BIRMINGHAM CITY COUNCIL

MEETING OF THE CITY COUNCIL

TUESDAY, 07 FEBRUARY 2023 AT 14:00 HOURS
IN COUNCIL CHAMBER, COUNCIL HOUSE, VICTORIA SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING

Lord Mayor to advise 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 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.

5 - 72

3 **MINUTES**

To confirm and authorise the signing of the Minutes of the meeting of the Council held on 10 January 2023.

4 **LORD MAYOR'S ANNOUNCEMENTS**

(1400-1410)

To receive the Lord Mayor's announcements and such communications as the Lord Mayor may wish to place before the Council.

5 **PETITIONS**

(10 minutes allocated) (1410-1420)

To receive and deal with petitions in accordance with Council Rules of Procedure (B4.4 E of the Constitution)

As agreed by Council Business Management Committee a schedule of outstanding petitions is available electronically with the published papers for the meeting and can be viewed or downloaded.

6 **QUESTION TIME**

(70 minutes allocated) (1420-1530)

To deal with oral questions in accordance with Council Rules of Procedure (B4.4 F of the Constitution).

A. Questions from Members of the Public to any Cabinet Member or Ward Forum Chair (20 minutes)

B. Questions from any Councillor to a Committee Chair, Lead Member of a Joint Board or Ward Forum Chair (up to 10 minutes)

C. Questions from Councillors other than Cabinet Members to a Cabinet Member (up to 20 minutes)

D. Questions from Councillors other than Cabinet Member to the Leader or Deputy Leader (up to 20 minutes)

7 **APPOINTMENTS BY THE COUNCIL**

(5 minutes allocated) (1530-1535)
To make appointments to, or removal from, committees, outside bodies or other offices which fall to be determined by the Council.

73 - 94

8 **ANNUAL REPORT: 2021-22 AUDIT COMMITTEE**

(30 minutes allocated) (1535-1605)

Councillor Fred Grindrod to move the following recommendation:

"That the report be noted".

95 - 118

9 **SCRUTINY BUSINESS REPORT**

(40 minutes allocated) (1605-1645)

Councillor Sir Albert Bore to move the following recommendation:

"That the report be noted".

(break 1645-1715)

119 - 184

10 **ROUTE TO NET ZERO ANNUAL REPORT 2022**

(30 minutes allocated) (1715-1745)

Councillor Majid Mahmood to move the following recommendation:

"That the report be noted".

185 - 188

11 **MOTIONS FOR DEBATE FROM INDIVIDUAL MEMBERS**

(90 minutes allocated) (1745-1915)

To consider the attached Motions of which notice has been given in accordance with Council Rules of Procedure (B4.4 G of the Constitution).

MEETING OF BIRMINGHAM CITY COUNCIL, TUESDAY, 10 JANUARY 2023

MINUTES OF THE MEETING OF BIRMINGHAM CITY COUNCIL HELD ON TUESDAY, 10 JANUARY 2023 AT 1400 HOURS IN THE COUNCIL CHAMBER, COUNCIL HOUSE, BIRMINGHAM

PRESENT:- Lord Mayor (Councillor Maureen Cornish) in the Chair.

Councillors

Alex Aitken
Deirdre Alden
Robert Alden
Gurdial Singh Atwal
Raqeeb Aziz
Shabina Bano
David Barker
David Barrie
Baber Baz
Matt Bennett
Jilly Bermingham
Marcus Bemasconi
Sir Albert Bore
Nicky Brennan
Kerry Brewer
Marje Bridle
Martin Brooks
Mick Brown
Zaker Choudhry
Debbie Clancy
Liz Clements
John Cotton
Phil Davis
Jack Deakin
Adrian Delaney
Diane Donaldson
Barbara Dring
Jayne Francis
Sam Forsyth
Ray Goodwin
Rob Grant
Colin Green
Fred Grindrod
Roger Harmer
Deborah Harries
Kath Hartley
Adam Higgs
Des Hughes
Jon Hunt
Mumtaz Hussain
Mahmood Hussain
Shabrana Hussain
Timothy Huxtable
Mohammed Idrees
Zafar Iqbal
Katherine Iroh
Ziaul Islam
Morriam Jan
Kerry Jenkins
Meirion Jenkins
Brigid Jones
Jane Jones
Amar Khan
Ayoub Khan
Saqib Khan
Izzy Knowles
Narinder Kaur Kooner
Kirsten Kurt-Elli
Chaman Lal
Bruce Lines
Mary Locke
Ewan Mackey
Basharat Mahmood
Majid Mahmood
Rashad Mahmood
Lee Marsham
Karen McCarthy
Saddak Miah
Shehla Moledina
Gareth Moore
Simon Morrall
Yvonne Mosquito
Richard Parkin
Rick Payne
David Pears
Miranda Perks
Rob Pocock
Julien Pritchard
Hendrina Quinnen
Lauren Rainbow
Darius Sandhu
Kath Scott
Shafique Shah
Rinkal Shergill
Sybil Spence
Ron Storer
Saima Suleman
Jamie Tennant
Sharon Thompson
Paul Tilsley
Lisa Trickett
Ian Ward
Ken Wood
Waseem Zaffar

****

NOTICE OF RECORDING

71 The Lord Mayor advised that the meeting would be webcast for live and subsequent broadcasting via the Council's internet site and that members of the press/public may record and take photographs except where there were confidential or exempt items.

DECLARATIONS OF INTERESTS

72 The Lord Mayor reminded Members that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at the meeting.

Councillor Ian Ward declared a non-pecuniary interest in relation to agenda item 6A (Questions from Members of the Public to any Cabinet Member or Ward Forum Chair). Councillor Ward's partner was an employee of Birmingham City Council and so he would leave the Chamber for this section of the agenda.

MINUTES

It was moved by the Lord Mayor, seconded and –

73 **RESOLVED:**

That the Minutes of the City Council meeting held on 6 December 2022 be taken as read and confirmed and signed.

LORD MAYOR'S ANNOUNCEMENTS

1 Death of Former Councillor Honorary Alderman George Bamford

The Lord Mayor indicated her first announcement related to former Councillor, Honorary Alderman George Bamford, who passed away on 23 November 2022.

George served as a Councillor for Saltley Ward from 1971 to 1975 and Kingsbury Ward from 1986 to 2002, during which time, he served on numerous Committees and Sub-Committees, some as Chair, as well as a number of outside bodies and charities. He became an Honorary Alderman on 14 May 2002.

George leaves behind his close friends Jonathan and Mairead Ritchie; and Council extended to them their deepest condolences.

It was moved by the Lord Mayor, seconded and:-

74 **RESOLVED**:-

That this Council placed on record its sorrow at the death of former Councillor, Honorary Alderman George Bamford and its appreciation of his devoted service to the residents of Birmingham. The Council extended its deepest sympathy to George's friends in their sad bereavement."

Members and officers stood for a minute's silence, following which a number of tributes were made by Members.

2 Death of Former Councillor Honorary Alderman Thelma Cooke

The Lord Mayor indicated her second announcement related to former Councillor, Honorary Alderman Thelma Cooke, who passed away peacefully at Walsgrave Hospital on 22 December 2022, having reached her 94th Birthday two days earlier.

Thelma served as a Councillor for Perry Barr Ward from 1973 to 1990, during which time, she served on numerous Committees and Sub-Committees, some as Chair, as well as numerous of outside bodies and charities.

She became an Honorary Alderman on the 15 May 1990.

Thelma leaves behind 3 children – Carol, Lydia and Andrew – 7 grandchildren and 5 great-grandchildren and Council extended to them their deepest condolences.

It was moved by the Lord Mayor, seconded and:-

75 **RESOLVED**:-

That the Council placed on record its sorrow at the death of former Councillor, Honorary Alderman Thelma Cooke and its appreciation of her devoted service to the residents of Birmingham. The Council extended its deepest sympathy to Thelma's family in their sad bereavement."

3 King's New Year's Honours

The Lord Mayor indicated her third announcement related to the King's New Year's Honours.

The Lord Mayor was delighted to congratulate those mentioned in The King's New Year's Honours list this year, for services to Birmingham or who live in Birmingham.

Appointed a Knight Batchelor:

- John Crabtree, Lord Lieutenant of the West Midlands

Awarded an OBE:

- Ian Metcalfe; and
- Bishop Dr Derek Webley

An MBE

- Kate Davidson; and
- Jaspal Singh Mann

And the British Empire Medal:

- Shah Begum
- Jane Cooke
- Christopher Hall
- Kathleen Harvey
- Javaid Iqbal; and
- Gulam Samina Qasim Iqbal

76 **RESOLVED**:-

That Council joined the Lord Mayor in congratulating them all on these marvelous achievements.

PETITIONS

Petitions Relating to City Council Functions Presented at the Meeting

The following petitions were presented:-

(See document No. 1, 'Additional Meeting Documents')

In accordance with the proposals by the Members presenting the petitions, it was moved by the Lord Mayor, seconded and:-

77 **RESOLVED**:-

That the petitions were received and referred to the relevant Chief Officer(s).

Petitions Update

A Petitions Update had been made available electronically:-

(See document No. 2, 'Additional Meeting Documents')

It was moved by the Lord Mayor, seconded and

78 **RESOLVED**:-

That the Petitions Update be noted and those petitions for which a satisfactory response has been received, be discharged.

QUESTION TIME

79 The Council proceeded to consider Oral Questions in accordance with Council Rules of Procedure (B4.4 F of the Constitution).

Councillor Ian Ward left the Chamber during agenda item 6A.

Details of the questions asked are available for public inspection via the webcast.

APPOINTMENTS BY THE COUNCIL

There were no changes in relation to City Council appointments.

80 **RESOLVED:-**

Council noted that there were no changes proposed to the current City Council appointments.

EXECUTIVE BUSINESS REPORT

A report from Cabinet was submitted:-

(See document No. 3, agenda item 8)

Councillor Brigid Jones moved the recommendation which was seconded by Councillor Jayne Francis.

Councillor Paul Tilsley declared a non-pecuniary interest. Councillor Tilsley was a Non-Executive Director of Birmingham Airport.

Councillor Robert Alden declared two non-pecuniary interests. Councillor Alden was currently appointed to the West Midlands Shareholders Airport Committee (Observer Member). Councillor Alden's wife was also employed by Birmingham Museum and Art Gallery.

A debate ensued.

Councillors Ewan Mackey, Roger Harmer, Robert Alden, Jon Hunt and Ziaul Islam spoke during the debate.

It was therefore-

81 **RESOLVED**:-

1.) That City Council noted the report.

LEAD MEMBER REPORT: WEST MIDLANDS FIRE AND RESCUE AUTHORITY

A report from Councillor Zafar Iqbal, Lead Member, West Midlands

Fire and Rescue Authority was submitted:-

(See document No. 4, agenda item 9)

Councillor Zafar Iqbal moved the recommendation which was seconded by Councillor David Barrie.

A debate ensued.

Councillors Sybil Spence, John Cotton and Ziaul Mary Locke spoke during the debate.

It was therefore-

82 **RESOLVED**:-

1.) That City Council noted the report.

ADJOURNMENT

83 It was moved by the Lord Mayor, seconded and-

RESOLVED:-

That the Council be adjourned until 1710 hours on this day.

The Council then adjourned at 1630 hours.

At 1710 hours the Council resumed at the point where the meeting had been adjourned.

DECISIONS NOT ON THE FORWARD PLAN AND THOSE AUTHORISED FOR IMMEDIATE IMPLEMENTATION

A report from the City Solicitor was submitted:-

(See document No. 5, agenda item 10)

Councillor Ian Ward moved the recommendation which was seconded from the floor.

It was therefore-

84 **RESOLVED**:-

1.) That City Council noted the report.

MOTIONS FOR DEBATE FROM INDIVIDUAL MEMBERS

The Council proceeded to consider the Motions of which notice had been given in accordance with Council Rules of Procedure (B4.4 G of the Constitution).

A. Councillors Ken Wood and Adrian Delaney had given notice of the following Notice of Motion:-

(See document No. 6, agenda item 11)

Councillor Ken Wood moved the Motion which was seconded by Councillor Adrian Delaney.

A 15 minute adjournment commenced at approximately 17:25 in order that the Lord Mayor and Group Leaders could be briefed by the City Solicitor in relation to an additional proposed amendment submitted by the Conservative Group. The amendment was submitted by Councillor Ewan Mackey and seconded by Councillor Robert Alden (see document 10, agenda item 11).

At 1740 hours the Council resumed at the point where the meeting had been adjourned.

The fourth amendment proposed by Councillor Ewan Mackey and seconded by Councillor Robert Alden was accepted for consideration by Council.

In accordance with Council Rules of Procedure, Councillors Julien Pritchard and Rob Grant gave notice of the following amendment to the Motion:-

(See document No. 7, ‘Amendments – City Council’)

Councillor Julien Pritchard moved the amendment which was seconded by Councillor Rob Grant.

In accordance with Council Rules of Procedure, Councillors Roger Harmer and Izzy Knowles gave notice of the following amendment to the Motion:-

(See document No. 8, ‘Amendments – City Council’)

Councillor Roger Harmer moved the amendment which was seconded by Councillor Izzy Knowles.

In accordance with Council Rules of Procedure, Councillors Sharon Thompson and Lee Marsham gave notice of the following amendment to the Motion:-

(See document No. 9, ‘Amendments – City Council’)

Councillor Sharon Thompson moved the amendment which was seconded by Councillor Lee Marsham.

In accordance with Council Rules of Procedure, Councillors Ewan Mackey and Robert Alden gave notice of the following amendment to the Motion:-

(See document No. 10, ‘Amendments – City Council’)

Councillor Ewan Mackey moved the amendment which was seconded by Councillor Robert Alden.

A debate ensued.

Councillors Jack Deakin, Gareth Moore, Ian Ward, Matt Bennett, Ray Goodwin and Richard Parkin spoke during the debate.

The Lord Mayor invited Councillor Ken Wood to sum up.

The amendment to the Motion in the names of Councillors Julien Pritchard and Rob Grant having been moved and seconded was put to the vote and by a show of hands was declared to be lost.

The amendment to the Motion in the names of Councillors Roger Harmer and Izzy Knowles having been moved and seconded was put to the vote and by a show of hands was declared to be carried.

The amendment to the Motion in the names of Councillors Sharon Thompson and Lee Marsham having been moved and seconded was put to the vote and by a show of hands was declared to be carried.

Names were called and the Chamber doors were locked.

Here upon a poll being demanded the voting was as follows:-

For the Motion (57)

Mary Locke	Des Hughes	Alex Aitken
Sam Forsyth	Miranda Perks	Jack Deakin
Jayne Francis	Karen McCarthy	Jamie Tennant
Brigid Jones	Ian Ward	Majid Mahmood
Sharon Thompson	Liz Clements	Yvonne Mosquito
John Cotton	Ziaul Islam	Chaman Lal
Saqib Khan	Zafar Iqbal	Saddak Miah
Lisa Trickett	Kerry Jenkins	Ray Goodwin
Jane Jones	Amir Khan	Basharat Mahmood
Rashad Mahmood	Shehla Moledina	Shabrana Hussain
Saima Suleman	Mohammed Idrees	Diane Donaldson
Katherine Iroh	Sybil Spence	Waseem Zaffar
David Barker	Nicky Brennan	Jilly Bermingham
Marje Bridle	Lauren Rainbow	Hendrina Quinnen
Barbara Dring	Mahmood Hussain	Fred Grindrod
Lee Marsham	Shabina Bano	Mick Brown
Raqeeb Aziz	Kath Hartley	Gurdial Singh Atwal
Martin Brooks	Sir Albert Bore	Kath Scott
Marcus Bernasconi	Rob Pocock	Narinder Kaur Kooner

Against the Motion (21)

Darius Sandhu	Matt Bennett	Rick Payne
Gareth Moore	Robert Alden	Deirdre Alden
Ewan Mackey	David Pears	Richard Parkin
David Barrie	Ken Wood	Adrian Delaney
Simon Morrall	Adam Higgs	Kerry Brewer
Timothy Huxtable	Bruce Lines	Julien Pritchard
Ron Storer	Debbie Clancy	Rob Grant

Abstentions (11)

Colin Green	Paul Tilsley	Deborah Harries
Mumtaz Hussain	Ayoub Khan	Jon Hunt
Morriam Jan	Baber Baz	Izzy Knowles
Roger Harmer	Zaker Choudhry	

Upon the completion of the voting process, the Lord Mayor declared that the amendment was carried.

The amendment to the Motion in the names of Councillors Ewan Mackey and Robert Alden having been moved and seconded was put to the vote and by a show of hands was declared to be lost.

Names were called and the Chamber doors were locked.

Here upon a poll being demanded the voting was as follows:-

For the Motion (31)

Darius Sandhu	Matt Bennett	Rick Payne
Gareth Moore	Robert Alden	Deirdre Alden
Ewan Mackey	David Pears	Richard Parkin
David Barrie	Ken Wood	Adrian Delaney
Simon Morrall	Adam Higgs	Kerry Brewer
Timothy Huxtable	Bruce Lines	Julien Pritchard
Ron Storer	Debbie Clancy	Rob Grant
Colin Green	Paul Tilsley	Deborah Harries
Mumtaz Hussain	Ayoub Khan	Jon Hunt
Morriam Jan	Baber Baz	Roger Harmer
Zaker Choudhry		

Against the Motion (58)

Mary Locke	Des Hughes	Alex Aitken
Sam Forsyth	Miranda Perks	Jack Deakin
Jayne Francis	Karen McCarthy	Jamie Tennant
Brigid Jones	Ian Ward	Majid Mahmood
Sharon Thompson	Liz Clements	Yvonne Mosquito
John Cotton	Ziaul Islam	Chaman Lal
Saqib Khan	Zafar Iqbal	Saddak Miah
Lisa Trickett	Kerry Jenkins	Ray Goodwin
Jane Jones	Amir Khan	Basharat Mahmood
Rashad Mahmood	Shehla Moledina	Shabrana Hussain
Saima Suleman	Mohammed Idrees	Diane Donaldson
Katherine Iroh	Sybil Spence	Waseem Zaffar
David Barker	Nicky Brennan	Jilly Bermingham
Marje Bridle	Lauren Rainbow	Hendrina Quinnen
Barbara Dring	Mahmood Hussain	Fred Grindrod
Lee Marsham	Shabina Bano	Mick Brown
Raqeeb Aziz	Kath Hartley	Gurdial Singh Atwal
Martin Brooks	Sir Albert Bore	Kath Scott
Marcus Bernasconi	Rob Pocock	Narinder Kaur Kooner
Shafique Shah		

Abstentions (1)

Izzy Knowles

Upon the completion of the voting process, the Lord Mayor declared that the amendment was lost.

The Motion as amended having been moved and seconded was put to the vote and by a show of hands was declared to be carried.

It was therefore-

RESOLVED:-

"This Council notes that:

Since 2012, 55,000 social homes in England have been taken out of Local Authority ownership through Right to Buy.

The ongoing housing crisis has forced Birmingham City Council to focus on providing Temporary Accommodation to families who cannot afford market rents.

The Government's failure to fund fire safety measures in the wake of the Grenfell disaster has meant that Birmingham has spent £51 million on retrofitting tower blocks with sprinklers and other fire safety measures. This has impacted the amount of investment that the Council is able to make in repairing and maintaining its housing stock.

The Government's disastrous mini budget of September 2022, added to rising prices, workforce shortages, and financial uncertainty, have further exacerbated the already difficult situation.

In 2010 the Conservative-led coalition slashed funding for subsidised housing by 60% and redirected the remaining money away from social rent and towards more expensive affordable rent housing.

The government also limited councils' ability to borrow to build housing, further hitting supply.

These government decisions have contributed to a housing crisis for people in Birmingham and across the country.

This Council notes that between 2004 and 2012, a period predominantly under the last Labour Government:

- The Birmingham Municipal Housing Trust was created and began building the first new social housing in the city for 30 years, made possible through the Labour Government's legislative changes that allowed Councils to access grants through Homes England and to retain more Right to Buy receipts to build new social housing.

- The Council's housing department became rated as one of the best three in the country by the audit commission.

- The stock condition of council housing in Birmingham increased from just 30% meeting the decent homes standard to 99%.

- During these years, under New Labour's system of national pooling, £77m of rent raised in Birmingham was being handed over to the treasury each

year, offset by a Major Repairs Allowance which was subsequently scrapped by the coalition government.

The self-financing model introduced by the Coalition Government in 2011 meant a £37.9m additional resources annually (£49.8m after also taking into account rent increases) to reinvest in the housing stock. However, the price for this additionality was that the Council had to pay the Government £336 million, funded by HRA borrowing.

Despite the work of the Council, huge challenges still face City Housing.

Given the context of Conservative Austerity, the deepening housing crisis, the increased pressures on the HRA and nationally for all social housing providers, and the Council's work to retrofit high-rise towers post-Grenfell,

This Council believes that everyone has a right to live in a decent home and that where we live has a significant impact on wider outcomes, including physical and mental health, prosperity, educational achievement and the ability to reach individual potential.

This Council notes that:

- Birmingham's stock portfolio currently has an average age of 70 years.
- Following the Grenfell disaster in 2017, Birmingham has significantly invested in fire and building safety within high-rise blocks to comply with the requirements of the Fire Safety Act (2021) and recently implemented Building Safety Bill.
- The Conservative Government repeatedly refused to fund this vital and potentially life-saving work.
- Council Tenants were surveyed in July 2022 through a pilot Tenant Perception Survey to help gain a greater understanding of the issues that tenants face.
- The City Housing Department is fully aware of the issues surrounding the condition of its stock and the resulting complaints that have been received from tenants and has taken strides to respond to the situation, particularly considering the pending regulatory regime, this includes:
- Commissioning a now completed Target Operating Model setting out how City Housing can achieve its vision of excellence including its approach to Asset Management and performance.
- Developing a robust Housing Revenue Account (HRA) business plan and an Asset Management Strategy to clearly set out the investment needed to deliver Decent Homes alongside other HRA priorities including Building and Fire Safety, retrofit and energy efficiency work.

- Accessing government grant funding to undertake energy efficiency work to some of the poorest stock in the city to support our commitment to route to zero and targeting some of this work in the most deprived neighbourhoods in the city.

- Undertaking a self-assessment against the full requirements of the Social Housing Regulation Bill, including the Housing Ombudsman Complaint Handling Code.

- Completing the statutory self-assessment required for the Housing Ombudsman.

- Developing a refreshed tenant engagement strategy focusing on how tenants can help shape and monitor service delivery.

- Beginning the procurement process for the repairs and maintenance contracts expiring in 2024

- Putting in place a clear plan to undertake stock condition surveys for all BCC stock over a rolling 5-year period.

- Increased focus on contractor performance.

- Putting additional focus on the backlog and Work in Progress, including weekly monitoring and resolutions, with dedicated leads in service areas.

- Independently reviewing historic cases to ensure learning and actions are being evidenced, in response to recent reports from the Housing Ombudsman.

- Ongoing liaison with the Housing Ombudsman and the Social Housing Regulator.

In addition, further planned work includes:

- Implementing the Target Operating Model agreed recommendations.

- Delivering a refreshed Business plan and Asset Management Strategy to Cabinet by mid-2023.

- Implementing the mechanism to being regular Tenant Perception Surveys, to ensure that tenant voice informs operational delivery.

- Developing a lesson learned group with tenants which focuses on learning from complaints and has a genuine impact on operational service delivery.

- Developing an assurance process for City Housing, focusing specifically on the requirements of the Housing Ombudsman Complaint Handling Code and as part of an overarching performance framework.

- The long-term effects of limited investment in the portfolio will continue to take some time to rectify and it is accepted that Birmingham will not be able to reach Decent Homes Standards overnight.

- A new approach to business planning and a clear focus on strategic priorities such as investment in the Council's stock will support the objective and, in the long-term, will greatly improve the standard of tenant's homes and reduce complaints and Ombudsman interventions.

Council therefore calls on the Executive to

- Build on the ongoing work to refocus the Council's Housing Department on its core purpose, which should be to provide decent, safe homes for those who can't afford the market, and to deliver against this purpose

- Carry out an in-depth condition survey to establish the true condition of all council housing stock.

- Work with tenants, partners and scrutiny to develop and apply a clear standard of what an excellent repairs and maintenance service looks like.

- Review contract management arrangements for repairs and maintenance, to include physical inspection and audit of repairs carried out.

- Review the effectiveness of Housing Liaison Boards to ensure that tenants have a genuine and effective voice at all levels of decision making, including reviewing performance against standards and monitoring complaints to ensure lessons are being picked up and acted on.

- Commit to re-establishing Birmingham's position as a national exemplar of the decent homes standard, and on a cross-party basis lobby the Government for further investment in Decent Homes so that the standard can be met as quickly as possible.

- Commit to implementing all recommendations from the Housing Ombudsman and to report back to Council in line with the Ombudsman's recommendations.

Further, this Council notes that:

1) For the thousands in Birmingham in the most acute housing need, including the over 4,000 households in temporary accommodation, 'affordable housing' is not affordable. This constitutes a Housing Emergency, which has an onward impact throughout the whole housing market. A major programme of building new, carbon-neutral, socially rented

housing is vital to tackle it. It therefore calls on the Government to provide the financial environment to make this possible.

2) Anti-social behaviour is a major issue in several communities across Birmingham and expresses its concern that having a centralised Early Intervention Team is not the best way to deal with this issue and that this work should be decentralised to local housing teams.

3) There is a large variability in the response of housing associations to problems raised by members and calls for increasing efforts to ensure a consistent quality response to member casework relating to them."

B. Councillors Morriam Jan and Deborah Harries had given notice of the following Notice of Motion:-

(See document No. 11, agenda item 11)

Councillor Morriam Jan moved the Motion which was seconded by Councillor Deborah Harries.

In accordance with Council Rules of Procedure, Councillors Karen McCarthy and Sam Forsyth gave notice of the following amendment to the Motion:-

(See document No. 12, 'Amendments – City Council')

Councillor Karen McCarthy moved the amendment which was seconded by Councillor Sam Forsyth.

The amendment to the Motion in the names of Councillors Karen McCarthy and Sam Forsyth having been moved and seconded was put to the vote and by a show of hands was declared to be carried.

The Motion as amended having been moved and seconded was put to the vote and by a show of hands was declared to be carried.

It was therefore-

RESOLVED:-

"This Council recognises the difficult situations faced by Care Leavers in the City who can face significant barriers after they leave Local Authority Care such as struggling to cope with independent living and placing them at heightened risk of social isolation, homelessness, unemployment and involvement in crime.

Although care leavers have access to benefits, as the cost of living has increased, so have their struggles to travel and access basic needs.

This Council notes that:

Birmingham Children's Trust has a statutory duty to support all care leavers up to the age of 21 and up to the age of 25 if the care experienced young person requests support beyond 21, in this context the Trust offers support to young people in the form of day savers or with the cost of transport to attend interviews for work, college or university and in specific circumstances a monthly bus travel offer will be made.

The NHS BSOL ICB has agreed to offer free prescriptions for care leavers up to the age of 25 who are not eligible for free prescriptions on a 12 to 18 month pilot.

The Therapeutic Emotional Support Service (TESS) is an emotional wellbeing service for Birmingham's children in care and care leavers up to the age of 25. TESS supports the development of secure attachments, helping our young people to recover from the complex trauma they have experienced.

Care leavers can self-refer via telephone or via our web link, also offering a Monday to Friday contact point to offer advice via TESS' duty desk and there is also a regular drop-in direct contact service for YP. TESS also offers a consultative service to the network of professionals around YP, predominately offering supportive sessions to their Personal Advisors.

In order to make life easier and to help aid further integration, this Council proposes:

To continue lobbying the Combined Authority and National Government to ensure:

All care leavers have access to free public transport, for travel to work, apprenticeships or interviews until they are 25, so there are no barriers to attendance at their chosen workplace.

All care leavers, who are part of the National Apprentice Scheme or are in employment, have access to free medication up to the age of 25.

All care leavers are able to access a full package of Mental Health Support with specific focus on trauma and past harm".

The meeting ended at 1930 hours.

APPENDIX

Questions and replies in accordance with Council Rules of Procedure B4.4 F of the Constitution

CITY COUNCIL – 10 JANUARY 2023

CITY COUNCIL 10 JANUARY 2023

WRITTEN QUESTIONS TO CABINET MEMBERS AND FORUM CHAIR

A1

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR ADRIAN DELANEY

“Brussels Office”

Question:

On how many occasions have any of the following individuals visited the Council's Brussels Office, or have officers from that office had meetings with them? Eva Kaili, Pier-Antonio Panzeri, Marc Tarabella, or Luca Visentini.

Answer:

The Brussels Office has not hosted any of the abovementioned individuals at its premises nor has its officers had any meetings with them.

A2

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR MATT BENNETT

"Small Heath Leisure Centre"

Question:

Please provide a copy of the report produced by Acivico into the condition of Small Heath Baths.

Answer:

Following a recent Freedom of Information request a report containing cost information was not released due to it containing commercially sensitive information, However, the City Council has previously put into the public domain that cost estimates (pre 2022/23 inflation factors) ranged from £3m+ to £7m+ depending on the scope of the work undertaken throughout the facility. The Cabinet Member and officers are happy to meet with Councillor Bennett to discuss the report with him.

A3

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR RICK PAYNE

"Small Heath Leisure Centre Grant"

Question:

Please provide a copy of the correspondence from Sport England regarding the grant offer for the repair of Small Heath Baths that the Council has not accepted within time.

Answer:

Following a recent Freedom of Information request this information is publicly available and I will ask officers to forward it to you. In summary the City Council was offered £100,000 from Sport England against a scheme that was later costed at over £1 million and as further requirements have been added in the costs have increased since.

The City Council agreed with Sport England's recommendation to withdraw the funding application in the 2019/20 financial year on the basis that we could bid again for the scheme when the funding package was assembled. In a joint press statement with Councillor Khan on 08.12.22, we committed to carrying out the essential repairs to get the swimming pool into use once again.

A4

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR MORRIAM JAN

‘Road Safety Round Schools’

Question:

Could the Leader comment on what the additional funding from the CAZ will be spent on to improve traffic safety around all local city schools?

Answer:

To date this budget has been used to increase the amount of resource available to engage with schools across the city. The aim of this engagement is to develop the project and supporting measures further, and to undertake a city-wide review of the overall Car Free School Streets programme. The outputs from this review will inform the strategic prioritisation of future schemes. A business case to release the remaining money or to make further recommendations for additional allocations of net surplus revenues from the Clean Air Zone or other sources. The review is expected to be complete in Q1 of 2023/24.

A5

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR PAUL TILSLEY

‘Foodbanks’

Question:

Could the Leader set out how the £5 million set aside for the cost of living emergency has been allocated, including expenditure on administration?

Answer:

Of the £5 million set aside from reserves for the cost of living emergency response programme, a total of £2.5m has been allocated to the activities below as of 01.01.23. This has been allocated across the key priorities for the programme in the following way:

1. Warm Welcome - £310k
2. Access To Benefits - £1.1m
3. Food Provision - £550k
4. Energy Costs £394k

Alongside this, £37k has been allocated to communications activity to maximise awareness and take up of these benefits and opportunities, and an additional £130k has been allocated for administration of the programme.

A6

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR IZZY KNOWLES

‘Route to Zero’

Question:

Birmingham City Council declared a Climate Emergency in June 2019. Yet, the Route to Zero (R20) Task Force has not met since January 2022 and there are no minutes of meetings on the council website since January 2021. This does not give the impression of urgency. When is the R20 task force resuming and when will all minutes of previous meetings be published?

Answer:

The Route to Zero Taskforce was a task and finish group, tasked with supporting the production of an action plan. An action plan was produced in the winter of 2020 and was approved at full council in January 2021, following which the taskforce was disbanded as their purpose had been fulfilled. Following this, a route to zero community assembly took place, starting in summer 2021, which unlike the taskforce had an open membership and allowed for much higher and more diverse attendance. In April 2022, a new route to zero team was formed. In June 2022 there was a change of cabinet member for the environment. As of January 2023, a new route to zero carbon advisory committee has been formed, comprised of Cabinet Members and Councillors. At present, we are actively exploring the most effective method of partnership working with external stakeholders on net zero.

A7

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR ROGER HARMER

‘Council of Governors (UHB)’

Question:

Former Councillor Straker Welds is listed as the council representative on the board of UB NHS Trust UCH and is named as still having the title of Councillor. Could the Leader establish how this appointment was made, explaining whether this is adequate representation for the Council?

Is he a Governor or on the Board of the Trust?

Answer:

Each NHS Foundation Trust must have a Council of Governors. Governors represent the interests of the members – patients, public and staff – in monitoring how the trust is managed.
The University Hospitals Birmingham NHS Foundation Trust's (UHB) Council of Governors is split into three areas. These groups represent the public, staff and business community.

- Public governors
- Staff governors
- Stakeholder governors

Key organisations that work with the NHS Trust, which includes the Council, are asked to appoint a representative to be a stakeholder Governor.

Martin Straker Welds was appointed as the Council representative following the Cabinet meeting on 28th June 2022 as part of the annual appointments to outside bodies.

Mr Straker Welds was not appointed in the capacity of a councillor (having failed to be re-elected at the May elections) but as a non-elected representative. This is outlined in the Cabinet report.

B

PLEASE NOTE: NO WRITTEN QUESTIONS SUBMITTED FOR THE DEPUTY LEADER OF THE COUNCIL

C1

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR CHILDREN, YOUNG PEOPLE AND FAMILIES FROM COUNCILLOR DARIUS SANDHU

"365"

Question:

On what date is the 365 system with the SEND service expected to be fully implemented?

Answer:

The 365 system relates to the Children and Young People's Travel Service, rather than the SEND service. It is being implemented in two phases.

Phase 1 of the 365 Transport Management System (TMS) Implementation project is due to be fully implemented by 30 January 2023.

Phase 1 is the main infrastructure of the system. It is the central database to hold details for pupils, guides, routes, schools, and transport providers. Importantly, it also will hold the planned costs of routes. It also includes the compliance monitoring of guides (i.e. their DBS compliance) and allows us to report on those core data sets as the data is held in one central place.

Phase 2 is due to be fully implemented by 25 July 2023.

Phase 2 brings the more customer-facing functionality and ability to access real time data. It includes the system's planning tool (replacing QRoutes); real-time dispatching of transport provider vehicles by transport providers (they will be given access to their routes in the 365 TMS); reporting of actual route costs; driver and guide apps to monitor routes and transport provider performance in real-time; vehicle compliance monitoring (e.g. MOTs and vehicle safety); a parent/guardian app, to enable them to view their children's journeys in near real-time; a schools portal to allow schools to view the information held on them in the 365 TMS.

C2

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR CHILDREN, YOUNG PEOPLE AND FAMILIES FROM COUNCILLOR ADAM HIGGS

"365 costs"

Question:

What is the spend to date and total projected final cost of the 365 system within the SEND service?

Answer:

The 365 system relates to the Children and Young People's Travel Service, rather than the SEND service.

The spend to date with 365 Response is £266,800 and the total projected final cost of the 365 Transport Management System (TMS) over the four years of the contract for the system is £519,600.

The council signed a four-year contract with 365 Response for the 365 TMS in August 2020, the figures for which break down as follows.

Year 1 (17th August 2020 – 16th August 2021)	£140,800 (platform fees and non-recurrent mobilisation fees)
Year 2 (17th August 2021 – 16th August 2022)	£126,000
Year 3 (17th August 2022 – 16th August 2023)	£145,900
Year 4 (17th August 2023 – 16th August 2024)	£106,900

D

PLEASE NOTE: NO WRITTEN QUESTIONS SUBMITTED FOR THE CABINET MEMBER FOR DIGITAL, CULTURE, HERITAGE AND TOURISM

E1

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR ENVIRONMENT FROM COUNCILLOR ROBERT ALDEN

"Tree Survival Rate"

Question:

What is the survival rate of new trees planted by the Council (or in partnership with the Council) in the last 5 years?

Answer:

The survival rate of trees planted by BCC or in partnership with the council varies depending on the location and type of planting plus the expected final result.
Also, we do not plot and monitor every single tree planted so deriving a "number" based response is not possible.

As an overall average of all planting types and locations we expect in the region of 70% successful establishment after 3 years. At this point barring any unforeseen problem most trees will grow on to maturity.

Notes:

For new woodland plantings the accepted practice is to over plant on the basis that by maturity only around 40 – 60% of tree planted will remain. So, while approx. 1750 whips per acre may be planted, we would only expect in the region of 700 – 1000 to remain at 25 years+ with some as canopy trees and others as understorey replicating good woodland structure. This may still decline in numbers over time but canopy cover, carbon storage and provision of ecosystem services would increase with tree size. As such few trees at maturity provide greater climate adaptation benefits than more trees retained in a smaller area.

For individual standard trees planted in parks the establishment rate is around 80 – 85% at 3 years due to more favourable rooting conditions. While climactic issues such as extreme drought/heat will impact the establishment rates (such as during the summer of 2022) a significant proportion of trees are lost to vandalism.
For individual standard trees planted on the highway the establishment rate is around 70%. Highway trees are amongst the hardest to establish, not only are the conditions generally harsh/unfavourable to tree planting but they are also subject to the highest levels of negligent and deliberate damage.

Key reasons for failure of trees planted on the highway are:

- Residents parking on the root ball of newly planted trees resulting in soil compaction and root death.
- Decline or death caused by direct damage – either through poor green space management or vehicular damage (other than compaction).
- Residents cutting the tree at the base or removal of the top with a saw.
- Snapping or uprooting of trees – general random vandalism.
- Climate based issues - severe drought with limited resources to increase watering frequency.

On the highway in partnership with Kier we are trialing several different interventions to try and eliminate a number of these issues.

Trees are being planted with mesh cages to minimise the impacts of direct damage. Trees are also being fitted with watering bags which provides a slower sustained water release and minimises evaporation.

In addition, newly planted trees will also be fitted with a “Please Water Me” tag which encourages local residents to water trees near their property (using grey or harvested water) during times of drought.

It should also be noted that with all planting on the highway or as part of development that there is a requirement for the replacement of any trees that fail to establish within the first three years. As such there is an incentive to achieve as higher level of establishment as possible first time.

E2

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR ENVIRONMENT FROM COUNCILLOR MATT BENNETT

"Trees"

Question:

How many trees planted by the Council (or in partnership with the Council) under the age of 5 have been removed in each of the last 5 years

Answer:

This is not a question that can easily be answered as "removed" would include those unauthorised removals of trees planted, for example, for woodland creation planting through vandalism or other reason. We do not plot or monitor every single tree planted as part of woodland only a generic area and number planted. Loss of some trees would go unnoticed and is expected, but a total loss would be recognised. Fortunately, total loss of newly planted woodland is rare and has only occurred on a handful of occasions over the last 15 years. In these situations, the woodland was re planted in the next available season.

If we were to take this question to its word only trees within woodland plantings as mentioned above would be considered as the age of trees planted is between 2 and 3 years.

Trees planted as standards in parks, open spaces and the highway are generally anything from 8 to 15 years of age at planting.

As such we will assume that the question should be referring to trees removed within 5 years of planting.

For trees outside of woodland plantings and particularly for highways we could give some indication of a number for those removed as part of an authorised process, but this would include trees that have failed to establish or had suffered some form of vandalism (see response to written Question E1). In these cases, the trees are replaced and so to refer to these as "removed" would be a bit misleading

Aside from trees removed for the above reasons there are few situations where trees under 5 years of age would be removed, and then our BCC tree policies would mandate that these are replaced and where possible the canopy cover expanded as part of a replanting programme.

The following are occasions where trees under 5 years from planting may be removed (other than the aforementioned reasons):

- Highway's infrastructure changes – new road layouts, cycle ways etc.
- Development/redevelopment of land
- Highways footway crossing applications
- Where required by statutory undertakers (utilities) etc for repairs/ maintenance of infrastructure.

With the first two occasions replanting will be mandatory to an approved plan so losses, while undesirable, are not permanent and easily replaceable in the short term.

With Highways footway crossing applications we have an agreed assessment and scoring process that determines the impact on established trees. In general, only where a tree has been planted less than 3 years would removal be consented. In these cases, translocation can be an option but in any event the applicant (citizen) must fund the cost of removal and replacement planting. Again, "removed" is a short-term issue.

