

BIRMINGHAM CITY COUNCIL

CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE

FRIDAY, 18 NOVEMBER 2022 AT 10:00 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA
SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST (10.00)

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

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

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

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

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

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

- 5 - 20**
- 4 **ACTION NOTES –14 OCTOBER 2022 AND ACTION TRACKER**
- To confirm the Action Notes from the meeting held on 14 October 2022 and review the Action Tracker.
- 21 - 42**
- 5 **CABINET MEMBER PORTFOLIO PRIORITIES**
- Cllr. Francis, Cabinet Member Digital, Culture, Heritage and Tourism to attend.
- 43 - 62**
- 6 **COMMUNICATIONS STRATEGY UPDATE**
- Eleri Roberts, Assistant Director Partnerships Insight and Prevention will attend to provide an update on the Communications Strategy.
- 63 - 66**
- 7 **CUSTOMER SERVICES PROGRAMME SCRUTINY TASK AND FINISH GROUP TERMS OF REFERENCE AND UPDATE**
- To agree the Terms of Reference of the Customer Services Programme Task and Finish Group and Chair to provide an update.
- 67 - 98**
- 8 **SCRUTINY WORK PROGRAMME 2022/23**
- To review the Co-ordinating Overview and Scrutiny Committee work programme and receive updates on the work programmes for the other 7 Overview and Scrutiny Committee and the Scrutiny Inquiries.
- 9 **REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED (IF ANY)**
- To consider any request for call in/councillor call for action/petitions (if received).
- 10 **OTHER URGENT BUSINESS**
- To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chair are matters of urgency.
- 11 **DATE AND TIME OF NEXT MEETING**
- To note the date of the next meeting is scheduled for 9 December 2022 at 10.00am
- 12 **AUTHORITY TO CHAIR AND OFFICERS**
- Chair to move:-

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

BIRMINGHAM CITY COUNCIL**CO-ORDINATING O&S COMMITTEE – PUBLIC MEETING**

10.00 hours on Friday, 14 October 2022, Committee Rooms 3 & 4,

Council House, Victoria Square, Birmingham B1 1BB

Action Notes**Present:**

Councillor Albert Bore (Chair)

Councillors: Akhlaq Ahmed, Deidre Alden, Mick Brown, Mohammed Idrees, Chaman Lal, Ewan Mackey, Alex Yip

Also Present:

Cllr. Brigid Jones, Deputy Leader

Cllr. Simon Morrall, Member of Employment and Skills Task and Finish Group

Cllr. Izzy Knowles, Member of Employment and Skills Task and Finish Group

Richard Brookes, Director of Strategy, Equality and Partnerships

Wendy Griffiths, Assistant Director Customer Complaints and Business Support

Paul Clarke, Assistant Director, Programmes, Performance and Improvement

Christian Scade, Interim Head of Scrutiny and Committee Services

Fiona Bottrill, Senior Overview and Scrutiny Manager

1. NOTICE OF RECORDING/WEBCAST

The Chair advised that due to technical issues the meeting would not be live streamed but will be recorded and uploaded to the Council's Internet site (www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw) and that members of the press/public who attend the meeting may record and take photographs except where there were confidential or exempt items.

The Chair also noted that members of the Employment and Skills Inquiry had been invited to join the meeting online for the item on the Trailblazer Devolution Deal.

2. APOLOGIES

Apologies were submitted on behalf of Cllr. Deakin, Cllr. Harmer, Cllr. Jenkins and Cllr. Suleman

3. DECLARATION OF INTERESTS

None declared.

4. ACTION NOTES – SEPTEMBER 23 2022 AND ACTION TRACKER

The Action Notes of the meeting on the 23 September were agreed subject to the following amendments:

- Page 2, paragraph 2: read “£1.7 million” not “£1.6 million”
- Page 3, paragraph 2, read “2-4 years” not “3-5 years”
- Page 3, paragraph 3: read “resulted in an increase in visibility of complaints” not “resulted in the increase in the number of complaints”

The Action Tracker was noted. Outstanding actions will be followed up and reported to the next meeting. It was noted that there had been a short turn around between meetings due to the re-scheduling of the September meeting due to the period of public mourning.

RESOLVED:

- The action notes of the formal meeting held on 23 September 2022 were agreed subject to the amendments above.
- The action tracker was noted.

5. DEPUTY LEADER’S PORTFOLIO PRIORITIES (ITEM 6 ON THE AGENDA)

The Chair welcomed the Deputy Leader to the meeting. He explained that as the Deputy Leader need to leave at 11.00 agenda item 6 would be taken before item 5.

The Deputy Leader highlighted the following key points from the presentation that has been circulated prior to the meeting:

The role of the Deputy Leader has two parts, deputising for the Leader and also has Portfolio Responsibilities.

The changes to the Deputy Leader’s Portfolio since May have been the inclusion of Levelling Up, Trailblazer Devolution Deal, Strategic Partnerships and Employment and Skills

The Corporate Performance Framework will be reported to Cabinet in November 2022 and has taken into account comments previously made by Scrutiny and Cabinet. The performance management process will also include quarterly performance meetings chaired by the Deputy Leader that will include information on complaints, performance finance monitoring.

The Transformation Programme includes change programmes across the Council that have previously not been delivered to due lack of headspace and capacity. A

project management framework has been introduced to ensure the transformation and savings are delivered.

The Customer Services Programme is working well. Citizens panels have been set up to help redesign the website. The bereavement service is a good example of how information on the website has improved.

The strategic partnership element of the portfolio involves ensuring that the Council's strategic priorities represented at partnerships and that the Council is working with all the partners needed to achieve outcomes for the city. Some of the key partnerships include the City Board, West Midlands Combined Authority, Local Government Association and Core Cities.

The Deputy Leader leads on Levelling up and Devolution within the Council and working with the West Midlands Combined Authority which involves negotiating with the national government and it is anticipated this will be agreed towards the end of the year.

Employment and Skills moved into the Deputy Leader's portfolio as it links with the partnerships she works with and the scale of the challenge. It was noted that the Employment and Skills Inquiry is taking place and is due to report to City Council in June 2023.

In relation to the Customer Services Programme the Co-ordinating OSC received an extensive report to the September meeting which was followed up by the Task and Finish Group. The Chair had written to the Deputy Leader as agreed in relation to the future funding and received an email response which confirms she is happy to support the recommendations of the Committee. The Deputy Leader will provide a further response on the budget for the Customer Services Programme which is due to end in March 2023.

In response to questions from the Committee the Deputy Leader provided the following information:

- In relation to efficiencies from the customer services programme it has been highlighted that it can be difficult to quantify the savings e.g., those resulting from automating a service response to customers. The Deputy Leader has challenged officers to quantify how staff time that has been saved through efficiencies will be used in other ways.
- The Cabinet Member for Resources has the responsibility for the use of consultants and each Portfolio Holder has to sign off the use of consultants over a certain threshold. Where Consultants are brought in these may be used for short periods of time when it is not appropriate to recruit or where specific skills are required, and salaries do not compete with the private sector. In response to a question the Deputy Leader requested a note and will provide details requested regarding the use of consultants.

- Members discussed the importance of ensuring that performance is recorded and reported accurately. The example was given of missed bin collections where the figure of 95% of bins collected does not reflect the service residents receive where bins can remain out all week or the data that the depots have on the dropped collections and missed roads. Residents who follow up a complaint have several different reference numbers for the same issue. The Deputy Leader responded that it is important the residents continue to contact the Council to report missed collections so that the performance and complaints data reflects the service residents receive and the use of technology in the lorry cabs will also help to record more accurately.
- In relation to reducing the unemployment rate in Birmingham which is above 11% to closer to the national average of 3.75% Skills the Deputy Leader said the city experiences the 'employment paradox' of record unemployment and record job vacancies. Three issues were identified that people in Birmingham do not have the skills for the high skill jobs in the city, there is a higher rate of poor health in the city which reduces people's ability to work and poor access to childcare and transport for hospitality workers at night.
- Responding to a question about how to deliver first class services when staff are working from home the Deputy Leader said that contracts are flexible, and staff should work in the office as much as the service needs them to but the interpretation of this varies across the Council. Officers do not all live in the city, but they need to understand the city and the people they serve. The Deputy Leader will follow up the point about automated email responses from the planning department that officers are working from home with the Strategic Director.
- The Levelling Up Growth Prospectus set out the challenges and most of these cannot be met without Government funding and devolution of powers. The examples were given of the 3 cities retrofitting programme where Birmingham is already working with regional partners and improving transport to increase access to jobs where devolved powers are needed to unlock potential.
- In relation to government support for devolution the Deputy Leader said that different government departments engage at different levels.

RESOLVED:

- The presentation on the Deputy Leader's portfolio priorities was noted.
- The Deputy Leader to provide information requested on the use of consultants.
- Deputy Leader to follow up on working from home email response to emails sent to planning.
- The Deputy Leader to provide further information on the budget for the Customer Services Programme.

6. TRAILBLAZER DEVOLUTION DEAL (ITEM 5 OF THE AGENDA)

The Director of Strategy, Equality and Partnerships gave the presentation on the Trailblazer Devolution Deal which started in February 2022 by the Government Levelling up White Paper which identified the West Midlands and Manchester as trailblazer areas. Birmingham had previously published the Levelling Up Strategy in November 2021.

There is uncertainty about the timing and the process for the Trailblazer Devolution Deal, but the assumption is that the process will continue. The West Midlands Combined Authority has led the process and has 20 workstreams and Birmingham has engaged with all of these while continuing to deliver core services.

The Levelling Up Growth Prospectus sets out progress so far and the case for devolution of funding and powers. This is not a formal position of the West Midlands Combined Authority which would require Board level decision but includes the principles for devolution negotiations.

The East Birmingham and North Solihull Levelling Up Zone includes a population of 375,000 and the proposal is for infrastructure delivery to stimulate private sector growth and integrate public sector services at scale. A joint letter has been sent from Birmingham City Council, Solihull Metropolitan Council and the Mayor of the West Midlands to the Secretary of State putting forward this proposal. Since the letter was sent the Government has announced its intention to establish Investment Zones which will stimulate growth through reduced tax and regulation for start-ups. Birmingham is submitting a number of defined sites within East Birmingham as part of the expression of interest process led by the West Midlands Combined Authority and also resubmitting the wider proposal. The 14 October 2022 is the deadline for submissions.

The Chair said he agreed with the approach set out in the presentation and asked if there is political agreement across the authorities and the Mayor. The Deputy Leader responded that the make up of the West Midlands Combined Authority is the majority of seats on the Board are Labour and there is a Conservative Mayor. Each of the 7 local authorities has its list of things that they want included and those they do not which tend to go along the economic priorities of the 3 Local Enterprise Partnerships. All the proposals are being socialised with all of the Leaders and those proposals will be brought into a package to go to government.

The responses below were given to further questions from members:

- It was confirmed that the Mayor will not be bypassed and has an electoral mandate. The devolution to the West Midlands Combined Authority could be to the Mayor to have personal executive powers or, as is the case for the majority of existing powers, these are devolved to the Board of which the Mayor is the Chair and member. The relationship between the City Council and Town Council is different and the Deputy Leader requested a note on the issue regarding the transfer of Vesey Gardens and will respond to this after the meeting.
- The risks in relation to Levelling Up and Devolution was identified as losing appropriate democratic control for issues that Birmingham City Council will be held accountable for and also being given responsibilities or statutory requirements that are not funded or fully funded.

