

BIRMINGHAM CITY COUNCIL

CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE

FRIDAY, 11 MARCH 2022 AT 10:00 HOURS
IN BMI MAIN HALL, 9 MARGARET STREET, BIRMINGHAM, B3 3BS

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

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

2 DECLARATIONS OF INTERESTS

Members are reminded that they must declare all relevant pecuniary and non pecuniary interests arising from any business to be discussed at this meeting. If a disclosable pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

3 APOLOGIES

To receive any apologies.

4 ACTION NOTES

To confirm the Action Notes from the meeting held on 21 January 2022 (attached) and 18 February 2022 (to follow).

5 COMPLAINTS SERVICE UPDATE (HOUSING AND INCLUSIVE GROWTH)

To consider information from Wendy Griffiths, AD Customer Services & Business Support, and to consider input from Julie Griffin MD for City Housing, Phil Edwards, AD for Transport & Connectivity and Simon Delahunty-Forrest, AD for Development

3 - 8

9 - 28

29 - 40

6 **PROGRESS REPORT ON IMPLEMENTATION: EXEMPT
ACCOMMODATION**

To consider an update report from the Cabinet Member for Homes and Neighbourhoods.

41 - 86

7 **WORK PROGRAMMES**

The attached work programmes are for discussion by the Committee.

8 **DATE AND TIME OF NEXT MEETING**

To note that the next meeting is scheduled for 8 April 2022 at 10.00am.

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

To consider any request for call in/councillor call for action/petitions (if received).

10 **OTHER URGENT BUSINESS**

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

11 **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

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

BIRMINGHAM CITY COUNCIL

CO-ORDINATING O&S COMMITTEE – PUBLIC MEETING

1000 hours on Friday, 21st January 2022, BMI Main Hall,

Action Notes

Present:

Councillor Carl Rice (Chair)

Councillors: Mohammed Aikhlaq, Deirdre Alden, Kate Booth, Debbie Clancy, Liz Clements, Roger Harmer, Narinder Kaur Kooner, Ewan Mackey, Saima Suleman

Also Present:

Councillor Tristan Chatfield, Cabinet Member for Finance and Resources

Rebecca Hellard, Director of Council Management

Sara Pitt, Director for Finance

Lisa Taylor, Interim Head of Financial Planning

Beverley Sullivan, Finance Manager

Christian Scade, Interim Head of Scrutiny and Committee Services

Daniel King, National Management Trainee

1. NOTICE OF RECORDING/WEBCAST

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2. APOLOGIES

Apologies were submitted on behalf of Cllrs: Mariam Khan and Mick Brown.

3. DECLARATION OF INTERESTS

None declared.

4. ACTION NOTES

(See document No. 1).

RESOLVED:

The action notes of the formal meeting held on 10th December 2021 were agreed.

5. DRAFT FINANCIAL PLAN 2022-26

Cllr Tristan Chatfield, Cabinet Member for Finance and Resources set out the background to the Draft Financial Plan alongside Rebecca Hellard, Director of Council Management.

The Draft Financial Plan set out how the Council would deliver its statutory priorities and ensure value for money to improve citizens' outcomes. The Plan indicated that while there were significant uncertainties, including economic, challenging demand pressures and Covid recovery impacts, the Council was in a strong position with sufficient reserves to manage the identified risks. The S151 Officer assessment was that the budget estimates were robust and the level of reserves adequate, as required by the Local Government Act 2003.

The draft financial settlement contained additional funding, £5.4m above previously assumed, with most of this additional money relating to Social Care Grants. Birmingham's response to the settlement consultation was submitted on 13 January 2022. £7.8m was transferred to Covid Reserve to cover further costs of the pandemic recovery. This was the only money set aside for Covid in 2022/23. The balanced budget for 2022/23 assumed the delivery of £41m savings and included a Council Tax increase of 2.99% (1.99 General + 1% Adult Social Care Precept) and a collection rate of 96.85% was assumed for 2022/23, which was better than last year but lower than normal level of 97.1%. The budget was informed by average inflation assumptions of pay 2.5%, income growth 1% and expenditure 2%, which allowed for a balance budget this year but forecasted an eventual financial gap of £33m by 2025/26. However, further work was underway to develop transformative proposals which would close this medium-term gap.

The Committee was informed that the Council had significantly improved its delivery of savings in recent years, except for 2020/21 when its finances were hit by Covid. It was explained that the Council had delivered circa 80% of planned savings in the last four years. Some pressures and investments were temporary and therefore would reduce in future years, hence the reduction across the medium term.

It was explained that the Council had made an effort to reduce borrowing and manage long-term debt levels. It was noted that the Council's retained Business Rates, before funded reliefs, were expected to reduce to £352m in 2022/23, from £418m. This was a decrease of £66.1m compared to 2021/22. The overall total Business Rates retained by BCC was £19.8m more in 2022/23 than 2021/22. A collection rate of 97% was expected, which was 1% lower than expected but 1% higher than last year.

In response to questions, it was highlighted that the council had encouraged more public engagement with the budget. This had included development of an app for citizens to

try and set the council's budget themselves. It was noted that 2,103 people had visited the site, 1,190 had participated in the challenge, while 127 had submitted a completed budget.

- The Director of Council Management concluded by setting out key dates for setting the 2022/23 budget: 21 January – Coordinating OSC
- 24 January – Business Rates consultation meeting
- 8 February – Budget Cabinet
- 22 February – Full Council – to set 2022/23 Budget and Council Tax
- July 2022 – MTFP Update with plan for balancing medium-term position

In the ensuing debate the following points were raised by the Committee:

- It was noted that average inflation assumptions looked low in the current environment and higher inflation was likely to stay, and it was asked *“what impact would significantly higher than anticipated inflation have on the budget?”*
- It was suggested that inflation pressures were sector dependent, and the council had taken steps to protect against this.
- Concerns were raised that little over 100 people had completed the public engagement budget setting task. However, it was noted that the council had tried something different, and lessons would be learnt to ensure improvements for future years. It was also agreed that the principle gave people a wider view of the budget which was valuable, and that the app was a step in the right direction even though it was not yet a finished product.
- Members asked to see the demographic data for those who had started, but not completed, the online budget consultation.
- It was noted that the reason the additional homelessness grant went to nil after 2022/23, was that the figure the council would receive had not been announced, but it would likely be ringfenced and come with additional burdens, so the figure would not impact the overall budget anyway.
- It was highlighted that the proposal set out allowed for setting a balanced budget for 2022/23 with a financial gap of around £33m by 2025/26. The council wanted to use the transformation it has embarked on; with early intervention and prevention and utilising the large amount of land and property it owned, to make assets work for Birmingham citizens and to close the budget gap. As part of the rolling budget process, it was explained that further transformation proposals would be developed which would help to reduce the medium-term financial gap. In response to questions, it was explained that an update on the progress of this work would be considered by Cabinet during summer 2022. This would allow for planned and strategic proposals rather than a reactionary approach to closing the gap.
- It was noted that there had been a £25m shortfall in the Commonwealth Games budget due to decreased partner contributions. £25m had been moved into a

specific capital contingency fund and on the revenue side the council had explored the cost of borrowing.

- Additionally, the Committee highlighted that there was a risk around the situation of BnBs being used as temporary accommodation for homeless families. It was accepted that it was a terrible situation for families stuck in BnB accommodation and noted that there was a need to drive the problem down. It was noted that there was an ongoing project in Perry Barr addressing this. In relation to the Commonwealth Games, it was also noted this may cause a shortage of accommodation for the increased number of visitors to the city during the games.
- It was suggested that due to a lack of decision making in central government the council was not getting clarity over the future of business rates.
- In response to questions, officers highlighted that there was a statutory obligation to consult with ratepayers surrounding the annual budget. This meeting would be held on 24 January and would focus on the long-term strategy to level up Birmingham, outlining both financial challenges and identifying opportunities for economic growth to support the recovery from the Covid-19 pandemic. It was highlighted that the council had moved a long way in terms of budget process, as shown by improved statistics of meeting its proposals. It now had the star chamber process which held directors to account for delivering the desired savings, but all directorates needed to make sure what they were proposing could be delivered. The Corporate Programme Management Office received monthly reports on where each director was, and the Corporate Leadership Team met monthly to look at performance. Each director was fully responsible for delivery and accountable for their budget.
- It was noted that each year the council lost net 1% of its housing stock, that the amount of housing it could build to put back in was roughly the same as is lost to demolition, and that the council had lost around half of its housing stock due to right to buy. Declining housing stock, declining social housing, a growing population, had put a greater demand on the system. It was suggested that the long-term trend was so strong it was difficult to see what the council could do to radically change homeless policy.
- It was suggested that the council's first step was to rehouse the people from BnB accommodation and sort the significant backlog of housing applications. There was no prospect of an end to right to buy, or central government investment for the council to build more houses. There was a need to focus on the group of people who were excluded from social housing, because they don't meet criteria, or where the council does not have enough housing to meet their needs. Prevention also played a key part, understanding what drove people to homelessness, issues such as debt, family issues, high rent, domestic violence, and working to help solve these.

The Chair thanked Rebecca Hellard, Councillor Tristan Chatfield and other officers for preparing a balanced and robust budget and although the Committee did not make any

formal recommendations on the Draft Financial Plan, the following action/information was requested:

Action points:

- For future reports it was requested that all tables and graphs be labelled to show if they are cumulative or annual figures.
- Officers were asked to provide demographic data for people who had used the Budget App, including those who had visited the site, participated in the challenge and those who had completed the budget consultation exercise.
- Officers were asked to provide a breakdown of inflation, including a split by Directorate and the rates of inflation that had been assumed within the Financial Plan.
- Officers were asked to provide a breakdown of provision for demographic pressures.
- Officers were asked to clarify the revenue implications of the borrowing for the Commonwealth Games.

6. WORK PROGRAMMES

It was noted that the next meeting was on 18th February. It was explained that this would focus on customer services complaint handling. It was highlighted that Wendy Griffiths would be presenting a report with the Interim Chief Executive, Deborah Cadman and the Assistant Director for Street Scene, Darren Share, also in attendance.

The following points were also highlighted:

- An informal Chairs meeting would take place in late January / early February to review each of the Committee's work programmes.
- Cllr Rice, as Chair of Coordinating OSC, highlighted he would be meeting with the Leader of the Council to have another look at the structure of full council meetings to see if any immediate changes needed to be made and how input from Overview and Scrutiny might contribute to this, with a focus on looking at how to make meetings more interesting for local people.

7. DATE OF NEXT MEETING

It was noted that the next meeting would be held on the 18th February 2022 at 10am

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

None

9. OTHER URGENT BUSINESS

None

10. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:

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

The meeting ended at 11:46 hours.

Places, Prosperity & Sustainability

December 2021
Quarter 3



Complaints Volume & Performance Report

Directorate	DEC 2021	NOV 2021	Month Trend	Year to date	Q1	Q2	Q3	Q4	Qtr Trend
Citizen & Member complaints	68	64	↑	740	235	242	263	-	↑
Member Enquiries	63	88	↓	829	216	363	250	-	↓

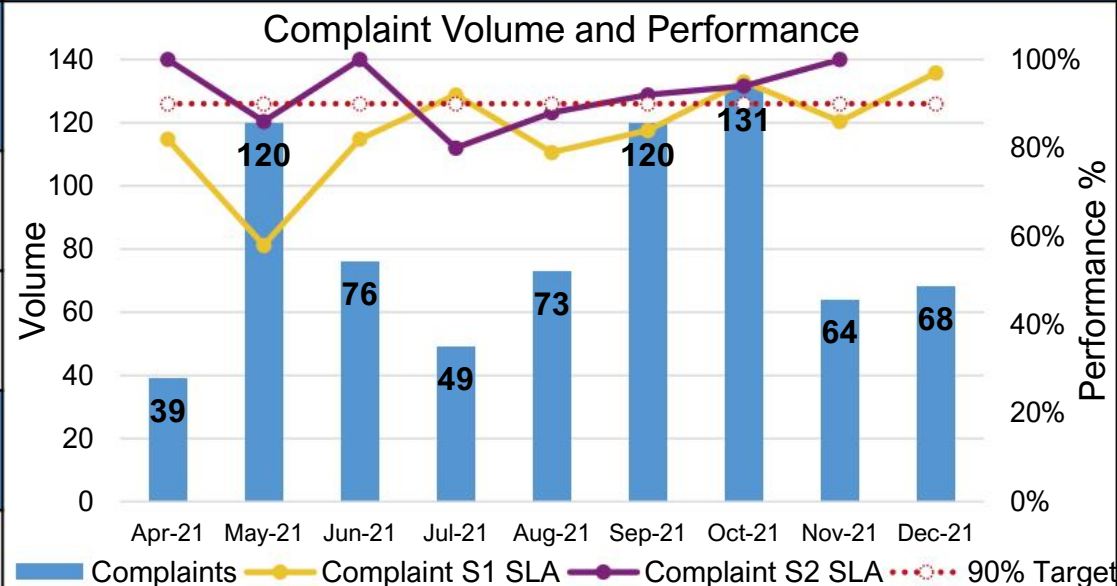
Directorate and Division Breakdown

Birmingham Property Services	4	5	↓	39	5	8	26		↑
Housing Development	0	1	→	8	2	1	5		↑
Planning and Development	17	13	↑	138	35	47	56		↑
Transportation & Connectivity	47	45	↑	555	193	186	176		↓

Citizen and member Complaint Performance

Stage 1 % closed within SLA (15 days)	97%	86%	↑	83%	70%	84%	93%		↑
Stage 2 % closed within SLA (20 days)	n/a	100%	↑	91%	95%	88%	91%		↑

December / Quarter 3 2021



Commentary:
December: The volume of complaints continues to be at the same level as November, much reduced from the levels in September and October. The number of Member enquiries this month are also reduced.

Performance on Stage 1 complaints has improved to 97%, well above the 90% target. Stage 2 performance for November was at 100%.

Quarter: There was a slight increase in the volume of complaints received in Q3, although Transport & Connectivity receives the highest volume of complaints, this quarter there was a drop, but all other areas increased their volumes.

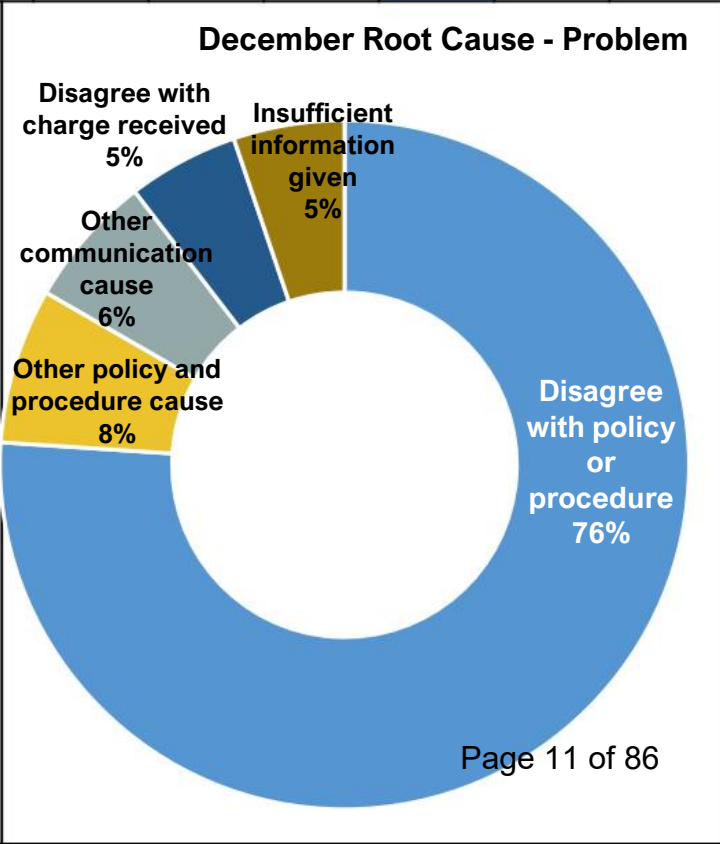
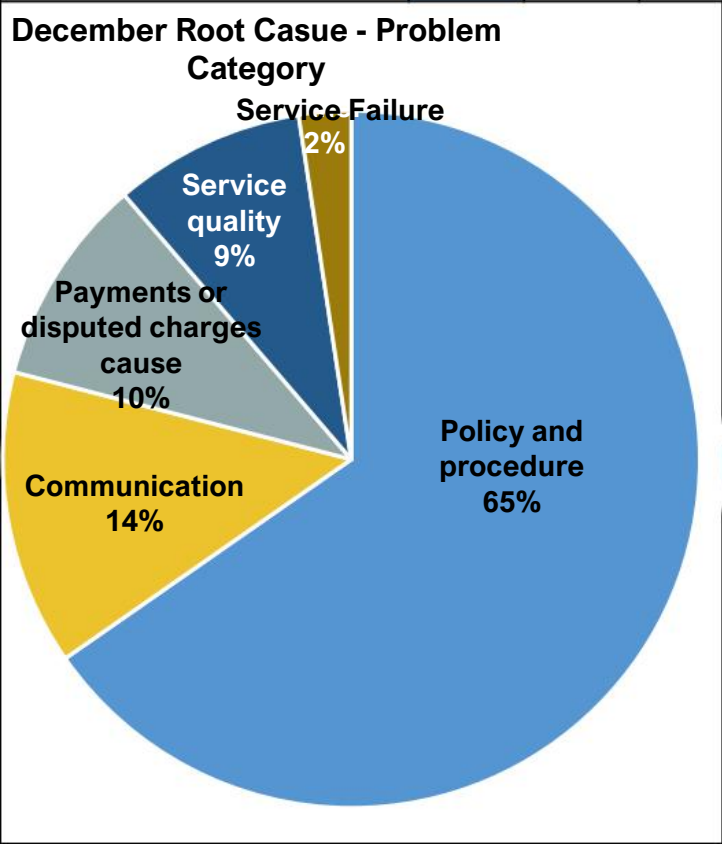
The Complaints Team have received training and are working more closely together with the Service area. This has resulted in cases being responded to above the SLA target.

The incoming cases have stabilised over the last two months and the Complaints Team are continuing to support the Highways Complaints Team to help them manage the PCN backlog.