Utilities providers will generally replace any tree that (once engineering solutions that enable tree retention have been discounted) needs to be removed. Again, trees planted less than 5 years can be lifted and replanted but direct replacement mitigates the short-term loss.

Note: Should a tree planted less than 5 years (or any other tree) be consent for removal and replacement mandated that replacement may not always be possible in the same location. Replacements may be planted based on the following hierarchy within the same street, adjoining street, same ward, constituency, City LSOA with sub 25% canopy cover as defined by the BCC Canopy Cover mapping.

E3

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR ENVIRONMENT FROM COUNCILLOR DAVID BARRIE

"Twixmas Missed Collections"

Question:

How many missed collections were there on each day between Tuesday 27 December and Tuesday 3 January? Please provide the figure for all known missed collections, not just resident reports, broken down by collection type.

Answer:

The number of reported missed collections made by residents were as follows. Note that the date is the reporting date rather than the date the collection was due.

	Recycling	Refuse
27/12/2022	68	81
28/12/2022	107	177
29/12/2022	92	197
30/12/2022	68	125
31/12/2022	16	21
01/01/2023	7	12
02/01/2023	97	351
03/01/2023	197	511

It should be noted that the above data set includes 31 reports of missed refuse and 19 reports of missed recycling, where the usual collection day would have been Monday 26th December. In addition, there are 242 reports of missed refuse where the usual collection day would have taken place on Tuesday 27th December. The service did not operate either collection type on 26th December and only operated recycling collections on 27th December.

The number of roads that were reported as being dropped by crews is as follows:

	Dropped recycling roads	No of properties in dropped recycling roads	Dropped refuse roads	No of properties in dropped refuse roads
27-Dec	1	154	N/A	N/A
28-Dec	4	152	15	403
29-Dec	12	406	12	627
30-Dec	6	248	1	37
02-Jan	11	355	106	4052
03-Jan	49	1602	69	2465

E4

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR ENVIRONMENT FROM COUNCILLOR KERRY BREWER

"Twixmas Sickness Absence"

Question:

What was the sickness absence rate for waste collection crews on each day between 27 December and 3 January?

Answer:

Not all absence data has yet been uploaded by managers onto Oracle due to annual leave during the Christmas and New Year period. Next reporting period from Oracle will capture 1st - 30th December. This report will be run week ending 6th January 2023.

E5

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR ENVIRONMENT FROM COUNCILLOR DEBBIE CLANCY

"Twixmas Wagon Problems"

Question:

How many waste collection wagons did not leave the depot on each day between 27 December and 3 January, broken down by reason (e.g. mechanical failure or issue with driver)?

Answer:

Tues 27th Dec (Recycling Collections only)	1 (Staffing Issues)
Wed 28th Dec	0
Thurs 29th Dec	0
Fri 30th Dec	0
Mon 2nd Jan	6 (Staffing Issues)
Tues 3rd Jan	0

E6

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR ENVIRONMENT FROM COUNCILLOR ZAKER CHOUDHRY

‘Bulk Collections’

Question:

Could the Cabinet Member provide full details of the number of bulk collections that have been requested, by Ward, providing details of the income these generated for the during 2022?

Answer:

The income generated by the bulky waste service for financial year 2021/22 (Apr 2021 to Mar 2022) was £829,338. Unfortunately, income figures for the current financial year are not available to us.

The number of collections by ward for the 2021/22 financial year is listed in the table below:

	Non-electrical	Electrical
Acocks Green	617	222
Allens Cross	346	102
Alum Rock	382	105
Aston	365	102
Balsall Heath West	234	67
Bartley Green	650	210
Billesley	566	185
Birchfield	202	57
Bordesley & Highgate	175	56

	Non-electrical	Electrical
Bordesley Green	209	65
Bournbrook & Selly Park	307	100
Bournville & Cotteridge	493	150
Brandwood & Kings Heath	521	154
Bromford & Hodge Hill	439	125
Castle Vale	183	61
Druids Heath & Monyhull	236	81
Edgbaston	262	86
Erdington	474	153
Frankley Great Park	280	90
Garretts Green	288	103
Glebe Farm & Tile Cross	700	201
Gravelly Hill	269	91
Hall Green North	483	138
Hall Green South	246	67
Handsworth	174	56
Handsworth Wood	320	103
Harborne	538	144
Heartlands	263	85
Highters Heath	312	92
Holyhead	180	56
Kings Norton North	299	97
Kings Norton South	341	99
Kingstanding	595	157
Ladywood	302	86
Longbridge & West Heath	604	196
Lozells	209	61

	Non-electrical	Electrical
Moseley	478	135
Nechells	248	79
Newtown	146	40
North Edgbaston	420	121
Northfield	276	96
Oscott	562	171
Perry Barr	520	145
Perry Common	346	113
Pype Hayes	337	92
Quinton	548	156
Rubery & Rednal	312	103
Shard End	397	111
Sheldon	491	162
Small Heath	284	92
Soho & Jewellery Quarter	414	119
South Yardley	263	90
Sparkbrook &Balsall Heath East	378	110
Sparkhill	333	87
Stirchley	312	100
Stockland Green	541	146
Sutton Four Oaks	215	73
Sutton Mere Green	300	80
Sutton Reddicap	275	75
Sutton Roughley	236	84
Sutton Trinity	197	65
Sutton Vesey	445	131
Sutton Walmley & Minworth	339	122

	Non-electrical	Electrical
Sutton Wylde Green	216	68
Tyseley & Hay Mills	246	75
Ward End	244	69
Weoley & Selly Oak	739	183
Yardley East	255	81
Yardley West & Stechford	263	82

The number of collections by ward for 2022 is listed in the table below:

	Non-electrical	Electrical
Acocks Green	566	177
Allens Cross	316	131
Alum Rock	350	123
Aston	319	96
Balsall Heath West	204	69
Bartley Green	624	216
Billesley	505	181
Birchfield	158	65
Bordesley & Highgate	153	54
Bordesley Green	169	67
Bournbrook & Selly Park	307	94
Bournville & Cotteridge	471	152
Brandwood & Kings Heath	494	150
Bromford & Hodge Hill	381	123
Castle Vale	177	80
Druids Heath & Monyhull	232	84
Edgbaston	224	95
Erdington	467	160

	Non-electrical	Electrical
Frankley Great Park	245	106
Garretts Green	326	116
Glebe Farm & Tile Cross	655	217
Gravelly Hill	218	79
Hall Green North	426	124
Hall Green South	223	68
Handsworth	180	69
Handsworth Wood	341	125
Harborne	479	170
Heartlands	230	98
Highters Heath	307	107
Holyhead	164	54
Kings Norton North	276	109
Kings Norton South	299	100
Kingstanding	581	158
Ladywood	302	97
Longbridge & West Heath	521	194
Lozells	199	63
Moseley	439	145
Nechells	204	59
Newtown	134	55
North Edgbaston	385	127
Northfield	254	88
Oscott	539	195
Perry Barr	545	187
Perry Common	347	116
Pype Hayes	315	111

	Non-electrical	Electrical
Quinton	498	181
Rubery & Rednal	252	88
Shard End	325	103
Sheldon	493	178
Small Heath	261	92
Soho & Jewellery Quarter	389	132
South Yardley	235	87
Sparkbrook &Balsall Heath East	328	113
Sparkhill	294	90
Stirchley	307	101
Stockland Green	513	176
Sutton Four Oaks	170	61
Sutton Mere Green	226	80
Sutton Reddicap	249	78
Sutton Roughley	235	65
Sutton Trinity	192	68
Sutton Vesey	377	127
Sutton Walmley & Minworth	334	121
Sutton Wylde Green	182	65
Tyseley & Hay Mills	215	78
Ward End	206	72
Weoley & Selly Oak	600	189
Yardley East	239	93
Yardley West & Stechford	240	92

E7

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR ENVIRONMENT FROM COUNCILLOR COLIN GREEN

'Fly tipped Fridge Freezers'

Question:

How many fly-tipped fridges/freezers have been collected by month, by Ward by the specialist crew employed for this purpose during 2022?

Answer:

The crews operate on a zonal basis, so the information held on fridges/freezers collected is not recorded against specific wards. The zones are as follow:

T1	T2	T3	T4	T5
Sutton Four Oaks	Handsworth Wood	Sutton Walmley & Minworth	Holyhead	Ward End
Sutton Mere Green	Perry Barr	Erdington	Handsworth	Glebe Farm & Tile Cross
Sutton Reddicap	Stockland Green	Pype Hayes	Birchfield	Heartlands
Sutton Roughley	Perry Common	Castle Vale	Aston	Yardley West & Stechford
Sutton Trinity	Kingstanding	Bromford & Hodge Hill	Gravelly Hill	Yardley East
Sutton Vesey	Oscott	Shard End	Nechells	Garretts Green
Sutton Wylde Green			Alum Rock	Sheldon
			Newton	South Yardley
			Lozells	
			Soho & Jewellery Quarter	
			North Edgbaston	

T6	T7	T8	T9	T10
Quinton **Harborne** **Bartley Green** **Weoley & Selly Oak**	Ladywood Edgbaston Bournbrook & Selly Park Balsall Heath West Bordesley & Highgate Bordesley Green Small Heath Sparkbrook & Balsall Heath East	Frankley Allens Cross Bournville & Cotteridge Northfield Rubery & Rednal Longbridge & West Heath King's Norton North King's Norton South	Moseley Stirchley Brandwood & Kings Heath Billesley Druids Heath & Monyhull Highter's Heath Hall Green South	Sparkhill Hall Green North Tyseley & Hay Mills Acocks Green

The totals for fridges/freezers collected within those zones during the period requested are as follows:

Area	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2022 Total
T1	0	3	1	4	4	0	3	0	2	3	3	1	24
T2	6	19	20	12	11	11	13	10	15	11	10	2	140
T3	5	10	30	14	17	10	5	12	20	5	11	11	150
T4	17	21	52	23	31	46	30	20	38	37	14	32	361
T5	24	22	21	34	12	15	19	11	20	13	5	24	220
T6	17	14	54	38	28	37	14	11	15	28	7	13	276
T7	23	39	39	34	50	28	20	38	22	49	44	20	406
T8	4	5	6	8	11	14	10	17	14	16	10	21	136
T9	8	24	24	25	20	27	10	24	21	25	20	13	241
T10	17	13	27	37	41	15	28	20	34	20	14	5	271
otal	121	170	274	229	225	203	152	163	201	207	138	142	2225

E8

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR ENVIRONMENT FROM COUNCILLOR BABER BAZ

‘Love Your Environment’

Question:

Could the Cabinet Member provide the data that has been used to identify which Wards will be subject to a priority ‘deep clean’ and further resources under the Love Your Environment initiative and confirm how this compares to Yardley West and Stechford/Yardley East/South Yardley Wards?

Answer:

Love Your Environment (LYE) is an initiative bringing together existing street scene services (at the same time/day) to have a multi service clean-up of a particular ward thus increasing the visible impact and outcomes. LYE days can include a graffiti removal team, dumping crews, litter picking/street cleansing crews, parks and the MHRC (this is not an exhaustive list).

Since inception there have been a total of 30 LYE days. The top 15 wards identified from the fly-tipping records and LAMS data will have more frequent LYE days and the wards you have referred to will have a LYE by the end of March.

E9

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR ENVIRONMENT FROM COUNCILLOR ROGER HARMER

‘Recycling Levels’

Question:

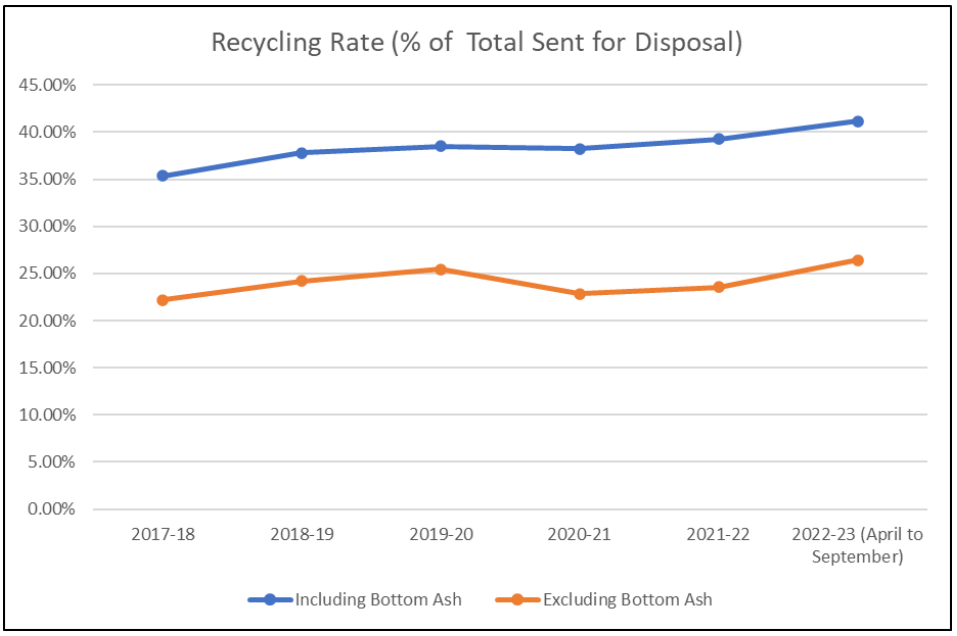
Could the Cabinet Member provide details of trends in recycling collection in the last five years, specifying details for collections with and without bottom ash?

Answer:

The recycling figures in the table below are based on the tonnage of materials actually sent for reuse, recycling, and composting, expressed as a percentage of the total amount of waste sent for disposal in that period. The figures are for each financial year (April to March) except for 2022-23 which is for the first six months only (April to September).

	Increase Recycling Reuse and Green waste Including Bottom Ash - (% of all waste disposed of by Waste Management)	Increase Recycling Reuse and Green waste Excluding Bottom Ash (but including metals from bottom ash – as per Defra WasteDataFlow guidance) - (% of all waste disposed of by Waste Management)
2017-18	35.35%	22.17%
2018-19	37.80%	24.22%
2019-20	38.51%	25.44%
2020-21	38.23%	22.87%
2021-22	39.26%	23.53%
2022-23	41.18%	26.42%

(April – September)		



F

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR FINANCE AND RESOURCES FROM COUNCILLOR ROGER HARMER

‘Parking Fines’

Question:

Could the Cabinet Member provide full details of how much money has been generated in parking charges in the city from car parks in 2022 compared with 2019?

Answer:

The question refers to ‘Parking Fines’ in the title line but then refers to car ‘parking charges’ in the question. Given this we have supplied all income information generated from on and off-street parking as well as Civil Parking Enforcement income.
As there is not complete information for calendar year 2022, the provided information is for years 2018/19, 2019/20 and both compared to 2021/22 with additional variance and percentage variance information.

	2019/20	**2021/22**	Change	**2018/19**	**2021/22**	Change
	£000	**£000**	£000	**£000**	**£000**	£000
On street	**(7,893)**	**(6,240)**	**1,653**	**(6,869)**	**(6,240)**	**629**
Off street	**(9,633)**	**(5,707)**	**3,926**	**(9,431)**	**(5,707)**	**3,724**
Total Car Parking	**(17,526)**	**(11,947)**	5,579	**(16,300)**	**(11,947)**	4,353

	2019/20 £000	2021/22 £000	Change £000	2018/19 £000	2021/22 £000	Change £000
Civil Parking Enforcement	**(4,939)**	**(4,056)**	**883**	**(4,915)**	**(4,056)**	**858**

G

PLEASE NOTE: NO WRITTEN QUESTIONS SUBMITTED FOR THE CABINET MEMBER FOR HEALTH AND SOCIAL CARE

H1

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR HOUSING AND HOMELESSNESS FROM COUNCILLOR KEN WOOD

"Compensation Claims"

Question:

A written response at the December Council meeting provided the alarming amounts of money paid out due to Ombudsman rulings. Can you give us the figures covering the same period for compensation paid out outside of Ombudsman rulings (e.g. direct or via solicitors) for failures in housing?

Answer:

Between November 2021 and October 2022 (the period requested), the total amount of Compensation paid out by the City Housing Directorate was £378,048.*

*NB – an insignificant amount (<1%) of Compensatory payments are received and paid combined with opponent Solicitors Costs. As they are indistinguishable in the data held, they are not included in the above figure.

H2

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR HOUSING AND HOMELESSNESS FROM COUNCILLOR BABER BAZ

‘HMO Licenses’

Question:

Could the Cabinet Member confirm how many landlords have been fined in the City for not having the correct licence for their HMO as well as give an indication of how much this has generated in fines?

Answer:

Under current legislative provisions there is only one licence available that local authorities can issue for houses of multiple occupancy.

However, we have fined a number of landlords for failure to have a licence and for various breaches of The Management of Houses in Multiple Occupation (England) Regulations 2006. The fines over the last four years and this year to date are:

Year	Number L/L Failure to Licence (FTL)	Failure to licence Total £	Total Civil Penalty Fines Inc FTL +other offences	Total Number of L/L inc FTL +other offences
2019/20	5	5821.00	26,221.00	9
2020/21	5	8490.00	74,755.00	7
2021/22	7	9687.00	54,235.00	11
2022-to date	4	4792.00	36,623.00	4

H3

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR HOUSING AND HOMELESSNESS FROM COUNCILLOR COLIN GREEN

‘Exempt BCC Properties’

Question:

Could the Cabinet Member provide details of how exempt BCC properties are being monitored?

Answer:

Birmingham City Council has been taking part in a government funded pilot since November 2020 to improve the quality of non-commissioned supported exempt provision in the city and establish requirements for reform. The legislative framework is known to be insufficient for the sector, and oversight of registered providers sits primarily with the Regulator for Social Housing. Councils are not responsible for monitoring the quality of non-commissioned supported exempt provision – but must ensure Housing Benefit regulations are followed, ie support provided must be ‘more than minimal’

In total, there are currently 24,078 units of supported exempt accommodation in 8,622 properties in the City. It has been identified there are 5 assets out of 5,000 in the Birmingham City Council commercial portfolio which are supported exempt accommodation. All non-commissioned SEA properties regardless of whether they are BCC or not will be subject to the same inspection process.

A multi-disciplinary team has been undertaking inspections of housing standards, reviews of support and benefit arrangements, and investigations into community safety, including anti-social behaviour and organised crime. The original pilot concluded in September 2021, but arrangements continue following a further successful grant application with DLUHC. The Council is also working alongside government departments to influence wider reforms and changes to legislation which will improve the quality of the sector.

The multi-disciplinary team is made up of Housing Officers, Social Workers, Community Safety Investigators, Housing Benefit Claims officers, working alongside Planning Enforcement, Waste Management and external partners. As well as the administration of all Housing Benefit claims relating to supported exempt accommodation, the team is undertaking reviews, inspections and investigations in response to safeguarding, health and safety and other complaints relating to these

properties. The Housing Benefit service also conduct reviews between 2-6 months of any new claim to ensure that they are still compliant with the Housing Benefit regulations.

As part of the roll out of the Birmingham Supported Exempt Accommodation Quality Standards, planned inspections of providers also take place. Up to 40 providers in the city have signed up to the new Birmingham Quality standard and over 100 providers have signed up to a new Charter of Rights which seeks to improve the rights of tenants living in exempt accommodation.

Updates to Councillors have been taking place approximately every 6 months. A session was held in September 2022, and a further session will take place in March 2023. We encourage members to engage with updates and briefing sessions.

Regular updates are also being provided to Coordinating Overview & Scrutiny Committee The latest report from December's meeting can be found on CMIS. Report

Ward level reporting can also be made available if required.

H4

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR HOUSING AND HOMELESSNESS FROM COUNCILLOR ZAKER CHOUDHRY

‘Housing Benefit’

Question:

The Cabinet Member has previously indicated Housing Benefit is being abused, could you provide details of how this is being abused and if monies are going to be clawed back?

Answer:

Government announced the formation of a single fraud investigation service (SFIS) in the 2013 Autumn Statement which bought together a number of DWP related benefit fraud functions. As a result, DWP has taken responsibility for investigating Housing Benefit fraud and Tax Credit fraud. Local authorities and HMRC were previously responsible for these investigations.

The single fraud investigation service was introduced nationally between July 2014 and March 2016. DWP now conducts single welfare benefit fraud investigations to one set of policies and procedures. The Crown Prosecution Service in England and Wales and the Procurator Fiscal in Scotland conduct prosecutions arising from fraud investigations.

Arrangements are in place for the Council to make referrals to SFIS where cases of potential HB related fraud are identified. HB related fraud can take several forms such as undeclared income or household composition, or non-residency. There is no national form of feedback to councils on the success or otherwise of fraud referrals. The Council does therefore not hold information in relation to this.

Following investigation, where benefit has been overpaid, then this will be recovered (or clawed-back) from either tenants or landlords subject to DWP guidelines on the weekly thresholds. Claw-back can also take place in non-fraudulent cases which are as a result of ‘error’. This would also include cases from supported and exempt accommodation landlords where providers have not stayed in line with the expected criteria (eg delays informing the Council of vacations).

H5

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR HOUSING AND HOMELESSNESS FROM COUNCILLOR ROGER HARMER

‘ECO+ Scheme’

Question:

Could the Cabinet Member advise if the Council will be participating in the ECO+ Scheme?

Answer:

Birmingham City Council will be participating in ECO+ which will allow us to extend support to those in the least energy efficient homes in the lower Council Tax bands.

ECO+ will be delivered in parallel with ECO4 and other retrofit programmes so we continue targeting the most vulnerable.

I1

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR SOCIAL JUSTICE, COMMUNITY SAFETY AND EQUALITIES FROM COUNCILLOR IZZY KNOWLES

‘Unaccompanied Minors’

Question:

How many unaccompanied minors are being supported by host families in Birmingham under the Homes for Ukraine scheme and what additional support is given to those host families?

Answer:

For any unaccompanied minor that arrives in the City and is under 16 years old, Birmingham Children’s Trust (BCT) will provide an additional level of intensive early support similar to what is provided through private fostering arrangements. They will conduct additional checks to ensure the suitability of the hosting arrangements and will also provide dedicated caseworker to support with education, health and wellbeing needs. The dedicated caseworker support will be provided by BCT up until the age of 16 and after this point support will be provided, as usual, by Refugee Action where the support will be tailored to the needs identified within the personal integration plan that is developed.

At present, there are no unaccompanied minors being hosted in the City. An unaccompanied minor was being supported by a host in Birmingham up to December 2022, but they have now returned to Ukraine. Refugee Action provided support to the guest as they were over 16 years and this was based on their personal integration plan, which included helping to advise on education arrangements.

I2

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE FOR CABINET MEMBER FOR SOCIAL JUSTICE, COMMUNITY SAFETY AND EQUALITIES FROM COUNCILLOR MORRIAM JAN

‘Police Station Petition’

Question:

Could the Cabinet Member give an explanation as to why there has been no response to the Petition for a police base in Perry Barr that was submitted to Council in May/June by Councillor Hunt?

Answer:

Councillor Jon Hunt submitted a petition at the 24 May 2022 City Council meeting which called on the West Midlands Police to provide a base for a local community police team in Perry Barr.

The petition was appropriately recorded on the external petitions schedule as the City Council is not responsible for the provision of police bases – this is a responsibility of the West Midlands Police, to whom the petition was duly referred.

I have asked the Police and Crime Commissioner to arrange for Councillor Hunt to receive an update from the police on these matters.

J1

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR TRANSPORT FROM COUNCILLOR BABER BAZ

‘Highway Maintenance Works Programme’

Question:

Could the Cabinet Member provide full details, by Ward, of work outstanding from the 2022/23 Highway Maintenance Works Programme as well as providing an estimation as to when this is likely to be completed?

Answer:

In order to answer this question, information has been extracted from the latest construction programme issued in December 2022. The annual programme runs from July 2022 to June 2023.

The data lists the name of each road to be resurfaced along with the corresponding Ward and planned start and finish construction dates. A colour key helps to distinguish which schemes are **carriageways**, **footways and nightworks**.

KEY
Carriageways
Footways
Nights
Concrete Scheme

	Road Name	Ward	Start	Finish	
Footway	Sir Johns Road	Bournbrook & Selly Park	06/01/2023	28/02/2023	
Carriageway	Woodlands Park Road - Phase 2	Bournville & Cotteridge	09/01/2023	19/01/2023	
Carriageway	Eachelhurst Road	Pype Hayes	09/01/2023	27/01/2023	
Carriageway	Wash Lane	Yardley West & Stechford	09/01/2023	04/02/2023	
Carriageway	Longdales	King's Norton South	13/01/2023	23/01/2023	
Footway	Coventry Road	South Yardley	16/01/2023	08/02/2023	
Carriageway	Hagley Road	Ladywood	23/01/2023	30/01/2023	
Carriageway	Marlpit Lane	Sutton Roughley	24/01/2023	02/02/2023	

	Road Name	Ward	Start	Finish	
Carriageway	Meadway	Garretts Green	24/01/2023	16/02/2023	
	Road Name	Ward	Start	Finish	
Carriageway	Popes Lane	King's Norton North	26/01/2023	07/02/2023	
Footway	Hagley Road	Harborne	30/01/2023	13/03/2023	
Carriageway	Nechells Parkway	Nechells	01/02/2023	13/02/2023	
Carriageway	Abbeydale Road	Longbridge & West Heath	02/02/2023	10/02/2023	
Footway	Clements Road	Yardley West & Stechford	06/02/2023	03/05/2023	
Carriageway	Vardon Way	King's Norton North	07/02/2023	16/02/2023	
Footway	Coventry Road	South Yardley	09/02/2023	27/02/2023	
Carriageway	Wattville Road	Holyhead	14/02/2023	27/02/2023	
Carriageway	Camp Lane	Handsworth Wood	14/02/2023	28/02/2023	
Footway	Woolacombe Lodge Road	Weoley & Selly Oak	14/02/2023	18/04/2023	
Footway	Adderley Road	Alum Rock	15/02/2023	13/04/2023	
Carriageway	Marsh Hill	Stockland Green	21/02/2023	10/03/2023	
Carriageway	Bristol Road South	Rubery & Rednal	23/02/2023	31/03/2023	
Footway	Coventry Road	South Yardley	28/02/2023	13/03/2023	
Carriageway	Putney Road	Birchfield	01/03/2023	10/03/2023	
Carriageway	Yardley Green Road	Yardley West & Stechford	02/03/2023	08/03/2023	
Footway	Bournville Lane	Bournville & Cotteridge	02/03/2023	02/05/2023	
Carriageway	Walmley Close	Sutton Walmley & Minworth	08/03/2023	09/03/2023	
Carriageway	Yardley Green Road	Heartlands	08/03/2023	13/03/2023	
Carriageway	Fentham Road	Stockland Green	10/03/2023	23/03/2023	NEW DATES
Carriageway	Vyse Street	Soho & Jewellery Quarter	13/03/2023	20/03/2023	
Carriageway	Speedwell Road	Tyseley & Hay Mills	14/03/2023	23/03/2023	
Footway	Coventry Road	South Yardley	14/03/2023	27/03/2023	
Carriageway	Beeches Road	Oscott	21/03/2023	06/04/2023	
Carriageway	Jerrys Lane	Perry Common	24/03/2023	06/04/2023	NEW DATES
Carriageway	Manor House Lane	Sheldon	24/03/2023	31/03/2023	
Footway	Small Heath Highway	Small Heath	28/03/2023	11/04/2023	
Carriageway	Reddicap Heath Road	Sutton Reddicap	03/04/2023	26/04/2023	
Carriageway	Imperial Road	Bordesley Green	03/04/2023	12/04/2023	
Carriageway	Gillott Road	North Edgbaston	06/04/2023	20/04/2023	REPROGRAMMED
Carriageway	Wood End Lane	Gravelly Hill	11/04/2023	26/04/2023	
Carriageway	Beeches Road	Perry Barr	11/04/2023	27/04/2023	

	Road Name	Ward	Start	Finish	
Footway	Ivy Road	Sutton Vesey	12/04/2023	21/04/2023	
Carriageway	Edward Road	Balsall Heath West	13/04/2023	21/04/2023	
Footway	Yateley Road	Edgbaston	14/04/2023	05/06/2023	
Carriageway	Granville Street	Ladywood	17/04/2023	25/04/2023	REPROGRAMMED
	Road Name	**Ward**	**Start**	**Finish**	
Carriageway	Court Road	Sparkhill	24/04/2023	26/04/2023	
Footway	Haselor Road	Sutton Vesey	24/04/2023	02/05/2023	
Carriageway	Brandon Grove	Longbridge & West Heath	27/04/2023	27/04/2023	
Carriageway	Trittiford Road	Billesley	27/04/2023	24/05/2023	
Carriageway	Cole Bank Road	Hall Green North	27/04/2023	12/05/2023	
Carriageway	Arundel Road	Highter's Heath	28/04/2023	09/05/2023	
Carriageway	Turnberry Road	Perry Barr	28/04/2023	05/05/2023	
Carriageway	Arden Road	Frankley Great Park	28/04/2023	08/05/2023	
Footway	Hobmoor Croft	Yardley	03/05/2023	11/05/2023	
Carriageway	Doveridge Road	Hall Green South	08/05/2023	16/05/2023	
Carriageway	St Johns Road	Harborne	09/05/2023	10/05/2023	
Carriageway	Bryndale Avenue	Brandwood & King's Heath	10/05/2023	15/05/2023	
Carriageway	Westridge Road	Billesley	11/05/2023	29/05/2023	
Footway	Littleover Avenue	Hall Green North	12/05/2023	22/05/2023	
Carriageway	Woodthorpe Road	Brandwood & King's Heath	16/05/2023	30/05/2023	
Carriageway	Fernley Road A	Sparkhill	17/05/2023	22/05/2023	
Carriageway	Fernley Road B	Sparkhill	23/05/2023	26/05/2023	
Footway	Chattock Close	Bromford & Hodge Hill	23/05/2023	26/05/2023	
Carriageway	Willow Avenue	Edgbaston	25/05/2023	09/06/2023	
Carriageway	Anderton Park Road A	Moseley	29/05/2023	07/06/2023	
Carriageway	Upper Holland Road	Sutton Trinity	29/05/2023	09/06/2023	
Carriageway	West Acre Gardens A	Yardley East	30/05/2023	02/06/2023	
Carriageway	Stone Avenue	Sutton Reddicap	02/06/2023	12/06/2023	
Carriageway	West Acre Gardens B	Yardley East	05/06/2023	08/06/2023	
Carriageway	Brighton Road	Sparkbrook and Balsall Heath East	05/06/2023	16/06/2023	
Carriageway	Anderton Park Road B	Moseley	08/06/2023	19/06/2023	
Carriageway	Dorset Road	Edgbaston	12/06/2023	14/06/2023	
Carriageway	Garrison Lane	Bordesley & Highgate	12/06/2023	23/06/2023	
Carriageway	Fourth Avenue	Bordesley Green	13/06/2023	21/06/2023	

	Road Name	Ward	Start	Finish	
Carriageway	Worlds End Lane	Quinton	15/06/2023	23/06/2023	
Carriageway	Wellington Road	Handsworth Wood	19/06/2023	20/06/2023	
Carriageway	Islington Row	Ladywood	20/06/2023	21/06/2023	
Carriageway	Chattock Close	Bromford & Hodge Hill	22/06/2023	28/06/2023	
Carriageway	Penns Lane	Sutton Wylde Green	27/07/2023	25/08/2023	REPROGRAMMED

J2

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR TRANSPORT FROM COUNCILLOR DEBORAH HARRIES

‘Dealing with Dropped Kerb Complaints’

Question:

Further to your response in September (see below - partial) about the poor dropped kerb service experienced by me, other colleagues and residents, can I ask how complaints are dealt with, if the primary function of the small and stretched dropped kerb team is to “…provide approval and cost quotations for new and amended vehicle crossings to properties and to arrange construction of works…”?

What happens to those requests not approved or those where the work is carried out but not satisfactorily?

I have been unable for many months to have five cases reviewed and resolved – two where the work has been completed and the residents are unhappy with the quality of the work, and three cases where residents have requested the work but have been refused and they want to appeal that decision. In two of those latter cases, the residents have already spent large sums of money making their driveway good - to council specifications - for a dropped kerb, and then been refused.

How can you have a dropped kerb service that has no review, appeals or complaints procedure, where residents and Councillors are just ignored?

‘ .. The dropped kerb service is a relatively small team of officers with its primary functions being to provide approval and cost quotations for new and amended vehicle crossings to properties and to arrange construction of works where customers wish to proceed with the quotations provided.

The volume of work which the team is required to deal with can fluctuate significantly, and there are also external factors (eg availability of contractor resources, completion of third party works) that in combination can result in some quotations and works taking longer to complete than we would like.

In addition, we are currently encountering some cases of staff absence which may be impacting on the processing dropped kerb requests. We are looking to address this with temporary staff resource in the short term and are currently

seeking approvals through the required internal workforce governance processes.'

Answer:

All complaints are dealt with by the officers of the Dropped Kerb team as part of the overall service delivery. As previously mentioned, we are currently encountering some cases of staff absence which is impacting on the processing dropped kerb applications and complaints. We are addressing the problem through using temporary staff resource in the short term and are currently seeking approvals for additional staff recruitment through the required internal workforce governance processes. The backlog of orders has now been substantially dealt with.
All footway crossing applications are assessed using the parameters stated in the footway crossing policy of the Council. The parameters are based on ensuring public safety and passage.

All new footway crossing installations are inspected to ensure works have been carried out to the required standards. If any required remedial works are identified, the footway crossing contractor will be instructed to undertake these works immediately.

In the event that a complaint regarding the quality of the works is received by the footway crossing team, a further inspection is arranged, and the necessary remedial measures will be carried out through the contractor who undertook the work.
A review of the five cases that you have mentioned indicate that:

- The two sites where the residents are unhappy with the quality of the works have been reinspected and the inspector has confirmed compliance with the required standards and that no further action is required.

- For the other three sites; application for site 1 was declined due to the steep gradient of the driveway in line with the Council' policy, the application for site 2 is progressing following repositioning of the crossing, and we await payment from the resident of site 3 for dealing with underground services affected by the works.

The methodology adopted for dealing with reviews, appeals and complaints has been described above. The complaints are dealt with in line with the Council's complaint processes and assessed and responded to in accordance with the City Council's policies and procedures.

J3

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CABINET MEMBER FOR TRANSPORT FROM COUNCILLOR IZZY KNOWLES

‘Restricting HGV’s in the City’

Question:

Could the Cabinet Member provide a list of roads in Birmingham that have received measures to restrict HGV's/lorries from travelling along them?

Answer:

HGVs / Lorries are prohibited from using streets by many different restriction types such as:

- Environmental Weight Limits
- Structural Weight Limits
- Length Limits
- Width Limits
- Height Limits
- Bus/Tram Only Roads
- Pedestrian Zones
- Prohibition of Motor Vehicles
- Prohibition of Vehicles
- Prohibition of Entry

Birmingham City Council do not hold information that lists the streets that specifically restrict HGV/Lorry access. This would need to be extracted from the thousands of Traffic Regulation Orders (TROs) held. Consequently, it would take considerable time to extract street names from these Orders to provide the information requested. However, if there is a specific location of concern, please provide this information and the HGV/Lorry restriction details will be provided.

In addition to these older TROs, we currently hold 57 Traffic Regulation Orders specifically for weight limits. Each of which contains restrictions for multiple streets. We have reviewed each of those 57 TROs and extracted the street names below which all contain restrictions on weight.

- WALMLEY ASH ROAD, WIGGINS HILL ROAD
- WELLS ROAD, GLENCROFT ROAD
- EDWARD ROAD

- CHURCH ROAD, RECTORY ROAD, CHURCH HILL
- LONG MYND ROAD, SHENLEY HILL, MERRITTS HILL
- ROSEMARY HILL ROAD, THORNHILL ROAD
- WEST HEATH ROAD NORTHFIELD, BUTLERS LANE SUTTON COLDFIELD, EDWARD ROAD BALSALL HEATH, LOWER LOVEDAY STREET, WARSTOCK LANE KINGS HEATH, WATER ORTON LANE, MINWORTH ROAD, COTTAGE LANE MINWORTH
- DOGPOOL LANE
- LIVERY STREET
- SMALL HEATH BRIDGE
- BRISTOL ROAD (CANAL BRIDGE)
- ALL SAINTS STREET
- ASTON CHURCH ROAD
- BACCHUS ROAD, BENSON ROAD, NORTON STREET
- AMROTH CLOSE (LONGBRIDGE), ASHILL ROAD, CHADWICH AVENUE, CHEPSTOW GROVE, CHEVELEY AVENUE, CLIFF ROCK ROAD, CORINNE CLOSE, DOWAR ROAD, EACHWAY LANE, EDGEWOOD ROAD, FARMDALE GROVE, FOREST DALE, HAVERFORD DRIVE, HERONSWOOD ROAD, HIMLEY GROVE, IRWIN AVENUE, KENDAL AVENUE, KENDAL RISE ROAD, LEACH GREEN LANE, LEACH HEATH LANE.MALCOLM GROVE, MEADVALE ROAD, NEWMAN WAY, ORMSCLIFFE ROAD, QUARRY WALK, RISE AVENUE, ROCK AVENUE, ROCKLEY GROVE, ROSELEIGH ROAD, ROWAN TREES, RUSHMEAD GROVE, RYDE PARK ROAD, SAVILLE CLOSE, SHARPS CLOSE, SHEPLEY ROAD, WHITLAND CLOSE, WOLVERTON ROAD
- GRANVILLE STREET, CITY CENTRE
- COLLEGE ROAD, KINGSTANDING
- WARWICK ROAD, ACOCKS GREEN
- GIBB STREET, DERITEND
- WHARFDALE ROAD, TYSELEY
- AROSA DRIVE, HARBORNE
- HIGHTERS HEATH LANE, ARUNDEL ROAD, EDWARD ROAD, PICKENHAM ROAD, NETHERDALE ROAD, SHENSTONE ROAD, HARPERS ROAD, LIMKS ROAD, TUDOR CLOSE, WOODMAN ROAD
- CLIVEDEN AVENUE, DERRYDOWN ROAD, CRANTOCK ROAD, GLENDOWER ROAD, TEDDINGTON GROVE, ALEXANDER GARDENS, PENDRAGON ROAD, IVYBRIDGE GROVE, WILNECOTE GROVE, THANET GROVE, PERRY AVENUE, DEWSBURY GROVE

K

CITY COUNCIL – 10 JANUARY 2023

WRITTEN QUESTION TO THE CHAIR OF NEWTOWN FORUM, COUNCILLOR ZIAUL ISLAM, FROM COUNCILLOR MORRIAM JAN

‘Pedestrian Crossings’

Question:

With the number of new roads and pedestrian crossings that have been created in the Newtown Ward, could Councillor Islam let me have his thoughts on what his residents think about these compared to the expensive work that has taken place in Perry Barr?

Answer:

As the Councillor for Newtown, I am not aware of the details or cost of the work that has been undertaken in the Perry Barr Ward. I am unable to speculate on my residents’ opinions on this matter.

Birmingham City Council

City Council

7 February 2023

Subject:	Annual Report 2021-22, Audit Committee
Report of:	Councillor Fred Grindrod, Chair of Audit Committee
Report author:	Craig Price, Principal Group Auditor

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

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

1 Executive Summary

1.1 This report provides a summary of the work of the Audit Committee over a 12-month cycle.

2 Recommendation(s)

2.1 That the report be noted.

3 Background

3.1 The Audit Committee is a key component of the Council's governance framework.

3.2 The role of the Audit Committee is set out within its terms of reference. Supporting guidance and best practice is provided by the Chartered Institute of Public Finance (CIPFA) within its publication - 'Audit Committees - Practical Guidance for Local Authorities and Police'.

3.3 This guidance recommends the publication of an annual report to account on the work of the Committee.

3.4 The annual report summarises the work of the Audit Committee completed between October 2021 and September 2022 - the approval cycle for the Annual Governance Statement (AGS) and Annual Statement of Accounts.

