

BIRMINGHAM CITY COUNCIL

HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 25 MARCH 2021 AT 14:00 HOURS
IN ON-LINE MEETING, MICROSOFT TEAMS

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 Internet site (www.civico.net/birmingham) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APPOINTMENT OF COMMITTEE

To note the appointment by the Council Business Management Committee on 12 March 2021 of Councillor Shafique Shah to replace Councillor Shabrana Hussain on this Committee

3 APOLOGIES

To receive any apologies.

4 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.

5 ACTION NOTES AND ACTION TRACKER

To agree the action notes of the meeting held on 25 February 2021 and note the action tracker.

9 - 16

6 **PROGRESS REPORT ON IMPLEMENTATION: REDUCING FLY-TIPPING**

Councillor John O'Shea, Cabinet Member for Street Scene and Parks, and Darren Share, Assistant Director, Street Scene, in attendance.

17 - 18

7 **HOUSING REPAIRS AND MAINTENANCE**

Julie Griffin, Acting Assistant Director, Housing, and Martin Tolley, Head of Repairs and Capital Investment, in attendance.

19 - 20

8 **RESOURCING OF THE PRIVATE RENTED SECTOR TEAM**

Julie Griffin, Acting Director, Housing, Guy Chaundy, Senior Manager, Housing Strategy, Gary Messenger, Head of Service - Housing Options & PRS, and Deborah Moseley, Acting Senior Service Manager, PRS, in attendance.

21 - 26

9 **WORK PROGRAMME**

For discussion.

10 **DATE OF NEXT MEETING**

The next meeting is scheduled to take place on Thursday 22 April 2021 at 1400 hours via an online meeting.

11 **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).

12 **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.

13 **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

**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE –
PUBLIC MEETING**

1400 hours on Thursday 25 February 2021, Online meeting

Present:

Councillor Penny Holbrook (Chair)

Councillors Deirdre Alden, Marje Bridle, Roger Harmer, Mahmood Hussain, Shabrana Hussain, Mary Locke and Ken Wood

Also Present:

Councillor Sharon Thompson, Cabinet Member for Homes and Neighbourhoods

Karen Cheney, Head of Service – Neighbourhood Development and Support Unit

Aidan Hall, Graduate Trainee, Neighbourhood Development and Support Unit

Chris Jordan, Assistant Director, Neighbourhoods

Jayne Bowles, Scrutiny Officer

Emma Williamson, Head of Scrutiny

1. NOTICE OF RECORDING/WEBCAST

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2. APOLOGIES

None.

3. DECLARATIONS OF INTERESTS

None.

4. ACTION NOTES AND ACTION TRACKER

(See documents 1 and 2)

RESOLVED:

- The action notes of the meeting held on 21 January 2021 were agreed.
- The action tracker was noted.

5. UPDATE ON LOCALISATION

(See documents 3, 4 and 5)

Councillor Sharon Thompson, Cabinet Member for Homes and Neighbourhoods, Chris Jordan, Assistant Director, Neighbourhoods, Karen Cheney, Head of Service – Neighbourhood Development and Support Unit, and Aidan Hall, Graduate Trainee, Neighbourhood Development and Support Unit, attended for this item.

The Chair invited Councillor Thompson to make some initial comments and the following points were highlighted:

- In some ways progress with localisation has been slow at times but it was noted that during the pandemic some acceleration had been seen due to the reactions of local people;
- There has been some great work done in terms of supporting pioneer wards;
- Where progress has been slow, there are many variables in terms of people, culture, behaviours, and structure that need to be looked at across portfolios;
- Working with local communities has been at the forefront of moving forward;
- With regard to ward forum meetings, ward plans, and the forward-facing local leadership role, this has stalled in some wards during the pandemic meaning there hasn't been the level of consistency across the city but there is definitely a commitment to it moving forward;
- There are some areas where things are working well across directorates, for example the Digital Team and the Deputy Leader around making sure platforms are accessible for local members to engage with local people;
- There have been several meetings with different groups around regeneration;
- There has also been a lot of work done around Cllr Zaffar's portfolio on climate change and also the low traffic neighbourhoods.