RESOLVED:

- The Deputy Leader to be invited back once there is clarity from central government regarding the Trailblazer Devolution Deal.
- Deputy Leader to respond to the note requested on the transfer of Vesey Gardens.

7. CUSTOMER SERVICES PROGRAMME TASK AND FINISH GROUP UPDATE

The Chair presented the report and the Assistant Director Customer Complaints and Business Support attended on-line to respond to any questions regarding the programme.

The Task and Finish Group met to follow up a particular aspect of the report that had been considered at the meeting on the 23 September 2022 relating to the recommendations made following the reviews of the Bereavement Service, Waste Management, Highways and Housing Repairs. The Task and Finish Group proposed to continue to meet with senior officers from each of the service areas to scrutinise how the recommendations from the reviews have been implemented. The Chair or Deputy Chair of the relevant Overview and Scrutiny Committee will be invited to attend the Task and Finish Group meetings. This work will continue to be supported by the Customer Services Programme and will take place over a period of around 1 month. A report will be brought back to the November or December meeting of Co-ordinating OSC.

The Chair outlined a second phase of this work which will involve meetings with the senior managers in the 4 service areas to understand what the feedback has been in each service to the Customer Service Culture Workshops and how these are being responded to.

RESOLVED:

- That the Customer Services Task and Finish Group will continue to meet to hold Directorates to account on how the customer strategy is being embedded with a view to driving up standards and report to a future meeting of the Co-ordinating OSC
- That a second stage of meetings for the Task and Finish Group are held to scrutinise the response to the Customer Service Culture Workshops.

8. SCRUTINY WORK PROGRAMME 2022/23

The work programme for the November and December Committees was agreed subject to the addition of the report from the Customer Services Task and Finish Group.

The Chair added the following a question at City Council the response to the Exempt Accommodation recommendations would be sent to the Chair of Planning Committee.

A note had been circulated to Committee chairs to highlight the issues that each Committee can pick up following the report to the September meeting on the Cost-of-Living Crisis.

It had been agreed at the meeting on the 23 September 2022 that the issue of Domestic Abuse will be included in the work programme of Co-ordinating OSC as a cross cutting issue and Cllr. Yip would lead on this work. Cllr. Yip thanked Cllr. Jenkins for raising the profile of the issue of Domestic Abuse with the Committee. He had met with officers and other organisations to consider how to take this work forward. The issues that have been identified included housing, education, cost of living crisis, prosecution, judiciary, policing and crisis payments which highlighted the cross-cutting nature of the work.

Cllr. Yip proposed that the Scrutiny work on Domestic Abuse will link with existing work. A round table meeting could be held in November / December to be followed up by a single-issue meeting of Co-ordinating OSC in January / February to develop recommendations that can be reported to the Cabinet Member for Social Inclusion, Community Safety and Equalities and the Cabinet Member for Homes and Neighbourhoods. This could also identify issues for further scrutiny by other Committees. It was noted that this process will allow scrutiny to engage with the development of the refreshed Domestic Abuse Strategy and potentially to continue the work into the next municipal year.

Members reviewed the work programmes for the 7 Overview and Scrutiny Committees.

The Chair of the Housing and Neighbourhood OSC reported that there had been a successful exempt accommodation conference and that the Leader and Cabinet Member had attended the Committee to report on Localisation and Housing. It was noted that the issue of cleaner streets will be picked up in the Housing and Neighbourhood OSC over the next 3 months. The link between housing and Domestic Abuse was also noted.

The Chair of the Health and Adult Care OSC reported that the Inquiry on Children and Young People's mental health is progressing and is due to report to City Council in June 2023. The terms of reference have been agreed by the Task and Finish Group including the evidence that will be presented through written submissions and verbal reports.

The Chair of Resources OSC reported the Committee will continue to consider the impact of the cost-of-living crisis on the Council's budget including how this will add to existing budget pressures.

The Sustainability and Transport OSC may consider the issue of the cost-of-living crisis on travel. It was noted that the cost of bus fares has been fixed for the next few years.

The Head of Scrutiny and Committee Services suggested that further work will be undertaken to ensure that all Committee have a balanced work programme and a system could be developed to track recommendations made by Committees and to provide challenge to the strength of the recommendations.

RESOLVED:

- The Co-ordinating OSC work programme was noted and will be updated to reflect the work agreed on Domestic Abuse in February and the Customer Service Programme to November / December.
- The update on the work programmes of the 7 Overview and Scrutiny Committees were noted.
- A report to be brought to a future meeting of Co-ordinating OSC to consider how to improve how the recommendations from the Overview and Scrutiny Committees are tackled and monitored and relate to the wider Council including Cabinet Members and Senior Officers.

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

None.

10. OTHER URGENT BUSINESS

None

11. DATE AND TIME OF NEXT MEETING

It was noted that next meeting of the Co-ordinating Overview and Scrutiny Committee will be 18 November 2022 at 10.00

12. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:

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

The meeting ended at 11.27 hours.

CO-ORDINATING OSC NOVEMBER

ACTION TRACKER 2022/23

	Date	Agenda Item	Action	Notes
1	8 July 2022	Work Programme	Chair to consider cross cutting issue of Climate Change and report back to Committee	Update to Committee under work programme item 18.11.22
2	23 October 2022	Customer Services and Complaints Programme	To recommend to the Housing and Neighbourhood OSC to monitor the back log in housing applications to ensure this continues to reduce.	Completed Housing and Neighbourhood OSC to consider performance at meeting on 10.10.22 and then quarterly
3	23 September 2022 14 October 2022	Customer Services and Complaints Programme	To recommend to the Deputy Leader to provide an update to the Chair of Co-ordinating O&S Committee on the future funding for the Customer Services Programme, as the programme has a budget allocation of £1.69m only for an initial 12-month delivery plan and funding is required for forthcoming years (January 2023 to December 2025) if the programme is to be taken beyond January 2023 The Deputy Leader to provide further information on the budget for the Customer Services Programme.	Initial response received from Deputy Leader 14.10.22 Response requested
4	23 September 2022	Customer Services and Complaints Programme	A Task and Finish Group of members from 3 main political parties, Cllrs. Bore, Jenkins, Mackey, Harmer to meet with the Assistant Director, Customer Services and Business Support to give further	Completed Report taken to Co-ordinating OSC 14.10.22

			consideration to the programme, the priorities and focus areas for the delivery plan. The Task and Finish Group will be supported by the Customer Services Programme and report back to a future meeting of the Committee Report (October meeting if timescales allow)	
5	23 September 2022	Everyone's Battle, Everyone's Business Action Plan	The Director of Strategy, Equality and Partnerships to provide a response to the question regarding how the £650k funding allocated to equalities is used to ensure that Scrutiny fully address equalities in all areas of work and provide EIAs in Scrutiny Reports as appropriate.	Information Requested
6	23 September 2022	Everyone's Battle, Everyone's Business Action Plan	The Director of Strategy, Equality and Partnerships to provide information to the Chair on which actions from 2021/22 EBEB Action Plan have not been completed and have not been incorporated into 2022/23 plan and why. This information will be shared with the members of the Committee.	Information Requested
7	23 September 2022	Everyone's Battle, Everyone's Business Action Plan	Director of Strategy, Equality and Partnerships will confirm the timescales to report City Indicators to Co-ordinating OSC.	Information Requested
8	23 September 2022	Everyone's Battle, Everyone's Business Action Plan	It was recommended that the Resources OSC to receive the Diversity and Inclusion Dashboard following publication in February 2023 and monitors progress against workforce equality indicators.	Completed. Included as item to be scheduled in Resources OSC work programme
9	23 September 2022	Everyone's Battle, Everyone's Business Action Plan	The Director of Strategy, Equality and Partnerships respond to question regarding Armed Forces Partnership and preparation for statutory duties under the Armed Forces Act.	Information Requested

10	23 September 2022	Everyone's Battle, Everyone's Business Action Plan	A report to be brought back to Committee towards the end of the year on implementation of EBEB Action Plan and consideration of audit or effectiveness of Equality Impact assessment.	Item provisionally scheduled for 17.03.22
11	23 September 2022	Cost of Living Crisis	Director of Strategy, Equality and to provide an estimate of the number of unclaimed benefits and the financial value this represented.	Information Requested
12	23 September 2022	Cost of Living Crisis	The Director of Strategy, Equality and Partnerships a to provide a briefing and a support pack to all elected members on the support available to residents in relation to the cost of living crisis	Information Requested
13	23 September 2022	Cost of Living Crisis	The Director of Strategy, Equality and Partnerships to provide information on the groups of people who have receive payments and further analysis of this is available.	Information Requested
14	23 September 2022	Cost of Living Crisis	The Director of Strategy, Equality and Partnerships to provide information on the mapping of needs versus provision and the financial resilience dashboard to the Committee.	Information Requested
15	23 September 2022	Cost of Living Crisis	The Chair to consider, with Scrutiny Officers, how other Overview and Scrutiny Committees can include the cost of living crisis within their work programmes and report back to Co-ordinating OSC.	Agreed at Resources OSC meeting 06.10.22 Chair of Resources OSC to consider issues to be included in work programme.
16	23 September 2022	Work Programme	Members of Employment and Skills Task and Finish Group to be invited to October Committee meeting for item on Devolution as this will inform the Scrutiny Inquiry.	Completed
17	23 September 2022	Work Programme	Report from Customer Services Task and Finish Group to future meeting of Co-ordinating OSC	Completed

				Item included in work programme
18	23 September 2022	Work Programme	City Indicators to be reported to Co-ordinating OSC. Timescales to be confirmed by Director of Strategy, Equality, Strategy and Partnerships	Information requested
19	23 September 2022	Work Programme	Exempt Accommodation report to be deferred to December Committee Meeting	Completed Report requested
20	23 September 2022	Work Programme	Report from Corporate Communications Team to the November meeting	Completed Report requested
21	23 September 2022	Work Programme	Chair to consider an update on the Election Act to be reported to Co-ordinating OSC following report to Committee in December 2021.	To be considered at meeting of Co-ordinating OSC 18.11.22
22	23 September 2022	Work Programme	Domestic Abuse will be included in the Co-ordinating OSC work programme. Cllr. Yip to discuss how to progress this with Scrutiny Office	Completed Includes in Co-ordinating OSC Work Programme
23	14 October 2022	Deputy Leader Portfolio Priorities	The Deputy Leader provide information on the use of consultants. Note following meeting requested: Confirmation of the threshold set for consultant spend sign off by Cabinet Member if the Cabinet Member feels is too high Is there any independent oversight/ scrutiny of this on a regular basis?	Information requested Question referred to Resources OSC meeting 17.11.22
24	14 October 2022	Deputy Leader Portfolio Priorities	Deputy Leader to follow up on working from home email response to emails sent to planning.	Completed Assurance from Planning service that automated email responses will be updated to reflect current working arrangements.

