

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

PERRY BARR DISTRICT COMMITTEE

THURSDAY, 23 MARCH 2017 AT 15:00 HOURS
IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) 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 - 10

3 MINUTES OF THE LAST MEETING - 19 JANUARY, 2017

To confirm and sign the Minutes of the last meeting held on 19 January, 2017.

11 - 12

4 CODE OF CONDUCT FOR DISTRICT COMMITTEES

To note the Code of Conduct at District Committee meetings.

13 - 38

5 WEST MIDLANDS POLICE - (30 MINS)

Inspector Noeleen Murrin has been invited to attend the meeting to give an update on the police re-organisation.

39 - 40

6 WEST MIDLANDS FIRE SERVICE - (30 MINS)

Station Commander Dave Hodgkins has been invited to the meeting to give an update on Fire Service Provision for Perry Barr District.

7 **BIRMINGHAM CYCLE REVOLUTION - (30 MINS)**

Andy Middleton, BCR Programme Manager and Peter Howarth from Birmingham Cycle Revolution will be in attendance. Further information is available using the following links:-

These links are publically available as part of the ongoing/current consultation process:

<https://www.birminghambeheard.org.uk/economybcr-a34/>

FYI regarding Ladywood District (A38 corridor)

<https://www.birminghambeheard.org.uk/economy/bcr-a38/>

8 **HEALTH AND WELL BEING CHAMPION**

Verbal update from the Cabinet Member for Health and Social Care, Councillor Paulette Hamilton.

9 **DATES OF FUTURE MEETINGS**

To consider the following schedule of meetings for future District Committee meetings in the Council House, Victoria Square, Birmingham B1 1BB on the following Thursdays at 1500 hours:-

13 July, 2017
28 September, 2017
23 November, 2017
18 January, 2018
22 March, 2018

10 **WARD UPDATES**

To receive an update from each Ward.

11 **FUTURE AGENDA ITEMS**

To consider any future agenda items.

12 **OTHER URGENT BUSINESS**

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

13 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman 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

**PERRY BARR DISTRICT
COMMITTEE
THURSDAY,
19 JANUARY, 2017**

**MINUTES OF A MEETING OF THE PERRY BARR
DISTRICT COMMITTEE HELD ON THURSDAY,
19 JANUARY, 2017 AT 1500 HOURS, IN
COMMITTEE ROOM 2, COUNCIL HOUSE,
BIRMINGHAM**

PRESENT: - Councillor Hussain in the Chair

Councillors Gurdial Singh Atwal, Tristan Chatfield, Paulette Hamilton, Jon Hunt, Keith Linnekor, Hendrina Quinnen, Narinder Kooner and Waseem Zaffar.

ALSO PRESENT

Neil De-Costa – Perry Barr District Head
Jim Crawshaw - Head of Housing Options
Kate Foley – Acting Senior Service Manager
Louisa Nisbett - Area Democratic Services Officer
Michael O'Connor – Senior Service Manager

NOTICE OF RECORDING

- 1045 The Chairman advised that this meeting would be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs.

The whole of the meeting will be filmed except where there are confidential or exempt items.

APOLOGIES

- 1046 Apologies for their inability to attend the meeting were submitted on behalf of Councillors Ray Hassall and Karen Trench.

MINUTES

- 1047 The Minutes of the last meeting on 24 November, 2016, having been previously circulated were confirmed and signed by the Chairman.

COMMITTEE CODE OF CONDUCT

- 1048 The Code of Conduct related to District Committees was received and noted.
(See document no. 1)
-

HOUSING ISSUES

HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT QUARTER 201617

The following report of the Strategic Director, Place was submitted:-

(See document no. 1):-

Kate Foley presented the report and gave a brief summary. During the discussion the following points were made:-

- Management of Anti-Social Behaviour – Perry Barr district had a low level of ASB compared to other Districts. There had been 73 enquiries received. The correct figure for cases responded to on time was 97.3%. Some had been responded to on time but had not been logged and they were working with staff to correct this. 64 cases had been closed during the period.
- High and low-rise blocks – 100% of high rise were good or better. Low rise, 100% were satisfactory.
- Unauthorised Lodgers – These were assessed as soon as possible. There had been 1 case in Perry Barr that had taken longer than 12 weeks.
- Introductory Tenancies – This was 3.2% owing to issues with rent arrears.
- Conditions of Estates – Average bi-annual estate assessment was 27.6%.
- Voids – Average days to let a property was 34.2 days. The figure had been impacted by properties in a sheltered scheme that were hard to let.
- Repairs – Performance in October/November show signs of improvement. The new contract for Perry Barr and Ladywood was with Wates. There were new KPI's and will be new reports. There were some data issues with data transfer. There was also a new appointments system. The policy used was to treat every repair as you would your home. The contractors had instigated a new bonus scheme which was performance managed. The new contract addressed the issues and the KPI's reflected against all elements of the work.