Chris Jordan then introduced the report and he and Karen Cheney made the following additional points:

- Things have moved on from District Committees and there have been a couple of policy papers pulling together some key strands;
- This year, the opportunity was taken to reflect through a piece of work around community organisations and what might be learnt in terms of relationships and how things might need to change;
- Five or six areas have been highlighted in terms of the platforms they are building on;

- There are some recommendations as to what should be looked at going forward;
- There is a baseline around ward forums, which have had to change this year due to the pandemic and there have been changes in attendees, with a platform in place on You Tube;
- The ward planning process has progressed but still not there in terms of a full set of ward plans, with 45 out of 69 currently;
- They have tried to attach growing importance to those ward plans by trying to link other things to them as opportunities arise and some of this is around funding streams and the Commonwealth Games Celebrating Communities pot of money and also work in relation to the Local Community Infrastructure Levy (in wards where that is applicable);
- There has been on-going work with the 10 Pioneer Places and there has been progress with regard to peer to peer support, networking, training in capacity building with national organisations, including linking up with an organisation called Economy who have been doing some training with Pioneer Places to understand the world of economics and how budgets and finance work to enable people to have an understanding of the language that is used and to be more informed to ask questions;
- Locality membership has also been purchased to provide further training and networking;
- Unfortunately, the national conference, where this work would normally be showcased, which was supposed to be in Birmingham had been postponed due to the pandemic and was held virtually;
- All strands of work have been difficult due to the need to do things virtually;
- Ward Forums have been held virtually throughout the pandemic using Teams and Teams Live and it has been interesting to see the numbers who are attending has gone up, compared to face-to-face meetings, although more analysis is needed on that;
- The meetings have also been recorded and a You Tube channel has been developed and it is interesting to note as many people are watching after the event as are actually attending;
- Most wards have now had at least one ward forum meeting in what has been a difficult time and the Neighbourhood Development and Support Unit are there to support;
- With regard to neighbourhood/parish councils, there are three areas of the city actively looking at whether this might be a potential way forward;
- There is a need to build on the original high level statements in the 2018/19 policy papers to pull together a specific policy around parishes and governance and the mandate process for undertaking local governance reviews, which is currently making its way through the system;
- The nine recommendations in the Birmingham's Collaborative Neighbourhoods report are being worked through;
- Members' attention was drawn to the action plan which gives detail about what has happened so far and the sorts of things they are seeking to do next.

In the course of the discussion, and in response to Members' questions, the following were among the main points raised:

- Members agreed this is a very important agenda but there is a long way to go with regard to developing a localised approach and residents seeing any difference;
- There were concerns expressed that the Ward Plans are not proving successful in taking things forward and that one example of this was the recent decision on the Acocks Green conservation area, where this was at local discretion and it had been decided the criteria had not been met;
- The view was that if a local community wants this and it is not entirely out of kilter with national criteria, then they should be able to have it;
- It was recognised that the Local Partnership Delivery Groups are moving forward some local issues;
- It was pointed out that the role of the Neighbourhoods Team is to put together the framework to get voices heard but is not responsible for the outcome in other areas, one example of this is with ward forums where some use the tools and some do not;
- It was acknowledged that more can be done in terms of the ward plans and coming together to look at things through a localism lens, for example with the conservation area issue;
- The Relationship Managers are also there as a tool to be used and there is some work being done around how that model can be modified;
- Aidan Hall, Graduate Trainee with the Neighbourhood Development and Support Unit, is undertaking this work and told Members that through discussions with Members and Relationship Managers he is trying to build a picture and identify where improvements can be made;
- It was suggested that O&S members could contribute to this and agreed that Aidan would email them with a view to setting up meetings;
- There has been progress with the ward plans now on the BCC website, making them open and transparent, and external grant organisations are being directed to them;
- Members felt there needed to be a re-start on localisation post-pandemic, with a delivery plan and someone driving this at director level;
- It was suggested that O&S could help with getting other directorates to be involved, with the Neighbourhoods Directorate setting the framework, and the Chair said she would be happy to meet with the Cabinet Member and officers to discuss taking this forward;
- It was agreed that a further report would be brought back to Committee in June.

RESOLVED:

- That a further report be brought back to Committee in June;
- The report was noted.