25	14 October 2022	Trailblazer Devolution Deal	The Deputy Leader to be invited back once there is clarity from central government regarding the Trailblazer Devolution Deal.	Completed Included in Work Programme as item to be scheduled
26	14 October 2022	Trailblazer Devolution Deal	Deputy Leader to respond to the note requested on the transfer of Vesey Gardens.	Information requested Email sent to Cllr. Mackey to check if he has followed this up separately. Question referred to Resources OSC meeting 17.11.22
27	14 October 2022	Customer Services Programme Task and Finish Group Update	That the Customer Services Task and Finish Group will continue to meet to hold Directorates to account on how the customer strategy is being embedded with a view to driving up standards and report to a future meeting of the Co-ordinating OSC	On going
28	14 October 2022	Customer Services Programme Task and Finish Group Update	That a second stage of meetings for the Task and Finish Group are held to scrutinise the response to the Customer Service Culture Workshops.	Completed Included in Work Programme as item to be scheduled
29	14 October 2022	Work Programme	The Co-ordinating OSC to be updated to reflect the work agreed on Domestic Abuse in February and the Customer Service Programme to November / December.	Completed Work Programme updated
30	14 October 2022	Work Programme	A report to be brought to a future meeting of Co-ordinating OSC to consider how to improve how the recommendations from the Overview and Scrutiny Committees are tackled and monitored and	Completed Included in Work Programme as item to be scheduled

			relate to the wider Council including Cabinet Members and Senior Officers.	
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Birmingham City Council

Coordinating Overview and Scrutiny Committee

Date 18 November 2022



Subject: Cabinet Member Portfolio Priorities

Report of: Cllr. Francis, Cabinet Member Digital, Culture, Heritage and Tourism

Report author: Rose Horsfall, Cabinet Support Officer, Raj S Mack, Head of Digital City and Innovation

1 Purpose

- 1.1 To update the Committee on the portfolio priorities of Cllr. Francis, Cabinet Member Digital, Culture, Heritage and Tourism.

2 Recommendations

- 2.1 That the presentation attached as Appendix 1 is noted.

3 Any Finance Implications

- 3.1 None

4 Any Legal Implications

- 4.1 None

5 Any Equalities Implications

- 5.1 None

6 Appendices

- 6.1 None

Briefing From Councillor Francis

Date: 18th November 2022

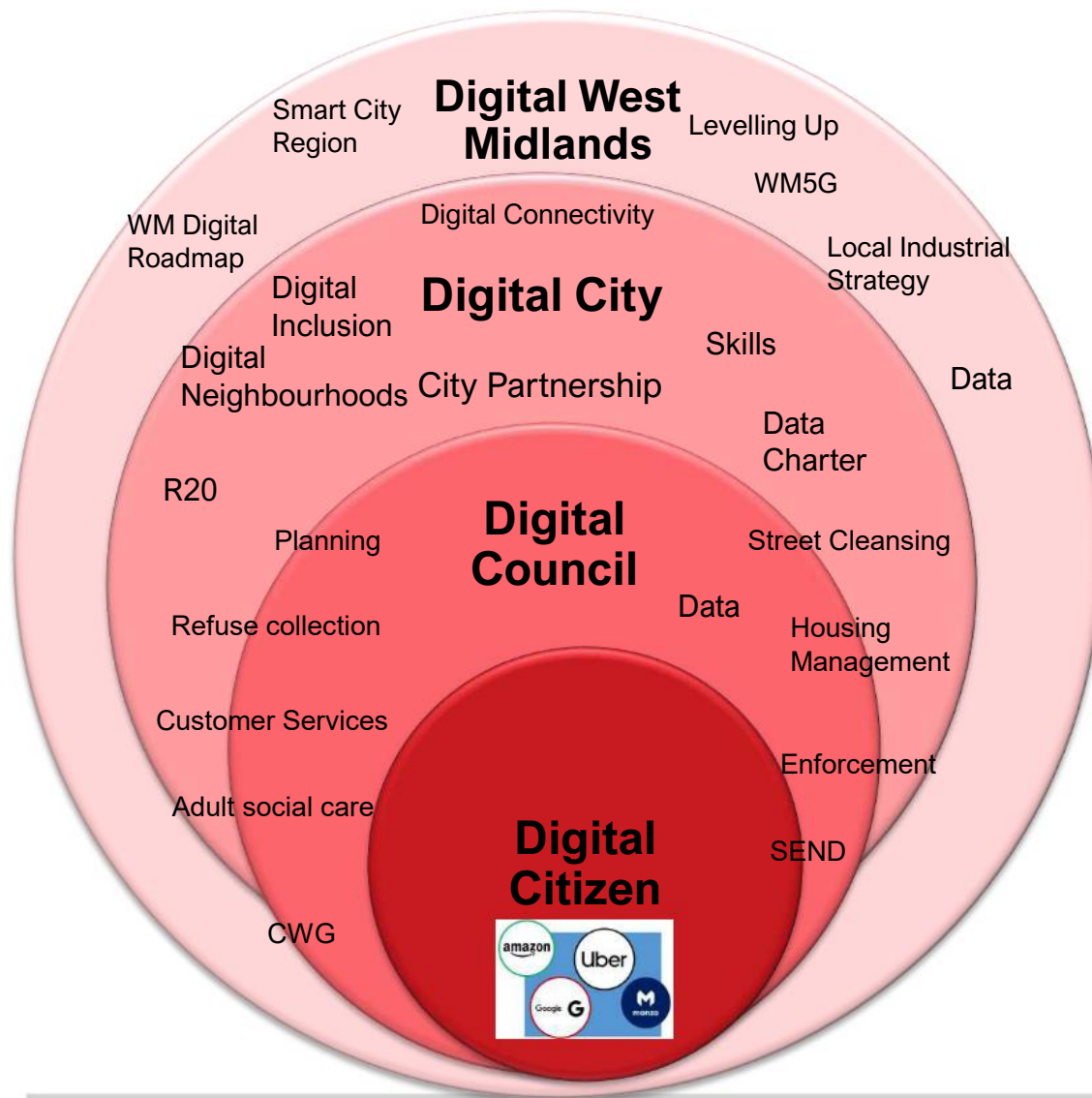
OVERVIEW AND SCRUTINY - COORDINATING



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Introduction

Area of Responsibility	Detail
Open Data	To provide strategic leadership for open data promoting transparency, building trust and data sharing in everything we do
Information Governance	To provide strategic leadership for information governance, data protection and cyber security protecting our citizens' information
Digital Inclusion	To provide strategic leadership to our digital inclusion strategy to deliver a fully inclusive digital city, where everyone has the confidence, skills and capacity to access the services and information they need to thrive and live their lives to their full potential in an increasing digital world
Digital Birmingham (encompassing our digital strategy and digital city ambitions)	To provide strategic leadership for our Digital Birmingham ambition acting as the Council's Ambassador for Digital & Innovation so that we make the best use of data, digital and technology so that we can ensure that our services respond even better to the changing needs and expectations of our citizens and businesses



Our digital ambition

Digital Strategy & Digital City Roadmap

- Represent our digital ambition – both supporting our “Digital Birmingham” Brand and our ambition to be the best Digital Council
- Applying the culture, processes, business models and technologies of the internet era and re-designing services and processes with citizen needs foremost
- Maximising value of data, technologies infrastructure, people and innovation to prioritise limited resources on achieving the best possible outcomes for the Council and the City
- **KEY - Integrating our digital ambition and principles across all strands of Council services, transformation, policies and practices**

Our digital council strategy



Priorities



Creating online services that are easy to use



Giving our council teams the right digital tools to do their jobs



Building the best technology and infrastructure to support council services



Improving our data and evidence-based decision making



Building the council's digital and data skills

Programme



Customer Service Programme: is supporting a number of initiatives to improve online experience for our citizens



New Ways of Working Programme: helping our staff do their best work from anywhere, including the Field worker and automation projects



Technology Roadmap: putting the foundation platforms in place to enable digital transformation at pace



Data programme: putting the skills and culture in place to make sure our data provides insight



Capability and Culture: Developing a skills programme to develop digital leadership, technical skills and all round user confidence

The Council Digital Service : Four key outcomes

1. Delivering excellent customer experiences

- through service desk and the IT Hub

2. Keeping the lights on

- making sure that systems and networks are available when people need them

3. Delivering amazing digital products

- working with our service areas to understand user needs and develop game-changing solutions

4. Keeping the councils data and information assets safe

- Cyber security, data protection and information governance

Digital City Programme – 5 outcomes

Appendix 1

1. A future-proofed digital infrastructure that accelerates entrepreneurship and innovation

2. Improve digital inclusion and connectivity for citizens and businesses

3. Increase digital investment in the City for increase inclusive economic opportunities

4. Maximise the use of City data – improved city collaboration and partnership working

5. Establishing Birmingham as a leading international digital city



Brings together digital connectivity, data, and technology to improve the way people in Birmingham live, learn, work, grow and enjoy themselves at every stage of life:

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Digital City Roadmap

Appendix 1



Priorities



Establish **governance & leadership** to support the digital aspects of the grand challenges



Creating a **City digital infrastructure** that attracts investment, increased economic output and innovation



Create an **ecosystem for data** sharing between public, private and academic sectors



Enabling **Community led innovation** to enhance community capacity and capability



Using digital technologies for **carbon reduction**

Programme



Establish a city wide digital partnership, with supporting structures that delivers capacity and capability to address city grand challenges



Deliver full fibre across the city, increase 5G rollout, enable connectivity for all and attract digital infrastructure providers



Establishment of a Data Charter supported by a Data working group. Support the development of the City Observatory



Establishing digital neighbourhoods, supporting digital inclusion projects, linking communities to funding



The delivery of several projects covering deployment of sensors, Internet of things devices and smart devices in homes and city assets to enable better and more timely interventions

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Deeper dive into the Digital Inclusion programme



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Our digital inclusion strategy

Priorities



Mapping device banks and databanks and raising their profile



Mapping existing programmes of support and making connections to eliminate silo-working and ensure a cohesive approach



Working with ISP's and other public sector services to ensure digital inclusion is both understood, and forefront of mind



Identifying areas and circumstances of elevated need for intervention



Creating digital champions on the front line of public service

Programme



Connectivity, devices, and infrastructure:

Promoting data & device banks to potential donors and to organisations supporting citizens, Birmingham Device Bank



Project coordination: Working with community groups, public, private, and third sector, faith organisations, Housing Associations



Policy synergy, influence, and sustainability:

Working with ISP's, DWP, WMP, BCT, ASC, BCC, Schools, Universities, education partnerships



Data insights: Sharing data-insight around digital poverty gained by using existing and new data sets



Skills: private and third sector companies supporting to upskill public sector front-line

Open Data – providing new insights and creation of new applications and solutions



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Open data / Data programme

Priorities



Published Data on City Observatory Platform



Commitment to Data Transparency and Data Ethics



Establishing corporate analytical capability



Delivering key use cases that address Council's key priorities

Programme



Birmingham City Observatory Platform Launch- this will provide access to and dashboard capabilities for internal and external stakeholders



Developing the Birmingham Data Charter - A public document which sets out how the city's institutions will ethically use data to deliver benefits to citizens and businesses
Development with City Partners