4 Annual Report

Audit Committee Aims

4.1 The Committee's role is to challenge, assess and gather assurance from within the Council and from external agencies, on the level and quality of the internal control and risk management processes in place to ensure that Council objectives are met. The benefits gained from operating an effective committee are that it:

- contributes to the development of an effective control environment including arrangements for management of risk.
- increases stakeholder confidence in the objectivity and fairness of financial and other reporting by promoting transparency and accountability.
- reinforces the importance and independence of internal and external audit and any other similar review process and the implementation of audit recommendations.
- advises on the adequacy of the assurance framework and considers whether assurance is deployed efficiently and effectively to give assurance that business objectives are met.
- helps the authority to implement the values of ethical governance, including effective arrangements for countering risks of fraud and corruption.

Activities Undertaken

4.2 During the year the Audit Committee has considered the following key governance areas and sought assurance on the management of risk and the effectiveness of key controls:

- Review of the Effectiveness of the Audit Committee:
  - Ways of working.
  - Strengthening assurance arrangements.
- Assurance Statements and Governance:
  - Approving and monitoring the Annual Governance Statement.
  - Receiving Assurance updates.
- Risk Management:
  - Reviewing the mechanisms for the assessment and management of risk, thereby developing the Council's ability to respond to known and emerging risks.
  - Overseeing the Council's Treasury Management arrangements.
- Performance Management, Quality Management and Value for Money:
  - Monitoring of, and contribution to, the development of the Council's Statement of Accounts.
  - Reviewed the value money concerns raised by the external auditor.

    - Reviewed Local Government and Social Care Ombudsman reports; ensuring lessons learnt are acted upon.
- Financial Reporting, External Audit, Inspection and Assurance:
    - Maintaining a good working relationship with the external auditor.
    - Approving the response to recommendations and monitoring the action.
    - Approving the Statement of Accounts.
- Internal Audit and Counter Fraud:
    - Approving arrangements and monitoring performance of Internal Audit and Counter Fraud.
    - Ensuring internal audit independence and that findings are actioned by managers and consequently help to improve the Council's effectiveness and governance arrangements.

Conclusion

4.3 Audit Committees are a key component of an authority's governance framework. Their purpose is to provide an independent and high-level focus on the adequacy of governance, risk and control arrangements. This gives confidence to those charged with governance that arrangements are effective.

4.4 Having considered the available guidance, the terms of reference and duties of the Audit Committee, and the work undertaken, it is my assessment that the Committee has carried out its roles effectively and provided effective challenge across a range of governance related areas.

5 Legal Implications

5.1 There are no direct legal implications arising from this report, however the work and functions of the Council's Audit Committee is prescribed in the Council's constitution.

6 Financial Implications

6.1 There are no additional financial implications arising from this report, however the work and functions of the Audit Committee includes considering the external auditor's annual findings report and letter, including the annual Value for Money assessment and relevant reports, and approving the Council's audited Financial Statements.

7 Public Sector Equality Duty

7.1 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.

7.2 The Audit Committee ensures that it addresses these duties by considering them during their work and evidence gathering. The Committee also monitors the management of the public sector equity duty strategic risk.

8 Other Implications

8.1 The work of the Audit Committee supports all the corporate priorities by challenging, assessing and gathering assurance from within the Council and external agencies, on the level and quality of the internal control and risk management processes that are in place.

9 Background Papers

9.1 There are no background papers.

10 Appendices

10.1 Annual Report 2021-22, Chair of Audit Committee - Appendix A,

Annual Report from the Chair of Audit Committee to City Council

7th February 2023

Assurance, Governance, Accountability, Risk Management, Independence

Foreword by the Chair

Audit Committees play an important role in the good governance of an authority. Best practice guidelines published by the Chartered Institute of Public Finance (CIPFA) recommend that Audit Committees publish an annual report to maintain transparency and accountability, account for its performance, explain its work, and set out the assurance that has been drawn.

This report summarises the work of the Audit Committee completed between October 2021 and September 2022. It describes the purpose and core functions of the Council's Audit Committee and summarises the assurance activities undertaken; this includes:

- Assurance Statements and Governance:
  - Approving and monitoring the Annual Governance Statement.
  - Receiving Assurance updates from Cabinet Members.

- Risk Management:
  - Reviewing the mechanisms for the assessment and management of risk, thereby developing the Council's ability to respond to known and emerging risks.
  - Overseeing the Council's Treasury Management risk arrangements.

- Performance Management, Quality Management and Value for Money:
  - Monitoring of, and contribution to, the development of the Council's Statement of Accounts.
  - Reviewing the value for money concerns raised by the external auditor.
  - Receiving Ombudsman reports and seeking assurance that lessons learnt are acted upon.

- Financial Reporting, External Audit, Inspection and Assurance:
  - Maintaining a good working relationship with the external auditor.
  - Approving the response to recommendations and monitoring the action.
  - Approving the audited Financial Statements.

- Internal Audit and Counter Fraud:
  - Approving arrangements and monitoring performance of Internal Audit and Counter Fraud.
  - Ensuring internal audit independence and that findings are actioned by managers and consequently help to improve the Council's effectiveness and governance arrangements.

The Purpose of Audit Committee

The Audit Committee is a key component of the Council's governance framework. Its purpose is to provide independent and high-level focus on the adequacy of governance, risk, and control arrangements.

The core functions of the Audit Committee, as set out within the Council's Constitution, are:

a) review the City Council's Annual Accounts and Annual Governance Statement (AGS). This will include advising on significant changes throughout the year to financial regulations and policies.

b) to monitor progress in addressing control or governance issues identified in the AGS.

c) to review and provide the Executive with assurance on the embedding and maintenance of an effective system of corporate governance, including the Council's Corporate Governance Code and Framework, risk management framework, and the associated control environment.

d) to consider the Council's framework of assurance and ensure that it adequately addresses the risks and priorities of the Council.

e) to review the adequacy of treasury risk management arrangements as set out in the Treasury Management Policy, Strategy and treasury management practices.

f) responsibilities as set out in the terms of reference in relation to external audit including reviewing the planned programme of work, noting fees and terms of engagement of the external auditor, considering and advising the executive on responses to audit management letters, reports and investigations and reviewing whether agreed external audit or inspection recommendations have been implemented as timetabled.

g) to review and make recommendations to the executive regarding the effectiveness of internal audit to include ensuring the internal audit function is adequately resourced, to review its strategy, receive, challenge and approve its annual plan and monitor its delivery and to review significant audit findings and monitor progress by managers in implementing agreed recommendations.

h) to consider and make recommendations to the executive on the Council's arrangements for deterring, preventing, detecting and investigating fraud.

i) to consider reports from the Ombudsman and monitor management response in relation to these.

j) to consider, approve or make recommendations in respect of any other matters at the request of the Council.

Committee Aims

In summary, the Committee's role is to challenge, assess and gather assurance from within the Council and external agencies, on the level and quality of the internal control and risk management processes in place to ensure that Council objectives are met. The benefits gained from operating an effective committee are that it:

- contributes to the development of an effective control environment including arrangements for management of risk.
- increases stakeholder confidence in the objectivity and fairness of financial and other reporting by promoting transparency and accountability.
- reinforces the importance and independence of internal and external audit and any other similar review process (e.g. providing a view on the AGS) and the implementation of audit recommendations.
- advises on the adequacy of the assurance framework and considers whether assurance is deployed efficiently and effectively to give assurance that business objectives are met.
- helps the authority to implement the values of ethical governance, including effective arrangements for countering risks of fraud and corruption.

Membership

The Audit Committee was made up of 8 non-executive councillors appointed to reflect the political balance of the Council. The current Members of the Committee are:

Councillor Fred Grindrod (Chair)
Councillor Paul Tilsley (Vice Chair)
Councillor Shabrana Hussain
Councillor Meirion Jenkins
Councillor Amar Khan
Councillor Bruce Lines
Councillor Miranda Perks
Councillor Shafique Shah

Work Undertaken

A summary of activity categorised by the main topic or source of assurance is given below. The summary is derived from the reports and presentations set before the Committee in the period, which are detailed in **Appendix A**.

Audit Committee Effectiveness

An Audit Committee is central to the provision of effective corporate governance. It is recognised that high performing councils develop effective financial and non-financial control mechanisms through the ongoing liaison and development of expertise made available by the establishment of an Audit Committee, meeting on a regular cycle, with terms of reference focussed on the key audit, control and risk management areas critical to the Council's performance. It is essential that the work of the Committee supports the Council's aim to improve its efficiency and effectiveness.

In order to ensure its efficiency and effectiveness in fulfilling its terms of reference the Committee follows the CIPFA recommended best practice framework for Audit Committees. This includes:

- A clear terms of reference that sets out the Audit Committee's purpose.
- Access to audit reports.
- The ability to request relevant officers attend meetings to explain issues.
- Reviewing the Annual Governance Statement on an annual basis and monitoring progress on key areas of concern.
- Its independence and good relationships with key officers.
- Regular reporting from internal and external audit.
- An action tracker.
- An independent external advisor who Committee Members can draw on technical advice and expertise in fulfilling their role.

Audit Committee - Work Undertaken September 2021 to September 2022

Assurance Statements and Governance

Annual Governance Statement (AGS)

Included in this Committee's terms of reference is the core function that it should review the AGS and monitor progress in addressing the control or governance issues identified.

The Accounts and Audit Regulations 2015 require the publication of an AGS following an (at least) annual review of the effectiveness of the Council's internal controls. In order to produce the AGS an annual timetable is required to ensure key tasks are undertaken to deliver the Statement alongside the Council's Statement of Accounts (SOA). The Committee has delegated authority for the formal approval of the AGS.

The 2016 CIPFA/SOLACE publication "Delivering Good Governance in Local Government Framework" provides the principles by which good governance should be measured. This has been adopted as the Council's Local Code of Corporate Governance by the Audit Committee.

The Council's governance arrangements aim to ensure that it sets and meets its objectives and responsibilities in a timely, open, inclusive and honest manner. The governance framework comprises the systems, processes, cultures and values by which the Council is directed and controlled, and through which it engages with, and leads the community to which it is accountable. Every council and large organisation operates within a similar framework, which brings together an underlying set of legislative requirements, good practice principles, and management processes.

Summary of work

The AGS reflects the governance framework operating within the Council and its significant partnerships, groups and trusts. The issues identified in the AGS and the consequent plans for their mitigation are used to direct corporate resources, including those of Internal Audit.

Whilst the Council's SOA for 2020-21 including the AGS have yet to be formally approved, due to the ongoing external audit, the letter of representation issued by the Director of Council Management and approved by the Committee on 19th October provided assurance that the AGS:

"fairly reflects the Council's risk assurance and governance framework and we confirm that we are not aware of any significant governance issues that are not disclosed within the AGS".

The Council's AGS, which forms part of the SOA, for 2021-22 was reviewed and agreed by the by Committee on 28th September 2022. The 2021-22 AGS included seven significant governance issues:

- Commissioning and contract management.
- Companies.
- Major projects and transformation.

- Housing.
- Asset condition and sufficiency.
- Recruitment and retention.
- Birmingham SEND.

The Audit Committee will continue to monitor progress against these issues throughout the year.

Governance of Group Companies

Good governance of those companies in which the Council has an interest in is an integral part of the governance arrangements of the Council as these ventures involve the expenditure of public money and the stewardship of public resources. The Cabinet Committee - Group Company Governance's role is to ensure that the Council's strategic objectives are met across the group of companies and work to improve the level of Council oversight of the activities of those companies

Summary of Work
The Audit Committee reviewed the Group Accounts included within the Council's draft Financial Statements for 2020–21.

The results from Cabinet Committee – Group Company Governance yearly "Group Boundary" exercise for 2021-22 were reviewed. The "Group Boundary" exercise seeks to define which subsidiaries, associates and joint ventures are consolidated with the Council's financial statements to produce the Group Accounts. This exercise includes assurance statements from those companies that meet the criteria for consolidation, or which may meet the criteria in the near future. The assurance statements are broken down into three main areas:

- Company Environment – looking at the governance arrangements of the company.
- The Identification, Mitigation and Reporting of Risk – looking at how the company manages risk.
- Financial Statements – looking at factors that may impact on the company's financial health and financial statements.

<u>Risk Management</u>

The Committee's key risk management role is to provide assurance on the adequacy of the Council's Risk Management Framework (RMF) and the associated control environment by reviewing the mechanisms for assessing and managing risk.

Summary of Work
The Committee has received regular updates on the implementation of the RMF together with the most significant risks. Assurances on the management of these key risks have been sought during Cabinet Members assurance sessions.

Treasury Management

Treasury Management is the management of an organisation's borrowings and investments, the effective management of the associated risks and the pursuit of optimum performance or return consistent with those risks.

The Council's treasury management function operates in accordance with the CIPFA Treasury Management Code of Practice (the TM Code) and Prudential Code. The TM Code requires authorities to nominate a body within the organisation to be responsible for scrutiny of treasury management activity.

Summary of Work
The Committee have reviewed the Treasury Risk Management arrangements including the Council's:

- Treasury Management Strategy and Policy.
- Treasury Management Practices.
- Treasury management reporting and monitoring.

Performance Management

It is essential for the Council to have a performance management framework in place which effectively measures and reports success in delivering the key priorities that have been set.

Summary of Work
The Committee received an update from the Chief Executive on the Corporate Plan 2022-2026 and the supporting performance management arrangements.

The Committee has also received updates on key issues and assurance from Cabinet Members.

Statement of Accounts, External Audit, Inspection and Assurance

This area of work covers external providers of assurance including external audit, which is the key external provider of assurance for financial stewardship and accountability.

Statement of Accounts External Audit

The Committee has a duty to scrutinise the Council's financial and non-financial performance, to the extent that it affects the Council's exposure to risk and the control environment, and to oversee the financial reporting process. It also has the responsibility to approve the Council's Statement of Accounts (SOA) and to consider the external auditor's annual findings report and letter, and relevant reports.

External audit give an independent view of the stewardship and accountability roles of the Council. The duties and powers of the external auditor are set out in statute and statutory codes of practice.

Summary of work

On an annual basis the Committee reviews and approves the accounting policies that are to be adopted for compiling the SOA.

The self-assessment against the CIPFA Financial Management Code was reviewed and assurance gained around the financial management practices that have been adopted.

During the year the Committee noted the independent arrangements that had been approved by Full Council for the appointment of the Council's external auditor for the five years 2023-24 to 2027-28.

Throughout the year the Committee received reports, written and verbal, from the Council's external auditors, detailing their work plans and the progress they had made. The Committee has monitored and received regular updates on the progress made in discharging any recommendations made by the external auditor.

The 2020-21 draft accounts were passed to the external auditors to enable them to undertake their audit work on 30th June 2021.

The external auditor's Draft Findings Report issued to Committee on 13th October 2021 concluded that whilst their audit on the Council's financial Statements was ongoing, subject to resolution of the outstanding queries, they anticipated issuing an unqualified audit opinion. This position was reconfirmed on 25th January 2022.

The National Audit Office (NAO) introduced a new Code of Audit Practice for the audit year 2020-21. This contained a new set of reporting criteria to assess how Local Authorities were delivering Value for Money (VFM). The new criteria covered Financial Sustainability, Governance and Economy, Efficiency and Effectiveness, known as the 3E's. The Code also required more extensive reporting in the form of the Auditors Annual Report (AAR). On 20th May 2022 the external auditors draft 2020-21 AAR was considered. Within the draft AAR, the Council was not issued with any 'Statutory Recommendations'. The external auditors were satisfied that the Council had appropriate arrangements in place to ensure it manages risks to its financial sustainability. However, they identified four 'Key Recommendations', two around the service delivery and assurance mechanisms in the Home to School Transport Service, one around the delivery and governance of the SEND services, and another on IT issues relating to system access and changes to the General Ledger.

The action plan created to manage and the track progress against all the recommendations arising from the AAR will be continually reviewed by the Committee to obtain assurance over progress.

The AAR cannot be finalised until the external auditor has finalised their opinion on the Council's Financial Statements for 2020-21. Due to a national issue about the value of Infrastructure Assets, that is affecting many Local Authorities, the external auditor has been unable to finalise their audit on the 2020-21 Financial Statements. CIPFA is working on issuing a revised code of practice to resolve this issue. The Government issued a Statutory Instrument on 25 December 2022 to help resolve this issue.

On the 28th September 2022 the Committee was briefed on the legislative requirements for the approval and publication of the draft and audited SOA 2021-22 and the process that the Council will follow to support the Committee in considering and subsequently approving the audited SOA 2021-22. A briefing on the Accounts was held on the 24 November 2022.

Local Government and Social Care Ombudsman and the Housing Ombudsman

In line with the agreed terms of reference the Audit Committee receive reports from the Ombudsman and monitor management responses.

Complaints need to be used to influence service improvement and therefore to increase customer satisfaction and to highlight areas where controls may be failing.

Summary of work
In November 2021 the Committee considered a report relating to the allocation of social housing The Ombudsman found fault causing injustice in that the complainant had waited too long for their application to join the Housing Register to be considered and that they were allocated to an incorrect Band. Recommendations were made to remedy the injustice caused.

In January 2022 the Committee considered a report relating to refuse and recycling. The Ombudsman found fault causing injustice in that the Council had consistently failed to return communal bins to the correct area since the summer of 2020. Recommendations were made to remedy the injustice caused including the award of compensation to recognise the frustration and difficulties the failure to return the communal bins had caused.

A further report was considered in June 2022 relating to a Disabled Facilities Grant. The Ombudsman found fault causing injustice in that the Council failed to return handling the adaptations appropriately and the poor quality of the work. Recommendations were made to remedy the injustice caused including the award of compensation to recognise the distress and uncertainty caused and the significant impact the delays and lack of adaptations have had.

Internal Audit and Counter Fraud

One of the Committee's key roles is to review and monitor the work of Internal Audit (IA). The Public Sector Internal Audit Standards (PSIAS) set out the requirements for Internal Audit, and the Audit Charter sets out the Council's terms of reference for the service. External and internal assessments of Internal Audit under the PSIAS and its Quality Assurance and Improvement Plan (QAIP) help the Committee assess the performance and effectiveness of the service.

The Accounts and Audit Regulations 2015 state that local authorities must undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes, taking into account public sector internal auditing standards or guidance. The PSIAS require that the responsibility for the management of Internal Audit sits with the Board. In practical terms, at the Council, this Board's responsibility is vested in the Audit Committee, Section 151 Officer, and Monitoring Officer, who exercise their responsibility via the Constitution and the associated policies and procedures.

Summary of work
The service contributes to the achievement of corporate objectives by bringing a systematic disciplined approach to the improvement of the effectiveness of risk management, control, and governance processes. Internal Audit is an important part of the Council's governance and control framework.

The Audit Committee agreed:

- the Internal Audit Charter.
- the Internal Audit Annual Workplan.
- performance updates.

In June 2022 the Committee received the Annual Report from the Assistant Director Audit and Risk Management. The report gave a reasonable assurance on the core systems of internal controls evaluated.

As in any large organisation some significant issues that required action were identified. All significant issues have been reported to the appropriate Director during the year. Significant issues are also brought to the attention of the Committee to monitor and ensure the agreed actions were progressed.

The Committee has supported the mandatory external assessment of the internal audit function against the requirements of the PSIAS. This has included agreeing the Terms of Reference and meeting with members of the review team.

Internal Audit continue to coordinate counter fraud activities in line with the Counter Fraud Strategy. During the year the Audit Committee received the Internal Audit Annual Fraud Report containing an assurance on the systems for preventing and detecting fraud across the Council.

Conclusion

Audit Committees are a key component of an authority's governance framework. Their purpose is to provide an independent and high-level focus on the adequacy of governance, risk and control arrangements. This gives confidence to those charged with governance that arrangements are effective.

The work of the Committee supports the Council's aim to improve its efficiency and effectiveness. In accordance with CIPFA guidance, the Committee is independent of executive decision making and the scrutiny functions, able to provide objective oversight, and take a balanced non-political view.

Having considered the available guidance, the terms of reference, and duties of the Audit Committee, the work undertaken, and assurances sought, it is my assessment that the Committee has carried out its roles effectively and provided effective challenge across a range of governance related areas.

Finally, I offer my thanks and appreciation to each Member of the Committee for their proactive contributions which have continued to facilitate constructive challenge; Officers for their support and help in carrying out our role; and the external auditor for their constructive engagement, contributions and responses.

Councillor Fred Grindrod
Chair of the Audit Committee

Appendix A – List of Reports to Audit Committee by Date

19th October 2021

ASSURANCE SESSION – DEPUTY LEADER'S PORTFOLIO Verbal update from the Deputy Leader with the Director of Digital and Customer Services	• Assurance on key areas within the Cabinet Member's portfolio
EXTERNAL AUDITORS AUIT FINDINGS REPORT 2020/21 Report of the External Auditor	• Key findings arising from the statutory audit of Birmingham City Council for the year ending 31st March 2021
STATEMENT OF ACCOUNT 2020/21 and AUDIT FINDINGS REPORT Report of the Director of Council Management	• The Draft Statement of Accounts • Grant Thornton's Audit Findings Report • Letter of Representation from the Director of Council Management
ANNUAL GOVERNANCE STATEMENT Report of the Director of Council Management	• Approval of the updated Annual Governance Statement • Agreement of the arrangements for the monitoring the significant governance issues
REPORT INTO ISSUES RELATED TO THE TRAVEL ASSIST SERVICE Report of the Interim Director of Education and Skills	• Update on progress made since the Weightmans LLP submitted their report into issues related to the Travel Assist Service in January 2021
BIRMINGHAM AUDIT ANNUAL FRAUD REPORT Report of the Assistant Director Audit and Risk Management	• Update on how the Council has managed the risk of fraud during the period April 2020 to March 2021 • Approval of the Anti-Fraud and Corruption Policy
RISK MANAGEMENT UPDATE Report of the Assistant Director Audit and Risk Management	• Update on the management of strategic risks and implementation of the Risk Management Framework

29th November 2021

ASSURANCE SESSION – CABINET MEMBER FINANCE & RESOURCES PORTFOLIO The Cabinet Member of Finance & Resources with the Interim Director of Human Resources	• Assurance on key areas within the Cabinet Member's portfolio
TREASURY RISK MANAGEMENT ARRANGEMENTS & DRAFT TREASURY MANAGEMENT STRATEGY Report of the Director of Council Management	• Update on the Council's treasury risk management arrangements as set out in the draft 2022/23 Treasury Management Policy, Strategy and Treasury Management Practices
BIRMINGHAM AUDIT – HALF YEAR UPDATE REPORT 2021-22	• Update on outputs and performance in relation to the provision of the Internal Audit service

Appendix A – List of Reports to Audit Committee by Date

Report of the Assistant Director Audit & Risk Management	during the first half of 2021/22
CORPORATE ASSURANCE FRAMEWORK Report of the Assistant Director Audit & Risk Management	• Update on the development of a Corporate Assurance Framework and the ongoing work through its stages of maturity
EQUAL PAY UPDATE Verbal update from the Assistant City Solicitor & Deputy Monitoring Officer	• Update on Equal Pay
EXTERNAL AUDITORS IT AUDIT REPORT Report of the External Auditors	• Inform Members of the findings arising from the External Auditors IT General Controls review for applications relevant to the financial statements
EXTERNAL AUDITORS PROGRESS REPORT Report of the External Auditors	• Progress update
OMBUDSMAN REPORT CONCERNING A COMPLAINT ABOUT HOUSING SOLUTIONS AND SUPPORT SERVICE Report of the Managing Director of the City Housing Directorate	• Inform Members about the Ombudsman's report, issued on 13 October 2021, regarding the Council's delay in dealing with applications to join the Housing Register • Consider the action taken to address the Ombudsman's recommendations

25th January 2022

ASSURANCE SESSION - CABINET MEMBER VULNERABLE CHILDREN'S AND FAMILIES PORTFOLIO Verbal update from the Cabinet Member Vulnerable Children's and Families	• Assurance on key areas within the Cabinet Member's portfolio
AUDIT FINDINGS REPORT 2019/20 - RECOMMENDATIONS UPDATE Report of the Director of Council Management	• Update on progress against the External Auditors recommendations made within their 2019/20 Findings Report
EXTERNAL AUDITOR'S FINDINGS REPORT 2020/21 Report of the External Auditor	• External Auditors findings for the year ending 31st March 2021
OMBUDSMAN REPORT CONCERNING A COMPLAINT ABOUT THE REFUSE AND RECYLING SERVICE Report of the Director of the City Operations Directorate	• Inform Members about the Ombudsman's report, issued on 1 November 2021, regarding the Council's arrangements for the collection of recycling and refuse. Consider the action taken to address the Ombudsman's recommendations
RISK MANAGEMENT UPDATE Report of the Assistant Director Audit & Risk Management	• Update on the management of strategic risks and implementation of the Risk Management Framework report

Appendix A – List of Reports to Audit Committee by Date

15th February 2022

ASSURANCE SESSION - CABINET MEMBER VULNERABLE CHILDREN'S AND FAMILIES PORTFOLIO Verbal update from the Cabinet Member Vulnerable Children's and Families Portfolio	• Assurance on key areas within the Cabinet Member's portfolio
ASSURANCE SESSION - CABINET MEMBER HOMES AND NEIGHOURHOODS PORTFOLIO Verbal update from the Cabinet Member Homes and Neighbourhoods	• Assurance on key areas within the Cabinet Member's portfolio
EXTERNAL AUDITORS PROGRESS REPORT Report of the External Auditors	• Progress update
PROCUREMENT OF EXTERNAL AUDIT - 2023 - 2028 Report of the Director of Council Management	• Inform the Members of the Council's decision regarding the procurement route for appointing an external auditor for the five financial years 2023/24 to 2027/28

29th March 2022

BIRMINGHAM AUDIT – INTERNAL AUDIT PLAN 2022/23 Report of the Assistant Director Audit & Risk Management	• To gain approval of the 2022/23 proposed internal audit plan
ADOPTION OF ACCOUNTING POLICIES FOR 2021/22 Report of the Director of Management	• To seek approval to the adoption of accounting policies for the completion of the Council's accounts for 2021/22
GROUP COMPANY GOVERNANCE ASSURANCE - INFORMING THE AUDIT RISK ASSESSMENT - PUBLIC Report of the Interim Chief Finance Officer	• Update on the responses from the Council's group companies on a questionnaire on their Audit Risk Assessment

26th April 2022

RISK MANAGEMENT UPDATE Report of the Assistant Director Audit and Risk Management	• Update Members on the management of strategic risks and implementation of the Risk Management Framework
BIRMINGHAM CITY COUNCIL - PROCUREMENT GOVERNANCE ARRANGEMENTS Report of the Assistant Director - Procurement	• Update on the review of the Council's Procurement Governance Arrangements

Appendix A – List of Reports to Audit Committee by Date

20th May 2022

2020/21 AUDITOR'S ANNUAL REPORT Report of the Director of Council Management	• Update on the findings from the External Auditors 2020/21 Auditors Annual Report and the Value for Money Audit

30th June 2022

ASSURANCE SESSION - CABINET MEMBER TRANSPORT PORTFOLIO Verbal update from the Cabinet Member Transport with the Strategic Director City Operations, Assistant Director City Operations, Assistant Director Inclusive Growth, and the PFI Contract Manager	• Assurance on key areas within the Cabinet Member's portfolio
BIRMINGHAM AUDIT ANNUAL REPORT 2021/22 Report of the Assistant Director Audit and Risk Management	• Annual opinion on the opinion on the adequacy and effectiveness of the systems of internal control for the financial year ending March 2022. • Summary of Internal Audit work completed during 2021/22.
EXTERNAL AUDITORS AUDIT PLAN Report of the External Auditors	• Overview of the planned scope and timing of the statutory audit of the Council.
LGSCO ADULTS SOCIAL CARE - DISABLED FACILITY GRANT COMPLAINT Report of the Director of the Adults and Social Care Directorate	• Inform Members about the Ombudsman's report, issued on 19 May 2022, regarding the Council's handling of home adaptions under the Disabled Facilities Grant (DFG). • Consider the action taken to address the Ombudsman's recommendations

19th July 2022

CANCELLED

28th September 2022

BIRMINGHAM CITY COUNCIL'S COMPLAINTS FOLLOW-UP Verbal update from the Chief Executive	• Verbal update on the Corporate Plan 2022-2026 and the work being undertaken to strengthened performance management and operate as a single joined up organisation.
ASSURANCE SESSION – CABINET MEMBER CHILDREN, YOUNG PEOPLE & FAMILIES PORTFOLIO Verbal update from the Cabinet Member Children, Young People & Families with the Director of Education & Skills and Head of Finance - Service Innovation	• Assurance on key areas within the Cabinet Member's portfolio

Appendix A – List of Reports to Audit Committee by Date

RISK MANAGEMENT UPDATE Report of the Assistant Director Audit and Risk Management	• Update on the management of strategic risks and implementation of the Risk Management Framework report
PROGRESS ON NON-COMPLIANCE WITH THE CONSTITUTION Report of the City Solicitor & Monitoring Officer	• Update on areas of procurement nonconformity with governance process and procedure and mitigations and/or future steps to prevent recurrence.
CIPFA FINANCIAL MANAGEMENT CODE SELF ASSESSMENT Report of the Director of Council Management	• Set out the requirements of the CIPFA Financial Management Code and provide the results of the Council's self-assessment and further actions to be taken.
ANNUAL GOVERNANCE STATEMENT Report of the Director of Council Management	• Approval of the Annual Governance Statement for inclusion in the in the 2021/22 Statement of Accounts. • Agree the arrangements for the management of the items raised within the statement.
DRAFT STATEMENT OF ACCOUNTS Report of the Director of Council Management	• Brief Members on the legislative requirements for the approval and publication of the draft and audited Statement of Accounts 2021/22 and the process to support the Committee in considering and subsequently approving the audited Statement of Accounts 2021/22.
EXTERNAL AUDITORS UPDATE Report of the External Auditors	• Approach to Value for Money work for 2021/22. • Extension of Value for Money work and reporting for 2021/22 until February 2023.

Birmingham City Council

City Council

7 February 2023

Subject:	Scrutiny Business Report
Report of:	Cllr. Sir Albert Bore, Chair of Co-ordinating Overview and Scrutiny Committee
Report author:	Christian Scade, Head of Scrutiny and Committee Services
	Tel No: 07517 550013
	Email: christian.scade@birmingham.gov.uk

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

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

1 Executive Summary

1.1 This report provides an overview of the work programme across all Overview & Scrutiny Committees during November 2022- January 2023 and highlights the current progress on the four Inquiries referred to in the previous Scrutiny Business report. Also outlined is the outcome from the review of the recommendations from the Customer Services programme by the Co-ordinating Overview and Scrutiny Committee and the next steps for this work.

2 Recommendation(s)

2.1 That the report be noted.

3 Background

3.1 The statutory guidance for local government overview and scrutiny sets out the role it can play in holding an authority's decision makers to account. This makes it fundamentally important to the successful functioning of local democracy. Effective Overview and Scrutiny should:

- Provide constructive 'critical friend' challenge

- Amplify the voices and concerns of the public
- Be led by independent people who take responsibility for their role
- Drive improvements in public services

4 Customer Services Programme

Customer Services

4.1 A Task and Finish Group of Members from Co-ordinating Overview & Scrutiny Committee has considered the outcomes of the first phase of the Customer Services Programme focusing on 'Fixing the Basics', as originally set out in the Customer Services Strategy and associated Enhanced Business Case (EBC) approved by Cabinet in December 2021.

4.2 The Task and Finish Group has met with the service area sponsors/leads from Bereavement Services, Housing Repairs, Waste Management and Highways to consider the recommended opportunities arising from the Customer Service Programme's initial user research on improving customer experience and increasing customer satisfaction.

4.3 The Task and Finish Group reported to Co-ordinating Overview & Scrutiny Committee in December and January on the recommendations relating to the four service areas. The Committee has also supported the implementation of the Customer Services Programme Phase 2 as outlined in the December 2022 Cabinet report.

4.4 Appendix A provides the amended recommendations across these four service areas as presented to Co-ordinating Overview and Scrutiny Committee on 27 January.

Bereavement Services

4.5 The Task and Finish Group reviewed all recommendations on 24 November. Appendix A outlines the further comments and recommendations that have been taken on board by the Assistant Director, Regulation and Enforcement.

4.6 Workshops have commenced with the Customer Services team and the service leads to prioritise the recommendations and create a service improvement plan and roadmap. This clearly defines delivery accountability with the items within scope of the programme added to the Customer Service Programme Phase 2. Specific examples include but are not limited to:

- Clear online guidance and published: 'What to do if someone dies'. Booklet awaiting sign off. From April 2023, a medical examiner will authorise all Medical Certificates of Cause of Death.
- Provide clear guidelines for relatives on their responsibility for maintaining a grave and promote existing grave maintenance service.

- Offer a partial back fill/partial manual fill of a grave for relatives after the burial where the access and resources are available.
- A new bereavement system that has the capability to provide funeral directors with a view of all current bookings with the council and updates, without having to make manual checks.
- Appointment of a Head of Services for both Bereavement and Registrars to enable better sharing of information between the services and other partners.
- Review the current process and timelines of putting a headstone on a grave. Service is raising invoices via Oracle. Investigate option for online payment at point of request for service.
- Review all signage to make sites easier to navigate around and to improve the customer experience.
- Sutton New Hall Cemetery provides an out of hours emergency burial service. Investigate demand for other sites to establish out of hours provision to enable Muslim burials to proceed at pace across the whole of Birmingham.
- Reduction of long-term agency staff and backfill of current vacancies.
- One published service phone contact number and mailbox, with the customer contact centre helping to log, triage, track and report all enquiries received.
- Review additional income generation opportunities, for example: core service fees; package options for additional services such as maintenance or borders for graves

Housing Repairs

4.7 The Task and Finish Group reviewed all recommendations on 29 November. Appendix A outlines further comments and recommendations that have been taken on board by the Head of Service, Housing Management.

4.8 The Task and Finish Group commended the on-going work within the service and the efforts being undertaken to improve the customer experience and satisfaction, but emphasised the critical aspect of the following improvements for there to be a transformational change to the service:

- Introduction of a new reporting process to enable customers to report, diagnose and track a repair.
- Adoption of a new KPI ‘right first time’ that reduces the need for repeated contact on the same repair.
- Review of tenancy conditions with communication materials detailing expectation of both the Council and the tenant, and with a more flexible approach to the start day/end day of a tenancy.

- Introduction of a 2-way functionality for contractors and customers on communications over repair appointments, prior to and on the day of the appointment.
- More effective working with contactors on sharing data and systems to improve effectiveness and the customer experience.
- Choice-based lettings – meaningful guidance is required for customers which aligns to the customer journey, as the 'as is' not providing the information customers require at the time they need, and which manages expectations and timelines.
- The website states there is high demand for housing within Birmingham but does not give any example or average waiting times based on typical applications. Providing this information would be useful to customers. Member~~s~~ to obtain regular updates via https://www.birminghamchoice.co.uk/ with a cascaded link on the Members Page that contains an Average Waiting Time calculator to check the supply and demand of properties per area; and live updates on property availability.

Waste Management

4.9 The Task and Finish Group reviewed all recommendations on 5 December. Appendix A outlines further comments and recommendations that have been taken on board by the Assistant Director, Street Scene.

4.10 The Task & Finish Group concluded that a transformational change in the service was possible if key recommendations were implemented, including:

- Appointment of a new Transformational Director who will ensure that the technology (KIT – Knew in-cab Technology) is in place and fully operational by the end of December 2022, and with a staff training programme which is fully supported by the Trade Unions – with all round data up to-date, the technology able to flag assisted collections to avoid them being missed, with crews mandated to report issues such as locations of broken bins and trigger a repair or replacement bin or to report contaminated waste recycling bins, with daily collections monitored by the managers of the service.
- Use of the KIT to ensure the reduction of missed collections - the KIT will enable real time reporting of missed collections, whatever the reason, and the data captured and held in a single system so the Contact Centre will have visibility in the event of customer contact.
- Managers to follow up on multi-service issues causing repeated missed collection, such as parking breaches or skips on the highway, and in real-time – if a vehicle breaks down and cannot complete a round - allocate the work to other crews who may have the capacity on the same day, with processes agreed by the Trade Unions.

- Recruitment process to fill all permanent vacancies, retaining 23% of agency cover for sickness, annual leave, and other similar commitments. In the event of planned vehicle maintenance, alternative vehicles to be sourced in advance but, if not possible, the work re-allocated to other crews with capacity.
- As the KIT will enhance complaint responses, with more personalised responses, a reduction in complaint volumes to allow efficiencies in administrative activities to be made.
- Review current guidance for how the public should correctly recycle, working with Keep Britain Tidy to find a way of telling residents they have done something wrong.
- As it is mandatory for crews to pick up any dropped refuse or spillage at the point of collection when being lifted into the collection vehicle, depot managers to monitor and performance manage.

Highways

4.11 The Task and Finish Group reviewed all recommendations on 12 December. Appendix A outlines further comments and recommendations that have been taken on board by the Assistant Director for Inclusive Growth and other service representatives, including:

- The response to complaints from contractors is not always to an acceptable quality. Some quality improvements require process and/or system changes with BHL/Kier. The PFI contract will be to lever for alignment.
- Members were being requested to submit enquiries through a form created by Highways. Use of the complaints teams is the corporate approach but as most enquiries are not complaints, a better route is needed to process enquiries that are not complaints.
- Two business support teams managing service enquiries and complaints, working in silos. Consolidate into one team, redirecting freed up resource elsewhere in the service.
- Service finding it difficult to prioritise activity because sometimes everything is considered urgent. The service to define what should be classified as urgent and members to identify cases that are urgent based on their community knowledge, with possible use of transportation capital budget for some priorities.
- Resolve confusion and problems arising from Clean Air Zone (CAZ) and other highways/parking penalty charge notices being dealt with in two different directorates - Highways for non-payment of PCNs and CAZ team communications and messaging about the CAZ charge and how to pay - with no customer data transfer between the two teams.

- Improve the current reporting options for customers using new technological solutions becoming available to automate the process.
- Take up opportunities for sharing information online/offline with customers on why something has happened or why a decision has been made.

Next Steps

4.12 The intention of the Committee is to follow up with measures to ensure that the identified end-to-end customer service improvements are implemented. Furthermore, in a second phase of the work the Task and Finish Group will be scrutinising how service area senior managers are responding to feedback from the Customer Services workshops to embed the Customer Service strategy. Transformational change, particularly in Housing Repairs and Waste Management, could be realised if the recommendations are put into practice.

5 In-depth Scrutiny

5.1 In depth scrutiny enables Members to consider complex issues and make recommendations which could deliver improvements in public services. The Inquiries use a traditional task and finish model where a complex topic is explored in significant detail over a longer period of time. However, Overview and Scrutiny Committees have also been able to take forward a short, sharp review approach for the review of the Customer Services programme, the development of the new Domestic Abuse strategy and Cleaner Streets. In particular with Customer Services and Domestic Abuse, these reviews have been possible as they have been delivered in a different way. In an innovative approach, other Council services have offered their support to facilitate these reviews.

5.2 There are four Inquiries progressing at this time, all of which are in the Call for Evidence stage. They receive evidence from a wide range of sources including Cabinet Members, relevant Council services, partner organisations, service users and other members of the public.

5.3 **Child Criminal Exploitation**: The Terms of Reference was approved by the Education and Social Care Overview and Scrutiny Committee on 30 November. The key question for this Inquiry is: 'How are the Council and Partners working together to reduce the risks of Criminal Exploitation for young people?' A Call for Evidence to Members was launched in January. This will be followed by a Call for Evidence to stakeholder organisations and families, which is intended to launch in February. The Task and Finish Group has worked with the Public Participation team to develop this Call for Evidence.

5.4 **Children and Young People's Mental Health:** The Inquiry has received evidence to date from Birmingham Educational Psychology Service; Birmingham Education Partnership; West Midlands Ambulance Service; West Midlands Police; Birmingham City Council Approved Mental Health Professional Service. All Members will be invited by the Chair of the Inquiry to input into the inquiry; a Call for Evidence to the

public has also been launched. This Inquiry is led by the Health and Social Care Overview and Scrutiny Committee as a joint inquiry with Education and Social Care Overview and Scrutiny Committee.

5.5 **Commonwealth Games Legacy, Promoting Health and Wellbeing**: The Inquiry has received evidence to date from the Cabinet Member; the Birmingham City Council's Sport and Physical Activity service, and Sport Birmingham. On January 25, the Task and Finish Group visited Alexander Stadium as part of its evidence gathering. A Call for Evidence from the public closed on 13 January. This Inquiry is led by the Commonwealth Games, Culture and Physical Activity Overview and Scrutiny Committee as a joint inquiry with Health and Social Care Overview and Scrutiny Committee.