- Councillor Hussain raised some points including why tenancies had not been made secure, the problem with voids, why there was no target for anti-social behaviour and housing options. Kate Foley informed that the question whether there was a target against a service or not was consistent across the City. Everything should be recorded whether there was a target or not.
- Every District had a number of cases where there was an extended introductory tenancy. There was a procedure for seeking possession of a property. The figure for voids was relatively high. Kate Foley could send details of the properties that were difficult to let to all the Councillors.
- Councillor Hussain found it hard to believe that the figures for appointments kept and response to emergencies within 2 hours were correct and added that tenants said that they had waited longer.
- Michael O'Connor said that contractors were reviewing the data. Data not recorded straight away was classed as a failure leading to incorrect data figures. Performance was starting to improve. Contractors normally attended within 2 hours. BP = Birmingham Promise.
- Councillor Chatfield had received a number of complaints about communication with contractors and the way tenants were treated. It was felt that some contractors acted like bailiffs. A tenant had been without water for 2 weeks when the contractor had not returned. He felt that contractors were slow to repair boilers and there had been a decline in the standard of repairs to council tenants. Councillor Chatfield questioned why the target for emergency repairs had been reduced.
- Michael O'Connor undertook to check the reduction in the emergency target and report back to the Chairman. Complaints and issues regarding heating and hot water were sent to College Road. The figures were better compared to previous years. It had been noticed that there was an issue regarding gas repairs and this had been taken up with Wates. Random checks had been carried out on parts carried by vans. Wates were aware that a change was needed.
- Councillor Zaffar said that the experience of tenants in Lozells and East Handsworth had been the same as those in Oscott Ward. He was concerned about the behaviour and attitude of some of Wates' staff. A case on Hamstead Road was being investigated.
- Michael O'Connor undertook to take back the comments about behaviour of staff to Wates. He commented that it was the same staff as previously, as staff had been transferred by TUPE.
- Councillor Kooner thanked Kate Foley for sorting out a case of a family without heating before Christmas. She requested information about the number of times a contractor had to return to complete a job. Michael O'Connor informed that once a job was issued it stayed open until it had

been completed. There were no statistics about the number of returns. Contractors needed to instil KPI's in their bonus scheme.

- Councillor Linnecor said that the Cabinet Member should be asked to ensure the parts for boilers were available. He stated that when calling cards were put through doors they were vague and suggested that a photo be taken of the card on the door by the contractor to prove they had attended. Michael O'Connor added that a tracker was also in use.
- Reference was made to obsolete boilers and parts. Michael O'Connor said officers should carry out checks on parts for gas repairs on their vans. Where the parts were obsolete a new boiler could be authorised.
- Councillor Paulette Hamilton queried the appointments kept at 65.5%, and appointments made at 94.5% and asked whether these were within the 2nd or 3rd subsequent visits.
- Michael O'Connor informed that if a contractor did not turn up by the end of the appointment time, and this could be by 5 minutes, it was classed as a failure. Statistics were kept of all jobs completed. He did not accept that people were left for 2 weeks without heating.

Housing Allocation Policy – Re-Registration

Jim Crawshaw attended for this item. The following document had been circulated to Members:-

(See document no. 2)

During the discussion the following points were made:-

- The new scheme had been worked on for a couple of years and had now been signed off. The new re-registration scheme would start in February, 2017. Everyone on the waiting list would need to re-apply by 20 April, 2017. Jim Crawshaw stressed the importance of re-registering during that period in order to keep the same date of application.
- Letters were being sent out. Applicants would be given an ID to log onto the new system. A second letter would be sent as a reminder. The online system only would be used in the future. There would be a team of officers who could visit the most vulnerable people to offer assistance.
- The list of frequently asked questions would be updated regularly.
- In reply to comments from Councillor Hussain about people who did not have, or were unable to use internet facilities, applications could only be made on the internet. Choice Based Lettings, an online system had been used since 2011 and was used by people to bid for properties. People were encouraged to get help from families and friends. An online system was also used to apply for people to apply for benefits. The team to assist people with the system would also include 2 visiting officers.

- Councillor Linnecor was concerned that the most vulnerable people would be affected and he said that this had been overlooked. He did not think that computers were always better.
- Jim Crawshaw said there had been some issues with the current scheme and IT systems had been proved to work. People requiring assistance would be helped by the staff.
- Councillor Atwal felt the scheme was unfair to people without computer skills and those with language difficulties. Jim Crawshaw answered that they were aware that the system translated into to a wide range of community languages. The most vulnerable would be assisted and targeted to ensure they could re-register.
- In reply to questions from Councillor Paulette Hamilton about supporting the most vulnerable, and query whether there would be a right of appeal if someone missed the date for re-registering owing to them being out of the country or another genuine reason Jim Crawshaw said that there was a right of appeal to review the decision if proof could be given.
- Councillor Kooner was concerned that the system was online based only and referred to Birmingham being one of the most diverse cities in the UK. Councillor Kooner asked for details about how the points were allocated in order to share with residents. She said that measures should be put in place to assist vulnerable people including those with language difficulties. Councillor Kooner agreed that consideration should be given for people unable to complete the process owing to being abroad.
- Jim Crawshaw reiterated that the system would translate into a vast amount of community languages, therefore language would not be an issue. The allocation scheme was published by every Local Authority and circulated. It was also sent out to all applicants. A banding system was used with the top band being those with severe housing needs. He was happy to share the information.
- There would be a market stall at the next Cabinet Committee attended by 6 members of the re-registering team. In reply to a suggestion from Councillor Kooner for mobile drop in surgeries in local areas, Jim Crawshaw informed that this had been tried when choice based lettings were introduced, however there had been little uptake.
- In reply to Councillor Jon Hunt about the possibility of BCC Call Centre assisting with the forms, there were no resources for the BCC Call Centre to do this. It was confirmed to him that only tenants wanting to move would need to register. Medical evidence could be sent in to support applications, however existing medical evidence would be used if there was no change of circumstances.
- In reply to Councillor Chatfield Band A was prioritised by who was registered the longest.