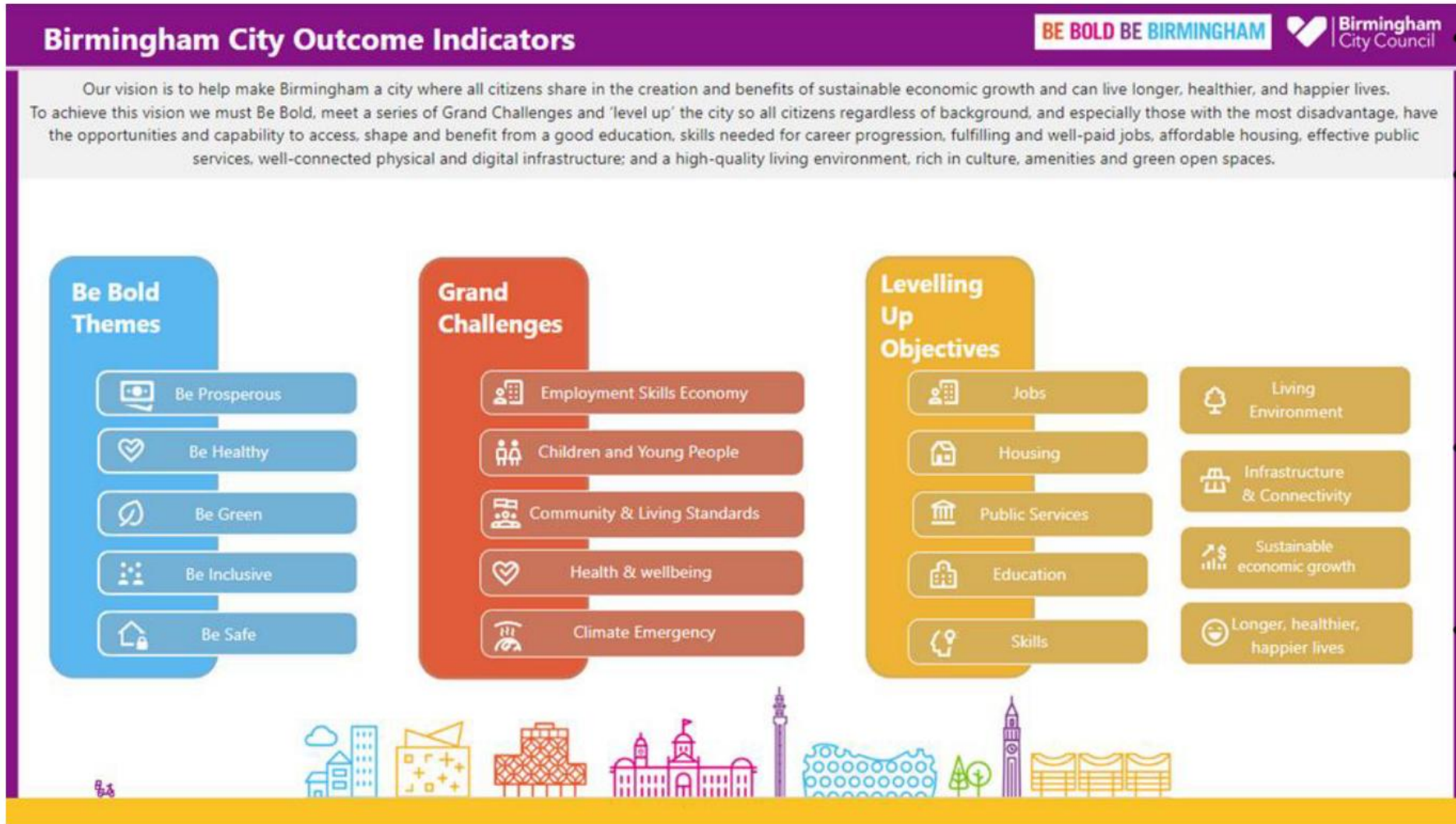


Develop new Insight, Policy & Strategy (IPS) Division; including new IPS and City Observatory Teams



Developing dashboard and insights into cost of living, ward profiles, High Streets growth models

Birmingham City Outcomes Dashboards



80+ city outcome indicators

Indicators across various different categories – aligned to our strategic priorities

Indicators can be grouped to different / emerging priorities

Automatically updates / latest available data

Appendix 1

Page 34 of 98

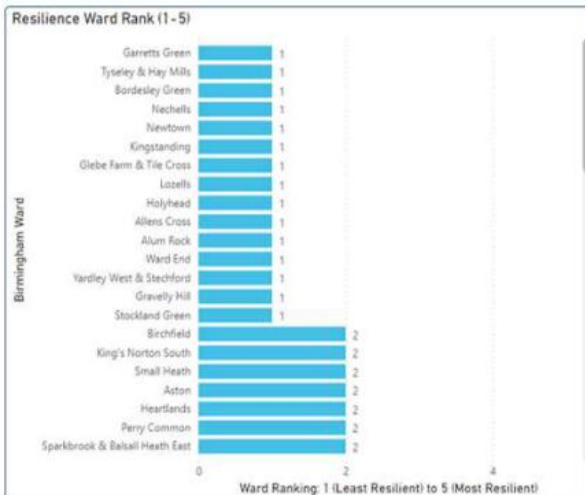
Supporting the Cost of Living Programme with insight and live data Dashboard

Appendix 1

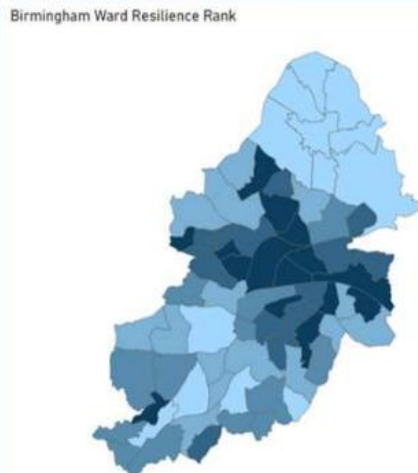
Birmingham Wards - Financial Resilience Ranking

The chart and map show relative financial resilience ranking for all of Birmingham wards from 1 (Least Resilient) to 5 (Most Resilient)

The below chart shows the rank for each Birmingham ward, ordered from the relatively least resilient to relatively most resilient. Scroll down to see all 69 wards. Click on a ward to see where it is on the map, and click off it to see all of the map again.



The below map shows the resilience rank for each Birmingham ward. Hover over the map to see the individual ward ranking. There is a cluster of wards with relatively low financial resilience around the centre of Birmingham.



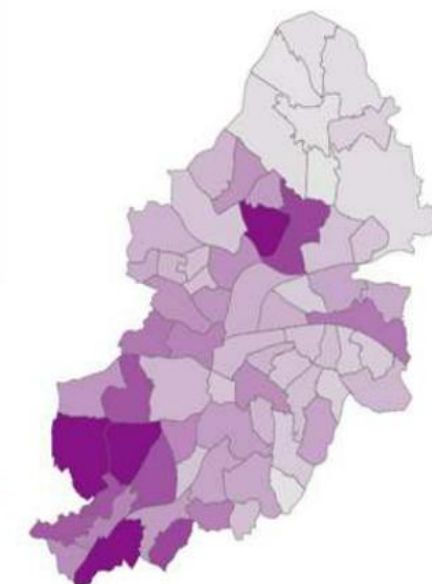
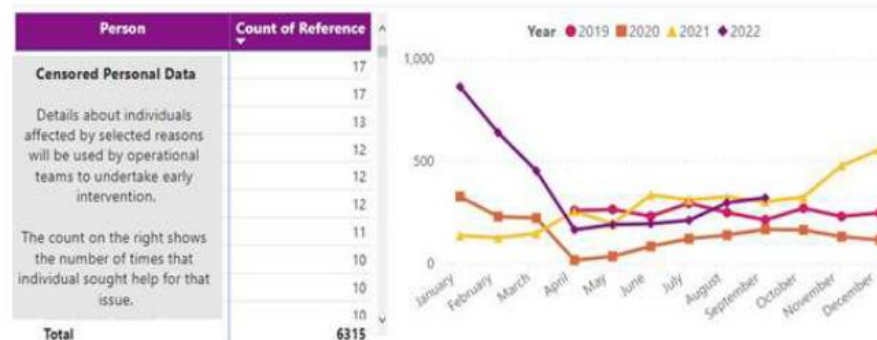
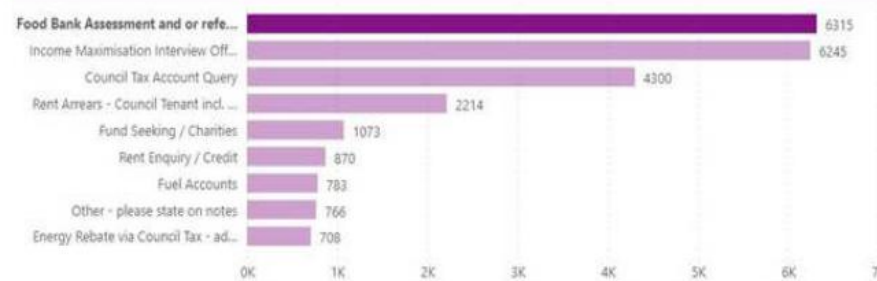
Reason Financial

01 Nov, 2022 12:32 PM

Last Refreshed



Reason	Staff assigned	Neighbourhood Office	Date Range
All	All	All	01/04/2019 - 30/09/2022



Values may vary between visuals due to lack of data i.e. No postcode for a transaction

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PAGE 14



Information Governance

Keeping the Council's Data and Information Assets Safe



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Keeping the Council's data and information assets safe

- The risk of **cyber attack** appears on the Council's risk register
- We have invested significant sums in reducing the scale of the risk we are exposed to
- We have developed a strategy and improvement programme to increase our cyber maturity
- The actions on the programme are targeted to:
 - Decrease the likelihood of an attack; staff training and software to detect
 - Increase our ability to recover quickly if we are attacked; offline backups, business continuity planning
- We have made great progress resulting in the risk being downgraded

Keeping the Council's data and information assets safe

- Information Governance – management and awareness
 - Information assurance board – cross council board to ensure that we manage our information assets in line with GDPR
 - Freedom of Information and Subject Access Request management
 - Information asset owner and Data Protection training
 - Data Protection Impact Assessments

Where Overview and Scrutiny could add value



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Where O&S Co-Ord could add value

- Digital Inclusion – review work done to date and other areas we can do better
- Digital City Programme – Act as advocates to promote Birmingham as a Digital City
- Support the development of the Data Charter



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Birmingham City Council

Coordinating Overview and Scrutiny Committee

Date 18 November 2022



Subject: Communications Strategy Update
Report of: Eleri Roberts, AD Communications
Report author: Eleri Roberts, AD Communications

1 Purpose

- 1.1 To provide an overview of the communications strategy with a focus on non-digital engagement

2 Recommendations

- 2.1 That the presentation attached as Appendix 1 is noted.

3 Any Finance Implications

- 3.1 None

4 Any Legal Implications

- 4.1 None

5 Any Equalities Implications

- 5.1 None

6 Appendices

- 6.1 None

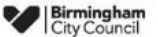
Communications update

Eleri Roberts



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Page 44 of 98



Overview

- Birmingham City Council has a centralised communications function providing a comprehensive full service support to the authority, both for internal and external audiences.
- The team support delivery of the priorities within the Corporate Plan focusing on delivery of strategic communications to help support outcomes agreed with Officers and Cabinet
- The team manage all corporate social media accounts with a combined total of 278,000 followers
- In the past two years the team has delivered a number of key campaigns including 'No Bull' and 'BrumWeCan' Covid campaigns and Be Bold Be Birmingham Commonwealth Games pride campaign

Objectives

Two main objectives

Deliver clear, consistent and creative communications as one organisation - using the Be Bold Be Birmingham brand and narrative to tell our story

Support the delivery of planned and pro-active strategic internal and external communications activity focused on our key Corporate Plan priorities and evidenced through high quality insight

Strategic Approach

- Developing a more unified approach to corporate communications - targeted to the right audiences using the channels they prefer to use - refocuses communications on the important, rather than the urgent.
- Effective use of insight to ensure planning, content creation, amplification, engagement and evaluation are underpinned by data and an understanding of citizens' needs.
- The communications team will apply principles of integration and collaboration and the effective use of digital and a traditional communications methods depending on works best for audiences.
- Each campaign will be supported by a communications plan based on ROSIE principles (**research**, **objectives** and goalsetting, **strategy** and planning, **implementation** and **evaluation**) which will work as an SLA to agree what will be delivered and why.