Places, Prosperity & Sustainability Complaints Root Cause Report

December / Quarter 3 2021

Top Root Causes Problem Categories	DEC 2021	NOV 2021	Month Trend	Year to date	Q1	Q2	Q3	Q4	Qtr Trend
Policy and procedure	81	82	↓	840	226	307	307		→
Communication	17	22	↓	284	90	127	67		↓
Service quality	11	22	↓	204	83	66	55		↓
Payments or disputed charges	12	9	↑	153	21	86	46		↓
Legal & regulatory	Not top 5	9	↓	Not top 5	Not top 5	Not top 5	20		↑
Service failure	3	Not top 5	↑	35	17	8	Not top 5		↓



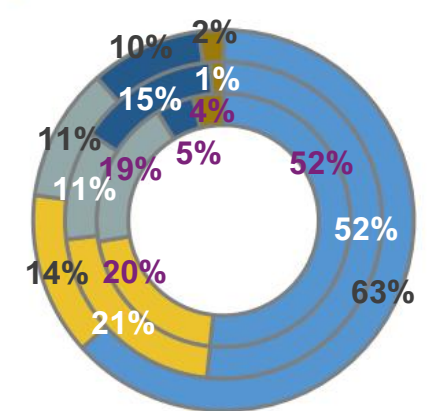
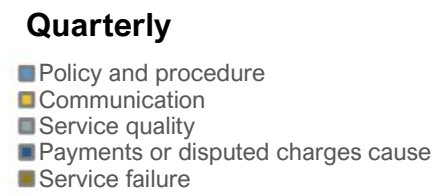
Root Cause Commentary:
December: At 65% policy & procedure continues to be the number 1 root cause problem category (+8% on last month), disagreement with policy and procedure at 75% continues to be the number 1 problem (+21% on last month).

Quarter 3: As with the monthly data, Policy And Procedure is the number 1 root cause problem category at 63%, this shows a Quarterly increase of 9%. This quarter Legal & regulatory was in the top 5, which is not the same as the year to date top 5. October and November both had this problem category within the top 5.

Policy and Procedure is the highest route cause for the Directorate. The problem category is citizens disagreeing with the policy and procedure.

The Clean Air Zone feedback is around the payment process not being clear and confusing on the government website and the signage around Birmingham not being clearly visible.

Planning and Development problem category is complaints disagreeing with the decisions made on a Planning applications or a Planning Enforcement outcomes. On-going discussions are taking place with the Complaints Business Support Managers and Service areas.

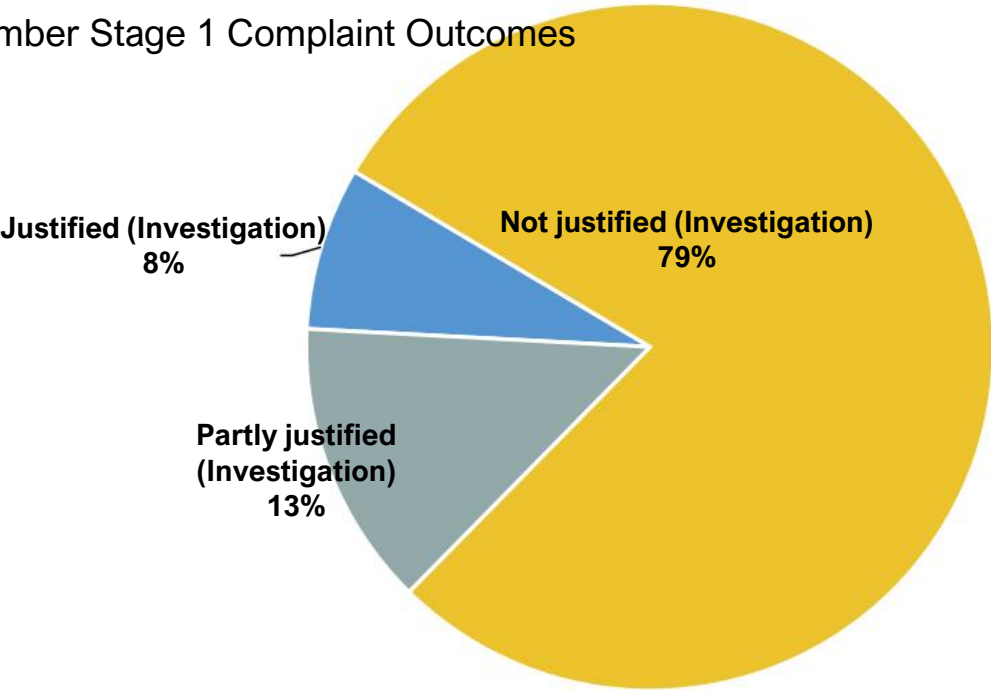


Quarter 1 Inner ring and Quarter 3 Outer ring

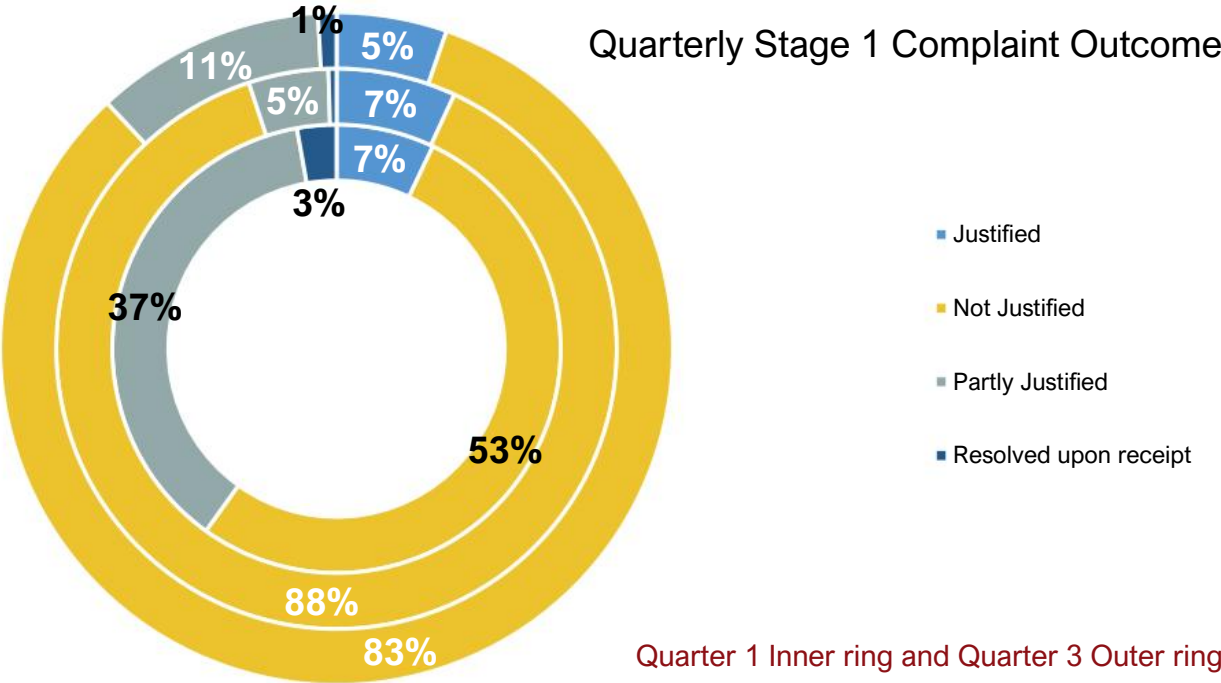
Complaints Stage 1 Outcomes

December / Quarter 3 2021

2021 - December Stage 1 Complaint Outcomes



Quarterly Stage 1 Complaint Outcomes



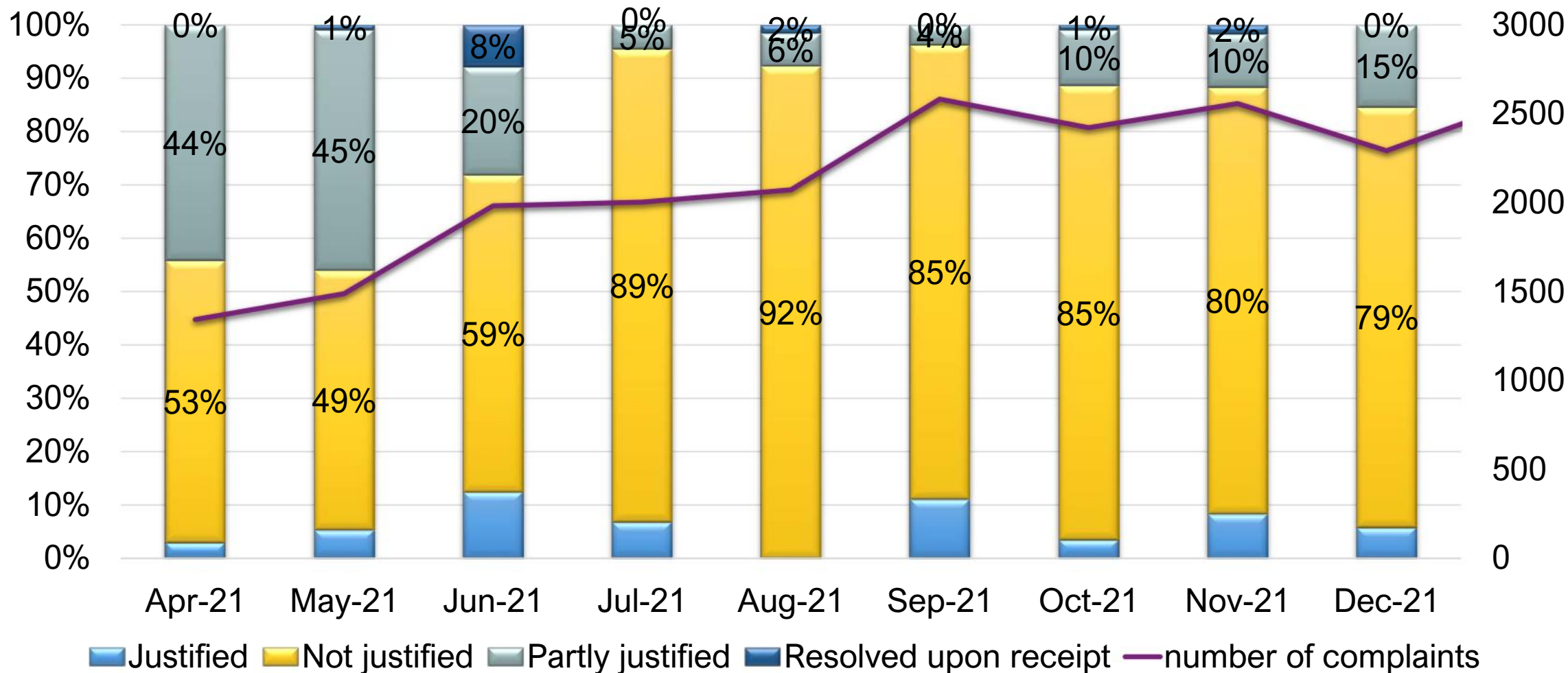
Commentary:

December: The number of outcomes recorded in December is very similar to November, there were 7 fewer outcomes (2%) recorded as Not Justified, and no outcomes recorded as Resolved upon Receipt.

Quarter 3: Quarter 3 outcomes are very much in line with Quarter 2, whereas Quarter 1 showed 37% of outcomes were Partly Justified, Quarter 2 and 3 have a much smaller percentage and the percentage of outcomes recorded as Not Justified has increased in both quarters to over 80%.

Within this area there is a high number of complaints received which are classed as not justified as these are complaints made about a policy such as the Clean Air Zone. Discussions are currently underway on how this can be reduced.

Year to date Stage 1 Complaint Outcomes

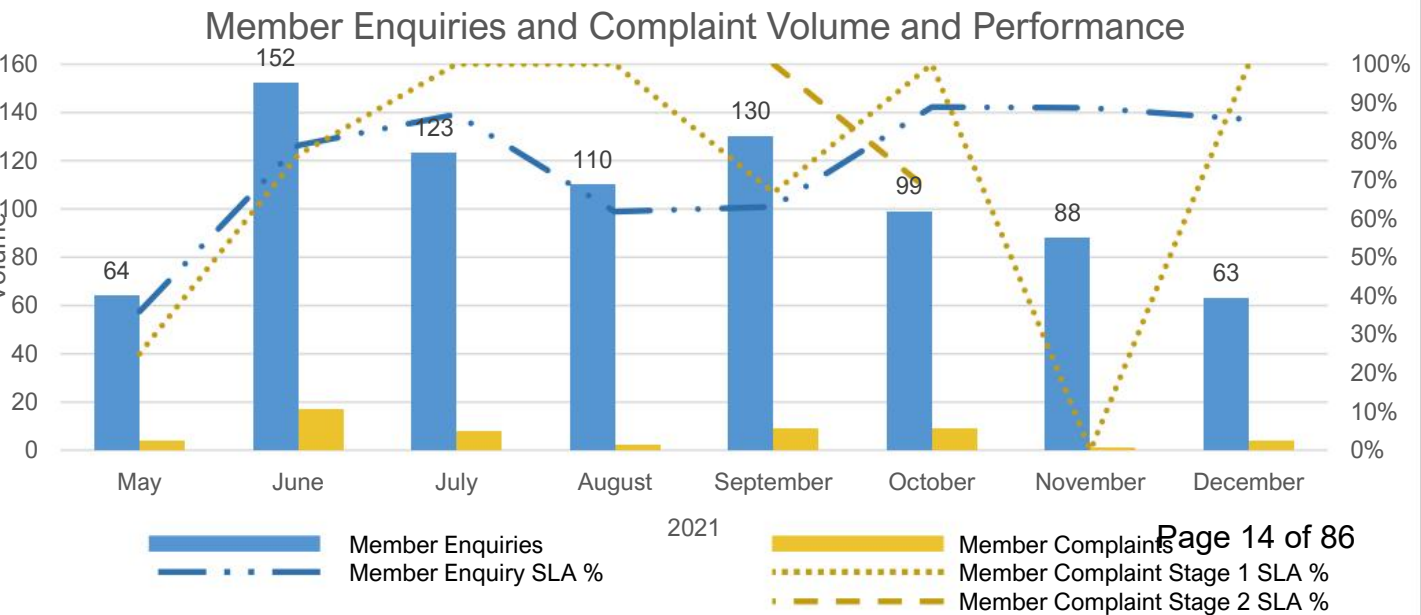


Members Enquiries & Complaints / Comments & Compliments

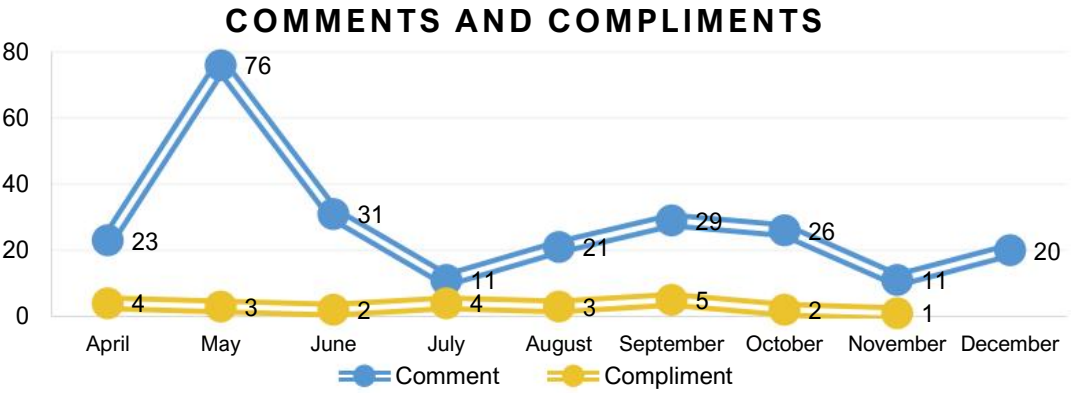
Comment and Compliment Volume	DEC 2021	NOV 2021	Month Trend	Year to date	Q1	Q2	Q3	Q4	Qtr Trend
Comments	20	11	↑	248	130	61	57		↓
Compliments	0	1	↓	24	9	12	3		↓
Member Enquiries	63	88	↓	829	216	363	250	-	↓
Members Complaints	4	1	↑	54	21	19	14		↓

Member Enquiries and Complaints Performance

Enquiries % closed within SLA (10 days)	86%	89%	↓	75%	66%	71%	88%		↑
Stage 1 member complaints % closed within SLA (15d)	100%	0%	↑	78%	67%	84%	93%		↑
Stage 2 complaints % closed within SLA (20 days)	n/a	zero		75%	n/a	100%	n/a		n/a



December / Quarter 3 2021



Commentary:
December: There were more comments received this month (+9) however there were no compliments received. The number of Member enquiries was down on last month (-25), performance against the SLA was also slightly reduced (-3%) There was an increase (+3) in Member complaints with 100% performance against the stage 1 SLA, this see a marked improvement on last month.

Quarter 3: There were lower volumes of both comments (-4) and compliments (-6) received in Q3 compared to Q2. There was a drop in the volume of Member Enquiries and complaints in Q3, at the same time performance against each of the SLAs improved.

Please note
Stage 2 SLA reporting not available at the point of distribution

The Members Enquiries SLA is down by 3% to last month but this has improved to 88% for Q3. We acknowledge this was due to the Christmas period and leave. Business Support Managers will continue to raise at the management meetings to have advance notice of leave.

Members complaints are currently at 100%.

Background/Improvements to the Service

Transportation & Connectivity

A large volume of complaints/enquiries received for Transportation & Connectivity are around not agreeing with the Policy & Procedure. A high percentage are not justified. Decision making is determined within a defined legislative and policy basis.

The Clean Air Zone receives the highest volumes of complaints and enquiries. The introduction of a scheme such as the Clean Air Zone (CAZ) is highly likely to generate several complaints, especially as a penalty charge notice (PCN) is issued to someone if they do not pay the daily fee. And for many people who receive a PCN it will be the first time they may have received one so will be unfamiliar with how the challenge and appeals process works. The Council's policy is to apply the legislation (the Road User Charging (Enforcement and Adjudication) Regulations 2001).

Improvements to the Service

Due to the high volume of enquiries it has been difficult for people to speak to the Council's Parking Services team but the Parking Services and CAZ team (in conjunction with the Council's Customer Contact and Complaints teams) have been introducing new contact channels and adjusting the way in which enquiries to the Council are handled.

These changes include:

The introduction of a new customer model: in this model the first point of contact for enquiries related to the CAZ (PCN or other queries) will be directed to a 'first line' team in the Contact Centre. Under this model this first point of contact could be by phone (the contact number for the Parking Services team is due to transfer to the central customer contact team in the next couple of weeks), email or webchat. More complicated enquiries are only channelled to the correct team once they have been triaged through the customer contact team.

Additional resources are being brought into the team to deal with the extra level of demand and training is underway. At the same time access the enforcement systems so that some of the simpler enquiries can be addressed at the first point of contact. This model has already been adopted by the core CAZ team and this helped to significantly reduce the volume of simple enquiries being dealt with by the team.

This approach has also been adopted with the Inclusive Growth Complaints team. There has been a significant investment in time, by both teams, in ensuring that the complaints team have sufficient 'product' knowledge about the CAZ and its operations to respond to first level complaints without having to escalate to other members of staff.