- In reply to Councillor Hussain there were 196 families in temporary accommodation. It was more difficult to house larger families.

1049 **RESOLVED:-**

That the report of the Strategic Director, Place be received and noted.

DATES OF FUTURE MEETINGS

1050 **RESOLVED:-**

The schedule of meetings was noted for future District Committee meetings in the Council House, Victoria Square, Birmingham B1 1BB on the following Thursdays at 1500 hours:-

Committee Room

23 March, 2017	2
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WARD UPDATES

1051 Updates were given as follows:-

Handsworth Wood Ward – Councillor Narinder Kooner

- They had discussed LIF and the budget. There were a number of residents who were concerned about Landlords and street cleansing.

Lozells and East Handsworth – Councillor Hendrina Quinnen

- They had informed residents about the future council. They had promoted partnership working.
- Progress had been made with regard to street cleansing. Thanks were given to the street cleansing team however there were still issues with flytipping. They were trying to educate people to take responsibility. There were some voluntary organisations assisting them.
- A cleaner streets plan was being worked on.
- Unadopted Roads were an issue and some clarity had been sought. The Environmental Summit had been successful. There had been an increase in attendance at the Ward meetings. The main issues were housing and families.

Oscott – Councillor Linnecor

- The next meeting was on 29 March. Issues were the on-going problems with trees. It was hoped a survey on overgrown trees would be available. Others were parking outside schools. There had been a discussion on

libraries and they were looking for agencies to help. Regular issues were transport, parking and government cuts.

Perry Barr – Councillor Jon Hunt

- They had discussed LIF at the Ward Advisory Board meeting. They had looked at Health Jobs and Skills. Another meeting would be held in March. the Neighbourhood Report had been signed off by the Deputy Leader.
- Problems were flytipping and dog fouling. There were concerns about libraries however they had been given reassurance that they would be kept at the heart of the community. Parks were a major concern and the budget consultation.

FUTURE AGENDA ITEMS

1052 Items to be considered for future agendas were suggested as follows:-

- Updates from the Champions
- Talk from Assistant Leader regarding the challenges of devolution.
- Cycle Revolution.

OTHER URGENT BUSINESS (REPORTS BY OFFICERS)

1053 There was no other urgent business.

AUTHORITY TO CHAIRMAN AND OFFICERS

1054 **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 1638 hours.

CHAIRMAN

CODE OF CONDUCT AT THE DISTRICT COMMITTEE

1. This code applies to all persons present at the District Committee.
2. The Chair of the meeting is responsible for the good conduct of the meeting.
3. The purpose of the meeting is to transact the business of the District in relation to the functions, operational powers and duties delegated by Cabinet.
4. The meeting's format is set out in the Agenda. The Chair of the meeting may vary the order of items.
5. The Chair will decide if members of the public can address the meeting. Anyone wishing to do so should raise their hand, and may speak **only** at the invitation of the Chair.
6. Members of the public may ask questions on an item by raising their hand, but **only** at the invitation of the Chair.
7. Reports will be presented by City Council officers or other invited guests. These presenters are representing their organisations and may be bound by the decisions taken by those organisations.
8. The good conduct of the meeting is controlled by the Chair of the meeting. Those people wishing to speak should try to inform the debate currently in discussion. The Chair having invited a person to speak, has the final say and can order a person to discontinue their speech.
9. If the Chair of the meeting feels that a person(s) is persistently disregarding the good conduct of the meeting or if disorder breaks out then the Chair may order the person(s) to leave, suspend the meeting until in his/her opinion the meeting can restart or close the meeting.



WMP2020



Preventing crime, protecting the public and helping those in need
www.west-midlands.police.uk





Why change? – it's all about our vision!



Our change programme is based on four pillars:

1. **We are geared to prevent crime** - we prevent crime and offending before people can be harmed
2. **We are prepared to respond at pace** - we need to adopt a more agile, mobile and effective response to problems in communities
3. **We are ready to learn and adapt** - we will become a more active, innovative and learning organisation
4. **We listen and reassure** - we will adopt a new approach to working with the public, partners and each other





Challenges we face as we maintain our service

**22% funding
reduction**

**3,000 fewer
people @ WMP**

**Increasing challenge
to prevent terrorism
and cyber crime**

**Increasing use
of digital tools**

Despite this, we have managed to secure:

- ✓ Lower re-offending rates
- ✓ A rise in public confidence and victim satisfaction
- ✓ Crime driven down faster than any other force in the country
- ✓ HMIC rate WMP in their 'top five' force index



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HMIC: how we compare nationally

Peel reports are annual assessments carried out by Her Majesty's Inspectorate of Constabulary (HMIC) into police forces in England and Wales examining their **effectiveness**, **efficiency** and **legitimacy**.



Efficiency
How efficient is the force at keeping people safe and reducing crime?



Legitimacy
How legitimate is the force at keeping people safe and reducing crime?