Delivering our strategic approach

- Using a forward planner of key campaigns for the coming year, working closely with political and managerial leadership teams to develop a priority campaigns list based on key priorities outlined in the Corporate Plan
- Involving communications from the start of a project or programme. The team will work with clients to be clear about why (why do you need this work and what does it need to deliver?), what (what is your story?), who (who are you communicating with) and how (the channels and tools you need to use)
- Using insight, and when ready the City Observatory, to outline why the activity needs to happen and identify audiences and channels.
- Focusing on direct engagement activity in the spaces where citizens are, both virtually and physically, taking our messages to where they are rather than expecting them to come to us.
- Evaluating all activity to make sure we've delivered our agreed outcomes and can learn from our work

Audiences

- Pro-active communications activity depends on effective targeting of audiences, ensuring resources are focused in the right way and using the marketing communications channels specific audiences prefer.
- Understanding audiences - who we are trying to reach and what we want them to do - and then prioritising groups to create audiences based on similar characteristics (demography, geography, likely interest, sector) underpins our communications planning.
- Identifying ways in which our residents, businesses, visitors and partners get information about our work will help us tailor the way we communicate with our audiences.
- Ensuring communications campaigns are effectively resourced, use the right communications channels and are evaluated. We will use our existing insight and data and commission more research where needed.
- A detailed audience matrix is being developed for all specific priority campaigns using data and insight from the City Observatory

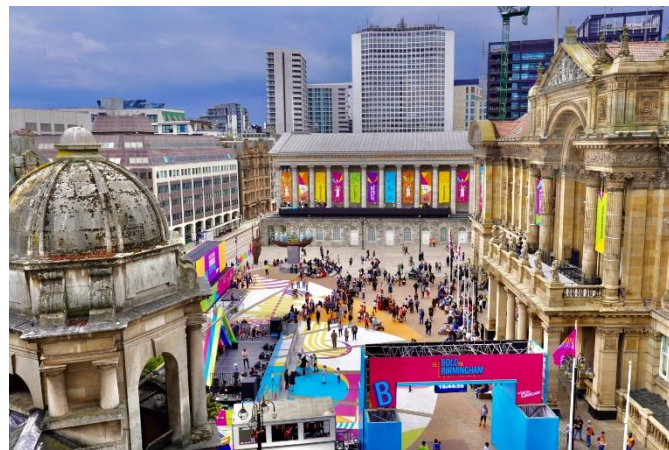
Channels

- Effective communications relies on a mix of communications channels, including **media relations**, **direct communications** (leaflets, publications, digital and social media), **events** and **internal and partner communications** (working with employees and stakeholders) to ensure everyone gets consistent, timely information and shares and amplifies our communications.
- We will use the communications channels we know are most effective with our targeted audiences and will use them innovatively and creatively. Work to understand the effectiveness of our channels and tools is already underway and a detailed social media audit of the Council's main social media tools – Facebook, Twitter, LinkedIn and Instagram – has made a number of recommendations to help improve the effectiveness and engagement across all platforms.

Be Bold Be Birmingham (BBBB)

- Be Bold Be Birmingham is: **A celebration, An attitude, An aspiration, A state of mind, A sense of direction, A purpose for the city, A promotion of civic pride**
- From the bold street art scene in Digbeth to the bold plans for cleaner air, Birmingham is a unique city which has always sought to improve, grow bigger and do better. We are a city which accepts all people.
- We've been kicked, overlooked and underestimated. But we're still here, delivering. Looking forward.
- And look forward we will as a collective. Birmingham can have it all, but we all have a part to play. We need to be bold, go out there and tell the world how great our city and people are.

Birmingham is the city.



BBBB – the ‘golden thread’

- A narrative, supported by key messages aligned to Corporate Plan priorities, supports the delivery of effective communications.
- **Be Bold, Be Birmingham** was developed following research undertaken to develop the Commonwealth Games Proud Host City narrative. Survey results, staff focus groups, Our Future City Plan and Birmingham City Council’s delivery plan all informed its creation.
- It’s an attitude, an aspiration, a state of mind, an ambition, a sense of direction, a purpose for the city.
- The **Be Bold, Be Birmingham** theme underpins the new Corporate Plan. It’s more than just a slogan, it encapsulates the spirit, ambition and nature of Birmingham and its people and it will characterise our approach – brave, unique and innovative – that will deliver the vision. Tackling inequalities and levelling up are at the heart of the Corporate Plan to make Birmingham *a city where all citizens share in the creation and benefits of sustainable economic growth and live longer, healthier and happier lives.*



BBBB cont...

- A series of key priorities (below) set out how we will work with partners to deliver this vision and the communications team will focus on these key priorities in all its internal and external communications work, developing high profile campaigns, events and initiatives that tell a powerful story about our work to deliver our vision. Key messages will be developed for each campaign area and will be used consistently across all communications work.



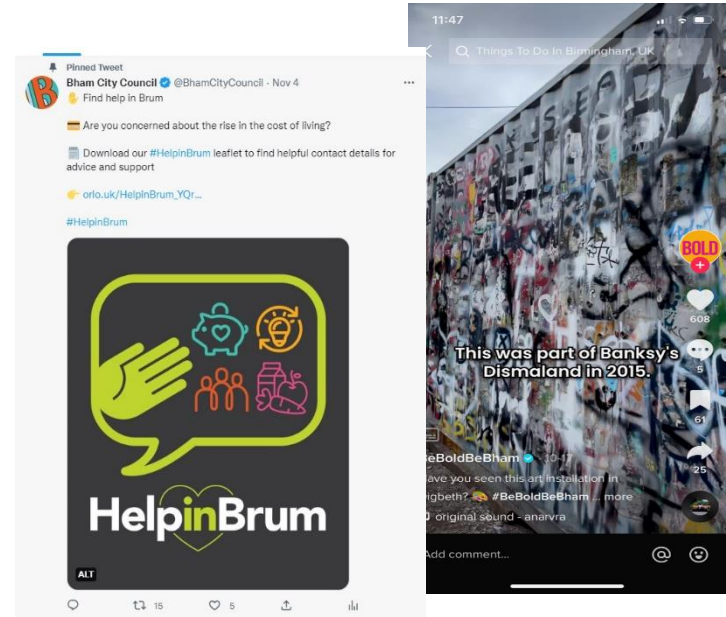
- A detailed forward plan of campaigns and initiatives based on the key priorities will be agreed with senior managers and will communicate the Council's work to deliver:

Evaluation

Social media followers across the corporate accounts (October 2022)

- Twitter - 169k (up 3.9% since April)
- LinkedIn – 40k (up 11.2% since April)
- Facebook 34k (up 8.5% since April)
- Tik Tok – 22k – (up 110.8% since April)
- Instagram 12k – (up 10.6% since April)

TOTAL – 277k – (up 10.3% since April)



Evaluation YTD – Social Media & Newsletter

Brand Sentiment
Positive – 28%
Negative – 4.7%

Birmingham
Bulletin
Open rate: 26%

Social Media Engagement



Reach - n/a
Impressions - 4.1m
Eng. rate - 1.8 % (+1%*)



Reach - 3.6m
Impressions - 3.8m
Eng. rate - 1.3% (+0.8%*)



Reach - 199k
Impressions - 214k
Eng. rate - 4.7%% (+2.2%*)



Reach - 798K
Impressions - 1.1m
Eng. rate - 3.2% (+0.2%*)

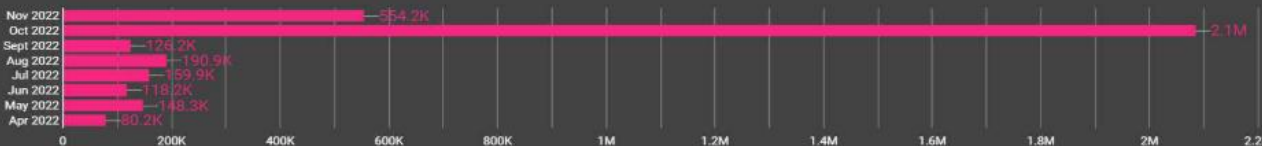
*Change against 2021/22 figures

Tik Tok:

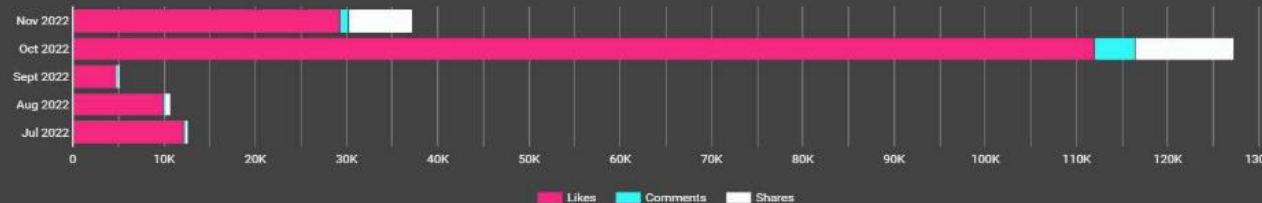
Most followed Council led channel in the UK

Reaching 2.1m
people in October

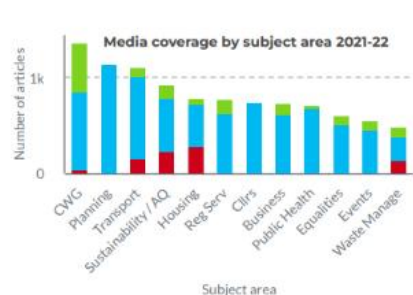
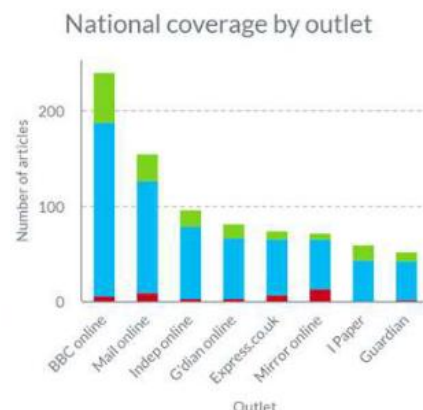
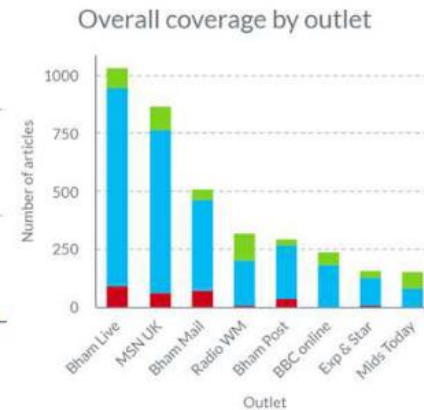
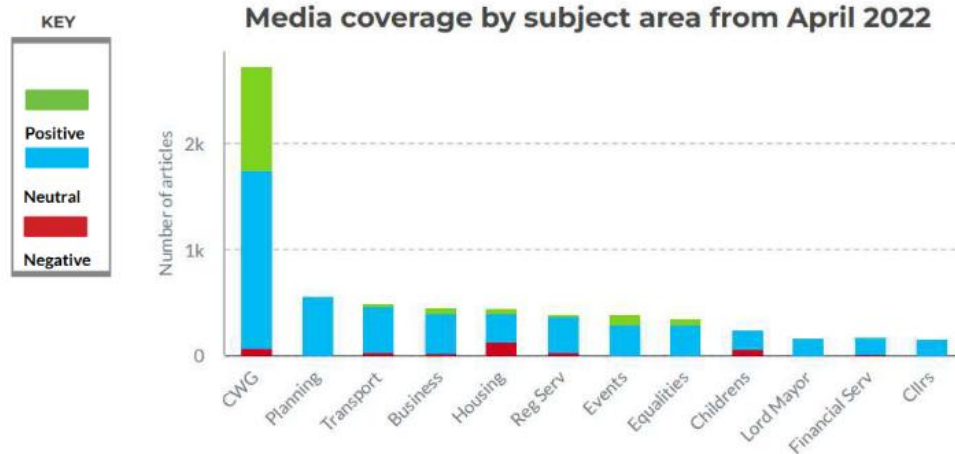
Total Video Views