Introduction of new channels of communication: the CAZ and Parking Services teams have introduced the option of webchat to pages on the Brum Breathes and birmingham.gov.uk websites with high volumes of visitors. This channel is supported by staff in the customer contact team and helps to provide a much more immediate response to enquiries.

Additional staff to address demand: In addition to more staff being trained on the CAZ and the enforcement process the Parking Services have recruited additional staff (x6) so that they can more rapidly review to challenges to PCNs, which will then help to reduce the volume of enquiries about the status of a challenge.

Planning & Development

Planning and Enforcement Service areas are very specialised. The decision making of officers is in line with defined legislation. The complaints/enquiries received are often around disagreeing with a decision that an officer has made which aligns with a defined planning or enforcement policy. This results in the complaint/enquiry being unjustified.

Enforcement policies include **The Birmingham Local Enforcement Plan (BLEP), The Town and Country Planning Act (T&CPA) 1990, The BDP conforms to the National Planning Policy Framework and the BDP conforms to the National Planning Policy Framework.**

Planning applications are determined within a defined legislative and policy basis. The key national policy is the National Planning Policy Framework, which all local policy must be in accordance with. A full list of current local planning policies can be found here: https://www.birmingham.gov.uk/info/20054/local_plan_documents

Complaints Reporting City Housing

December / Quarter 3 2021



Transformation Activity

- Review of the Housing Management and Capital Investment and Repairs Service
 - Recommended over 50 changes and improvements
 - Following prioritisation, work is underway

- Six key areas
 1. **Customer engagement** - build effective relationships with our customers
 2. **Operational effectiveness** – including comprehensive Performance Management Framework
 3. **Workforce development** - enhancing learning and staff development
 4. **Asset Management and Building Safety** - evidence and enhance safety
 5. **Regulatory Compliance** – including consumer and safety regulation and White Paper
 6. **Strategy development** - clearly defined strategic aims

Implementation Plan

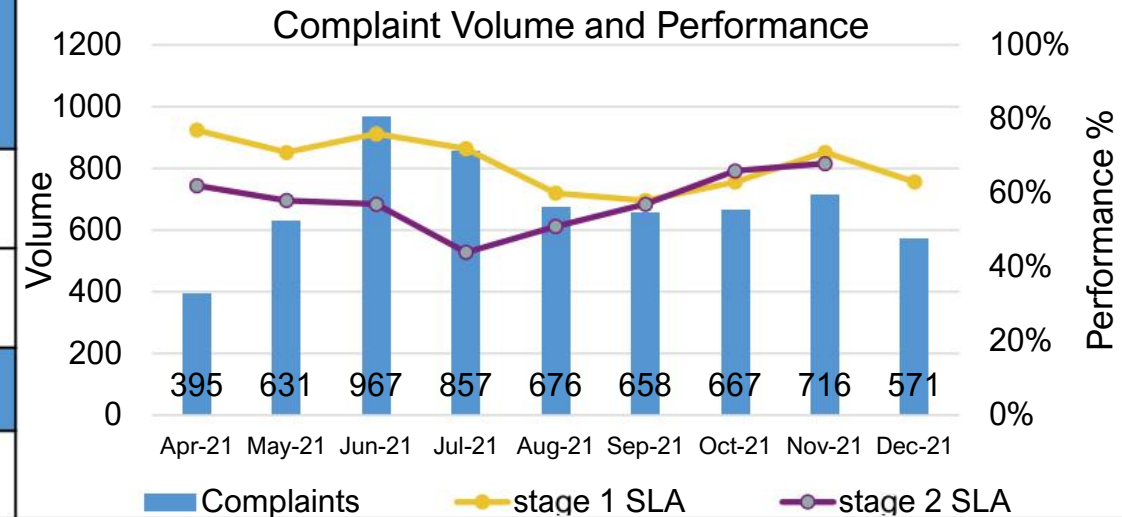
Workstreams Overview



City Housing Complaints Volume & Performance Report

December / Quarter 3 2021

Directorate	DEC 2021	NOV 2021	Month Trend	Year to date	Q1	Q2	Q3	Q4	Qtr Trend
Citizen & Member complaints	571	716	↓	6138	1993	2191	1954	-	↓
Member Enquiries	268	305	↓	2625	686	1032	907	-	↓
Exempt Accommodation	3	1	↑	22	8	5	9		↑
Housing Management	79	79	→	814	236	337	241		↓
Housing Solutions & Support	90	204	↓	1142	188	479	475		↓
Housing Repairs	399	432	↓	4160	1561	1370	1229		↑
Citizen and Member Complaint Performance									
Stage 1 % closed within SLA (15 days)	63%	71%	↓	68%	75%	64%	66%		↑
Stage 2 % closed within SLA (20 days)	n/a	68%	↑	57%	58%	50%	n/a		↓



Commentary:

December:

- City Housing received 571 complaints in December which was 145 less than November.
- Performance for responding within 15 day SLA for Stage 1 complaints in December was 8% down compared to November.
- Performance for responding within 20 day SLA for Stage 2 complaints (reported a month in arrears) improved by 11% October/November.
- Linked to seasonal trends and contract changes, we have been forecasting an increase in Housing Repairs complaints in the coming months, although there was an 8% reduction, November to December.

Quarter 3:

- City Housing received 1,954 complaints in Q3, 11% down on Q2 and 907 Member Enquiries, 12% down on Q2.

Housing Repairs - Top 5 Root Causes by Contractor

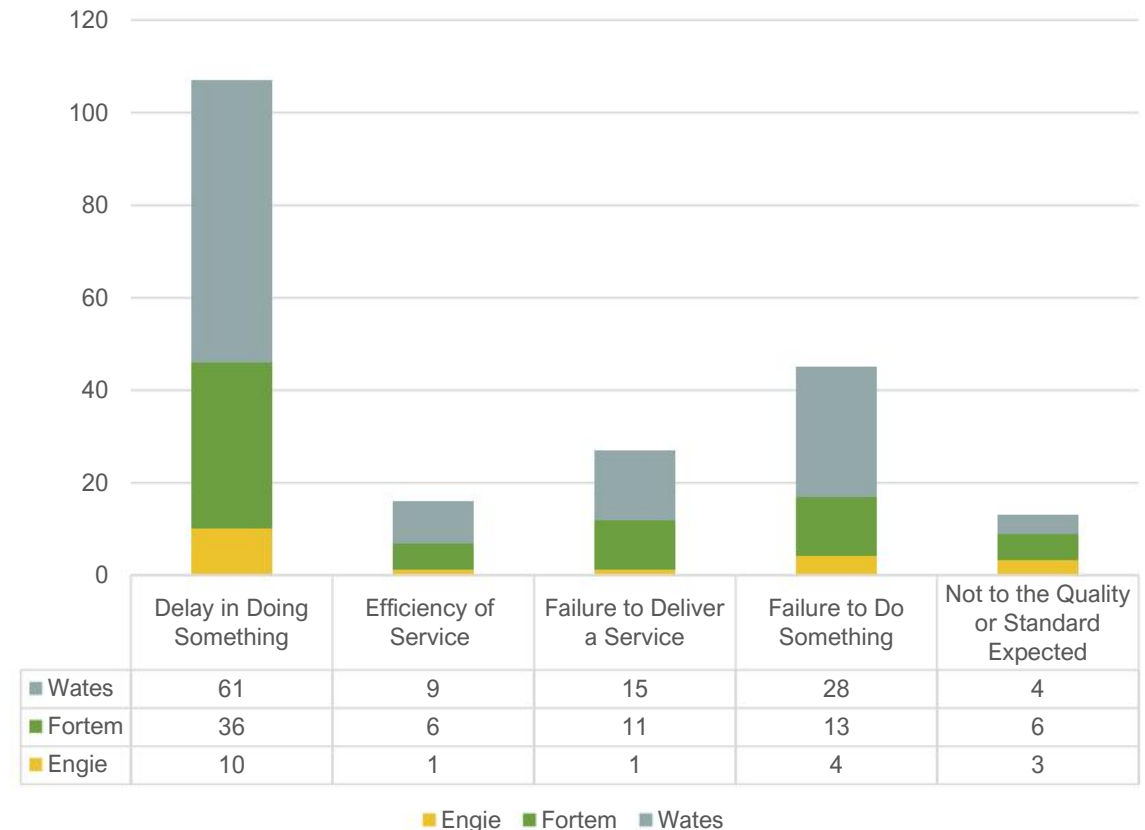
Complaints Received as a % of Repairs Completed

- Fortem (22,000 properties) completed 5,519 repairs and we received 145 complaints - 2.62%.
- Wates (30,000 properties) completed 9,759 repairs and we received 214 complaints - 2.19%.
- Equans (Formerly Engie) (8,000) completed 2,783 repairs and we received 40 complaints – 1.43%.

Common Themes:

- “Delay in Doing Something” – unreasonable timescale for repair.
- “Efficiency of Service” – Damaged caused when undertaking repairs.
- “Failure to Deliver a Service” – repairs outstanding.
- “Failure to Do Something” – repairs outstanding.
- “Not to the Quality or Standard Expected” – Failure to address the root cause of the repair.

December 2021



Housing Management - Top 5 Root Causes

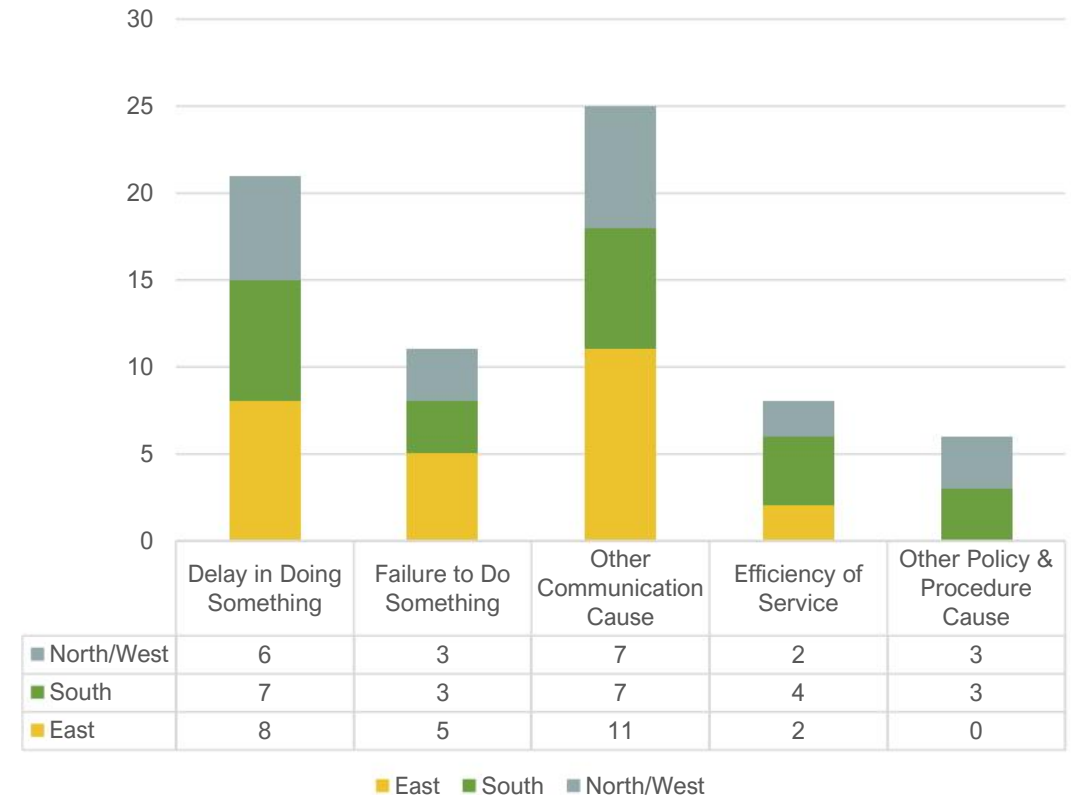
Complaints Received as a % of Properties

- 60,000 properties, 79 complaints received – 0.13%

Common Themes:

- “Delay in Doing Something” – Unreasonable timescale for addressing ASB and fly tipping matters.
- “Failure to Do Something” – Failure to complete a Notice to Quit accurately. Failure to carry out repairs delaying a mutual exchange.
- “Other Communication Cause” – Request for support in transferring a joint tenancy to a sole tenancy. Abandoned neighbouring property – condition of garden.
- “Efficiency of Service” – Failure to cut back trees and bushes. Failure to address ASB.
- “Other Policy and Procedure Cause” – Derelict garages unsightly and attracting vermin etc. Dumped rubbish in green spaces.

December 2021



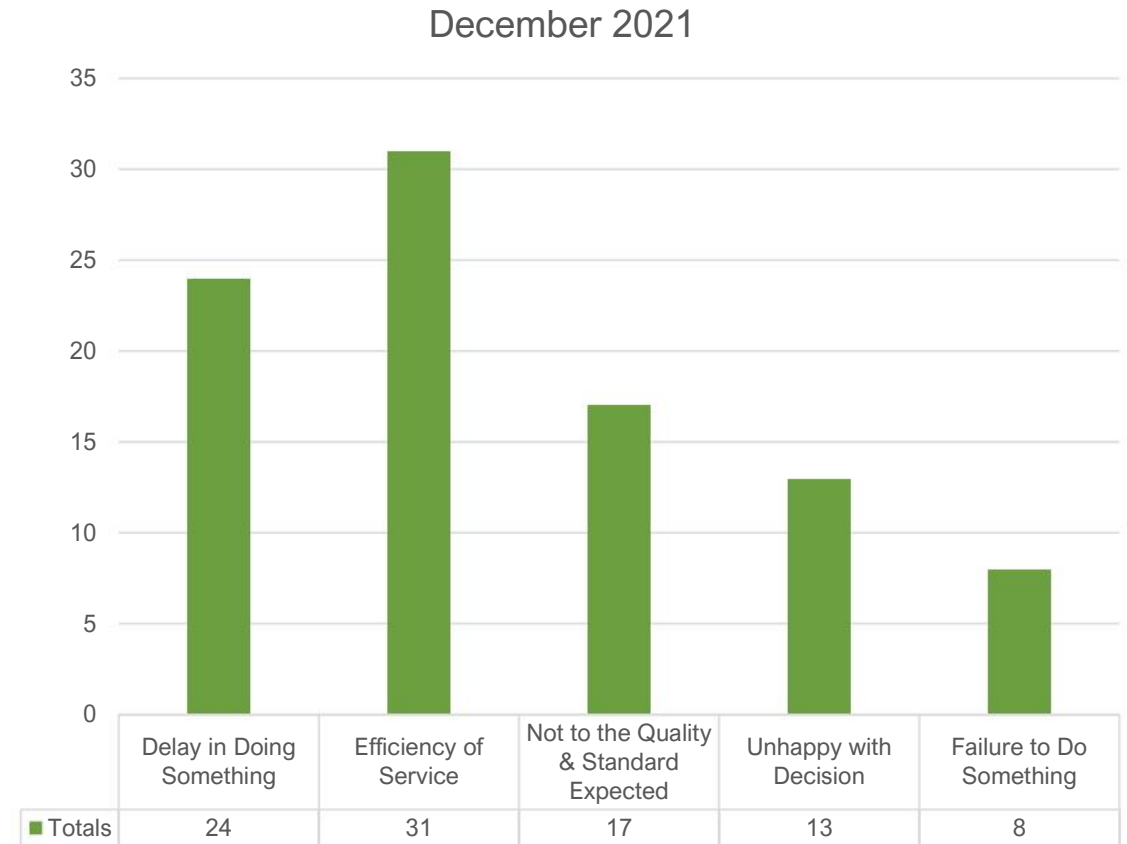
Housing Solutions & Support - Top 5 Root Causes

Complaints Received as a % of citizens in Temporary Accommodation and on the Housing Register

- 4,027 households in Temporary Accommodation and we received 19 complaints – 0.47%.
- 20,250 citizens on the Housing Register, 184 new tenancies let and we received 56 complaints relating to the housing register, reviews and allocations – 0.27%

Common Themes:

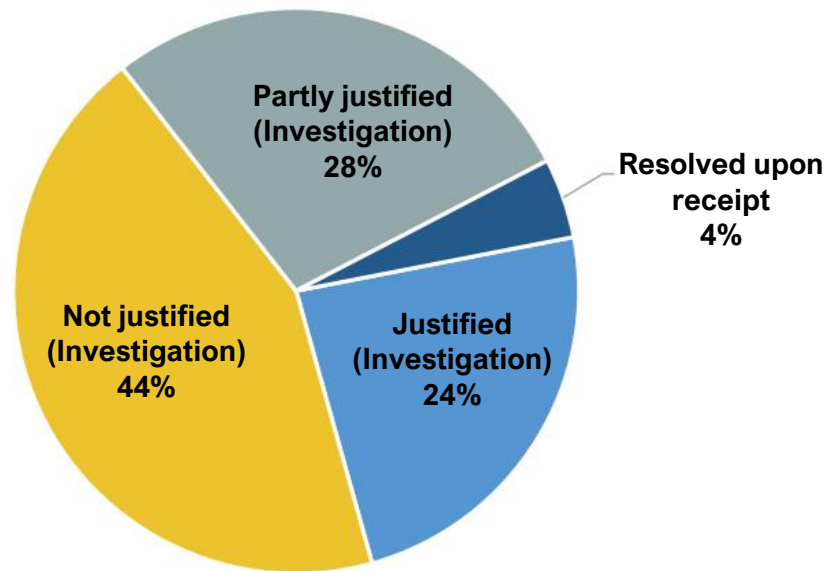
- “Delay in Doing Something” – Waiting for housing application to be assessed. Waiting for a review after appealing against the decision on a housing application.
- “Failure to Do Something” – Birmingham Choice account suspended in error. TA property unsuitable.
- “Unhappy with Decision” – Not meeting the criteria to be accepted on the BCC Housing Register. TA property unsuitable.
- “Efficiency of Service” – TA property unsuitable. Citizen did not agree to auto bids being placed.
- “Not to the Quality & Standard Expected” – TA property unsuitable.