6. WORK PROGRAMME

(See document 6)

The Chair outlined the planned items for future meetings:

- March – Reducing Fly-tipping progress report; Housing Repairs and Maintenance Contracts (to be confirmed);
- April – Performance Monitoring; HLBs/Tenant Engagement (to be confirmed).

In addition, the following issues were raised for consideration:

- Following on from the written questions to the 23rd February City Council meeting, the position with regard to staffing in the PRS team in relation to HMO licensing;
- Exempt accommodation and the recent press article regarding Prospect and how this is being tackled;
- CCTV city-wide policy to be added to the list of items to be programmed.

RESOLVED:

- The work programme was noted.

7. DATE OF NEXT MEETING

Noted.

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

None.

9. OTHER URGENT BUSINESS

An item of urgent business was raised by Councillor Wood in relation to a return to face-to-face meetings and the Chair confirmed that this would happen as soon as it is possible to do so.

10. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:

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

The meeting ended at 1557 hours.

HOUSING & NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2020/21

Date	Agenda Item	Action	Notes
25-Feb-21	Update on Localisation	Further report to be programmed (suggested for June)	To be included on the 2021/22 work programme
21-Jan-21	Action Notes and Action Tracker	HLB Quarterly reports to be circulated outside of committee	ONGOING – Quarter 2 report emailed to Members on 1 st February
		Local Partnership Delivery Group meetings – follow up issue of late invites	COMPLETED – response emailed to Members on 17 th February
	Petition – Handsworth Cemetery	Letter to be sent by the Chair to the Cabinet Member for Homes and Neighbourhoods setting out the Committee's recommendations	COMPLETED – letter sent on 1 st February
	Performance Monitoring	Number of households outside the city in Temporary Accommodation	Response provided in the meeting chat: <i>351 – 233 in self-contained accommodation, 115 in B&B [figures to be checked]</i>
		Temporary Accommodation numbers displayed as per population – breakdown to be included in the narrative in future reports	
		Length of time to progress new housing applications and how many on the waiting list – could this be included in the narrative in future reports	
		Re-visit how missed collections are reported – ie where complete roads are missed, is it possible to state how many missed collections in all	
		What are the financial penalties for contractors when they fail to meet the KPIs	

HOUSING & NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2020/21

Date	Agenda Item	Action	Notes
		Could a KPI be looked at for HMOs (how many are licensed) and Exempt Accommodation (number of inspections and impact of funding)	
17-Dec-20	Action Notes and Action Tracker	Performance - Informal session on LAMS benchmarking data to be arranged	COMPLETED – Session arranged for 22 nd February
19-Nov-20	Performance Monitoring	Can the quarterly report to the City HLB be shared with O&S?	ONGOING – agreed quarterly reports will be circulated outside of Committee
		Properties improved in PRS – breakdown of issues and interventions	This will be included with the April Performance Report
		Future report to O&S on progress with joined-up working with Keir to schedule deep cleaning to coincide with street works	To be programmed at the appropriate time
		Future quarterly performance reports to be scheduled	ONGOING – next report scheduled for April
	Update on PSPOs	Review of impact/outcomes of PSPOs – report back to O&S when completed	To be programmed at the appropriate time
		Separate item on street/traffic light begging, numbers and approach (including PSPOs, neighbourhood policing, etc)	To be programmed – timing to be confirmed

Report of:	Cabinet Member for Street Scene and Parks
To:	Housing and Neighbourhoods Overview and Scrutiny Committee
Date:	25th March 2021

Progress Report on Implementation: Reducing Fly-tipping

Review Information

Date approved at City Council:	2 nd February 2021
Member who led the original review:	Cllr Penny Holbrook
Lead Officer for the review:	Emma Williamson
Date progress last tracked:	N/A

1. In approving this Review the City Council asked me, as the appropriate Cabinet Member for Street Scene and Parks, 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

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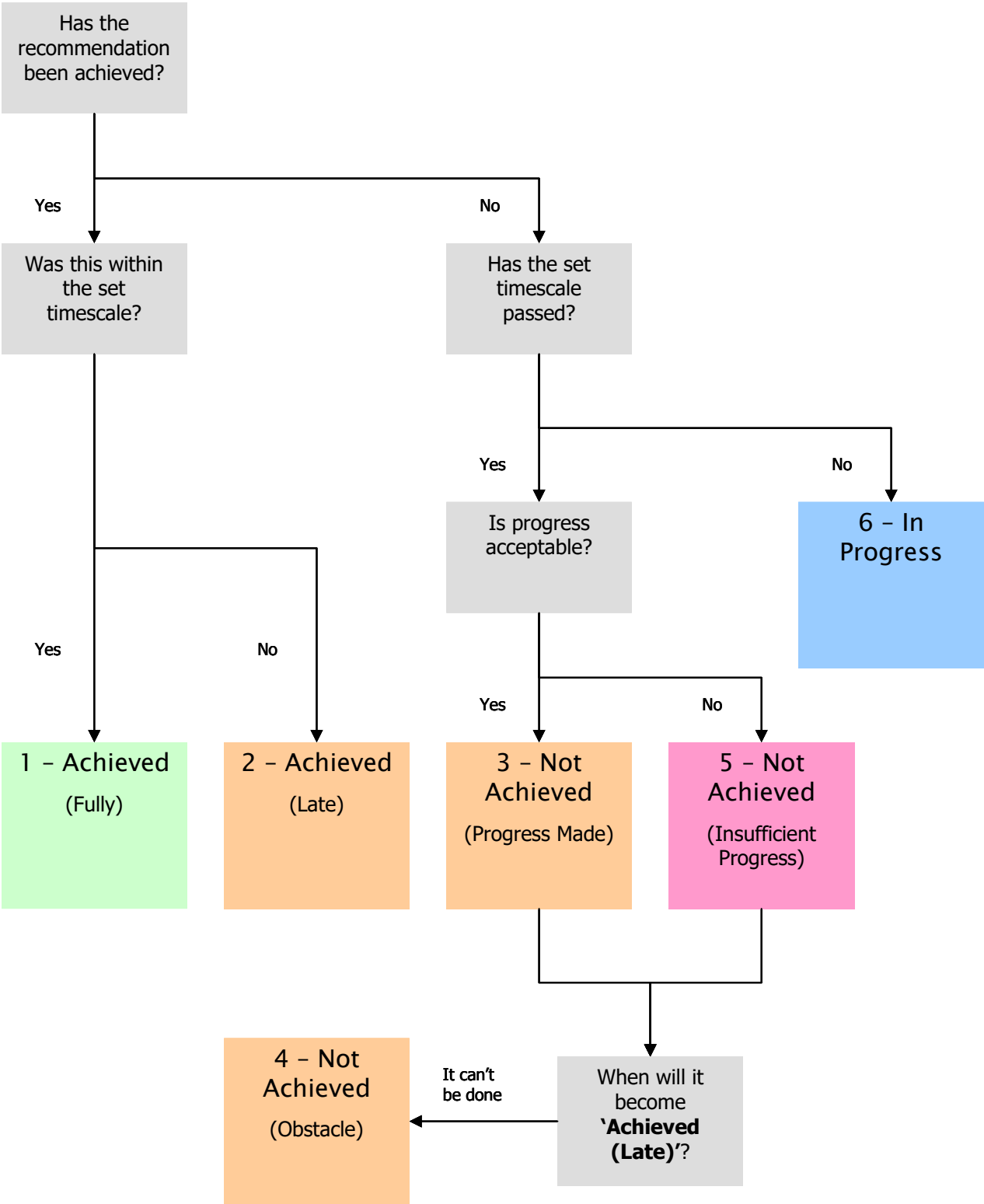
Appendix 1: The Tracking Process

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	"Naming and shaming" should be introduced in Birmingham, backed up by investment in mobile CCTV cameras. The Cabinet Member is asked to report back on a timescale for implementation to the Housing and Neighbourhoods O&S Committee.	Cabinet Member, Street Scene and Parks	March 2021	3
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
Implementation of the recommendation requires the council to have in place a fair and transparent process and policy for processing CCTV imagery and officers from Legal Services, Corporate Information and Waste Enforcement are progressing the development of this. The primary purpose of mobile cctv is preventing, apprehending or detecting offending. It is anticipated that consideration under the framework of the Regulation and Enforcement Division's Enforcement Policy will be necessary. (<u>May/June 2021</u> , subject to agreement through the Licensing and Public Protection Committee).				
No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R02	The working group on CCTV cameras should consider the evidence from this inquiry with a view to a rapid implementation of the use of CCTV to tackle fly-tipping. The Cabinet Member is asked to bring back a report to Housing and Neighbourhoods O&S Committee on this.	Cabinet Member, Social Inclusion, Community Safety & Equalities Cabinet Member, Street Scene and Parks	March 2021	3
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
An application process has been agreed with the Corporate Information team for the wider use of cctv under the Surveillance Camera Commissioner's Code of Practice. A camera purchase quotation process will shortly commence through the Corporate Procurement team and as a pre-cursor to this, the Waste Enforcement Unit is conducting field-trials using a new type of cctv camera which may prevent the need to install multiple cameras at a fly-tipping hotspot. (<u>June 2021</u> - The anticipated progression timeline for the CPS quotation and evaluation).				
No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R03	A review of prosecution strategies for fly-tipping, in particular the use of fixed penalty notices, with a view to adopting the Barking & Dagenham approach, should be undertaken to ensure that this fits what is needed currently.	Cabinet Member, Street Scene and Parks Deputy Leader Chair, Licensing & Public Protection Committee	March 2021	1
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
Use of FPNs is set by statute, statutory guidance and locally through the Council's Enforcement Policy. The Council is legally obliged to review the Enforcement Policy and this was last approved by the Licencing and Public Protection Committee in November 2020. In January 2021 the operational leads for waste				

enforcement and criminal litigation teams reviewed the utility of the current policy, including the guidance it provides to officers on evidential thresholds and decision making. No specific changes or recommendations were identified as requiring changes in order to support wider use of FPNs and ongoing arrangements are in place to review FPN outcomes, including FPN payment rates and cases concluded at court. Evaluation of approaches forms part of the Council's response plan to the Independent Wood Review. Staffing levels within the WEU is being increased and this will increase capacity.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R04	That the Cabinet Member considers implementing a model of Community Protection Officers in Birmingham, to meet the council's statutory functions at the first stages of contact. The model should involve other areas of the Council and agencies such as the Police. The aim should be for one CPO per councillor, a total of 101 for Birmingham.	Cabinet Members: Street Scene and Parks, Social Inclusion, Community Safety & Equalities, Transport & Environment, Finance & Resources	March 2021	1

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

A model has been developed to trial the concept. Fly tipping figures have been used to identify 6 Wards to introduce a specific Enforcement and Engagement Officer. They will be the key point of contact and provide routine enforcement inspections. This will include Duty of Care inspections. The 6 officers will cover Sparkbrook, Bordesley, Soho, Alum Rock, Small Heath and Aston.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R05	That a report is brought to the Housing and Neighbourhoods O&S Committee on the impact of the HRC booking system and recommendations on whether this should continue post-Covid.	Cabinet Member, Street Scene and Parks	March 2021	3

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

Data has been reviewed and discussions have taken place to identify the pros and cons for the HWRC booking system. A report is being developed and could be submitted to the April 2021 meeting of the Housing and Neighbourhoods O&S Committee.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R06	That local community groups that clear rubbish or hold litter picks are supported by their local depot with waste collections and that the Cabinet Member looks at whether community clearance of communal land and back alley ways can also be supported.	Cabinet Member, Street Scene and Parks	February 2021	3

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

Support for local activities has been reduced due to Covid legislation. As lockdown restrictions are eased support will be given to local communities and groups. This will include, training, insurance, equipment and the collection and disposal of waste. Additional resources have been identified within the 2021/22 budget to support communities and that will include picking up the rubbish that volunteer groups have collected from communal land and alleyways. The support will increase from 29th March 2021

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R07	That the charges on bulky waste are reviewed with a view to removing these charges, or as a minimum removing these for vulnerable groups (including those on low income or with disabilities)	Cabinet Member, Street Scene and Parks	March 2021	3

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

Options are currently being developed and appraised regarding changes to the existing payment model for the service with the aim to specifically support residents where the current fee is a barrier to use. In addition, new funding has been identified in the 2021/22 budget for two additional vehicles and crews to carry out bulky waste collections. These new crews will support the three existing crews, which currently provide the service.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R08	Progress towards achievement of these recommendations should be reported to the Housing and Neighbourhoods Overview and Scrutiny Committee no later than April 2021. Subsequent progress reports will be scheduled by the Committee thereafter, until all recommendations are implemented.	Cabinet Member, Street Scene and Parks	April 2021	1

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

This progress report is submitted to the March 2021 meeting of the Housing and Neighbourhoods O & S Committee.

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

Briefing Note

To	Overview and Scrutiny Committee
Subject title	Asset Management and Maintenance Division (AMMD) Update
Date	16 th March 2021
From	Martin Tolley Head of Service, AMMD

Purpose

Overview and Scrutiny Committee requested an update in relation to the AMMD.

Background

AMMD has worked throughout the period of the pandemic to maintain a customer focused service in conjunction with it's Contractors. There has been some impact on the overall levels of service as a result of the affect on staffing resources and availability of materials.

AMMD and Contractors have worked collaboratively during this time to minimize the impact. There have been some mitigations put in place to manage customer expectations including extending the service level agreement for routine repairs from 30 days to 40 days. For gas servicing we ceased the no access process for customers who were self-isolating or shielding and did not wish to have operatives in their homes during the national lockdowns. Currently completed gas servicing is at 97.2% and we are working with customers whose gas service is overdue, to gain access before the end of the year.

Voids performance has been affected due to the social distancing restrictions leading to a reduced number of operatives able to work in a void at any one time which has impacted on void turnaround. A void working group has been established and we are currently detailing ways to improve this area of performance

The Capital Investment Programme did experience some initial delays as a result of the first lockdown, however there has not been significant impact on the overall progress of the programmes and we are on track to achieve the required budgetary outturn for 2020-2021. There was an impact on the progress of the sprinkler installations due to the challenges of accessing customers flats as mentioned previously. Irrespective of this, strong progress has

been made and the majority of our High Rise Residential Buildings will have a working sprinkler system installed by the end of this financial year.

Contractors performance data has been subject to a continued audit and it identified some data anomalies which affected the overall citywide performance. This has now been rectified and the reported performance is now accurate. Current reconciled performance is below:

CITY Period (Monthly Comparison)															
City (Period) 2020/21	KPI Type	Source	Target	Standard	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
High level KPI 3 - We will respond to council housing emergency repairs within 2 hours	Part of KP808	Northgate	98.1%	94.9%	98.8%	98.7%	97.9%	98.6%	99.0%	98.8%	98.6%	98.0%	97.8%	98.4%	96.7%
High level KPI 4 - We will resolve council housing routine repairs within 30 days	Part of KP802	Northgate	92.6%	-	97.0%	98.9%	99.1%	99.2%	96.5%	97.6%	96.8%	96.0%	96.9%	98.0%	97.0%
High level KPI 1 - Percentage of gas servicing completed against period profile. This is a YTD profile		Northgate	98.0%		91.1%	88.1%	91.1%	94.4%	96.8%	97.8%	98.4%	98.9%	99.1%	98.9%	98.9%
High level KPI 2 - Right to Repair jobs completed on time for Council tenants	Part of KP802	Northgate	92.6%	87.9%	94.7%	96.2%	94.2%	92.9%	94.9%	92.7%	93.4%	93.3%	95.7%	94.5%	92.6%

Looking forward, AMMD will now be looking at the contract extension for the period 2022 to 2024. A Cabinet Report was written that covered the below key points:

- The Cabinet Report for the contracts in 2016 gave delegated authority to extend the initial 4-year term contract for an additional 2 periods of 2 years. It was not definitive on allowing the option to not extend.
- A delegated authority report was signed off for the first 2-year period where all four contracts were extended after participating in the contract extension process.
- The purpose of the Cabinet report which was approved on March 16th 2021 was to allow a delegated authority to take up the contractual option to extend for two years subject to satisfactory performance and commercial terms or not extend and re-procure any contracts necessary,
- The procurement approach is to carry out a restricted procedure which would significantly minimise the associated tender costs and resources for both the bidders and the Council.
- Legal services, corporate procurement services and the service area are all involved in the outcomes.

The contract extension process will now be initiated, and Overview and Scrutiny will be further updated regarding this in the forthcoming months.

Contacts:

Martin Tolley, Martin.Tolley@Birmingham.gov.uk 0121 303 3974

To	Housing and Neighbourhoods O&S Committee
Subject title	Private Rented Sector (PRS) Update
Date	25 March 2020
From	Deborah Moseley Acting Senior Service Manager – Private Rented Sector

PRS Staffing

The PRS has a current staffing establishment of 30 FTEs. Five of those FTEs are funded from a two year grant from MHCLG which finishes on 31 March 2021.

Nationally there is a shortage of enforcement officers – EHOs etc whose role it is to improve conditions in the private rented sector and oversee HMO licensing. Since October 2019, there have been two rounds of recruitment to fill outstanding vacancies. Offers were made to two successful candidates, only one person accepted it.

In recognition of the lack of qualified staff, we are developing an apprenticeship programme and we are currently working with DWP, local universities and our HR Directorate to establish it. Such a programme will help to attract interested persons and also assist with succession planning for the service and the council.

An additional £250,000 has been permanently allocated to the staffing budget and recruitment is currently in progress to recruit to the five post created. It is expected that they will be in post at the earliest May 2021. Once recruitment has been completed and training provided there will be a further 4 staff members to work on HMO licensing.

HMO Backlog

During the year, work has been carried out to upgrade the IT solution used to process HMO licences. The upgrade allows landlords to submit licensing applications online whereas prior to that applications were submitted by post. The new way of submitting applications went live in September 2020 and the speed at which M3 processes applications remains the same.

This year a target was set to reduce the HMO licensing backlog by 31 March 2021. This has been revised to Spring of this year for two main reasons.

- a) The requirement for staff to work from home due to Covid-19, which means that it takes longer to process applications given the new way of working. E.g. arrangements are constantly having to be made to access hard copy licensing files stored at council offices.

- b) Acivico has been contracted to help reduce the HMO backlog and four staff members are dedicated to this task. Training had to be provided to ensure the licenses are processed in accordance with the council's licensing procedure and access arrangements made for files to enable them to undertake the work. Delays have also been experienced due to compatibility issues with IT systems.



Housing and Neighbourhoods O&S Committee: Work Programme 2020/21

Chair:	Councillor Penny Holbrook
Deputy Chair:	Councillor Mahmood Hussain
Committee Members:	Councillors Deirdre Alden, Marje Bridle, Roger Harmer, Mary Locke, Shafique Shah and Ken Wood
Officer Support:	Scrutiny Team: Emma Williamson (464 6870) and Jayne Bowles (303 4810) Committee Manager: Mandeep Marwaha (303 5950)

1 Meeting Schedule

Date	Item	Officer Contact / Attendees
25 June 2020 1400 hours Deadline for reports: 16 June	Impact of Covid-19 on: <ul style="list-style-type: none"> Parks Homelessness Bereavement Services 	Cllr John O'Shea, Cabinet Member for Street Scene and Parks/Darren Share, AD, Street Scene/Julie Griffin, Acting AD, Housing/Paul Lankester, Interim AD, Regulation and Enforcement
30 July 2020 1400 hours Deadline for reports: 21 July	Update on Article 4	Uyen-Phan Han, Planning Policy Manager
	Update on Unauthorised Encampments	Mark Croxford, Head of Environmental Health
24 September 2020 1400 hours Deadline for reports: 15 September *Meeting cancelled*		
22 October 2020 1400 hours Deadline for reports: 13 October *Meeting cancelled*	Annual Report of the Community Safety Partnership	Cllr John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities/Marcia Wynter, Cabinet Support Officer
	Update on Public Space Protection Orders	
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support



19 November 2020 1400 hours Deadline for reports: 10 November	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
	Annual Report of the Community Safety Partnership	Cllr John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities/Marcia Wynter, Cabinet Support Officer
	Update on Public Space Protection Orders	
17 December 2020 1400 hours Deadline for reports: 8 December	Housing in Tower Blocks	Julie Griffin, Acting AD, Housing
	HMOs – Planning Enforcement	James Wagstaff, Head of Enforcement
21 January 2021 1400 hours Deadline for reports: 12 January	Petition – Handsworth Cemetery	Paul Lankester, Interim AD, Regulation and Enforcement
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
25 February 2021 1400 hours Deadline for reports: 16 February	Update on Localisation	Cllr Sharon Thompson, Cabinet Member for Homes and Neighbourhoods/Chris Jordan, AD, Neighbourhoods
25 March 2021 1400 hours Deadline for reports: 16 March	Progress Report on Implementation: Reducing Fly-tipping	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene
	Housing Repairs and Maintenance Contracts	Julie Griffin, Acting AD, Housing
	Resourcing of the Private Rented Sector Team	Julie Griffin, Acting AD, Housing
22 April 2021 1400 hours Deadline for reports: 13 April	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
	Housing Liaison Boards / Tenant Engagement (TBC)	Julie Griffin, AD, Housing

2 Items to be programmed

- 2.1 Begging (numbers, causes and effects)
- 2.2 Housing Options Update
- 2.3 CCTV policy
- 2.4 Bereavement Services Strategy



3 Outstanding Tracking

Inquiry	Outstanding Recommendations

4 Other Meetings

Inquiry – Reducing Fly-tipping

23 July 2020 – Informal evidence-gathering with Cabinet Member and Officers
10 August 2020 – Informal session with London Borough of Barking & Dagenham
29 September 2020 – Informal session with Nottingham City Council
5 November 2020 – Informal session to agree conclusions and recommendations
9 December 2020 – Informal session with Cabinet Member to discuss draft report and recommendations

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.

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 Housing and Neighbourhoods O&S Committee's remit.

Cabinet Member for Homes and Neighbourhoods		
008675/2021	Supported Housing oversight pilot funding	20 Apr 21
007997/2020	Building Birmingham – BMHT Highgate Road Development	18 May 21
008681/2021	Homelessness Reduction New Burdens	18 May 21



008702/2021	Rough Sleepers Initiative 2021-22	18 May 21
Cabinet Member for Street Scene and Parks		
007349/2020	Waste Vehicle Replacement Programme	18 May 21
Leader		
008307/2021	Perry Barr Regeneration Scheme – Full Business Case Update	18 May 21



COUNCILLOR SIR ALBERT BORE

Chair, Resources Overview & Scrutiny Committee

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2nd March 2021

Cllr Penny Holbrook
Chair, Housing and Neighbourhoods O&S Committee

Dear Penny,

Neighbourhoods Directorate – Street Scene Budget

At our last meeting, Resources O&S Committee considered the Quarter 3/Month 9 financial monitoring report and concerns were raised in relation to pressures within the Street Scene service. The relevant paragraph from the report is:

“Street Scene service underspend of £0.4m: The service is projecting pressures totalling £5.4m offset by mitigations of £5.8m giving a net underspend of £0.4m. The main mitigation is an underspend of £4.0m on borrowing costs due to delays in procurement of the new fleet. It is anticipated that 20 vehicles out of a total of 76 will be delivered and in use by the end of March 2021. This will result in a reduction in the pressures identified against the repair and maintenance and hire of vehicle budgets which is currently being quantified. The main pressures include £1.9m on maintenance and vehicle hire due to old and mechanically less reliable vehicles being past their natural life, income pressure within Trade Waste projected to be £1.5m behind budget, a shortfall on fleet garage income of £0.5m due to a reduction in custom, £0.2m of utility and NNDR pressures at Waste Management Depots and pressure of £0.3m on the waste procurement project due to the use of external legal advice.”

These pressures have been identified in previous financial monitoring reports and one particular area of concern for the committee has been around reduced income. The Cabinet Member for Finance and Resources and Chief Finance Officer have assured us that, whilst these are long-standing issues, a lot of work is being done through the Star Chamber to address the pressures, however the solutions are complex and require time and investment to resolve.

We heard that through the work of the Star Chamber, and confirmed by a recent budget sufficiency review, previous income targets set in February 2019 have been recognised as undeliverable and have now been written out of the Medium Term Financial Plan for future years.

The Resources O&S Committee remains concerned about the pressures continuing beyond year end and into 2021/22 and will continue to monitor the situation in future finance reports. However, I undertook to write to you as it might be of value for the Housing and Neighbourhoods O&S Committee to take a look at these issues from a service delivery perspective.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Cllr Sir Albert Bore', with a large, stylized initial 'C' and a horizontal line at the end.

Cllr Sir Albert Bore

Chair, Resources O&S Committee

Cc: Resources O&S Committee Members