Monthly Engagement Breakdown

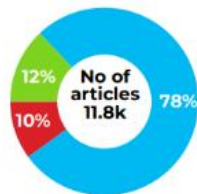


Evaluation YTD – Media Coverage

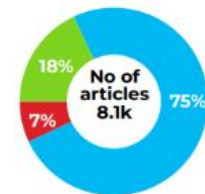


Subject area

Sentiment 2021-22



Sentiment from April 2022



Page 56 of 98

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Case Study 1: Covid-19

BrumWeCan

- Shined a spotlight during Covid on the incredible work community groups, charities and businesses – **tapping into the hearts and minds of the city.**
- Showcased & supported different organisations from across Birmingham inc. **Baby Aid Birmingham, Pride House, St Basils, Acorns Hospice and more.**
- Called for nominations to celebrate ‘Brummie Heros’ in the community – **77 nominations achieved.**
- Organisations and businesses were **proactive reaching out to us** to be part of the campaign
- Worked with **local influencers** to help outreach
- Continued the campaign through to the reopening of the high-street.

Proud to be
a **Brummie**



Evaluation

1.5k followers on the BrumWeCan social accounts.

Reached **4.5m** people

1.1m impressions,

69k video views and most

impressively a **4.8% engagement rate.**

Case Study 1: Covid-19

No Bull

- Highlighted the importance of the Covid measures put in place but provided a more personal Birmingham response.
- Implemented across all communities in Birmingham.
- Used targeted Facebook advertising and Google Display Network in 5 different languages
- Created banners for parks across Birmingham –the biggest footfall
- Digital screens implements across road networks and supermarkets
- Specific leaflet drop to Wards seeing an increase in Covid rates.
- Radio advertising was also implemented across local Radio.
- No Bull was restarted during the rise in Delta variant with a focus on testing and importance of having vaccine.
- A 'Myth' busting campaign was also created to help dispel 'rumours' and install confidence in the vaccine and Govt. Messaging.



Evaluation

Social Media

20,500+ link click through to dot.gov

Reached **728,000** people

2.4m impressions,

1.2% engagement rate

Google Display Ads

3.4 million Impressions

7 different translations – Somali & Punjabi the most successful with over a 0.2% CTR

Case Study 2: Commonwealth Games / Be Bold

- Be Bold Be Birmingham was launched as the community arm of the games.
- Reaching through different tools including:
 - Podcasts, Social Media, Community Grant Engagement, Nathan Douglas Vlogs and specific community driven campaigns.
- I'm proud because – reached out to different communities in Birmingham highlighting why they were proud of their local communities from an LGBT+ mixed gender football club to a young 16 year old community hub worker. I'm proud engaged all residents encouraging pride and excitement ahead of the games.
- Be YOUR personal best – highlight the extraordinary work people in our community do. Including the creator of Aston performing arts and a NHS nurse who worked throughout Covid.
- Birmingham's Boldest Woman, called for nominations on International Women's Day – including a Dhol player, Midwife and Cricketer, all from Birmingham!
- During the Queen's Baton relay we also engaged with local residents, understanding their concerns at the time and why they were excited for the games.
- In more recent months there was also a presence at Birmingham Pride, engaging with the LGBT+ community on Pride in the City and Public Health community profiles.



Case Study 3: HelpInBrum

- Our current campaign for the Cost of Living response.
- HelpInBrum has two forms of messages:
 1. highlighting the resources which are already available in Birmingham. Whether through charities, partnerships, expert advice or council support, all of which is available right now.
 2. secondly outlining what we as a council are doing for the audience, and the action we are doing.
- On going outreach to communities including, interviews with faith leaders from Soho Road Gurudwara, Birmingham Jame Mosque, Greta Bhawan Hindu Temple, St Chads Diocese and others
- Community groups have also been profiled from across Birmingham including Nechells, Erdington, Druids Heath and Bromford & Hodge Hill
- A cost of living leaflet has been produced both digitally and printed. Which will be available in the top 10 languages and a Braille format.
- Distributions of the printed leaflet will be through BIDs, Faith buildings, Warm Welcome Spaces, Partners and to housing tenants.
- Monthly Newsletter starting Nov'22 for Councillor information



Evaluation (ongoing)
4,600 link clicks through to dot.gov
3% engagement rate
665 shares
202,400+ impressions
16,753 landing page visits



@BhamCityCouncil



@birminghamcitycouncil



@birminghamcitycouncil



birmingham.gov.uk



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Page 61 of 98



Birmingham City Council

Coordinating Overview and Scrutiny Committee

Date 18 November 2022



Subject: Terms of Reference for Customer Services Programme Scrutiny Task and Finish Group and Update

Report of: Cllr. Sir Albert Bore

Report author: Fiona Bottrill, Senior Overview and Scrutiny Manager

1 Purpose

- 1.1 To agree the Terms of Reference for the Customer Services Programme Scrutiny Task and Finish Group and provide an update on this work.

2 Recommendations

- 2.1 The Committee agrees the Terms of Reference attached as Appendix 1.

3 Appendices

- 3.1 Appendix 1: Terms of Reference for Customer Services Programme Scrutiny Task and Finish Group December 2022
- Appendix 2: Schedule of Task and Finish Group Meetings



Work Outline

Appendix 1

Customer Services Programme Task and Finish Group Terms of Reference

Reporting to Co-ordinating Overview and Scrutiny Committee

Our key question:	How are services that have been part of the Customer Services Programme responding to the recommendations and feedback from Customer Service workshops to improve customer experience and satisfaction?
1. How is O&S adding value through this work?	The Customer Service programme was implemented following the Scrutiny Inquiry on Customer Services which was published in November 2020. The programme has worked with 4 high demand services across the Council (Bereavement Services, Housing Repairs, Waste and Highways) and made recommendations to improve customer service in these areas. The Scrutiny Task and Finish Group will scrutinise how the recommendations have been prioritised and implemented by services and hold directorates to account on the implementation of the customer strategy to drive up standards.
2. What needs to be done?	<p>Phase 1 of the work of the Task and Finish Group will be to meet with senior managers from the each of the service areas to scrutinise how the recommendations from the customer service review in their directorate have been prioritised and implemented.</p> <p>A second phase of meetings will be held with the senior managers to scrutinise how their services have responded to feedback from the Customer Service workshops to embed the customer services strategy and drive-up standards.</p>
3. What timescale do we propose to do this in?	<p>Phase 1 of the work will be completed to report to Co-ordinating OSC on the 9 December 2022.</p> <p>Phase 2 will take place from January 2023.</p>
4. What outcomes are we looking to achieve?	To hold directorates to account on the implementation of the Customer Service Programme and Charter to improve service and drive the culture change and service design required to achieve this.



5. What is the best way to achieve these outcomes and what routes will we use?	The Task and Finish Group will hold senior manager to account for the customer services improvements that have been identified through the Customer Service Programme.
--	--

Member / Officer Leads

Lead Member:	Chair of Task and Finish Group: Cllr. Bore
Members of the Task and Finish Group	Cllrs: Jenkins, Mackey, Harmer
Lead Officer:	Wendy Griffiths, Assistant Director, Customer Services and Business Support



Appendix 2

Schedule of Task and Finish Group Meetings

Bereavement – 24th November 4.00–6.00pm

Highways – 25th November 3.00–5.00pm

Housing – 29th November 9.00–11.00am

Waste – 5th December 2.00–4.00pm



Scrutiny Work Programme 2022/23

Chair:	Cllr Sir Albert Bore
Deputy Chair:	Cllr. Kerry Jenkins
Committee Members:	Cllrs: Akhlaq Ahmed, Deidre Alden, Mick Brown, Jack Deakin, Roger Harmer, Mohammed Idrees, Kerry Jenkins, Chaman Lal, Ewan Mackey, Saima Suleman, Alex Yip
Officer Support:	Head of Scrutiny and Committee Services: Christian Scade, (07517 550013) Senior Overview & Scrutiny Manager: Fiona Bottrill, (07395884487) Scrutiny Manager: Amelia Murray (07825979253)

1 Terms of Reference

- 1.1 As per City Council on 24th May 2022 the Committee's Terms of Reference is to "plan and co-ordinate the work of all the Overview & Scrutiny Committees. To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning governance (including transparency, regional working and partnerships); citizens (including communications and public engagement); performance; customer services; social cohesion; equalities and emergency planning." These functions include:
- giving such guidance to the Overview and Scrutiny Committees in any cases of uncertainty, as to work which they should or should not be undertaking, as may be necessary to achieve such co-ordination, including the allocation of "call-in" to the appropriate Committee;
 - determining, in any cases of uncertainty, the allocation of responsibility for specific tasks between the Overview and Scrutiny Committees;
 - ensuring (by means, for example, of issuing appropriate guidance and/or instructions) that the Overview & Scrutiny Committees pay proper attention in their work to the consideration of key cross cutting issues, in particular equalities, transparency and improvement;
 - publishing each year an Annual Programme of major scrutiny inquiries as suggested by individual Overview and Scrutiny Committees following consideration of the Council Plan and priorities;
 - agreeing the establishment of any task & finish groups; and



- considering overview and scrutiny development, working practices and constitutional arrangements.

2 Purpose of the Report

- 2.1 To enable the Committee to:
- 2.2 Review the work programme for the Co-ordinating Overview and Scrutiny Committee and update members on the work programmes of the other Scrutiny Committees and the Scrutiny Inquiries that will be carried out during 2022/23.

3 Recommendations

- 3.1 The Committee:
- 3.2 Reviews and agree any amendments at set out in Section 5.2 to the work programme for the Co-ordinating Overview and Scrutiny Committee as set out in Appendix 1.
- 3.3 Reviews the work programmes December 2022 – February 2023 for the Commonwealth Games, Culture and Physical Activity, Education and Children’s Social Care, Economy and Skills, Health and Adult Care, Housing and Neighbourhoods, Resources, Transport and Sustainability Overview and Scrutiny Committees as set out in Appendix 2
- 3.4 Notes the update on the Scrutiny Inquiries in section 7 of the report.

4 Background

- 4.1 Each Scrutiny Committee has developed a work programme and any cross cutting issues have been considered by Co-ordinating OSC to decide how these will be managed. The Inquiries for 2022/23 have been agreed and the Task and Finish Groups established to undertake this work.

5 Co-ordinating Scrutiny Committee Work Programme

- 5.1 Appendix 1 sets out the work programme for 2022/23 as agreed at the October meeting of the Co-ordinating OSC. Members are asked to review the work programme and the items to be scheduled and agree any amendments.
- 5.2 Request has been made for a report on the Early Intervention and Prevention work to come to Co-ordinating Committee. If agreed this will be included in the work programme in the next few months.



6 Scrutiny Committee Work Programmes

6.1 The Co-ordinating Overview and Scrutiny Committee terms of reference include the duty to plan and co-ordinate the work of all the Overview & Scrutiny Committees. The work programmes for the other Overview and Scrutiny Committees are attached as Appendix 2 to enable Members to consider the range and scope of issues that will be scrutinised and identify any gaps or duplication to be raised with Committee¹. The cross-cutting issues relating to future work are set out below:

Lead Committee	Meeting and Agenda Item	Members to be invited and reason
Resources O&SC	17 November 2022: Monitoring recommendations from Council Asset Inquiry	Economy and Skills O&SC The Economy and Skills OSC undertook the inquiry, however this work now falls within the remit of the Resources O&SC
Education and Children's Social Care O&SC	30 November 2022: Report from Birmingham Children's Trust (BCT)	Members of the CYP Mental Health Inquiry from the Health and Adult Care O&SC Information from the BCT will inform the CYP mental health inquiry.
Co-ordinating OSC	Customer Services T&F Group Meetings	The Chair or Deputy Chair of the Scrutiny Committee that includes the service under consideration with the Committee's Terms of Reference to be invited.
Education and Children's Social Care O&SC	4 January 2023: Report from Birmingham Safeguarding Children's Partnership (BSCP)	Members of the CYP Mental Health Inquiry from the Health and Adult Care O&SC Information from the BSCP will inform the CYP mental health inquiry.
Commonwealth Games, Culture and Physical Activity O&SC	Meeting: TBC Report on employment and skills Legacy of the Commonwealth Games	Members of the Economy and Skills OSC At the meeting on the 8 th July Co-ordinating O&SC decided that this issue falls within the remit of the CWG, Culture and Physical Activity OSC, and as it has been identified during the work planning for the Economy and Skills O&SC as an issue of interest Members of this Committee would be invited to the relevant meeting.
Co-ordinating O&SC	17 February 2023: Domestic Abuse	Housing and Neighbourhoods O&SC

¹ Scrutiny Work Programme are live documents and may be updated prior to future Overview and Scrutiny Committee meetings in December.



	To enable O&SC to inform the development of the Domestic Abuse Strategy	This O&SC is the appointed Crime and Disorder Committee for the Council. Cllr Yip has been appointed by Co-ordinating O&SC to undertake work with partners in advance of this meeting.
--	---	--

- 6.2 As agreed at the October Co-ordination OSC meeting the cross-cutting issue of Domestic Abuse has been included in the work programme report as a single-issue meeting in February 2022. Cllr. Yip has been working with officers to arrange a Round table meeting in December 2022. This will provide an opportunity for evidence gathering to inform the February meeting.

7 Scrutiny Inquiries 2022/23

- 7.1 Work is progressing for the Scrutiny Inquiries and the following meetings of the Task and Finish Groups have been held to agree the terms of reference which will then be reported to the Lead Committee:

Inquiry	Task and Finish Group	Lead Committee	Report to City Council
Children and Young People's Mental Health	7 October 2022	18 October 2022	June 2023
Commonwealth Games Health and Wellbeing Legacy	20 September 2022	12 October 2022	April 2023
Employment and Skills	30 September 2022	12 October 2022	April 2023
Child Criminal Exploitation	24 October 2022, 15 November	30 th November 2022	June 2023

- 7.2 The public call for evidence and invitation to members to contribute to the Inquiries will be sent during November 2022 – January 2023.

8 Request(s) for Call In / Councillor Call for Action / Petitions Received (if any)

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



Call in Meetings:

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

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

9 Forward Plan for Cabinet Decisions

- 9.1 Since the implementation of the Local Government Act and the introduction of the Forward Plan, scrutiny members have found the Plan to be a useful tool in identifying potential agenda items.
- 9.2 The Committee may wish to consider whether issues currently listed on the Forward Plan require further investigation or monitoring via scrutiny. This can be viewed in full via Forward Plans (cmis.uk.com).

10 Legal Implications

- 10.1 There are no immediate legal implications arising from this report.

11 Financial Implications

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

12 Public Sector Equality Duty

- 12.1 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.



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

13 Use of Appendices

- 13.1 Appendix 1 – Co-ordinating Overview and Scrutiny Committee Work Programme December 2022 – February 2023
- 13.2 Appendix 2 – Scrutiny Committee Work Programmes December 2022 – February 2023

CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME DECEMBER 2022 – FEBRUARY 2023

Meeting Date: 9 December 2022 10.00am Committee Rooms 3 and 4, Council House

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Exempt Accommodation	Monitoring implementation of recommendations and service / policy development	Assessment of impact at the neighbourhood level of the Exempt Accommodation Pilot and implementation of recommendations from the Scrutiny Inquiry.	Guy Chaundy	TBC	TBC	
Planning Enforcement	Update on issues identified in Exempt Accommodation Report	To update the Committee on work to address the planning enforcement issues identified as part of the Exempt Accommodation Inquiry.	James Wagstaff			<p>Issues identified in the Exempt Accommodation Report relating to planning were:</p> <ul style="list-style-type: none"> • The effectiveness of the Council's practice in containing the growth of HMOs. • Sharing information on the requirements and law would assist residents and providers alike, making it clear what the Council's approach would be. • A re-evaluation of the council's risk appetite in relation to preventing further growth of this model, including taking test cases where necessary; • An independent review of the single household test;

						<ul style="list-style-type: none"> • A pro-active approach to Exempt Accommodation conversions so developers are aware that BCC is taking a close look. A small number of investigations and enforcement action would send a clear message to providers.
Customer Services Programme Task and Finish Group	Report from Scrutiny Task and Finish Group	Report on Scrutiny of the Implementation of recommendations from the Customer Service Reviews of Bereavement Services, Waste, Highways and Housing Repairs	Wendy Griffiths	TBC	N/A	The work of the Task and Finish Group was agreed at Co-ordinating OSC on 14.10.22
Scrutiny Work Programme	Decision	To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny Committees and Scrutiny Inquiries	Christian Scade	N/A	N/A	

Deadline: 30 November 2022

Publication: 1 December 2022

Meeting Date: 27 January 2023

10.00am Committee Rooms 3 and 4, Council House

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Cabinet Member Portfolio Overview (TBC)	Cabinet Member Priorities	Cabinet member to set out priorities for the administration and key deliverables for 2022/23 and identify issues for further scrutiny <ul style="list-style-type: none"> • Social Cohesion and Inclusion • Tackling Inequality • Equalities within the Community • Third Sector Partnership and Engagement • External Challenge 	Marcia Wynter, Cabinet Support Officer	Cabinet Member for Social Justice, Community Safety and Equalities, Cllr. John Cotton		
Scrutiny Work Programme	Decision	To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny Committees and Scrutiny Inquiries	Christian Scade	N/A	N/A	
TBC						

Deadline: 18 January 2023

Publication: 19 January 2023

Meeting Date: 17 February 2023

10.00am Committee Rooms 3 and 4, Council House

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Domestic Abuse	Strategy / Policy Review and Development	To enable Co-ordinating OSC to inform the development of the Domestic Abuse Strategy	Christian Scade	TBC	TBC	Cllr. Yip has been working with officers to arrange a Round table meeting in December 2022. This will provide an opportunity for evidence gathering to inform the February meeting.
Scrutiny Work Programme	Decision	To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny Committees and Scrutiny Inquiries	Christian Scade	N/A	N/A	
TBC						

Deadline: 8 February 2023**Publication: 9 February 2023****To be scheduled:**

Leader's priorities

Leader to set out priorities for the administration and key deliverables for 2022/23 and identify issues for further scrutiny within the remit of the Committee:

- Structure and Governance of the Council
- Communications
- Council Wide Efficiency and Improvement
- Policy and Partnerships
- West Midlands Combined Authority

To consider the data available from the City Observatory that is relevant to the terms of reference for the Co-ordinating OSC

Council Procedures and Arrangements

Overview and Scrutiny Arrangements

Update on Election Act to Committee before new year following report to Committee in December 2021

Update on Trailblazer Devolution Deal

Report on how the recommendations from the Overview and Scrutiny Committees are tracked and monitored and relate to the wider Council including Cabinet Members and Senior Officers.

Early Intervention and Prevention

COMMONWEALTH GAMES, CULTURE AND PHYSICAL ACTIVITY OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

DECEMBER 2022 – FEBRUARY 2023

Date of Meeting: Wednesday 7th December 2022 at 1.30pm in Committee Rooms 3 & 4 (time changed to accommodate Cllr Mariam Khan)

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Cabinet Member Portfolio Overview	Update Report	Report providing a summary of Cabinet Member priorities for 2022-23, and identify opportunities for O&S to add value	Ceri Saunders, Cabinet Support Officer	Cllr Mariam Khan, Cabinet Member for Health and Social Care	None Required	Moved from the October 2022 committee meeting.
Commonwealth Games – Legacy	On-going Report	(To be shaped following November 2022 O&S Committee)	To be confirmed	To be confirmed	None Required	CWG legacy will be a standard item.

Final Deadline: Monday 28th November 2022Publication: Tuesday 29th November 2022

Date of Meeting: Wednesday 11th January 2023 at 2pm in Committee Rooms 3 & 4

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Commonwealth Games – Legacy	On-going Report	(To be shaped following November 2022 O&S Committee)	To be confirmed	To be confirmed	None Required	CWG legacy will be a standard item.

Final Deadline: Friday 23rd December 2022

Publication: Tuesday 3rd January 2023

Date of Meeting: Wednesday 1st February 2023 at 2pm in Committee Rooms 3 & 4

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Commonwealth Games – Legacy	On-going Report	(To be shaped following November 2022 O&S Committee)	To be confirmed	To be confirmed	None Required	CWG legacy will be a standard item.

Final Deadline: Monday 23rd January 2023

Publication: Tuesday 24th January 2023

ECONOMY & SKILLS OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME DECEMBER 2022- FEBRUARY 2023**Meeting Date: 7th December 2022**

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Employment & Skills Inquiry – Evidence Gathering session	Inquiry	TBC	Fiona Bottrill, Scrutiny Manager	TBC	TBC	

Final Deadline: Monday 28th November 2022**Publication: Tuesday 29th November 2022****Meeting Date: 11th January 2023**

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Employment & Skills Inquiry – Evidence Gathering session	Inquiry	TBC	Fiona Bottrill, Scrutiny Manager	TBC	TBC	

Final Deadline: Monday 2nd January 2023**Publication: Tuesday 3rd January 2023**

Meeting Date: 8th February 2023

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
East Birmingham Inclusive Growth Strategy (TBC)	Agenda Item	To keep up to date with the ongoing work in the area and identify further issues for scrutiny	Mark Gamble	Mark Gamble	None Required	The committee has regularly received 6 monthly updates since the approval for implementation.
Our Future City Plan: Shaping Our City Together	Agenda Item	To be appraised on ongoing plan and take part in future consultation and engagement and identify further issues for scrutiny	Simon Delahunty-Forrest	TBC	None Required	A further update was requested following the original item presented to committee in July. This work also complements the EBICGS. Members also have the opportunity to keep up to date on proposed consultation and engagement.