Effectiveness
How effective is the force at keeping people safe and reducing crime?





What is WMP2020?

- WMP2020 is an intensive four year change programme that will change the face of policing across the West Midlands
- Over 30 core projects make up WMP2020
- All projects have people and technology at their heart
- WMP2020 projects focus on crime prevention, aligning to our [strategic assessment](#)
- Extensive public consultation has shaped our proposals
- WMP2020 is delivering right now with waves of change up until 2020
- It is designed to help us stay one step ahead of criminals and make us fit for future challenges



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Projects include

- Reshaping the way we handle calls from the public
- Redesigning emergency response
- New technology and police apps to help keep our officers on the streets
- New state of the art custody blocks and police buildings
- Targeting prolific offenders to break the cycle of crime
- Forging stronger partnerships with organisations who can help transform lives
- Improvements to neighbourhood policing
- Working in partnership with citizens
- Changing the way our investigators work to deal with new and emerging crime threats
- Building stronger and more informed communities to prevent crime together





Progress so far

£1 million

Active
Citizens fund
created
to help
community
groups



1,640

body worn
video cameras
being issued
to officers
across the
force



2

new custody suites



Refurbishment of
HQ and Bloxwich
police station

6,500

smart phones
being rolled
out to officers



1,100

laptops to be issued
to staff



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What's changing in neighbourhood policing?





Neighbourhood Policing: our ambition

*“The new neighbourhood policing model continues the values of the past but with a focused and determined approach to **prevent crime, disorder and demand.**”*

*“... we must create a **depth of partnership** unseen in this region, something devolution can now help us achieve; a whole system approach to complex problems.”*

*“...a big push on **becoming better at prevention** of crime. Early intervention, good partnership working, shared data that's exploited and more integrated working with other agencies.”*

*“We must find ways to **work collaboratively** with partners to understand and provide interventions to prevent young people especially from becoming victims and the people who commit crime.”*

Chief Constable, Dave Thompson



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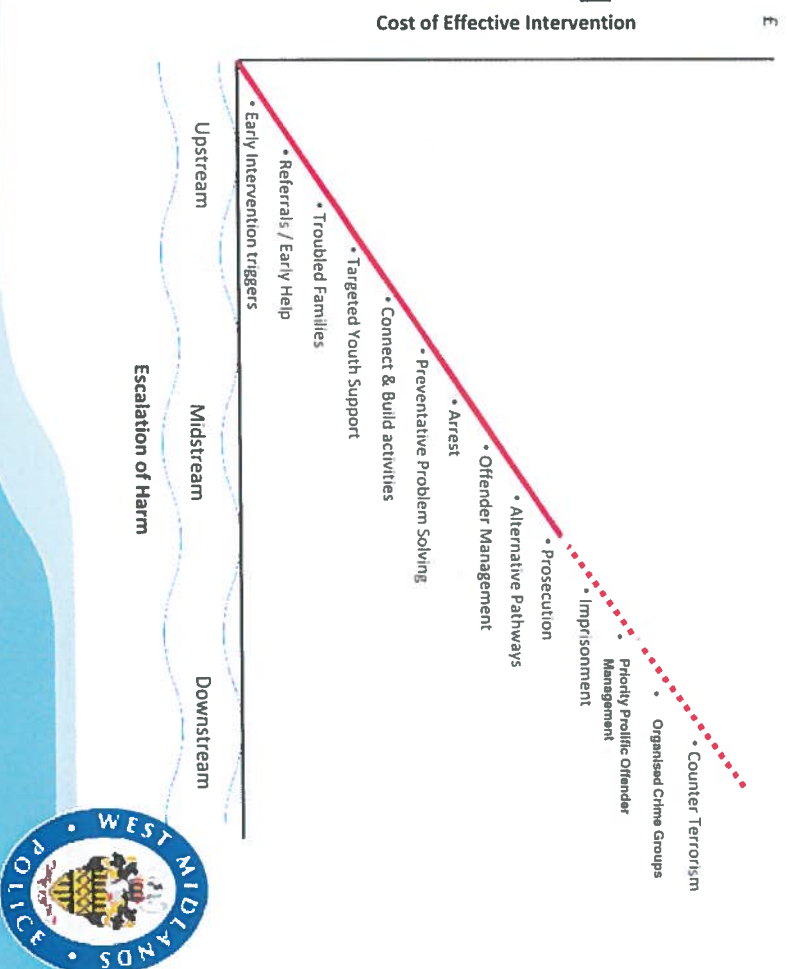
The next generation of local policing

“The police service is like someone standing on the bank of a fast-flowing river.

“There are people struggling in the water and more coming down with the current.

“Do you go in and rescue the ones you can see, or do you run up the bank and see who is throwing them in?”