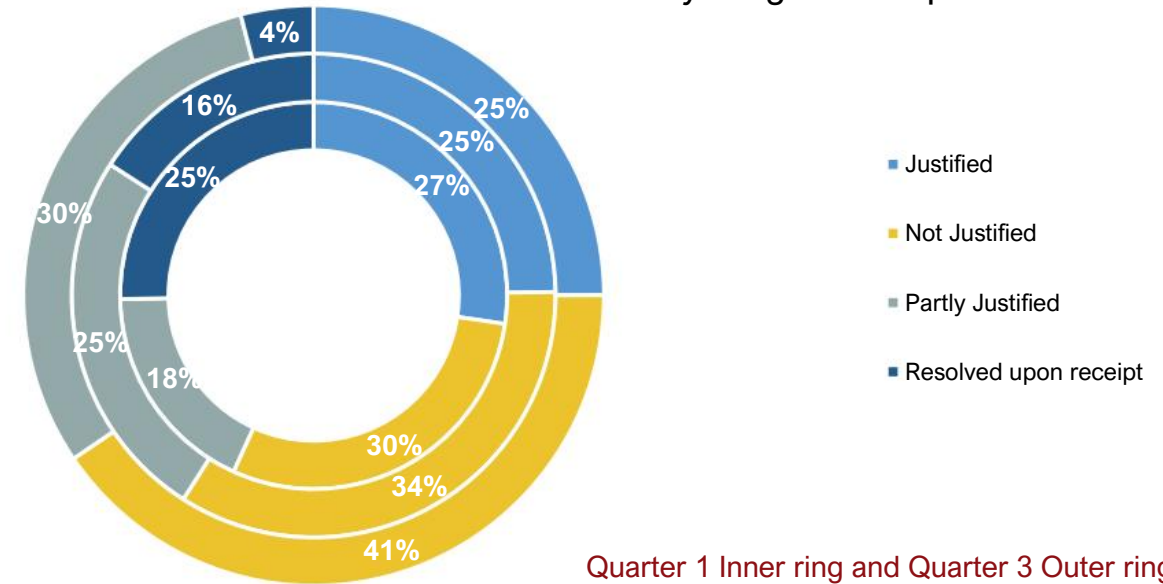
City Housing Complaints Stage 1 Outcomes

December / Quarter 3 2021

2021 - December Stage 1 Complaint Outcomes



Quarterly Stage 1 Complaint Outcomes



Commentary:

December:

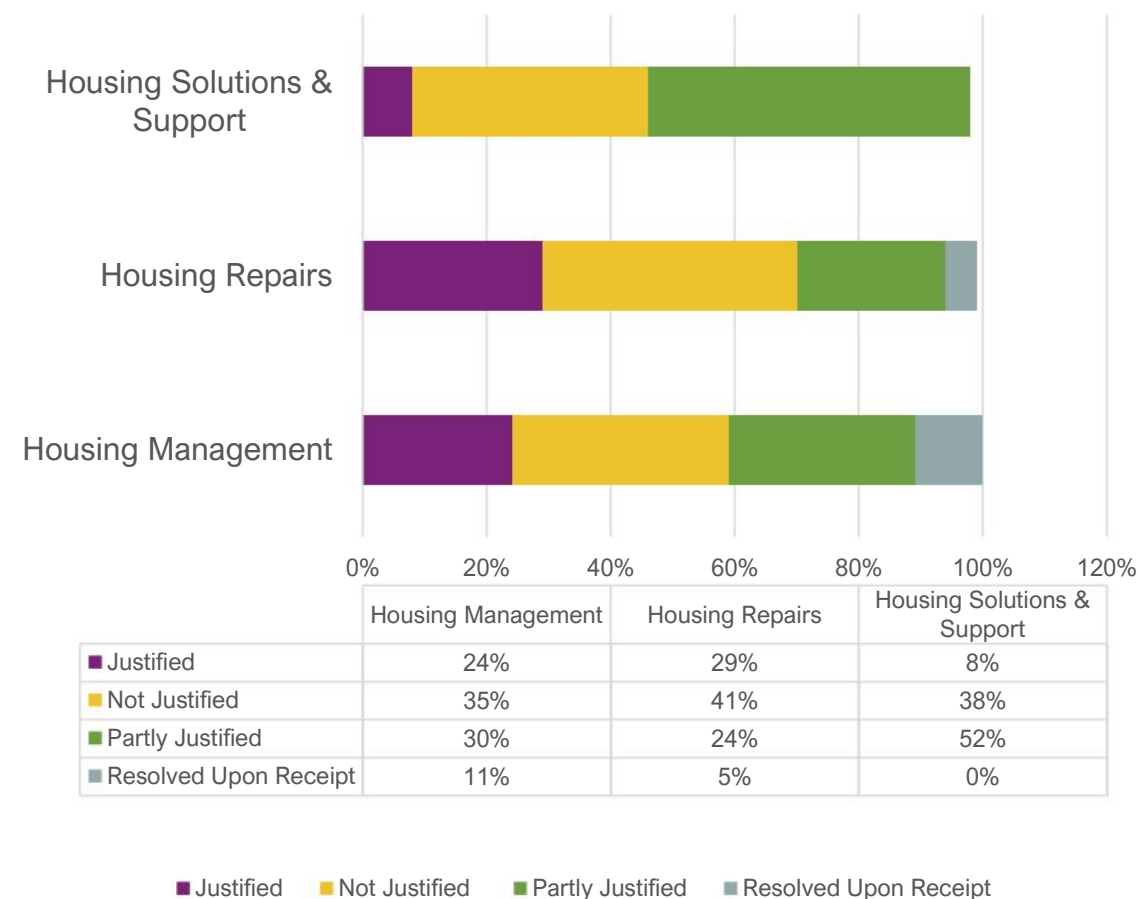
- “Justified” complaints increased to 24% in December from 20% in November.
- “Not Justified” complaints increased by 2% in December, (complaint outcomes recorded as “Not Justified” relate to a situation that follows the correct policy or procedure).
- Partially justified complaints in December were down 2% on November.

Quarter 3:

- “Justified” complaints remained consistent at 25% for Q2 and Q3.
- “Partly Justified” complaints increased from 25% in Q2 to 30% in Q3.
- “Not Justified” complaints increased from 34% in Q2 to 41% Q3.

City Housing Outcomes by Division – December 2021

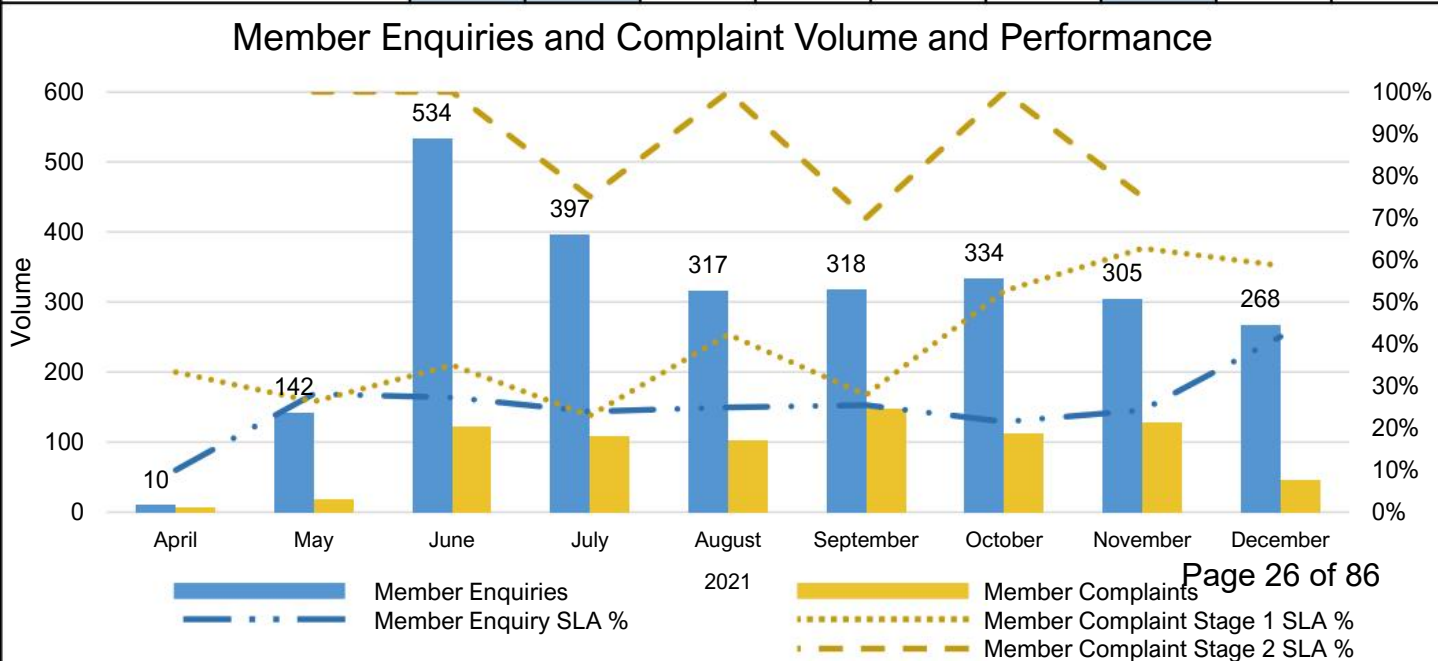
	Justified	Not justified	Partly justified	Resolved upon receipt
Housing Management	13	19	16	6
Housing Solutions & Support	7	32	44	1
Housing Repairs	85	120	71	14
Grand Total	105	171	131	21



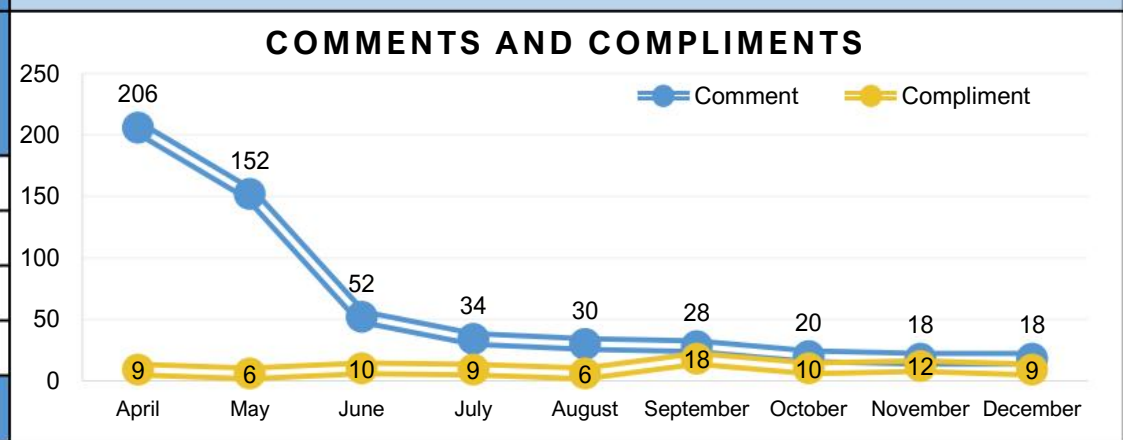
Members Enquiries & Complaints / Comments & Compliments

Comment and Compliment Volume	DEC 2021	NOV 2021	Month Trend	Year to date	Q1	Q2	Q3	Q4	Qtr Trend
Comments	18	18	➡	558	410	92	56	-	⬇
Compliments	9	12	⬇	89	25	33	31	-	⬇
Member Enquiries	268	305	⬇	2625	686	1032	907	-	⬇
Members Complaints	46	129	⬇	795	148	360	287		⬇

Member Enquiries and Complaints Performance									
Enquiries % closed within SLA (10 days)	42%	24%	⬆	27%	27%	25%	28%		⬆
Stage 1 member complaints % closed within SLA (15d)	59%	63%	⬇	41%	34%	31%	58%		⬆
Stage 2 complaints % closed within SLA (20 days)	n/a	75%	⬇	87%	100%	75%	91%		⬆



December 2021



Commentary:

December:

- 9 compliments were received in December, compared to 12 in November.
- There was a 12% decrease in Member Enquiries with 268 received in December, compared to 305 in November.
- There was a 64% decrease in Member Complaints with 46 received in December, compared to 129 in November.
- Member Enquiries closed within the 10 day SLA was 42% in December, compared to 24% in November.
- The percentage of Member Complaints responded to within the 15 day SLA was 59% in December compared to 63% in November.

Quarter 3:

- The number of Member Enquiries/Complaints reduced by 14%, Q2 to Q3.
- Performance against SLA for Member Enquiries improved by 3% Q2 to Q3.
- Performance against SLA for Stage 1 Member Complaints improved by 27% Q2 to Q3.
- Performance against SLA for Stage 2 Member Complaints is at 91% for Q3 (this is an early indicator as the time has not yet passed).

Next Steps

- Continue to use data to inform the changes required and help shape transformation within City Housing.
- Ensuring visibility for senior management of the key themes for high volume complaint areas and root causes.
- Ensuring quality of responses and response times are monitored.

Report of:	Cabinet Member for Homes & Neighbourhoods
To:	Coordinating Overview and Scrutiny Committee
Date:	11th March 2022

Progress Report on Implementation:

Exempt Accommodation

Review Information

Date approved at City Council:	07/12/2021
Member who led the original review:	Councillor Hussain
Lead Officer for the review:	Christian Scade, Interim Head of Scrutiny & Committee Services
Date progress last tracked:	1 st tracking report

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

Appendices

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

For more information about this report, please contact

Contact Officer:	Guy Chaundy
Title:	Housing Modernisation and Partnerships Senior Manager
Telephone:	tbc
E-Mail:	Guy.Chaundy@birmingham.gov.uk

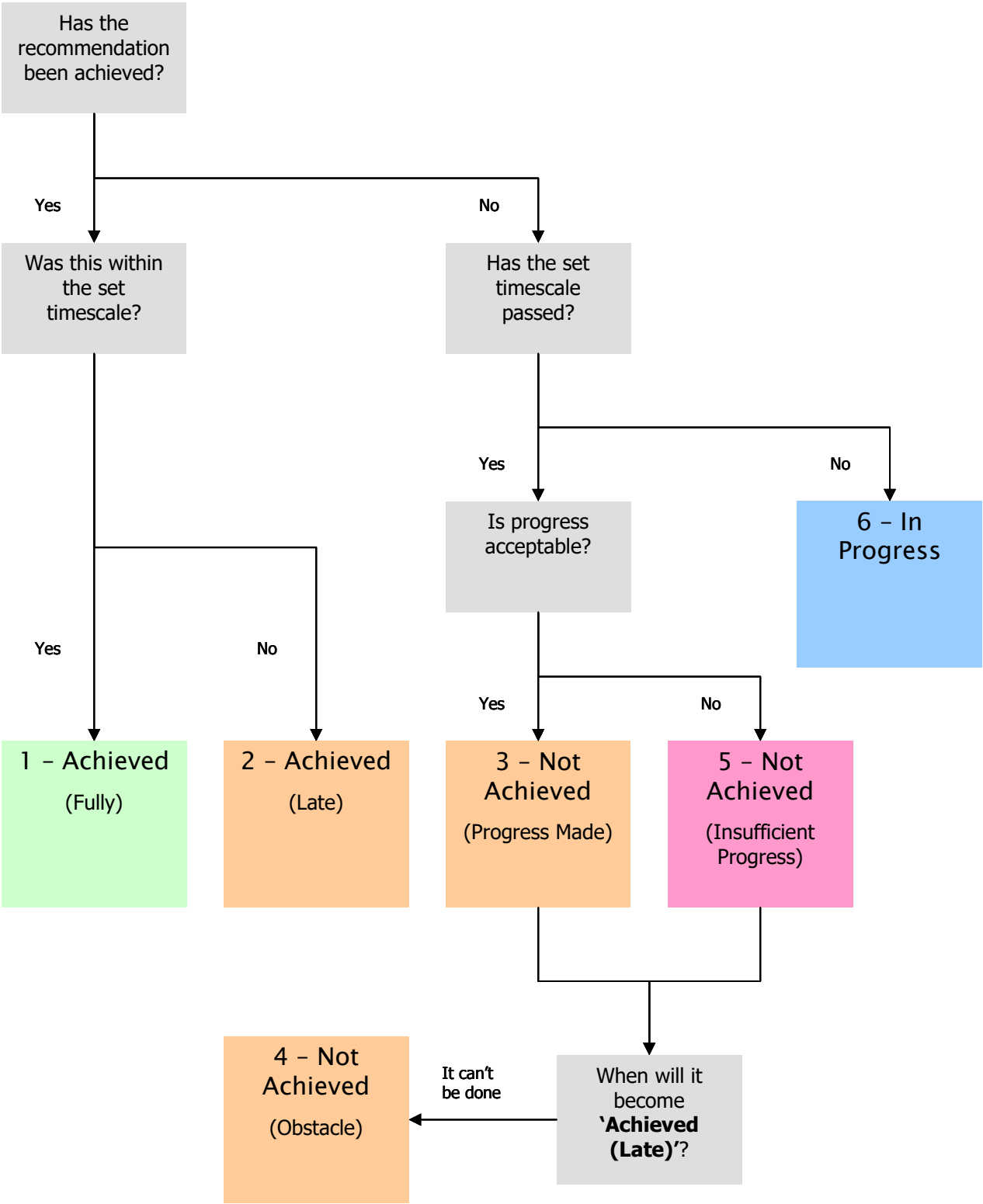
Appendix 1: The Tracking Process

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

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

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

The Tracking Process



Appendix 2: Progress with Recommendations

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R01	<p>Building on the Success of the Pilot (1)</p> <p>a) The multi-disciplined, cross-departmental, team that is dedicated to Exempt Accommodation should be continued beyond the pilot. Mainstream funding should be identified and included in the 2022/23 budget, to resource the team, including officers from housing, adult social care, community safety, housing benefits, waste management, environmental health and planning.</p> <p>b) The multi-agency pilot team should also work closely with the Regulator of Social Housing.</p> <p>c) There should be clear leadership and accountability with a senior officer and Cabinet Member responsible for this area of work.</p> <p>d) Resources to continue work to oversee and inspect over 20,000 units should also be identified.</p>	<p>Cabinet Member for Homes and Neighbourhoods</p> <p>Cabinet Member for Vulnerable Children & Families</p> <p>Cabinet Member for Finance & Resources</p> <p>Cabinet Member for Social Inclusion, Community Safety & Equalities</p>	February 2022	<p>R01a-c 1) achieved (fully)</p> <p>R01d 4) not achieved (Obstacle) due to national change needed</p>
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>a) The Business Case for 2022/23 and funding has been agreed at Invest to Deliver Group. Recruitment is being taken through directorate workforce review/spend boards. The team in place for the pilot (including agency resources) has been extended, and a number of new posts will be recruited on 1 year fixed-term basis via BCC internal and external process. Waste management link has been identified and will provide resource to work with the Delivery group and improve team's ability to respond to issues.</p> <p>b) The team are continuing to work with the Regulator for social housing, particularly around providers going through the Quality Standard process, and any providers who are exiting the market.</p> <p>c) There is clear leadership and accountability for the work through the Exempt Accommodation Board, terms of reference and governance is agreed. A schedule of Exempt Accommodation Sponsor Boards is in place monthly for the next 12 months in line with the business case.</p> <p>d) A schedule of inspections for 2022/23 is being developed linking with Quality Standards and the updated HB processes. Timescale for inspection of 20,000 units within current resource envelope is likely to be much longer than the 1 year funding available, and will require changes to national legislation and additional government funding (which may take up to 2 years).</p>				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R02	Building on the Success of the Pilot (2) <p>a) There should also be a single, clear route for citizens (residents of both exempt accommodation and the local areas) to raise concerns and have them resolved and work on remedies for change.</p> <p>b) The option of local coordination groups and a charter for local areas where there are high concentrations of exempt accommodation should be explored.</p> <p>c) There should be a clear route for local councillors to deal with casework relating to exempt accommodation.</p> <p>d) The pilot should also continue to work with the local residents' groups who contributed to the Scrutiny Report.</p>	Cabinet Member for Homes and Neighbourhoods	February 2022	3) Not achieved - Progress made (due March 2022)