Final Deadline: Monday 30th January 2023

Publication: Tuesday 31st January 2023

EDUCATION AND CHILDREN'S SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME DECEMBER 2022 – FEBRUARY 2023

Date of Meeting: Wednesday 4th January 2023 at 10am in Committee Rooms 3 & 4, Council House

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Birmingham Safeguarding Children's Partnership (BSCP)	Update Report	To receive the BSCP Two-Year Report and the Independent Chair's Accountability Report	Simon Cross Business Manager, BSCP	Penny Thompson, Independent Chair, BSCP Simon Cross Business Manager, BSCP	None	BSCP last attended a formal committee meeting on 16 th February 2022 Members of the Children and Young People Mental Health Inquiry from the Health and Social Care OSC have been invited (Cllrs: Mick Brown (Chair), Kath Hartley, Gareth Moore, Julian Pritchard, and Paul Tilsley (Deputy Chair))
Improving Services for Children and Families: Progress Report	Update	Update on the improvement journey so far in Children and Families, including headline improvements and a summary of the Improvement Plan	Sue Harrison, Director, Children and Families	Sue Harrison, Director, Children and Families Kerry Madden, Programme Manager		
Children and Young People Plan	Consultation	Part of the consultation				

Final Deadline: Thursday 22nd December 2022 and Publication: Friday 23rd December 2022

Education and Children's Social Care O&S Committee, Work Programme December 2022 – February 2023

Date of Meeting: Wednesday 22nd February 2023 at 10am in Committee Rooms 3 & 4, Council House

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
School Attainment	Update Report		Lisa Fraser, AD, Education and Early Years	Lisa Fraser, AD, Education and Early Years Tim Boyes, Chief Executive, BEP		

Final Deadline: Monday 12th February 2023

Publication: Tuesday 13th February 2023

HEALTH & SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME DECEMBER 2022 – FEBRUARY 2023

Date of Meeting: Tuesday 20th December 2022 @ 10.00am, Committee Rooms 3 & 4, Council House

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Birmingham Safeguarding Adults Board Annual Report</i>	<i>Agenda item</i>	<i>Reporting on outcomes against priorities in the previous year.</i>	<i>Asif Manzoor Dr Carolyn Kus, Independent Chair</i>	<i>N/A</i>	<i>None identified</i>	
<i>Birmingham and Lewisham African Health Inequalities Review (BLACHIR)</i>	<i>Agenda item</i>	<i>Reporting on progress against actions in the report</i>	<i>Dr Justin Varney; Monika Rozanski; Marcia Wynter; Ceri Saunders</i>	<i>N/A</i>	<i>None identified</i>	<i>Councillor John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities Councillor Mariam Khan, Cabinet Member for Health and Social Care. Report to include lessons learnt from COVID deaths.</i>
<i>Q2 Adult Social Care Performance Monitoring</i>	<i>Agenda item</i>	<i>Report on red rated performance indicators; 5 performance indicators chosen by HOSC for in-depth examination and the complete set of Adult Social</i>	<i>Maria Gavin</i>	<i>N/A</i>	<i>None identified</i>	

		Care performance indicators.				
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Final Deadline: Thursday 8th December 2022

Publication: Monday 12th December 2022

Date of Meeting: Tuesday 24th January 2023 @ 10.00am, Committee Rooms 3 & 4, Council House

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Day Opportunities Co-Production Review</i>	<i>Agenda item</i>	<i>Findings of the independent co-produced review of day opportunity services.</i>	<i>John Williams / Saba Rai / John Freeman</i>	<i>N/A</i>	<i>None identified</i>	
<i>Dementia Strategy</i>	<i>Agenda item</i>	<i>Following consultation seeking approval for the strategy</i>	<i>Revinder Johal, Commissioning Manager – Strategy and Integration, ASC</i>	<i>N/A</i>	<i>None identified</i>	

Final Deadline: Thursday 12th January 2023

Publication: Monday 16th January 2023

Date of Meeting: Tuesday 21st February 2023 @ 10.00am, Committee Rooms 3 & 4, Council House

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Birmingham Sexual Health Services – Umbrella (UHB)</i>	<i>Agenda item</i>	<i>Annual report on performance against public health contract.</i>	<i>Karl Beese</i>	<i>N/A</i>	<i>None identified</i>	
<i>Immunisation</i>	<i>Agenda item</i>	<i>Report to set out the challenges with the take up of immunisations.</i>	<i>Mary Orhewere / Kate Woolley, Director of Immunisation and Vaccinations</i>	<i>N/A</i>	<i>None identified</i>	<i>Report to be presented as a scoping paper for a possible future inquiry based on previous scoping paper for Infant Mortality.</i>

Final Deadline: Thursday 9th February 2023

Publication: Monday 13th February 2023

BIRMINGHAM/SANDWELL JOINT HEALTH SCRUTINY COMMITTEE**Date of Meeting:** 29th November @ 2.00pm, Committee Room 6. Council House**Venue:** Birmingham

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Acute Care Model</i>	<i>Agenda item</i>	<i>To report on the model for acute care.</i>	<i>TBC</i>	<i>N/A</i>	<i>None identified</i>	
<i>Feedback on proposed changes to Day Case Surgery</i>	<i>Agenda item</i>	<i>To report on feedback regarding proposed changes to Day Case Surgery.</i>	<i>TBC</i>	<i>N/A</i>	<i>None identified</i>	

Final Deadline: 17th November 2022**Publication:** 21st November 2022**BIRMINGHAM/SOLIHULL JOINT HEALTH SCRUTINY COMMITTEE****Date of Meeting:** 19th January @ 2.00pm, Committee Room 6, Council House**Venue:** Birmingham

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Birmingham and Solihull ICS Update on Performance against</i>	<i>Agenda item</i>	<i>To report on the financial and recovery plan for the ICS.</i>	<i>Paul Athey, ICS Finance Lead</i>	<i>N/A</i>	<i>None identified</i>	

<i>Finance and Recovery Plans</i>						
<i>Integrated Care System and the Role of Scrutiny</i>	<i>Agenda item</i>	<i>To determine future arrangements and reporting</i>	<i>TBC</i>	<i>N/A</i>	<i>None identified</i>	

Final Deadline: 6th January 2023

Publication: 11th January 2023

HOUSING AND NEIGHBOURHOODS OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMME DECEMBER 2022 - FEBRUARY 2023

Date of Meeting: Thursday 15th December 2022 – 2pm in Committee Room 6

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

				Pamela Powis, Senior Service Manager, Safer Places		
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Informal Session

Cleaner Streets	Evidence-gathering	<p>Understand what best practice looks like in other Local Authorities and how this is achieved.</p> <p>Explore how Cleaner Streets services are delivered, in particular in relation to localisation.</p> <p>Consider how this could inform future service delivery in Birmingham</p>	Amelia Murray, Overview and Scrutiny Manager	<p>Local Authority presentation</p> <p>(Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment</p> <p>Darren Share, Assistant Director, Street Scene</p>	None Required	This is part of a series of informal sessions to be held immediately after the Overview and Scrutiny Committee
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Final Deadline: Tuesday 6th December 2022**Publication: Wednesday 7th December 2022**

Date of Meeting: Thursday 12th January 2023 at 2pm in Committee Room 6

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Mobile Household Recycling Centres	Update Report	Provide an overview of the scheme, and highlight impact to date	Darren Share, Assistant Director, Street Scene	Darren Share, Assistant Director, Street Scene	None Required	

Informal Session

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

Publication: Wednesday 4th January 2023

Date of Meeting: Thursday 16th February 2023 at 2pm in Committee Room 3&4

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Performance	Quarterly Report	Report outlining performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	TBC	None Required	This will pick up the action from Item 5 (Customer Services and Complaints) at Co-ordinating OSC (23 September 22)
Performance	Quarterly Report	Report outlining performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Sajeela Naseer, Assistant Director, Regulation and Enforcement Darren Share, Assistant Director, Street Scene	None Required	
Tenant Engagement Strategy	TBC	Provide an outline of the new engagement strategy to inform its future development and delivery	TBC	TBC	None Required	
Affordable Housing Plan	Update Report	Provide an outline of progress	Kerry Scott, Housing Delivery Programme Lead	Guy Chaundy, Housing Modernisation and Partnership Manager	None Required	

Final Deadline: Tuesday 7th February 2023

Publication: Wednesday 8th February 2023

Housing and Neighbourhoods O&S Committee Work Programme December 2022 – February 2023

RESOURCES OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME DECEMBER 2022 – FEBRUARY 2023

Date of Meeting: Thursday 22nd December 2022 at 2pm in Committee Room 6

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Financial Monitoring 2022/23	Monitoring report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

Final Deadline: Tuesday 13th December 2022

Publication: Wednesday 14th December 2022

Date of Meeting: Thursday 19th January 2023 at 2pm in Committee Rooms 3&4

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Financial Monitoring 2022/23	Monitoring report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Budget Scrutiny	Consultation	Scrutiny to respond to Budget Consultation	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

Final Deadline: Tuesday 10th January 2022

Publication: Wednesday 11th January 2022

Note: There is no February meeting of Resources O&S Committee, however there will be two meetings in March.

Resources O&S Committee Work Programme December 2022 – February 2023

SUSTAINABILITY AND TRANSPORT OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME DECEMBER 2022 – FEBRUARY 2023

Date of Meeting: Wednesday 16th November 2022, 2pm, Council House (Room 6)

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Street works Permit Scheme	Briefing	Provide an overview of proposed changes	Kevin Hicks, Assistant Director Highways and Infrastructure	None identified	None Required	
Re-procurement of Highways PFI Contract	Briefing	Provide a briefing on the current position and next steps	Kevin Hicks, Assistant Director Highways and Infrastructure	Domenic De Bechi, PFI Contract Manager	None Required	

Final Deadline: Monday 7th November 2022Publication: Tuesday 8th November 2022Date of Meeting: Wednesday 21st December 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Proposed visit to the University Train Station	Briefing	Learn about the Rail Programme investment at University Station. Understand (in situ) the implemented changes to date, and scheduled works	Tom Painter, Head of Rail Delivery, West Midlands Rail Executive	No additional officers identified at this time	Yes	This has been requested by the O&S Committee following its meeting in September. This date/ time of this site visit may change,

						subject to availability of other stakeholders, and a potential joint visit with the Rail and Metro Member Engagement Group
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Final Deadline: Monday 12th December 2022

Publication: Tuesday 13th December 2022

Date of Meeting: Wednesday 18th January 2023, 2pm, Council House (Room 6)

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Parking Civil Enforcement Procurement	Briefing	Provide an overview of the current position and next steps	Kevin Hicks, Assistant Director Highways and Infrastructure	To be confirmed	None	
Footways Crossing Policy	Briefing	Provide an overview of the policy due to be presented to Cabinet in December	Kevin Hicks, Assistant Director Highways and Infrastructure	To be confirmed	None	This was requested at the September Committee meeting

Final Deadline: Monday 9th January 2023

Publication: Tuesday 10th January 2023

Date of Meeting: Wednesday 15th February 2023, 2pm, Council House (Room 6)

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
No items have been confirmed						

Final Deadline: Monday 6th February 2023

Publication: Tuesday 7th February 2023