Sir Ian Blair



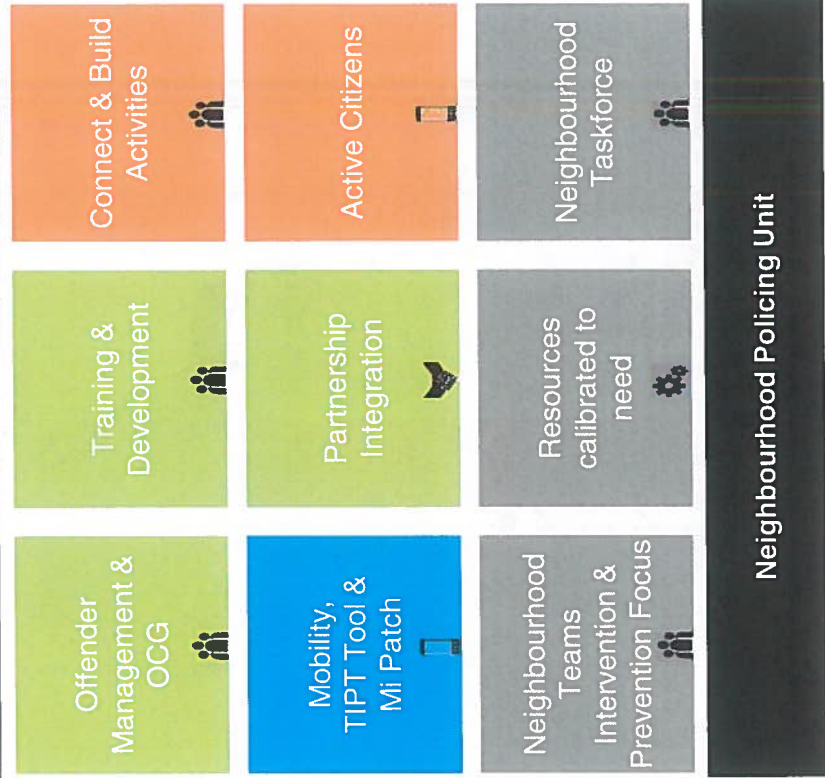
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So how will it work?

Neighbourhood
policing units will be
made up of specialist
capabilities

Neighbourhood Policing Unit



"I want to reset the relationship with the public. We want to encourage a more active role from the public to make them a more active partner. We want to reset the relationship with the public. We want to encourage a more active role from the public to make them a more active partner. We want to reset the relationship with the public. We want to encourage a more active role from the public to make them a more active partner."

... supported by new training, technology, processes and ways of working

Blueprint element:
People
Technology
Process
Partner

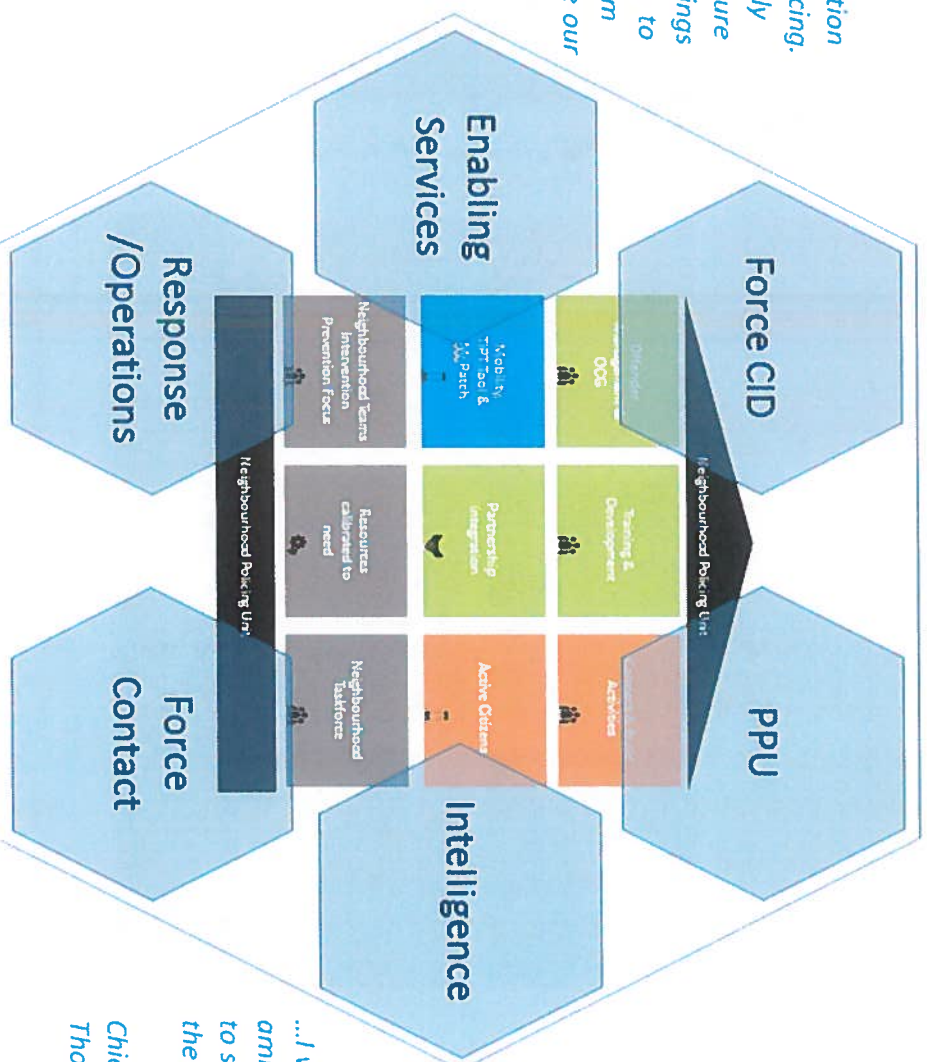
WMP 2020 Blueprint Pillars

Designed to listen and reassure
Gearing to prevent harm
Ready to learn and adapt
Chief's New deal for people



Neighbourhood policing remains at the heart of our model. Other units that make up WMP

"Do not think prevention is the soft end of policing. We must have a steely determination to ensure we are clear what things work, be accountable to make sure we do them and that we measure our impact..."