5.6 **Employment and Skills for Young People:** The Inquiry has received evidence from University College Birmingham; University of Birmingham; Birmingham Education Partnership; Birmingham Children's Trust; Birmingham City Council Youth Service; and Birmingham City University (this has included a visit on 20 January to the STEAMhouse). Members of the Task and Finish Group have also met with young people at the Factory Young People's Centre in Longbridge to seek their views. All Members have been invited by the Chair of the Inquiry to input into the inquiry; a Call for Evidence to the public has also been launched. This Inquiry is led by the Economy and Skills Overview and Scrutiny Committee.

6 Summary of Committee Work Programmes

6.1 Further to the Inquiries outlined above, the individual Committees have also considered a wide range of other topics.

Co-ordinating Overview and Scrutiny Committee

6.2 The Committee has reviewed the implementation of the recommendations of the Exempt Accommodation Inquiry and related planning enforcement issues.

6.3 The Committee has also received an update on the Early Intervention and Prevention programme and the proposal to develop an early intervention and prevention directorate.

6.4 Following the resolution at City Council on 6 December on the Homes for Ukraine Programme, the Committee has considered a summary of feedback from host families, and a report on the Council contracts that support the Homes for Ukraine programme. The Cabinet member for Social Justice, Community Safety and Equalities has also attended to report on his Cabinet portfolio priorities and update the Committee on the Everyone's Battle, Everyone's Business Action Plan and the Cost-of-Living Crisis Programme.

6.5 The Committee has undertaken a Roundtable event to review the Birmingham Domestic Abuse Prevention Strategy 2018-2023. The purpose of this event was to inform the development of the new strategy, and this will be further considered at a single-issue meeting on 17 February. This is an example where Members are

exploring a complex issue using a short, sharp review approach and furthermore, being led by Adult and Social Care.

Commonwealth Games, Culture and Physical Activity Overview and Scrutiny Committee

6.6 The Cabinet Member for Health and Social Care attended in December 2022 to present on her cabinet portfolio priorities.

6.7 The Committee has dedicated the January formal meeting to evidence gathering for its inquiry.

Economy and Skills Overview and Scrutiny Committee

6.8 The Committee dedicated both December and January formal meetings to evidence gathering for its Inquiry. This has been supplemented by additional evidence gathering sessions by the smaller Inquiry Task and Finish group.

Education and Children's Overview and Scrutiny Committee

6.9 The Committee has considered the Children and Families Directorate Improvement Plan and the Children's Partnership Change for Children 2023-2028 Plan. The Cabinet Member for Children, Young People and Families was in attendance.

6.10 The Committee considered an update report and evidence for the Child Criminal Exploitation Inquiry, and the Young People's Mental Health Inquiry from the Children's Trust at the November 2022 committee meeting. Members of the Children and Young People Mental Health Inquiry from the Health and Social Care O&S Committee were also in attendance. The agenda for the Committee meeting on the 30 November also included consideration of the Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) This meeting was adjourned and reconvened on 25 January.

Health and Social Care Overview and Scrutiny Committee and Joint Health Overview and Scrutiny Committee

6.11 The Independent Chair of the Birmingham Safeguarding Adults Board has presented the annual report on 20 December.

6.12 The Committee has considered the Birmingham City Council Adult Social Care performance monitoring report for Q1 and Q2, 2022-23.

6.13 The Committee has considered the Birmingham and Lewisham African Health Inequalities Review (BLACHIR) and has been informed on the actions being taken to deliver on its recommendations. The Cabinet Member for Health and Social Care was in attendance.

6.14 Evidence gathering for its Inquiry has also been undertaken in the Committee meetings. This has been supplemented by additional evidence gathering sessions by the smaller Inquiry Task and Finish group.

6.15 The Birmingham and Solihull Joint Health Overview and Scrutiny Committee met 19 January to consider the allegations reported on BBC Newsnight (December 2022). Representatives from University Hospitals Birmingham NHS Foundation Trust; Birmingham and Solihull Integrated Care Board (ICB) and West Midlands Ambulance Service (WMAS) were in attendance. The ICB has announced three major reviews will be undertaken into University Hospitals Birmingham. The first review has commenced and will focus on the aspects of patient safety raised in the BBC Newsnight programme. Representatives from Healthwatch Birmingham and Healthwatch Solihull also attended to seek an endorsement from the committee for four proposed ground rules in relation to these ICB reviews.

6.16 This Committee also considered the Birmingham and Solihull Integrated Care System performance against Finance and Recovery Plans.

Housing and Neighbourhoods Overview and Scrutiny Committee

6.17 As part of its work on Cleaner Streets, Derby City Council, Rochdale Borough Council and Wigan Metropolitan Borough Council have presented to the Committee. The Committee are developing recommendations to shape new policy around Cleaner Streets for the Cabinet Member for Environment, which can improve the services delivered to citizens. The specific focus for this work has been Street Cleansing, Graffiti and Litter. This is an example where Members are exploring a complex issue using a short, sharp review approach.

6.18 The Committee considered a Request for Call-In on the Cabinet decision on Housing Repairs, Maintenance and Investment 2024. The decision was not referred back to Cabinet, however a letter outlining the Committee's concerns has been sent to the Cabinet Member for Housing and Homelessness and the Cabinet Member for Finance and Resources.

6.19 The Cabinet Member for Environment has presented to the Committee on the Fly-tipping Inquiry, and specifically the progress undertaken on its recommendations for a camera scheme to address fly-tipping and a review of its prosecution strategy.

6.20 The Annual Report of the Birmingham Community Safety Partnership was presented to the Committee in December. This is part of its role as the Crime and Disorder Committee (Police and Justice Act 2006).

6.21 The Cabinet Member for Social Justice, Community Safety and Equalities presented his priorities for 2022-23.

Resources Overview and Scrutiny Committee

6.22 The Committee has continued its scrutiny of the Council's financial position, specifically through consideration of the Month 7 Financial Monitoring Report and has also received the latest reports on Planned Procurement Activities.

6.23 Members have attended a training session on 22 December to prepare for the Committee's Budget Scrutiny session on 9 February. This training advised on budget setting and processes. It also provided further information on the role of the

Council to approve the budget, and the specific role of Overview and Scrutiny for budget scrutiny.

Sustainability and Transport Overview and Scrutiny Committee

6.24 The Committee undertook a visit to University Station in December to review the progress made on the building works of the new station. Local ward councillors also joined the visit.

6.25 Members have received a report on the tender strategy for the procurement of a new Civil Parking Enforcement service; this contract will be renewed in 2024. The Committee have also considered the revised Footway Crossings Policy.

West Midlands Police and Crime Panel

6.26 The Panel has reviewed the Commissioner's Annual Report of the Police and Crime Plan. The Commissioner considered the Panel's recommendations and an updated final Annual Report has been published.

6.27 The Panel has examined the Commissioner's oversight of West Midlands Police to reduce serious violence. This has included a consideration of work with criminal justice and community safety partners. The Panel welcomed representatives of the Violence Reduction Partnership and West Midlands Police who outlined their focus and activities.

6.28 The Commissioner has introduced his preliminary budget proposals and proposed policing precept; this is ahead of the formal review of the policing precept for 2022-23 at its 6 February meeting. The public consultation for the budget and policing precept closed on 30 January.

6.29 The Panel has continued to focus on key themes arising from its Public Confidence in Policing inquiry, which was published in 2022; on this occasion, the Panel considered Police Visibility and Access. The Panel has received further information on how the Commissioner is providing oversight of West Midlands Police to improve its contact with the public and its call handling performance, and specifically how West Midlands Police's Force Contact Improvement Plan.

6.30 The Panel welcomed a public question about how the Panel were scrutinising the Commissioner to 'ensure road danger reduction and deliver a safe and secure road network' and 'prioritise reductions in speeding and nuisance driving'. The Panel intends to undertake further scrutiny on this issue.

6.31 The Panel has launched a new website: West Midlands Police and Crime Panel | Birmingham City Council. This provides further information to the public and Members on the work of the Panel, and also provides guidance to the public on how to submit a question to the Panel.

7 Legal Implications

7.1 There are no legal implications arising from this report, however the work and functions of the Council's overview and scrutiny function is prescribed in the Council's constitution.

7.2 With specific regard to the Customer Services work, the Council is under a duty under Section 3 of the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency, and effectiveness.

7.3 Further to this, the Council will carry out this work under the General Powers of Competence Section 1 of the Localism Act 2011.

8 Financial Implications

8.1 There are no procurement implications or financial implications of the recommendations in this report.

8.2 The original Enhanced Business Case for the Customer Services Strategy sought and approved total funding of £1.7m for Year 1 in December 2021. The Customer Service resource profile forecasts budget spend at the identified £ 1.7m costs allocated to the programme in final qtr. of 2021/22 and 2022/23.

8.3 The savings that are currently set out in the Medium-Term Financial Plan increase by £600k in 2023/2024. Phase 2 will help to deliver these and also identify future potential savings of over the next 2 years.

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 All Overview and Scrutiny Committees ensure they address these duties by considering them during work programme development, and specifically the scoping of work, evidence gathering and making recommendations. This has included 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 Overview and Scrutiny Committees 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.

9.4 Specifically in relation to the Customer Services work undertaken by the Co-ordinating Overview and Scrutiny Committee, the implementation of the Customer Service Strategy and therefore the activities of the Task and Finish Group may impact a number of the nine protected characteristics (specifically Age, Disability and Race) with the channel shift to self-serve. However, the vision of the Strategy is clear and will endeavour to ensure a high quality, consistent and efficient approach to the customer journey across all channels by ensuring our customers access the right information at the right time and content is accurate and up to date regardless of the channel.

10 Other Implications

10.1 How are the recommended decisions consistent with the City Council's priorities, plans and strategies?

The work of the Overview and Scrutiny Committees contributes towards the Birmingham City Council Corporate Plan 2022-2026, its Grand Challenges and Strategic Priorities and Outcomes.

11 Background Papers

11.1 Scrutiny Business Report – November 2022

11.2 Overview and Scrutiny Work Programmes – November – January 2022

11.3 Customer Services Programme Scrutiny Task and Finish Group Update Report – December 2022

11.4 Customer Services Programme Scrutiny Task and Finish Group Update Report – January 2023

12 Appendices

12.1 Appendix A: Customer Services Status Review of Recommendations

BEREAVEMENT SERVICES
RECOMMENDATIONS PRESENTED TO SERVICE LEADS

Item 8

Code	Insight	Recommendation detail	Initial rating	Delivery Accountability
A	Citizens find the process of laying their loved one to rest complicated and confusing, at an already difficult time. There is a lack of clarity over what choices a family has, who does what and when. Relatives call sites as they don't trust the accuracy of the information on the website, but note our website page view analysis does demonstrate that citizens are visiting the BCC web site pages for the bereavement service guidance and information on the service offerings.	Create clear guidance taking relatives through each step in the process and their options, detailing who is involved and who is responsible for what, approximate timelines and costs (including BCC service fees and what is/not included), documentation requirements, what to expect and what to do if these expectations are not met. Consider including recommended suppliers. This guidance should start from the point of death and include registering a death. It should include the process if relatives are not using a funeral director. Conduct an audit of the current guidance available online and understand how we can tailor/expand this. This guidance should be available both online and in paper format. Distribute to partners to reach customers as soon as they need that information. Ensure it is available in a range of formats and languages. ***Status Update 24-Nov*** *: clear online guidance developed and published: what to do after someone dies, offline guidance is awaiting sign off and coroners review. Amendments to offline guide were made to reflect the online guide; further bereavement changes required to make clear that only next of kin/one nominated lead family member to try and reduce the volume of duplicate enquiries. Coroners web content to be reviewed inline with existing guide/forum for Bereavement Officers. Registers medical examiner system (informing bereaved when form issued and a medical examiner will be involved) resulting in a further change to the documentation being required - target date Mar/Apr tbc which will impact all services. Hold back until April - validate to prior to print.*	Medium	Programme
B	Wildlife can have a negative impact on grave sites, which can be distressing for the family.	Communicate with relatives that this can be an issue and recommend particular plants and flowers that wildlife will not disturb (e.g. deer and rabbit resistant herbaceous plants) ***Status Update 24-Nov*** *: Wildlife is an on-going issue that is being managed by the service - adding information to interpretation boards and signage with QR codes; community meeting in Yardley Chapel to involve local Cllrs to educate public, Badger ecologist to attend in the next couple of weeks. Online content around types of wildlife and impact on the sites - Content Manager to pick up requirements with Activities Manager and capture positive aspects of the wildlife (e.g. Bham SpringWatch Trailcams / webcams).*	Medium	Service: work started/ongoing with support from programme
C	Some grave sites are not well maintained over time.	Communicate with relatives their responsibility of maintaining a grave, including the rules/requirements around plastic flowers. Recommend ways of establishing a low maintenance grave and the grave maintenance service offering. ***Status Update 24-Nov*** *: work inflight to articulate clear guidelines for people, eg; plastic fading flowers, look at signage in the graveyards etc. Activities Manager reviewed signage at all sites to prioritise replacements and noticeboard - website needs to be aligned, Content Manager to work with Activities Manager - potential link to memorial safety (resource intensive as too many graves unattended); not actively promoting grave maintenance service due to resource capacity - previously hasn't generated substantial income.*	Low	Service: work started/ongoing with support from programme
D	Documentation is often paper based and time consuming to manage for bereavement staff and partners. There is often duplication of forms, missing information and the need to scan in documents or manually input details.	Eliminate as much of the physical paperwork as possible by ensuring the new bereavement system has capability to upload, share and view documentation for all partners, as well as input data via forms directly and make use of digital signatures. Ensure this is possible for all types of funerals. Offer support to those partners that need it to adopt new system. Note: Can only build online forms for non-statutory docs, all statutory docs need to remain on paper with the new system having ability to upload a scanned version / attachment to support digital record. ***Status Update 24-Nov*** *: we need to chase the timeline for this (scanning) and circulate the timeline. Soft market testing underway and follow with an analysis of options for new system; RPA - service "put on the list" of potential developments that could offer a saving but not yet prioritised. Eliminated a lot of paperwork printing previously required unless a physical copy required but manual entry still being done. Digitisation of Bereavement forms inflight (not necessarily a wet signature but a true copy of signature that complies with the e-signature requirements - need to be validated)* *Links to Register Office digitisation - Private Beta and then Public Beta inflight before wider roll out for full replacement of Registration Online (RON) and NHS Digital (EMCD element - no physical medical certificates required no scanning/printing) which is out of scope for programme.*	High	Programme
E	Burials are complex and have many variations, so bookings need to be taken via phone currently. This is time consuming for bereavement staff and funeral directors, and limits when bookings can be made.	Review the process for booking burials (including statutory and non-statutory requirements) to understand how we could simplify the service. Ensure the new bereavement system has the capability to take bookings for burials online. There is an opportunity to learn from Solihull Council about their system that allows for this. ***Status Update 24-No v:*** *Process for booking burials, looking at putting this all online. Research with Solihull MBC to review their system for burials (parameters that control bookings), links to BACAS replacement and potential RPA options and ensure scope to include faith/religious burials can be accommodated. Requires support from the programme for soft market testing and maybe some support for implementation.*	High	Service: work started/ongoing with support from programme
F	In some cultures back filling graves (i.e. by hand) after the burial is a tradition and a sign of respect. Often a back fill is a lengthy process, and requires a staff member to stay on site at the grave whilst this is being done. Currently relatives can only choose to back fill themselves or have a manual fill using a digger, and are not always aware that they can change their minds part way through.	Offer a partial back fill/ partial manual fill option for relatives, so they can honour their loved ones in this way, but relieve the burden of time spent by the staff overseeing the process. Consider different charging options to accommodate these traditions. Ensure relatives are aware of what their choice entails before the funeral (e.g. the average time it takes for 2 people to fill an adult grave). ***Status Update 24-Nov*** *: the service is trying to find a scheme that works, however there is also an impact on staffing and time required etc. Agreed in principle as already offer this as a service but resourcing it will be an issue until recruitment completed; will need to be reviewed once resources in place. Impact on scheduling of other funerals if partial backfill is required and the machines are requested (H&S and timing issues). Where resources are available this service will be available upon request.*	Medium	Service: work started/ongoing

G	Some funerals run over time, which has a knock on impact for later bookings and for staff.	Communicate to citizens the overrun charge and ensure they are aware of where responsibility for this penalty lies (i.e. funeral directors) ***Status Update 24-Nov*** *: service need to be better on the comms but down to funeral directors to manage these situations. All Funeral Directors are advised when an additional charge for the overrunning of the funeral is being applied, which has been in place for many years.*	Medium	Rejected
H	Some burials are well attended by mourners. This can mean that graves already in use in the vicinity are stood on by mourners. This is viewed as disrespectful by some.	Clearly demarcate where graves are, create narrow paths between rows of graves to help show where citizens should stand. Ask ministers to request that mourners are mindful of where they are standing at the start of graveside ceremonies. ***Status Update 24-Nov*** *: Need a system that keeps funeral directors updated, does the current functionality have scope to be improved? assistance from the programme required. Graves that are being opened are demarcated by boarding and matting around the grave. Traditional type graves, with kerb sets, are demarcated when a memorial is placed. Grave owners are permitted to lay slabs between the graves if they wish. It is not feasible to demarcate a lawn type section without a significant increase in grounds maintenance costs due to the obstacles created by pathways preventing the ride on mowers from cutting the lawns. Already inflight with ministers, however paths not possible in older cemeteries but have already been incorporated in newly designed cemeteries.*	Low	Service: work started/ongoing
I	The current system is unable to notify funeral directors of updates and changes to their bookings.	Ensure the new bereavement system has the capability to keep funeral directors updated without having to make manual checks on the system. ***Status Update 24-Nov*** *: as rows - E, H, J & L. Soft market testing underway and feature to be incorporated into functionality of new system. FDs will have access to own bookings*	High	Informed new solution spec
J	The current system has no high-level view of all bookings a particular funeral director has with BCC. Currently in order to get this view, the funeral director needs to click through to 'cancel' all bookings.	Ensure the new bereavement system has the capability to provide funeral directors with a view of all current bookings with the council. ***Status Update 24-Nov*** *: as rows - E, H, I & L. Soft market testing underway and feature to be incorporated into functionality of new system. FDs will have access to own bookings*	High	Informed new solution spec
K	The process for delivering a burial or cremation differs across BCC's bereavement sites. This creates additional confusion for funeral directors and staff that may work across multiple sites.	Consider which sites are most streamlined and effective. Consider how to standardise the process across all sites based on best practice. ***Status Update 24-Nov*** *: there are differences across sites, standardised model but different areas doing different things, we should have common processes. The service has merged teams and are adopting a more standardised and streamlined approach. There will always be differences as not every site offers that same services as another. O&S concerned about this being rejected.*	Low	Rejected
L	Some funeral directors give incorrect information to citizens about BCC's availability to conduct funerals.	Host an online view of ceremony availability across all sites so citizens are able to book the slot that works best for them. Ensure this view reflects when sites are expected to be temporarily closed down due to short staffing, due to annual leave for example. Ideally this would be additional functionality as part of the new bereavement system. ***Status Update 24-Nov*** *: as rows - E, H, I & L. Soft market testing underway and feature to be incorporated into functionality of new system for online and digitisation, better guidance.*	High	Service: work started/ongoing
M	The process of reassigning ownership of a grave is complicated, lengthy, and requires a lot of time from staff to support customers through this process. Often customers lose copies of deeds.	Review the current process of reassigning grave ownership. Consider how to better inform citizens about the process and what is needed at each stage - this could be written guidance, or something more interactive like a video. ***Status Update 24-Nov*** *: Process has been streamlined and information will be developed to provide more details relating to the process on the BCC website as part of the work currently being carried out by the web content team and Bereavement Services.*	Low	Informed new solution spec
N	There is some disconnection between the various bodies that need to be made aware of a death, both within BCC and across the system. This results in citizens having to tell multiple agencies that someone has died and repeat information to different parts of the same organisation.	Explore how we can better join up and share information internally between Bereavement and Registrars. Consider the 'Tell us once' scheme and how we can bolster existing information, advice and guidance. Establish an open dialogue between other partners across the system (e.g. coroner, funeral directors etc) to explore opportunities to become more joined up. ***Status Update 24-Nov*** *: corporate 'Tell us once' function, the service is also in the process of appointing a HOS for both Bereavement and Registrars which will join the process up better. Some information may not be available to share due to legislative restrictions so need to review the use of TUO.*	Medium	Service: work started/ongoing
O	The process of applying for a permit for a headstone is lengthy and time consuming for bereavement staff, stone masons and relatives.	Review the current process and timelines of putting a headstone on a grave and how requests are currently prioritised. Provide access to the new bereavement system for stone masons and use that portal for all documentation. Provide guidance on the process and timelines to relatives. ***Status Update 24-Nov*** *: Process and timelines have improved since new recruits have started within the service. Further improvements will include considering an automated checking process and improved information on website as part of the work being carried out with the web content team and Bereavement Services. Customers need to know what to deal with, what to do and when - support users through the process with simple guidance.*	High	Service: work ongoing with support from programme
P	Stone masons are often posted invoices from BCC for each individual permit, which creates a lot of manual paperwork for both parties.	Explore the possibility of sending invoices to stone masons via BCC's current finance system or using the new finance system for this. Investigate if an integration can be added between the current / new finance system and the new Bereavement system to output the invoice. ***Status Update 24-Nov*** *: stone mason invoices, ensuring the Oracle system is working for the service, specification required for Oracle. There is no integration for this at present, the service will require IT support. However, invoices to monumental masons are being raised manually via the Oracle finance system - not a simple task to resolve. O&S - should not be rejected.*	Medium	Rejected

Item 9

Q	Some sites are confusing to get around, for example finding appropriate parking and the right location for ceremonies. Some locations have names that are similar to other local sites, meaning citizens go to the wrong site. All of this adds to the stress on the day of a funeral.	Consider how to make sites easier to navigate around, including signage and site maps. Consider how we could name sites in a way that removes confusion for visitors. Consider including all site information on the BCC service web site pages and new system. Could it be included as part of the booking confirmation for funeral directors that they could send on to relatives, or could relatives view this information on the system. ***Status Update 24-Nov*** *: Agreed that website is useful but signage should be better, so reviewing all signage across sites and also including better information for users on the website as part of the review that is currently taking place by the web content team and Bereavement Services. Dependency of the new bereavement system for some website changes - some information already available, but may require payment for customers and research has indicated that this is not liked.*	Low	Informed new solution spec
R	The service generally operates during core hours (Monday – Friday 8:30am – 4:30pm). Sutton New Hall does operate seven days a week. In some cases, partners need to contact Bereavement services outside of these hours, but are unable to (e.g. Muslim burials over the weekend in other areas of the city).	Where there is appropriate lighting, services could be conducted into the early evening in the winter. Consider if there is demand to establish an out of hours process to enable Muslim burials to proceed at pace across the whole of Birmingham, for example could we offer an out of hours service for Muslim burials that cannot wait at a premium charge? ***Status Update 24-Nov :*** *Sutton New Rd open until 7pm, service is investigating if there is demand for the others to be open late. Looking to visit Bradford. The service already provides a very successful out of hours emergency burial service at Sutton New Hall Cemetery. Floodlighting has also been introduced to enable later burials up to 6pm through the darker winter months, which has been welcomed by the communities that utilise the later burial times. When Kings Norton Cemetery extension is developed this will increase the options and a similar approach may be adopted at that site too. The telephone service operates every day except Christmas day to accept short notice bookings both during the week and at weekends.*	Medium	Service: work started/ongoing
S	The COVID-19 pandemic has exacerbated the local staffing issue. Some of the staff working in the service long term are agency staff, which carries a higher cost than permanent staff.	Consider how we could bring some of the long-term agency staff into the service as permanent members of staff, reducing costs and the negative impact of short notice periods on the service. Consider how to make the service (and wider council) attractive as a career path. Update and improve guidance documentation for new staff, ensure staff have online access to remain connected to their colleagues across sites. ***Status Update 24-Nov*** *: staffing is currently challenging and looking to backfill vacancies, currently 8 vacancies. Three office staff and three cemetery operatives have been, or are in the process of being, recruited. Shortlisting for more cemetery operatives interviews is currently taking place and there has been an increased interest in the posts. If the required amount of new starters are not identified then the post will be readvertised for a third time. There are another four vacancies that have occurred since the November update.*	Medium	Service: work already ongoing
T	There are a number of phone numbers and email addresses that the service must manage	Move to one main service contact number and mailbox. There is an opportunity in the Customer Services Programme for this service to use the corporate contact centre to help log, triage, track and report all enquires received, in one place. This would help to reduce the volume of enquiries the Bereavement service receive via the triage process, leveraging best practice technologies for voice, IVR, routing of calls & omni handling of non-voice contacts like email, chat, social media all managed via a single process & technology. This would support the single phone number/email strategy. ***Status Update 24-Nov*** *: Agreed - work started/ongoing - need to understand the service from data collection, and if remain or fully transition the service to the Contact Centre. Activity inflight inc. Automation; digitisation of forms followed by RPA in the subsequent 6/8 months; and analysis of one email inbox and use of Omni channel.*	High	Programme
U	No key performance indicators available	Identify key service operational and financial KPIs so that the service can get an overview of how the service is performing on a regular basis. Consider using power BI to report from BACAS data to create visual, dynamic dashboards. The dashboards can also be used to setup service KPIs. ***Status Update 24-Nov*** *: Agreed - as row T above, work already completed. Service is now operating using one telephone number and one e-mail address. Still using Outlook and not omni-mail, so some work remains outstanding for the IT to be developed by the team to support the service.*	High	Programme
V	Citizens make general enquires about the condition of cemeteries and ask for help in completing deed replacements and transfers. Some of these calls can take a long time and can result in repeated calls from the same citizens.	Look at ways to promote the creation of Cemetery Friends groups to help provide general information and news relating to local cemeteries. Work with existing Friends groups to spread awareness including the benefits of having a Friends group can make by raising funds or applying for government funding to improve the condition of cemeteries. ***Status Update 24-Nov*** *: Agreed - work already ongoing - Bereavement Services Activities Manager working with numerous volunteer groups to organise activities across cemeteries. Since working with the service in July, a number of attempts have been made to gain interest in developing a Friends group at Handsworth Cemetery, but the interest has been low to date, so will keep trying. There is more interest in the ad-hoc volunteer task groups for litter picks etc.*	Low	Service: work already inflight
W	User feedback is not available – this was suspended during the pandemic to enable the service to prioritise core services (funerals and memorials).	Restart capturing customer feedback in both online and offline formats. There is an opportunity to work with the Customer Service Programme to repurpose the corporate solution for customer satisfaction to log, monitor, review and report. Signposting to service feedback, could also be added to the existing service web pages and form part of a service request in the new Bereavement system. This will ensure we have a consistent measure of satisfaction and will allow us to benchmark/measure at intervals of the end-to-end journey. ***Status Update 24-Nov*** *: Agreed - help required from the programme on what the service can do - need to scope activity and identify points at which customer gives feedback end2end and build in satisfaction form based on corporate model. Questionnaire under review, customer complaints through corporate system being monitored. Customer contact form available on website to enable service users to make request for assistance directly to the service as an alternative to phoning.*	High	Programme
X	The complaints data shows the most common root cause problems to be: 'Not the quality or standard expected 'Failure to deliver a service 'Disagree with policy or procedure'	Regularly review the complaints data to identify repeat complaints and common trends. Work with the complaints leads to see how they can be avoided through service improvement plans. ***Status Update 24-Nov*** *: Agreed - work started/ongoing. The service area has no access to complaint data. From experience of responding to individual complaints, the majority seem to relate to infrastructure and presentation of sites, predominately due to a lack of investment and resources. Programme supporting the service with obtaining raw data and providing a summary report to inform the service's action plan.*	Medium	Service: work started/ongoing

Y	The complaints data shows the response target for stage 1 citizen complaints was 73% in 2019, 69% in 2020 and 41% in 2021. This shows a gradual decline in responses provided to citizens within 14 working days and could be attributed to the level of demand experienced during the Covid-19 pandemic. It could also be down to the complaint leads prioritising waste management complaints.	Monitor the dates between complaints being submitted and the bereavement team receiving notification by the complaint leads to ensure there are no internal delays. This will ensure the team have enough time to investigate complaints and provide a response within the set number of working days. Request regular reports from the complaint leads to check for the team is improving their stage 1 response times. ***Status Update 24-Nov*** *: Agreed - work started/ongoing using root cause analysis to improve, complaint volumes very low . All complaints are to be sent to Bereavement.Services@birmingham.gov.uk and not to individual officers to remove the risk of them not being picked up when the person is away from the office.*	Medium	Service: work started/ongoing
Z	Additional income generation opportunities	Review fees of core services to understand where the service makes the most revenue, to understand how the service can maximise income ***Status Update 24-Nov*** *: Agreed - work already ongoing to review income generation opportunities . There is a review of fees, charges and usage conducted with Finance when reviewing fees and charges each year - completed November 2022.*	Medium	Service: work started/ongoing
		Review possible package options to encourage relatives to buy additional services, e.g. maintenance or borders for graves ***Status Update 24-Nov*** *: subject to site rules. An increase in resources will be needed through the current recruitment processes ahead of any new packages being considered. A grave maintenance scheme was introduced many years ago but has not been popular and is very resource intensive. This scheme was suspended during the pandemic and has not been reintroduced due to lack of resources.*	High	Service: work started/ongoing
		Offer longer lease lengths or renewal options for grave leases to generate additional income ***Status Update 24-Nov*** *: as row-Z above. The option to extend a lease from 75 years up to 99 years has been available for a number of years but there has been very limited demand for this. The wording on the fees and charges document is: Exclusive Right of Burial (ERB). NB. An extended lease of 99 years is available upon request - POA*	Medium	Service: work started/ongoing

Item 9

Item 9

HOUSING REPAIRS
RECOMMENDATIONS PRESENTED TO SERVICE LEADS

Code	Insight	Recommendation	Initial Rating	Delivery Accountability
19	Customers find it difficult to explain what the issue is online. They are unsure if their issue qualifies as an emergency or not, so often they find it easier to ring up and speak to someone. Staff find that some customers believe everything is urgent, meaning there is a gap in expectations and a lack of common understanding.	Review the BRUM account reporting process and content to understand how we might clearly communicate the different levels of severity of repairs. Make it easier for customers to tell us what the issue is, improve triaging and reduce the need to ring. Test these changes with users and iterate based on feedback. BCC might should explore implementing a simple decision tree, diagnostic tool for customers to use. ***Status Update 29-Nov*** *: new functionality available enabling customers to report, diagnose and track a repair, end2end view of the repair request and timelines. Target go-live Mar23 for online capability and automation.* *Link to Rows 20 & 22*	Medium	Programme
20	Customers believe that BCC aren't proactively maintaining housing stock due to a lack of funding, which causes things to become worse over time, resulting in more expensive repairs. Sometimes the wrong people are sent to do the repairs work. Customers experience varying standards of quality of repair, some of which is poor. This results in the need for repeated contact about the same issue.	Improved triaging will help ensuring the right tradesperson is sent to a job. Service level agreements detail the agreed standards of quality and timeframes expected. These are known, documented and publicly available in an accessible format. Customers are served information about the SLA and expectations appropriately, through the service, and don't have to hunt through the website for them. BCC and its partners consistently meet agreed standards. BCC are already exploring how they could make use of smart technology to track and maintain its infrastructure and assets e.g. in housing and highways. This will enable the council to proactively address issues as they arise, often before they become a major problem that is expensive to fix. ***Status Update 29-Nov*** *: Housing stock maintenance will reduce demand by modernising Housing stock and Housing Revenue Review also in progress. Increase of capital spend by £ 50m by Apr23 (inc. retrofit, reprocurement will faciliate adoption of new KPI 'right first time' to ensure cases are reviewed accordingly; currently at 40% decency level of housing stock which is not acceptable and service is increasing the level of stock surveys completed, as a result.* *Link to Rows 19 & 22*	Medium	Service: work started/ongoing
21	Some tenants don't look after their properties to an appropriate standard, resulting in the need for additional repair work, putting added pressure on the department.	Review existing tenancy agreements and communication materials detailing expectations of both BCC and the tenant, as well as the escalation process if a either party is found not to be meeting the agreement. Ensure clear documentation is readily available on line in a range of accessible formats and languages. ***Status Update 29-Nov :*** *Tenancy conditions require lengthy process and is currently under review with consultants Campbell & Tickell as part of the Housing TOM - review outcome target: Dec22, implementation kick-off Jan23 - recommendation in scope so will be picked up and output communicated to tenants.* *Tenancy conditions are robust however visibility of diagnostic trees and customer journey could be better, e.g. tenancies currently end on a Friday and begin on a Monday (other LAs adopt a more flexible approach) setting customer expectations would be key to improving customer satisfaction. Voids end2end review also in progress. Strongly supported by O&S as current process results in lost tenancy days/revenue loss and this opportunity presents potential financial gain for BCC.*	High	Service/Programme: work started/ongoing

22	For some customers it is a lengthy process scheduling in an appointment via the contact centre. Some customers wish to be able to self serve and book/manage their own appointments.	BCC is already developing an online booking system showing available appointments that customers can self book in Housing. Use the user stories developed as part of this work to ensure this system is user need led and fit for purpose. ***Status Update 29-Nov*** *: In scope for Housing Online - communication module is an element within the configuration capability of the portal enabling self-service and customer appointment scheduling.* *Link to Rows 19 & 20*	High	Inform new solution spec
23	Customers are asked for feedback twice, by both BCC and contractor partners. BCC's request typically comes via SMS and a contractor's request comes via PDAs (personal digital assistants). Feedback is crucial for both BCC and contractors to understand how they can improve service delivery. Contractors want to work more closely with the council, to increase shared understanding of ways of working and processes, for example Northgate systems only track repair activity to measure workload, and cannot track conversations. Some customers receive a request for feedback from BCC for a repair that hasn't yet been carried out.	More joined up/partnerhsip working between the council and contractors, so customers don't feel the organisational boundaries. Make use of a single point of feedback that can be shared with our repair partners. Ensure contractors do not ask customers for feedback whilst still in their home. ***Status Update 29-Nov*** *: Housing Satisfaction Measures end2end process asking for feedback based on the service being delivered (enquiry type); New regulations require specific questions to be asked of tenants via a survey and an associated action plan put in place for resolution.* *Wider tenant satisfaction measures - Apr23 and target publication Jun/Jul23. *(Joint delivery by Service and Programme)* *Feedback via contractors - Steve Wilson leading on service improvement work for City Housing programme and has shared the recommendations and our customer charter principles to aid the partnership relationship.*	Medium	Service/Programme: work started/ongoing
24	Sometimes customers are not informed if a contractor will not be attending as planned, meaning they may stay at home all day waiting for someone to come who never arrives. Conversely, sometimes contractors arrive without an appointment being booked in, and the customer is not aware of the visit.	Keeping customers informed about changes to their case, particularly when it directly affects them is fundamental. The appointment notification system will help with this if it has the functionality to provide live updates - for example notifying a tenant that a contractor is running late and they will now arrive at 4pm instead of 2pm. ***Status Update 29-Nov*** *: 'As-is' functionality customers receive and SMS text appointment confirmation from contractors and an 24-hr reminder from the contractor. Functionality to track engineer to the doorstep and notify customers of any delays is not yet implemented. This needs to be 2-way functionality for customer and contractor and although may already have the capability; implementation approach will be key. To be noted: Demonstrates the benefits of the programme, as this user need was not part of the original procurement detail but as a result of the user research conducted by the Customer Service Programme, this functional requirement will now be incorporated in the new tender process.* *Strongly supported by O&S - if we get this right, it will revolunise the service; timeline for activity required.* *Link to Row 25*	Medium	Inform new solution spec
25	Customers sometimes miss repair appointments, which is costly to the service.	The service are currently in the process of trying to implement an automated reminder system that will remind the customer 48 hours and 2 hours before the scheduled appointment. Ensure this process is fit for purpose through user testing. Track the impact on rates of missed appointments. ***Status Update 29-Nov :*** *due to 'cost per property' model, costs would remain the same (i.e. no reduction in contractor costs) but increased contractor efficiency would improve the customer experience and satisfaction. Service exploring the use of the communications module within the Northgate solution to support 'getting this right first time' and improving the customer journey (review of volume of missed appointments will be key).* *Link to Row 24*	Medium	Service: work started/ongoing

26	Customers are able to place multiple requests for a repair, which can result in duplication within BCC. In one case 22 jobs were booked for the same property, on different dates. Reference numbers are provided over the phone, but customers don't necessarily take a record of these. Customers are given a separate reference number for each issue in a house.	Explore how BCC can manage cases without using reference numbers, for example assigning a case to a household or customer - this could reduce the possibility for duplication and would improve the customer experience of the service. ***Status Update 29-Nov:*** *scope of user need, tenants with multiple repairs to be assigned a property-based rather than job-based unique reference number enabling a customer and contractor view of multiple/outstanding jobs under one referemce.* *Housing Management review as part of potential failure demand and repeat jobs; need to properly analyse the Northgate data on all outstanding jobs and top 50 reporters. If stock decency can be increased then the volume of repairs will reduce.* *O&S: long term repairs data may highlight fundamental issues and enable a more proactive approach using the insights to requirements and a long term view for planned maintenance.*	High	Service with support from programme
27	Contractor colleagues are unable to manage information on the housing repairs system. For example, to update details such as phone numbers, or to include a warning about a tenant they must contact BCC directly to get this changed.	More effective working closely with partners, sharing data and systems, to improve efficiencies and the experience customers have of the service. ***Status Update 29-Nov :*** *Data sharing dependency and how we capture contractor data and feed this back into the single customer record; potential use of the comms module to push our reminders across City Housing. Link to Tenant Satisfaction Measures* *O&S: Proactive approach required to address this recommendation and plug the tenant data gaps.*	High	Service with support from programme
28	Customers are sometimes promised that a manager will be in touch to discuss their case, but this never happens. For some customers, conversations feel scripted and unnatural.	Customer centricity training for the contact centre will help to ensure staff have the training and skills to effectively manage cases and support customers, delivering a high quality of customer experience. ***Status Update 29-Nov :*** *Customer Standards Workshops to embed principles of our customer charter 'putting customers first all the time, every time'.* *O&S: require an update on the issues coming out of the workshops as part of the next phase of Task and Finish Group work .*	Medium	Programme
29	Data shows that there were over 70,000 calls related to housing applications	The website states there's high demand for housing within Birmingham but doesn't give any example or average waiting times based on typical applications. This would help set customers expectations in believing they will get accommodation relatively quickly. It also doesn't let the customer know how many applications are currently on the council housing waiting list. Providing this information may be useful to customers or creating a quick assessment questionnaire asking basic information to provide an estimate of the time it may take to get accommodation would be useful. ***Status Update 29-Nov :*** *administration of the process if the issue due to capacity/vacancies, was reduced to 4,000 applications; new allocations policy and new functionality development within the system will assist but need to get backlog figures reduced (average 6-week waiting period) - service to provide figures and report back.* *Automation being led by Jamie Harrison - greater visibility will negate the 70,000 calls received for application updates; as well as managing expectations on timelines.* *Choice-based lettings requires a content review - is the guidance meaningful for the customer and aligns to the customer journey, the 'as is' not providing the information customers require at the time they need. Proactive engagement with tenants to downsize is in progress.* *Regular update notes to Cllrs on current status - Average Waiting Calculator available https://www.birminghamchoice.co.uk/ but how this is communicated needs addressing e.g. cascade link on the Members' page.* *O&S: historical levels are far too high; escalation to Housing O&S for visibility*	High	Programme
30	Data shows over 20,000 calls were made by customers checking their rent/council tax balance	Ensure customers are made aware how they can view their balance online via the BRUM account ***Status Update 29-Nov :*** *Online rent account account, payments calculator, payment history and notifications all live in the Brum Account. Need shift to self serve to irradicate calls for simplier enquiries.* *Service provide 12-week support at the beginning of the tenancy journey, communicating the expectations of tenants.*	Medium	Programme
		Some contractors have a FLAG initiaive in place as well as sending out leaflets to tenants on how to deal with damp for example, they are happy to share this information with the council ***Status Update 29-Nov*** *: Contractor comms/leaflets can add value to tenant guidance and could be distributed via .gov.uk, tenant comms and newsletters. City Housing DMT to define approach and response*	Medium	Service