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

- a) The process for the multi-disciplinary teams to track complaints about supported exempt accommodation provision is under review to ensure join up with the iCasework process. Content for a dedicated webpage has been developed, which outlines information for providers and tenants, and includes the PRS@birmingham.gov.uk email address for complaints about any private rented properties to be directed to. The team will determine if the property is 'exempt' and take further action as required. Options are also being explored with the Contact Centre to ensure they are able to correctly deal with issues which come in via telephone. Process and web content is due to be finalised in March.
- b) Engagement with resident groups is continuing. A city-wide residents group is well established, made up of all local interested groups, and meeting monthly with SRO and Exec Sponsor working towards policy development. Preparation for recruitment of a Tenancy Participation Officer underway ahead of going out to advert in March. This role will further support the local resident groups and roll out of the Charter of Rights. Key areas such as Stockland green are being targeted for development of a local charter.
- c) Connected to a) above, the process for complaints will also include local councillors to ensure any case work is also linked into this
- d) Connected to a) above, all residents groups who contributed to the Exempt Accommodation Scrutiny Report are part of the city-wide group meeting monthly.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R03	<p>Ensuring Council-wide Practice is consistent with the aims of the Charter and Supported Housing Strategy</p> <p>a) Adopt a council wide approach to commissioning, placing conditions on use of exempt accommodation based on their adherence to the quality standard and Charter.</p> <p>b) A list of approved providers based upon the Standard and Charter should be drawn up and shared with other agencies.</p>	<p>Cabinet Member for Vulnerable Children & Families</p> <p>Cabinet Member for Homes and Neighbourhoods</p>	June 2022	6) In progress

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

a) Commissioned provision is under contract, the non-commissioned provision will be subject to a standardised approach for those going through accreditation. Any providers who are not currently signed up to the Quality standards are being targeted. As providers complete the awards, a referral and placement process will then also be agreed. A draft Supported Housing Strategy is in development (final sign off expected September 2022). This will include a council wide approach to commissioning of this type of provision, and seek to align the same commissioning standards from all other statutory and regional agencies, and improve collaboration through the development of a commissioning board.

b) 3 providers have completed the Quality Standard assessment and the awards confirmed at Exempt Accommodation Board in February - one Gold, one Silver, one Bronze. A press release is being drafted with BVSC and BCC press office, and information will be posted on the BCC website after the Feb/March pre-election period, so this can be shared with the public and partner agencies. A further cohort of providers are reaching the end of their assessment and it is expected further awards will be confirmed in the coming months.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R04	Supporting the Housing Benefit Process a) As part of the process of reviewing housing benefit applications, Adult Social Care visits with other relevant staff should be undertaken where a provider has not signed up to the Quality Standard accreditation scheme, so that the evaluation of 'support' is informed by Adult Social Care expertise in care, support and safeguarding, whilst responsibility for the HB determination rests with the Housing Benefit Team. b) The Quality Standard should be used to help determine whether the appropriate level of support is being provided. c) Payment should be reviewed after two months or at least within six months (so as to ensure providers are not forewarned of when the review will take place) with Adult Social Care, Housing and Community Safety input where appropriate. Reviews should include a site visit, not just a desk exercise. A system of risk-based reviews should be developed targeting a proportion of each category of provider as well as those known to be at higher risk.	Deputy Leader Cabinet Member for Vulnerable Children & Families Cabinet Member for Health and Social Care Cabinet Member for Homes and Neighbourhoods	March 2022	6) In progress
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
a) The Housing Benefit process is being reviewed with the teams. There isn't capacity within the current funding for the ASC team to undertake all visits but this will be supported with the other multi-disciplinary teams to take the most appropriate action. The likely approach is for any provider who makes a new application for SEA status, who isn't already going through the Quality Standards process – this will trigger a visit from the multi-disciplinary team. Any process agreed will need to adhere to the current Housing Benefit regulations and timescales. Process will be finalised in March. b) The Housing team are already making an assessment of support as part of the Inspection processes, which is aligned with the Quality Standards. c) For the 2-6 month reviews, the risk based approach will focus visits on HB claims where there are concerns about the evidence of Care Support or Supervision. Where a provider is not already signed up to the Quality Standards, this will prompt a visit from one of the multi-disciplinary team. Where providers are signed up to the standards and concerns are raised, this will continue to be shared with the Quality Standards team.				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R05	<p>Strengthening Planning Controls</p> <p>There is a gap between Councillors' and residents' expectations of planning enforcement and the service delivered by the Planning Department.</p> <p>We ask the Leader and the relevant O&S Committee to review existing practices, enforcement policies and procedures.</p>	Leader and relevant O&S Committee	March 2022	1) Achieved (fully)
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>The Leader and officers attended the Economy and Skills O&S Committee on 2nd March. A presentation was given which explained existing practices, enforcement policies and procedures. Legal constraints and in particular the expediency test were discussed in detail and questions from the Committee were answered.</p> <p>The presentation was noted and no areas were identified for further review. However, in order that Elected Members are better informed of enforcement activity, the report tabled to Planning Committee twice a year will be circulated to all Elected Members going forward.</p>				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R06	<p>Working with Regional Partners and other Local Authorities</p> <p>The Cabinet Member should work with the regulator and other local authorities to prevent/reduce "lifting and shifting" of vulnerable people from elsewhere in the country.</p> <p>This is a national issue, and the Leader should raise this with WM Leaders and Core City groups.</p>	<p>Leader</p> <p>Cabinet Member for Homes and Neighbourhoods</p> <p>Cabinet Member for Vulnerable Children and Families</p>	March 2022	6) In progress
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>A meeting has taken place with MET leaders (chaired by the BCC Leader) on 26th January, in order to reach consensus on the recommendations and rally up regional response to the inquiry. There is a proposal to use another meeting with MET leaders to further discuss the lift and shift issue with regards to local authority placements, although this will still require national changes to give council's powers to control movement. However, unfortunately there is not comprehensive data on the origin of placements as it is not recorded as standard and therefore BCC officers have started to collect it when out on visits. However, it will take time to collect a meaningful amount. From the limited data collated so far, there are currently no London boroughs named. Currently, some are residents from neighbouring authorities but there is not enough data to act on this at the moment. It is also to be noted that residents may not have been placed by a local authority but from an organisation within a local authority such as probation.</p> <p>The Cabinet Member for Vulnerable Children & Families arranged for core cities, pilot areas and WMPCC to sign the Commonweal/LGA joint letter to Secretary of States outlining needs for policy reform. Also signed the letter in capacity as chair of WMCA Homelessness Taskforce Members Advisory Group on behalf of Homelessness Cabinet members from across the region. The WMCA Homelessness Taskforce Members Advisory Group now has Exempt Accommodation on its work programme from a regional perspective. Exempt Accommodation has been discussed with the Homelessness Minister, Eddie Hughes MP in a meeting about wider Homelessness from a regional perspective.</p>				

The Cabinet Member for Homes and Neighbourhoods and the Cabinet Member for Vulnerable Children & Families are continuing to work with the regulator and other local authorities, and this will remain an ongoing item for the Exempt Accommodation Sponsor Board, as well as R07 Lobbying for change.

While there are regional forums for partners to work together, what is lacking is a national protocol about how referrals are made. This has been referenced in our submission to the DLUHC inquiry in February. While there is a local process around allocation in some areas, not all agencies are adhering to this and the council lacks power to enforce currently. Process and approach will be included as part of the Strategy but will still require national change to fully achieve this.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R07	<p>Lobbying for Change</p> <p>The Council should work with government to address the issues set out in 2.5.2.</p> <p>It should also be made clear that the two year programme for legislative change is unacceptable and this should continue to be raised with the Department for Levelling Up, Housing and Communities (DLUHC) (formerly MHCLG).</p>	Cabinet Member for Homes and Neighbourhoods	March 2022	1) Achieved (fully)
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>As part of the national DLUHC Inquiry in Exempt Accommodation, the Board and the Cabinet Members for Homes & Neighbourhoods and Vulnerable Children & Families have been working with the regional authorities, core cities and pilot authorities to develop some common messages and recommendations for national change. Letters were distributed to other pilots, LGA and METs to ensure they were also sending in submissions to the inquiry. A joint pilot meeting reached agreement on policy recommendations for government.</p> <p>Councillor Thompson presented alongside BCC officers and Jean Templeton, Chair of WMCA Homeless Taskforce to MET Leaders meeting, chaired by the BCC Leader. Also reached agreement and sign off from Regional Council leaders for the joint submission to DLUHC for the Exempt Accommodation Select Committee Inquiry</p> <p>The final BCC submission for the inquiry was agreed at CLT and informal Cabinet in February and submitted to DLUHC. This set out key evidence and recommendations for the government including the need for urgent change on the matter.</p> <p>Two parliamentary debates have taken place in the last month –</p> <ol style="list-style-type: none"> 1. A 30min parliamentary debate on 9th February 2022 at Westminster Hall in February, led by Shabana Mahmood MP with several other MPs from Birmingham, Warley and Bristol, calling for urgent change. The response from the Minister indicated a need to conclude the external evaluation report for the ongoing pilots (including Birmingham) and this would further inform the national inquiry taking place. 2. A second debate took place 23rd February in the Commons with contributions from several MPs from Birmingham and across the region 				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R08	Progress towards achievement of these recommendations should be reported to the Co-ordinating Overview and Scrutiny Committee no later than March 2022. Subsequent progress reports will be scheduled by the Committee thereafter, until all recommendations are implemented.	Cabinet Member for Homes and Neighbourhoods	March 2022	1) Achieved (fully)
n/a	Additional recommendations / motions agreed at Full Council (see below)			6) In progress

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

R08 - Reporting is scheduled for 11th March 2022 Committee. Further reporting will be scheduled as needed.

Additional Motions agreed at Full Council December 2021:

This Council calls on Birmingham City Council to actively enforce all existing covenants on properties preventing the conversion of single dwelling family use to other uses.

- This action is being considered by Legal and Birmingham Property services – further update will be provided in due course

Call on the Council's legal team to draft a statutory instrument (referenced on page 26 of report) to present to Government.

- This has been included in the recommendations which went forward as part of the DLUHC inquiry – BCC is unable to produce the statutory instrument unilaterally, as this needs to be prepared by the government.

The Council also calls on the Executive to bring forward a report to Cabinet looking at placing a covenant on all council properties, including right to buy sales, which would prevent single dwelling family homes from being converted to other uses.

- This action is being considered by Housing, Legal teams, and Birmingham Property Services – further update to be provided in due course.

Appendix ③: Concluded Recommendations

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

concluded

No.	Recommendation	Responsibility	Date Concluded by Overview and Scrutiny Committee	Tracking Assessment



Co-ordinating O&S Committee: Work Programme 2021 /22

Chair	Cllr Carl Rice
Deputy Chair	Cllr Liz Clements
Committee Members:	Cllrs: Mohammed Aikhlaq, Deirdre Alden, Kate Booth, Mick Brown, Debbie Clancy, Liz Clements, Roger Harmer, Mariam Khan, Narinder Kaur Kooner, Ewan Mackey and Saima Suleman
Scrutiny Support:	Christian Scade, christian.scade@birmingham.gov.uk

1 Terms of Reference

Co-ordinating Overview and Scrutiny Committee

- 1.1 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.
- 1.2 These functions include:
 - a) 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;
 - b) determining, in any cases of uncertainty, the allocation of responsibility for specific tasks between the Overview and Scrutiny Committees;
 - c) 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;
 - d) 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;
 - e) agreeing the establishment of any task & finish groups; and
 - f) considering overview and scrutiny development, working practices and constitutional arrangements.



2 Meeting Schedule

Date	Item	Officer contact
18 June 2021 at 10.00 am On-line Informal Meeting	Leader of the Council Work Programme	Rebecca Grant, Cabinet Support Officer
09 July 2021 10.00 am On-line Informal Meeting	Update from CIPFA on Financial Management capability (Cllr Tristan Chatfield, Cabinet Member for Finance & Resources) Review of the Birmingham Business Charter for Social Responsibility	Jon Lawton, Cabinet Support Officer Rokneddin Shariat, Procurement Strategy and Development Mgr
10 September 2021 10.00 am	Update from Cabinet Member on equalities and social cohesion City of Sanctuary Policy Statement 2018-22 – progress report	Marcia Wynter, Cabinet Support Officer Bethany Finch, Commissioning Manager
24 September 2021 10.00 am Informal Meeting	Exempt Accommodation Inquiry Session	
15 October 2021 10.00 am	Deputy Leader update <ul style="list-style-type: none"> • Customer services • Council Performance Plan • Digital inclusion / on-going broadband work 	Mary Crofton, Cabinet Support Officer
22 November 2021 10.00 am Informal Meeting	Future Parks Accelerator - City of Nature Discussion of draft exempt accommodation report	Hamira Sultan, Consultant Public Health Parks & Neighbourhoods Amanda Simcox, Scrutiny Officer
10 December 2021 10.00 am	Electoral Update Customer Service Strategy	Rob Connelly, Assistant Director, Governance Wendy Griffiths, Assistant Director, Customer Services and Business Support
21 January 2022 10.00am	Draft Financial Plan 2022-2026 – advanced consideration	Lisa Taylor, Head of City Finance



Date	Item	Officer contact
18 February 2022 10.00am	Customer Service Complaints Handling	Wendy Griffiths, Assistant Director, Customer Services and Business Support Deborah Cadman, Interim Chief Executive Darren Share, Assistant Director, Street Scene
11 March 2021 10.00am	Customer Service Complaints Handling Exempt Accommodation Update	Wendy Griffiths, Assistant Director, Customer Services and Business Support Julie Griffin, Managing Director for City Housing Phil Edwards, Assistant Director for Transport & Connectivity Simon Delahunty-Forrest, Assistant Director for Development. Cllr Shabrana Hussain, Cabinet Member for Homes & Neighbourhoods Guy Chaundy, Housing Partnership Manager and Pilot Lead
08 April 2021 10.00am	Annual Review of Scrutiny Framework	Christian Scade, Interim Head of Scrutiny and Committee Services

3 Items to be Scheduled

- 3.1 Citizen engagement – overview
- 3.2 Covid-19 – review
- 3.3 Planning enforcement
- 3.4 Birmingham City of Nature Delivery Framework
 - To decide which Overview and Scrutiny Committee should be responsible for scrutinising the framework moving forwards.
 - Once decided, for the designated committee to receive a report in 12 months about the implementation of the framework.



3.5 City Council Procedures and Arrangements (May 2022 onwards)

4 Other Meetings

Informal Meetings

None scheduled

Call in

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

5 Forward Plan

5.1 Below is an extract of the Forward Plan, detailing those decisions relating to this Committee's remit.

Ref No.	Title	Proposed Date of Decision
009717/2022	Digital Strategy 2022-24	22 March 22
009718/2022	Digital City Programme and Roadmap	26 April 22

6 Scrutiny Reports to City Council

O&S Committee	Report Title	Date for Council
All	Scrutiny Business Report	March 2022
Economy and Skills OSC	Council Owned Assets Inquiry	March 2022



Economy & Skills O&S Committee: Work Programme 2021/22

Chair:	Cllr Saima Suleman
Deputy Chair:	Cllr Chaman Lal
Committee Members:	Cllrs Alex Aitken, Maureen Cornish, Peter Griffiths, Zaheer Khan, Simon Morrall and Darius Sandhu
Officer Support:	Ceri Saunders, Acting Group Overview & Scrutiny Manager (303 2786) Baseema Begum, Scrutiny Officer (303 1668) Errol Wilson, Committee Manager (675 0955)

1 Meeting Schedule

Date	What	Officer Contact / Attendees
16th June 2021 (informal) 1000 hours Online meeting	To discuss priorities for the 2021/22 work programme.	Scrutiny Office
14th July 2021 (informal) 1000 hours Online meeting Report deadline: 5 th July	Supporting the Economic Recovery from Covid-19 – jobs & skills & supporting SMEs	Maria Dunn, Head of Development Policy Ilgun Yusuf, Assistant Director, Skills & Employability
15th September 2021 1000 hours BMI Main Hall Report deadline: 6 th Sept	East Birmingham Inclusive Growth Strategy – update Update on Brexit	Mark Gamble, East Birmingham Development Manager Lloyd Broad, Head of European Affairs and Ozge Iskit, Interim Brexit Co-Ordinator
6th October 2021 (informal) 1000 hours Online meeting Report deadline: 27 th Sept	Redevelopment of Birmingham Smithfield and surrounding area Council support to businesses	Richard Brown, Timothy Brown, Inclusive Growth Directorate Mohammed Zahir, Head of Business Enterprise and Innovation



Date	What	Officer Contact / Attendees
3rd November 2021 (informal) 1000 hours Online meeting Report deadline: 25 th Oct	Economic impacts on Birmingham's night-time economy (culture, leisure and hospitality sectors) of new residential developments (in relation to targets set in the Birmingham Development Plan)	Maria Dunn, Head of Development Policy
8th December 2021 (informal) 1000 hours Online meeting Report deadline: 29 th Nov	6-month assessment on the impact of the Clean Air Zone on businesses within the area	Stephen Arnold, Head of Clean Air Zone
5th January 2022 (informal) 1000 hours Online meeting Report deadline: 23 rd Dec	Cabinet Member for Education, Skills & Culture – Annual Skills Update	Cllr Jayne Francis, Cabinet Member for Education, Skills & Culture Illgun Yusuf, Assistant Director, Skills & Employability
2nd February 2022 (informal) 1000 hours Online meeting Report deadline: 24 th Jan	The role of property management, highways and regeneration policies and impact of highways work in relation to the Council's approach to small businesses and small business cooperatives Digital City Programme and Roadmap	Kevin Hicks, Assistant Director, Highways & Infrastructure Mohammed Zahir, Head of Business Enterprise & Innovation Rebecca Farr, Development Planning Manager Ian Chaplin, Head of Investment Property Management, Naomi Griffin, Property Asset Management and Income Manager Dr Peter Bishop, Director, Digital and Customer Services and Raj Mack, Head of Business Engagement, Digital and Customer Services
2nd March 2022 1000 hours Committee Room C, Council House Extension, Margaret Street Report deadline: 21 st Feb	Understanding Planning Enforcement: existing practices, enforcement policies and procedures East Birmingham Inclusive Growth Strategy – update	Councillor Ian Ward, Leader Simon Delahunty-Forrest, Assistant Director, Development James Wagstaff, Head of Enforcement & Planning Technicians Mark Gamble, East Birmingham Development Manager



Date	What	Officer Contact / Attendees
27 th April 2022 1000 hours Venue: TBC Report deadline: 18 th April	CANCELLED	

2 Other Meetings

Call in Meetings	<i>None scheduled</i>
Petitions	<i>None scheduled</i>
Councillor Call for Action Requests	<i>None scheduled</i>

- 2.1 It is suggested that the Committee approve Wednesday at 1000 hours 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.