...I will set a two year ambition plan for the force to support the delivery of the police and crime plan".

Chief Constable D. Thompson



The types of neighbourhood: aligning our resources to areas of greatest need

Typology	Description
City Centres	Bespoke policing requirements, retaining some of their current service levels which differ for other typologies e.g. Night-time Economy & 24/7 policing
Complex Policing Need	Wards with highest levels of Need for Local Policing services.
Additional Policing Need	Wards with medium to high levels of Need for Local Policing services, that are transitional in nature and could become Complex Need areas if not managed carefully.
Universal Plus Policing Need	Wards with medium to low levels of Need for Local Policing services, that are transitional in nature and could become Universal Need areas if managed carefully.
Universal Policing Need	Wards that are relatively resilient and can rely on a lower Local Policing presence.



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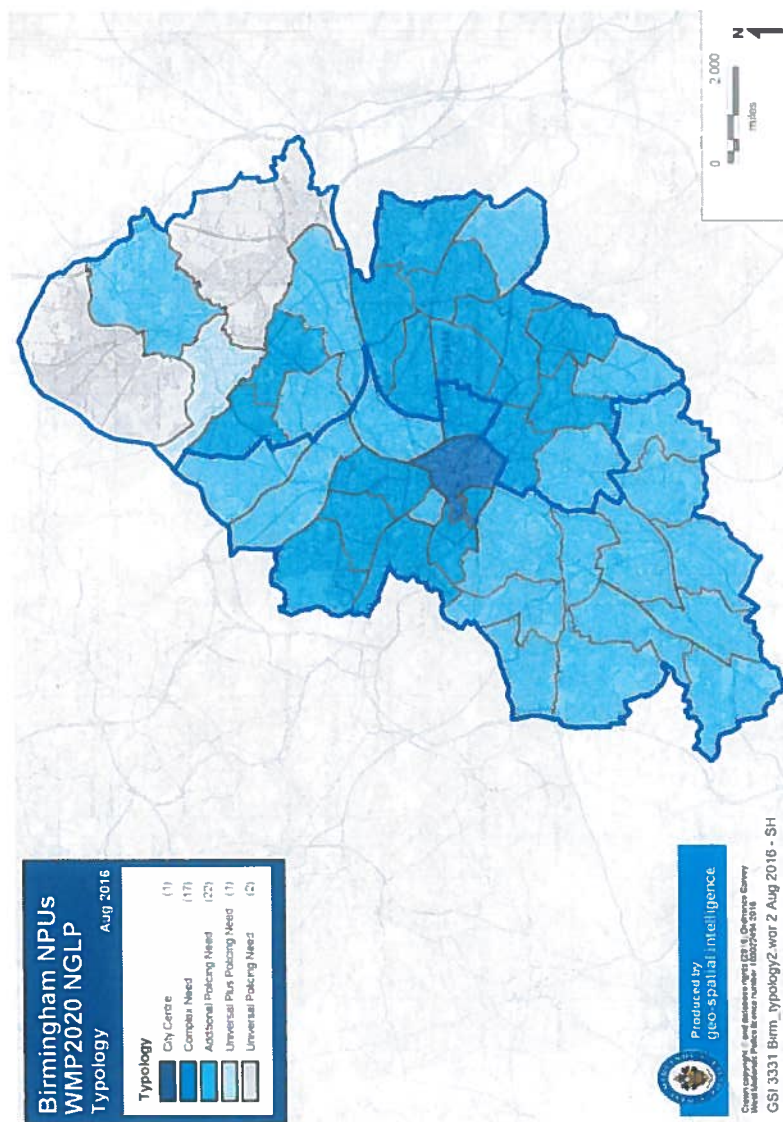
We are introducing new ways of working with local people to enhance neighbourhood policing



- New ways to engage with our communities
- New digital community messaging tool – **WMNow** to give citizens the latest information about policing in their chosen neighbourhoods
- New website functionality to allow citizens to report incidents, make online statements and track crime progress online
- £1m Active Citizens Fund



What does this mean for Birmingham?



- 90% of neighbourhood officers remaining in neighbourhood teams
- 600 staff dedicated to preventing crime and building local relationships across Birmingham
- An increase compared to current set up