WASTE MANAGEMENT
RECOMMENDATIONS PRESENTED TO SERVICE LEADS

Code	Insight	Recommendation	Initial Rating	Delivery Accountability
31	Slab in the cab is currently used at the driver's/team leader's discretion n.b. Note correction - it is a planned/structured pilot to ensure any issues are fully addressed before going live, taking into account lessons learned from earlier less successful roll-outs.	With the early success of the current soft pilot of slab in the cab, the service should-ensure more drivers to adopt this system to ensure consistency in quality and reporting across the service. ***Status update 05-Dec :*** *A new Transformation Director has been employed to drive this forward and ensure all technology (Kit -Krew In-cab Technology) is in place and fully operational by end of Dec22, which includes a robust staff training programme which is fully supported by all Trade Unions. The Business Support Team have worked closely with Assistant Service Managers and crews to ensure all round data is up to date and accurately reflects day-to-day collection routes; and the kit will also flag Assisted Collections to avoid them being missed. All crews will be mandated to use the in-cab technology to report anomolies such as broken bins, contamination or bins that have not been presented which will feed back real time to the Managers of the service who will be monitoring daily collections; and taking proactive action to address any missed collections in the event of vehicle breakdowns, road blocks, etc. The technology will free up manager time to better support the crews; and the real time data visibility will be available for the Contact Centre to better equip Agents to respond factually and accurately to customer enquiries, which in turn should reduce customer complaints.*	High	Service: work started/ongoing
32	At some depots, the rate of missed bins can be high. Customers do not always get their missed bins resolved in a timely manner, with some getting their bin emptied at the next scheduled collection. This means that in some areas public trust can be low in the service.	Make use of slab in the cab across the service to reduce the rate of missed bins across the service, reducing complaints and additional work for back office staff. Review the current policy in place for collecting missed bins within 48 hours to ensure it is achievable for the service and change this target if not, to better manage customer expectations. ***Status update 05-Dec :*** *Currently the process of crews reporting missed collections happens at the end of each shift, the new in-cab technology will enable real time reporting of bins that have been missed for a variety of reasons such as road blocks, parked cars, bin not presented. This data will be captured and held in a single system so the Contact Centre will have visibility of missed bins so in the event of a customer contact, accurate data can be relayed. As well as this, managers will proactively follow up any multi-service issues causing regular repeat missed collections such as parking enforcements, illegal skips on highways, etc. that may prevent collection. Also because managers will be able to see crew performance in real time if a vehicle breaks down and can not complete a round, the work can be allocated to other crews who may have capacity on the same day to pick this up, however this will require proper engagement and agreed processes with Trade Unions for managers to follow. As part of the customer programme activity, in the Brum Account, citizens are able to report a missed bin at another property by entering the property address in the location field of the form. Whole road reporting was removed as the service found this was being inappropriately used as it was thought it would expedite a missed bin collection. Accuracy of reporting missed collections should be improved as a result.* ***O&S*** *- The ability for concerned residents to report HMO missed bins needs to explored, as currently this can only be reported if the property location of the missed bin is known.*	High	Service: work started/ongoing
33	The waste service is currently using the 'task and finish' approach, which means crews often go home earlier than their official finish time. This means managers are unable to reallocate dropped work, so that it can be done on the same day.	Use slab in the cab to reallocate dropped work before crews return to the depot. ***Status update 05-Dec :*** *see row 32*	High	Service: work started/ongoing
34	Team leaders want to have a consistent and reliable team. However, they are not always informed of who will be in their team ahead of time, creating confusion and frustration. In addition, team leaders are not always told if their truck is going to be out of action due to an MOT or repairs ahead of time.	Consider how to improve the line of communication between team leaders and management. Ensure there is a feedback loop in place for waste crews to feedback on their issues day to day ***Status update 05-Dec :*** *Large recruitment process underway to fill all permanent vacancies . However the service will retain 23% of agency cover for sickness, annual leave, etc. to enable permanency of each round to improve consistency of collections. In the event of planned vehicle maintenance alternative vehciles should be sourced in advance and if not possible the work reallocated between other crews with capacity.*	High	Service: work started/ongoing
35	The way complaints are dealt with is inconsistent across the service. The waste service still receive iCasework, rather than these complaints going directly to the complaints team.	Review the complaints process and ensure alignment across all teams, agreeing who should deal with complaints. Consider having an overflow route, should volume become too high. ***Status Update 05-Dec :*** *The new Complaints process was launched April 2021 and City Operations which includes Waste Services now have a dedicated complaints handling team which is embedded and sits alongside the operational teams at each depot. This improves the trunaround time for complaints and although this is a high volume area the SLA of 90% is now consistently achieved. The in-cab technology will further enhance complaints responses and will enable the team to provide more personalised responses. If volumes reduce, efficiencies in administrative activities will be made.*	High	Service: work started/ongoing

36	Customers don't always following guidance around disposing of their waste correctly as well as the kerbside policy. This leads to missed bin collections and therefore additional customer traffic to BCC and sometimes complaints. BCC don't often communicate why a bin hasn't been collected, which leads to confusion and frustration with customers.	Review current guidance for how the public should correctly recycle and what should not be put into refuse bins. Ensure all guidance and policies are easy to read and accessible in a range of languages and formats. Establish a live update system that is connected to slab in the cab, so customers know when and why their bins have not been collected. ***Status Update 05-Dec :*** *Review current guidance for how the public should correctly recycle and what should be put into refuse bins working with 'Keep Britain Tidy' to try and define and find a way of telling residents they've done something wrong. Options being explored are: Tag & Flag new guidance - you've received a tag; tag and flag to resident what they did wrong; what they can and can not put into bins; tagged bins will automatically re-routed to residual waste - don't want to move into a removal of bin situation but we do want to review the communications and consider video clips of residents putting the right rubbish in the right bin instead of leaflets. Education and bin stickers to clearly show what can be placed in bins. HMO team are reassessing the Landlord responsibilities and ensure there is enough literature and information contained and landlords are suitably educated on their duties and responsibility to inform tenants of requirements - reinforcement at a regular basis. The current bin specification, which is 25-pages long needs to be reviewed, improved and simplified.*	High	Service: work started/ongoing with support from the programme
37	Sometimes crews need to take a broken bin away. There is nothing for them to provide to the customer telling them what has happened and when the new bin will arrive.	Develop some simple comms in a range of languages and formats for crews to have in the trucks, to post through a customer's front door in this instance. ***Status Update 05-Dec*** *In-cab technology allows driver to report broken bin and locations in real time to organise a repair or replacement bin. The service are reviewing the current bin procurement approach, and are exploring an Amazon -type procurement approach to enable the despatch of bins directly to residents homes as opposed to bulk order and storing of bins in depots. This will enable a much more proactive and faster response time to replacement bin requests.*	High	Service: work started/ongoing with support from the programme
38	Sometimes rubbish is accidentally dropped during rounds. The public can at times become aggressive and there are road rage incidents towards the crews.	Review the training crews get to better equip them to deal with difficult members of the public and to ensure they clear up any rubbish that is dropped during the process of collecting bins. ***Status update 05-Dec :*** *It is mandatory for all crews to pick up any dropped refuse or spillage that fall from the bins at the point of collection when being lifted into the truck. Any reports of non-compliance will be monitored and performance managed by depot managers. The street cleaning rounds now follow the black bag collection crews. Any residual waste that has been fly-tipped or black bags that have been opened by pests can now be reported by crews with a pinned location using the In-cab technology; requests will be automatically assigned to the appropriate service to resolve to avoid multiple reports of the same issue and customer complaints.*	High	Service: work started/ongoing
39	Staff highlighted that due to traffic issues on their rounds they miss around 15 streets a day resulting in many missed bins.	Consider how to leverage slab in the cab to reallocate dropped work as efficiently as possible and how this information is relayed back to the customer both digitally and non-digitally. ***Status update 05-Dec :*** *The in-cab technology will be able to record if there is vehicle or access issues or the crew is stuck in traffic; using the technology so that we can communicate to residents and Members access issues have resulted in collection not being able to take place. Being made aware in real time will allow depot managers to reschedule asap*	High	Service: work started/ongoing
40	Not all streets are included on the digital form when reporting a missed bin collection, making this a painful process for some customers.	Review the current maps in use. Consider moving to a live version of maps in the missed bin/recycling form to ensure that all roads are current. Enable a customer feedback loop when maps are not up to date. ***Status update 05-Dec :*** *Dependency on LLPG data between the mapping solution and the line of business application which needs to in sync in order for the report to be submitted and actioned by the service. Taking this approach could lead to an increase in failure rate and we will need to understand how much of an issue this is considering we are using local and national LLPG data.*	High	Service: work started/ongoing
41	Customers have expressed that paying for garden waste is not value for money especially when this type of waste is missed or not collected.	Note: We understand legislation around garden waste has recently changed and local authorities may no longer be able to charge for garden waste. ***Status update 05-Dec*** *: We are looking to introduce reoccuring payments (direct debits) for residents to pay for their garden waste collections, this will mean that they will be automatically subscribed to the service each year without the need to renew annually which is resource intensive. When we move to automatic subsription this will enable the service to effectively plan the routes for the year ahead as opposed to being reactive every month and making manual adjustments which increases the potential for dropped work. We are aware that there are pending changes to the Environment Act which may impact on the type of service offered to residents however no decisions have yet been made/communicated.* ***O&S*** *- recommends a move to an automatic renewal system; once residents sign up we tend to retain them (very few cancel)*	Low	Programme but pending legislation
42	For some customers waste collections have been missed multiple weeks in a row with no explanation or update about when their waste will be taken away.	Consider reviewing the current mechanism for informing a customer their collection will not be done on a single occasion or for multiple occasions. ***Status update 05-Dec :*** *See Row 32 - Covered by KIT implementation - pulls all the repeats together to be provided with a hotspot of issues.*	High	Service: work started/ongoing
43	Customers are unsure how to use bins correctly. For example the pod should host cardboard, but is often too small for the cardboard customers need to recycle. Some people swap their recycling round so the cardboard goes into the main bin. In addition, customers aren't always clear what to do to manage a missed bin (especially if it's a bag) without creating additional issues such as rodent infestation.	Review current guidance and comms in place informing customers how their bins can be used, including what to do whilst waiting for missed bins to be collected. ***Status update 05-Dec :*** *See Row 36 - Keep Britain Tidy and HMO engagement*	Medium	Service: work started/ongoing with support from the programme

Item 9

HIGHWAY REPAIRS
RECOMMENDATIONS PRESENTED TO SERVICE LEADS

Item 9

Code	Insight	Recommendation	Initial Rating	Delivery Accountability
44	The response to complaints from contractors isn't always to an acceptable quality.	Explore how the service might establish a shared quality standard for responses to complaints, and how we can hold ourselves and our partners to that standard. Consider making adhoc checks of complaint responses to ensure quality standard is acceptable. **Refined 04-Nov**: Customer Responses in general from the BCC Customer Services are not of sufficient quality in the view of the responsible service area (i.e. Highways). Whilst much of this issue can be resolved through improved wording in responses (particular automated responses), some quality improvements will require process and/or systems changes in conjunction with BHL/Kier as a our highways services provider. Outbound response from CXM shared with service, pair writing to commence. Identify any system changes front office/back office. Iterative content development i.e. released as signed off. ***Update 12-Dec :*** *At the moment systems don't talk to each other as well as the should do; systems need to be joined up and quality of responses needs improvement - needs to be clear on the request and timescale of outcome and aligned to contractor responses; part cultural piece with Keir - subscribed updates on the progress of repairs raised; new technology that can be embraced and a common approach/consistency between services e.g. Housing repairs. The PFI contract will be lever for alignment with contractors*	Medium	Programme
45	Councillors are not always using the form that has been created for them to submit their requests, instead using the highways or general complaints inboxes (resulting in delays in responding due to additional processing time and time spent on manually copying content from councillor's emails into iCasework)	Reinforce messaging to councillors that they must use the correct process, and when they don't respond by asking them and making it very easy for them to do so - e.g. include link to the form and instructions on what to do Refined 04-Nov: To deliver the recommendation Highway Service needs see a clearly defined set of outcomes and an agreed delivery plan from D&CS to address this issue. Comms & engagement piece to reinforce the process of Member enquiries. Review of current content, information, advice and guidance required. ***Update 12-Dec :*** *Members are generally starting to use the systems in place but they won't use the forms as they don't have the time - use of the complaints teams is the corporate approach. 85% come through the complaints team exceptions for urgent/critical items that will go direct to services. Most Highways are enquiries and not complaints which takes time from the complaints team. New system/process - clarify the route to enable better processing of requests that are not complaints - narrative needs to better reflect the expectations of Members (members need to work out which complaints team to send their queries to); some requests need multiple services to be co-ordinated to resolve as a priority.*	High	Programme
46	In Highways there are two business support teams broadly doing similar work. They are working in silos and rely in 'middle people' to work effectively	If our understanding of this situation is right, review the roles, responsibilities and function of these two teams and consolidate into one, redirecting freed up resource elsewhere in the service should it be found that there is duplication of effort. Refined 04-Nov: In Business Support (City Operations dedicated support from Business Support) there are two teams doing similar work to manage service enquiries and complaints . They are working in silos and rely on 'middle people' to work effectively. Review of the current business support structure, policies and working practices in Digital and Customer Services on behalf of the Highway service required. ***Update 12-Dec :*** *Need one team to own it and close the task down*	High	TBC should be DCS not programme
47	The service reported finding it difficult to prioritise activity because sometimes everything is considered 'urgent'.	Consider how the service might establish more effective prioritisation processes. Test these with staff to ensure they will be effective and allow staff to focus on things that are a genuine priority. Refined 04-Nov: Short Discovery piece to inform current process, pain points and opportunities from the end to end dropped Kerb service. Business requirement need to be provided by Highways to identify the needs for the new licencing scheme ***Update 12-Dec :*** *From a process perspective there is a need to define what is classified as urgent and the ability to prioritise work. Members need to be able to identify cases that are urgent based on their community knowledge - it is a more difficult process to envoke highways enforcement (catching people in the act, capacity to resource), Section 184 Highways Act - letters are currently issued to the address. Preventative action (fencing, bollards, etc) may be an option and there is funding available to support this type of activity but resources are limited. Use of a transportation capital budget for rare instances where Members identify as a priority - requires further exploration*	Medium	Service with Programme support

48	The Clean Air Zone website is confusing, and it is unclear if zones are in the CAZ or not. CAZ charges are not clearly explained on the website. There is no pre-notification or warning of a CAZ fine. Fines come as a surprise to many customers, which can be confusing and distressing.	Review the webpages and quality of communication about the CAZ. Use a content designer to ensure all written communication is clear and accessible. Test the new content with customers to ensure there is no ambiguity. Ensure zones and times are clearly indicated online so charges do not come as a surprise to customers. Should the development of a BRUM account app happen in the future, the service could consider making use of push notifications to alert customers that they have entered a CAZ and give them, for example 10 minutes to exit the zone should they have entered if unintentionally. Refined 04-Nov: This needs to be worked through with the CAZ team. Highways and Infrastructure are only responsible for penality charge notices if drivers do not want to pay the 'fine'. The CAZ charge and communications and messaging about payment of the charge is dealt with by the CAZ team. However staffing of customer frontline in Parking needs to be investigated. ***Update 12-Dec :*** *Tell Us Once - single view of customer, if a citizen tells 'The Council' something they believe their data will be updated for every dept. Front end visibility and communication of CAZ* *Enforcement of CAZ has a dependency of the frontend* ***O&S*** *- we acknowledge there are two teams in two different directorates and this needs to be resolved.*	Low	Rejected as CAZ does not sit with Highways
49	Complaints can come to the service from multiple sources, which can make it difficult to spot duplicates, which can result in duplication of effort from the service.	Consider how we can consolidate complaint routes and have one place that they are managed from to ensure there is only one version of the truth for the whole service. Refined 04-Nov: Service Requests can come to the service from multiple sources, which can make it difficult to spot duplicates, which can result in duplication of effort from the service. Customer Services to identify multiple service request routes and a plan for consolidation of these with the Highway Service. ***Update 12-Dec*** *: This will be possible with the new technological solutions becoming available*	High	Business Support not programme
50	Customers want to be able to easily report issues on the go. Currently the reporting solution is clunky, customers find the map difficult to use and it doesn't work at all on some devices.	Review the current reporting solution. Consider moving to a live version of Google maps to ensure that all road information is current. Consider using alternative solutions like what3words and coordinates for customers to report locations. Enable a customer feedback loop when location information is not up to date. Refined 04-Nov: Understand user needs, review the current Brightly/Jadu technology and how we can use this to improve the user experience from a reporting perspective. Joint discovery with Data programme - Alpha (testing/prototyping) and Beta (live/implementation) may be delivered by Data Management programme. ***Update 12-Dec*** *: This will be possible with the new technological solutions becoming available to automate the process*	High	Inflight with service - programme to support customer elements
51	When the service area seeks to engage with service users, they typically use the same group of customers to represent the people of Birmingham.	In line with customer engagement and user research best practice, seek to expand the existing group of customers, refreshing this either on a rolling basis or every six months. This will enable new voices to contribute to shaping the service, which is very important if the engagement is to be meaningful. Ensure that the group represents the diversity of Birmingham, particularly amongst young people and people of colour. Refined 04-Nov: Leverage the use of the customer panel, gap maybe around Business customers. Best practice engagement process would sit with D&CS programme to share with Highways, The development/Ownership of the engagement plan will sit with the Highways leveraging on best practice. ***Update 12-Dec*** *: Positive that customer engagement happens in the service but need to expand this; detailed in PFI for contractors to work in alignment and ensure focus groups are reflective and representative. Strategic Equality Partnership also looking up public participation and citizen engagement and a new strategy developed as a result*	Medium	Programme
52	Customers found there is sometimes a lack of communication on why something has happened or why a decision has been made. This keeps customers in the dark about things they care about and isn't open or transparent.	Openly share what decisions we have made and why. In line with the digital strategy theme 'Evidence based decision making', ensure we use data and evidence for our decisions and publish these to ensure customers are aware. Refined 04-Nov: Review the "As Is" process and solution supporting this with a discovery (user research) phase; through user engagement identify pain points and opportunities to close the gap in sharing information online/offline with customers. Some outputs may be linked to PFI, integration with Brum Account to enable information flow to enable greater customer interaction - dependency on contractors to implement. ***Updae 12-Dec*** *: We miss opportunities to communicate the wider plan and the priorities and tailoring quality responses to customers - closer / joined up thinking about future view of strategies.*	Medium	Solution review inflight by Service, programme to support once finalised

53	Customers report that the quality of repairs is not always to a good standard.	Ensure the SLA between us and partners is clear and known. Consider including information online about the expected quality of repairs, what qualifies for a repair and what repairs we will/will not make, e.g. why we only fill in a large pothole when there are other smaller potholes within the immediate area. This will help to better manage customer's expectations and will be information the contact centre and the service can refer customers to. Refined 04-Nov: Understand the current performance standards are for the service, how these are raised and reported on. Do customers know these standards, how does this feed into the contractual agreements with Contractors and managed. Do we need to make this data visible and transparent. what is the mechanism of reporting defect quality issues? Opportunity to offer a commercial service offering through our suppliers/contractors to offer an enhanced service. ***Update 12-Dec*** *: Being taken forward as a performance measure discussion with the service provider and ensure repairs are conducted by contractors in a timely way; quality of responses reviewed to ensure they are meaningful and in plain language - how the data is managed and fed back to contractors and customers; providing visibility of the standard of performance. Member example to be provided as to where the system hasn't worked - stewards are not engineers they are customer service/engagement experts - test the process.*	Medium	Inflight by Service, Programme to advise

Item 9

Birmingham City Council

City Council

7th February 2023

Subject: Route to Net Zero Annual Report 2022

Report of: Councillor Majid Mahmood

Report author: Ellie Hignett, Principal Portfolio Officer, Route to Net Zero

Does the report contain confidential or exempt information? ☐ Yes ☒ No If relevant, state which appendix is exempt, and provide exempt information paragraph number or reason if confidential :

1 Executive Summary

1.1 This report to full Council follows on from the report in January 2022 which sought endorsement of the Action Plan setting out the priority actions that will move us forward over the next couple of years. Actions were selected that will enable us to scale up existing successful projects and to deliver the largest impact in reducing carbon emissions. This year, additional actions have been added that have been developed over the last year following the recruitment of a route to net zero team.

1.2 This report presents an update on the work undertaken since January 2021 on the identified Wave 1 projects and the Action Plan Progress Report. The Action Plan Progress Report provides progress that has been made since February 2022 on the 41 wave projects that were identified as priority projects following the January 2021 report. Detailed information on project status can be found in appendix 1 – this is the Route to Net Zero Annual Report 2022.

2 Recommendations

2.1 To note the Action Plan Progress Report and the progress on wave 1 projects and new projects identified within it.

2.2 To note the proposed next steps within the report around national policies, route to net zero governance arrangements and the review of the local plan.

3 Background

3.1 Since the last report to full council, there has been the creation of a dedicated team to embed positive action on emissions reduction across Council services. This team has also grown Birmingham City Council's presence across a range of forums in the

city and beyond and enabled the development and delivery of projects from which pace and scale can be increased. This team includes a dedicated finance and bids lead and behaviour change and engagement lead.

3.2 Please note the old theme categories were: New Build, Retrofit, Transport, Waste, Energy, City of Nature and Council. The theme names have been refreshed and are now: Buildings, Transport, Energy, Waste & Circular Economy, Nature & Environment, Procurement, Behaviour change & Engagement, Communications and Digital & Data.

3.3 The Route to Net Zero Annual Report 2022 provides an update on all wave 1 projects since 2021 within appendix 1.

3.4 Areas with good progress: Buildings, Transport, Nature & Environment, Energy, Behaviour change & Engagement.

3.5 Areas where route to zero programmes of activity are emerging: Waste & circular economy and Communications. Digital & Data and Procurement are new themes.

3.6 Key achievements include: recruitment of Route to Net Zero team, commencement of Birmingham Development Plan review, adoption of the City of Nature Framework and the development of a Climate Risk and Vulnerability Assessment, Our Future City Plan progress, the East Birmingham programme, commissioning of a decarbonisation plan for Birmingham District Energy Scheme, completion of first tranche of carbon literacy training and the 3 cities retrofit collaboration.

4 Options considered and Recommended Proposal
Next Steps

4.1 A new Programme Board made up of senior representatives from across the Council has been established that will report directly into Council Leadership Team on a quarterly basis. The group will oversee strategic and delivery progress in each theme area. The sessions will include deep dive presentations on specific topics. The first Board has met in January 2023 and will ensure there is appropriate pace and scale of action across net zero and climate resilience and adaptation activities.

4.2 Through the review of the Birmingham Development Plan, we need to produce new policies that require all new development, including change of use and retrofit, to be as close to net zero as possible to ensure they do not add to the carbon emissions of the city and are not adding to the future retrofit burden. Policies will need to deal with all of the carbon associated with new buildings including the energy needed to power them (operational energy) and that needed to construct them and decommission them (embodied energy). This is known as whole life carbon and is an area of growing focus as building regulations only address operational energy – despite the fact that in new low carbon developments, embodied energy may constitute a larger share of carbon emissions than operational energy.

4.3 Moving forward, we need to build upon the momentum of the past year. The current position and new strategic board provides an ideal platform on which to build a significant scale of action. There are a vast number of opportunities we are waiting to hear the outcomes of – should these be successful, a huge volume of activity and large-scale opportunities for emissions reduction will ensue. The relationships we have forged with public sector, private sectors and community networks across Birmingham will provide invaluable support in ensuring the Route to Net Zero activities have people and place at their heart, help build continuity in areas such as housing retrofit and bring large scale funding into the city.

5 Legal Implications

5.1 There are no legal implications arising from this report.

6 Financial Implications

6.1 There are no new direct financial implications as a result of this report.

7 Public Sector Equality Duty

7.1 There are no equality implications arising from this report.

8 Other Implications

8.1 The 2019 Council Plan update includes a 6th key priority which states that Birmingham will be a city that takes a leading role in tackling climate change. This commitment aims to embed climate action in the council's decision-making process to make sure that all service areas contribute to the route to zero journey. The production of this monitoring report holds the Council to account against this key priority.

9 Background Papers

9.1 Report to City Council 12 January 2021 - Route to Zero Report

9.2 Report to City Council 11 January 2022 Route to Zero – Annual Progress Report

10 Appendices

10.1 Appendix 1 - Route to Net Zero Annual Report 2022

ROUTE TO NET ZERO ANNUAL REPORT

FEBRUARY 2023

Route to Zero Carbon Team
Place, Prosperity and Sustainability

Contents

Executive Summary 3
Chapter 1 - Introduction 6
Birmingham Context 6
What is Net Zero and how does it support climate change? 6
Greenhouse Gas Emissions of the City of Birmingham 7
Progress on Birmingham's Route to Net Zero 8
Chapter 2 - Project Updates by Theme 11
Buildings 11
Buildings: Summary 11
Buildings: Wave 1 Project Updates 11
Buildings: New Projects 15
Transport 21
Transport: Summary 21
Transport: Wave 1 Project Updates 22
Transport: New Projects 26
Energy 28
Energy: Summary 28
Energy: New Projects 28
Waste & Circular Economy 31
Waste & Circular Economy: Summary 31
Waste & Circular Economy: Wave 1 Project Updates 31
Waste & Circular Economy: New Projects 32
Nature and the Environment 34
Nature and the Environment: Summary 34
Nature and the Environment: Wave 1 Project Updates 34
Nature and the Environment: New Projects 35
Procurement 39
Procurement: Summary 39
Procurement: New Projects 39
Behaviour Change & Engagement 41
Behaviour Change & Engagement: Summary 41
Behaviour Change & Engagement: Wave 1 Project Updates 41
Behaviour Change & Engagement: New Projects 42
Communications 47

Communications: Summary 47
Communications: New Projects 47
Digital & Data 51
Digital & Data: Summary 51
Digital & Data: New Projects 51
Chapter 4 - Project Level Carbon Emissions Reductions 55
Chapter 4 - Next Steps 56
Appendix 1: Wave 1 Projects 57
Appendix 2: UK and International Climate Change Context 59
The UK Context 59
International Context 60

Executive Summary

Birmingham responded to the increasing public concern and extensive scientific evidence on climate change by unanimously passing a climate emergency declaration at a meeting of the Full Council 11th June 2019 and made the commitment to take action to reduce the city's carbon emissions and limit the climate crisis. The ambition was set for the Council and city to become net zero carbon by 2030, or as soon as possible thereafter as a 'just transition' allows – ensuring we reduce inequalities in the city and bring our communities with us. This is the city's 'route to zero'. An action plan was published in 2020 and commitment made to report on the progress of the route to net zero programme on an annual basis. This report summarises progress made in 2022.

Buildings account for around two thirds of greenhouse gas emissions across the City of Birmingham, with the majority of emissions resulting from the burning of gas for space and water heating. The economic consequences of the pandemic, alongside the recent cost of living crisis means that it has also never been more important to support our citizens to live in more efficient homes that are cheaper to run. The World Health Organisation recognises fuel poverty as one of the most significant causes of poor health. Fuel Poverty is generally defined via the 10% rule, whereby a household needs to spend more than 10% of their income on heating their homes. 2020 estimates show that 21.8% of households in Birmingham are living in fuel poverty, compared to 13.2% for England[1]. Birmingham City Council owns 60,000 properties. As the largest local authority housing stockholder in the country, we are harnessing our level of retrofit commitment to drive scaled delivery and supply chain capacity in partnership with Coventry and Wolverhampton Council's as part of the 3 Cities Retrofit. The Council's Cost of Living programme also includes a key workstream on energy efficiency. Alongside access to energy advice and support, we are working with communities and other partners to maximum access to grants to support energy and carbon emissions reductions in the domestic and non-domestic sectors and exploring funding and delivery approaches for large scale energy efficiency and renewable energy investment.

Data from 2020 shows that transport makes up just over a third of the City's carbon dioxide emissions at 34%. We cannot tackle the climate emergency without fundamental changes to the way people and goods move around our city. Companies in the West Midlands are helping to lead the way in global development of new types of vehicles, including self-driving and electric vehicles, offering significant improvements in efficiency and emission levels. But regardless of advancements in technology, private cars will never be able to match the capacity of mass public transport for getting people to where they want to go. The Birmingham Transport Plan, now adopted and in the delivery phase, outlines how the city's transport system needs to be transformed to meet the challenges of the next decade. Action on a robust set of measures to assist with modal shift – increasing the amount of sustainable transport we use – will be integral to our net zero journey.

Energy is a key theme in our route to net zero journey. The Council are currently working on developing a pathway for decarbonising and expanding the existing city centre district energy network. Working in partnership with other large network customers, the network's operator EQUANS and consultants Sustainable Energy Limited, a range of existing and new low carbon heat supply options have been identified. The capacity of the electricity network is a key concern particularly as buildings and transport decarbonisation accelerates and demand for electricity increases. We are reviewing opportunities for expanding renewable and low carbon energy sources in the city as well as demand management through heat and electricity storage and building working

[1] Department for Business, Energy & Industrial Strategy, Sub-regional fuel poverty data 2022

relations with utility providers and key local stakeholders such as Tyseley Energy Park to bring forward new infrastructure projects.

With a city net zero goal, reducing waste, reuse and recycling, and solutions to manage and reduce the impact of waste management processes across the city plays a critical role. A large proportion of an organisation's own operational carbon dioxide emissions impact is directly related to the materials and products it consumes and therefore resource efficiency and a circular economy has a key role to play in reducing city and organisational emissions. Planning policy is a significant lever for driving resource efficiency and the Council has existing policy within the local plan that requires sustainable construction practices to be adopted on all new developments. An existing circular economy project in Birmingham uses wood waste from urban parks and roadsides to capture carbon in a biochar suitable for reuse in tree planting. This project is run by Aston University in partnership with the Council. Alongside initial work on a net zero-aligned strategy for waste management in the city, the Council is exploring a wide range of opportunities including the reduction of operational emissions in the waste vehicle fleet and providing facilities to support reuse and repurposing of materials and products. New technologies to support the carbon emissions reduction of waste management process will also be further explored in 2023.

In tackling climate change, it is important to recognise the dual importance of climate change mitigation and adaptation and nature resilience. Adaptation and nature resilience are important for a number of reasons, including reducing the risk of flooding, moderating local temperature, reducing pollution and improving soil quality. From 2023, the Council's climate emergency response will bring together key teams working on both climate change mitigation and adaptation and nature resilience to jointly tackle the City's climate challenges.

A large proportion of the Council's own organisational impact is from the indirect emissions resulting from Council procurement – meaning procurement provides a key opportunity to reduce carbon emissions. To tackle this challenge, procurement has been created as a new defined theme in the Council programme of work. Over the last year, mechanisms have been incorporated into procurement arrangements to enable service areas to set out how contracts to be tendered will support carbon emissions reductions. The programme of work to reduce supply chain impact and support procurement partners will grow in 2023.

Birmingham's net zero ambition can only be realised through collective change by the council and by the city as a whole. Moreover, it is evident that much of this systemic change will need to come from behaviour change of our citizens, our staff, and our businesses. In addition to making net zero a priority at the strategic level, progress is being made to raise the awareness of climate change and the need to act among all our staff. Engagement activity includes staff carbon literacy training. By empowering council officers to put net zero at the forefront of their professional work, we also benefit from their roles as individuals and members of their communities. An exciting programme of engagement is being developed, recognising the need to work hand in hand with businesses and citizens. By engaging with a diverse range of voices we can ensure that Birmingham's progress towards net zero is just and equitable.

Over the last year, a new Strategy, Equality & Partnerships lead has been recruited, alongside a new team working on Partnerships Insight and Prevention. Good work is already underway internally, as well as in coordination with the City's universities. Communications on climate change and our route

to net zero journey are central to achieving our goals. Climate change communication is about simultaneously educating, inspiring and motivating residents to take their own actions to tackle climate change. Events that have taken place this year, including the Commonwealth Games, which had sustainability at its heart, and the PoliNations festival have helped to spread the messages of the climate change, nature and net zero programme.

Chapter 1 - Introduction

Birmingham Context

Birmingham responded to the increasing public concern and extensive scientific evidence on climate change by unanimously passing a climate emergency declaration at a meeting of the Full Council 11th June 2019 and made the commitment to take action to reduce the city's carbon emissions and limit the climate crisis. The ambition was set for the Council and city to become net zero carbon by 2030, or as soon as possible thereafter as a 'just transition' allows – ensuring we reduce inequalities in the city and bring our communities with us. This is the city's 'route to zero'.

On 25th June 2019 the Council's Cabinet agreed to add a new priority to the Council Plan which states that Birmingham will be "a city that takes a leading role in tackling climate change". This commitment will embed climate action in the Council's decision-making process to make sure that all service areas contribute to the Route to Net Zero journey. Following this, the councils corporate plan 2022-2026 was published, which replaces the replaces the Council Plan and sets a vision for 'A Bold Green Birmingham' which includes aims to improve street cleanliness, improve air quality, continue on the Route to Net Zero and be a City of Nature. Acknowledging the Council's role as a leader, major local employer and partner with the local community we wanted to ensure that we are doing all we could to change this path.

What is Net Zero and how does it support climate change?

Net Zero is about achieving a balance between the greenhouse gas emissions (particularly carbon dioxide) emitted into the Earth's atmosphere and those removed from it. It is about reduction down to the lowest possible levels, and then the active removal of the remaining greenhouse gas emissions from the atmosphere. Achieving Net Zero emissions is important as it's the point at which the greenhouse gas emissions impact of global warming is stopped to well below 2 degrees centigrade; the goal world leaders committed to in a legally binding treaty at United Nations Climate Change Conference in Paris in 2015 (the Paris Agreement).

Net Zero is about reducing and removing greenhouse gas (particularly carbon dioxide emissions, the most prevalent greenhouse gas) to mitigate against increasing climate risk. However, even with significant greenhouse gas emissions reduction, the climate is already changing, and we need to plan and prepare for the future climate in the projects and policies we create today, building resilience in the built and natural environment. The Climate Change Committee advocate that we plan for a 2 degree centigrade average annual temperature rise and assess for 4-degrees. Average global annual temperatures have already increased by 1.1 degrees centigrade since the Industrial Revolution and a study by the UK Met Office predicts that there is a near 50% chance one year in the next five may exceed an increase of 1.5 degrees centigrade.

Commissioned by the West Midlands Combined Authority, and working with the Environment Agency, Sustainability West Midlands have used current UK climate change trends to identify the main climate risks for the region, including Birmingham as a major urban conurbation. The report *Summary of Climate Change Impacts in the West Midlands Combined Authority area*, published in 2022, highlights several direct risks to Birmingham based on UK Climate Projections to 2100:

- Heatwaves could cause an increase in health-related fatalities due to extreme temperatures.
- Hotter, dryer summers could cause water shortages which would affect energy production, industrial activity, and public access to water.
- Wildfires in the area around Birmingham could become more common, particularly as there are a number of moorlands prone to wildfires.

- Flooding could become more common and would carry an additional pollution risk as there are several industrial sites in Birmingham where harmful industrial material and waste could mix with flood water.
- Average temperature increases pose threats to Birmingham's local natural environment such as biodiversity loss, decreasing soil quality, and threats to freshwater species.
- Extreme weather events could cause cascading failure of infrastructure networks and supply chains.

The report also highlights several indirect risks, including:

- Coastal flooding causing a potential influx of residents moving to the region as well as disruption to estuaries and tributaries in the Midlands.
- There could be global food scarcity as crop yields fall internationally.
- There may be increased international violent conflict as a result resource scarcity.

The Climate Change Committee's Independent Assessment of UK Climate Risk published in June 2021 highlighted the importance of plans to both achieve Net Zero and climate change resilience building. *'Reducing climate impacts requires both emissions reduction and adaptation. The UK will face significant further changes in climate to 2050 and beyond, even if the world is on a Paris-aligned emissions trajectory. By 2050 the heatwave summer of 2018 will be a typical summer, summer rainfall could fall by as much as 24% and winter rainfall increase by as much as 16%, changes that will impact our well-being, the natural environment and the economy.'*

Recognising the dual importance of climate change mitigation and adaptation and nature resilience, the Council's own climate emergency response will from 2023 bring together key teams working on these climate challenges and future Annual Reports will present progress across these key areas.

More detail on the UK and International context in which Birmingham is operating is available in Appendix 2.

Greenhouse Gas Emissions of the City of Birmingham

Each year, the Department for Business, Energy and Industrial Strategy (BEIS) publishes local authority and regional level greenhouse gas emissions statistics based on national data. These emissions statistics show annual reductions since 2005; the 2022 publication provides emissions reductions for 2020. This is the most up to date city-wide source of carbon dioxide emissions data.

The 2022 BEIS publication indicates that the City of Birmingham emitted a total estimated 3,714 kilotonnes of carbon dioxide in 2020. The publication also presents emissions by sector (domestic, transport etc) and fuel type including gas and electricity. The Birmingham sector breakdown for 2020 presented in Figure 1 shows that the City's greatest sources of carbon dioxide emissions are domestic housing at 36% and transport at 34%.

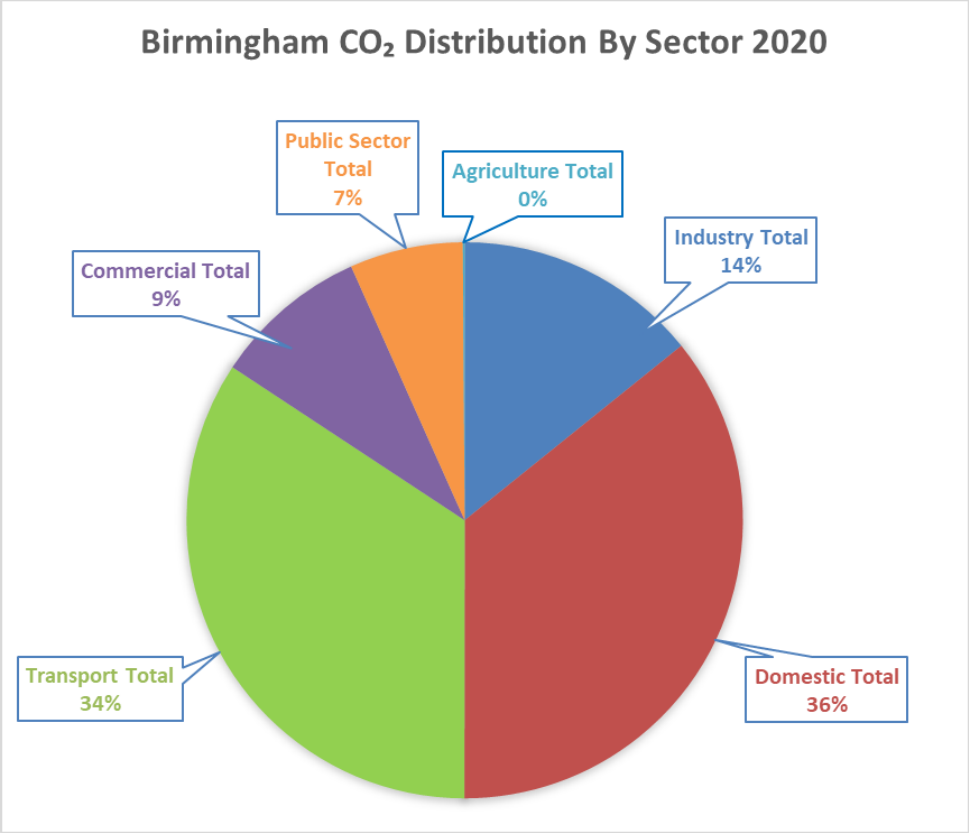


Figure 1 City of Birmingham carbon dioxide emissions by sector, 2020

Birmingham City Council as an organisation directly controls around 8% of City-wide greenhouse gas emissions. This distribution can be calculated by splitting emissions by scope and adding scope 1 and 2 together. The emissions scopes are defined as follows:

- Scope 1 (Direct emissions): All direct greenhouse gas emissions from the activities of BCC or under our control. For BCC, this primarily relates to natural gas for heating and fuel used by owned or controlled vehicles.
- Scope 2 (Indirect emissions): Greenhouse gas emissions from the use of grid-supplied electricity, heat, steam and/or cooling within the city boundary. For BCC, this relates to purchased electricity.
- Scope 3: All other greenhouse emissions that occur outside the Birmingham City boundary as a result of activities taking place within the boundary. For BCC, Scope 3 emissions include schools, housing, procurement activities and employee commuting.

