bottrill, Senior Overview and Scrutiny Manager	None Required	<i>A Cleaner Streets inquiry proposal has been submitted to Co-</i>

		objectives, and any additional topics to consider				<i>ordinating Overview and Scrutiny Committee. This Committee will consider all in-depth inquiry proposals at their July 8th meeting. This will ensure an achievable work programme for 2022-23.</i>
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Final Deadline: Tuesday 5th July 2022

Publication: Wednesday 6th July 2022

Meeting Date: 15 September 2022 (Meeting not held – Items to be considered at meeting 26.09.22)

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Petition – Ban Use of Pesticides	Debate	To debate the Petition and formulate a clear formal resolution on the matter for agreement	Darren Share, Assistant Director, Street Scene	Ms Laura Hackett, Lead Petitioner Cllr Izzy Knowles, Presenting Councillor Cllr Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	The Petition from Bee Friendly Brum was presented to City Council on 12 th July 2022
Delays in birth/ death registrations	Update Report	Provide progress on steps being undertaken to reduce delays in births and deaths registrations, and to develop a new mortuary facility, including a digital autopsy scanner	Paul Lankester, Interim Director, Regulation and Enforcement	Sajeela Naseer, Assistant Director, Regulation and Enforcement	None Required	This has been scheduled in response to Full Council motion – 14 th June 2022. Further to this, it follows on from previous related updates: 10 th March 2022 and 21 st November 2019

Final Deadline: Tuesday 6th September 2022

Publication: Wednesday 7th September 2022

Housing and Neighbourhoods O&S Committee, April 2023 - Appendix 1

Date of Meeting: **Monday 26th September 2022 (Agenda Items re-scheduled from 15th September meeting)**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Petition – Ban Use of Pesticides	Debate	To debate the Petition and formulate a clear formal resolution on the matter for agreement	Darren Share, Assistant Director, Street Scene	Ms Laura Hackett, Lead Petitioner Cllr Izzy Knowles, Presenting Councillor Cllr Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	The Petition from Bee Friendly Brum was presented to City Council on 12 th July 2022
Request for Call-In: Capital Funding Bid for the Proposed Introduction of Car Parking Charging Across Selected BCC Parks	Request for Call-In	To consider whether the Committee should, or should not, exercise its power of Call-In, that is whether to formally request that the Executive reconsiders its decision	Rob James, Strategic Director, City Operations	Cllr Yvonne Mosquito, Cabinet Member for Finance and Resources Cllr Majid Mahmood, Cabinet Member for Environment Rob James, Strategic Director, City Operations	None Required	

Delays in birth/ death registrations	Update Report	Provide progress on steps being undertaken to reduce delays in births and deaths registrations, and to develop a new mortuary facility, including a digital autopsy scanner	Paul Lankester, Interim Director, Regulation and Enforcement	Sajeela Naseer, Assistant Director, Regulation and Enforcement	None Required	This has been scheduled in response to Full Council motion – 14 th June 2022. Further to this, it follows on from previous related updates: 10 th March 2022 and 21 st November 2019
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Publication: Wednesday 16th September 2022

Date of Meeting: Thursday 13th October 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Localisation	Update Report	Provide progress on delivery of the Working Together in Neighbourhoods White Paper, including the Neighbourhood Action Co-ordination programme. Respond to the challenge presented by O&S (27 th January 2022) for a rapid 4-point stocktake – ‘Councillors and Officers’ Review against the 4 Measures of Success set for ‘Working Together in Birmingham’s Neighbourhoods’	Chris Jordan, Assistant Director, Neighbourhoods	<p>Cllr Ian Ward, Leader of the Council</p> <p>Chris Jordan, Assistant Director, Neighbourhoods</p>	None Required	Working Together in Neighbourhoods White Paper: Working Together in Birmingham's Neighbourhoods (White Paper) Birmingham City Council
Cabinet Member for Housing and Homelessness Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Marcia Wynter, Cabinet Support Officer	Cllr Sharon Thompson, Cabinet Member for Housing and Homelessness	None Required	
Housing Strategy 2022-2027	Consultation	Outline the development of the new Housing Strategy. Consider the strategic priorities and workstreams identified and inform the	Julie Griffin, Managing Director, City Housing	Naomi Morris, Housing Modernisation and Partnerships Manager	None Required	

		direction of this strategy's development		Guy Chaundy, Housing Modernisation and Partnerships Manager		
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Final Deadline: Tuesday 4th October 2022

Publication: Wednesday 5th October 2022

Date of Meeting: Thursday 10th November 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Performance	Quarterly Report	Report outlining performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	<p>Paul Langford, Interim Director of Housing Management</p> <p>Gary Messenger, Assistant Director, City Housing Services & Support</p> <p>Steve Wilson, Project Director, Asset Management</p> <p>Stephen Philpott, Acting Head of Housing Solutions and Support Service</p> <p>Natalie Smith, Head of Service for Housing Management</p>	None Required	This will pick up the action from Item 5 (Customer Services and Complaints) at Co-ordinating OSC (23 September 22)
Performance	Quarterly Report	Report outlining performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	<p>Sajeela Naseer, Assistant Director, Regulation and Enforcement</p> <p>Darren Share, Assistant Director, Street Scene</p>	None Required	

Inquiry: Reducing Fly-tipping	Tracking	Provide further clarification on Recommendations R01 and R03. Consider if the Inquiry is concluded.	Darren Share, Assistant Director, Street Scene	Cllr Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	Further information has been requested in relation to the progress of these recommendations at the meeting in March 2022. For background, this Inquiry was approved at Full Council on 2 nd February 2021.
Cleaner Streets	Evidence-gathering	Understand what best practice looks like in other Local Authorities and how this is achieved Explore how Cleaner Streets services are delivered, in particular in relation to localisation. Consider how this could inform future service delivery in Birmingham	Amelia Murray, Overview and Scrutiny Manager	Local Authority presentation (Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	This is part of a series of closed sessions to be held immediately after the Overview and Scrutiny Committee

Final Deadline: Tuesday 1st November 2022

Publication: Wednesday 2nd November 2022

Date of Meeting: Thursday 15th December 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Cabinet Member for Social Justice, Community Safety and Equalities Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Marcia Wynter, Cabinet Support Officer	Cllr John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities	None Required	
Birmingham Community Safety Partnership Report	Annual Report	<p>Discharge the statutory requirement as the Crime and Disorder Committee to receive an annual report from the Birmingham Community Safety Partnership</p> <p>Provide an overview of the Community Safety strategy and key headlines for the past 12 months</p>	Waqar Ahmed, Assistant Director for Community Safety and Resilience	<p>Cllr John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities</p> <p>Chief Superintendent Mat Shaer, West Midlands Police</p> <p>Waqar Ahmed, Assistant Director for Community Safety and Resilience</p> <p>Pamela Powis, Senior Service Manager, Safer Places</p>	None Required	

Informal Session

Cleaner Streets	Evidence-gathering	<p>Understand what best practice looks like in other Local Authorities and how this is achieved.</p> <p>Explore how Cleaner Streets services are delivered, in particular in relation to localisation.</p> <p>Consider how this could inform future service delivery in Birmingham</p>	Amelia Murray, Overview and Scrutiny Manager	<p>Local Authority presentation</p> <p>(Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment</p> <p>Darren Share, Assistant Director, Street Scene</p>	None Required	This is part of a series of informal sessions to be held immediately after the Overview and Scrutiny Committee
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Final Deadline: Tuesday 6th December 2022

Publication: Wednesday 7th December 2022

Date of Meeting: Thursday 12th January 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Inquiry: Reducing Fly-tipping	Tracking	Provide further clarification on Recommendation, R01. Consider if the Inquiry is concluded.	Darren Share, Assistant Director, Street Scene	Councillor Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	Further information has been requested in relation to the progress of these recommendations at the meeting in November 2022. For background, this Inquiry was approved at Full Council on 2 nd February 2021.
Inquiry: Reducing Fly-tipping	Tracking	Provide further clarification on Recommendation, R03. Consider if the Inquiry is concluded.	Darren Share, Assistant Director, Street Scene	Councillor Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	Further information has been requested in relation to the progress of these recommendations at the meeting in November 2022. For background, this Inquiry was approved at Full Council on 2 nd February 2021.
Community Safety – Re-deployable CCTV Cameras	Follow-up Report	To provide further information on the Community Safety re-deployable CCTV cameras, to include the process and its timescales.	Waqar Ahmed, Assistant Director, Community Safety and Resilience	Pam Powis, Senior Service Manager, Community Safety Team	None Required	Requested at the 15 th December 2022 meeting when Members considered the Birmingham Community Safety Partnership Annual Report.

Informal Session

Cleaner Streets	Evidence-gathering	<p>Understand what best practice looks like in other Local Authorities and how this is achieved.</p> <p>Explore how Cleaner Streets services are delivered, in particular in relation to localisation.</p> <p>Consider how this could inform future service delivery in Birmingham.</p>	Amelia Murray, Overview and Scrutiny Manager	<p>Local Authority presentation</p> <p>(Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment</p> <p>Darren Share, Assistant Director, Street Scene</p>	None Required	This is part of a series of informal sessions to be held immediately after the Overview and Scrutiny Committee
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Final Deadline: Friday 23rd December 2022

Publication: Wednesday 4th January 2023

Date of Meeting: Thursday 16th February 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Performance	Performance Management	Report outlining performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	Paul Langford, Interim Director of Housing Management	None Required	This will pick up the action from Item 5 (Customer Services and Complaints) at Co-ordinating OSC (23 September 22). It will also pick up the request agreed in Item 7 at the OSC on 15 December to include Housing Ombudsman decisions against the Council, amounts paidn and a commentary from Housing on the causes.
Performance	Performance Management	Report outlining performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Sajeela Naseer, Assistant Director, Regulation and Enforcement Darren Share, Assistant Director, Street Scene	None Required	
Cleaner Streets	Policy Development	To propose recommendations following the informal sessions with Derby,	Amelia Murray, Overview and Scrutiny Manager	Cabinet Member for Environment, Councillor Majid Mahmood	None Required	This follows the three previous informal sessions and the

		Rochdale and Wigan Councils on Cleaner Streets, specifically litter, street cleansing and graffiti		Darren Share, Assistant Director Street Scene		recommendation setting meeting on 16 January.
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Final Deadline: Tuesday 7th February 2023

Publication: Wednesday 8th February 2023

Date of Meeting: Thursday 16th March 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Voids – Improving Standards	Policy Review	<p>To understand the current position of void standards for Birmingham City Council including a description of the current standard and how the service is performing.</p> <p>To outline the transformation plan for voids and its objectives. What will this transformation look like? What progress has been made to date and what impact has it made? What will be happening in the future? What are the challenges the service faces to realise its transformation plan?</p>	Paul Langford, Interim Strategic Director, City Housing	<p>Councillor Sharon Thompson, Cabinet Member for Housing and Homelessness</p> <p>Asha Patel, Repairs & Maintenance Project Lead</p> <p>Natalie Smith, Head of Service, Housing Management</p>	Members have participated in visits to Birmingham City Council properties in advance of this session	This is the first of a two part item. The second part will follow in April.

Final Deadline: Tuesday 7th March 2023

Publication: Wednesday 8th March 2023

Date of Meeting: Thursday 13th April 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Localisation	Holding the Executive to Account	Provide progress on delivery of the Working Together in Neighbourhoods White Paper, to include case studies from the Neighbourhood Action Co-ordinator Programme pilot in the 22 wards.	Chris Jordan, Assistant Director, Neighbourhoods	<p>Cllr Ian Ward, Leader of the Council</p> <p>Karen Cheney, Head of Service, Neighbourhood Development and Support Unit</p> <p>Edmund Crosher-Markwell, Community Support and Development Officer</p>	None Required	<p>Working Together in Neighbourhoods White Paper: <u>Working Together in Birmingham's Neighbourhoods (White Paper) Birmingham City Council</u></p> <p>Progress Report presented in October: <u>Localisation Update 13 October 2022</u></p>
Inquiry: Reducing Fly-tipping	Follow-up report	To provide further information in relation to Cameras and Prosecution Strategies	Darren Share, Assistant Director, Street Scene	<p>Cllr Majid Mahmood, Cabinet Member for Environment</p> <p>Darren Share, Assistant Director, Street Scene</p>	None Required	<p>Tracking was completed in January 2023, however Members requested that further reports be brought back to a future meeting to address outstanding points in relation to Cameras and Prosecution Strategies.</p> <p>Legal Services have also been invited to attend.</p>

Cleaner Streets	Policy Development	To provide a formal response to the Committee's recommendations and "What does success look like" with a step-by-step implementation plan and timescales	Jon Lawton, Cabinet Support Officer	Cllr Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	The report and recommendations were agreed by Committee at the February meeting.
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Final Deadline: Friday 31st March 2023

Publication: Monday 3rd April 2023

TO BE SCHEDULED:

1. Voids – Improving Standards
2. Tenant Engagement Strategy
3. Affordable Housing Plan
4. Final Nature Recovery Strategy to be brought back to committee (following debate on Petition: Ban Use of Pesticides on 26th September 2022)
5. Selective and Additional Licensing Schemes for Private Rented Sector
6. Flats above shops
7. Further Update on Bereavement Services – as requested in September 2022 Committee

