

Report of:	Cabinet Member for Inclusion and Community Safety
To:	Neighbourhood and Community Safety Overview and Scrutiny Committee
Date:	15 October 2015

Progress Report on Implementation:

Review Information

Date approved at City Council:	5 February 2013
Member who led the original review:	Councillor Waseem Zaffar MBE JP
Lead Officer for the review:	Rebecca Short, Scrutiny Office
Date progress last tracked:	11 November 2014

1. In approving this Review the City Council asked me, as the appropriate Cabinet Member for Inclusion and Community Safety, to report on progress towards these recommendations to this Overview and Scrutiny Committee.
2. Details of progress with the remaining recommendations are shown in Appendix 2.
3. Members are therefore asked to consider progress against the recommendations and give their view as to how progress is categorized for each.

Appendices

1	Scrutiny Office guidance on the tracking process
2	Recommendations you are tracking today
3	Recommendations tracked previously and concluded

For more information about this report, please contact

Contact Officer:	Marcia Wynter
Title:	Cabinet Support Officer
Telephone:	0121 464 6603
E-Mail:	Marcia.wynter@birmingham.gov.uk

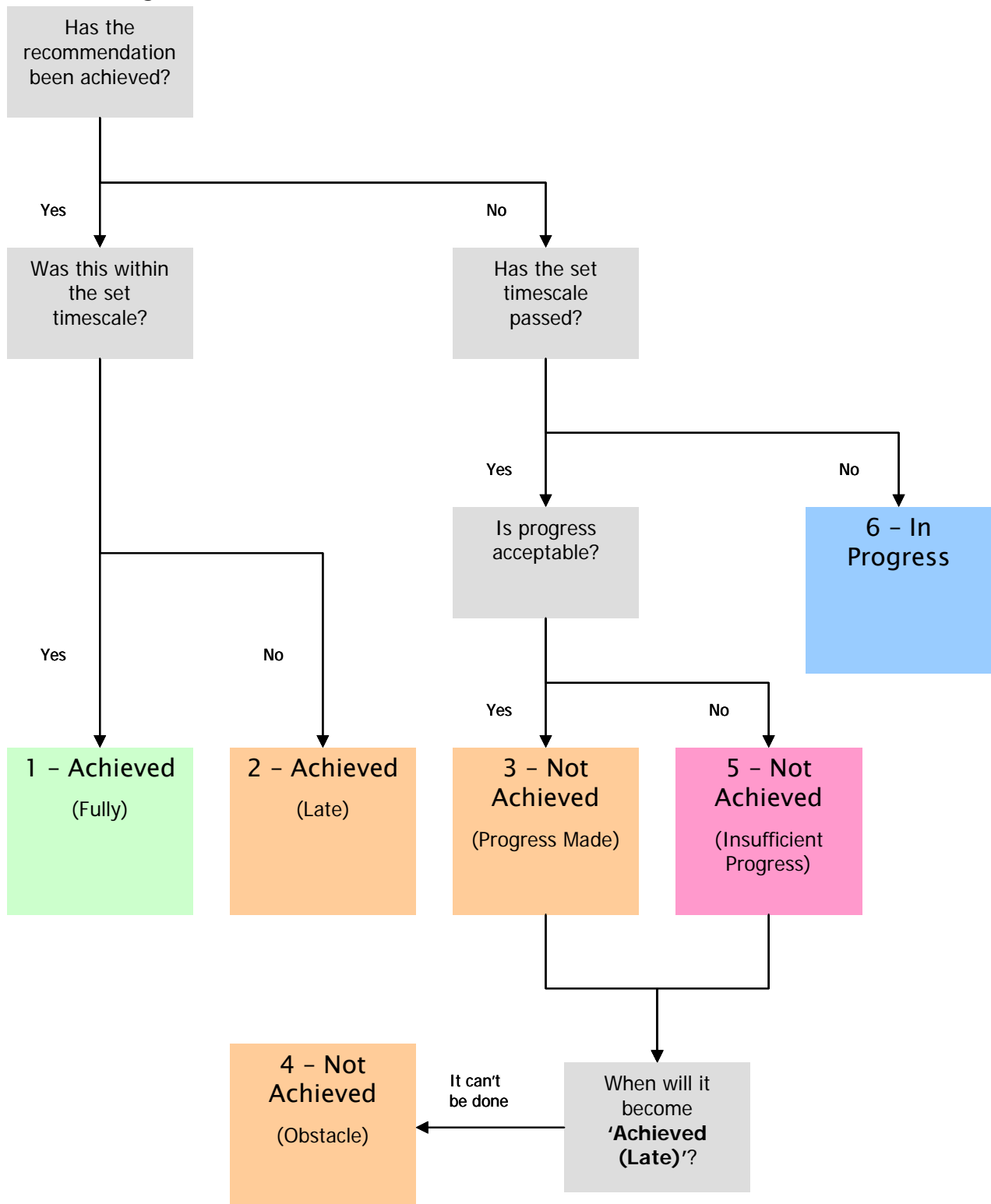
Appendix 1: The Tracking Process

In making its assessment, the Committee may wish to consider:

- What progress/ key actions have been made against each recommendation?
- Are these actions pertinent to the measures required in the recommendation?
- Have the actions been undertaken within the time scale allocated?
- Are there any matters in the recommendation where progress is outstanding?
- Is the Committee satisfied that sufficient progress has been made and that the recommendation has been achieved?

Category	Criteria
1: Achieved (Fully)	The evidence provided shows that the recommendation has been fully implemented within the timescale specified.
2: Achieved (Late)	The evidence provided shows that the recommendation has been fully implemented but not within the timescale specified.
3: Not Achieved (Progress Made)	The evidence provided shows that the recommendation has not been fully achieved, but there has been significant progress made towards full achievement. An anticipated date by which the recommendation is expected to become achieved must be advised.
4: Not Achieved (Obstacle)	The evidence provided shows that the recommendation has not been fully achieved, but all possible action has been taken. Outstanding actions are prevented by obstacles beyond the control of the Council (such as passage of enabling legislation).
5: Not Achieved (Insufficient Progress)	The evidence provided shows that the recommendation has not been fully achieved and there has been insufficient progress made towards full achievement. An anticipated date by which the recommendation is expected to become achieved must be advised.
6: In Progress	It is not appropriate to monitor achievement of the recommendation at this time because the timescale specified has not yet expired.

The Tracking Process



Appendix 2: Progress with Recommendations

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R01	The Register Office should be supported (with the support of the private sector in Birmingham) in developing a 'welcome pack' for new citizens in Birmingham, including signposting options to community groups, other support and general information about Birmingham.	Leader	September 2013	2 – Achieved (late)
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>Jacqui Kennedy, Director of Regulation and Enforcement attended the last meeting to outline proposals for a multi-agency short life working group with Corporate Communications, Customer Services and Marketing Birmingham to develop the outline, framework and options for a 'Welcome to Birmingham' welcome Pack.</p> <p>The original plan was to develop a printed booklet at nil cost to the Council through the sale of advertising contained within it. The working group decided that this would not be practical as the production of a printed booklet containing various different pieces of information on a broad range of services and support (some that are not directly offered by the City Council) would suffer from the same difficulties as any printed guide. The information would become out of date or need changing almost the instant it is published. There would also be cost implications for design and printing and potentially distribution.</p> <p>The group agreed that it would be more practical and cost effective to provide improved signposting in the form of a leaflet. The leaflet will signpost people to a 'Welcome to Birmingham' web page on birmingham.gov.uk. This would sit alongside a generic 'Welcome to the UK' letter and information brief that is provided to us from the Home Office in the citizenship ceremony packs. At this stage the flyer is focused on new citizens to the UK registering in Birmingham. Following government guidance the leaflet will be printed in English however, if requested will this can be provide in the requested language.</p> <p>It was identified that work would need to be carried out to ensure the welcome to Birmingham web page is easy to navigate from the home page. The corporate web team is fully supportive of updating the webpage and giving it more prominence on the City Council's web site. This will require a review of existing information currently held. Completion of work on the web page is planned for 9th October 2015.</p> <p>The web page at present signposts people to online application forms for key services .The intention is to include links to external organisations such as faith map for faith based groups, and the Birmingham Voluntary Services Council for community based groups. In Summary there would be a number of links to pages that can help people looking for a diverse range of information.</p> <p>Signposting people to the web is in line with the Council's print by exception policy and the Council's channel shift policy to get more people to access information on line as opposed to more traditional methods such as by phone or paper copy leaflets and brochures .</p> <p>Leaflet is attached in appendix 1</p>				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R08	In his role in challenging service areas to meet cohesion and equality objectives, the Cabinet Member should encourage a move away from focusing on groups based on a single demographic, towards one which focuses on community based on locality or neighbourhood, so that competing needs and entitlements can be discussed and balanced. Districts will be key in helping this happen. Where specific support to one particular group is needed, this should be on a task and finish basis.	Cabinet Member for Inclusion & Community Safety (working with Executive Members for Local Services)	September 2013	2 – Achieved (late)

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

District Committees have been issued with new guidance agreed at Cabinet on 27 July 2015 setting out their remit to shape community plans that reflect the needs and priorities of their area and communities coexisting within their area. This also included a power to undertake a Neighbourhood Challenge which is a scrutiny of public service outcomes and priorities giving a wide ranging authority to District Communities to review a range of matters including community cohesion.

Alongside this, the new constitution agreed at Council at the May 2015 AGM affords District Committees general wellbeing powers, in effect a delegation of wider powers afforded to local authorities in the 2000 Local Government Act and 2011 Localism Act to promote the social, economic and environmental wellbeing of local communities.

Therefore, District Committees have been empowered to progress and act on issues around cohesion and neighbourhood management enabling them to highlight issues of place and community in their community plans for public sector agencies to respond to and subsequently track process through the process of Neighbourhood Challenge.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R09	The City Council should explore how all schools can be encouraged to incorporate teaching about local history and cultures into the curriculum. This could include: exploring the potential for holding a Brummie history week with special emphasis on work in schools and colleges, in order to raise awareness of the development of Birmingham, its achievements and how different cultures and groups have contributed to the city; exploring the potential for the development of resource packs to support teachers in delivering aspects of the curriculum eg history of a range of cultures, citizenship with a local focus; encouraging "twinning" between schools in different parts of the city to enable schools to share information and learn from one another.	Cabinet Member for Children and Family Services supported by Cabinet Member for Inclusion and Community Safety Referred to Cabinet Member for Skills, Learning & Culture	September 2013	2 – Achieved (late)

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

It was agreed at the last meeting that Councillor Holbrook would attend to provide an update on Birmingham Heritage Week which took place between 10 – 17 September when Birmingham's rich and diverse heritage was celebrated with activities ranging from exhibitions and concerts through to trails and talks.

Appendix ③: Concluded Recommendations

These recommendations have been tracked previously and concluded.

They are presented here for information only.

concluded

No.	Recommendation	Responsibility	Date Concluded by Overview and Scrutiny Committee	Tracking Assessment
R02	The City Council should explore the appetite to achieve City of Sanctuary status with organisations across the city, and strive towards gaining this title if supported.	Cabinet Member for Social Cohesion and Equalities	November 2013	1
R03	In reviewing the objectives and organisation of the Social Cohesion Forum, the Cabinet Member should ensure that the forum is reflective and representative of all communities in the city, including young people, females and white communities.	Cabinet Member for Social Cohesion and Equalities	November 2013	1
R04	Council Committees and external boards should be more representative of the city as a whole. The City Council should look into how this can be achieved.	Leader	November 2014	4
R05	Better communication around how organisations and individuals can engage with council processes is needed. Ways to achieve this should be explored and in particular each ward should have a clear strategy on how to engage local communities.	Cabinet Member for Social Cohesion and Equalities (working with Executive Members for Local Services)	May 2014	2
R06	That the Executive sets out how it intends to use social media to increase engagement in City Council's democratic activities, taking into account issues raised in this report, the District & Public Engagement OS& Committee's report on Devolution, and the Governance, Resources & Member Development's report on Public Engagement in Council Meetings.	Deputy Leader	November 2013	1
R07	The Cabinet Member should aim to increase transparency with regards to the support given to community groups, to negate the perception that only specific groups receive support from the City Council. This should include: Establishing a set of criteria which requests for support are matched against; Making this criteria widely available; Making a list of the supported groups publicly available alongside reasons for this support.	Cabinet Member for Social Cohesion and Equalities (working with Executive Members for Local Services)	November 2013	1
R10	The City Council should explore how to integrate a common strand into major Birmingham events that promotes awareness and history of local communities.	Leader	November 2013	1
R11	The City Council should explore opportunities for handmade and food markets to be re-established in Birmingham and examine how these can be taken into different parts of the city.	Deputy Leader	November 2014	2
R12	The City Council should re-examine its communication methods to ensure that arts, sports, cultural and other events are better promoted across the city.	Deputy Leader	November 2013	1

These recommendations have been tracked previously and concluded. They are presented here for information only.

concluded

No.	Recommendation	Responsibility	Date Concluded by Overview and Scrutiny Committee	Tracking Assessment
R13	The City Council should develop a programme of work to further raise the profile of Birmingham internally amongst residents. This should include a focus on events which are of local, regional and national significance as well as the success of local people.	Leader	May 2014	2
R14	An assessment should be made to determine whether an Ambassadors programme could be usefully re-introduced into Birmingham.	Leader	November 2014	2
R15	An assessment of progress against the recommendations and suggestions made in this report should be presented to Scrutiny.	Cabinet Member for Social Cohesion and Equalities	November 2013	1

Welcome to Birmingham

Are you new to the city of Birmingham but don't know where to start to find useful information?

We can point you in the right direction.

Birmingham.gov.uk/welcome

Packed full of useful web links to information including:

- Birmingham City Council services (for example paying Council Tax or applying for school places)
- Health services in Birmingham
- Faith organisations in Birmingham
- Community organisations in Birmingham

And even

- Interesting facts about Birmingham

Visit our Facebook page or follow us on Twitter:

 /birminghamcitycouncil

 @bhamcitycouncil

DRAFT



Birmingham City Council

DO IT ONLINE ANYTIME

Use the following shortcuts on **birmingham.gov.uk** to find out more about popular council services:



Council tax

Council tax payment – **birmingham.gov.uk/directdebit**

Change of address or other personal details – **birmingham.gov.uk/changeincircs**

Birmingham City Council online account

Login / register – **online.birmingham.gov.uk**

Online forms – **birmingham.gov.uk/doitonline**

Housing repairs – **birmingham.gov.uk/housingrepairs**

Rubbish and recycling

Garden waste – **birmingham.gov.uk/greenrecycling**

Bulky waste – **birmingham.gov.uk/bulkywaste**

Fly tipping – **birmingham.gov.uk/fly-tipping**

Missed collections – **birmingham.gov.uk/refuse**

Transport and streets

Parking or bus lane fines – **birmingham.gov.uk/pcn**

Park and pay by phone – **parkmobile.co.uk**

Potholes and other road problems – **birmingham.gov.uk/roadrepair**

Planning

Planning applications and comments – **birmingham.gov.uk/planningapplications**

Planning breaches – **birmingham.gov.uk/planningenforcement**

Planning appeals – **birmingham.gov.uk/planningappeals**

Leisure

Leisure centre memberships – **birmingham.gov.uk/leisurecard**

Leisure centres – **birmingham.gov.uk/leisurecentres**

Libraries – **birmingham.gov.uk/libraries**

Library catalogue – **birmingham.gov.uk/libcat**



UK Visas & Immigration

Message from the Home Secretary



Her Majesty The Queen has asked me to welcome you on behalf of Herself, the British Government and your fellow citizens into our national community.

I hope that in the years to come you will look back with pride on your decision to become a British Citizen.

The talents, background and experiences you are bringing are very important to us. As a full and equal citizen I know that you will help to make the United Kingdom a more prosperous, generous and open society. A society in which we recognise and respect each other's cultures and faiths against a background of democracy, law and tolerance.

Today our country is home to many races and ethnic groups. We are united by shared values, our respect for education and learning, and our willingness to listen to different points of view but also together to seek the common good.

There is much that is good in British society. And together, working as a community, we can make it even better.

There are many ways to participate in the social and political life of our country. I hope that you will use your vote, take part in the political process, and play an active part in your local communities.

Together we can all ensure that Britain in the 21st century continues to be a decent and open society, respected across the world.

Best wishes

Theresa May



Care of certificates of registration and naturalisation

The certificate of registration or naturalisation constitutes legal evidence of your acquisition of British citizenship and should be carefully preserved. It should not be unofficially altered or LAMINATED as, in this condition, it will not be accepted as evidence of citizenship by Her Majesty's Passport Office. A fee will be charged for the provision of a replacement certificate, please check UK Visa & Immigrations Agency website for current price.

Dual nationality

What if I have more than one nationality?

British nationality law allows you to retain any other nationality you may already hold. However, some countries do not allow dual nationality. If you were a national of a country which does not allow dual nationality, the authorities of that country may either regard you as having lost that nationality or may refuse to recognise your new nationality status.

What can I do about it?

If you are planning to visit the country of your old nationality and you are not sure whether you have lost your old nationality, there is a way to find out. Before you travel ask the nearest Consulate or High Commission for that country in the United Kingdom. If you have not lost the old nationality and you want to renounce it, ask them what you have to do.

Does this affect my husband or wife and children?

Under the nationality laws of some countries but not under British nationality law, a married person automatically has the partner's nationality and the children have the parents nationality wherever they are born. So if your wife, husband or child is visiting the country of your old nationality this leaflet applies to them too.

Why is this important?

Suppose you have kept the other nationality and visit the country concerned. International law allows the authorities of that country to treat you while you are there as if that is your only nationality. The British representative there cannot give you assistance or protection against those authorities.

Right of abode in the United Kingdom – note for British Citizens

All British citizens have the right of abode in the United Kingdom. If, as a British citizen, you wished to travel on a **non-British** passport it must be endorsed to show that you have right of abode. Otherwise, you might experience difficulty proving your right to be re-admitted to the United Kingdom.

Certificates of entitlement to the right of abode are issued by the Home Office to applicants to the United Kingdom and by the appropriate British representative to applicants abroad. A fee is payable in both cases. **Certificates can only be issued to someone who does not have a British passport describing them as a British citizen or British subject with right of abode.** A certificate will cease to be valid once the passport it is attached to expires and cannot be transferred from one passport to another.

For information on current processing times, information about fees or other matters, contact the Nationality Call Centre on 0845 010 5200. British citizens who are overseas should write to their nearest British representative. Please make sure that any application is made in good time before you wish to travel.



UK Visas
& Immigration

You can now apply for a British Passport

**Congratulations on becoming a British Citizen.
You are now eligible to apply for a British Passport.**

How to get a passport application form

Her Majesty's Passport Office (HMPO) has one standard form for all types of individual passport applications. It comes with full instructions, whether you fill in the paper version or complete it online.

You can get the form in four ways. You can:

- complete the application form online, in which case HMPO will print out the completed form and send it to you to sign and return with the supporting documents;
 - collect it from a Post Office branch that offers the Check & Send service;
 - request an application form online and HMPO will send it to you in the post;
 - call the Passport Adviceline 0300 222 0000 and ask HMPO to send it to you in the post.
-

How to apply

There are two ways for you to apply:

By post

Use the addressed envelope that comes with the passport application pack.

Through the Check & Send service

This service is available at certain post office branches. You will need to pay the post office an extra fee for this service.

Please allow six weeks for your application to be processed

If you are an adult applying for your first British passport, or a child who is likely to become 16 before HMPO can issue your passport, you are likely to need to have an identity interview. You should apply in the normal way and HMPO will write to tell you how to make an appointment for an identity interview. The interview will help HMPO confirm your identity, help protect you from identity theft and improve passport security.

Fast Track service

The Fast Track service is not available for first time adult passports. It is only available for first time child passports by appointment and these can be made by calling Her Majesty's Passport Office Adviceline on 0300 222 0000.

Filling in your passport application form

Please ensure that you complete the form in full accordance with the guidance booklet that comes with the passport application pack. For all applications you must send:

- your correctly filled-in application form;
- two recent passport photos;
- the correct fee; and
- your naturalisation or registration certificate. This must be submitted with your application and its details should be stated on the passport application form. Photocopies of your certificate are not acceptable.

Please note: Her Majesty's Passport Office will not issue a passport unless you have correctly completed the form and enclosed the necessary documents, the correct fee and photographs. We advise you not to book any travel arrangements until you receive your new passport.

if you need more help or information you can:

- visit the HMPO website at info@hmpo.gov.uk;
 - call Her Majesty's Passport Office Adviceline on 0300 222 0000. Calls to this number are charged at your network provider's national rate;
 - e-mail the Identity and Passport Service at info@hmpo.gov.uk
-