Scope 3 emissions therefore make up the other 92% of City-wide greenhouse gas emissions. Although the direct emissions that the Council controls or has strong influence over is a relatively small proportion of the City of Birmingham emissions, it has an important role in stimulating and influencing action across the city.

Progress on Birmingham's Route to Net Zero

Since 2005, the BEIS statistics show that greenhouse gas emissions (specifically carbon dioxide) have reduced by 46.6% with year-on-year emissions reductions averaging 3% over this period. The carbon emissions reduction from 2019 to 2020 was 6.5%. Figure 2 below shows reductions from 2005 to 2020, based on the BEIS statistics.

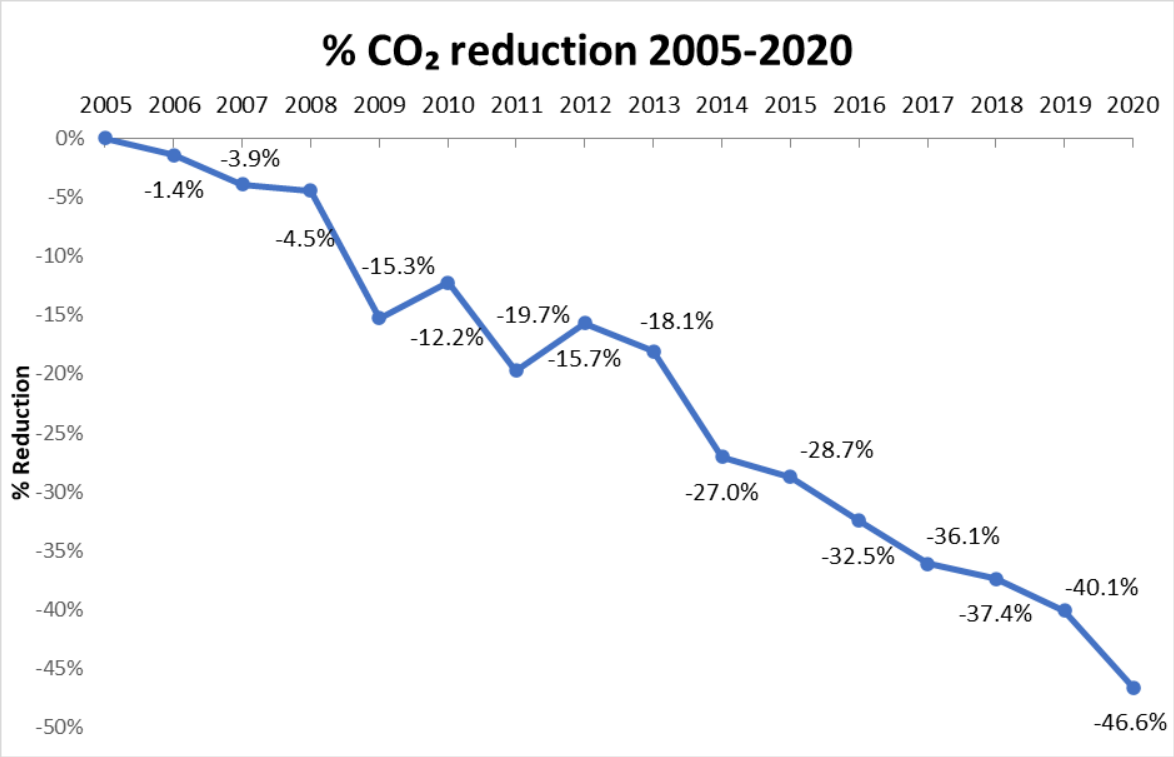


Figure 2 City of Birmingham carbon dioxide emissions reductions, 2005-2020

Figure 3 below shows the 'actual' year-on-year reduction between 2005 and 2020, followed by the projected average annual reduction required to achieve a 100% reduction by 2030 and 2050. Net Zero allows for carbon capture and storage of emissions that cannot be eliminated without significant technological or economic cost. There is no local level allowance for carbon capture and storage and therefore this is not included in this projection.

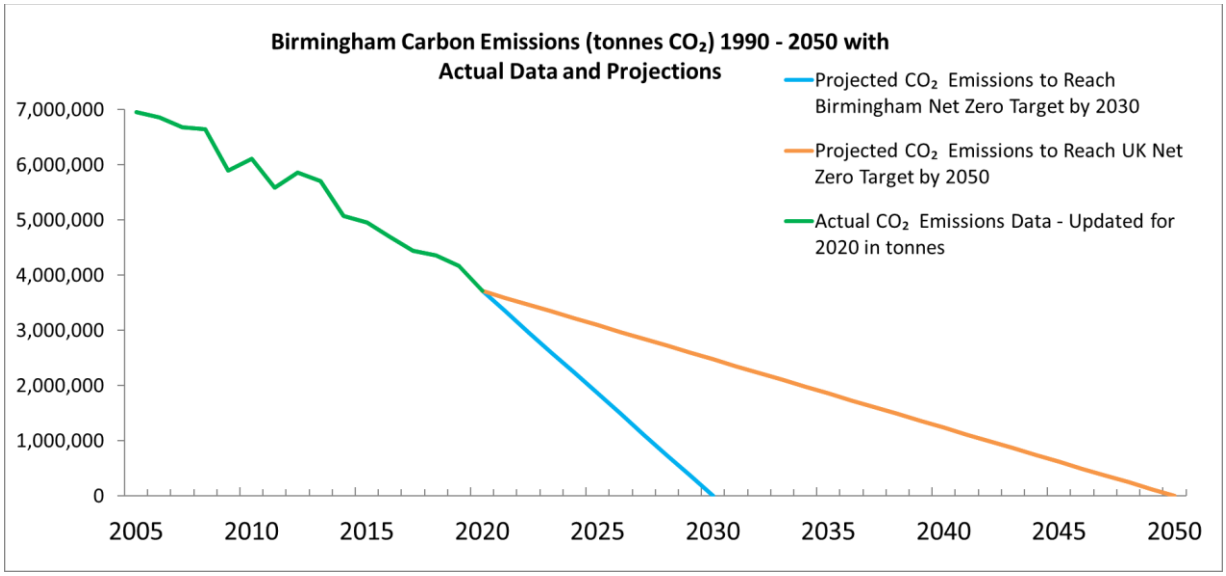


Figure 3 Carbon dioxide emissions reduction between 2005-2020 accompanied by a trend line illustrating the speed of reduction required to meet 100% carbon dioxide emissions reduction by 2030 (City ambition) and 2050 (UK target). Emissions shown in tonnes of carbon dioxide.

Whilst the decrease in emissions is encouraging, a far greater pace of reductions will be required to achieve the City's net zero ambition. Not accounting for any carbon capture and storage, an annual average annual carbon dioxide emissions reduction of 530 kilotonnes (530,000 tonnes) of CO_2 is required to meet our 2030 ambition. The reduction from 2019 to 2020 was 452 kilotonnes (452,000 tonnes) of CO2, an acceleration from the previous year likely in part due to the coronavirus pandemic.

Scaling up delivery of carbon dioxide emissions at scale takes time and over 2022, the Council has been building its understanding and capability to deliver at an increased scale and pace in future years along with implementing projects that lead to real emission reductions. The creation of a dedicated team is proving to be a key enabler: the team is commissioning key technical pieces of work to inform viable and cost-effective decarbonisation of key assets such as the Birmingham District Energy Company, facilitating delivery of large scale energy efficiency programmes and securing funding to expand investment across the city, and ensuring policy is aligned with our Net Zero ambitions.

A breakdown of known project level carbon dioxide emissions reductions is presented in chapter 4, project level carbon emissions reductions. A key priority for 2023 is to improve visibility and reporting on project level carbon dioxide emissions at both an organisational and City level alongside a wider set of indicators of progress.

Chapter 2 - Project Updates by Theme

Buildings

Buildings: Summary

Buildings account for around two thirds of greenhouse gas emissions across the City of Birmingham, with the majority of emissions resulting from the burning of gas for space and water heating. Heat decarbonisation is a city priority, and the Council has been working over the past year with the Department for Business, Energy and Industrial Strategy to refine an approach to heat decarbonisation at an area and building sector level (see Energy theme – New Projects). The economic consequences of the pandemic, alongside the recent cost of living crisis means that it has also never been more important to support our citizens to live in more efficient homes that are cheaper to run.

Birmingham City Council owns 60,000 properties. As the largest local authority housing stockholder in the country, we are harnessing our level of commitment to drive scaled delivery and supply chain capacity in partnership with Coventry and Wolverhampton Council's as part of the 3 Cities Retrofit. This collaboration is developing an integrated programme reflecting the diversity of needs and housing portfolios of each city and includes major projects including a 300-home Whole House Retrofit programme in East Birmingham and a £24.8 million application to the Social Housing Decarbonisation Fund.

The cost of energy is a pressing concerns for households and businesses alike and the Council's Cost of Living programme includes a key workstream on energy efficiency. Alongside access to energy advice and support, we are working with communities and other partners to maximum access to grants to support energy and carbon emissions reductions in the domestic and non-domestic sectors and exploring funding and delivery approaches for large scale energy efficiency and renewable energy investment.

Alongside a range of existing building projects, the Council seeks to ensure that development is as energy efficiency and low carbon as possible, including working with major developers as part of the planning pre-application process to maximise the energy performance of new buildings, undertaking a major review of its planning policy alongside new home pilot projects.

Further details on individual Building themed projects and initiatives are presented below.

Buildings: Wave 1 Project Updates

Birmingham Development Plan Review

- Actions and achievements this year: The Issue and Options consultation – the first stage of public consultation on the new plan, took place between 24th October and 5th December 2022. The consultation gathered thoughts from a wide range of stakeholders on a number of issues and the options for addressing them. The Centre for Sustainable Energy also completed a critical friend review of the local plan, which identifies potential policy directions the new local plan could take around sustainability.
- Challenges/Barriers: Resources to progress the plan to timetable- recruitment to two posts within the team is now underway. Uncertainty over Government planning reform and associated impact on the plan format and timetable.
- Next steps: The next step will be to gather the evidence required to work towards a Preferred Options consultation in October 2023.

- If possible, any identified carbon emission savings: Cannot be attributed. Policy will enable emissions reductions but will not be adopted until 2026.

New Build – BMHT Energy Saving Technologies Pilot (Gressel Lane)

- Actions and achievements this year: Being completed by Birmingham Municipal Housing Trust. The Gressel Lane Scheme also known as the Home Energy Housing project is being part funded by European Regional Development Fund. (ERDF). The appointment and contract signing for Jessup the contractor who will undertake the building of the 36 Council houses has been appointed. 30 of these houses are part funded by ERDF. Work has started on the ground with drainage systems going in on the site and property foundations. It has been agreed that the system for the Ground Source Heat Pumps will be an Array System and the boreholes system has been started. Technical designs and discussion meetings about the renewable technology for the scheme is continuing, this includes the solar panels, car charging points, air source heat pumps and mechanical ventilation systems. Pre-planning conditions are being actioned and highways design work is continuing for the new roads that will be installed.
- Challenges/Barriers: Minor delays due to bad weather which may also continue during winter months. Some challenges with underground services which are being addressed with the statutory service provider.
- Next steps: The build programme is continuing, together with the discussions about the technology. All technologies to be confirmed and purchased. When the properties are at an appropriate construction stage the renewable technologies will be installed. The completion of 30 properties is scheduled for the end of June 23 and 6 further properties to be completed end of July 23. Once tenants have moved in some monitoring and evaluation will be undertaken regarding living with and using the new technologies and overall savings. Monitoring and evaluation of this project will help to inform future schemes.
- If possible, any identified carbon emission savings: To date, carbon savings for scheme have been calculated for a typical home (House type: 3 bed Harborne Semi Detached). BMHT typical specification: 1.30 tonnes CO_2/yr, the addition of an air source heat pump saves an additional 0.24 tonnes CO_2 /yr.

New Build - BMHT Passivhaus Pilot - Dawberry Fields

- Actions and achievements this year: Being delivered by Birmingham Municipal Housing Trust, the scheme is made up of 55 units for Social Rent. The scheme is a mix of 2, 3, and 4, bedroom houses and 2-bedroom apartments. A pre-application has been submitted and the design of the scheme has undergone a positive Planning review . The scheme will have a mix of technologies including, Mechanical Ventilation with Heat Recovery, Air Source Heat Pumps, solar Photovoltaic Panels, Electric Vehicle Charging points, etc.
- Challenges/Barriers: The site has a number of constraints to deal with, including, level issues, nature conservation issues – there are protected species on the site – flood risk, relationship to adjoining area. The scheme cost will be greater than a traditional housing approach.
- Next steps: Submission of Detailed Planning Application. Cabinet approval for the Procurement Strategy and Full Business Case. Commencement of procurement process and selection of preferred bidder.
- If possible, any identified carbon emission savings: Not yet known but data will be collected.

Retrofit - Thermal Impact / Energy Efficiency Survey & Delivery Plan

- Actions and achievements this year: An Energy Performance Certificate (EPC) assessment via Acivico has been requested on 1,000 Council properties to assess the accuracy of existing, older, Council energy performance data due to changes in the assessment methodology since EPCs were originally carried out. Stock Condition Surveys of the Council Stock is an ongoing requirement, and it is the intention of the draft Asset Management Strategy for a rolling stock condition survey programme to be implemented. It is anticipated that the EPC assessment will be carried out as a compliment to these Surveys. Data gained as a result of funding Bids such as SHDF (Social Housing Decarbonisation Fund) and delivered projects such as LADS2 is being focused for use on internal systems to build a better picture of the EPC levels of our stock and compare with existing data and inaccuracies of national held data.
- Challenges/Barriers: The cost of retrofitting the entirety of BCC's 60,000 homes has been estimated to be as much as £3.6bn over 30 years. Sourcing the funds and planning to address this is a significant challenge for BCC, which is being addressed currently via the development of Asset Management Strategy, Housing Revenue account Business Plan and taking advantage of Government funding initiatives. Energy performance data is crucial to the planning and prioritisation of retrofit investment.
- Next steps: Identify additional funding. Recruit inhouse team.
- If possible, any identified carbon emission savings: The energy performance surveys will not in themselves delivery emissions reductions, but the results will support effective targeting of investment to improve energy performance.

Council Stock - Boiler Replacement Programme

- Actions and achievements this year: Allocated budget is being used to provide for the replacement of 1,200 properties with 'A' rated boilers where low energy efficient boilers currently are in operation. Concentrating on funding to provide such replacements is ongoing. In addition to this, Birmingham City Council (BCC) undertook a programme of hot water system replacement in residential tower blocks across the City of Birmingham. This project set out primarily to lower legionella risk from poorly heated and insulated direct electric hot water tanks, however the outcomes of this project soon expanded to improve running costs and lower carbon by deploying Mixergy's direct electric smart hot water cylinders. Mixergy's direct electric smart hot water cylinders allow residents to heat smaller volumes of water, heating only what they need as cost optimally as possible. This is in contrast to their legacy hot water tanks (copper lagged vented tanks) that heat everything twice per day and suffer from high heat losses due to poor quality insulation. When deployed alongside a solar PV system, the Mixergy tank unlocks additional SAP points helping landlords meet the challenge of improving their housing stock to EPC C by 2030.
- Challenges/Barriers: Life cycle of the existing boilers and the need to address the deficit in terms of funding for properties which currently have E, F, and G rated boilers.
- Next steps: Continuation of the scheme in line with funding availability.
- If possible, any identified carbon emission savings: For the boiler replacements, it is estimated that the Carbon Saving is 1.4 tonnes of CO_2 per boiler, per year. For the 1,200 boilers completed this year, this equates to 1,729 tonnes CO_2 in 2022. For the water tanks, each apartment was heated with conventional direct electric hot water tanks on a timer control that heated the tank twice per day, using on average 12 kWh electricity per day. After the installation of the Mixergy smart direct electric tanks, the average daily energy consumption for hot water has reduced to 6 kWh per day. This is saving of 6 kWh per day equates to 0.4 tonnes of CO_2 per annum per apartment. When applied to the 126 properties included in the first phase, this project will save 53 tonnes of CO_2 per year.

Energy Companies Obligation (ECO4)

- Actions and achievements this year: Engagement with energy suppliers to identify priority areas and options to maximise the allocation of funding to Birmingham households over a 4-year period from 2022-2026. Priority is to build continuity and opportunity for long term engagement with communities. Collaboration across the 3 Cities (Birmingham, Coventry and Wolverhampton) to establish a co-ordinated and collaborative approach to deliver greater benefits across the region.
- Challenges/Barriers: A strategic, co-ordinated approach is likely to deliver greatest outcomes, however, will require greater input from the Council. Seeking to balance scale of delivery and resource capacity.
- Next steps: In talks with 3 Cities about joint approach to attract greater funding and deliver more outcomes including longer term local skills. Aim to agree the approach early in the new year and commence delivery soon after.
- If possible, any identified carbon emission savings: Savings will be captured once ECO4 works are in delivery.

East Birmingham Low Carbon Heating Innovation Zone

- Actions and achievements this year:
  - **Commencement of 300-Home Whole-House Retrofit Pilot:** The pilot directly supports Birmingham's bold ambition to deliver best in class housing services, placing the Council front and centre in addressing fuel poverty by developing and implementing innovative solutions and funding models to scale up whole house retrofit.
  - **Development of Castle Vale Net Zero Neighbourhood Proposition:** A proposal has been created for a "net zero neighbourhood" at Castle Vale where net energy needs are reduced through demand reduction measures such that remaining energy requirement for vehicles, thermal, and electrical energy within the community is met by renewable energy generation, while also investing in other aspects to create community buy-in and a more sustainable place to live. Funding is currently being sought to implement the proposal
  - **Submission of Levelling Up Fund application for National Centre for Decarbonised Heat:** A bid was submitted by University of Birmingham with the support of the City Council to Government for £20m to create a National Centre for Decarbonised Heat at Tyseley. The bid was unsuccessful; however the Council will work alongside partners to assess how the centre's vision to support growth of the local retrofit economy can still be realised.
  - **Wider funding bids**: In addition to Net Zero Neighbourhood Demonstrator Programme investment, the Council and its partners are targeting funding through: Innovate UK's Pioneer Places; Strategic Innovation Fund, Social Housing Decarbonisation Fund; Sustainable Warmth competition; Green Homes Grant LAD schemes; ECO4.
- Challenges/Barriers: The supply chains need support to increase their capacity to deliver retrofit at scale but using a place based approach does provide economies of scale. Grant funding has tight deadlines for delivery and specific criteria which can make effective delivery difficult.
- Next steps: The East Birmingham Low Carbon Innovation Zone will continue to be a key area of activity around the retrofit and decarbonisation agenda. Priorities will be to secure funding for the Net Zero Neighbourhood proposition and to develop enhanced partnership working with key stakeholders including around Tyseley Environmental Enterprise District.
- If possible, any identified carbon emission savings: Potential for 397 tonnes CO_2 savings from Whole House Retrofit and 33 tonnes CO_2 for NZN Castle Vale if 25 houses are retrofitted.

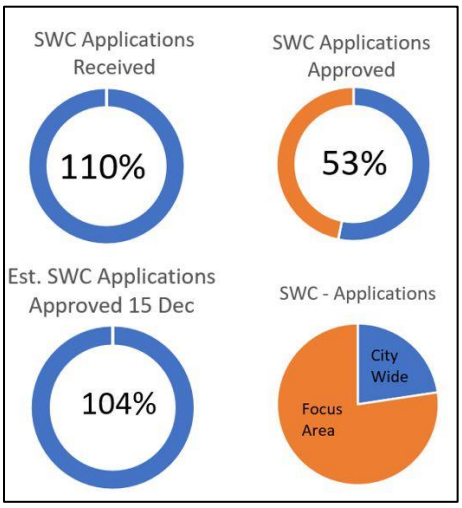
Buildings: New Projects

Social Housing Decarbonisation Fund

- Actions and achievements this year: Social Housing Decarbonisation Fund (SHDF) – bid submitted to BEIS for a £24.8m grant to carry out decarbonisation work on 2,076 homes has been submitted. The Housing Directorate have led bid strategy and submission with the Route to Net Zero coordinating bid preparation and coordination between 3 Cities Retrofit and WMCA.
- Challenges/Barriers: Funding requires match from Housing Revenue Account. BCC owns 60,000 homes and so the decarbonisation task and funding required to deliver retrofit works to all homes will be considerable. Innovative sources of funding are being explored with partners
- Next steps: Develop a decarbonisation strategy for all BCC housing stock and identify additional sources of funding or delivery models.

- If possible, any identified carbon emission savings: If successful, the estimated carbon reduction across all homes is 5,172 tonnes CO_2.

Sustainable Warmth Competition



- Actions and achievements this year: The Local Authority Delivery Scheme 2, LADS2 (part of the BEIS Sustainable Warmth Competition) was completed in 2022, with 102 properties benefiting from a package of retrofit measures; 15% owner occupier and 85% social housing (Council stock). 56% of homes were EPC D rated properties. A total of 171 measures were installed including ventilation.
- The LADS 3 programme is now in delivery. The target is to support 700 properties by March 2023 and the programme is well on track to deliver due to adoption of a community led engagement approach in the Balsall Heath, Acocks Green and Tyseley areas. The council, working with Acivico as project managers, appointed local community groups MECC Trust and Acocks Greener to work with communities within Balsall Heath and Acocks Green. These local community organisations then engaged with the community through retrofit cafes, events, briefing sessions and street by street door knocking to promote the benefits of retrofit for residents and households. Councillor engagement and support at events has also helped to build trust. By working collaboratively with local community groups, we have been able to really engage residents, overcome language barriers - with 4 languages spoken across the target areas - and build trust leading to a far greater volume of applications than seen in many other areas of the West Midlands.
- The Home Upgrade Grant (HUG) 1 off-gas programme is also running in parallel with a target of 114 properties. The uptake has been low to date due to the significant volume of gas connected homes in the city. A targeted, city-wide campaign is underway to help maximise use of these funds.
- Challenges/Barriers: Risk of inclement weather hinders progress in delivering the 814 retrofits by March 2023. Off gas grid properties are proving very difficult to attract to scheme (this is a challenge in urban areas across the country). Due to success of engagement, likelihood that the LADs campaign will result in more properties than funds available. The intention is that ECO4 will be secured as a follow up funding route to maximise household benefit.
- Next steps: Broaden range of areas. Continue to build community links to improve take up of schemes.
- If possible, any identified carbon emission savings: LADS2 delivered an estimated 930 tonnes CO_2 savings. LADS3 is expected to deliver significantly greater savings – exact figure to be confirmed once the scheme is completed in 2023.

Corporate Landlord Net Zero Plan (Buildings and Land)

- Actions and achievements this year: Centre for Sustainable Energy survey of solar potential on Council owned buildings completed and analysis undertaken of buildings most likely to benefit from solar due to high electricity demand. Commissioned use of tool to support corporate landlord portfolio level review of energy use and carbon emissions and have

commissioned delivery and funding model options appraisal to inform potential approach to scaled investment.

- Challenges/Barriers: Lack of consistent data, particularly energy consumption.
- Next steps: Identify priority buildings for solar and implement. Support Corporate Landlord team in developing a decarbonisation plan and source funding.
- If possible, any identified carbon emission savings: Capital works on Council non-domestic property has not yet commenced – no savings yet attributable.

Place Based Initiatives - Net Zero Neighbourhoods, Net Zero Living and Healthy Living Zones

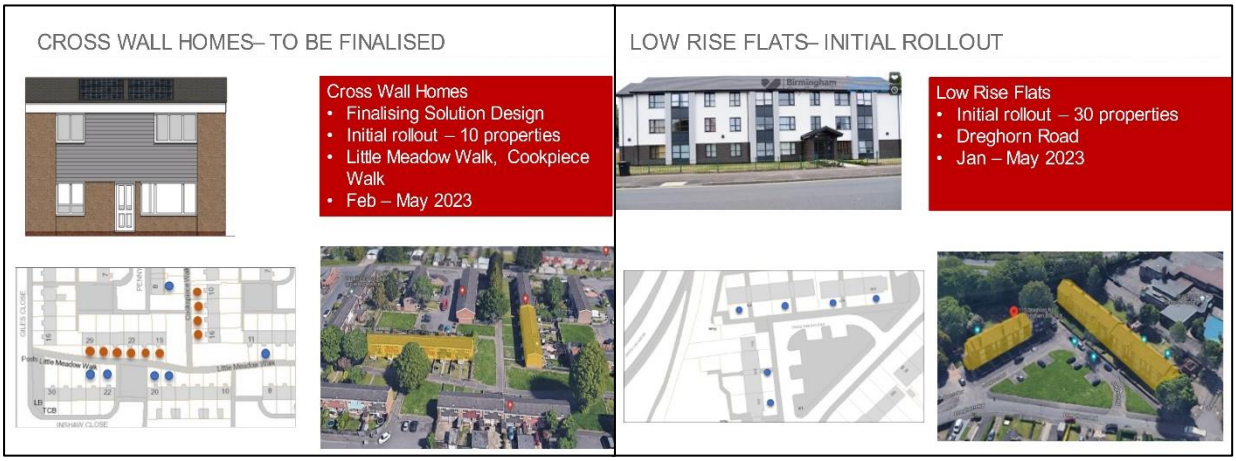
- Actions and achievements this year: Funding is available from Innovate UK for Net Zero Living areas. This funding has two phases: phase 1 provides up to £75,000 to support work on identifying the non-technical barriers to net zero system change and phase 2 up to £8 million to implement changes to overcome these barriers. Bid submitted for the Tyseley area, led by local business Webster and Horsfall and supported by a range of public and private sector organisations including University of Birmingham and Siemens. The Council is committed to 5 Healthy Living Zones which will ensure that the need for car travel is reduced within the area. These 15-minute neighbourhoods will reduce carbon emissions from private transport and Bordesley Green has been chosen as the pilot area. The City Council's bid for Castle Vale was unsuccessful in the initial round of Net Zero Neighbourhood funding via WMCA and so other sources of funding are being sought to implement the plans. This net zero neighbourhood will include retrofit of housing and increased cycle and walking routes.
- Challenges/Barriers: Funding applications may be unsuccessful.
- Next steps: Await funding decision for Net Zero Living bid and if successful, support phase 1 delivery and preparation of phase 2 bid. Work with the WMCA on the Castle Vale NZN and continue with the Bordesley Green HLZ pilot.
- If possible, any identified carbon emission savings: Funding application – no savings directly attributable although potential to realise significant savings if successful.

Bromford Housing Retrofit

- Actions and achievements this year: The £28.2m 3 Cities Whole House Retrofit (WHR) Pilot was approved by Cabinet in July 2022. The pilot aims to test two different approaches to improve thermal efficiency, reduce carbon emissions and improve tenants' energy demand usage and with a view to scaling up the delivery of whole house retrofit across the Council's wider HRA stock. The scope of the pilot is to deliver WHR to 300 units of BCC social housing stock in Bromford, East Birmingham: 174 low rise flat properties and 126 cross wall properties. A core principle for the pilot is to apply an incremental learning approach to retrofit works to progress works on Council HRA stock without committing the Council to unaffordable levels of borrowing
- Barriers and Challenges: Property mapping and asset data review - property information was incomplete and included inaccuracies which impacted solution design and also grant funding applications. Significant effort was required to review, validate and undertake additional surveys. Inaccuracies in asset data can lead to material amendments to scheme design and costing. Planning – engagement and discussion with Planning is required from the outset and particularly at 'concept' stage. Cross Wall Homes Solution – the planning and design phase of the project has identified particular challenges with the Cross Wall Homes. The target properties comprise 6 different archetypes which require 'bespoke' solutions. Distribution of Properties & Owner Occupiers - the distribution of 'pepper-potted' properties and adjacent owner-occupiers has a significant impact on design and performance standards due to

additional and complex details around the party wall(s). Owner occupiers (not included within the scheme) are likely to significantly impact on the performance outputs of the adjoining properties. Investing time to understand and map assets early in the scheme development will assist here.

- Next steps: The programme is entering the Initial Solution Rollout phase and it is proposed that the programme proceeds as follows:
    - Low Rise Flats –The solution fabric measures have been adjusted to meet BCC Planning requirements. An alternative Mixergy[1] heating solution will be deployed alongside the solar PV solution to support energy efficiency performance to address fuel poverty, decarbonisation and increased EPC ratings of B+ / A. The initial solution rollout is planned for Dec 2022/Jan 2023 – May 2023 and wider solution rollout: June 2023 – April 2024.
    - Cross Wall Homes – The Solution Design process has identified a number of challenges which have an impact on programme scope, costs and timescales. The pilot programme is currently working through a managed process to determine the preferred solution design and cost plan. It is anticipated that this will be agreed end Jan / early Feb 2023.



- If possible, any identified carbon emission savings: Not yet known. The project is targeting improved EPC levels from an average EPC D to EPC B / A ; 50-60 kWh/m2/year.

Public Sector Decarbonisation Scheme

- Actions and achievements this year: Public Sector Decarbonisation Scheme (PSDS) funding application being prepared for Small Heath Well Being Centre alongside a number of other council-owned buildings. PSDS provides grant funding for public sector non-domestic building decarbonisation.

- Challenges/Barriers: The complexity of the Well Being Centre site means a wider programme of capitals work will be required alongside funding to support energy efficiency and decarbonisation works.
- Next steps: Support funding application submission once wider plans for building works have been agreed.
- If possible, any identified carbon emission savings: Potential saving of 65.39 tonnes CO_2 if identified works undertaken.

Sustainability in Planning Policy

- Actions and achievements this year: The Route to Net Zero team engage with the planning policy team by providing comments relating to carbon reductions and sustainability on planning applications. In the last year, comments have been provided on 44 planning applications. This includes in larger pre-apps and large strategic applications including Smithfield and Curzon Wharf.
- Challenges/Barriers: Staff resource/time. Whilst sustainability requirements apply to all applications, the policy team is only consulted on major applications – it is not possible or sustainable to comment on all applications.
- Next steps: Continue to engage on applications – ensure planning policy flag all significant development to the route to zero team.
- If possible, any identified carbon emission savings: Not known.

East Birmingham Programme

- Actions and achievements this year: The East Birmingham Programme has delivered multiple projects during the last twelve months, including a number which are relevant to the route to zero programme:
    - **Dolphin Centre:** a £2 million package of improvements to the Dolphin Centre in Ward End Park to include the creation of an inclusive Youth Hub. The project will include the extension and retrofitting of the building with green energy and carbon reducing technologies.
    - **Bordesley Green Spatial Pilot:** This is a place-based to study which seeks to establish a framework for improving the quality of local places as Healthy Living Zones in terms of utility and amenity in line with the theory of the "15-minute city". Active Travel to reduce the need to travel by private vehicle, and Green Infrastructure are key elements of this work.
    - **Tyseley Clean Energy Masterplan for Growth:** A joint vision has been agreed with key stakeholders including around Tyseley Environmental Enterprise District. A Masterplan will be developed to deliver this vision; addressing both spatial and infrastructure planning and also the proactive development of low and zero carbon assets to maximise the potential of Tyseley at the forefront of the city's response to climate change.
    - **Green Infrastructure projects:** multiple projects have been progressed including the Bordesley Green City of Nature pilot, the collaborative Tyseley Community Commons project with University of Birmingham, and design studies for parts of the Cole Valley.
    - **Castle Vale Net Zero Neighbourhood Proposition:** A proposal has been created for a "net zero neighbourhood" at Castle Vale where net energy needs are reduced through demand reduction measures such that remaining energy requirement for vehicles, thermal, and electrical energy within the community is met by renewable energy

generation, while also investing in other aspects to create community buy-in and a more sustainable place to live. Funding is currently being sought to implement the proposal

The Council, West Midlands Combined Authority and Solihull MBC are jointly promoting East Birmingham and North Solihull (EBNS) to Government as a Levelling Up Zone where transformational change will be delivered, including the accelerated delivery of decarbonisation and the "just transition". In addition, through the partnership development workstream, the programme is developing working relationships and increased collaboration with key stakeholders including at Tyseley as described above, with Severn Trent, which recently launched a major social initiative focussed on East Birmingham, and the National Trust.

- Challenges/Barriers: The previous twelve months have been the mobilisation phase of the East Birmingham Programme and as a result resources and capacity have been limited due to the need for recruitment and the development of partnerships and governance. The Programme Team is now taking shape and collaborations are developing well, and the pace of delivery is expected to significantly increase during the next year.
- Next steps: Key priorities for the Programme are: to build strategic alliances including with Tyseley partners and the National Trust; to progress the EBNS Levelling Up Zone to secure the capacity to scale up the programme; to expand project activity and delivery.
- If possible, any identified carbon emission savings: There are no savings directly attributable to the above projects during 2022 but the programme is supporting significant funding and investment to support emissions reduction ambitions.

CASE STUDY: 3 Cities Whole House Retrofit

The first project in East Birmingham is piloting two different approaches to Whole House Retrofit:

174 low-rise flats to an EPC B+ rating.

Energiesprong approach for 126 cross wall properties which brings properties to EPC A – zero carbon. Under the Energiesprong approach tenants will have a guaranteed level of hot water and energy for a fixed level of consumption. It incorporates a high level of digital monitoring of temperatures, energy consumption, air flow and ventilation.

CASE STUDY: Low Carbon Homes Retrofit Summit

Commissioned by the Route to Net Zero team, Low Carbon Homes alongside a range of internal and external stakeholders from across the City worked to organise and deliver the Birmingham Retrofit summit from 6th to the 8th of December in 2022. The event brought together a wide range of speakers to discuss the challenges around retrofit and the opportunities to alleviate fuel poverty and support carbon emissions reduction.

Over 150 retrofit professionals signed up to attend, and cabinet members Councillor Mahmood and Deputy Leader Councillor Bridget Jones introduced the second and third days, while Council Leader, Councillor Ian Ward, opened the whole event. By bringing together Council officers, housing providers, community groups and local businesses to explore how we can better work together, the event helps demonstrate the Council's commitment and leadership on retrofit.

Transport

Transport: Summary

Data from 2020 shows that transport makes up just over a third of the City's carbon dioxide emissions at 34%. We cannot tackle the climate emergency without fundamental changes to the way people and goods move around our city. Transport is so much more than a means of getting from A to B. Transport can be an enabler of transformational changes. The climate emergency is setting the pace of change for our transport network. The latest evidence shows that a rapid shift is needed away from single occupancy private car use. Companies in the West Midlands are helping to lead the way in global development of new types of vehicles, including self-driving and electric vehicles, offering significant improvements in efficiency and emission levels. But regardless of advancements in technology, private cars will never be able to match the capacity of mass public transport for getting people to where they want to go. The Birmingham Transport Plan, now adopted and in the delivery phase, outlines how the city's transport system needs to be transformed to meet the challenges of the next decade. Action on a robust set of measures to assist with modal shift – increasing the amount of sustainable transport we use – will be integral to our net zero journey.

Transport: Wave 1 Project Updates

Electric Vehicle Charging Points and EV Strategy

- Actions and achievements this year: To date 686 charge points have been installed across the city, of which 143 are rapid (50kw-250kws) charge points (enabling a full charge in less than 30 mins) , which is a 51% achievement towards the 2025 target of 280. The Cabinet approved EV Charge Point Strategy is a joint collaboration of the Public and Private Sector, where around 3,600 -5,000 (3.5kw-250kw) publicly accessible charge points are estimated to be installed by 2030.
- Challenges/Barriers: The number of charge points required will depend on the extent of change in travel behaviour away from private cars towards sustainable modes such as walking, cycling and public transport, in line with the Birmingham Connected Transport Policy aim of achieving at least 40% modal shift in Birmingham. Key challenges also include the available grid capacity across the City, which provides a particular challenge in residential areas. Alongside this there are challenges associated with the continued effects of the energy crisis and the war in Ukraine, Brexit, and COVID which have all impacted on the cost of individual EV electric car charging, as well as impacting global supply chains for EV car and charge point unit production and availability. More locally the availability of skilled workers and engineers involved in installation and gid infrastructure connections is a barrier.
- Next steps: From 2023 there will be a focus on deploying ultra-rapid hubs, alongside local community on-street charge point solutions where there is little or no off-street parking. Where 70% of Birmingham households already have access to off street parking, the next step is to focus on low power level 'over-night' charge point solutions that align with planning consent, Highway regulatory approvals and the Council's Private finance initiative arrangements.
- If possible, any identified carbon emission savings: This cannot be calculated as we only have usage data from our charge points - which represents 168 out of 682 charge points within the city. There is no data to compare to milage vehicles have undertaken, only how much energy has been drawn from our charge points (and every EV/hybrid vehicle model is different). There is no comparative data of petrol/diesel vehicles, if indeed these have been replaced by EVs, which we do not know. Also, whilst our charge points are 100% renewable energy, most others from other providers, including household electric for charging is from the grid which is only around 26% renewable power - (not due to be 100% until 2050).

Hydrogen Bus Pilot

- Actions and achievements this year: UKs first 20 double deck hydrogen buses delivered to Birmingham and commenced the 'Clean Air Hydrogen Bus' pilot programme: Bus depot has been retrofitted for hydrogen bus maintenance. 200 drivers have undertaken technical staff training and development has commenced in 'drive train' and fuel cell maintenance and operational requirements. The buses were co-developed with procured bus operator, National Express, and hydrogen fuel provider, ITM/Motive. Hydrogen bus route assessments have been completed.

- Challenges/Barriers: Developing the training, knowledge and skills at the same time as trialling the buses, as the first double deck hydrogen buses- where the weight of fuel tanks and fuel cell on the daily operation of use, has been challenging. Also, the price of hydrogen (made from a process involving electricity & water) within the current energy crisis, means that the hydrogen buses are not as commercially viable as diesel buses.
- Next steps: Working with a range of 'green' & 'blue' energy solutions to negotiate energy supply agreements ahead of the Government ceasing the business energy cap March 2023. Also, working with strategic partners Transport for West Midlands, Bus Operators and hydrogen fuel providers, in regard to outcomes of the Clean Air Hydrogen Bus pilot, to support their latest ZEBRA funding sourced for the next 124 hydrogen buses, to be operational by 2024/25.
- If possible, any identified carbon emission savings: Not yet known. The 20 hydrogen buses are still under the Clean Air Hydrogen Bus pilot, and while out trialling on the road, the existing Euro 6 diesel fleet of 20 X51 route buses remain on the road delivering the bus service. When these are withdrawn, and the hydrogen buses fully replace them, then carbon savings based on mileage will be possible to calculate.

Birmingham Transport Plan Delivery Plan

- Actions and achievements this year**:**
  - **Birmingham transport delivery plan**: The work on the Birmingham Transport Plan Delivery Plan (DP) commenced in March 2022 and is expected to be completed in early April 2023. We have already produced some key outputs, which relate to understanding the scale and pace of change required to deliver transport decarbonisation in the city. Whilst the pace of change is set by the urgency of the need for action on climate change, the BTP aims to respond to a range of social, economic and environmental imperatives to create a transport system fit for purpose for a growing, diverse, inclusive and sustainable

city of the future. Our initial assessment shows that a dramatic decrease in vehicle kilometres travelled is required to deliver Paris agreement compliant transport decarbonisation in Birmingham. This will be achieved through extending our commitment to deliver measures that align with the principles of the BTP and through lobbying our partners and other government organisation to align their level of ambition to ours.

- **Delivery of the active travel measures** - The City Council's Highways and Transportation Capital Programme is an annual rolling programme that incorporates a significant package of schemes aimed at promoting cycling and walking as the preferred mode of travel with a budget of over £70m identified for the implementation of schemes until the 2027/28 financial year. Over the last year, a number of schemes have been successfully delivered on the ground, both as part of the residual Birmingham Cycle Revolution (BCR) Programme and also in support of the strategy of making the 2022 Commonwealth Games the first truly sustainable international multi-sport competition. Schemes delivered in the last year include an extension of the A34 Birchfield Road 'Main Corridor Blue Route' into the centre of Perry Barr, cycle safety improvements around the junction of Pershore Road/Priory Road which connect the A34 Bristol Road 'Main Corridor Blue Route' with NCN Route 5 at Cannon Hill Park, as well as a number of public realm schemes which provided improved pedestrian connectivity from the city centre to key Commonwealth Games venues, all of which have legacy benefits. The Council is also implementing a series of cycle, local centre and neighbourhood infrastructure improvements around the city, plus the City Centre Segments project and a tranche of Big Birmingham Bikes through the central government Active Travel Fund (ATF) administered by Transport for West Midlands. This £5m package of improvements, which is currently being implemented, builds on the schemes previously introduced through an earlier tranche of ATF monies as part of the Emergency Birmingham Transport Plan which set out a wide range of measures to support walking, cycling and public transport throughout the city, in light of the impact of the COVID-19 pandemic. The introduction of active travel measures is essential in providing alternative options to travelling by private car and aligns with the priorities of the Birmingham Transport Plan.

- **Places for People** - Over the last year, the work on three Places for People scheme has progressed towards implementation. Progress so far includes extensive consultation with local residents, which resulted in amendments and tailoring of the proposed schemes based on the feedback gathered. The three areas are Lozells, King's Heath and Bournville, where the measures are expected to be introduced within 2023 subject to approvals. The introduction of Places for People schemes plays a key role in the Council's efforts to implement the Birmingham Transport Plan, as it demonstrates our commitment to prioritising active travel and reallocating road space away from private cars.

- Challenges/Barriers: There are no specific challenges identified in relation to the project itself. However, the delivering the DP is big challenge as it reflects the scale and pace of a just transition. The BTP DP is expected to be completed by April 2023, with the next stages involving the production of a detailed delivery plan and calculation of the financial resources needed to deliver it.

- Next steps: The next stage of the DP is looking at developing a preferred option of schemes and policies that will comprise the DP and engaging with partners and members of the public to discuss the challenges and needs of delivering transport decarbonisation in Birmingham.
- If possible, any identified carbon emission savings: There are no associated savings associated with the plan itself, however it will set out what needs to be done to deliver net zero by 2030 in Birmingham and identify the policy gaps in achieving our target. Whilst the delivery plan is still in development, it will certainly include continuations and extensions of many existing projects and programmes relating to transport. Therefore, progress in delivering the existing Transport & Highways Capital Programme and other key infrastructure projects with partners such as TfWM is as relevant to the decarbonisation agenda as the Delivery Plan itself. This is supported by an ongoing programme of travel demand management, school and workplace travel planning, and cycling activities.

Clean Air Zone

- Actions and achievements this year: The purpose of the Clean Air Zone is to address the issue of poor air quality which is directly and indirectly negatively impacting the lives of the people who live and work in our city. By addressing this issue, we remove a barrier that may be preventing people from achieving their full potential. Since the Clean Air Zone began operating, the percentage of the most polluting vehicles entering the city centre every day has reduced from just over 15% in June 2021 to 7.5% in September 2022. This change has helped reduce the levels of the pollutant, nitrogen dioxide. The purpose of the Clean Air Zone is to reduce the levels of nitrogen dioxide within the zone in order to reduce the impact of this pollutant on people's health. The zone achieves this by applying a daily fee to journeys through the zone in the most polluting vehicles as a way of encouraging the owners of these vehicles to upgrade their vehicle, use public transport and/or adopt more active forms of travel. The Council is also helping to accelerate change by providing financial grants to key groups such as low income workers in the zone, SMEs in the West Midlands who operate HGVs, coaches or vans and, critically, Birmingham-licensed private hire and hackney carriage drivers. The change in the private hire and hackney carriage fleet has been significant. In September 2018 (the month the Council's Cabinet approved the submission of the Clean Air Zone Full Business Case to Government) the rate of compliance in the private hire fleet was 36%. By August 2022 the rate had grown to 95%. Similarly, 12% of the hackney carriage fleet met the emission standards of the zone in September 2018 but by August 2022 this had increased to 54%.
- Challenges/Barriers: The Council has always recognised that some people and organisations might require additional time or support to adjust to the Clean Air Zone. To help make the transition to a clean air city easier the Council introduced a range of temporary exemptions from the daily fee and financial incentives to upgrade or replace 'non-compliant' vehicles. In the first year of the scheme just over 9,000 people who work or live in the Clean Air Zone benefited from an exemption. And to date just under £5m of grants have been approved. The

other key challenge with the scheme is awareness. There are already over 300 signs in place to alert drivers that the scheme is in operation and the Council has invested in significant multi-media advertising campaigns over the summer and Christmas to help get the message to more people. These campaigns have included a range of tactics, including digital billboards. posters with QR codes in car parks, advertising through navigation applications in an effort to ensure that drivers are aware that the scheme is in operation.

- Next steps: The primary objective of the Clean Air Zone is to improve air quality in the city, but it is also an enabler of change within the Transport Strategy and the reduction of carbon emissions, which contributes to progress on the Council ambition to create a net zero city by 2030. To support the Council's ambitions all surplus revenues generated by Clean Air Zone re-invested in local and regional transport-related strategies and policies. To date just over £40m of revenues from the scheme have been allocated to a number of schemes, which include the purchase of 20 hydrogen buses, further pedestrianisation of the city centre, upgrades to the University train station and stations on the Camp Hill line, a number of cross city bus projects and an expansion of the Big Birmingham Bikes programme.
- If possible, any identified carbon emission savings: This is not something that is directly measured through the scheme, but we are exploring ways of trying to quantify any carbon reductions associated with the scheme or through the projects it supports.

Transport: New Projects

Civic Cars, Taxis and Alternative Transport Provisions Review

- Actions and achievements this year: The Chief Executive's Delivery Unit (CXDU) were commissioned to conduct a review to answer the question: What is the most appropriate, cost effective / efficient way of transporting civic leaders, cabinet members and BCC officers? The fieldwork included analysis of data (e.g., policies, processes, spend data, benchmarking data etc), stakeholder meetings, delivery chain mapping to understand the current process and identifying best practice. The work also extended to include a review of all Council fleet vehicles and opportunities to align operational and future decisions
- Challenges/Barriers: Behaviour change away from private use vehicles. Capital cost differential to move fleet vehicles to electric and or hydrogen.
- Next steps: Recommendations to inform transport theme programme and to be led by new programme structure for climate change and net zero.
- If possible, any identified carbon emission savings: Recommendations not yet implement. Emissions reductions will follow as recommendations are implemented.

CASE STUDY: Safer, Greener, Healthier School Travel

One of the best ways to tackle air pollution at the school gates, along with alleviating issues around traffic congestion and parking which so many schools face, is to encourage people to leave the car at home where they can and to walk, cycle and take public transport to school instead.

All schools in Birmingham can access support and resources through the national Modeshift STARS scheme, which rewards schools for taking steps to promote safer, greener, healthier travel. As part of this, schools produce a travel plan outlining what they will do to encourage more sustainable and active travel for the school journey. They are also able to access support and guidance to deliver various initiatives and campaigns, such as Bikeability cycle training (delivered by The Active Wellbeing Society) and Living Streets' Walk to School outreach programme. Schools with an approved (Green) travel plan in place can apply for grants of up to £1,000 through the Young Active Travel Trust, as well as being considered for infrastructure improvements funded by the Safer School Streets capital programme. Lea Forest Primary Academy (pictured below) has achieved Platinum on Modeshift STARS, making it the first school in the West Midlands to gain this prestigious accreditation

Since September 2019, roads outside selected schools in Birmingham have been closed to traffic at the start and end of the school day as part of our Car Free School Streets initiative. This has been delivered at 17 schools to date in three phases, with another phase of a further 5 schools planned for April 2023. We are also currently undertaking an audit of all schools across the city to identify and prioritise suitable locations for expansion and further roll-out of this initiative.

Energy

Energy: Summary

The Energy theme primarily relates to the use of gas and electricity in buildings and therefore there is some cross over on the Building theme, particularly on projects relating to heat decarbonisation. The burning of gas for space and water heating, and the demand for electricity to power buildings is directly responsible for two thirds of city carbon dioxide emissions[2].

The Council is working on a range of projects in addition to those specifically referenced in the Buildings section, which are focused on supporting large scale energy infrastructure development and renewable heat and power generation roll out.

For example, the Council are working on developing a pathway for decarbonising and expanding the existing city centre district energy network. Working in partnership with other large network customers, the network's operator EQUANS and consultants Sustainable Energy Limited, a range of existing and new low carbon heat supply options have been identified.

The capacity of the electricity network is a key concern particularly as buildings and transport decarbonisation accelerates and demand for electricity increases. We are reviewing opportunities for expand renewable and low carbon energy sources in the city as well as demand management through heat and electricity storage and building working relations with utility providers and key local stakeholders such as Tyseley Energy Park to bring forward new infrastructure projects.

Whilst still in development, these projects have the potential to support significant emissions reductions, build greater self-sufficiency and energy price resilience.

Energy: New Projects

Decarbonisation of Birmingham District Energy Scheme (BDEC)

- Actions and achievements this year: BDEC is a strategic asset with the potential to support city centre heat decarbonisation. The network currently supplies 40,000 megawatt hours of heat across a 12 kilometre network route. The Council has secured funding from the Department for Business, Energy & Industrial Strategy Heat Networks Delivery Unit to identify a technical, commercial and funding route for decarbonisation of the network and inform scale of city centre expansion potential.
- Challenges/Barriers: Capital cost and technical constraints associated with moving from gas fired centralised heat plant to lower temperature renewable technologies and heat recovery. Level of energy efficiency improvements required to existing buildings to make them low carbon heat ready.
- Next steps: Identify technical and economically viable options and approach to delivery and funding.
- If possible, any identified carbon emission savings: The emissions savings associated with network decarbonisation will be calculated as part of the study.

City Decarbonisation Delivery Programme 3: Delivery Model for Non-Domestic Net Zero Retrofit

- Actions and achievements this year: This project included two work packages: identification of potential heat network zones and potential delivery models and delivery and funding model options appraisal for Council non-domestic property portfolio to inform potential approach to scaled investment (reported above).

[2] UK Local Authority and Regional Greenhouse Gas Emissions National Statistics 2005-2020

- Challenges/Barriers: Heat network zoning will require significant local authority involvement in stakeholder engagement, communications, planning, coordination and enforcement. Zoning legislation is due to be introduced in 2025.
- Next steps: Work with BEIS on next phase of heat network zoning preparation and ensure engagement across Council teams most likely to play a role in their implementation or management.
- If possible, any identified carbon emission savings: Heat network zones aim to support rapid decarbonisation in locations where heat networks provide most cost-effective option. Once introduced, zoning will facilitate significant emissions reduction from heat.

East Birmingham Energy Infrastructure

- Actions and achievements this year: Work underway through the East Birmingham Heat Taskforce to develop low and zero carbon community heating plans for East Birmingham. The Taskforce has mapped the energy system, housing types, Energy Performance Certificate and ownership of housing in communities of this area. A study has been completed into the possibility of using waste heat from the final effluent wastewater from Minworth sewage treatment works alongside other existing sources of heat. A workshop has been held with a range of industry stakeholders to explore the potential of the scheme and to begin to understand the barriers to delivery. The Tyseley Environmental Enterprise District Vision due to be launched in January 2023 highlights a number of existing and potential opportunities to support net zero. A strategic alliance with University of Birmingham and Tyseley Energy Park is now being formed to bring these opportunities forward.
- Challenges/Barriers: Scale of infrastructure investment and complexities associated with delivery. Engagement of a wide range of potential stakeholders.
- Next steps: Advance project to more detailed feasibility and continue to engage industry partners to identify potential solutions and route to market.
- If possible, any identified carbon emission savings: If implemented, significant emissions savings will be delivered through the decarbonisation of heat.

Solar Photovoltaics

- Actions and achievements this year: Commissioned study on potential scale of domestic and Council non-domestic opportunity around solar photovoltaics (PV). Findings equally apply to rooftop potential for solar thermal (hot water) panels. The study details the energy performance certificate, tenure and solar PV potential for homes in East Birmingham and locates existing solar PV installations. There is sufficient roof space potential for solar PV installations which would supply half of the existing domestic electricity demand in the area. For Birmingham City Council owned non-domestic buildings, the building usage and solar PV potential has been identified and estimates made of current electricity demand and the cost of the installation. The internal rate of return has been calculated for each building and ranked to give an order of priority for delivery.
- Challenges/Barriers: Solar photovoltaics (generating electricity) can reduce household electricity emissions at a faster pace than the electricity grid is currently decarbonising, however in isolation may not deliver significant energy savings to residents who are currently using gas for space and hot water heating. Solar photovoltaics need to be considered

alongside other energy efficiency and heat decarbonisation solutions as well as demand management and electricity storage. Grid capacity for new solar photovoltaic installations.

- Next steps: Prepare a strategy for solar investment across a range of different building types and investment options. Consider opportunities for packages of work.
- If possible, any identified carbon emission savings: Potential for significant emissions savings, particularly when also paired with other energy efficiency and decarbonisation measures.

Waste & Circular Economy

Waste & Circular Economy: Summary

With a city net zero goal, reducing waste, reuse and recycling, and solutions to manage and reduce the impact of waste management processes across the city plays a critical role. Resource efficiency is about using limited resources in a sustainable way and minimising the impact of resource use. A circular economy uses resources for as long as possible, extracts maximum value from them (through reuse or repurposing), minimises waste and promotes resource efficiency. A large proportion of an organisation's own operational carbon dioxide emissions impact is directly related to the materials and products it consumes and therefore resource efficiency and a circular economy has a key role to play in reducing city and organisational emissions.

The ten-year 'transitional' contract at the Tyseley Energy Recovery Facility (ERF) will form part of the climate solution by preventing Birmingham resident's non-recyclable waste being sent to landfill. The Tyseley ERF generates power from non-recyclable waste, that generated 184,157 MWh of electricity in 2021 equivalent to powering approximately 63,000 Birmingham households for 12 months, or 15% of the homes in Birmingham. Through the competitive dialogue, net zero and climate change were high on the agenda and with the scope for dialogue being deliberately wide to ensure that all potential options could be explored using industry knowledge from bidders. Through dialogue, options to increase recycling and re-use, mitigate carbon emissions through the avoided emissions from generating electricity for Birmingham households and near zero unavoidable landfill were discussed. Nationally, the move away from landfill to energy recovery resulted in a 63% reduction in the waste sector's carbon emissions since 1990, since on average every tonne of waste treated at Tyseley energy recovery facility saves 0.2 tonnes of carbon dioxide compared with landfill. This transitional contract has been procured for a minimum term of ten-years to focus on the post 2034 solution procurement strategy, to consider tried and tested innovative technologies when they become available in the market.

Planning policy is a significant lever for driving resource efficiency and the Council has existing policy within the local plan that requires sustainable construction practices to be adopted on all new developments. New circular economies to harness e.g. heat, carbon dioxide emissions or repurposing waste arisings can also present economic opportunities. An existing circular economy project in Birmingham uses wood waste from urban parks and roadsides to capture carbon in a biochar suitable for reuse in tree planting. This project is run by Aston University in partnership with the Council.

Alongside initial work on a net zero-aligned strategy for waste management in the city, the Council is exploring a wide range of opportunities including the reduction of operational emissions in the waste vehicle fleet and providing facilities to support reuse and repurposing of materials and products. New technologies to support the carbon emissions reduction of waste management process will also be further explored in 2023.

Waste & Circular Economy: Wave 1 Project Updates

Waste Fleet – Hydrogen/EV Fleet Demonstrator

- Actions and achievements this year: The service has been in contact with Officers in St Helens to learn about their first Hydrogen Refuse Truck whilst we wait for a trial. The service has had a successful trail with EV collector and are working with Finance colleagues to find an option to renew the remaining refuse vehicles. Discussions are ongoing to move to hydrotreated

vegetable oil, (HVO) fuel instead of diesel. A new fuel contract has been let and the option of HVO is available.

- Challenges/Barriers: The challenge with changing the fleet is electric vehicles are double the price of diesel and hydrogen powered vehicles are double the price of electric vehicles. HVO is also more expensive than plain diesel.
- Next steps: To be confirmed.
- If possible, any identified carbon emission savings: Not known.

Total Waste Strategy

- Actions and achievements this year: Commissioned by Route to Net Zero team to support BDP review, identify operational opportunities and priorities for waste reduction and circular economy. Now being taken forward as a joint strategy with waste management team. Potential to be first strategy to align resource efficiency and circular economy with carbon emissions reductions. The Environment Act 2021 includes implications for waste including:
    - Introduction of deposit schemes
    - Charges for single use items
    - Food waste collected once a week and other recyclables separated out
    - Electronic waste tagging
    - Waste licencing and charging.

  These emerging changes to legislation will need to be considered as part of the strategy. The Strategy aims to consider short, medium and long term priorities.
- Challenges/Barriers: Large and complex piece of work, rapid development in new technical solutions, long lead in times for significant changes.
- Next steps: Develop total waste strategy aligned with emissions reduction ambitions and circular economy opportunities.
- If possible, any identified carbon emission savings: Will be identified as part of strategy development.

Waste & Circular Economy: New Projects

Recycling and the Alternative Treatments of Waste to Reduce Carbon Emissions

- Actions and achievements this year: The service introduced a mobile household recycling centre scheme to make it easy for residents to recycle and dispose of unwanted items. This has visited each Ward in the City and will continue to do so over the next 12 months. The HWRCs have introduced a scheme to help residents sort their materials once they visit the site. This has ensured everything that can be recycled is before the

remaining items go to the ERF plant. We have been working closely with our Disposal partner, which has led to a number of new recycling options being introduced including mattresses, paint and hard plastics. The new reuse shop at Tyseley recycling centre is going from strength to strength. All items too good to be fully recycled are being sent to the reuse shop to be sold on at a very reduce rate. Containers are now at all HWRCs to capture any items that are in a good condition and take them to the Tyseley reuse shop.

- Challenges/Barriers: The Environment Act is being monitored and preparation work has been undertaken to look at what are the implications for the introduction of food waste collections. However, unfortunately within existing budgets we are unable to implement this scheme without financial support from central Government.
- Next steps: This exploration of new recycling markets will continue to be implemented. We will continue to develop the reuse shop and are in the process of offering free start up packages for new housing tenants. The use of mobile recycling centres will continue and will be promoted through leaflets and open days
- If possible, any identified carbon emission savings: Not known.

Nature and the Environment

Nature and the Environment: Summary

In tackling climate change, it is important to recognise the dual importance of climate change mitigation and adaptation and nature resilience. Adaptation and nature resilience are important for a number of reasons, including reducing the risk of flooding, moderating local temperature, reducing pollution and improving soil quality. Trees and other foliage are also a natural form of carbon sequestration.

Nature and the Environment is an area of particular strength in the city. Birmingham is recognised by the United Nations Farming and Agriculture Organisation as a Tree City of the World. During 2022, Birmingham was awarded the Queens Green Canopy Champion City for the work undertaken in partnership with Birmingham Trees for Life in engaging local residents in tree planting. The City's Urban Forest Masterplan is the first of its kind in the UK and follows a model widely used in the US and Canada. In creating the plan, Birmingham took a strategic approach to its urban forest by engaging experts and key stakeholders to help it prepare an Urban Forest Master Plan. Now complete, the Plan will help Birmingham work towards a vision for its trees that is sustainable into the future. In partnership with Birmingham Tree People, the City has launched a digital platform for identifying where tree planting is most needed to deliver climate change regulation services. This will be key in plotting future tree planting.

From 2023, the Council's climate emergency response will bring together key teams working on both climate change mitigation and adaptation and nature resilience to jointly tackle the City's climate challenges.

Nature and the Environment: Wave 1 Project Updates

Urban Forest Masterplan

- Actions and achievements this year: The Urban Forest Master Plan continues to draw interest from around the UK Local Authorities, and Government Departments alike. Birmingham has presented on the plan and Urban Forestry at a number of online national seminars and training sessions over the course of 2022, most recently presenting for the Forestry Commission on the topic of Woods for Nature – an urban case study and for the Town and Country Planning Association/ Green Infrastructure Partnership on Urban Forestry as part of their seminar series "A new era for green infrastructure". In partnership with the National Trust, Woodland Trust and Community Forest Trust a successful bid was submitted to the Trees Call for Action Fund. This programme will be delivered between now and September 2024
- Challenges/Barriers: The changes required to implement the plan require systemic changes in the way we as a City Council work plus a need to increase both internal and external capacity around strategic planning, delivery, community engagement and sustainable funding.
- Next steps: The Trees Call for Action Fund grant will deliver an Urban Forest Accelerator national pilot in Birmingham. This pilot will work on how to deliver some of the trickier areas of the adopted Urban Forest Master Plan such as sustainable finance and working with hard-to-reach communities. In addition, it will seek to devise a 5-year strategic tree planting plan building on the prioritisation mapping for tree equity and climate adaptation delivered in partnership with Birmingham Tree People. Learning outcomes from the pilot will be shared nationally as part of a tool kit.
- If possible, any identified carbon emission savings: Sustaining and increasing urban canopy cover improves the delivery of essential ecosystem services providing increased benefits in

terms of climate adaptation to local communities. Trees do sequester carbon, decrease flood risk and cool air around thereby providing indirect carbon savings.

Nature and the Environment: New Projects

City of Nature

- Actions and achievements this year: In February 2022 the City of Nature 25 Year Plan was approved for adoption. This City of Nature Plan will change the way in which the city treats its natural environment and how it thinks about the future of its parks and green spaces. Opening more equitable access by ensuring all its green spaces achieve the Birmingham Future Parks Standardise a way of assessing green spaces that is a direct response to the issue of environmental justice. Funding has been secured to deliver the next phase of project work to deliver the City of Nature Plan under a banner of the Urban Nature Development Programme. City of Nature Plan has earned a prestigious regional award. The Council-backed Birmingham City of Nature Plan won the Judges' Award at this year's West Midlands National Park (WMNP) Awards.
- Challenges/Barriers: The changes required to implement the plan require systemic changes in the way we as a City Council work plus a need to increase both internal and external capacity around strategic planning, delivery, community engagement and sustainable funding.
- Next steps: We continue to work with the City of Nature Alliance and build on the work already underway in the Bordesley and Highgate Ward in considering parks in that Ward against the Birmingham Future Parks Standard and implementing required actions to bring them up to that standard. Castle Vale, Nechells and Balsall Heath West are the next priority wards for roll out of the Future Parks Standard. This is comprised of three projects; one will work on devising our Local Nature Recovery Network to deliver a schedule of sites for delivery of Biodiversity Net Gain ahead of the full mandate contained in the Environment Act 2021, a second will draw up a green infrastructure masterplan for the East Birmingham Inclusive Growth Area. The final project will be Nature on your Doorstep, this will engage communities with their green space through the Future Parks Standard Process and help identify local Green Champions.
- If possible, any identified carbon emission savings: Not known, however improving local green spaces through changes in management or creation of new habitats improves the delivery of essential ecosystem services providing increased benefits in terms of climate adaptation to local communities. Natural habitats sequester carbon, decrease flood risk and cool air around thereby providing indirect carbon savings.

Biochar Trial

- Actions and achievements this year: Working in partnership with the Energy from Biproducts Research Institute (EBRI) we have installed a demonstration and test facility at Birmingham's plant production nursery at Cofton Park. Biochar as a product when produced from timber (derived from our cyclical urban forest management) can have many applications including use in tree planting. When used in such a way it can improve water retention in soils and increase plant growth and resilience to a number of climate related impacts. This facility also has a range of by-products that can be used in industry while surplus heat is used to warm the polytunnel used for growing on seedling plants.
- Challenges/Barriers: This technology and applications are still in relative infancy but show great potential for delivering low carbon products along with carbon sequestration through

use of the biochar itself. Exploring and developing the technology and breaking into new markets is a key theme of EBRI's work.

- Next steps: We will continue to support the Biochar trial and are looking to utilise the char product in our tree planting programmes. Teaming up with EBRI and Cranfield University trials will be undertaken to look at the effectiveness of biochar in several plant growth situations such as our tree planting programme but also when incorporated into soil mediums as a means of phasing out the use of Peat in plant production.
- If possible, any identified carbon emission savings: Biochar and its production has great potential to reduce carbon emissions though the sustainable use of natural materials and application of by-products. Biochar production plants are being trialled in Sweden as part of a decentralised district heat network thereby reducing the direct consumption of power generated from fossil fuel resources.

National Trust Collaboration

- Actions and achievements this year: Building on the previous Future Parks Accelerator project, discussions are underway with the National Trust regarding the Council's aspiration to become a City of Nature by prioritising the value of green and blue infrastructure to address the global climate, biodiversity and health crises. The collaboration will focus on the East Birmingham geography to create a route map for delivery of green infrastructure and nature-based solutions to the challenges the area faces. This in turn will inform the wider approach to improving the quality of and access to nature at the city, regional, national and European levels. The partners will work with the community and stakeholders in the city to develop transformational improvement to Birmingham's green infrastructure, address inequitable access and maximise the benefits to local people. The partnership will also work together to identify and develop new and emerging funding and finance opportunities that support the creation, improvement and ongoing maintenance of green infrastructure. In support of this emerging collaboration, a Green Infrastructure Vision has been prepared for the East Birmingham Board. The Vision identifies the need to bring together various elements to deliver a comprehensive approach to Green Infrastructure. Based on this shared vision, a Green Infrastructure Action Plan will be prepared over the next twelve months setting out this approach, addressing the following key areas:
    - Greening the Grey – enhancing the ecology and amenity value of places where there is little or no Green Infrastructure
    - Improving Parks and Green Spaces – improving parks in East Birmingham to at least the Fair Parks Standard
    - Transport – maximising the potential of Green Infrastructure as part of the active travel network

- Challenges/Barriers: Delivering large-scale improvements to Green Infrastructure with strong community involvement and empowerment will require a very significant resource and capacity commitment from the Council and its partners. This will be addressed through the partnership development and funding and finance activities which are currently underway.
- Next steps: The next step will be to work with the National Trust to develop proposals for further and greater collaboration with the City Council, focussed on the East Birmingham area.
- If possible, any identified carbon emission savings: Not known.

The Scale of Funding Secured for Nature & Environment

During 2022 there are number of projects related to the natural environment that have been either in delivery or commenced during this period. These include:

- Natural Rivers and Green Corridors
- Naturally Birmingham – Future Parks Accelerator
- Urban Forest Accelerator
- Urban Nature Development Programme

Several of these have been or are multi-year delivery. These projects have generally been led or co delivered by BCC with staff from Place, Prosperity and Sustainability, Public Health and City Operations. These projects either directly or as a co- benefit have supported the climate change agenda through delivery of climate adaptation and resilience benefits as well as biodiversity.

Funding for these projects has been (mainly) though external grants. **Total funding secured is £8,331,357.**

The above cumulative figure does not account for the tangible direct and indirect savings delivered through reduced impacts of climate change (reduced incidents of flooding for example) or the intangible in-kind value of volunteering enabled through the engagement and delivery of these projects and the mental health and well-being benefits derived for them and the wider communities.

CASE STUDY: Riparian projects

Several projects have and are being delivered which will both improve the natural environment and provide improved flood resilience. The final stages of the 3 year long Natural Rivers and Green corridors project are being delivered this year and up to the end of March 2023. This project has delivered habitat enhancement and in channel river morphology improvements through the River Rea upper catchment in conjunction with a major Environment Agency flood defence project on the River Tame in Sandwell Valley. This work when combined will decrease the flood risk for 1000's of properties in Birmingham.

The Hatchford Brook in Sheldon was also subject to some re-naturalisation work to decrease localised flood risk and improve the aquatic habitat for invertebrates. The River Rea through Stirchley and on to Cannon Hill Park has been subject to several weir removals and reprofiling of the channel including removal of engineered embankments again improving localised flood resilience and increased opportunities for isolated fish populations to repopulate previously

BCC is working with partners such as the Environment Agency to identify a range of opportunities for funding future works. An initial business case has been submitted by the EA to their internal funding programme to secure a further £500k to deliver a second phase of the Natural Rivers and Green Corridors project over the period 2023 – 2025. This work will contribute to the overall citywide Flood Risk Plan.

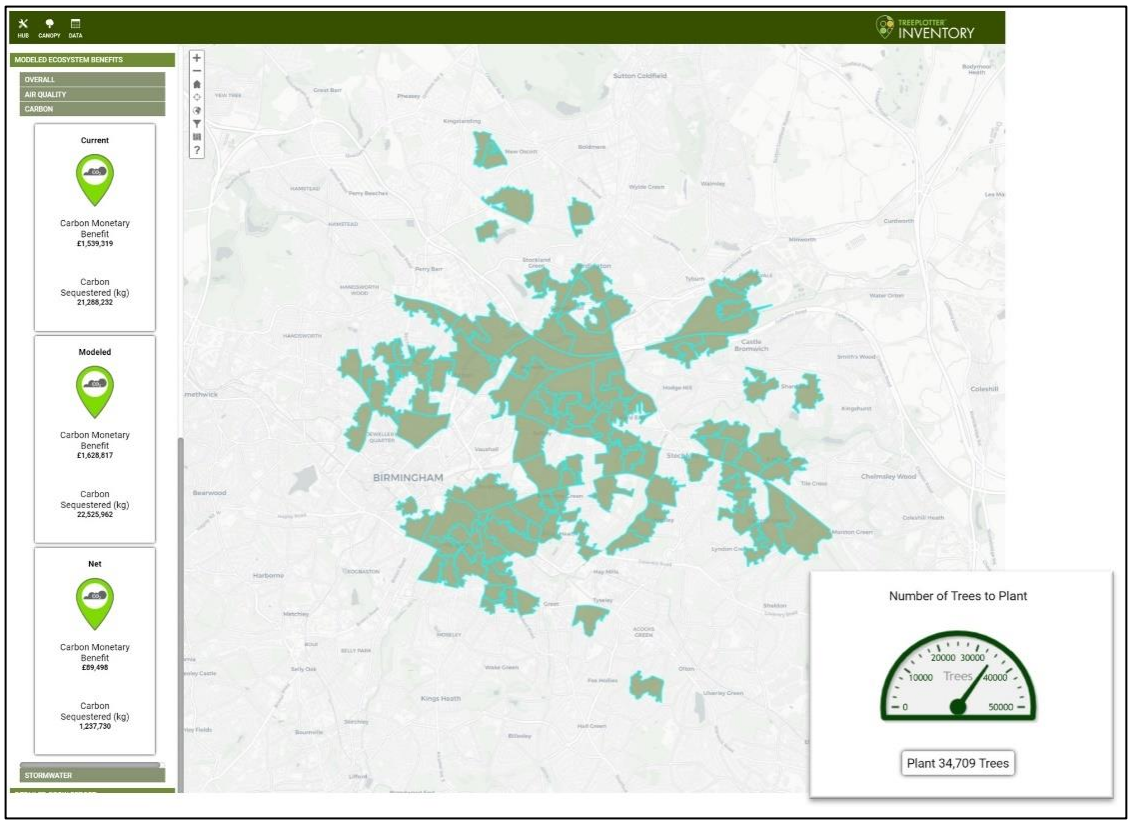
CASE STUDY: Tree Planting

Birmingham is recognised by the United Nations Farming and Agriculture Organisation as a Tree City of the World.

This award is given to cities that demonstrate they have robust plans and process in place for the sustainable management of trees within their area. In addition, it recognises the value that trees play in climate change regulation, carbon sequestration and promotion of mental health and well-being for residents of the city. In November 2021 Birmingham launched the UK's first comprehensive Urban Forest Master Plan which sets out the ambition for management and growth to 2051.

To support the aims and objectives of the Urban Forest Master Plan the city has in 2021/22:

- Supported the planting of 500 fruit and flowering trees as part of the National Trust's Blossom Together programme (these are a mix of private properties, community centres, parks, businesses etc.)
- Supported the planting of 12 acres of new woodland (17,000 trees) as part of the Commonwealth Games Legacy Woodland scheme.
- Supported the delivery of 8 Tiny Forests within Birmingham Schools
- Dedicated new tree plantings to the Queens Green Canopy project as part of the Platinum Jubilee celebrations
- Been recognised as a Queens Green Canopy Champion City for the work undertaken in partnership with Birmingham Trees for Life in engaging local residents in tree planting.
- Continued our Highway tree replacement planting scheme
- Supported the delivery of trees and urban greening through a number of public realm improvement schemes
- In partnership with Birmingham Tree People launched a digital platform for identifying where tree planting is most needed to deliver climate change regulation services.



Procurement

Procurement: Summary

A large proportion of the Council's own organisational impact is from the indirect emissions resulting from Council procurement – meaning procurement provides a key opportunity to reduce carbon emissions. To tackle this challenge, procurement has been created as a new defined theme in the Council programme of work. Over the last year, mechanisms have been incorporated into procurement arrangements to enable service areas to set out how contracts to be tendered will support carbon emissions reductions. The programme of work to reduce supply chain impact and support procurement partners will grow in 2023.

Procurement: New Projects

EQUANS Housing Repairs Contract

- Actions and achievements this year: Discussed areas of delivery for reporting emissions, how to capture and in what format the report should take. Main areas of reporting for Responsive Repairs will include Employee commute, Fleet and Business Mileage, Waste Created, electric fleet charging, transport of materials for main supply chain. Similar for Planned maintenance but will also include onsite electricity and gas usage.
- Challenges/Barriers: Identified areas of work which are difficult to report on e.g., supply chain very small companies do not record their emissions. EQUANS needs to work with all of their supply chain providing advice and guidance on how to measure their emissions.
- Next steps: To agree reporting template and frequency of reporting
- If possible, any identified carbon emission savings: Not yet known, but will be collected.

Route to Net Zero Procurement & Investment Policy

- Actions and achievements this year: Mechanisms have been incorporated into the procurement governance arrangements to enable service areas to set out how contracts to be tendered will support carbon emissions reductions. Major programme of work planned to engage with supply chain on net zero and sustainability priorities, prepare businesses for net zero aligned procurement policy and develop the policy and performance framework to manage and capture progress.
- Challenges/Barriers: Need for specialist support to develop policy and performance framework and support supply chain engagement; need to ensure consistent standard for performance which emphasises need to work in partnership with wider public sector; large proportion of small and medium businesses supplying services to the Council who may not have considered environmental sustainability as part of business activity to date.
- Next steps: Understand pipeline of new contracts and renewals to prioritise support, access expertise and capacity to support policy development and supply chain engagement. Reducing CO_2 within the supply chain will lead to a number of benefits including:
    - Identification and adoption of innovation and technology to support CP sustainability management and reporting.
    - Greater engagement with local SMEs including signposting to organisations supporting businesses with net zero readiness and emissions performance monitoring.
    - Smarter KPI's and reporting on the decarbonisation of the supply chain.
    - Budget holders, contract managers and corporate procurement are trained on category management sustainability ask for BCC vendors and how to engage with vendors to establish contract level CO_2 reporting and plans to deliver decarbonisation of the Council's supply chain.

- BCC CP is recognised for work in promoting and embedding sustainability best practice within and across the Council
- Improved partnership working with strategic vendors
- Increased granularity of understanding on procurement carbon emissions impact
- Addressing high CO_2 generating spend categories identified in the Anthesis Report, accelerating progress towards BCC's CO_2 reduction target
- Transparency and measurable outputs on how BCC is reducing its scope 3 emissions impact.
- Supply chain readiness for net zero including investment readiness for business expansion given the increased focus on the Environmental, Social and Governance credentials of investments.

- If possible, any identified carbon emission savings: Cannot be attributed. Performance reporting from existing Council contract underway.

Procurement of Green Electricity

- Actions and achievements this year: BCC have procured green electricity (REGOs) through an energy framework for Council non-domestic consumption.
- Challenges/Barriers: Purchasing green electricity represents a carbon offset and not a true carbon emissions saving – the priority is to support real emissions reduction through demand reduction and renewable energy investment.
- Next steps: Supporting identification of, and investment in, action to reduce electricity demand and renewable electricity generation.
- If possible, any identified carbon emission savings: Annual carbon offset of 28,597 tonnes CO_2.

Behaviour Change & Engagement

Behaviour Change & Engagement: Summary

Birmingham's net zero ambition can only be realised through collective change by the council and by the city as a whole. Moreover, it is evident that much of this systemic change will need to come from behaviour change of our citizens, our staff, and our businesses.

As a large organisation, tackling our own emissions requires the council to consider net zero in all new projects. We have taken steps to achieve this through new mandatory environmental sustainability assessments on our cabinet reports. In addition to making net zero a priority at the strategic level, progress is being made to raise the awareness of climate change and the need to act among all our staff. By empowering council officers to put net zero at the forefront of their professional work we also benefit from their roles as individuals and members of their communities.

An exciting programme of engagement is being developed, recognising the need to work hand in hand with businesses and citizens. By engaging with a diverse range of voices we can ensure that Birmingham's progress towards net zero is just and equitable.

Behaviour Change & Engagement: Wave 1 Project Updates

Council Wide Route to Net Zero Comms Strategy

- Actions and achievements this year: A communications strategy will be required to support regular and transparent communication about Council and city-wide route to zero activity. Due to lack of capacity in year, priority has been given to website refresh and building relationships and communicating with stakeholders in the public, private and community sectors. The team is now working with communications officers to develop a clear communication forward plan.
- Challenges/Barriers: Net zero is a complex area which requires engagement across all stakeholders across the city.
- Next steps: Development of a more detailed communications strategy.
- If possible, any identified carbon emission savings: Does not produce savings within itself. Strategy is about communicating activities that do produce savings.

Environmental Sustainability Assessment

- Actions and achievements this year: An Environment and Sustainability Assessment (ESA) is an appraisal process which assesses the environmental impacts of projects and programmes. Sign off is required from the Route to Net Zero team on all ESA's. The ESA process was approved at Cabinet following two trials, ESA now a requirement of all Cabinet reports.
- Challenges/Barriers: Knowledge required to identify carbon emissions reduction and environmental sustainability priorities as part of projects or policies. Awareness of ESA requirement.
- Next steps: Continue to assess ESA's and deliver training to ensure staff familiarisation with purpose and requirements. Strengthen responses by seeking engagement at early stage of project or policy development.
- If possible, any identified carbon emission savings: ESA does not currently calculate potential carbon emissions savings. This will be considered as part of strengthened methodology.

*Behaviour Change & Engagement: **New Projects***

Carbon Literacy Training

- Actions and achievements this year: A pilot training session was delivered to 12 staff in November. Feedback has been gathered to gauge whether the training was effective in growing knowledge and understanding and is therefore beneficial to staff. Additional training has also been delivered to Councillors around retrofit.
- Challenges/Barriers: Funding – the training is affordable at a cost of £10 per person, however the long-term costs associated with delivering the training are significant.
- Next steps: To review feedback and identify potential improvements to the training, and subject to agreement, write a business case to fund carbon literacy training long term.
- If possible, any identified carbon emission savings: The Carbon Literacy Project estimates that those who complete the course make action pledges which on average results in a reduction of 3.6 tonnes of CO_2 per person.

Route to Net Zero Website Update

- Actions and achievements this year: The team has drastically updated the Climate Change section of the BCC website to rationalise content and deliver 3 purposes: 1) Inform residents about what climate change is. 2) Provide accountability over what action the Council is taking. 3) Signpost residents, community groups, and businesses towards useful resources to help them take action.
- Challenges/Barriers: The lengthy process to get website updated was not anticipated.
- Next steps: Maintain and update with any new developments. There is the possibility to expand the signposting and advice section of the website to provide more information.
- If possible, any identified carbon emission savings: Not possible to quantify.

Schools Air Quality Monitoring

- Actions and achievements this year: Birmingham's Clean Air Strategy includes a pledge to improve air quality monitoring at schools across the city. The first phase of the project is currently underway that aims to install an air quality sensor at a rate of one sensor in every council ward in Birmingham (a total of 69 sensors). The sensors are supplied by Airly and monitor for a range of pollutants including Nitrogen Dioxide and Particulate, the results are in real-time and can be viewed at Air Quality Map - Check air pollution in your area - MyAirly. The project aims to increase the understanding of the air quality around schools and to engage students, teachers and the wider public how positive behaviour change can help improve air quality.
- Challenges/Barriers: The main challenge encountered has been the installation of sensors. In some wards it has been a challenge to encourage schools to have a sensor installed and has required a significant amount of proactive engagement. A survey is due to be undertaken to better understand these barriers.
- Next steps: The next phase of the project is due to commence later this year in which an air quality sensor will be offered to every school in Birmingham.
- If possible, any identified carbon emission savings: Not possible to quantify.

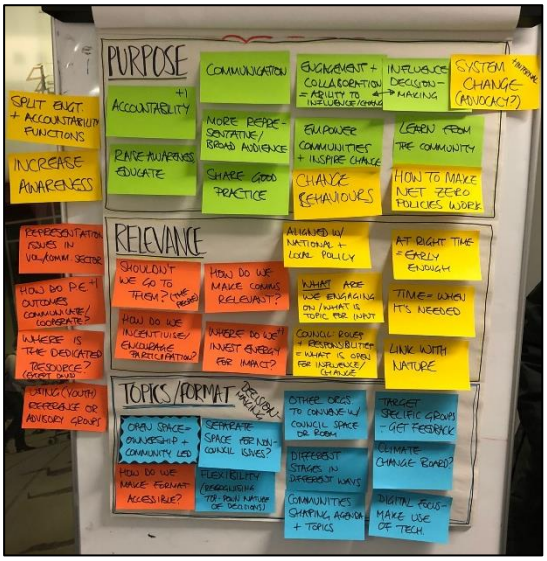
3 Cities Retrofit Collaboration

- Actions and achievements this year: The 3 Cities is a unique collaboration between the cities of Birmingham, Coventry and Wolverhampton, working together to make our cities great places to live, work and play. By working together, we aim to bring additionality, driving pace and scale in addressing complex retrofit issues and opportunities together. 3 Cities Retrofit aims to develop an integrated programme reflecting the diversity of needs and housing portfolios of each city. The 3 Cities submitted three individual bids to BEIS' SHDF Wave 2.1, towards a capital programme totalling over £190m and representing a significant proportion of the total funding available. These included joint 3 Cities commitments across key enablers including skills and training development, sharing of best practice and lessons learnt, procurement and supply chain development. These bids were also aligned with the West Midlands Combined Authority's consortium bid. We expect to hear back in quarter 1 2023. Have held discussions with private finance to explore the options to address the UK's funding gap for retrofit. We are now progressing an investible retrofit funding model for social housing ahead of further engagement with potential partners.
- Challenges/Barriers: SHDF application is unsuccessful.
- Next steps: Pilot will establish basis for future retrofit of similar homes.
- If possible, any identified carbon emission savings: Collaborative work intended to scale up delivery of significant carbon emissions savings but none directly attributable to collaboration itself.

Community Assembly Review

- Context: The Community Assembly was born out of the Route to Net Zero Taskforce and met 3 times from June 2021 to February 2022. Sessions and talks were delivered on the clean air zone, transport plans, and the natural environment. Questions have been raised about how to improve the assembly and make it more useful to attendees and the Council, therefore the team are reviewing options.
- Actions and achievements this year: Attended Local Climate Engagement Training delivered by Involve UK and applied learning to the Community Assembly. Discussed options to take the assembly forward with the Cabinet Member for Environment, organised internal workshop on public engagement for Transport, Planning, and Housing to share public engagement knowledge and discuss how to improve the Community Assembly. Conducted a survey with existing members of the Community Assembly, to gather their opinions on progress to date.
- Challenges/Barriers: Creating a platform for meaningful engagement, ensuring inclusive participation and representation.

- Next steps: Agree next steps for the Community Assembly and commence engagement activity to review this with existing members. To ensure we maintain a good frequency of communications whilst developing a behaviour change and engagement plan that will ensure wider engagement. Including more direct involvement with greener together former and greater frequency of communication on city council activities.
- If possible, any identified carbon emission savings: Not applicable.



Climate Justice Staff Network

- Actions and achievements this year: A proposal has been submitted to establish a Climate Action Network at Birmingham City Council for staff members. This aims to help empower staff to make climate conscious actions in their work and personal lives.
- Challenges/Barriers: Encouraging sign up of staff, making the outputs of the network genuinely useful.
- Next steps: Presenting the proposal to the Diversity Alliance Network.
- If possible, any identified carbon emission savings: Not applicable.

Centre for Sustainable Energy Training

- Actions and achievements this year: The Centre for Sustainable Energy delivered 4 2-hour general carbon literacy training to Council staff. Approximately 70 staff were trained. 2 tailored planning training sessions, each lasting 3 hours, were also delivered by members of the Route to Net Zero team and were received well.
- Challenges/Barriers: The lack of engagement when attending training online rather than in person, time commitment to training.
- Next steps: The successes of this training created the appetite for the team to further explore and implement a wider Council wide training programme (see carbon literacy training).
- If possible, any identified carbon emission savings: Not applicable.

Community and Business Stakeholder Engagement

- Actions and achievements this year: Helped join up efforts to engage businesses on climate change by various stakeholders. Signposted on our website and participated in the West Midlands Net Zero Business Pledge scheme. Presented at and participated in the Chamber of Commerce's sustainability series. Proposed introduction of a business mentoring scheme to encourage knowledge sharing across organisations – now being trialled by Greater Birmingham Chamber of Commerce. Supply chain workshops have been run with major contractors to build reporting framework on net zero and sustainability and inform new policy development. The council have worked with local community groups MECC Trust and Acocks Greener to work with communities within Balsall Heath and Acocks Green around LADs 3. These local community organisations then engaged with the community through retrofit cafes, events, briefing sessions and street by street door knocking to promote the benefits of retrofit for residents and households.
- Challenges/Barriers: Due to Birmingham's large geographic area and population, being at all relevant events and meetings can is a challenge with limited resources. Next steps: Continue to build partnership working with business support organisations and networks.
- If possible, any identified carbon emission savings: Not applicable.

Cost of Living Programme

- Actions and achievements this year: Route to zero team have been engaged with the Cost-of-Living Emergency Working Group to lead on the energy efficiency workstream and identify and establish support mechanisms and access to energy efficiency measures. Alongside signposting advice and referrals to grant funding schemes, a range of other sources of support are being established.
- Challenges/Barriers: Limited capacity in energy advice services, speed of mobilisation.
- Next steps: Continue to Implement existing mechanisms and support services and ways to build continuity and capacity.
- If possible, any identified carbon emission savings: Energy efficiency advice and grants to support retrofit measures may lead to savings.

CASE STUDY: Retrofit reimagined case study – Birmingham Settlement, Edgbaston Reservoir

"What if the climate transition and retrofit of our homes and streets were designed, owned and governed by the people who live there?"

The participants at the Retrofit Re-imagined festival in July 22 sought some answers to this question through four days of events and talks. Some of the solutions were for residents to be part of the retrofit solution by doing some of the work themselves, forming district heat networks, supporting each other to use less energy and by raising awareness of the climate crisis and how to adapt to increasing temperatures. The event was organised by John Christophers from the Zero Carbon House, Dark Matter Labs, Civic Square, Architects Climate Action Network and New Economics Foundation.

CASE STUDY: Place, Prosperity and Sustainability Away Day

After volunteering to work on the organising committee of the Place Prosperity and Sustainability directorate away day (held on the 7th of September at the Rep Theatre) the team used the event as an opportunity to promote awareness of climate change issues and the built environment which the directorate works on. Having previously seen Immy Kaur and Indy Johar speak at another Birmingham event, the team booked the pair to present a powerful talk followed by an on-stage Q&A with Route to Net Zero Assistant Director.

The talk was well received by staff and directors alike, with the Strategic Director extending the allotted time of the talk. The event led to some very serious and frank discussions around the work required by the directorate in this area and Indy also offered to return to speak to specific departments about climate change and the built environment. Overall, we were able to use the away day to raise the profile and awareness of the net zero work and commitment of the Council, helping embed it within departments across the Council.

Communications

Communications: Summary

Communications on climate change and our route to net zero journey are central to achieving our goals. Climate change communication is about simultaneously educating, inspiring and motivating residents to take their own actions to tackle climate change. Events that have taken place this year, including the Commonwealth Games, which had sustainability at its heart, and the PoliNations festival have helped to spread the messages of the climate change, nature and net zero programme. BCC is also a member of a number of groups who the City communicates with and who in turn communicate with local residents. Moving forward, a strong communications plan will be crucial to ensuring the residents of Birmingham are informed on and engaged with the actions the Council is taking on climate change.

Communications: New Projects

Sustainability in the Commonwealth Games Major Events

- Actions and achievements this year: Birmingham hosted the Commonwealth Games (CWG) which aimed to be the most sustainable Games yet and will have a carbon neutral legacy. Following extensive engagement with key stakeholders, businesses, business networks and citizens, and effective planning by TfWM and BCC, the efforts to promote the use of active travel and public transport during Commonwealth Games were considered a resounding success. During the Games, 650,000 spectator journeys were carried out on spectator shuttle buses, while Metro patronage doubled compared to its pre-pandemic level. In addition, there were 28,000 cycle hires during the Games and a record 255,000 passengers travelled through Birmingham New Street station on August 6th. The success of travel planning during the Commonwealth Games demonstrates that large-scale travel behaviour change is possible and provides a hopeful basis for future interventions.
- Challenges/Barriers: Achieving net zero for international events requires the use of offsetting which is a challenge.
- Next steps: The World Trampoline Championships will be held in Birmingham in 2023 and Birmingham will also be welcoming the European Athletics Championships in 2026. Learning from the CWG approach, each event has a Sustainability plan and should commit to be net zero. Next step is to support events' organisers with carbon emission monitoring and offsetting (if needed).
- If possible, any identified carbon emission savings: Not yet known

Sustainable Tourism Hub

- Actions and achievements this year: The Council are working with Sustainability West Midlands to develop online training modules and guides to support Birmingham's Visitor Economy businesses in their journeys to become more environmentally sustainable. Access to the support will be free and topics including business benefits, utilities, food and drink, waste and recycling and marketing their sustainability will be illustrated with videos, toolkits and local case studies. It is a challenging time for the sector during the current economic climate, however the hub aims to make a compelling case for businesses to become more adaptable and resilient to rising energy prices and other shocks.
- Challenges/Barriers: None identified to date.

- Next steps: Training content is currently being finalised and reviewed before being uploaded to visitbirmingham.com. The Sustainable Tourism Hub is due to launch in late January/ early February 2023.
- If possible, any identified carbon emission savings: Engagement will indirectly lead to carbon savings.

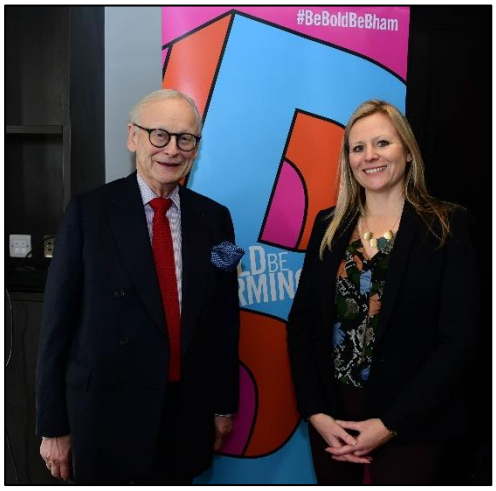
Group memberships

In addition to the above, BCC is also a member of a number of groups:

- Birmingham and Solihull NHS Green Board – collaboration group of all NHS Trusts. Board member represents BCC.
- Net Zero Directors – run by West Midlands Combined Authority - group of senior officers leading on net zero across the region
- Net Zero Officers Group – run by West Midlands Combined Authority – network for net zero Council officers in the region
- Core Cities Low Carbon Energy and Resilience Hub
- Sustainable Housing Action Partnership – BCC are members and AD of Route to Net Zero is both a member and chair of the group.
- Birmingham Voluntary Service Council - Energy & Environment Group
- WMCA Net Zero Business Pledge Network

CASE STUDY – Birmingham first UK city to host the UK's Climate Change Committee (CCC)

Birmingham was selected as the first city in the UK to host the Climate Change Committee (CCC) to mark the start of the CCC's "climate conversation" initiative. The CCC, chaired by Lord Deben, is an independent, statutory body, which advises the UK and devolved governments on emissions targets. The visit took place in February 2022, during which time the Committee meet with a range of groups, including college students, faith and business leaders as well as members of the City Council's cabinet and leadership team. The CCC also visited Tyseley Energy Park (TEP) to see a demonstration of Birmingham City Council's Hydrogen Bus fleet. The demonstration took place at TEP's low and zero carbon refuelling station, home to the UK's largest green hydrogen refuelling facility.



CASE STUDY: The Route to Net Zero Team

As of April 2022, a substantive route to zero carbon team has been in place. Having the resource of a dedicated team has enabled team members to attend meetings and present to other directorates to spread the route to zero message. Presentations have been given to various other Council departments. We have also delivered talks at: Forum for the Built Environment, Tomorrow's Net Zero Conference, Housing 2022 Annual Conference, Planning Portal and Royal Town Planning Institute National Conference and Birmingham Retrofit Summit.

CASE STUDY: Project 80 - Midland Heart

Midland Heart have worked with partners from Birmingham City University to develop Project 80. Project 80 is an initial development of 12 homes in Birmingham that meets the Future Homes Standard three years ahead of schedule. These developments are believed to be the first of their kind in the country and the average home will have 80% less carbon emissions than one built now. The first 12 homes are being delivered on Eco Drive in Handsworth. The homes have been designed to provide superior insulation, as well as incorporating low and zero carbon technologies such as air-source heat pumps, hot water heat pumps and wastewater heat recovery. Midland Heart have also started work on 12 Future Homes maisonettes on Elvetham Road in Edgbaston, where they will explore different methods of achieving the FHS.

CASE STUDY – PoliNations

The PoliNations events transformed Victoria Square in the City Centre into a vibrant living oasis filled with thousands of plants and brought to life through free garden tours, audio baths, live music and light shows, costume design workshops, sensory experiences, poetry and performance. Created by Trigger Collective, the event was held between 2nd - 18th September 2022 and was a resounding success with many thousands of visitors.

The event was inspired by the fact that 80% of plants found in UK city-gardens originate from overseas. Audiences discovered a super garden in Birmingham's City Centre, with giant architectural trees and thousands of colourful living plants beautifully arranged in zones ranging from meadows to forest. Across two long weekends, a community planting weekend, and a daily programme of inspiring activity, PoliNations presented artist commissions, talks, workshops, garden tours, and performances spanning live music, spoken word, dance, and drag. All events were free and open to everyone. As part of a partnership with Birmingham City Council, plants from the PoliNations garden will be reused to re-green the city.

Digital & Data

Digital & Data: Summary

Over the last year, a new Strategy, Equality & Partnerships lead has been recruited, alongside a new team working on Partnerships Insight and Prevention. Expertise sits within this new team around data and digital, and as a result a decision was made to create a new theme around digital and data. Good work is already underway internally, as well as in coordination with the City's universities. The use of digital GIS systems for the creation of the emerging Climate Risk and Vulnerability Assessment makes Birmingham the second city in the UK to have a fully compliant Climate Risk & Vulnerability Assessment. Moving forward, the use of digital and data solutions will be central to how the council gathers, analyses and presents future climate change data.

Digital & Data: New Projects

Digital Twin for Tyseley (TEED)

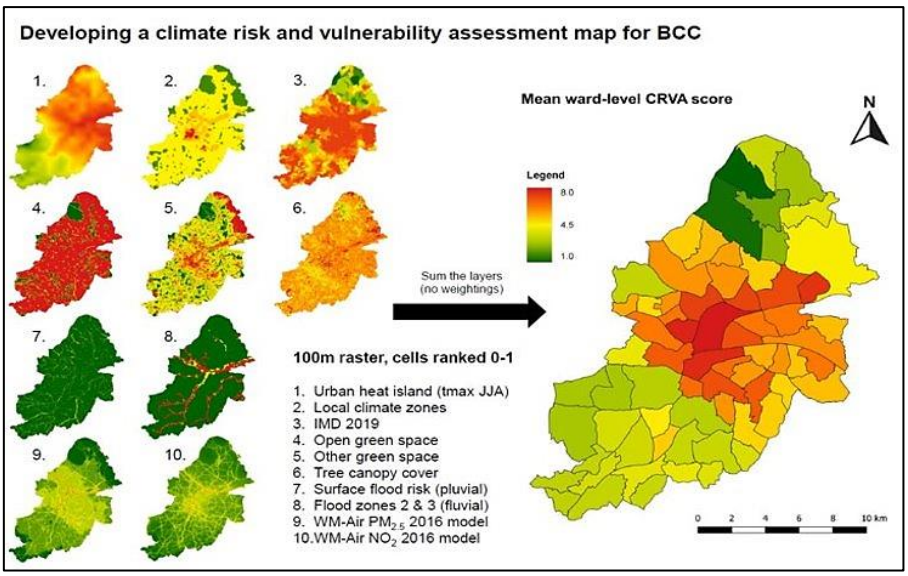
- Actions and achievements this year: The Digital Twin working group has been established. The work associated with mapping out the physical grid connections is well underway. The scanning of TEED will be early next year. The work is funded (£240k) by UoB and funding agreements are now in place and this phase of the project needs to be complete by end of March 2023.
- Challenges/Barriers: Contracts and agreements
- Next steps: This activity links into a Strategic Investment Fund bid led by National Grid to develop the energy infrastructure across TEED. The Digital Twin will be used in this project if it is funded.
- If possible, any identified carbon emission savings: None as yet.

Driving Urban Transitions Call

- Actions and achievements this year: BCC are working with Aston Uni/BCU on a bid which offers opportunities for transnational cooperation and transdisciplinary cooperation along three transition pathways, and in particular for the purposes of the 15-minute transition pathway. The purpose of the pathway is to facilitate analysis, elaboration, experimenting and testing of innovations to develop 15-minute cities in co-creative settings, and bring this together in a portfolio of 50+ experiences and practices, recognising different urban contexts and focusing on transferability. Birmingham City Council is currently carrying out a pilot of the 15-minute concept in the area of Bordesley Green, East Birmingham which is known locally as the Healthy Living Zone initiative. The work of the pilot will lead to a project prospectus of possible interventions to deliver on the concept within the pilot area.
- Challenges/Barriers: Co-ordination of policies from different directorates within BCC and responding to the views and needs of local people and businesses.
- Next steps: Undertake research with Aston University and implement some pilot changes in Bordesley Green.
- If possible, any identified carbon emission savings: Not yet known.

Climate Risk and Vulnerability Assessment

- Actions and achievements this year: In February 2022 Birmingham City Council adopted an Environmental Justice Map for Birmingham, which added 4 new GIS layers on top of the Index of Multiple Deprivation, which we believe to be a UK first. BCC's central GIS team have agreed to work with the University research team, to re-work the existing Environmental Justice Map for Birmingham, by introducing these missing GIS layers. This would make Birmingham the second city in the UK to have a fully compliant Climate Risk & Vulnerability Assessment. A summary of outputs can be seen below.



- Challenges/Barriers: The major challenges have been to locate the missing data layers and apply for a formal working ticket for the precious time of the BCC central GIS team's time. Both of these challenges have now been met. Additionally, is ensuring that the mathematical assessments required to generate the final CRVA Map do not double count any element, on top of the existing baseline IMD data layers.
- Next steps: The WM-Air University research team and the BCC central GIS team are making the data available as a GIS tool. The intention of the CRVA is that this will inform all Council policy, including the revised Birmingham Development Plan by making visible to contrasting zones of impact of both climate change and nature deficit, across the city. This new map would then form part of, to help inform future development decisions in the city. The map will be available in early 2023.
- If possible, any identified carbon emission savings: The Climate Risk and Vulnerability Assessment Map is a policy driver for change, so will not in itself represent a carbon saving. However, its adoption is a key driver for accelerated change for Birmingham City Council and all its stakeholders and partners. It will lead to immediate changes to development and service requirements, each of which will result in their own discreet carbon and nature enhancements for the city. By creating such a visual impactful map this will also help lead to the accelerated delivery of a' Just Transition'; in so far as making very visible to distinct inequalities of current quality of life experienced by different citizens of the city; just as a result of their geographic location.

Digitalisation in Housing Retrofit

- Actions and achievements this year: Increasing digitalisation of services and products in the city. Head of Digital City and Innovation is leading on a 'data lake' to aggregate anonymised live data. Successful bid enables sensors to be installed in the 3 Cities whole house retrofit houses and at least 9 from other archetypes to provide comparison data.
- Challenges/Barriers: Unsuccessful bid prevents roll out.
- Next steps: Successful bid enables sensors to be installed in the 3 Cities whole house retrofit houses and at least 9 from other archetypes to provide comparison data.
- If possible, any identified carbon emission savings: Data will start to be captured on building completion.

Decarbonomics – Energy and Carbon Asset Management Tool

- Actions and achievements this year: Faithful and Gould have been commissioned to assess the BCC owned buildings using their Decarbonomics tool. Detailed data on BCC buildings energy use and models for how this can be decreased will be developed.
- Challenges/Barriers: None
- Next steps: Support Corporate Landlord with a decarbonisation strategy for BCC owned properties
- If possible, any identified carbon emission savings: No direct savings.

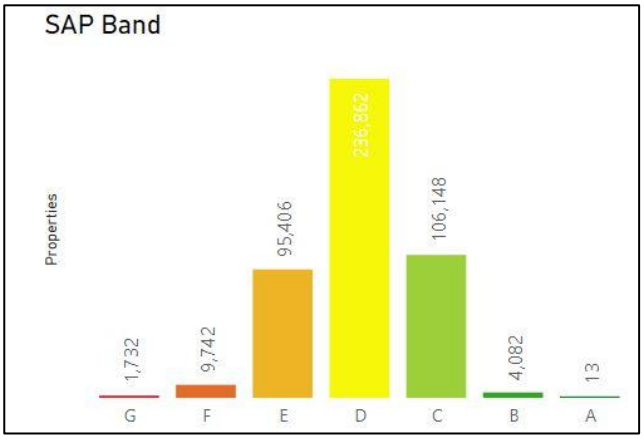
Centre for Sustainable Energy 3D Project

- Actions and achievements this year: Project 3D, run jointly between CSE and BCC was a 2 year long initiative to help decarbonise Birmingham within a decade. CSE worked alongside Birmingham City Council and local community partners to:
    - Establish an energy data hub.
    - Engage with a wide range of stakeholders, including through training and demonstrations.
    - Support city wide applications of the data as well as local community projects using data to help reduce carbon emissions.
    - Evaluate the project and share our learning.

  The project selected 7 projects that use the 3D data in an innovative way. These projects were: Birmingham County Football Association, Community Energy Birmingham - solar node, EcoBirmingham 69 wards bikes, Ecobirmingham One Planet Living, Footsteps, Faith for a low carbon future, Birmingham Tree People and Community Energy Birmingham – energy efficiency. BCC have also been a part of CSE's Solar Calculator Advisory Group. The project concluded in September 2022.
- Challenges/Barriers: Increasing interest in solar pv requires an easy to access tool to calculate savings made from solar photovoltaics per building. Price of tool may be prohibitive.
- Next steps: Solar PV tool could be used to assess BCC buildings and housing stock. We are exploring the possibility of uploading the data from the 3D data hub to the BCC produced city observatory data platform.
- If possible, any identified carbon emission savings: No direct savings.

CASE STUDY: Housing Stock Tool – Parity Projects

As part of a funding package secured by the WMCA, Parity produced a housing stock analysis tool for the West Midlands. The tool allows a variety of data to be interrogated either by lower super output area, postcode, ward or simply city wide. Data spans all housing data held for the city, from glazing type to main heating source. The tool produces graphs and tables that can be quickly and easily exported. The tool has proved extremely useful when formulating the evidence base for reports or bids.



Chapter 4 - Project Level Carbon Emissions Reductions

As a Council, we still struggle to quantify the carbon emissions reductions from the wide range of activities that happen across the city, or that indirectly contribute to the city's Route to Zero. Access to quality data is the largest barrier and it is for this reason that a key theme of the programme moving forward is Data and Insights. We are exploring a range of options for data capture and assessment to ensure emissions reductions at an organisational and City-wide level can be measured and tracked as part of all emerging policies, plans and projects. We are also working with supply chain partners on reporting of key environmental metrics as part of contract delivery.

A huge number of the projects outlined above have the potential to realise significant carbon emissions reductions over the coming years. Council-led projects actively in delivery during 2022 are estimated to lead to the following carbon reductions:

- Boiler replacement programme – 1,782 tonnes CO_2 (per year).
- Sustainable Warmth (LADS 3) – 930 tonnes CO_2 (whole project)

The following significant projects have been developed during 2022 and will commence in 2023:

- Whole House Retrofit - 397 tonnes CO_2 savings (whole project)
- SHDF (subject to application success) – potential saving of 5,172 tonnes CO_2 (whole project)

The following projects and programmes will directly or indirectly lead to carbon emissions reductions, however, the quantum of carbon dioxide emissions contribution is yet to be quantified.

- Energy Companies Obligation 4
- Corporate Landlord Net Zero Plan
- Hydrogen buses
- Birmingham Transport Plan Delivery Plan
- Clean Air Zone
- Civic Car and Alternative Transport Provisions Review
- Birmingham District Energy Scheme Decarbonisation
- East Birmingham Energy Infrastructure
- Solar Photovoltaics Rollout
- Alternative Treatments of Waste
- Waste Fleet Vehicles
- Urban Forest Masterplan
- Biochar Trial
- EQUANS Housing Repair Contract
- Route to Net Zero Procurement Policy
- Commonwealth Games

A key priority for the data & digital theme of the programme will be to seek to quantify and report accurate carbon emissions data to all policies, plans and programmes.

Chapter 4 - Next Steps

This final chapter will discuss the direction of the Route to Net Zero team over the next year, as well as any further support that will be required to facilitate this.

A new Climate Change, Nature and Net Zero Programme Board made up of senior representatives from across the Council has been established that will report directly into Council Leadership Team on a quarterly basis. The group will oversee strategic and delivery progress in each theme area. The sessions will include deep dive presentations on specific topics. The first Board will meet in early January 2023 and will ensure there is appropriate pace and scale of action across net zero and climate resilience and adaptation activities. In addition to this a cross party group, the Climate Change, Nature and Net Zero advisory committee made up of cabinet and cross-political party representatives which will provide political oversight.

In 2023 Birmingham's Our Future City Plan (OFCP) will be launched, presenting a 20-year vision for Central Birmingham which includes the city centre and surrounding key growth areas. OFCP will provide a solid foundation from which to develop policies and projects that will deliver high-quality housing, employment, education, sustainable and active transport and green space, aligned with the Council's objectives around Inclusive Growth and Route to Net Zero. Following the initial launch of the "Shaping our City Together" consultation document in 2021, the Route to Net Zero team have been providing strategic direction into the emerging framework. The plan will in turn inform the key projects and shape the future direction and priorities of the Route to Net Zero agenda.

Through the review of the Birmingham Development Plan, we need to produce new policies that require all new development, including change of use and retrofit, to be as close to net zero as possible to ensure they do not add to the carbon emissions of the city and are not adding to the future retrofit burden. Policies will need to deal with all carbon associated with new buildings including the energy needed to power them (operational energy) and that needed to construct and decommission them (embodied energy). This is known as whole life carbon.

Central Government recognises that local authorities play an essential role in driving local climate action, however there is no statutory obligation for Local Authorities to act on climate change, nor fixed framework to do so. However, as the largest Council in England, Birmingham City Council are keen to ensure the Council accelerates the Route to Net Zero agenda, providing leadership and working in collaboration with the wider city to realise the significant opportunities that our Net Zero transition presents. In tandem with this need for an accelerated activity on Net Zero, there is a severe biodiversity crisis; the natural world has already reached crisis point, with 28% of plants and animals threatened with extinction. In recognition of both the climate and ecological emergency, the Ecology Bill currently being heard in the House of Lords is supported by Birmingham City Council. Our own moves to ensure the dual importance of climate change mitigation, and adaptation and nature resilience is recognised in the Council's own climate emergency response is in recognition of the importance of nature and biodiversity. The introduction of a legally enforceable nature target to match the Net Zero is an important step forward and it is right that the UK plays its fair role in halting and reversing the destruction of the natural world. Birmingham's City of Nature 25-year green infrastructure plan presents our own commitments to Environmental Justice and Nature Recovery across the city by improving the quality, climate resilience and biodiversity value of our parks and green spaces.

Moving forward, we need to build upon the momentum of the past year and increase the City's capacity for delivery. There are several major applications we are waiting to hear the outcomes of – including for housing energy efficiency investment via the Social Housing Decarbonisation Fund (SHDF). Should these be successful, a huge volume of activity and carbon dioxide emissions reduction will ensue. The relationships forged with public sector, private sector and community networks across Birmingham will provide invaluable support in ensuring the Route to Net Zero activities have people and place at their heart, help build continuity in areas such as housing retrofit and bring large scale funding into the city. Communicating activity more frequently and supporting wider engagement across the City is a key priority and we look forward to working closely with our citizens and partners.

Appendix 1: Wave 1 Projects

Appendix 1 provides an update on the wave 1 projects. Please note the old theme categories were: New Build, Retrofit, Transport, Waste, Energy, City of Nature and Council. The updated theme names are Buildings, Transport, Waste & circular Economy, Energy, Nature & Environment, , Behaviour change & Engagement, Communications, Digital & Data and Procurement. The old theme names have been used here for transparency

The following projects are live, and have been reported on in the main body of the report:

Theme	**Project**
Buildings New Build	Energy Saving Technologies Pilot (Gressel Lane)
Buildings New Build	Passivhaus Pilot - Dawberry Fields
Buildings New Build	Review the Birmingham Development Plan
Buildings New Build	Our Future City Plan
Buildings: Retrofit	Thermal Impact / Energy Efficiency Survey and Delivery Plan
Buildings: Retrofit	Boiler Replacement Programme
Buildings: Retrofit	East Birmingham Heat Taskforce produce retrofit and decarbonisation OBC
Transport	EV Charging Points
Transport	Hydrogen Bus Pilot
Transport	City Centre Clear Air Zone
Waste	Waste Fleet – Hydrogen/EV Fleet Demonstrator
City of Nature	Urban Forest Masterplan
Council Engagement & Behaviour Change, Agile / Remote Working	Council - wide Route to Zero Behaviour Change Communications Strategy

The following actions are complete:

Theme	**Project**	**Notes**
Buildings New Build	To agree an environmentally sustainable standard	Action complete. Standard updated in July 2021 and now used for all new schemes.
Buildings New Build	Zero Carbon Homes Route Map (WMCA	Routemap published in 2021

Buildings: Retrofit	Phase 2 Green Homes LADs funding	LADs 2 concluded in April 2022. This has now been replaced with a new action around LADs 3.
Buildings: Retrofit	Partnerships with Utilities	ECO3 has now concluded, new action added around ECO4.
Transport	Birmingham Transport Plan and Delivery Plan	Complete - this has now been replaced by an action around the delivery of the Birmingham Transport Plan.
Energy	BEIS – City Decarbonisation Delivery Plan programme 2- (CDDP),	Project completed – individual CDDP strands covered by new actions
Energy	Council House Electrical Rewire	Project complete.
City of Nature	Future Parks Accelerator Project	Adopted in 2022 – now City of Nature Delivery Plan.
City of Nature	Design Guide SPD	Design guide was adopted in winter of 2021.
Council Engagement & Behaviour Change, Agile / Remote Working	Agile / Remote Working,	Project complete.

The following actions have been reprofiled or embedded into new actions or themes. Work also continues at a partnership level –and we are identifying a range of individual opportunities that are currently being defined.

Theme	**Project**
Buildings: Retrofit	Large Panel Block (LPS) Retrofit and Ground Source Heating Pilot
Buildings: Retrofit	Implementation of city-wide retrofit plan
Transport	Bus Franchising
Transport	Delivery of Active Travel Fund
Waste	Commission a Joint Study with WMCA
Waste	Municipal Waste Strategy
Waste	Circular Economy
Waste	Waste to Recycling
Energy	District Heat Networks Energy Centres
Energy	Tyseley Energy Recovery Facility, Waste Transfer Stations and Household Waste
City of Nature	Biodiversity Supplementary Planning document
City of Nature	WM National Park Concept
City of Nature	Ward End and Cole Valley Green Skills Hub
Council Engagement & Behaviour Change, Agile / Remote Working	Working with Partners
Council Engagement & Behaviour Change, Agile / Remote Working	Embed carbon reduction in decision making

Council Engagement & Behaviour Change, Agile / Remote Working	Training and Induction
Council Engagement & Behaviour Change, Agile / Remote Working	Council Procurement
Council Engagement & Behaviour Change, Agile / Remote Working	Council Procurement

Appendix 2: UK and International Climate Change Context

The UK Context

The Net Zero Strategy: Build Back Greener published by the Department for Business, Energy and Industrial Strategy (BEIS) on 19th October 2021, sets out the UK government's overarching approach to meeting its 2050 net zero emissions commitment. Overall, the Strategy's ambitions align to the UK's Net Zero by 2050 target and the requirement to reduce carbon emissions by 78% by 2035 compared to 1990 levels (63% relative to 2019) as enshrined in the UK's sixth Carbon Budget.

The strategy sets out Government's plans for reducing emissions from each sector of our economy, while tackling any remaining emissions with greenhouse gas removals – either via the use of natural carbon sinks or technological means such as carbon capture and storage. The document sets out clear policies and proposals for keeping Britain on track to achieve its Carbon Budget commitments and sets out the Government's vision for a decarbonised economy in 2050. The document sets out policy proposals to hit the 2050 target across a range of economic areas including power, heat and buildings, and transport.

The Strategy sets out four key principles:

1. Working with the grain of consumer choice: no one will be required to rip out their existing boiler or scrap their current car.
2. Ensuring the biggest polluters pay the most for the transition: through fair carbon pricing.
3. Ensuring that the most vulnerable are protected through government support: including energy bill discounts and efficiency upgrades.
4. Working with business to continue developing deep cost reductions in low carbon tech: through support for the latest state of the art kit to bring down costs for consumers and deliver benefits for businesses.

The Net-Zero Strategy includes a breakdown of what will be required in the coming years from each area of the economy. It includes charts showing "indicative" pathways up to 2037, which government use as a guide to ensure that it is on track to achieve its targets, including upcoming carbon budgets and the UK's nationally determined contribution under the Paris Agreement.

The Net Zero Strategy has revealed that the government will seek to "embed transport decarbonisation principles in spatial planning" and reiterates that the National Planning Policy Framework (NPPF) will be reviewed to "make sure it contributes to climate change mitigation and adaptation as fully as possible". The Strategy also acknowledges the role of local leaders and communities in tackling climate change and states "we will empower local leaders to kickstart their own net zero initiatives, taking responsibility for improving their areas and shaping their own futures".

In September 2022 UK government launched a 'net zero review' – a review on how the UK can deliver net zero for the UK public, whilst maximising the economic opportunities of the transition. The review reaffirms that UK government is committed to reaching net zero greenhouse gas emissions by 2050 and is intended to ensure that delivering the net zero target does not place undue burdens on businesses or consumers. The review was commissioned amongst the changing political landscape of

the Russo-Ukrainian War. The review reaffirms that UK government is committed to reaching net zero greenhouse gas emissions by 2050 and is intended to ensure that delivering the net zero target does not place undue burdens on businesses or consumers. Birmingham City Council responded to this call for consultation.

In addition to this, in February 2022 the government made a pledge to open negotiations on trailblazer deals to deepen devolution with the West Midlands and Greater Manchester combined authorities. These would act as "the blueprint for other mayoral combined authorities to follow" according to the levelling up white paper. Birmingham City Council fed into the West Midlands Devo deal, which set out three key asks:

- We must go further and faster on those drivers of growth that have been devolved to us already.
- To solve the productivity challenge in the West Midlands and create more, higher paid local jobs, we need new powers to reboot economic growth.
- To level up we must address our communities' concerns about public services and restore pride in place.

International Context

In 2022, the United Nations Intergovernmental Panel on Climate Change (IPCC) published their 6th report. The report includes a major change from previous IPCC reports by redefining the ability of scientists to attribute specific extreme weather events to climate change. The report also emphasises that drastic reductions in methane emissions will be necessary to keep the world under the 1.5°C tipping point. The report concludes that if the world does not begin to drastically cut emissions by the time of the next report of the IPCC, then it will no longer be possible to prevent 1.5°C of warming.

At the recent COP 27 summit in November 2022, it was agreed that a fund be created to compensate for loss and damage suffered by the countries most impacted by climate change. This was a positive step although funds still need to be committed. However, progress in other areas was limited as there was no consensus about other key climate change issues, such as reducing the use of fossil fuels. The war in Ukraine has significantly impacted the geo-political landscape. This has led to the Cost- of-Living crisis and the energy crisis. It has placed huge pressure on households and businesses through high energy prices and broader inflationary pressures. From a Council perspective, it has increased overall financial pressures and impacted the funding available for Net Zero related projects.

Birmingham City Council

City Council

7 February 2023

Subject:	Motions for Debate from Individual Members
Report of:	Janie Berry, City Solicitor (Monitoring Officer)
Report author:	Ben Patel-Sadler, Interim Senior Committee Manager 07395 883 886 Ben.Patel-Sadler@birmingham.gov.uk

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

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

1 Recommendation(s)

1.1 To consider the following Motions of which notice has been given in accordance with Council Procedure Rules (section B4.4 G of the Constitution).

2 Notices of Motion

A. Councillors Mariam Khan and Mary Locke have given notice of the following Notice of Motion:-

"This Council notes that:

Since 2010, the average pay of an NHS nurse has fallen in real terms by 8%, this equates to a reduction of more than £3,000 and NHS hospital doctors have had a real term pay cut of 7% in the same period.

The Royal College of Nursing says that some experienced nursing roles have had real term wage cuts of as much as 20% since 2010, effectively meaning that they are working one day per week for no money.

Last year, UNISON warned that the NHS risks losing thousands of low-paid staff including 999 call handlers, health care assistants, medical secretaries and

cleaners as major names on the high street including supermarkets, coffee shops and logistics firms pay more than the NHS.

NHS waiting list stands at a record 7 million patients, which the Chairman of the British Medical Association has described as a national scandal.
Birmingham's health and social care system is under significant pressure and short-term funding settlements do nothing to resolve long-term capacity issues.

This Council resolves to:

Lobby the Government to reach agreement with unions to ensure that NHS staff and health and social care staff are paid fairly.

Write to Government to call for a long-term sustainable funding solution for social care, moving away from emergency one-off injections of funding. This funding increase would give carers a decent wage rise and better pay conditions.

Write to the Government urging them to deliver on a workforce plan for the NHS and social care, helping to reduce the 130,000 staff vacancies that exist in the health service and tackle the 14% vacancy rate within social care".

B. Councillors Gareth Moore and Ken Wood have given notice of the following Notice of Motion:-

"This Council believe that Anti-social behaviour has an adverse, and sometimes devasting impact on the quality of life for many residents in Birmingham. Council also recognises that for many of these, their experience of trying to resolve these issues can be extremely frustrating with confusing lines of responsibility between (and even within) different organisations, including the council, police and landlords.

Council recognises the hard work of front-line police and council ASB officers but believes more needs to be done to equip them with the tools and resources to respond to resident concerns and to ensure that at a strategic and operational level work is joined up and effective.

Council further believes that the removal of the Concierge service has increased concerns about ASB within council tower blocks. Whilst the statutory building safety manager role within the Building Safety Act will pick up many of these duties in buildings over 6 stories, the council believes a wider service is needed across the council estate.

This Council also believes that Public Space Protection Orders are an effective way of dealing with anti-social behaviour in hotspot areas

The Council therefore resolves to ask the Executive to

- Take steps to ensure residents are aware of their statutory right to request a ‘Community Trigger’ where issues cannot be resolved, which requires agencies working together to find solutions

- Reinstate the concierge service on council estates

- Support the implementation of public space protection orders where these are wanted by the police, local businesses and residents

- Use ASB data as an additional criteria in the selection of wards for selective licensing, to see if the scheme can be expanded to other wards.

Council further calls on Government to

- Ensure adequate funding for both councils and the police to tackle ASB

- Give more powers to councils to tackle ASB”.