3 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Economy & Skills O&S Committee's remit. **Please note this is correct at the time of publication.**

Reference	Title	Portfolio	Proposed Date of Decision
009717/2022	Digital Strategy 2022-24	Deputy Leader	22 Mar 2022
007884/2020	Proposed Compulsory Purchase Order – Digbeth & Allison Street Birmingham for the Beorma Quarter Development	Leader	22 Mar 2022
009552/2022	Proposed Compulsory Purchase Order – Princip Street Development	Leader	22 Mar 2022
009854/2022	Use of Clean Air Zone revenues – creation of a clean air fund for Birmingham	Transport & Environment	22 Mar 2022
009718/2022	Digital City Programme and Roadmap	Deputy Leader	26 Apr 2022
007538/2020	Disposal of Surplus Properties	Leader	26 Apr 2022
009663/2022	Promotion of Council Owned Land within Bromsgrove	Leader	26 Apr 2022
009664/2022	Disposal of Council Owned Land at Bordesley Park	Leader	26 Apr 2022



Reference	Title	Portfolio	Proposed Date of Decision
009685/2022	Adoption of Supplementary Planning Documents: Houses in Multiple Occupation and Large-scale Purpose-built Shared Accommodation	Leader	26 Apr 2022
009445/2022	City Centre Public Realm Improvement Scheme (CCPR) Full Business Case (FBC) phase 2	Transport & Environment	26 Apr 2022
09716/2022	HS2 Curzon Station Enhanced Public Realm Project – FBC	Transport & Environment	26 Apr 2022
009239/2021	Disposal of Murdoch and Pitman, Birmingham, 153 - 161 Corporation Street, Birmingham	Leader	17 May 2022
009892/2022	The Birmingham Plan Issues and Options Document Consultation	Leader	17 May 2022
007686/2020	Historic Environment Supplementary Planning Document	Leader	28 Jun 2022
009407/2022	Enterprise Zone Investment Plan 2022	Leader	26 Jul 2022



Sustainability & Transport O&S Committee: Work Programme 2021/22

Chair:	Cllr Liz Clements
Deputy Chair:	Cllr Julie Johnson-White
Committee Members:	Cllrs Zaker Choudhry, Mohammed Fazal, Eddie Freeman, Timothy Huxtable, Mike Leddy and Hendrina Quinnen.
Officer Support:	Ceri Saunders, Acting Group Overview & Scrutiny Manager (303 2786) Scrutiny Officer: Baseema Begum (303 1668) Committee Manager: Louisa Nisbett (303 9844)

1 Meeting Schedule

Date	What	Officer Contact / Attendees
9th June 2021 (informal) 1400 hours Online meeting Report Deadline: 1 st June	To discuss priorities for the 2021/22 work programme.	Scrutiny Office
7th July 2021 1400 hours BMI Main Hall Report Deadline: 28 th June	Cabinet Member for Transport & Environment – Annual Report & Priorities	Rose Horsfall, Cabinet Support Officer
22nd September 2021 (informal) 1400 hours Online meeting Report Deadline: 13 th Sept	Birmingham Tree Policy Inquiry – Tracking West Midlands Local Transport Plan Consultation E-scooters briefing	Simon Needle, Principal Arboriculturist David Harris and Alex Greatholder, Transport for West Midlands (TfWM) Ioanna Moscholidou and Kurt Sullivan Inclusive Growth Directorate



Date	What	Officer Contact / Attendees
20th October 2021 1400 hours BMI Main Hall Report Deadline: 11 th Oct	Restoring confidence in public transport	Transport for West Midlands; West Midlands Metro; National Express West Midlands; West Midlands Trains
17th November 2021 (informal) 1400 hours Online meeting Report Deadline: 8 th Nov	Plastic Free Birmingham – Tracking Waste Disposal Procurement - update Priorities for the in-house Climate Change team Disinvestment in fossil fuels – Follow up on Motion to City Council with West Midlands Pension Fund representatives	Cllr John O'Shea, Cabinet Member for Street Scene and Parks and Darren Share, Assistant Director, Street Scene and Parks Cllr John O'Shea, Cabinet Member for Street Scene and Parks Darren Share, Assistant Director, Street Scene and Parks Michelle Climer, Contracts Manager Ellie Horwitch-Smith, Assistant Director Route to Zero Carbon Rachel Brothwood, Director of Pensions and Simon Taylor, Assistant Director – Pensions, West Midlands Pension Fund
15th December 2021 (informal) 1400 hours Online meeting Report Deadline: 6 th Dec	Highways PFI Programme Maintenance update Car Free School Streets Pilot Scheme – A review of the pilot completed in March 2021 and future proposals City-Wide Electric Vehicle (EV) Charge Point Strategy	Kevin Hicks, Assistant Director, Highways & Infrastructure and Kamyar Tavassoli, Highways Services Manager Peter Edwards, Travel Demand Manager Sylvia Broadley, Specialist Energy Manager
19th January 2022 (informal) 1400 hours Online meeting Report Deadline: 10 th Jan	Update on progress made with the development of the Clean Air Strategy Highways Management & Maintenance PFI contract - Update	Mark Wolstencroft, Operations Manager, Environmental Protection Kevin Hicks, Assistant Director, Highways & Infrastructure and Domenic De Bechi, PFI Contract Manager



Date	What	Officer Contact / Attendees
16th February 2022 1400 hours Committee Room C, Council House Extension, Margaret Street Report Deadline: 7 th Feb	Cabinet Member for Transport & Environment – Annual Report	Rose Horsfall, Cabinet Support Officer
16th March 2022 1400 hours Committee Room C, Council House Extension, Margaret Street Report Deadline: 7 th March	West Midlands Local Transport Plan (LTP) 5 Core Strategy consultation Clean Air Zone baseline data – Discussion on findings Transportation & Highways Capital Programme 2022/23 to 2027/28 Flood Risk Management Annual Report	David Harris, Transport Strategy and Place Manager TfWM Adam Tranter, West Midlands Cycling & Walking Commissioner Steven Arnold, Head of CAZ Phil Edwards, Assistant Director, Transport & Connectivity and Rachel Tefler, Transport Planning and Investment Manager Hannah Hogan, Flood Risk Manager
18th May 2022 1400 hours TBC Report Deadline: 9 th May	TBC	

2 Outstanding Tracking

Inquiry	Outstanding Recommendations	Last Tracking
Birmingham Tree Policy Inquiry	R07	September 2021
Plastic Free Birmingham	R01, R02, R05, R06 & R07	November 2021

3 Further work areas of interest/Work to be programmed

3.1 The following items could be scheduled into the work programme if members wish to investigate further:

- Improving the public realm to aid the cycling and walking offer and using the sustainability agenda to green-up areas including an update on the City of Nature Vision for Birmingham.



- DFT Active Travel Fund update including an update on e-scooters, West Midlands Bike Scheme, Places for People and Low Traffic Neighbourhoods (LTNs).
- Commonwealth Games (CWG) Sustainability Pledge (TBC)
- The West Midlands Combined Authority Transport Delivery Committee's work on Bus Strategy.
- Environmental, Public Open Space and Transport Issues within City Council Masterplans (i.e. Smithfield) and Urban Regeneration Frameworks.
- To continue to receive regular updates on the Waste Disposal Procurement Process from Cllr O'Shea, Cabinet Member for Street Scene and Parks.
- Clean Air Zone – Operational update (TBC)
- Public Highway issues: Parking/Grass verges/pavement parking – (information from previous sessions to be circulated to members when available).
- Update on the Birmingham Transport Plan as part of the Cabinet Member for Transport & Environment's annual update

4 Other Meetings

Call in Meetings

*None
scheduled*

Petitions

*None
scheduled*

Councillor Call for Action requests

*None
scheduled*

It is suggested that the Committee approve Wednesday at 1400 hours 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.

Contact Officers

Ceri Saunders, Acting Group Overview and Scrutiny Manager, ceri.saunders@birmingham.gov.uk – 0121 303 2786

Baseema Begum, Research & Policy Officer, baseema.begum@birmingham.gov.uk – 0121 303 1668



5 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Sustainability & Transport O&S Committee's remit. **Please note this is correct at the time of publication.**

Reference	Title	Portfolio	Proposed Date of Decision
009951/2022	Payments of the £150 Government Energy Grants	Deputy Leader	22 Mar 2022
009142/2021	A457 Dudley Road Improvement Scheme – Revised Main Scheme Full Business Case	Transport & Environment	22 Mar 2022
009593/2022	Transportation & Highways Capital Programme 2022/23 to 2027/28	Transport & Environment	22 Mar 2022
009840/2022	Transport & Environment CAZ Funded Projects	Transport & Environment	22 Mar 2022
009854/2022	Use of Clean Air Zone revenues – creation of a clean air fund for Birmingham	Transport & Environment	22 Mar 2022
009086/2021	BCC Streetworks Permit Scheme	Transport & Environment	26 Apr 2022
009445/2022	City Centre Public Realm Improvement Scheme (CCPR) Full Business Case (FBC) phase 2	Transport & Environment	26 Apr 2022
009716/2022	HS2 Curzon Station Enhanced Public Realm Project – FBC	Transport & Environment	26 Apr 2022
009999/2022	Net Zero Neighbourhood Plan	Transport & Environment	26 Apr 2022
009213/2021	BMHT Dawberry Fields Road, Passivhaus Development	Homes & Neighbourhoods	17 May 2022
008965/2021	Renewal of Building Energy Management Systems	Leader	17 May 2022
009892/2022	The Birmingham Plan Issues and Options	Leader	17 May 2022
009249/2021	Street Naming and Numbering Policy Revision	Transport & Environment	17 May 2022
009998/2022	Enhanced Partnership for Birmingham City Centre	Transport & Environment	17 May 2022
009767/2022	Whole House Retrofit Pilot	Homes & Neighbourhoods	28 Jun 2022
007686/2020	Historic Environment Supplementary Planning Document	Leader	28 Jun 2022
008531/2021	Highways and Infrastructure: Footway Crossings Policy and Information for Applicants	Transport & Environment	28 Jun 2022



Housing and Neighbourhoods O&S Committee: Work Programme 2021/22

Chair:	Councillor Kate Booth
Deputy Chair:	Councillor Marje Bridle
Committee Members:	Councillors Deirdre Alden, Roger Harmer, Mahmood Hussain, Mary Locke, Mike Sharpe and Ken Wood
Officer Support:	Scrutiny Team: Christian Scade (303 1731) and Jayne Bowles (303 4810) Committee Manager: Mandeep Marwaha (303 5950)

1 Terms of Reference

To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning housing; waste management; neighbourhood management; parks and allotments; localisation; bereavement services and community safety.

This Committee shall be the Crime and Disorder Committee (Police and Justice Act 2006).

2 Meeting Schedule

Date	Item	Officer Contact / Attendees
17 June 2021 1400 hours Deadline for reports: 8 June	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit
	Work Programme Discussion	Emma Williamson/Jayne Bowles, Scrutiny Office
8 July 2021 1400 hours Deadline for reports: 29 June	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
	Progress Report on Implementation: Reducing Fly-tipping Street Litter Bins	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene



23 September 2021 1400 hours Deadline for reports: 14 September	Cabinet Member for Homes and Neighbourhoods	Marcia Wynter, Cabinet Support Officer
	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit
14 October 2021 1400 hours Deadline for reports: 5 October	Housing Repairs and Capital Investment	Julie Griffin, Managing Director of City Housing/John Jamieson, AD of City Housing Management/Louise Fletcher, Senior Service Manager
	Voids (process and turnaround times)	
	Tenant Engagement Review	
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
11 November 2021 1400 hours Deadline for reports: 2 November	Annual Report of the Birmingham Community Safety Partnership (to include update on PSPOs)	Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience
	Begging (numbers, causes and effects)	Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience
	Progress Report on Implementation: Reducing Fly-tipping	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene
16 December 2021 1400 hours Deadline for reports: 7 December *Meeting Cancelled*	Informal Meeting held to discuss work programme and inquiry on Developing a Litter Bins Policy	
27 January 2022 1400 hours Deadline for reports: 18 January	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit/Marcia Wynter, Cabinet Support Officer
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support, City Housing/Jonathan Antill, Head of Business Improvement and Support, City Operations



17 February 2022 1400 hours Deadline for reports: 8 February	Progress Report on Implementation: Reducing Fly-tipping	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene
	Tenant Engagement Review – outcomes and recommendations	John Jamieson, Acting AD, Housing Management/Louise Fletcher, Senior Service Manager, Tenant Engagement
10 March 2022 1400 hours Deadline for reports: 1 March	Bereavement Services	Paul Lankester, AD, Regulation and Enforcement
	Progress Report on Implementation: Reducing Fly-tipping	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene
	Review of Housing Allocations	Julie Griffin Julie Griffin, Managing Director City Housing
14 April 2022 1400 hours Deadline for reports: 5 April *Meeting Cancelled*		

3 Items to be programmed

- 3.1 Voids – further work and proposal for visits to RSLs
- 3.2 Tenant Engagement Review – quarterly updates on progress against action plan when developed

4 Outstanding Tracking

Inquiry	Outstanding Recommendations
Reducing Fly-tipping	R01 and R03

5 Other Meetings

Inquiry: Developing a Litter Bins Policy

- 23 September 2021: Informal scoping session
- 16 December 2021: Informal session with Cabinet Member and AD, Street Scene
- 13 January 2022: Informal session with Bradford MDC
- 17 February 2022: Informal session with Knowsley Council

Call in Meetings

None scheduled



Petitions

None scheduled

Councillor Call for Action requests

None scheduled

It is suggested that the Committee approves Thursday at 2.00pm 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.

6 Forward Plan for Cabinet Decisions

- 6.1 The Forward Plan lists all key decisions that the Council will take over the coming months.
- 6.2 The plan is therefore a useful tool for identifying forthcoming decisions where the committee might add value.
- 6.3 The Forward Plan can be found at: [Forward Plans \(cmis.uk.com\)](http://cmis.uk.com)



Resources O&S Committee: Work Programme 2021/22

Chair	Councillor Mohammed Aikhlaq
Deputy Chair	Councillor Barbara Dring
Committee Members:	Councillors David Barrie, Meirion Jenkins, Majid Mahmood, Shafique Shah, Paul Tilsley and Lisa Trickett
Committee Support:	Scrutiny Team: Christian Scade (303 1731) and Jayne Bowles (303 4810) Committee Manager: Sofia Mirza (675 0216)

1 Terms of Reference

To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning finance (including strategic finance, budget setting and financial monitoring); revenues and benefits; treasury management; council land use and property assets; human resources; contracting, commissioning and commercialisation.

2 Meeting Schedule

Date	Item	Officer contact
24 June 2021 1400 hours Informal Online Meeting Deadline for reports: 15 June 2021	Financial Outturn 2020/21	Rebecca Hellard, Interim Director of Council Management
	Implementation of the Council's Finance and HR Enterprise Resource Planning (ERP) System	Rebecca Hellard, Interim Director of Council Management/Peter Bishop, Director of Digital and Customer Services/James Couper, ERP Programme Director
	CityServe Update	Alison Jarrett, AD, Development and Commercial
22 July 2021 1400 hours Deadline for reports: 13 July 2021	Financial Monitoring 2021/22 - Quarter 1 / Month 3	Rebecca Hellard, Interim Director of Council Management
	ERP Update	Rebecca Hellard, Interim Director of Council Management/Peter Bishop, Director of Digital and Customer Services/James Couper, ERP Programme Director
	New Ways of Working	Peter Bishop, Director of Digital and Customer Services/Robin Burton, Programme Manager – New Ways of Working



9 September 2021 1400 hours Informal Online Meeting Deadline for reports: 31 August 2021	Financial Monitoring 2021/22 – Month 4	Rebecca Hellard, Interim Director of Council Management
	ERP Update	Rebecca Hellard, Interim Director of Council Management/Peter Bishop, Director of Digital and Customer Services/James Couper, ERP Programme Director
7 October 2021 1400 hours Deadline for reports: 28 September 2021	Financial Monitoring 2021/22 – Month 5	Rebecca Hellard, Interim Director of Council Management
	HR Update: <ul style="list-style-type: none"> • People Services Transformation Programme • Update on Interims & Consultants 	Tim Normanton, Acting AD, HR
25 November 2021 1400 hours Deadline for reports: 16 November 2021	Financial Monitoring 2021/22 – Quarter 2/Month 6	Rebecca Hellard, Director of Council Management
	Medium Term Financial Plan Refresh	Rebecca Hellard, Director of Council Management
	ERP Update	James Couper, ERP Programme Director
20 January 2022 1400 hours Deadline for reports: 11 January 2022	Financial Monitoring 2021/22 – Month 8	Rebecca Hellard, Director of Council Management
	Commonwealth Games Finance Update (to include partner contributions)	Rebecca Hellard, Director of Council Management
	ERP Update	James Couper, ERP Programme Director
10 February 2022 1400 hours Deadline for reports: 1 February 2022	Financial Monitoring 2021/22 – Quarter 3/Month 9	Rebecca Hellard, Director of Council Management
	Invest to Save Initiatives	Rebecca Hellard, Director of Council Management



24 March 2022 1400 hours Deadline for reports: 15 March 2022	Financial Monitoring 2021/22 – Month 10	Rebecca Hellard, Director of Council Management
	ERP Update	James Couper, ERP Programme Director
	Final Report from the Commercial Governance Task & Finish Group	Steve Sandercock Assistant Director – Procurement (Interim)
	Birmingham's Business Charter for Social Responsibility	c/o Jon Lawton following question raised at City Council
28 April 2022 1400 hours Deadline for reports: 19 April 2022		

3 Items to be programmed

- 3.1 Planned Procurement Activities Reports – standing item
- 3.2 Long Term Debt Strategy
- 3.3 Outcome of the CIPFA Budget Sufficiency Review of Education and Skills directorate

4 Other Meetings

Task & Finish: Commercial Governance

9 September 2021	Informal Session
18 November 2021	Informal Session
21 December 2021	Informal Session
20 January 2022	Informal Session
8 February 2022	Informal Session

Call-in

Petitions

None scheduled

Councillor Call for Action requests

None scheduled



5 Forward Plan for Cabinet Decisions

- 5.1 The Forward Plan lists all key decisions that the Council will take over the coming months.
- 5.2 The plan is therefore a useful tool for identifying forthcoming decisions where the committee might add value.
- 5.3 The Forward Plan can be found at: [Forward Plans \(cmis.uk.com\)](https://cmis.uk.com)



Commonwealth Games, Culture & Physical Activity O&S Committee: Work Programme 2021/22

Chair: Cllr Mariam Khan

Deputy Chair: Cllr Gurdial Singh Atwal

Committee Members: Cllrs: Mohammed Azim, Morriam Jan, John Lines, Yvonne Mosquito, Ron Storer and Martin Straker Welds

Officer Support: Acting Group O&S Manager: Ceri Saunders (303 2786)

Scrutiny Officer: Amanda Simcox: (675 8444)

Committee Manager: Louisa Nisbett (303 9844)

1 Terms of Reference

- 1.1 'To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning the Commonwealth Games; arts and culture; libraries and museums; sport; events and physical activity'.

2 Members Proud Host City Forum

- 2.1 Elected Members are also invited to attend the Members Proud Host City Forum. This is an informal group meeting open to all Elected Members. Guest speakers from across Commonwealth Games (CWG) partnership are invited, alongside officers from the council. Dates and topics:

- 20 May 2021 at 17:30 - 18:30. Topic: CWG volunteering. Andrew Newman, Laura Easton and Lee Marsham from the Organising Committee (OC) were guest speakers.
- 24 June 2021 at 17:45 - 18:30. Topic: CWG tickets. Elizabeth Howells, from the OC was the guest speaker.
- 15 July 2021 at 17:30 - 18:30. Topics: Birmingham 2022 update (Lee Marsham, OC), Creative City Grants (Lydia Harrington, OC), and Perry Barr Regeneration (Rebecca Farr, BCC).
- 23 Sep 2021 at 17:30 – 18.30. Topics: Birmingham 2022 updates (Lee Marsham, OC), and West Midlands Police community engagement (Donna Jones and Helen Thompson West Midlands Police).
- 21 Oct 2021 at 17:30 – 18.30. Topics: Queen's Baton Relay (Rose Jackson, Birmingham 2022), Birmingham 2022 'Look Book' (Dan Tomlinson, Birmingham City Council).



3 Meeting Schedule

3.1 Below is the list of committee dates and items. However, Members may want to use some of these dates for other things, such as visits and informal briefings etc.

Date & Time (1.30pm)	Items	Officers / Attendees
8 June 2021 @12.30 Informal Meeting	Commonwealth Games: Safety, Resilience and Health Protection Workshop	Jonathan Tew, CWG Legacy Lead & Assistant Chief Executive; Waqar Ahmed, AD, Community Safety and Resilience; Michael Enderby, Head of Resilience; Dr Mary Orhewere, AD, Environmental PH and Health Protection & Janet Bradley on behalf of Mark Croxford, Head of Environmental Health
	Future Work Programme Discussion	
28 July 2021 @ 2.30pm, On-line Report Deadline: 5 July 2021	<p>CWG: City Operations Directorate</p> <p>Building the stadium and involved in City Readiness for matters such as parks</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> • What is the City Operations Directorate doing to exploit the opportunity presented by the CWG • What is Street Scene doing to exploit the opportunity presented by the CWG • What are Regulations and Enforcement doing to exploit the opportunity presented by the CWG 	Rob James, Managing Director, City Operations Directorate, Paul Lankester, AD, Regulation and Enforcement, Chris Jordan, AD, Neighbourhoods, Kevin Hicks, AD, Highways and Infrastructure, and Darren Share, AD, Street Scene



Date & Time (1.30pm)	Items	Officers / Attendees
	CWG: City Housing Directorate What is the Housing Directorate doing to exploit the opportunity presented by the CWG	John Jamieson, Head of Service for Housing Management, Mumtaz Mohammed, Programme Manager, Inclusive Growth, Marcia Bell, Service Manager, Housing Temporary Accommodation, and Guy Chaundy, Housing Modernisation & Partnership Manager
	CWG: Human Resources Department Above and beyond core games deliverables: What if anything is HR doing to exploit the opportunity presented by the CWG.	Amarjit Sahota, Culture Change Manager, Human Resources
15 September 2021 at the BMI Report Deadline: 6 Sep 2021	CWG: Adult Social Care Directorate Involved in Legacy? Above and beyond core games deliverables: <ul style="list-style-type: none"> What if anything is Adult Social Care doing and/or commissioning to exploit the opportunity presented by the CWG 	Maria Gavin, AD, Quality and Improvement, Adult Social Care (Donna Nock PA)
	CWG: Children's Trust <ul style="list-style-type: none"> Opportunities for Children in Care and Care Leavers 	Jake Shaw, Head of Service, Rights and Participation and Corporate Parenting and Alex Hillman, Corporate Parenting and Partnerships Coordinator



Date & Time (1.30pm)	Items	Officers / Attendees
<p>6 October 2021 On-line</p> <p>Report Deadline: 27 Sep 2021</p>	<p>CWG: Education and Skills Directorate</p> <p>Involved in Legacy?</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> • What is Education and Skills doing to exploit the opportunities presented by the CWG • What if anything is Education and Skills looking to do with Birmingham Schools related to the CWG • What if anything is Education and Skills doing with relation to the Virtual School and Commonwealth Games • What if anything is Education and Skills doing with relation to SEND and the CWG • What if anything is Education and Skills looking to do with Early Years and the CWG • What if anything is Education and Skills looking to do with employability and the CWG 	<p>Kevin Crompton, Interim Director, Education and Skills</p>



Date & Time (1.30pm)	Items	Officers / Attendees
	<p>CWG: Inclusive Growth Directorate</p> <p>Involved in City Readiness Matters such as transport, public realm, still building the PBRS</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> • What is the Inclusive Growth Directorate doing to exploit the opportunity presented by the CWG • What is the Planning department doing to exploit the opportunity presented by the CWG • What is Transport and Connectivity doing to exploit the opportunity presented by the CWG • What is Highways and Infrastructure doing to exploit the opportunity presented by the CWG • What is Housing and Planning doing to exploit the opportunity presented by the CWG 	<p>Ian MacLeod, Acting Director (Louise O'Neill, Business Support Manager) and Rebecca Farr, Development Planning Manager – North & West Birmingham Inclusive Growth</p>
22 October 2021	A joint visit to the Alexander Stadium	Cllr Mariam Khan and Cllr Gurdial Singh Atwal attended
3 November 2021 at 12.00	A visit the Organising Committee's volunteer selection centre, based at the Library of Birmingham	Cllr Mariam Khan attended



Date & Time (1.30pm)	Items	Officers / Attendees
<p>3 November 2021 On-line</p> <p>Report Deadline: 25 Oct 2021</p>	<p>CWG: Council Management Directorate</p> <p>HR (Darren Hockaday), Digital & Customer Services (Peter Bishop), Legal & Democratic (Suzanne Dodd), Finance (Sara Pitt), Audit (Sarah Dunlavey) Development & Commercial (Alison Jarrett), and Steve Sandercock) Procurement</p> <p>Looking after games finances, legal and procurement matters, and council governance matters</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> • What is the Finance and Governance doing to exploit the opportunity presented by the CWG • What is Commercial doing to exploit the opportunity presented by the CWG 	<p>Becky Hellard, Director of Council Management Directorate; (Manjit Sabbharwal PA), Alison Jarrett, AD, Development & Commercial; Sara Pitt, AD, Finance and Governance; Connie Price, Head of Service, Finance and Governance; Amarjit Sahota, Culture Change Manager, HR; Satinder Sahota, Assistant City Solicitor; Craig Scriven, AD, Organisational Development; Sushil Thobhani, HOS, Finance and Governance; and Sharan Varaitch, Culture Change Officer</p>
	<p>CWG: Digital and Customer Services, Council Management Directorate</p> <p>Assisting the Programme with IT systems.</p> <p>Above and beyond core games deliverables:</p> <ul style="list-style-type: none"> • What is the Digital and Customer Services Directorate doing to exploit the opportunity presented by the CWG • What is the IT department doing to exploit the opportunity presented by the CWG • What is Revenue and Benefits doing to exploit the opportunity presented by the CWG • What is Customer Services doing to exploit the opportunity presented by the CWG 	<p>Cllr Brigid Jones, Deputy Leader and Dr Peter Bishop, Director for Digital & Customer Services (Freya Lane PA)</p>
	<p>CWG: Regulation and Enforcement, City Operations Directorate</p>	<p>Paul Lankester, Interim AD, Regulation & Enforcement</p>



Date & Time (1.30pm)	Items	Officers / Attendees
		City Operations Directorate (Kerry Timbrell, PA)
8 December 2021 – On-line Report Deadline: 29 Nov 2021	CWG: Street Scene	Rob James, Managing Director, City Operations Directorate and Darren Share, AD, Street Scene
12 January 2022 – On-line Report Deadline: 3 Jan 2022	Get Set for the Games This is the overarching campaign that will ensure the city and region can continue to function and thrive in the lead up to, and during, the Birmingham 2022 Commonwealth Games.	Rachel Dixon, Programme Engagement Deputy Lead and Sarah Boundy, Engagement Lead - Birmingham 2022 Commonwealth Games, BCC
	Workshop for the Queen's Baton Relay	Robyn Beebe, QBR Lead - Birmingham 2022 Commonwealth Games and Olivia McLean City Readiness - Operations Advisor, CWG 2022
9 February 2022 Committee Room C, Margaret Street Report Deadline: 31 Jan 2022	Commonwealth Games Legacy Creative City Grants Programme – Lydia Harrington, Creative City Grants Manager, Birmingham 2022 OC Bring the Power Youth Programme – Adam Stokes and James Grinstead, Birmingham 2022 OC Stronger Communities Grants Programme – Kwabena Osayande, Cohesion and Equalities Service Manager, BCC Celebrating Communities – Cat Orchard, Head of Community Partnerships, BCC Physical Activity – Cat Orchard, Head of Community Partnerships, BCC	Graeme Betts, Director for Adults Social Care & Legacy Lead



Date & Time (1.30pm)	Items	Officers / Attendees
16 March 2022 Committee Room C, Margaret Street Report Deadline: 7 Mar 2022	10.00 – 12.00: Commonwealth Games Update 12.15 – 13.15: A visit to the Council House so Members can see the progress and the arrangements for the Commonwealth Games	Cllr Ian Ward, Leader, and Craig Cooper, Programme Director Philip Andrews, Head of Operational Property Management, Leigh Remington, Project Lead for Acivico, Martin Painter, Council House Manager, and Andrew Slattery, Programme and Change Mgr, CWG 2022
6 April 2022 Report Deadline: 28 Mar 2022	tbc	tbc

4 Other Meetings

Call in Meetings:

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

It is suggested that the Committee approves Wednesday at 1.30pm 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.

5 Report(s) to City Council

- 5.1 Community Engagement in CWG was put on hold due to Covid and instead an end of year report on the work of the Committee regarding the Commonwealth Games 2022 will be presented to City Council in March 2022.



6 Forward Plan for Cabinet Decisions

6.1 The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Commonwealth Games, Culture and Physical Activity O&S Committee's remit.

ID Number	Title	Proposed Date of Decision	Date of Decision
008307/2021	Perry Barr Regeneration Scheme – Full Business Case Update	27 Jul 21	27 Jul 21
008869/2021	Creating a City of Nature for Birmingham	07 Sep 21	
009408/2022	25 Year City of Nature Delivery Framework	08 Feb 22	
009052/2021	Permission to apply for funding to the DCMS Museum Estate and Development Fund	07 Sep 21	07 Sep 21
005730/2018	Sport and Leisure Transformation - Wellbeing Service	28 Jun 22	
009020/2021	Major Sporting Events Strategy 2022-2032	-	27 Jul 21
009673/2022	Museums Services Contract and Lease 2022-26	08 Feb 22	
009674/2022	Commissioning of Cultural Activities 2022-23	08 Feb 22	



Education and Children's Social Care O&S Committee: Work Programme 2021–2022

Chair:	Cllr Narinder Kaur Kooner
Deputy Chair:	Cllr Kerry Jenkins
Committee Members:	Cllrs: Olly Armstrong, Charlotte Hodiola, Katherine Iroh, Saddak Miah, Kath Scott and Alex Yip Education Representatives: Omar Hanif, Parent Governor; Justine Lomas, Roman Catholic Diocese; Rabia Shami, Parent Governor and Sarah Smith, Church of England Diocese.
Officer Support:	Acting Group O&S Manager: Ceri Saunders (303 2786) Scrutiny Officer: Amanda Simcox: (675 8444) Committee Manager: Mandeep Marwaha (303 5950)

1 Terms of Reference

- 1.1 As per City Council on 25th May 2021 the Committee's Terms of Reference is 'to fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning schools and education, the Children's Trust, vulnerable children, corporate parenting, children and young people's health and wellbeing and other child social care and safeguarding functions of the council'.
- 1.2 The Overview and Scrutiny Committee dealing with education matters shall include in its membership the following voting representatives: a) Church of England diocese representative (one); b) Roman Catholic diocese representative (one); and c) Parent Governor representatives (two, who are on the Committee until April 2022).

2 Meeting Schedule

Date & Time	Items	Officers / Attendees
9 June 2021 at 10am Informal Meeting	To discuss priorities for 2021/22 work programme.	



Date & Time	Items	Officers / Attendees
<p>21 July 2021 at 10am</p> <p>Formal Meeting at the BMI</p> <p>Deadline for Send Out: 12 July 2021</p>	<p>Councillor Kate Booth, Cabinet Member for Children’s Wellbeing Update (last discussed 10 Jul 2019). To include:</p> <ul style="list-style-type: none"> • Early Years (this has been included in the written report). • SEND and EHCPs including the health aspect e.g. waiting times etc (regular SEND updates programmed). • Birmingham Youth Justice Strategic Plan 2021/22 (this is now scheduled for Cabinet 7 September 2021 rather than 29 June 2021 & will be picked up by the Children’s Trust update). 	<p>Suman McCartney, Cabinet Support Officer</p> <p>This item was included within the SEND update at the committee meeting.</p>
	<p>SEND Ofsted Inspection Outcome (SEND & WSoA last discussed 28 Oct 2020).</p> <p>To include: EHCPs including the health aspect (waiting times etc).</p>	<p>Kevin Crompton, Interim Director, Education & Skills / Director of Children Services (DCS), and Deborah Brooks, Transformation Director, Commissioning, Education and Skills</p>
	<p>Hunters Hill College Update.</p>	<p>Councillor Jayne Francis, Cabinet Member for Education, Skills and Culture, Jaswinder Didiyal, Head of Service, Education and Skills, and David Bridgman, Head of Service, SENAR</p>
	<p>Councillor Jayne Francis, Cabinet Member for Education, Skills and Culture update (last discussed 11 Sep 2019). To include:</p> <ul style="list-style-type: none"> • Youth Engagement and Youth Service (Youth voices – to include how the different forums are supported and how they can support each other; and the resources to support these). • Personal, Social and Health Education (PSHE) provided in schools. • Education of Children and Young People and the difficulty with the school system being set up for young people to be job ready, however there is a lack of jobs and universities are expensive. 	<p>Rose Horsfall, Cabinet Support Officer</p> <p>Lisa Fraser, AD, Education and Early Years, Ilgun Yusuf, Acting AD, Skills and Employability and Alan Michell, Head of School Admissions and Fair Access</p>



Date & Time	Items	Officers / Attendees
	<ul style="list-style-type: none"> Schools Forum and monitoring schools on how they are spending the money they are allocated. 	
1 September 2021 at 10am Formal Meeting at the BMI Deadline for Send Out: 20 August 2021	Children's Trust to include: <ul style="list-style-type: none"> Youth Justice Strategic Plan Children in Care Independent Advocacy Service / Rights and Participation Service Missing Children 	Andrew Christie, Chair and Andy Couldrick, Chief Executive, Children's Trust
	Cllr Sharon Thompson, Cabinet Member for Vulnerable Children and Families	Suman McCartney, Cabinet Support Officer
	SEND	Kevin Crompton, Interim Director, Education & Skills and Pauline Maddison, Interim AD, SEND and Inclusion
13 October 2021 at 10am Informal On-line Meeting Deadline for Send Out: 4 October 2021	Cllr John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities to include: <ul style="list-style-type: none"> Rise in hate crime, youth crime and knife crime. Engagement of young people and how they are supported in relation to climate, BLM and increase in racism, Palestine, Me too campaigns etc. 	Waqar Ahmed, AD, Community Safety and Resilience Marcia Wynter, Cabinet Support Officer
	SEND	Pauline Maddison, Interim AD, SEND and Inclusion
	Home to School Transport (HTST) Update	Mary Jefferson, Head of Service, Home to School Transport, and Deborah Brooks, Transformation Director, Commissioning, Education and Skills



Date & Time	Items	Officers / Attendees
24 November 2021 at 10am Formal Meeting in the BMI Deadline for Send Out: 15 November 2021	Aquarius – Young People’s Service	Karl Beese, Commissioning Manager, Adults Public Health; John Freeman, Commissioning Manager, Complex Care & Prevention; Chris Baggott, Service Lead, Partnerships Insight and Prevention, Public Health; Richard McVey, Area Manager, Aquarius; and Wesley King, Snr Practitioner, Aquarius
	Youth Service	Ilgun Yusuf, Acting AD, Skills and Employability and, Soulla Yiasouma, Joint Head of Youth Service
	SEND PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invited for this item.	Sue Harrison, Director, Education & Skills and, Pauline Maddison, Interim AD, SEND and Inclusion
12 January 2022 at 10am on-line Deadline for Send Out: 30 December 2021	Birmingham Against Female Genital Mutilation (BAFGM) Annual Report 2021/22	Christine Wellington and Carolyn Daly, Co-chairs of BAFGM
	SEND – Objective: Working Well Together PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invited for this item.	Sue Harrison, Director for Education & Skills; Pauline Maddison, Interim AD for SEND and Inclusion; Maria McCaffrey, Co-production Officer; Rachel Edwards, Communications & Engagement Lead, SEND, Wellbeing & Inclusion;
	School Attainment and School Attendance	Lisa Fraser, AD, Education and Early Years and Alan Michell, Head of Service for Admissions, Attendance, Exclusions and Pupil Tracking
16 February 2021 at 10am in the BMI Deadline for Send Out: 7 February 2022	SEND – Dashboard PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invited for this item.	Sue Harrison, Director, Education & Skills, Pauline Maddison, Interim AD, SEND and Inclusion and Victor Roman, SEND Improvement Programme Mgr



Date & Time	Items	Officers / Attendees
	Birmingham Safeguarding Children's Partnership Update	Penny Thompson, Independent Chair, BSCP and Simon Cross, Business Manager
	School Exclusions To include: SEND exclusions and cross departmental work with SEND services to support this agenda	Lisa Fraser, AD, Education and Early Years and Alan Michell, Head of Service for Admissions, Attendance, Exclusions and Pupil Tracking
30 March 2022 at 10am in the BMI Deadline for Send Out: 21 March 2022	SEND – Objective 2: Getting the Basics Right – Special Educational Needs Assessment and Review Service (SENAR) PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invites for this item	Sue Harrison, Director, Children and Families, Pauline Maddison, Interim AD, SEND and Inclusion, and Faye Higgins, Programme and Change Manager
	Child Sexual Exploitation (CSE)	Cllr Sharon Thompson, Cabinet Member for Vulnerable Children and Families, Dionne McAndrew, AD, Children's Trust and Clair Graham, Clair Graham (Head of Service Contextual Safeguarding) EMPOWER U Hub, Exploitations & Missing Team, Children's Trust
	Youth Service	Ilgun Yusuf, Acting AD, Skills and Employability and, Soulla Yiasouma, Joint Head of Youth Service
6 April 2022 at 10am in the BMI Deadline for Send Out: 28 March 2022	SEND – Objective 2: Getting the Basics Right (Health) PCF: Sabiha Aziz, Chair of the PCF; Pam Armstrong, and Jo Green invites for this item.	Sue Harrison, Director, Children and Families, Pauline Maddison, Interim AD, SEND and Inclusion, and Linda Lockwood
	Children's Trust Update (tbc)	Andrew Christie, Chair and Andy Couldrick, Chief Executive, Children's Trust Sue Harrison, Director, Children and Families



Date & Time	Items	Officers / Attendees
	<p>Children's and Young People's health and wellbeing</p> <p><u>Children's Trust</u></p> <ul style="list-style-type: none">Alison Montgomery, AD, Disabilities, Children's Trust <p><u>Forward Thinking Birmingham</u></p> <ul style="list-style-type: none">Elaine Kirwan, Deputy Chief Nurse Officer, Mental Health Service, Clinical Lead - West Midlands CAMHS Provider Collaborative, Forward Thinking BirminghamJoanne Carney, Director of Joint Commissioning, Mental Health, Children and Maternity, Personalisation, NHS Birmingham and Solihull CCG (Rebecca Morris Mental Health Joint Commissioning Team)	

3 Items to be Programmed / Outstanding

- 3.1 Child exploitation, such as County Lines is to be explored in the new municipal year, this it to include Cabinet Member for Social Inclusion, Community Safety and Equalities.
- 3.2 Children's and Young People's health and wellbeing was identified as an item to be programmed at the June 2021 meeting and this has been pencilled in for the April 2022 committee meeting. Areas for discussion could be:
- The impact on children's and young people's mental health and how this is being supported.
 - To include an update on the development of the footprint as a response to the pandemic to provide support to children with mental health, emotional neglect, domestic abuse (early help hubs). Early Help: Nigel Harvey-Whitten, AD, Children's Services (Commissioning) & Richard Selwyn, Birmingham Children's Partnership have now left and the contact is Garath Symonds.
 - How children and young people and mainstream schools coped with the return to school and the resulting pressures (including missed education and anxiety regarding returning to school).
 - Forward Thinking Birmingham.
 - An update on Preparation for Adulthood which should include data that allows for comparison, tracking and monitoring (attended 20 January 2021).
 - Youth Justice.



3.3 Young People and Mental Health has been discussed previously by the former Learning, Culture and Physical Activity O&S Committee:

5 Sep 2018	<p>Forward Thinking Birmingham</p> <p>Erin Docherty Senior Nurse Lead, Forward Thinking Birmingham, Birmingham Women's and Children's NHS Foundation Trust</p> <p>The Birmingham School Health Advisory Service (BSHAS)</p> <p>Joanne Thurston, Chief Operating Officer and Karen Hansford, Head of Universal Children's Services 5-19, Birmingham Community Healthcare NHS Foundation Trust.</p>
14 Nov 2018	<p>Educational Psychology Service Birmingham</p> <p>Amanda Daniels, Principal Educational Psychologist.</p> <p>Visit to Pause, Digbeth</p> <p>Karen Woodfield, Area Manager, Pause, Forward Thinking Birmingham & Sandwell Beam and Leroy McConnell, Mental Health, Youth Work/Participation Lead, The Children's Society.</p>
6 Feb 2019	<p>Anna Robinson, Birmingham Education Partnership (BEP) Mental Health/Emotional Wellbeing Lead and Sarah Finch, Assistant Head, Colmers Secondary School and Sixth Form.</p>

3.4 Councillor Alex Yip to send a draft TOR for Hunters Hill College.

4 Other Meetings

- Call in Meetings: None scheduled
- Petitions: None scheduled
- Petitions: None scheduled
- Councillor Call for Action Requests: None scheduled

5 Forward Plan for Cabinet Decisions

5.1 The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Education and Children's Social Care O&S Committee's remit.

ID Number	Title	Proposed Date	Date of Decision
008943/2021	Birmingham Youth Justice Strategic Plan 2021/22	7 Sep 21	7 Sep 21



ID Number	Title	Proposed Date	Date of Decision
009043/2021	Proposed In-Year Variation to Admission Arrangements for Community and Voluntary Controlled Schools and the Co-Ordinated Scheme 2021/22 and 2022/23 and Approach to Fair Access Protocol	27 Jul 21	27 Jul 21
009054/2021	Skilts School conversion from Community School to Academy Status	27 Jul 21	27 Jul 21
009301/2021	Education and Skills Transformation Programme Including SEND Improvement and Home to School Transport	12 Oct 21	12 Oct 21
009530/2021	Birmingham Children's Trust Accommodation	22 Mar 22	
009699/2022	Proposed Admission Arrangements and Published Admission Numbers for Community and Voluntary Controlled Schools and the Local Authority Coordinated Scheme 2023/2024.	08 Feb 22	
009744/2022	The Adoption of the Birmingham Agreed Syllabus for Religious Education 2022	08 Feb 22	
009775/2022	Continuation of Early Help (EH) Programme Funding for 12 Months	08 Feb 22	
009917/2022	Queensbury School: Relocation of Sixth Form to Former Osbourne Primary Site and Refurbishment of Existing Sixth Form to Increase Key Stage 3 and Key Stage 4 SEND Provision.	26 Apr 22	



Health & Social Care O&S Committee: Work Programme 2021/22

Chair:	Cllr Mick Brown
Deputy Chair:	Cllr Safia Akhtar
Committee Members:	Debbie Clancy, Peter Fowler, Mohammed Idrees, Ziaul Islam, Rob Pocock and Paul Tilsley
Officer Support:	Scrutiny Officer: Gail Sadler (303 1901) / Ceri Saunders (303 2786) Committee Manager: Errol Wilson (675 0955)

1 Meeting Schedule

Date	Agenda Item	Officer Contact / Attendees
15th June 2021 1000 hours Committee Room Via Microsoft Teams Report Deadline: 3 rd June	Work Programming Session	John Williams, Adult Social Care; Bal Kaur, Adult Social Care; Simon Furze/Adib Qassim, Citizen Involvement Team; Dr Justin Varney/Dr Marion Gibbon, Public Health; Maria Gavin, Adult Social Care; Andy Cave, Healthwatch.
Friday 23rd July 2021 1000 hours BMI Main Hall Report Deadline: 15th July	Appointment of Deputy Chair and membership of JHOSCs Public Health Update Update on the Reopening of Day Centres Q4 Adult Social Care Performance Monitoring Healthwatch Birmingham Annual Report	Julia Duke-Macrae, Consultant in Public Health John Williams, Assistant Director, Adult Social Care Maria Gavin, Assistant Director, Adult Social Care Andy Cave, CEO, Healthwatch Birmingham.



Date	Agenda Item	Officer Contact / Attendees
21st September 2021 1000 hours BMI Main Hall Report Deadline: 9 th September	Period Poverty and Raising Period Awareness - Tracking Report Adult Social Care Performance Monitoring Q1 Citizen Involvement Session: Delayed Transfers of Care/Early Intervention Programme	Dr Marion Gibbon, Assistant Director, Public Health. John Williams, Assistant Director, Adult Social Care Amanda Jones, Head of Service, (Operations & Partnerships); Andrew Marsh, Head of Service (Early Intervention); June Marshall, Citizen Involvement Manager.
19th October 2021 1000 hours BMI Main Hall Report Deadline: 7 th October	Forward Thinking Birmingham Infant Mortality – Tracking Report Flu Vaccination Uptake and Covid Booster Vaccination Update Access to Primary Care	Elaine Kirwan, Deputy Chief Nurse, Mental Health Services/FTB Councillor Paulette Hamilton, Cabinet Member for Health and Social Care / Dr Marion Gibbon, AD Public Health. Paul Sherriff / Lisa Maxfield, BSol CCG. Paul Sherriff / Lisa Maxfield / Michelle Williams, BSol CCG
16th November 2021 1000 hours BMI Main Hall Report Deadline: 4 th November	Cabinet Member for Health and Social Care – Adult Social Care Update Birmingham Substance Misuse Recovery System (CGL) Citizen Involvement Session: Direct Payments	Councillor Paulette Hamilton, Cabinet Member for Health and Social Care; Professor Graeme Betts Karl Beese, Commissioning Manager, Adult Public Health Services, Mary Orhewere, Partnerships Insights & Prevention. John Williams, Assistant Director, Adult Social Care; June Marshall, Citizen Involvement Manager.



Date	Agenda Item	Officer Contact / Attendees
<p>21st December 2021 1000 hours BMI Main Hall</p> <p>Report Deadline: 9th December</p>	<p>Birmingham ("Boots") Urgent Treatment Centre – Case for Change</p> <p>Integrated Care System Update:</p> <ul style="list-style-type: none"> • 'Place' • West Birmingham <p>Birmingham Safeguarding Adults Board Annual Report</p> <p>Adult Social Care Performance Monitoring Q2</p>	<p>Dr Richard Mendelsohn, Chief Medical Officer, BSol CCG; Helen Kelly, Director of Acute and Community Integration, BSol CCG.</p> <p>Professor Graeme Betts, Corporate Director for Adult Social Care</p> <p>Cherry Dale, Independent Chair of the Birmingham Safeguarding Adults Board</p> <p>Maria Gavin, Assistant Director, Adult Social Care.</p>
<p>25th January 2022 1000 hours BMI Main Hall</p> <p>Report Deadline: 6th January</p>	<p>Covid 19 Update</p> <p>Health and Wellbeing Board Update</p> <p>Interim Report on the Evaluation of Preparation for Adulthood</p>	<p>Dr Justin Varney, Director of Public Health</p> <p>Gary Kerridge, Research Fellow, University of Warwick; Caroline Nevan, Head of Preparation for Adulthood.</p>
<p>15th February 2022 1000 hours BMI Main Hall</p> <p>Report Deadline: 3rd February</p>	<p>Birmingham Sexual Health Services – Umbrella (UHB)</p> <p>Period Poverty and Raising Period Awareness – Tracking Report</p> <p>Pershore Road Residential Mental Health Rehabilitation Unit</p>	<p>Karl Beese, Commissioning Manager, Adult Public Health Services, Dr Marion Gibbon, AD, Public Health.</p> <p>Dr Marion Gibbon / Jo Bradley, Public Health</p> <p>Joanne Carney, Birmingham and Solihull CCG John Barstow, Birmingham MIND Martin Luke, Birmingham and Solihull Mental Health Foundation Trust</p>



Date	Agenda Item	Officer Contact / Attendees
29th March 2022 1000 hours BMI Main Hall	Cabinet Member for Health and Social Care - Public Health Update.	Councillor Paulette Hamilton, Cabinet Member for Health & Social Care; Dr Justin Varney, Director of Public Health.
Report Deadline: 17 th March	Neighbourhood Network Scheme	Louise Collett, AD Commissioning, Adult Social Care; Kalvinder Kohli, Service Lead, CCoE, Adult Social Care.
	Adult Social Care Performance Monitoring Q4	Maria Gavin, Assistant Director, Adult Social Care.
19th April 2022 1000 hours BMI Main Hall		
Report Deadline: 7 th April		

2 Work to be programmed/Further work areas of interest

2.1 The following items could be scheduled into the work programme if members wish to investigate further:

- Weight Management – Dr Justin Varney
- Triple Zero Strategy – Outcome of Consultation – Dr Justin Varney
- Annual Review of the Adult Social Care Vision & Delivery Plan 2020-2024
- BLACHIR Project - Black African and Caribbean Health Inequalities – Dr Justin Varney
- Statistical Update on the Life Expectancy Data for the City – Dr Justin Varney
- Access to NHS Dentistry – Andy Cave, Healthwatch Birmingham
- Feedback from Care Homes – Andy Cave, Healthwatch Birmingham
- Health Inequalities in Birmingham – Councillor John Cotton / Andy Cave
- Access to Primary Care – Paul Sherriff (Municipal Year 2022/23)
- Mental Health and Wellbeing
 - Update on the Mental Health and Wellbeing of the Population Post-Covid – Dr Justin Varney
 - Access to Mental Health Services – Andy Cave, Healthwatch Birmingham.



3 Chair & Committee Visits

Date	Organisation	Contact

4 Inquiry

Title:	
Lead Member:	
Inquiry Members:	
Evidence Gathering:	
Drafting of Report:	
Report to Council:	

5 Councillor Call for Action requests

6 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Health and Social Care O&S Committee's remit. **Please note this is correct at the time of publication.**

Reference	Title	Portfolio	Proposed Date of Decision
005730/2018	Sport and Leisure Transformation – Wellbeing Service	Health and Social Care	28 Jun 22



7 Joint Birmingham & Sandwell Scrutiny Committee Work

Members	Cllrs Safia Akhtar, Mick Brown, Debbie Clancy, Ziaul Islam, Paul Tilsley.	
Meeting Date	Key Topics	Contacts
4 th November 2021 @ 2.00pm Sandwell	<p>JHOSC Terms of Reference</p> <p>Black Country Chronic Kidney Disease and Birmingham Fastrack</p> <p>Primary Care Networks in Sandwell and West Birmingham Update</p> <p>Status Report on Waiting Times for Elective Treatment</p>	<p>Kieran Caldwell, West Midlands Commissioning Unit, NHS England</p> <p>Carla Evans, Head of Primary Care, SWBCCG</p> <p>Richard Beeken, Interim Chief Executive, Sandwell and West Birmingham Hospitals NHS Trust.</p>
24 th February 2021 @ 2.00pm Birmingham Report Deadline: 16 th February	<p>Midland Metropolitan University Hospital Update</p> <ul style="list-style-type: none"> Clinical Pathways <p>Provider Trust Collaboration Update</p> <p>Transition of West Birmingham</p> <p>Delivering Solid Tumour Oncology Cancer Services for Sandwell and West Birmingham Update - Briefing Note</p>	<p>Richard Beeken, Interim Chief Executive, Sandwell and West Birmingham Hospitals NHS Trust.</p> <p>Richard Beeken, Interim Chief Executive, Sandwell and West Birmingham Hospitals NHS Trust.</p> <p>TBC</p> <p>Kieran Caldwell, West Midlands Commissioning Unit, NHS England</p>
April 2022 @ 2.00pm Sandwell		
TBA	MMUH visit for JHOSC members	
TBA	MMUH – All Members Briefing	



8 Joint Birmingham & Solihull Scrutiny Committee Work

Members	Cllrs Mick Brown, Peter Fowler, Deborah Harries, Mohammed Idrees and Rob Pocock.	
Meeting Date	Key Topics	Contacts
10 th June 2021 2.00pm Birmingham Via Microsoft Teams Report Deadline: 2 nd June 2021	<ul style="list-style-type: none"> JHOSC Terms of Reference UHB NHS Trust's Performance during the Covid-19 Pandemic and Recovery of Services. Birmingham and Solihull System Operational Planning 2021/22 Birmingham and Solihull ICS Financial Planning 21/22 Post-COVID Syndrome ('Long COVID') Rehabilitation Goodrest Croft Surgery Closure 	<p>Jonathan Brotherton, Chief Operating Officer, UHB</p> <p>Harvir Lawrence; Lesa Kingham.</p> <p>Paul Athey, Chief Finance Officer, BSol CCG; David Melbourne, System Finance Lead</p> <p>Claire Underwood; Joanne Williams.</p> <p>Paul Sherriff; Michelle Williams.</p>
29 th September 2021 @ 6.00pm Solihull	<ul style="list-style-type: none"> NHS 111 First Update Birmingham and Solihull ICS Financial Planning 21/22 Update Access to Primary Care Update on Post-COVID Syndrome ('Long COVID') Rehabilitation 	<p>Helen Kelly, Associate Director of Integration (Urgent Care/Community), BSol CCG</p> <p>Paul Athey, Chief Finance Officer, BSol CCG; David Melbourne, System Finance Lead</p> <p>Paul Sherriff, BSol CCG; Andy Cave, CEO, Healthwatch Birmingham and Healthwatch Solihull.</p> <p>Jo Williams, CEO, The Royal Orthopaedic Hospital.</p>



<p>2nd December 2021 @ 2.00pm Birmingham</p> <p>Report Deadline: 17th November</p>	<ul style="list-style-type: none"> • UHB NHS Foundation Trust – Staff Mental Health and Wellbeing Data • Birmingham and Solihull ICS Financial and Planning Update, and Multi Year System Recovery Plan • ICS Update and the Role of Scrutiny 	<p>Lisa Stalley-Green, Chief Nurse, UHB.</p> <p>Paul Athey, ICS Finance Lead</p> <p>David Melbourne, Interim Designate Chief Executive</p>
<p>10th March 2022 @ 4.00pm Solihull</p>	<ul style="list-style-type: none"> • Birmingham and Solihull ICS Financial Planning Update • UHB Restoration and Recovery of Services Update • ICS and the Role of Scrutiny 	<p>Paul Athey, ICS Finance Lead</p> <p>Jonathan Brotherton, Chief Operating Officer, UHB</p> <p>David Melbourne, Interim Designate Chief Executive</p>
<p>ITEM DEFERRED TO BE SCHEDULED</p>	<ul style="list-style-type: none"> • Update on Post-COVID Syndrome ('Long COVID') Rehabilitation • Phase 2, Musculoskeletal Redesign Programme 	<p>Ben Richards, Chief Operating Officer, Birmingham Community Healthcare NHS Foundation Trust.</p> <p>Marie Peplow, Chief Operating Officer, The Royal Orthopaedic Hospital.</p>