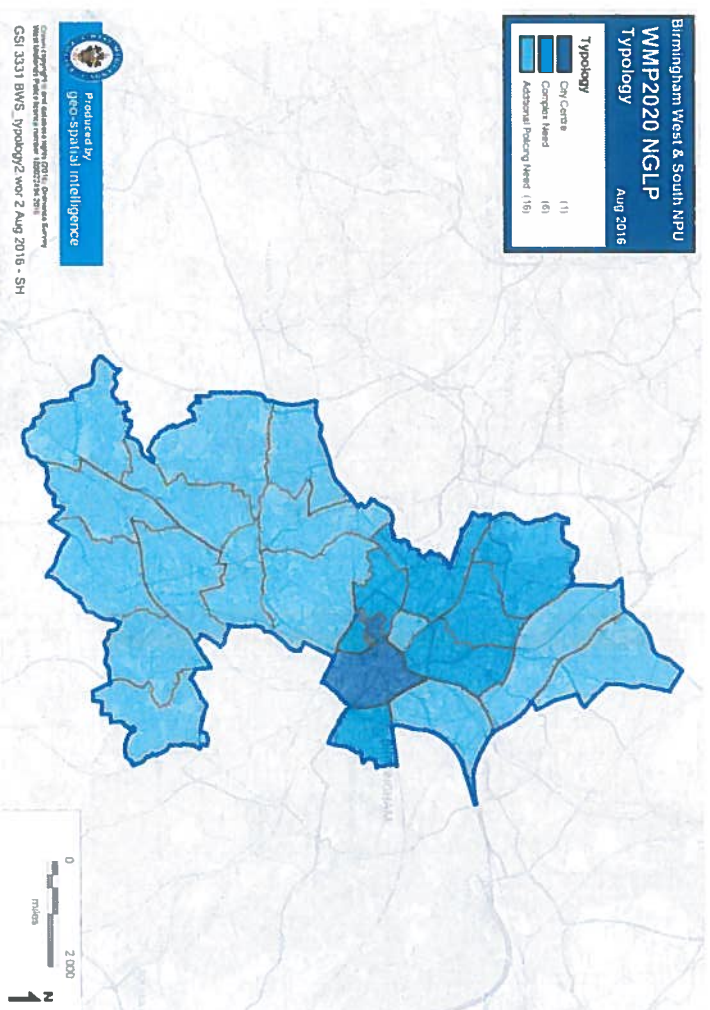


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What does this mean for Birmingham West?

- Over 370 staff conducting neighbourhood policing across Birmingham West NPU
- This is an increase in numbers compared to current staffing arrangements

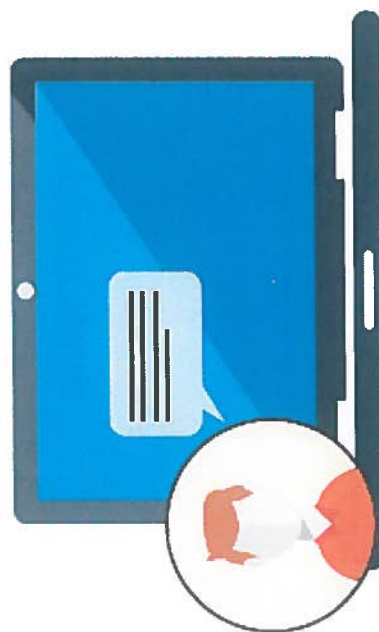




Digital Experience for Citizens

What's coming?

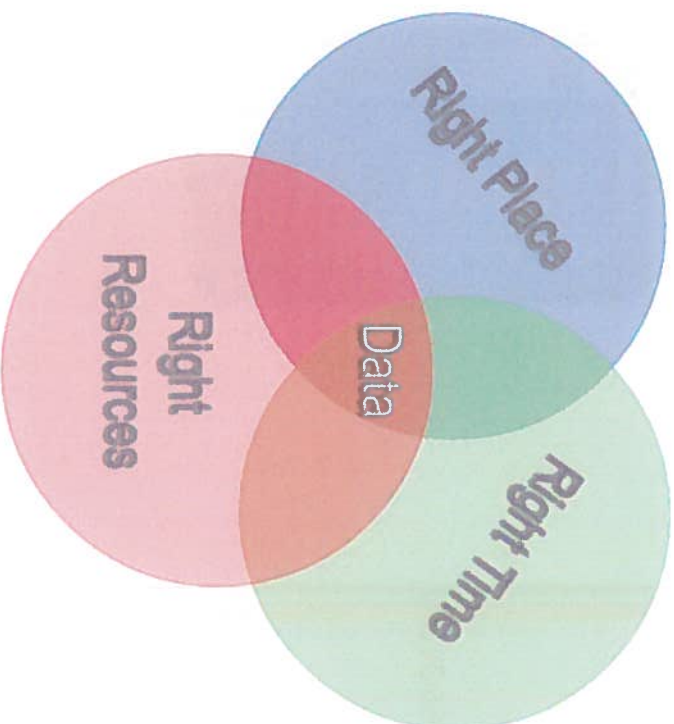
- ✓ Online incident reporting
- ✓ Online case tracking
- ✓ Advanced signposting and self-service options
- ✓ Range of transactional services such as vehicle recovery
- ✓ Interactive statement generator



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Data Driven Insight



- Information is the lifeblood of policing
- Investing in new technology to analyse information
- Making the best decisions we can
- Learning from our past to ensure a brighter future





Integrated Offender Management



- A central team implementing effective practice
- Local offender management units supporting neighbourhood policing teams
- A new licence breach team
- New resettlement teams based in the region's prisons

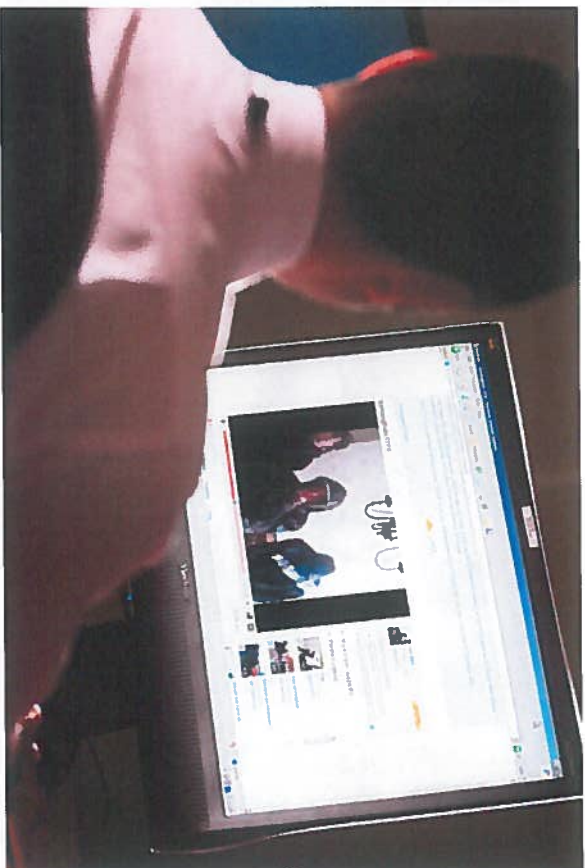


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Intelligence

- Enhanced digital capabilities
- Powerful analytical technology
- Redesigned tasking and co-ordination process
- Closer ties with partners to broaden intelligence sources and improve outcomes



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Investigations



Merging Teams for greater flexibility



Locate Pilot finding missing people safer, sooner



Initial Investigation offering new approaches to victims



Prisoner Intervention and Prevention Teams will be based in custody





Response

- A new corporate function
- Cross-boundary working
- A new Force Support team responsible for searches, managing incident cordons, hospital watches etc
- Other resources responding to incidents historically managed by Response
- The early adoption of new technology





Force Contact



- Merging emergency and non-emergency call centres
- Create three hubs where incidents will be managed
- Implement new risk assessment framework



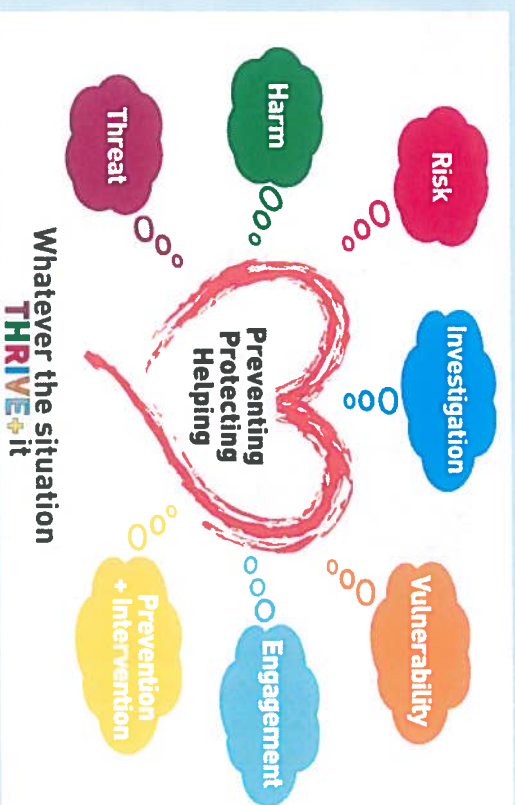


Thrive+

- Review of threat, risk and harm assessments using the Thrive+ principles to provide a more consistent and professional service.
- All call handlers will be assessed according to the Thrive+ principles and graded into one of nine options.
- Increase our grading options from four to nine to assist us in answering calls for service.
- Options have been designed with the public in mind, enabling the force to send the right resource at the right time to meet the needs of our communities.

What this will mean for you?

- Call handlers will have the ability to align callers' needs to the most appropriate resource.





Birmingham Home Safety Strategy

Those at risk from fire:

- Unemployed for over 12 months or in low paid jobs
- Alcohol and drug dependency
- Mental ill health
- Older person (over 65)
- Young families on benefits particularly single parents
- Limited mobility
- Smokers especially when linked to drug and alcohol use

Increased risk if any of the above PLUS:

- Black Afro Caribbean or mixed ethnicity
- Adult living alone
- Living in rented accommodation

to reduce the number of Accidental Dwelling Fires and increase the number of referrals for vulnerable people

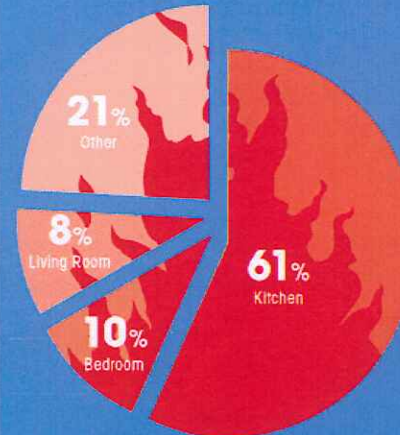


Fire Station

Birmingham North Priority Wards:

Aston
Nechells
Ladywood
Soho

Where did the fire originate:



Housing Type and Incidents:



Source of ignition for accidental dwelling fires – top 3:

