

# **BIRMINGHAM CITY COUNCIL**

## **HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE**

**THURSDAY, 27 JANUARY 2022 AT 14:00 HOURS**  
**IN ON-LINE INFORMAL 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 meeting You Tube site ([www.youtube.com/channel/UCT2kT7ZRPFCXq6\\_5dnVnYlw](https://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 APPOINTMENT TO COMMITTEE**

*To note the appointment by City Council on 11 January 2022 of Councillor Kate Booth to the Committee in the position of Chair.*

**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**

- (A) The action notes of the meeting held on 11 November 2021 are attached for information and will be agreed at the next formal meeting.  
(B) To note the action tracker.

**13 - 24**

6 **LOCALISATION UPDATE**

Councillor Shabrana Hussain, Cabinet Member for Homes and Neighbourhoods, Chris Jordan, Assistant Director, Neighbourhoods, and Karen Cheney, Head of Service - Neighbourhood Development and Support Unit, in attendance.

**25 - 48**

7 **PERFORMANCE MONITORING**

(A) City Housing Performance Monitoring Report - Month 8.  
(B) City Operations Performance Monitoring Report - Month 8.

**49 - 54**

8 **WORK PROGRAMME**

For discussion.

9 **DATE AND TIME OF NEXT MEETING**

To note the next meeting will be held on 17 February 2022 at 1400 hours.

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.

**BIRMINGHAM CITY COUNCIL**

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

**1400 hours on Thursday 11 November 2021**

**Main Hall, Birmingham & Midland Institute**

**Action Notes**

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**Present:**

Councillor Marje Bridle (Chair)

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

**Also Present:**

Councillor John Cotton, Chair, Birmingham Community Safety Partnership/Cabinet Member for Social Inclusion, Community Safety and Equalities

Councillor John O'Shea, Cabinet Member for Street Scene and Parks

Chief Superintendent Steve Graham, Vice Chair, Birmingham Community Safety Partnership/NPU Commander, Birmingham West (on-line)

Paul McKeown, Trident Reach

Pamela Powis, Senior Service Manager, Safer Places

Stephen Philpott, Acting Head of Housing Solutions and Support

Darren Share, Assistant Director, Street Scene

David Watson, Trident Reach

Jayne Bowles, Scrutiny Officer

Christian Scade, Interim Head of Scrutiny

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**1. NOTICE OF RECORDING/WEBCAST**

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## **2. APOLOGIES**

Apologies were received from Councillors Penny Holbrook and Mike Sharpe.

## **3. DECLARATIONS OF INTERESTS**

None.

## **4. ACTION NOTES AND ACTION TRACKER**

(See documents 1 and 2)

The following points were raised regarding outstanding actions:

- The Job Description for the Enforcement and Engagement Officer role and “day in the life paper” to be sent to Members;
- The additional performance monitoring information that had been requested to be included in the next report to committee.

### **RESOLVED:**

- The action notes of the meeting held on 14 October 2021 were agreed;
- The action tracker was noted.

## **5. BIRMINGHAM COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT 2020/2021**

(See document 3)

Councillor John Cotton, Chair of the Birmingham Community Safety Partnership (BCSP)/Cabinet Member for Social Inclusion, Community Safety and Equalities, and Pamela Powis, Senior Service Manager, Safer Places, were in attendance for this item. Chief Superintendent Steve Graham, Vice Chair of the BCSP/NPU Commander, Birmingham West attended the meeting remotely on Teams.

Councillor Cotton introduced the report and highlighted the key points. In addition, the following points were made:

- Apologies had been submitted by Waqar Ahmed, Assistant Director, Community Safety and Resilience, who was unable to attend due to Covid;
- Councillor Cotton wanted to put on record his thanks to all the partners who had contributed to the work of the Partnership, stressing that although the council hosts, it is a joint endeavour with partners and the importance of that partnership comes through in the report;
- The annual report presented 12 months ago reflected the unique circumstances of the pandemic. This year has been slightly more business as usual and they have been able to deliver a number of projects and interventions, although it has been a period of transition, making some year to year statistical comparisons more difficult;
- There have been some challenges as we emerge from the pandemic;
- There is a lot more to do but there is a shared commitment across all partners to keep people in the city safe.

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

- In response to concerns expressed regarding Police presence and the need to be more proactive, particularly in light of recent incidents in the gay village, Members were told that the Police do try not to be entirely reactionary and there is a neighbourhood team working around Hurst Street and with the venues;
- With regard to the recent incidents, they did not just put a response in place, it was an enhanced response – a “police station” has been established for anyone to discuss concerns with police officers and PCSOs;
- Sometimes bad things do happen but they then try to deliver a first class service for victims;
- Sometimes they get things wrong and they would like to see more officers in the area, but there are many demands;
- They want to make sure they have sustainable plans to deal with all issues in the community, eg tackling hate crime;
- They have some long term solutions, eg to stop car cruising, but cannot promise an increase in the number of officers;
- There will be a report presented to Cabinet shortly regarding the renewal of CCTV provision and one of the challenges laid out to officers is potential spots around the gay village where they might be able to put additional cameras;
- In response to a question about mobile CCTV cameras and how they are deployed, it was explained that there has to be evidence to support the need for a camera in a specific location and then consultation with residents on that road. If agreed, then a re-deployable camera can be issued. However, it was noted there are only 11 for the city and if all 11 were out and there was an urgent demand they would have to re-assess. There is a community safety operational group, which takes a city-wide approach with partners, and would make that decision;
- With regard to the supported housing pilot, whilst this is welcomed there were concerns that the report makes it all sound fine when that is far from the case;
- Members were told there is no complacency around the scale of the problem, which is a national scandal, and there is a change needed in the regulatory framework;
- Where there is evidence to “name and shame” poor providers, this is being done, and reference was made to the recent closure order, which had been publicised;
- The scale of the issue of modern day slavery was noted, with an alarming 60 cases a month being recorded and Members feared that is the tip of the iceberg;
- The Youth Endowment Fund, particularly how it is used, was queried. This is Government funding which the council had to bid for and is based very much on Police evidence. There is also some broader work being done around youth engagement;
- There was a discussion about the Local Partnership Delivery Groups (LPDGs) and the importance of local councillors who are not members being notified

when meetings are taking place and having access to agendas and minutes so they can raise issues;

- It was also suggested that it would be a good idea to have substitute members in place;
- In terms of the geography of the LPDGs, although it would be good to go back to smaller areas, in reality there are only 6 officers at their disposal and so the city has been divided as best they can with the resources available;
- However, they are looking at place-based pilots in Lozells and Sparkbrook to see if they can address a smaller area;
- It was noted that the issue of travellers in the city was not mentioned in the report and Members were told that this sits within Regulation and Enforcement and that an engagement partnership was being set up with the traveller community to address some of these issues;
- With regard to measuring the additional value of the BCSP, at the moment the performance information in the quarterly reports to Cabinet is being re-visited and they are looking at all Police data and data held within the internal CSP team to get some baselines and targets around issues.

**RESOLVED:-**

- The report was noted.

## **6. BEGGING**

(See document 4)

Councillor Cotton introduced the report, with Stephen Philpott, Acting Head of Housing Solutions and Support, and Paul McKeown and David Watson from Trident Reach, also in attendance.

The following points were highlighted:

- This is a major concern for residents, and also potentially dangerous for the people involved, and requires a response based on enforcement where necessary. However, the hand of support and friendship is offered first and there are strengthened partnership mechanisms to deal with these issues;
- There is additional funding for two new Intervention Officers;
- The Change into Action campaign has been re-launched, accompanied by targeted work on traffic light begging;
- There has been some success as regards getting people to engage with support services, but they will enforce when they have to;
- There is some reform needed, particularly the Vagrancy Act;
- Work with partners will continue and any further work by this committee would be welcomed to help develop a coherent response on these issues.

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

- Members welcomed the report and a view was expressed that anecdotally it seems modern slavery is a significant driver and cause of this problem and if that is the case we need to be getting to the gangs who are responsible;

- It was felt that the reason it goes on is that people hand money over and more needs to be done to promote alternative giving;
- Consideration should also be given to how local councillors can help to get that message out effectively and there are posters and further information which can be sent out to all councillors;
- There is a Modern Slavery Co-ordinator, grant funded, who does an awful lot of work with West Midlands Police and the Regional Organised Crime Unit and whilst the Police are aware of certain organisations, they are also aware that there are families who use begging as a business and this was prevalent in the Romanian community;
- Streetlink is really good in terms of going out and engaging with people and offering support and alongside that there has to be enforcement action;
- It was pointed out that a minority of beggars are rough sleeping and the majority are getting benefits;
- Members expressed their thanks for all the work that is being done.

**RESOLVED:-**

- The report was noted.

**7. PROGRESS REPORT ON IMPLEMENTATION: REDUCING FLY-TIPPING**

(See document 5)

Councillor John O'Shea, Cabinet Member for Street Scene and Parks, and Darren Share, Assistant Director, Street Scene, attended for this item.

The Chair began by highlighting the need for regular updates to make sure everything is progressing and then invited the Cabinet Member to introduce the report and in doing so Councillor O'Shea confirmed that they were moving forward in all major aspects of the report, which demonstrates the importance of scrutiny work and he hoped for something similar this year with the work the committee is doing on litter bins.

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

- Members agreed the Mobile Household Recycling Centres (MHRCs) were working well but asked that officers understand the importance of working with local members to identify locations;
- It was agreed that local councillors should be consulted and that locations should be selected which are easy for both crews and residents to get to;
- The importance of giving people as much notice as possible was stressed and the timeliness of getting leaflets out was raised. Members were told that getting maps printed had delayed information going out. They are now working to get that information more quickly to get leaflets, map and location details out at the same time;
- It was agreed that a point needs to be reached where three weeks' notice is given and with regard to scheduling, the initial announcement had been one

visit to each ward each year, however they don't think any ward will only get one a year, there should be more than that;

- They do need to review the times, however councillors have indicated that early starts are welcomed;
- They have seen a downturn in fly-tipping but warned that it is normal to see a downturn at this time of year and if the MHRCs are working it is not thought the impact will be seen until spring next year;
- It was acknowledged that there might be some trade waste going in there but the aim is to take waste off the streets of the city and that does at least mean it is not being dumped;
- Reinforcements to the Enforcement Team will mean they can catch more of those people who are not getting rid of their rubbish correctly;
- The timeliness
- With regard to the "Wall of Shame/Grimewatch", two cameras have already been deployed in two very different locations and are capturing images;
- There is no date as yet for the first video but the last bit of legal work has now been completed, with external advice on policy having been sought from QC;
- In response to a question about how to book slots at Household Recycling Centres (HRCs) over the 'phone, Members were told that people are being encouraged to book online if they can and it is possible to book a slot on someone else's behalf if they have their details;
- Perry Barr HRC is closed for the next year or so and it is useful to be able to direct people to locations with spare capacity;
- They haven't run into any problems with sites running out of spaces – they did come close on bank holiday weekends but there was still capacity;
- Reference was made to the recommendation in the report to look at free bulky collections for disabled/vulnerable people where MHRCs won't make much of a difference unless they are parked outside their houses;
- Members were told that this had been looked at but would be a struggle financially and had therefore been considered unachievable due to the impact on the budget;
- There is some work being done with Keep Britain Tidy around putting stickers on fly-tipping to say it is under investigation, which was welcomed as this does mean local residents can see it is being acted on;
- With regard to the effectiveness of the new Enforcement and Engagement Officers, Members were told that it was too early to report back on their effectiveness and that a longer term view would be needed;
- With regard to Recommendation 3 regarding the use of Fixed Penalty Notices (FPNs), Members did not agree with the tracking assessment of "1" (Achieved Fully) as more work needs to be done and the assessment should therefore be "3" (Not Achieved, Progress Made);
- Councillor O'Shea responded that the review had been completed and suggested inviting the Chair of the Licensing and Public Protection Committee (LPPC) to address the issue of FPNs;
- Members agreed that the Chair of LPPC should be invited to a future meeting and that perhaps the discussion could be widened to include littering FPNs as well.



**RESOLVED:**

- Chair of Licensing and Public Protection Committee to be invited to a future meeting;
- The report was noted.

**8. WORK PROGRAMME**

(See document 6)

It was agreed that an informal session would be arranged to discuss the work programme in more detail.

**RESOLVED:**

- Informal session to be arranged;
- The work programme was noted.

**9. DATE OF NEXT MEETING**

Noted.

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

None.

**11. OTHER URGENT BUSINESS**

None.

**12. AUTHORITY TO CHAIRMAN AND OFFICERS**

**RESOLVED:**

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

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The meeting ended at 1603 hours.



## HOUSING & NEIGHBOURHOODS O&S COMMITTEE

### ACTION TRACKER 2021/22

Date	Agenda Item	Action	Notes
11-Nov-21	Progress Report on Implementation: Reducing Fly-tipping	Cllr Phil Davis, Chair of Licensing and Public Protection Committee, to be invited to a future meeting (ref: Recommendation 03 in relation to the use of Fixed Penalty Notices).	Cllr Davis has been invited to attend the February meeting when the next progress report will be presented.
14-Oct-21	Housing Update – Repairs and Capital Investment	Outcome of the job evaluation for Building Safety Managers to be shared with Members.	The outcome of the job evaluation is still awaited.
	Housing Update - Voids	Further work on Voids, to include visits to RSL properties, to be discussed with Chair and scheduled into the work programme.	Committee to start some scoping work in February/March with a view to recommending this as a piece of work for the new municipal year.
	Housing Update – Tenant Engagement Review	Once the review is completed, outcomes and recommendations to be shared with Committee.	Scheduled for the February meeting.
23-Sep-21 Informal	Cabinet Member for Homes and Neighbourhoods – Priorities Report	The programme plan and milestones for the Cabinet Member’s priorities to be shared with committee members.	This has been requested.
		An update on the resourcing of the PRS team to be requested.	To be scheduled (March?).
		Request for the online list of identified HMOs by ward to be refreshed.	This has been requested and will be followed up.
		Exempt Accommodation – toolkit to be brought to O&S when ready.	To be followed up.
8-Jul-21 Informal	Progress Report on Implementation: Reducing Fly-tipping	Enforcement and Engagement Officer job description and “day in the life” paper to be sent to Members.	This has been requested.



## Update on Localisation

**Report for Housing and Neighbourhoods O&S Committee: 27<sup>th</sup> January 2022**

### Background

Following the dissolution of District Committees, the City Council launched its new approach to locality working in 2018 with 'Localism in Birmingham – a Framework for Future Policy' and in 2019 in a policy paper entitled 'Working Together in Birmingham's Neighbourhoods'. Between them these papers set out some core areas of activity

- Setting up Ward Forums
- Each Ward setting out its priorities and actions in a Ward Plan
- Establishing Relationship Managers.
- Maximising resources that can be utilised at the local level
- A new framework for relationships, giving greater clarity on how groups can get more involved in influencing or delivering services
- The ability to draw up neighbourhood charters
- A statement of support to areas wanting to develop neighbourhood/parish councils
- The potential for devo deals with appropriately experienced and constituted groups.

More recently in 2020 an additional report was commissioned entitled 'Birmingham's Collaborative Neighbourhoods'. This was to understand any learning from the community led response to coronavirus and what this could mean for re-setting the civic and community relationship.

All the above has then resulted in a set of actions captured in a Localisation Delivery Plan progress against which is set out in Appendix 1.

### Cross Directorate Working on Localisation

#### 1. Localisation Star Chamber

A Localisation Star chamber process has been established to understand the contribution each directorate is making to the localisation agenda and to identify areas where further progress can be made.

The process, which has been led by the Business Improvement and Change Team, has so far involved two rounds of discussions with Directorates – an introductory sessions and then further deep dives into particular areas of work.

#### 2. Local Resources - £2m Celebrating Communities

The £2m Commonwealth Games Celebrating Communities funding stream was launched last year. This used the Ward Priorities and has also utilised a new Ward Participatory Decision-making processes to identify the projects that would be funded. In round one 133 proposals were received and 57 funded and the 374 proposals

received in round two will go through the decision making process in the coming weeks.

3. Local Resources - £2.5m+ Local Community Infrastructure Levy

13 Wards in the city have access to Local Community Infrastructure Levy, a resource that currently totals £2.5m. The process to spend this will be finalised in the coming months and is expected to include small grants, crowdfunding and large commissions of projects all linked to the priorities set out in the ward plan.

4. Local Resources – Corporate Social Responsibility

Corporate Procurement Services have launched [Match my project](#) an on line portal whereby local community groups can submit projects that need support to complete. Businesses can view and select projects that they want to support as part of their social value offer. Since its launch in July 2021, there are 69 community organisations and 50 businesses registered. There are 18 projects waiting for support, 5 projects currently being delivered and 5 completed projects accounting for 203 voluntary hours of support. Delivery of projects through this portal is a requirement for large contracts awarded by the Council from December '21.

5. Neighbourhood/Parish Councils & Neighbourhood Planning

Officers from policy, elections, planning and NDSU continue to work together on supporting the Parish Council and Neighbourhood Planning agenda.

Cabinet has now approved both the process for establishing a parish/neighbourhood council and the Terms of reference for a Governance Review. The recently established officer working group is continuing to support Balsall Heath, Perry Barr/3Bs and the Jewellery Quarter in their deliberations in this regard. Balsall Heath is the most progressed and held its public launch in November 2021. The formal Corporate Governance Review was approved at Cabinet in December 21 and will start at the end of January 2022.

In October 2021 Perry Barr obtained support for its Neighbourhood Plan following a successful public ballot. In the coming year both the Planning Team and NDSU will be able to offer further support to areas interested in Neighbourhood Plans as the city has been successful in its £50k bid to the Department of Levelling Up, Housing and Communities (DLUHC) to boost engagement and participation in neighbourhood planning.

<https://www.gov.uk/government/news/areas-selected-for-planning-pilots-for-deprived-communities>

## **Neighbourhood Development & Support Unit Progress on Localisation**

### **1. Pioneer Places**

Ten areas of the city continue as pioneer places and as well as being anchors within their own community are also supporting and challenging the city council on its approach to local working. Work continues with monthly get togethers, information sharing with other examples of good practice, such as Civic Square and Speaking Truth to Power roundtables with Senior Officers and Councillors.

### **2. Community Capacity Building**

Birmingham Community Matters and Locality have been working with NDSU providing support to community groups particularly in regard to the Celebrating Communities Fund. In addition to this further resources have been secured to support community infrastructure and community recovery through the form of small grants.

### **3. Increased capacity within the NDSU**

Recruitment and Selection for additional Community Support and Development Officers took place in the early summer 2021 and 4 new members of staff started in the team in September creating more capacity to focus more proactively on some of the key thematic areas within the Working Together in Birmingham's Neighbourhoods Policy document.

## **Wards Progress on Localisation**

### **Ward Forums & Ward Plans**

- Ward Forums are now well established across the city and support is provided to enable four meetings per year plus a further two focussed on the Ward Plan. As of May 2021, the requirement for at least 4 ward forum meetings per municipal year has been added to the Constitution. So far this Municipal year wards have held a total of 110 meetings with twelve wards yet to have held a meeting during this period.
- Ward Plans and Priorities 2018-22 Documents have now been produced by Ward Forums for 59 of the 69 wards. Following further requests for completion by the Cabinet Member for Homes and Communities there are still 10 that are not completed and submitted.

## **Localisation Delivery Plan**

The plan in appendix 1 sets out some of the further activities scheduled over the remainder of the 2021/22 financial year and also provides updates on the activities to date.

## Appendix 1 Updated January 2022

### Localisation Delivery Plan

#### 'Working Together' : Key actions to progress localisation in 2020/21 and 2021/22

Action Plan resulting from 'Working Together in Birmingham's Neighbourhoods' and 'Birmingham's Collaborative Neighbourhoods'

Blue = complete

Green = in progress

Yellow = on track

Red = delayed

policy	what	Current activity	Next steps	Lead officer	2020/21			2021/22				Status
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	
New	Update WTiBN's policy learning	Commission a review of the impact of covid-19 on place based community organisations and learning with regard to future support and relationships. Locality produced the report and its key findings were contained within cabinet report 'Covid 19: update on evaluation of impact and recovery planning' on 9-2-21		Karen Cheney								complete
New		Captured the current information that defines the ward and outward facing local offer	Report to be taken to Cabinet Member Briefing informed by learning in star chambers as to what the offers are from other services	Chris Jordan								
New	Wider ownership of localisation through cross cutting Board/Programme. /Steering Group	Community Recovery Framework written by BVSC and adopted by BCC.  Community recovery Board Set up and chaired by Cllr Cotton  Localisation Star Chambers set up		Chris Jordan								complete
WTiBNs	Wider ownership of localisation through cross cutting Board/Programme. /Steering Group	New corporate performance measures set relating to Ward Forum, Ward Plans, CIL, CWG funding and number of CAT/community leases	Discuss with cabinet member/star chamber any further KPIs	Karen Cheney Neil De-Costa								complete



policy	what	Current activity	Next steps	Lead officer	2020/21			2021/22				Status
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	
BCNs	Wider ownership of localisation through cross cutting Board/Programme. /Steering Group  To shift BCC role from 'gatekeeper' to 'enabler and facilitator'.	Star chambers seeking to embed this approach across directorates  Agreed that Asset Based Community Development Training to be offered internally within the council	Steer to be taken from corporate work on Early Intervention & Prevention and Community Participation	Chris Jordan Karen Cheney								Initial phase complete.  Further phases to be considered in line with corporate change programmes
WTiBNs	Pioneer Places	Joint working with the 10 pioneer places commenced.  Network of 30 groups within Pioneer Places now supported through Locality. Pioneer places granted £1k to address covid19 issues		Karen Cheney								complete
WTiBNs	Pioneer Places	Key portfolios/services have engaged with Pioneer Places. Director of Inclusive Growth, Chief Executive, Cllr O'Shea, AD for Street Scene, Cllr Thompson and AD for Neighbourhoods have met Pioneer Places in the "Speak Truth to Power" sessions.	Ongoing key people to be invited as identified by the pioneer places	Karen Cheney								
WTiBNs	Pioneer Places	360 review complete  Pioneer Places have done short videos of successes and future asks		Karen Cheney								complete
WTiBNs	Pioneer Places		Write report on learning from Pioneer Places - what have they influenced.	Karen Cheney								

policy	what	Current activity	Next steps	Lead officer	2020/21			2021/22				Status
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	
			Decision on whether to add further pioneer places									
WTiBNs BCNs	Capacity building and support for target groups	Further Locality members have been added and enhanced memberships also added.		Karen Cheney								complete
WTiBNs BCNs	Capacity building and support for target groups	Locality have a regular Birmingham and WM meeting attended by Birmingham member organisations- enabling city wide networking and support.  Locality's annual conference held in B'ham.		Chris Jordan Karen Cheney								complete
CRRR	Capacity building and support for target groups	BCM and Locality supporting organisations in 30 designated wards on being grant read.  Small Grants scheme launched December 2021 focussed on community recovery targeting groups identified in Birmingham's Collaborative Neighbourhoods report (smaller, emerging and Black & Minority Ethnic led groups)		NDSU								complete
WTiBN's	Capacity building and support for target groups	BCM and Locality supporting organisations in 30 designated wards on being grant ready.  Anchor organisations have supported connecting communities grants.	Use learning from CWG Connecting Communities assess if grants could be used in future to develop community anchor networks in targeted neighbourhoods – proposals to include support on ward planning	NDSU								
WTiBN's	Capacity building and support for target	Some support for services through community hubs secured through	Community Hubs now being considered as part	Chris Jordan								

policy	what	Current activity	Next steps	Lead officer	2020/21			2021/22				Status
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	
	groups	Emergency Assistance Fund.	of the Prevention & Early Intervention workstream.									
Budget	Capacity building and support for target groups	Recruitment of post to ensure improved interaction and support for 12 Business Improvement Districts		Symon Easton								complete
WTiBNs	Ward Plans	All processes for ward plans set out. Templates issued, guidance given etc  Requirement to produce a Ward Plan now included in Constitution (May 2021)  CWG celebrating Communities fund and Local CIL both require a Ward Plan		NDSU								complete
	Ward Plans	59 of the 69 ward plans have been completed or refreshed.  Officer in NDSU providing support for wards to progress their ward plans.  Cabinet member wrote to wards giving deadline for completion of 31 October 2021	Monitoring Officer reviewing progress and the requirements of the constitution	Wards								
	Ward Plans	Cabinet Member has agreed a set of priorities for member development/training regarding localisation.		Karen Cheney								Timescale post May 2022
	Ward Plans	£100k available for cabinet to invest in projects from ward plans	Write mechanism to enable spend and approve projects  Financial controls placed	Karen Cheney								

policy	what	Current activity	Next steps	Lead officer	2020/21			2021/22				Status
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	
			this scheme on hold until 2022/23									
	Ward Plans	Cabinet agreed process for £2m local element, available across 13 wards from Local Community Infrastructure Levy.  Crowdfunding platform procured / crowdfunder appointed  Cabinet members and ward members met to discuss principles of allocations	Engage with 13 wards  Write decision report  Launch scheme	Neil De-Costa Hayley Claybrook								
	Ward Plans		Review to consider revised CIL policy to broaden applicability of local CIL	Hayley Claybrook								Timescale tbc
WTiBNs	Ward Forum implementation	Ward Forums set up across city. May 2021 Constitution requires at least 4 Forums per year		NDSU								complete
WTiBNs	Community Based Assets	BCC has defined its properties between commercial, regeneration, operational and community.	Birmingham part of Locality's national review of CATs – paper to be concluded	Chris Jordan								
WTiBNs	Community Based Assets	Officer appointed September 2021 with lead for CATs and ACVs	Update CAT policy and CAT Website	Karen Cheney								
WTiBNs	Community Based Assets	Resource identified to support processing of ACV submissions  Process for determining ACV re-established (cabinet July 2020)		NDSU								Complete

policy	what	Current activity	Next steps	Lead officer	2020/21			2021/22				Status
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	
		Workshops held with Bham Community Matters / community groups on ACV process -										
WTiBNs	Neighbourhood Network Services	Wider approach to NNS being considered by Whole Life Course Board. Pilot to be launched in 2022 to include younger adults		Kalvinder Kohli								complete
WTiBNs	Neighbourhood Planning	Working group established on Neighbourhood/Parish Councils including links to Neighbourhood Planning.  Inclusive growth have officers nominated to areas where Neighbourhood Plans are being considered.  £50k successful bid submitted NDSU/Planning to Govt for pilot on Neighbourhood Planning.		Chris Jordan Rebecca Farr Doug Lee								Complete
WTiBNs	Neighbourhood / Parish Councils	WTiBN's policy set out support to develop N/P councils. Perry Barr, Balsall Heath and Jewellery Quarter all reviewing appropriateness of a N/P council. New budgets established to support areas on their journey to ballot Cross Directorate Working Group established Policy Paper on 'process for creating new parish councils' agreed by cabinet Appointed officer into the NDSU team to lead, to continue to provide support to this policy.		Chris Jordan								complete

policy	what	Current activity	Next steps	Lead officer	2020/21			2021/22				Status
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	
WTiBNs	External Funding Support	PINCh cross organisation funding network established. Joint work with WM funders to set up a funding webinar 10-2-21 NDSU team member appointed to help local neighbourhood-based organisations maximise funding		Chris Jordan								complete
Local Offer	External Funding Support		Each of the 69 ward plans to identify their top priority for external funding support (project and lead third sector group). The CSDO - external funding will then support the group in submitting an application to the most appropriate funding body and discuss at PINCh  Develop a charter/process with funders to ensure they will consider Ward Plans	Ward Cllrs  NDSU officer								
WTiBNs	Local Funding	Meeting held regarding community lottery	Following lottery staffing changes consider funding options for a new local area small grants fund.	Chris Jordan Karen Cheney								
Budget	Local Funding	Additional £2m invested in CWG projects at a ward level via Celebrating		Cat Orchard & NDSU								Complete

policy	what	Current activity	Next steps	Lead officer	2020/21			2021/22				Status
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	
		Communities fund.  57 projects funded in Round 1.  374 proposals now being considered as part of Round 2										
WTiBNs	Develop the role of Relationship Managers, adding more services where possible.	Review taken place of Relationship Managers – now re-named service contacts, link with police re-established	Report to CLT	Chris Jordan								
WTiBN's	Devo Deal		Publish Devo Deal prospectus	Tony Smith								Date tbc
WTiBN's	Devo Deal	10 projects/services were identified for review by RSCTC. Projects such as Walmley Memorial, Vesey Gardens, Town Rangers, Allotments are all progressing individually and when all concluded will be wrapped up in a Devo Deal.	Continue to progress other projects with RSCTC	Chris Jordan								
CRRR	Locally focussed procurement	Initial scoping paper considering 5 principles for 'keep it local' has been produced.  Workshop took place cross directorate on 17 <sup>th</sup> March.  Re -started conversations between Locality and new Director for procurement	Review and if appropriate adopt the 'Keep it local' campaign.  Endorsing the Keep it Local principles at cabinet.	Haydn Brown & NDSU								

policy	what	Current activity	Next steps	Lead officer	2020/21			2021/22				Status
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	
WTiBNs	Local data	A ward data working group has been set up. Officers and ward councillors are represented.	Review data sources for neighbourhoods to support engagement, ward planning and performance monitoring - document went to Cabinet Member and Pioneer places.	Varun Sitaram Naomi Todd NDSU								
Budget	Recognising the positive work of the VCSE sector	NDSU producing monthly information for Corporate Communications to promote locality working by both theme and geography	Annual Localisation Week to be considered in 2022	NDSU communications								



# Performance Monitoring Report

## City Housing Directorate Performance Monitoring Report 2021/22

Month 8 - November

Version 1.1

### Performance Monitoring Process

The reporting framework is based on performance against targets, baseline figures, and benchmarking (where it is available).

This report includes Vital Signs and State of the City KPIs which were approved at Cabinet on 10/11/2020.

### Key

Preferred Direction of Travel	
'Bigger is better'	Performance improves if the result figure is higher
'Smaller is better'	Performance improves if the result figure is lower

Direction Of Travel (DOT)	
△	Performance improves from previous reporting period (bigger is better)
▽	Performance improves from previous reporting period (smaller is better)
▶	No change in performance
△	Performance deteriorates from previous reporting period (smaller is better)
▽	Performance deteriorates from previous reporting period (bigger is better)

BRAG (Blue Red Amber Green) Rating	
Blue	Greatly exceeds target
Green	Achieved or slightly surpassed target
Amber	Slightly below target but above standard/tolerance
Red	Both the target and the standard/tolerance has not been achieved

Reporting period	
In-month	KPI is measured on a month-on-month basis e.g. January only
In-quarter	KPI is measured on a quarter-on-quarter basis e.g. Quarter 2 would cover July, August and September only
Cumulative	The annual result up until that reporting period e.g. the May report's figure would be the total of the April and May's result (year-to-date)
Snapshot	The current (snapshot) figure at the end of the reporting period e.g. the May snapshot result would be the figure 'at that moment in time' on 31 May
Year-end	The year-end result for annually-reported KPIs

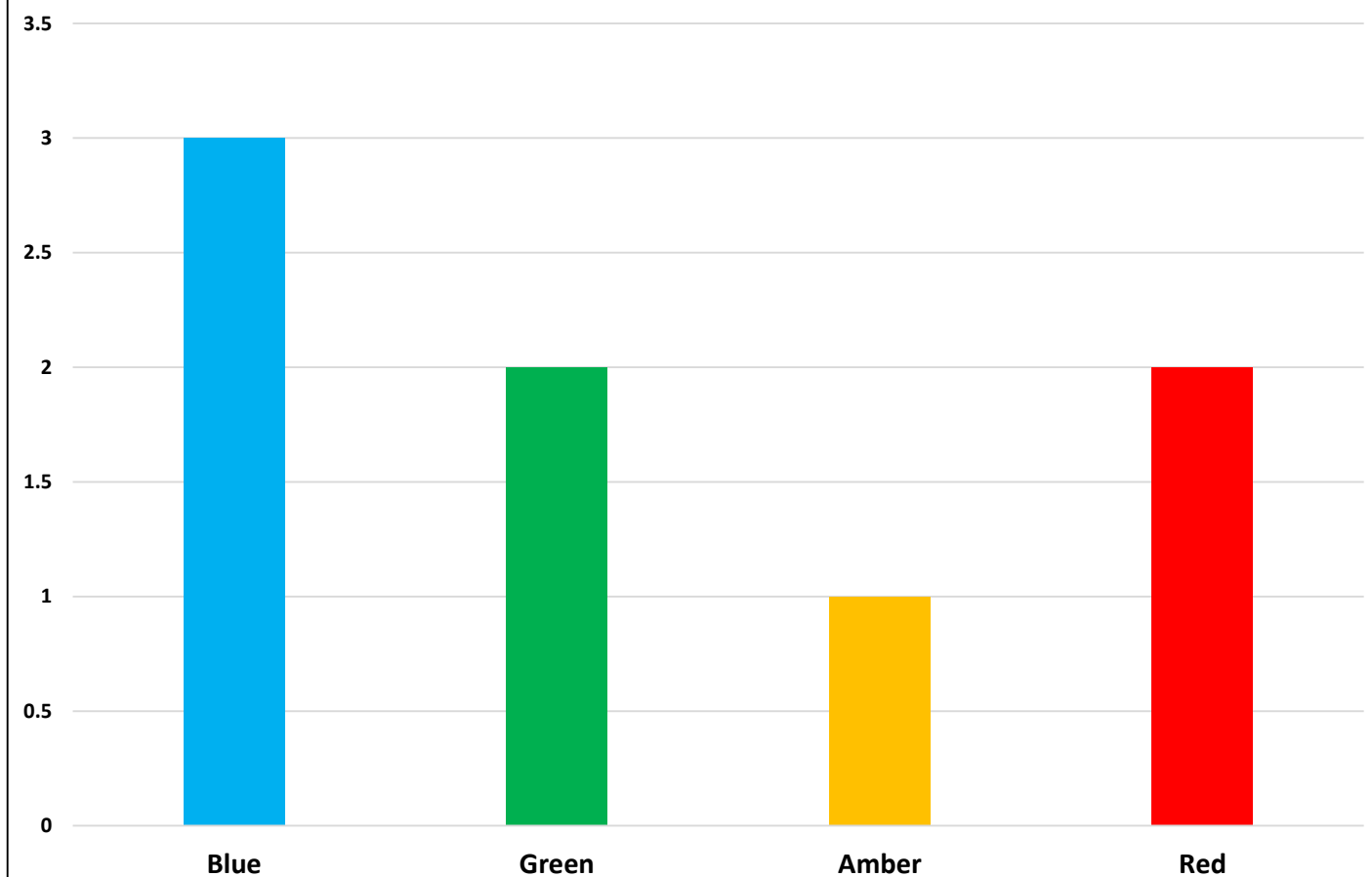
# Performance Monitoring Report

## Summary

### Summary of Vital Signs and State of the City KPI Performance by BRAG Rating

BRAG	Number	Percentage of total
Blue	3	37.5%
Green	2	25.0%
Amber	1	12.5%
Red	2	25.0%
Blue, Green, Amber, Red Total	8	100%
Other KPIs (no target, target TBC, or BRAG N/A)	3	-
<b>Grand Total</b>	<b>11</b>	-

### Performance Based on BRAG Rating



# Performance Monitoring Report

## Exceptions Report and Contents Page

Overall performance by BRAG rating (commentary provided where KPI's BRAG rating is blue, amber or red)

# Vital Signs

## Homes and Neighbourhoods Portfolio

Ref.	KPI	BRAG rating	Page
HN01	We will respond to all council housing emergency repairs in 2 hours	Green	5
Ref.	KPI	BRAG rating	Page
HN02	We will resolve council housing routine repairs within 30 days	Green	5
Ref.	KPI	BRAG rating	Page
HN03	Percentage of Right to Repair jobs completed against period profile	Amber	6
<p><b>Exception Commentary:</b></p> <p>KPI reported one month in arrears: The October 2021 result is 91.7% which is below the contractual target of 92.6% but well within the standard of 87.9% (5,030 repairs out of 5,485).</p> <p>The performance is monitored by the service via daily appointments and monthly performance reports to ensure contractors remain above the contractual target moving forward and drops in performance can be identified and addressed in the month. This is the largest number of Right to Repair jobs received in month since April 2021, and contractors have advised that 45% of their repairs in this period were either emergencies or right to repair works.</p> <p>Breakdown per contractor area: Engie: 94.4%, Wates West Central: 89.8%, Wates East: 90.3%, Fortem: 93.8%.</p>			
Ref.	KPI	BRAG rating	Page
HN04	Average days void turnaround - excluding void sheltered properties	Red	6
<p><b>Exception Commentary:</b></p> <p>The November 2021 void turnaround result of 31.6 days has not achieved the 28-day target, however, this is a 4 day improvement from the October 2021 performance figure of 35 days and 10 days improvement from the September 2021 performance figure of 41 days. A total of 282 void properties were re-let in November 2021.</p> <p>The average time taken to repair voids for November was 20.62 days, which is a 1 day improvement from the previous month. All contractor void performance around repair times is being managed very closely. Currently 2 out of the 4 contractors (Wates) repairs performance is having an adverse impact on the turnaround times. Improvement plans and weekly meetings are in place to monitor repair times. Repair timescales are continuing to have a significant impact on why the target of 28-days has not been met.</p> <p>Fit for letting to tenancy start date on voids let excluding sheltered voids in November was 11.17 days, which is an improvement of nearly 3 days from the October performance and 6 days better than the September performance. Over 75% of all voids re-let were successful after the first viewing.</p> <p>Due to the issue with energy companies not taking on new customers, and with SSE/OVO the preferred energy contractor having implied termination of the preferred energy contract, Void Teams are having to spend a significant amount of time resolving meter issues including debts. Void Teams are working very closely with BCC Legal/Procurement Teams and are having formal discussions with SSE/OVO about identifying solutions to address the current situation.</p> <p>The following ongoing actions are in place to support and improve the void turnaround performance over the coming months:</p> <ul style="list-style-type: none"> <li>- Contractual change orders have been issued with new financial implications, with the intention to drive through improvements in contractor performance. The performance of the repairs contractors continues to be scrutinised, with the ability to issue contractual rectification notices.</li> <li>- To reduce time taken if a property is refused, two households are currently being shortlisted. This helps to reduce time taken from fit for letting to acceptance. Any additional shortlisting will be completed by Allocations within 24 hours of the request.</li> <li>- Recruitment has been approved of two additional Visiting Officer posts, both are in post and are being trained. The additional posts will significantly help and support capacity in carrying out additional viewings for the North/West and East quadrants, as well as mirroring the South District 'Moving Out' process to the rest of the City. Moving out work will assist in the voids process by addressing rubbish left in voids and providing information to all of the repair providers to utilise/maximise the notice period to support the repairs period. A report has been completed outlining the significant benefits of identifying poor property conditions/maintenance of existing BCC housing stock. This proactive work will support an approach to addressing issues impacting on void repair times. This work follows the Cabinet Members visits to voids where concerns were raised on the poor state of properties at the point of keys returned by customers.</li> </ul>			
Ref.	KPI	BRAG rating	Page
HN05	Available properties as a percentage of total stock	Blue	7
<p><b>Exception Commentary:</b></p> <p>The November 2021 snapshot result is 99.5% which has exceeded the target of 98.0% for this period.</p>			
Ref.	KPI	BRAG rating	Page
HN06	Percentage of tenancies sustained at 12 months (where appropriate)	N/A	7
Ref.	KPI	BRAG rating	Page
HN10	Percentage of residents allocated a BCC housing tenancy	N/A	8

## Exceptions Report and Contents Page

Vulnerable Children and Families Portfolio			
Ref.	KPI	BRAG rating	Page
HN07	Households where homelessness is prevented	Blue	8
<p><b>Exception Commentary:</b></p> <p>The year-to-date (April 2021 - November 2021) result of 79.42% has surpassed the target of 55.00%.</p> <p>There were 37 cases closed in prevention this month, with 28 having a positive outcome. Of the 9 cases closed without a positive outcome, 6 were lost contact, and 3 withdrew their application.</p> <p>The service has seen a steady success in driving forward the prevention agenda. A significant percentage of the cases closed in prevention this month have been closed with a positive outcome. This is because the homelessness prevention fund has been used to either secure deposits or reduce arrears, redirecting single vulnerable people to suitable housing providers or negotiations with families to prevent exclusion.</p> <p>A welcomed uplift of the Homeless Prevention Grant of £1.5 million was announced for vulnerable renters on 23 October 2021. Arrangements have commenced to receive and plan to make the best use of this additional funding to prevent homelessness.</p>			
Ref.	KPI	BRAG rating	Page
HN08	Households where homelessness is relieved	Blue	9
<p><b>Exception Commentary:</b></p> <p>The year-to-date (April 2021 - November 2021) result of 66.64% has surpassed the target of 40.00%.</p> <p>There were 38 homeless cases relieved this month, of which 25 have secured accommodation or maintained existing accommodation. Of the 13 cases not relieved, 7 were lost contact, and 6 were withdrawn applications.</p> <p>The service is also working with private sector landlords to help families secure good quality affordable accommodation.</p>			
Ref.	KPI	BRAG rating	Page
HN09	Minimising the number of households living in temporary accommodation per 1,000 households	Red	9
<p><b>Exception Commentary:</b></p> <p>The November 2021 snapshot result of 9.33 has not achieved the target of 8.70. This snapshot result represents a total of 3,968 households in temporary accommodation. As of 30th November 2021, the number of households accommodated in temporary accommodation outside of the City was 358; this includes 83 households within bed and breakfast outside of the City. The number of households accommodated outside the City and in bed and breakfast has increased by 11 households in comparison to the October 2021 snapshot.</p> <p>Homeless presentations have increased from an average of 270 per week in 2020 to 301 in 2021. At the end of Quarter 2 the service was seeing around 400 presentations a week. This is attributed to the lifting of the eviction ban. There is an expectation this figure will further increase due to the furlough scheme ending. The service has recently closed a tender opportunity to procure 2,000 units of private sector leasing as an alternative to B&amp;B. The service is aiming to maximise homeless centre capacity; however, this remains an ongoing challenge due to social distancing measures that are still strongly recommended.</p> <p>Mitigations to try and minimise the impact and stabilise this performance indicator includes:</p> <ul style="list-style-type: none"> <li>Acceleration of City Housing transformation to enable a reduction in Temporary Accommodation. <ul style="list-style-type: none"> <li>Maximising and utilising all self-contained or supported accommodation.</li> </ul> </li> <li>Looking to maximise an additional Temporary Accommodation project to reduce B&amp;B for larger families circ. 300 units in the next few months. <ul style="list-style-type: none"> <li>Increasing and focussing on early intervention and prevention measures.</li> </ul> </li> <li>Looking to engage with third sector organisations to provide support and joined up working on move-on. <ul style="list-style-type: none"> <li>Working with the private sector to secure accommodation.</li> <li>Encouraging citizens to consider permanent accommodation in the private sector.</li> </ul> </li> <li>Developing a more customer-focused approach to support households to move out of temporary accommodation.</li> </ul>			

## State of the City

Outcome 4: Birmingham is a great, clean and green city to live in			
Ref.	KPI	BRAG rating	Page
O408	Reducing the number of rough sleepers across the city	N/A	10

## Vital Signs

## Homes and Neighbourhoods

Frequency: Monthly

DOT: ▽

BRAG: Green

Reporting: In-month

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21

Amber

Q1

Green

Q2

Green

Q3

N/A

Q4

N/A

Baseline:

87.2%

Variance from target (monthly):

0%

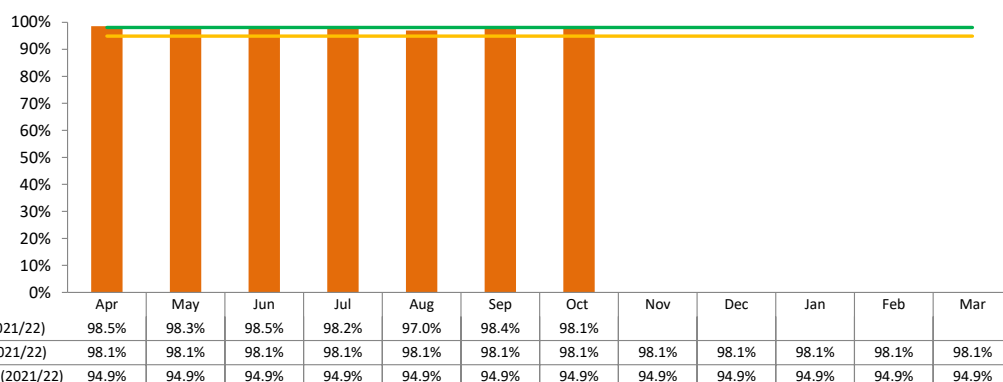
Year-end target:

98.1%

Benchmark:

N/A

## We will respond to all council housing emergency repairs in 2 hours



## Commentary:

KPI reported one month in arrears: The October 2021 result is 98.1% which has achieved the contractual target of 98.1% (5,106 repairs out of 5,203).

The performance for this measure is monitored by the service on a regular basis through daily appointment reports and monthly performance reports to ensure contractors remain above the contractual target moving forward.

Breakdown per contractor area: Engie: 99.3%, Wates West Central: 97.8%, Wates East: 97.7%, Fortem: 98.3%.

Frequency: Monthly

DOT: ▽

BRAG: Green

Reporting: In-month

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21

Green

Q1

Green

Q2

Green

Q3

N/A

Q4

N/A

Baseline:

98.2%

Variance from target (monthly):

+2.5%

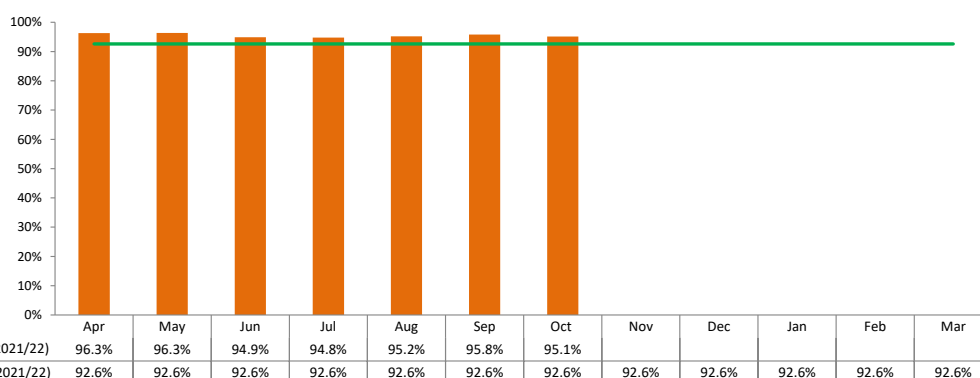
Year-end target:

92.6%

Benchmark:

N/A

## We will resolve council housing routine repairs within 30 days



## Commentary:

KPI reported one month in arrears: The October 2021 result is 95.1% which has surpassed the contractual target of 92.6% (15,126 repairs out of 15,901).

The performance is monitored by the service via daily overdue reports and monthly performance reports to ensure contractors remain above the contractual target moving forward.

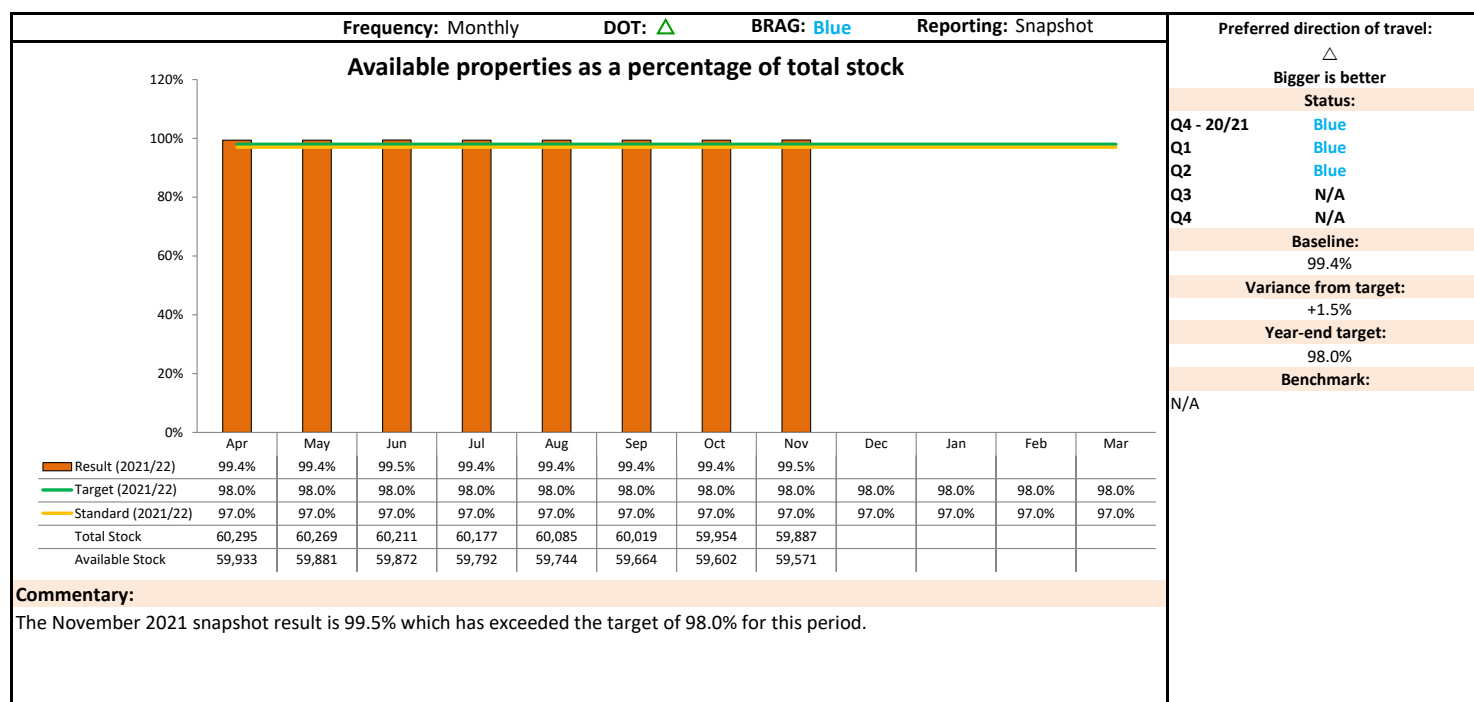
Breakdown per contractor area: Engie: 95.9%, Wates West Central: 95.9%, Wates East: 93.4%, Fortem: 95.9%.

## Performance Monitoring Report

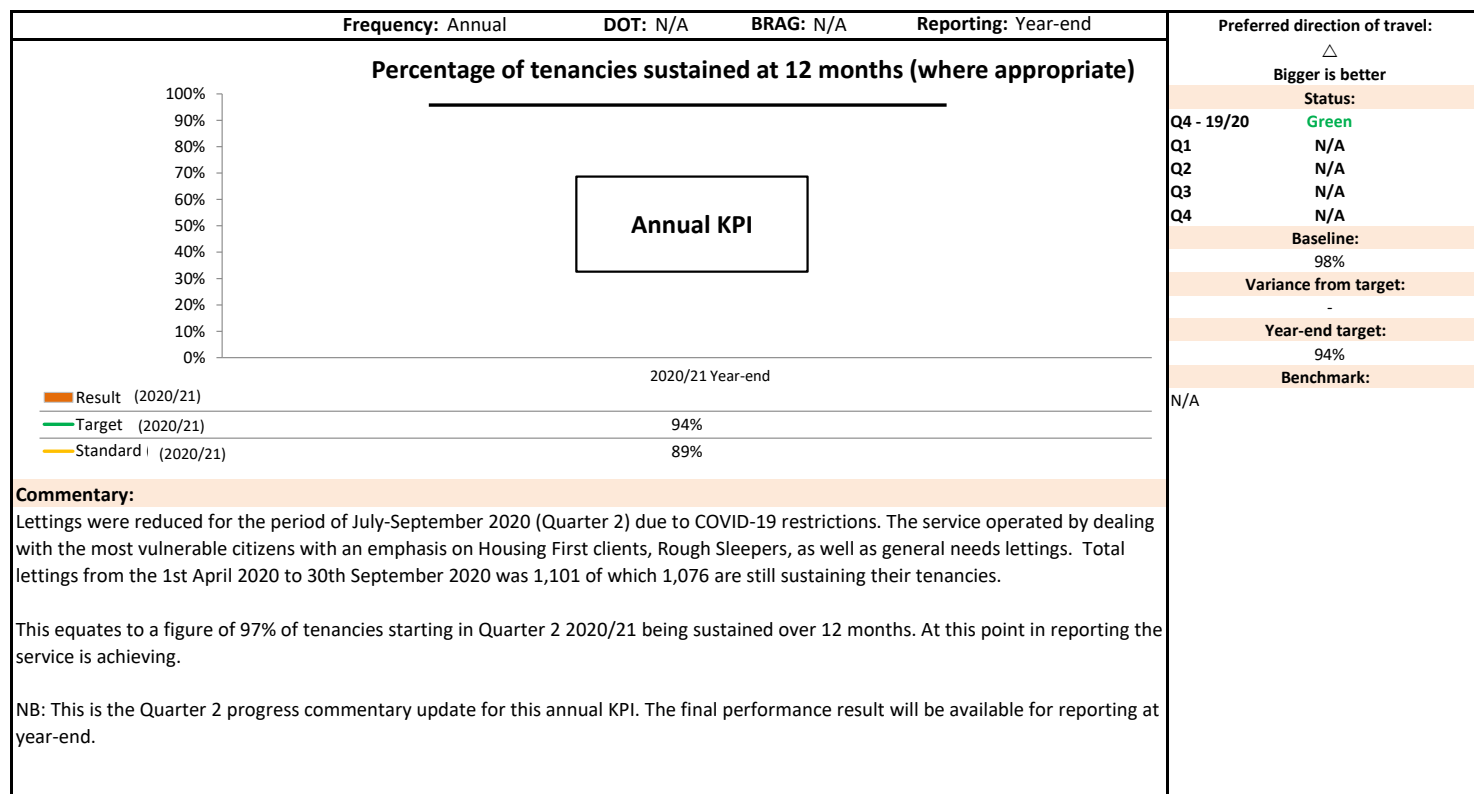
Frequency: Monthly      DOT: <span style="color: red;">▽</span> BRAG: <span style="color: orange;">Amber</span> Reporting: In-month													Preferred direction of travel: △ Bigger is better	
Percentage of Right to Repair jobs completed against period profile													Status:	
													Q4 - 20/21 <span style="color: orange;">Amber</span>	
													Q1 <span style="color: green;">Green</span>	
													Q2 <span style="color: green;">Green</span>	
													Q3 <span style="color: green;">N/A</span>	
													Q4 <span style="color: green;">N/A</span>	
													Baseline: 89.3%	
													Variance from target (monthly): -0.9%	
													Year-end target: 92.6%	
													Benchmark: N/A	
N/A														
<b>Commentary:</b> KPI reported one month in arrears: The October 2021 result is 91.7% which is below the contractual target of 92.6% but well within the standard of 87.9% (5,030 repairs out of 5,485).  The performance is monitored by the service via daily appointments and monthly performance reports to ensure contractors remain above the contractual target moving forward and drops in performance can be identified and addressed in the month. This is the largest number of Right to Repair jobs received in month since April 2021, and contractors have advised that 45% of their repairs in this period were either emergencies or right to repair works.  Breakdown per contractor area: Engie: 94.4%, Wates West Central: 89.8%, Wates East: 90.3%, Fortem: 93.8%.														

Frequency: Monthly      DOT: <span>▽</span> BRAG: <span>Red</span> Reporting: In-month													Preferred direction of travel: <span>▽</span> Smaller is better	
Average days void turnaround - excluding void sheltered properties													Status:	
	Q4 - 20/21	<span>Red</span>												
	Q1	<span>Red</span>												
	Q2	<span>Red</span>												
	Q3	<span>N/A</span>												
	Q4	<span>N/A</span>												
		Baseline:												
		46.9												
		Variance from target:												
		+3.6												
		Year-end target:												
		28.0												
		Benchmark:												
		N/A												
Commentary:														
The November 2021 void turnaround result of 31.6 days has not achieved the 28-day target, however, this is a 4 day improvement from the October 2021 performance figure of 35 days and 10 days improvement from the September 2021 performance figure of 41 days. A total of 282 void properties were re-let in November 2021.														
The average time taken to repair voids for November was 20.62 days, which is a 1 day improvement from the previous month. All contractor void performance around repair times is being managed very closely. Currently 2 out of the 4 contractors (Wates) repairs performance is having an adverse impact on the turnaround times. Improvement plans and weekly meetings are in place to monitor repair times. Repair timescales are continuing to have a significant impact on why the target of 28-days has not been met.														
Fit for letting to tenancy start date on voids let excluding sheltered voids in November was 11.17 days, which is an improvement of nearly 3 days from the October performance and 6 days better than the September performance. Over 75% of all voids re-let were successful after the first viewing.														
Due to the issue with energy companies not taking on new customers, and with SSE/OVO the preferred energy contractor having implied termination of the preferred energy contract, Void Teams are having to spend a significant amount of time resolving meter issues including debts. Void Teams are working very closely with BCC Legal/Procurement Teams and are having formal discussions with SSE/OVO about identifying solutions to address the current situation.														
The following ongoing actions are in place to support and improve the void turnaround performance over the coming months:														
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## Performance Monitoring Report

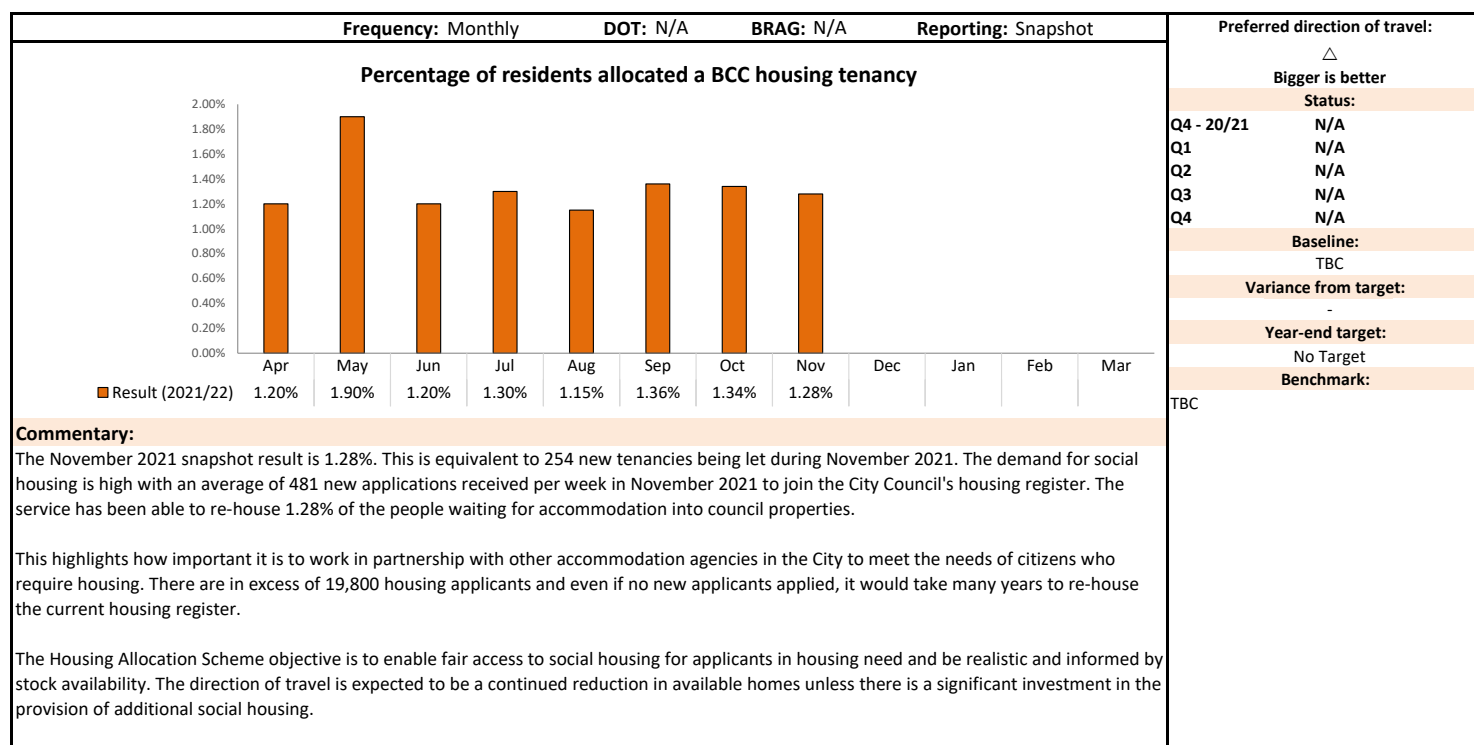


Preferred direction of travel:	
△	
Bigger is better	
Status:	
Q4 - 20/21	Blue
Q1	Blue
Q2	Blue
Q3	N/A
Q4	N/A
Baseline:	
99.4%	
Variance from target:	
+1.5%	
Year-end target:	
98.0%	
Benchmark:	
N/A	

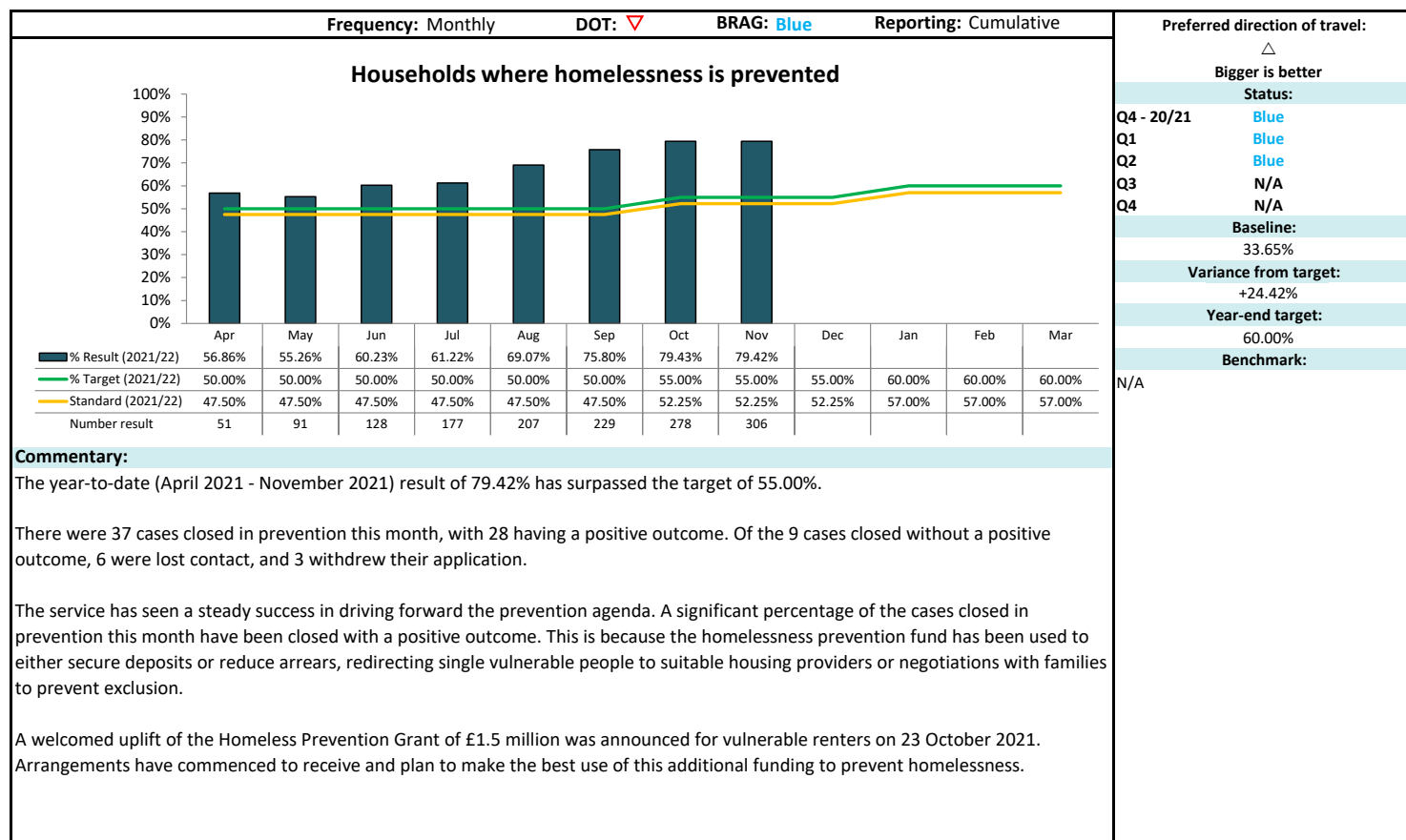


Preferred direction of travel:	
△	
Bigger is better	
Status:	
Q4 - 19/20	Green
Q1	N/A
Q2	N/A
Q3	N/A
Q4	N/A
Baseline:	
98%	
Variance from target:	
-	
Year-end target:	
94%	
Benchmark:	
N/A	

## Performance Monitoring Report

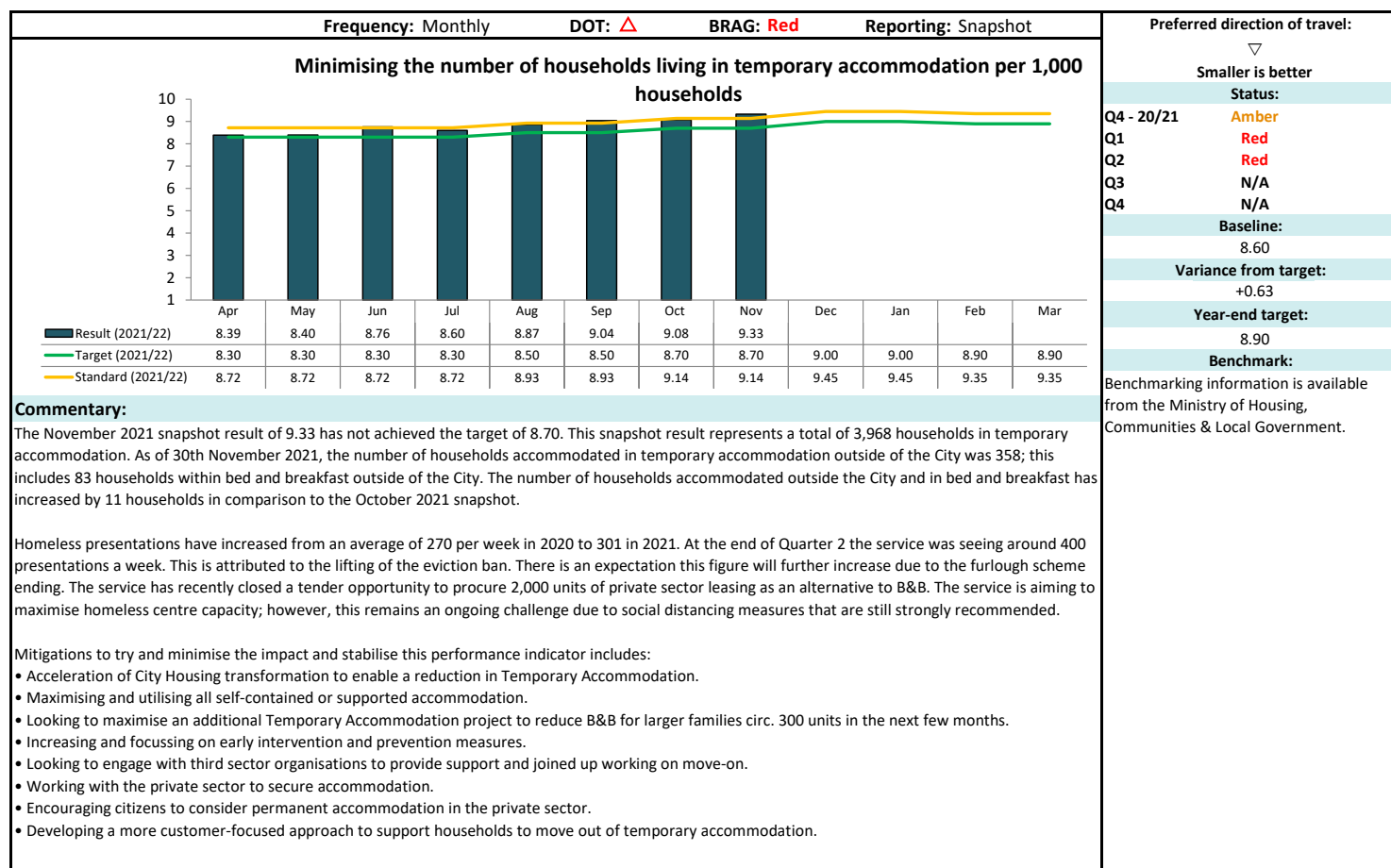
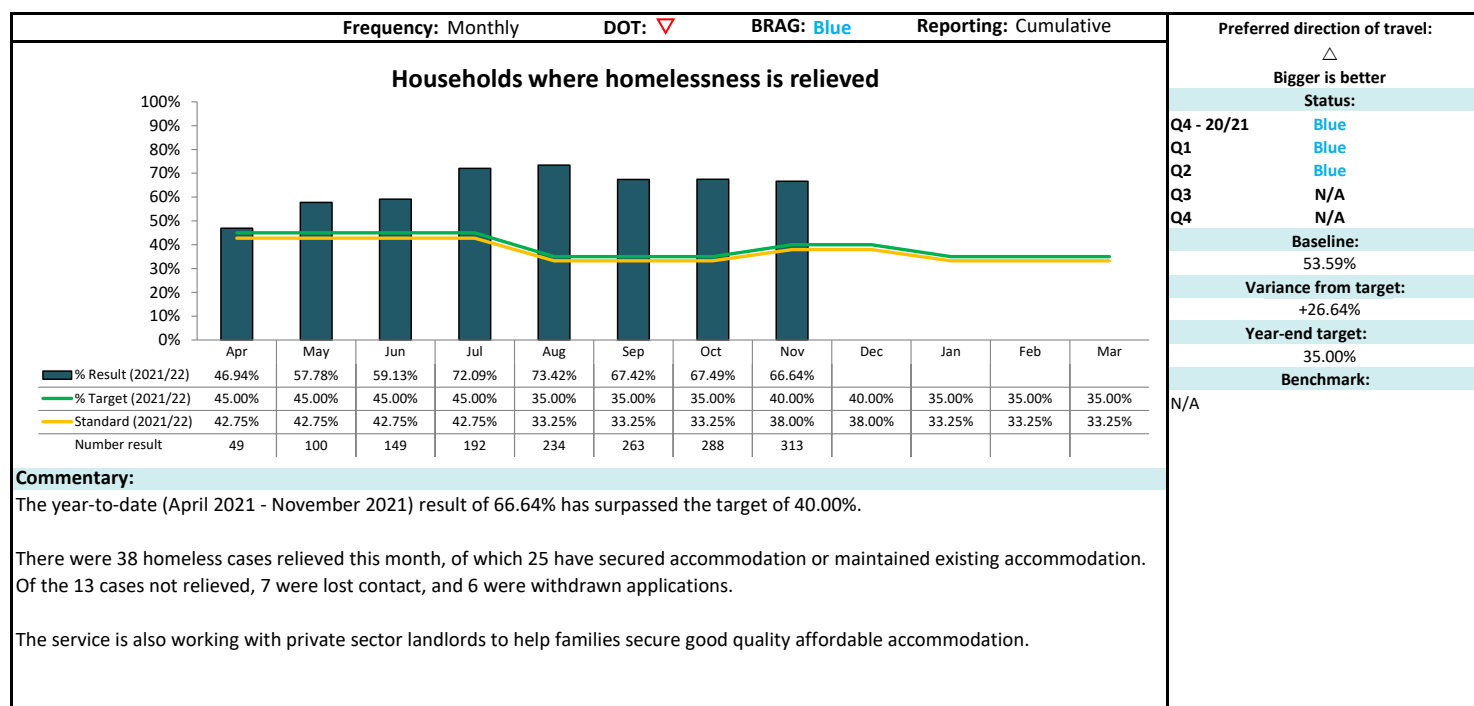


## Vulnerable Children and Families



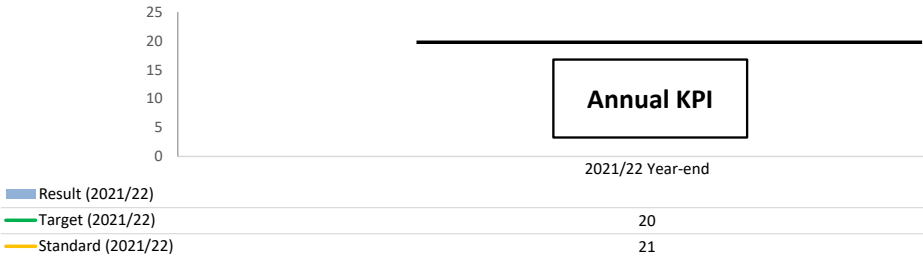


## Performance Monitoring Report



# State of the City

## Outcome 4: Birmingham is a great, clean and green city to live in

Frequency: Annual		DOT: N/A	BRAG: N/A	Reporting: Snapshot	Preferred direction of travel: ▽ Smaller is better
<p><b>Reducing the number of rough sleepers across the city</b></p>  <p>Result (2021/22): 21 Target (2021/22): 20 Standard (2021/22): 21</p>					<p>Status:</p> <p>Q4 - 20/21 <b>Blue</b></p> <p>Q1 N/A</p> <p>Q2 N/A</p> <p>Q3 N/A</p> <p>Q4 N/A</p>
					Baseline: 52
					Variance from target: -
					Year-end target: 20
					Benchmark:
<p><b>Commentary:</b></p> <p>Performance for this annual KPI will be provided at year-end.</p>					<p>Benchmarking information for rough sleeping in England is available from the Ministry of Housing, Communities &amp; Local Government website.</p>

# Performance Monitoring Report

## City Operations Directorate Overview and Scrutiny Performance Monitoring Report 2021/22

Month 8 - November

Version 1.2






### Performance Monitoring Process

The reporting framework is based on performance against targets, baseline figures, and benchmarking (where it is available).

This report includes Vital Signs and State of the City KPIs which were approved at Cabinet on 10/11/2020.

### Key

Preferred Direction of Travel	
'Bigger is better'	Performance improves if the result figure is higher
'Smaller is better'	Performance improves if the result figure is lower

Direction Of Travel (DOT)	
	Performance improves from previous reporting period (bigger is better)
	Performance improves from previous reporting period (smaller is better)
	No change in performance
	Performance deteriorates from previous reporting period (smaller is better)
	Performance deteriorates from previous reporting period (bigger is better)

BRAG (Blue Red Amber Green) Rating	
<b>Blue</b>	Greatly exceeds target
<b>Green</b>	Achieved or slightly surpassed target
<b>Amber</b>	Slightly below target but above standard/tolerance
<b>Red</b>	Both the target and the standard/tolerance has not been achieved

Reporting period	
<b>In-month</b>	KPI is measured on a month-on-month basis e.g. January only
<b>In-quarter</b>	KPI is measured on a quarter-on-quarter basis e.g. Quarter 2 would cover July, August and September only
<b>Cumulative</b>	The annual result up until that reporting period e.g. the May report's figure would be the total of the April and May's result (year-to-date)
<b>Snapshot</b>	The current (snapshot) figure at the end of the reporting period e.g. the May snapshot result would be the figure 'at that moment in time' on 31 May
<b>Year-end</b>	The year-end result for annually-reported KPIs

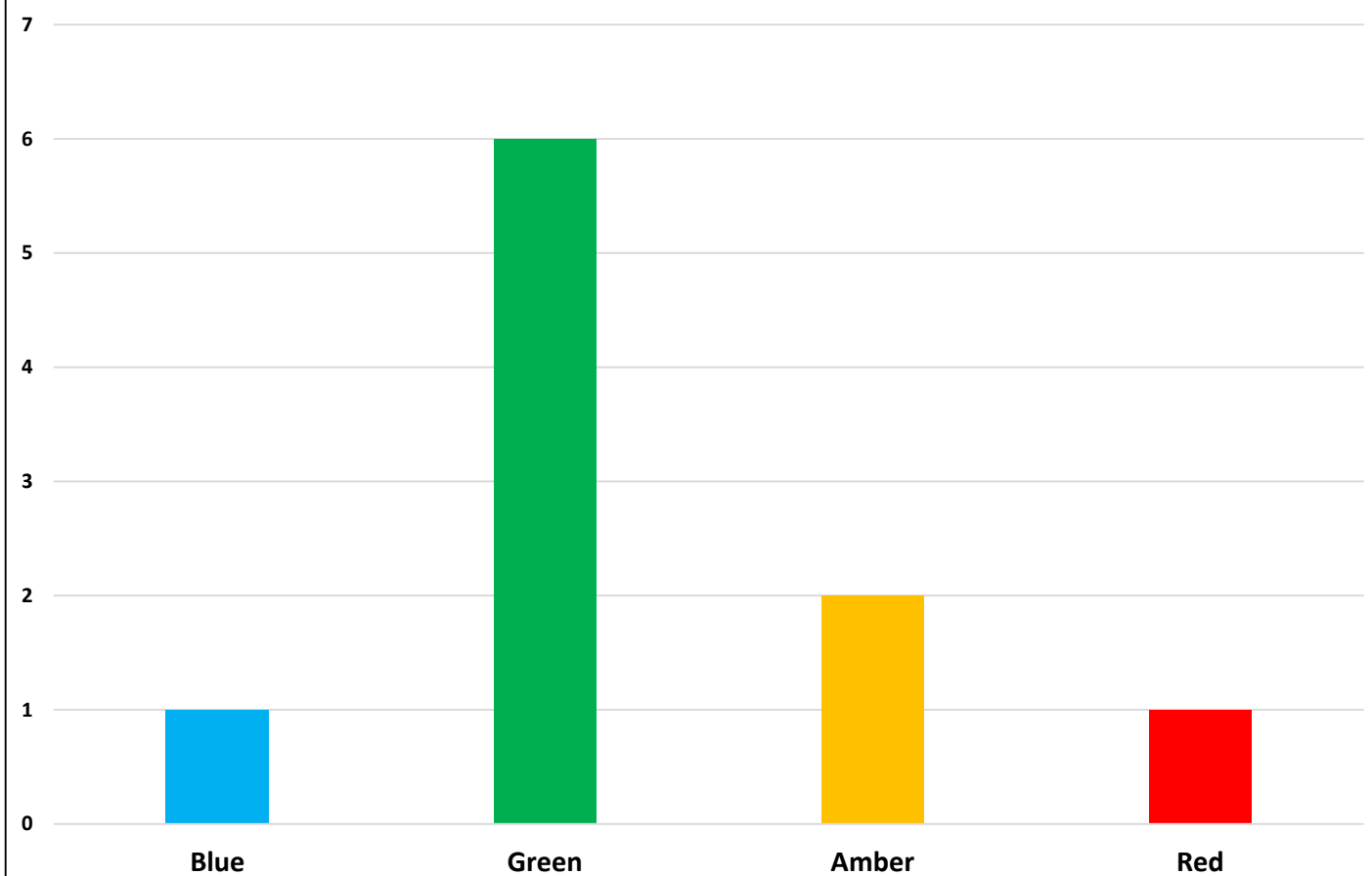
# Performance Monitoring Report

## Summary

### Summary of Vital Signs and State of the City KPI Performance by BRAG Rating

BRAG	Number	Percentage of total
Blue	1	10%
Green	6	60%
Amber	2	20%
Red	1	10%
Blue, Green, Amber, Red Total	10	100%
Other KPIs (no target, target TBC, or BRAG N/A)	1	-
<b>Grand Total</b>	<b>11</b>	-

### Performance Based on BRAG Rating



## Exceptions Report and Contents Page

Overall performance by BRAG rating (commentary provided where KPI's BRAG rating is blue, amber or red)

# Vital Signs

### Homes and Neighbourhoods Portfolio

Ref.	KPI	BRAG rating	Page
HN11	Number of properties improved in the Private Rented Sector as a result of Local Authority intervention	Amber	6
<p><b>Exception Commentary:</b></p> <p>The year-to-date (April 2021 – November 2021) result is 168 which has not achieved the target of 175, however it is within the tolerance for this period.</p> <p>The service continues to receive a high volume of Referrals for Assistance (RFA); there were 396 requests received this month. The total year-to-date (April – November 2021) RFAs received were 3,343, which is greater than the expected annual requests of 1,400. After Advice, Disrepair (420 reports) continues to be one of the main reasons for the assistance.</p>			

Ref.	KPI	BRAG rating	Page
HN12	Private sector empty properties brought back into use	Green	6

### Street Scene and Parks Portfolio

Ref.	KPI	BRAG rating	Page
SSP01	Level of street cleanliness as assessed by the Land Audit Management System (LAMS)	Amber	7
<p><b>Exception Commentary:</b></p> <p>Quarter 2 commentary: KPI reported one month in arrears: The year-to-date (April 2021 – September 2021) result is 80.93%, which is below the target of 85.00%, but still within tolerance.</p> <p>The performance of this KPI has been impacted as the street cleaning service have been supporting the refuse collection services though the current COVID-19 pandemic, which has led to some slight changes in cleansing schedules as the work had to be triaged due to staff shortages. The number of reports of fly-tipping on the highway has also significantly increased across all areas of the City and when benchmarked with other councils and the Local Government Association, this has currently been recognised as a country-wide issue.</p> <p>Government restrictions caused by COVID-19 resulted in a suspension of Land Audit Management System (LAMS) data collection between April 2020 and July 2020, which meant performance data was unavailable during that time period. Due to the staff shortages as a result of COVID-19 restrictions, the trial was to use the local management teams to help with the LAMS surveys, which were substantively delivered through the Waste Prevention Team, but supported through additional depot resources.</p> <p>Now that the Government has announced its roadmap, Street Scene is moving back to normal operation. The City is adding to its street cleansing effectiveness by recruiting to a new initiative 'Love Your Streets'. These teams will be out working and enhancing the street cleansing activities by engaging with residents to tackle some of the problem areas within the City with the aim to make a positive difference to the street cleanliness.</p>			

## Performance Monitoring Report

### Exceptions Report and Contents Page

Ref.	KPI	BRAG rating	Page
SSP02	Increased recycling, reuse, and green waste (both with and without bottom ash)	Green	8

Ref.	KPI	BRAG rating	Page
SSP03	Reported missed collections per 100k collections scheduled	Red	9

#### Exception Commentary:

KPI reported one month in arrears: The year-to-date (April 2021 - October 2021) result is 173 which has exceeded the target of 100. The in-month result for October 2021 was 243. There were 4,574 reported missed residual collections and 2,262 reported missed recycling collections in October 2021. The total amount of individual residual and recycling collections scheduled in October 2021 was 2.81 million.

In October 2021, the service was subject to similar issues experienced in earlier months in 2021 and also by other organisations and businesses throughout the country. Unfortunately, there were a significant number of drivers and collection crews that were unable to work due to either contracting COVID-19 or being notified to self-isolate by Test and Trace. Whilst every effort was made to complete as many collections as possible, a number of rounds could not be completed which has resulted in a significant number of missed collections being received during the month.

The service has completed a vehicle replacement program which has replaced part of the fleet with 20 new domestic recycling vehicles and 17 new domestic residual vehicles. It is believed that missed collections, which were the result of vehicle breakdowns, will be reduced now that new reliable vehicles have arrived into the fleet. The replacement programme will continue next year where a budget of £12M has been allocated and also £12M the following year.

Towards the end of the year, the entire fleet will be fitted with technology that will assist further in reducing missed collections. This in-cab device will provide full details of the round for each crew at a property level, including details of which properties require assisted collections. It will also allow crews to make a record of whether each collection was made or if there was a problem such as contamination in the recycling bin. The system will be linked to the website and contact centre so that where crews record an issue with the collection, the citizen will be prevented from reporting the missed collection and given guidance regarding how to rectify the issue. Finally, the system will allow depot managers to monitor the real-time progress of crews. This allows action to be taken to ensure rounds are completed each day. The service believes that the use of this device will reduce reported missed collections by up to 50%.

The service is also identifying repeat missed collections to improve service delivery.

Ref.	KPI	BRAG rating	Page
SSP04	Percentage of waste presented to landfill	Blue	10

#### Exception Commentary:

KPI reported one month in arrears: The estimated year-to-date (April 2021 to October 2021) result is 5.94% which has surpassed the year-to-date target of 14.00%. The target profile was set to reflect the planned shutdown of the Tyseley Energy Recovery Facility (ERF) in June 2021. It was expected that in the later part of May 2021 some residual waste would be diverted from the Tyseley ERF to landfill in preparation for the planned shutdown. This did not happen, however the diversion of tonnage to landfill was felt throughout the shutdown and throughout the recovery phase. The service will continue to minimise the use of landfill where possible. Tyseley ERF processed 29,709 tonnes of residual waste and a further estimated 604 tonnes of residual waste were diverted from landfill to alternate ERFs in October.

This result was achieved against a background of continuing high levels of kerbside collected residual waste and an increase in residual waste being deposited at the Household Waste Recycling Centres. In October 2021 only an estimated 824 tonnes of waste were sent to landfill, this included post-incineration fly-ash and small amounts of rejected recycling materials and asbestos.

The amount of residual waste sent directly to landfill during this year's maintenance shutdown of the Tyseley ERF has been much lower than in previous years.

In 2021-22 the service will continue to make best use of available alternate ERFs that endeavour to recycle their post-incineration ash output, reducing as far as possible the need for landfill.

## Exceptions Report and Contents Page

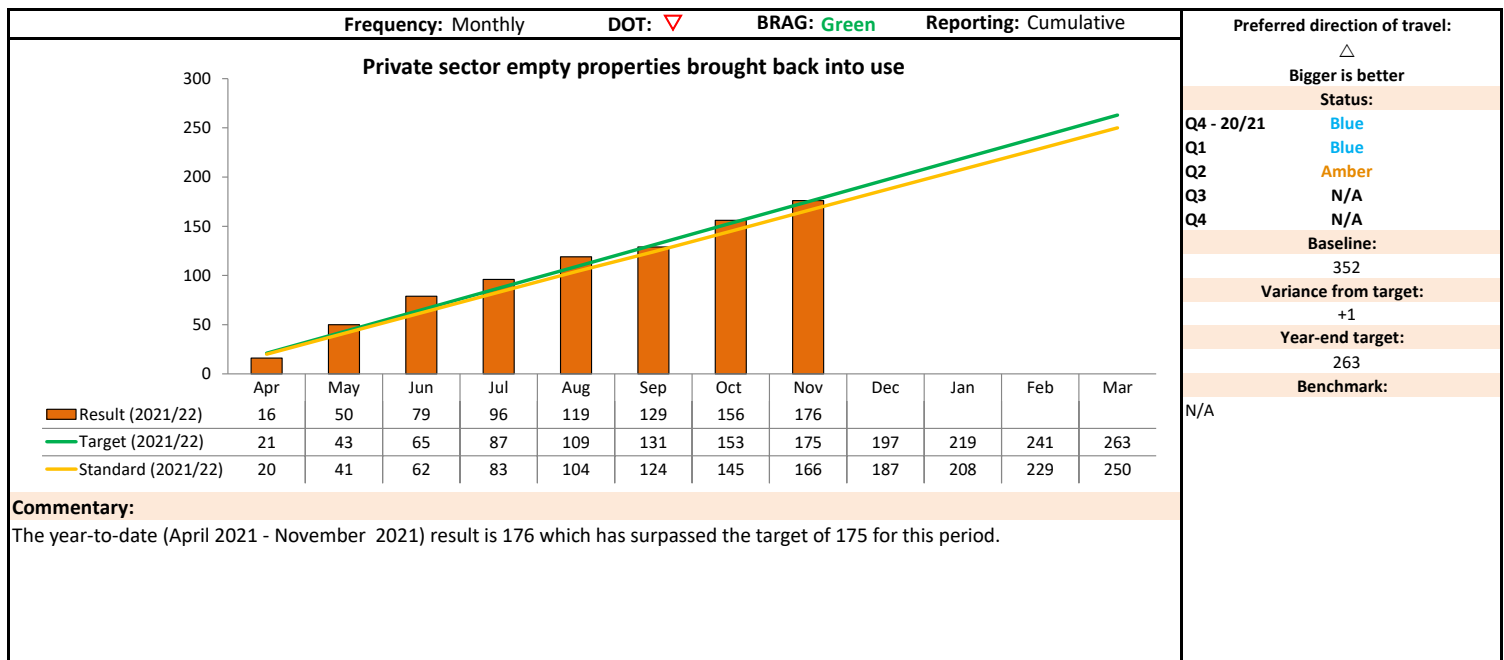
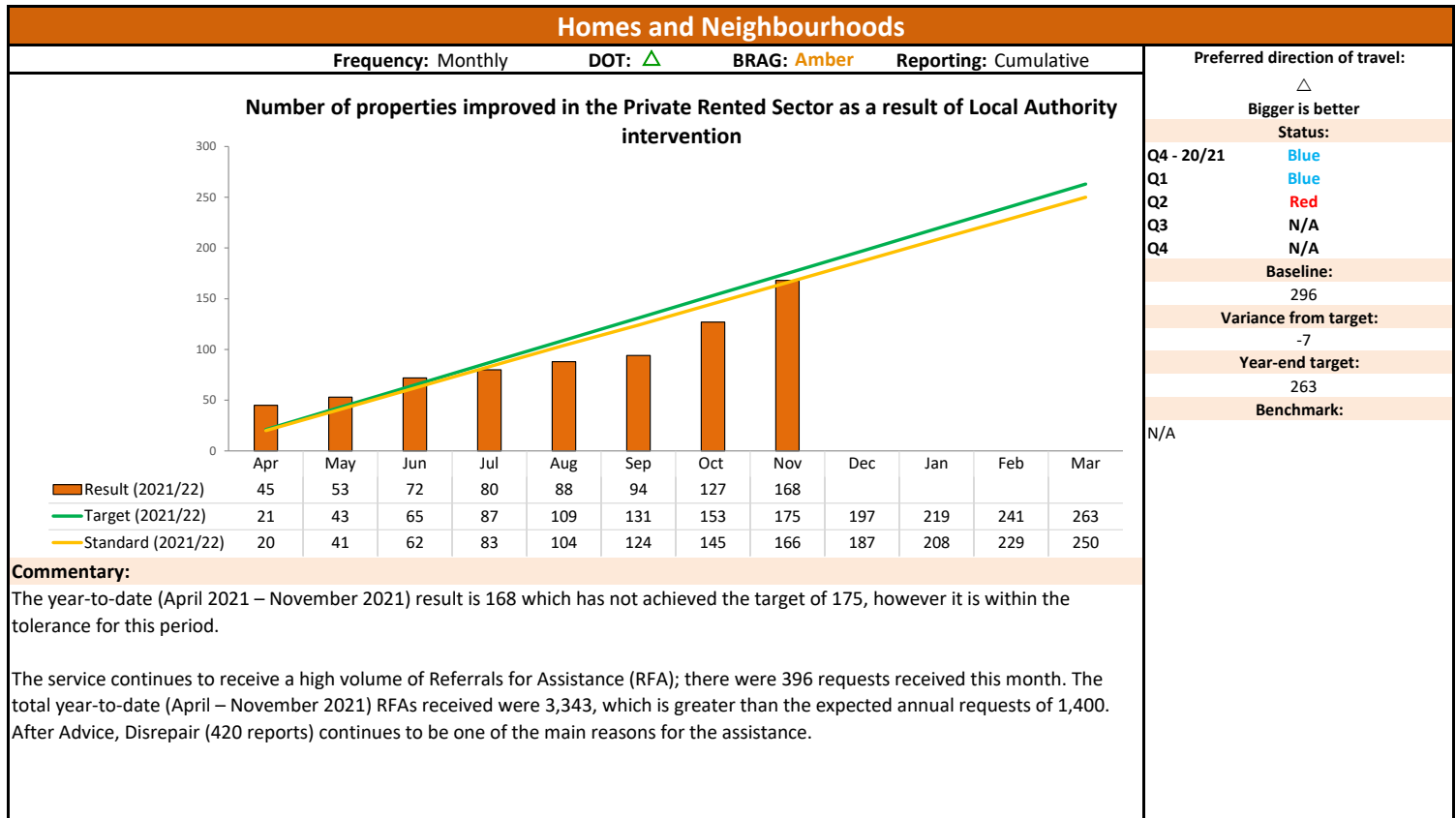
Ref.	KPI	BRAG rating	Page
SSP05	Percentage completed annual tree inspections (according to the 5 year plan)	Green	10
Ref.	KPI	BRAG rating	Page
SSP06	If you report a tree that is considered dangerous by our qualified Tree Officer, we will ensure the tree is attended to and the area made safe within 2 hours	Green	11
Ref.	KPI	BRAG rating	Page
SSP07	Level of Grounds Maintenance works completed to green space across the City including H&S inspections. The measure will show the percentage of work completed against programme	Green	11
Ref.	KPI	BRAG rating	Page
SSP08	Level of Grounds Maintenance works completed to the specified service standard. The measure will show the percentage of work completed to standard	Green	12

## State of the City

### Outcome 4: Birmingham is a great, clean and green city to live in

Ref.	KPI	BRAG rating	Page
O409	Number of volunteer days from parks, sports, events, waste management, and resident involvement	N/A	13

# Vital Signs





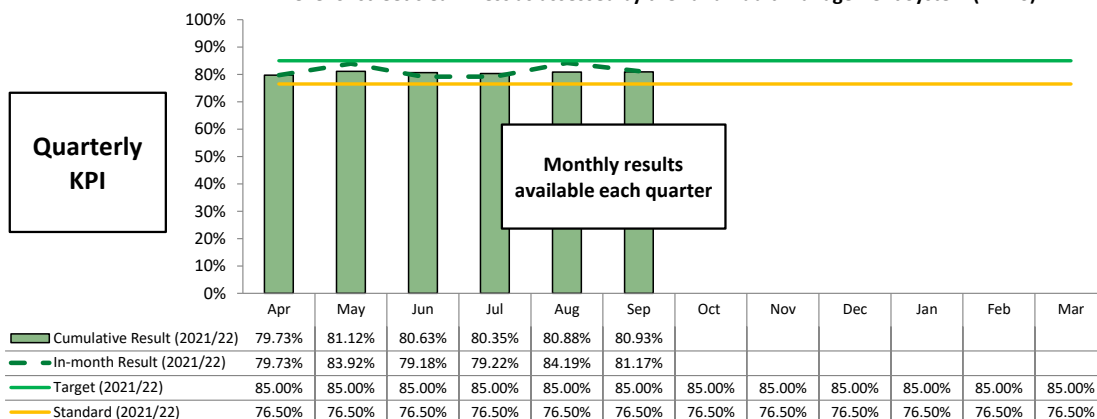
# Performance Monitoring Report

## Street Scene and Parks

Frequency: Quarterly DOT: △ BRAG: Amber Reporting: Cumulative

Preferred direction of travel: △

Level of street cleanliness as assessed by the Land Audit Management System (LAMS)



### Commentary:

Quarter 2 commentary: KPI reported one month in arrears: The year-to-date (April 2021 – September 2021) result is 80.93%, which is below the target of 85.00%, but still within tolerance.

The performance of this KPI has been impacted as the street cleaning service have been supporting the refuse collection services through the current COVID-19 pandemic, which has led to some slight changes in cleansing schedules as the work had to be triaged due to staff shortages. The number of reports of fly-tipping on the highway has also significantly increased across all areas of the City and when benchmarked with other councils and the Local Government Association, this has currently been recognised as a country-wide issue.

Government restrictions caused by COVID-19 resulted in a suspension of Land Audit Management System (LAMS) data collection between April 2020 and July 2020, which meant performance data was unavailable during that time period. Due to the staff shortages as a result of COVID-19 restrictions, the trial was to use the local management teams to help with the LAMS surveys, which were substantively delivered through the Waste Prevention Team, but supported through additional depot resources.

Now that the Government has announced its roadmap, Street Scene is moving back to normal operation. The City is adding to its street cleansing effectiveness by recruiting to a new initiative 'Love Your Streets'. These teams will be out working and enhancing the street cleansing activities by engaging with residents to tackle some of the problem areas within the City with the aim to make a positive difference to the street cleanliness.

△

Bigger is better

Status:

Q4 - 20/21 Amber

Q1 Amber

Q2 N/A

Q3 N/A

Q4 N/A

Baseline:

79.55%

Variance from target:

-4.07%

Year-end target:

85.00%

Benchmark:

Benchmarking is available every two months with those authorities who are part of the APSE – Land Audit Management System.

## Performance Monitoring Report

Frequency: Monthly

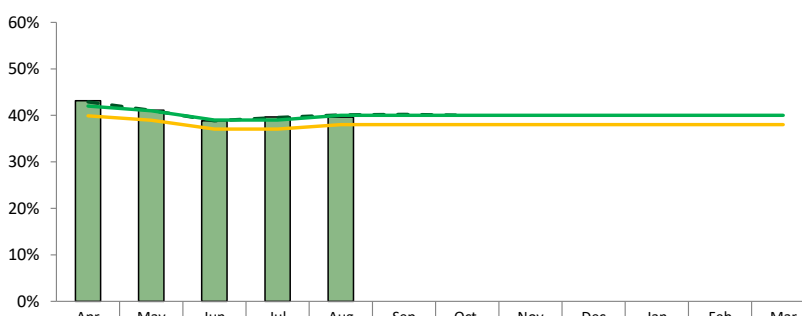
DOT: ▼

BRAG: Green

Reporting: Cumulative

Preferred direction of travel:

### Increased recycling, reuse, and green waste (both with and without bottom ash)



Actual Result (2021/22)	43.15%	41.13%	38.84%	39.67%	39.62%							
Estimate Result (2021/22)	42.90%	41.09%	38.83%	39.53%	40.08%	40.20%	40.02%					
Target (2021/22)	42.00%	41.00%	39.00%	39.00%	40.00%	40.00%	40.00%	40.00%	40.00%	40.00%	40.00%	40.00%
Standard (2021/22)	39.90%	38.95%	37.05%	37.05%	38.00%	38.00%	38.00%	38.00%	38.00%	38.00%	38.00%	38.00%
Actual 2021/22 Result (excluding Bottom Ash)	26.25%	25.04%	26.16%	26.34%	26.02%							
Estimate 2021/22 Result (excluding Bottom Ash)	25.80%	24.67%	25.98%	26.07%	25.80%	26.08%	25.50%					

#### Commentary:

KPI reported one month in arrears: The estimated year-to-date (April 2021 to October 2021) result is 40.02% which has achieved the year-to-date target of 40.00%. The target profile was set to reflect the planned shutdown of the Tyseley Energy Recovery Facility (ERF) in June 2021.

The estimated amount of waste disposed of year-to-date (April 2021 to October 2021) is 285,829 tonnes, of which, an estimated 114,388 tonnes were reused, recycled or composted.

The seasonal reduction in the amount of waste materials deposited at the Household Recycling Centres (HRCs) continued in October. The estimated total amount of residual waste and segregated recycling being deposited at the HRCs in October was 3,833 tonnes. The closure of the Perry Barr HRC for re-development has also impacted these figures. The estimated year-to-date (April 2021 to October 2021) figures of 14,431 tonnes of residual and 22,238 tonnes of segregated recycling are a significant increase on April 2020 to October 2020 figures but still only around 60% of the equivalent pre-COVID (April 2019 to October 2019) levels. Kerbside collection tonnages of segregated recycling remain around 11.1% higher than pre-COVID levels. Kerbside collected residual tonnage in October (20,621 tonnes) has reduced to pre-COVID levels. However, the kerbside residual year-to-date (April 2021 to October 2021) figure is 12,372 tonnes (9%) higher than in the equivalent pre-COVID period (April 2019 to October 2019).

The impact of COVID-19 and the related period of restrictions appears to have changed public behaviour (working from home, increased online shopping, etc.) in a way that impacts presentation of materials for collection by the service. It is likely that some of these changes will persist for the remainder of 2021-22 and possibly for the foreseeable future.

The amount of residual waste processed in Tyseley Energy Recovery Facility (ERF) in October was 29,709 tonnes, plus an estimated further 603 tonnes of residual waste were diverted to alternate ERFs.

The estimated year-to-date (April 2021 to October 2021) recycling figure (excluding the bottom ash) is 25.50%.

In 2021-22 the service will continue to make best use of available alternate ERFs that endeavour to recycle their post-incineration ash output.

△  
Bigger is better

Status:

Q4 - 20/21 **Amber**

Q1 **Amber**

Q2 **Green**

Q3 **N/A**

Q4 **N/A**

Baseline:

38.51%

Variance from target

+0.02%

Year-end target:

40.00%

Benchmark:

This measure differs from the old N192 indicator, which is still reported by Defra, in that this measure includes all bottom ash from the Tyseley Energy Recovery Facility that is recycled not just the metals and is expressed as a percentage of municipal waste in line with other local authorities who produce bottom ash.

## Performance Monitoring Report

Frequency: Monthly

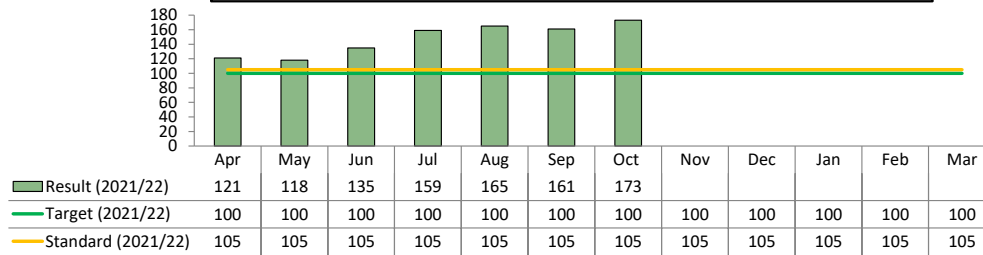
DOT: △

BRAG: Red

Reporting: Cumulative

### Reported missed collections per 100k collections scheduled

To achieve the target, the result should be below the target line, smaller is better



#### Commentary:

KPI reported one month in arrears: The year-to-date (April 2021 - October 2021) result is 173 which has exceeded the target of 100. The in-month result for October 2021 was 243. There were 4,574 reported missed residual collections and 2,262 reported missed recycling collections in October 2021. The total amount of individual residual and recycling collections scheduled in October 2021 was 2.81 million.

In October 2021, the service was subject to similar issues experienced in earlier months in 2021 and also by other organisations and businesses throughout the country. Unfortunately, there were a significant number of drivers and collection crews that were unable to work due to either contracting COVID-19 or being notified to self-isolate by Test and Trace. Whilst every effort was made to complete as many collections as possible, a number of rounds could not be completed which has resulted in a significant number of missed collections being received during the month.

The service has completed a vehicle replacement program which has replaced part of the fleet with 20 new domestic recycling vehicles and 17 new domestic residual vehicles. It is believed that missed collections, which were the result of vehicle breakdowns, will be reduced now that new reliable vehicles have arrived into the fleet. The replacement programme will continue next year where a budget of £12M has been allocated and also £12M the following year.

Towards the end of the year, the entire fleet will be fitted with technology that will assist further in reducing missed collections. This in-cab device will provide full details of the round for each crew at a property level, including details of which properties require assisted collections. It will also allow crews to make a record of whether each collection was made or if there was a problem such as contamination in the recycling bin. The system will be linked to the website and contact centre so that where crews record an issue with the collection, the citizen will be prevented from reporting the missed collection and given guidance regarding how to rectify the issue. Finally, the system will allow depot managers to monitor the real-time progress of crews. This allows action to be taken to ensure rounds are completed each day. The service believes that the use of this device will reduce reported missed collections by up to 50%.

The service is also identifying repeat missed collections to improve service delivery.

Preferred direction of travel:



Smaller is better

Status:

Q4 - 20/21

Red

Q1

Red

Q2

Red

Q3

N/A

Q4

N/A

Baseline:

113

Variance from target:

+73

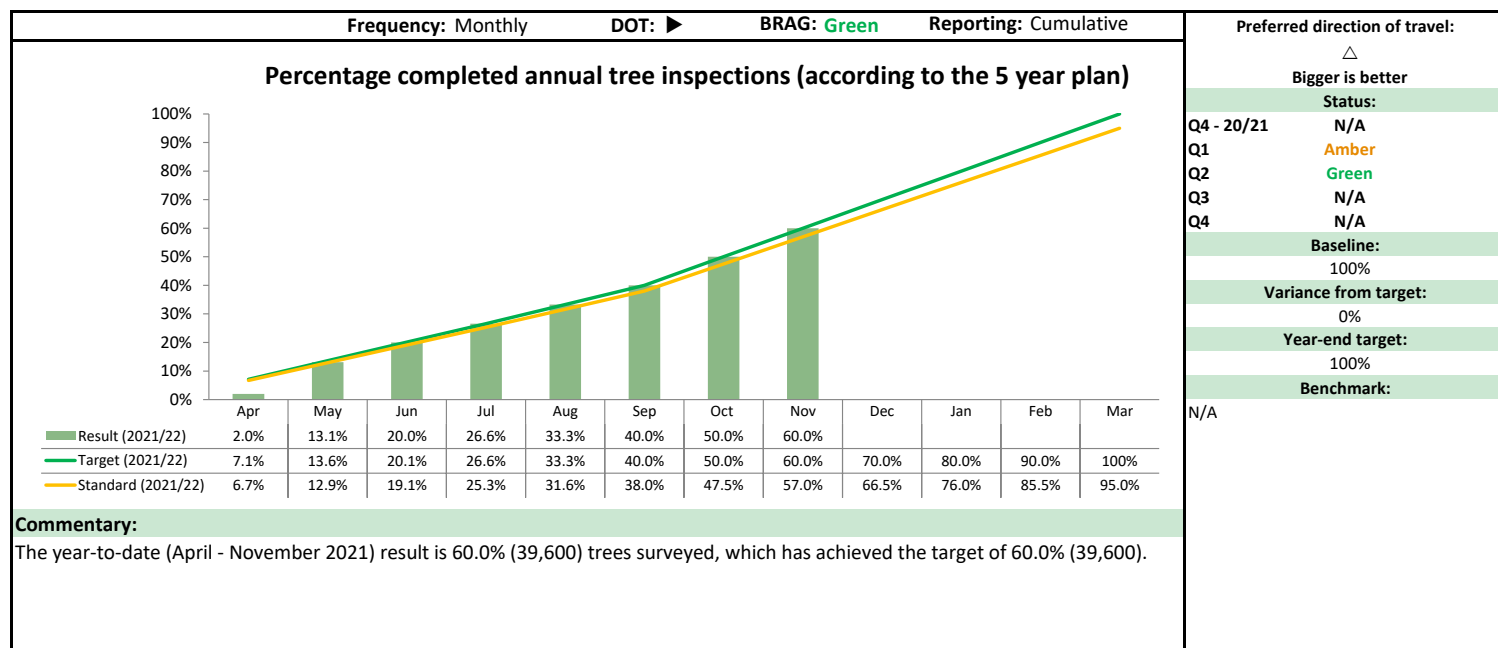
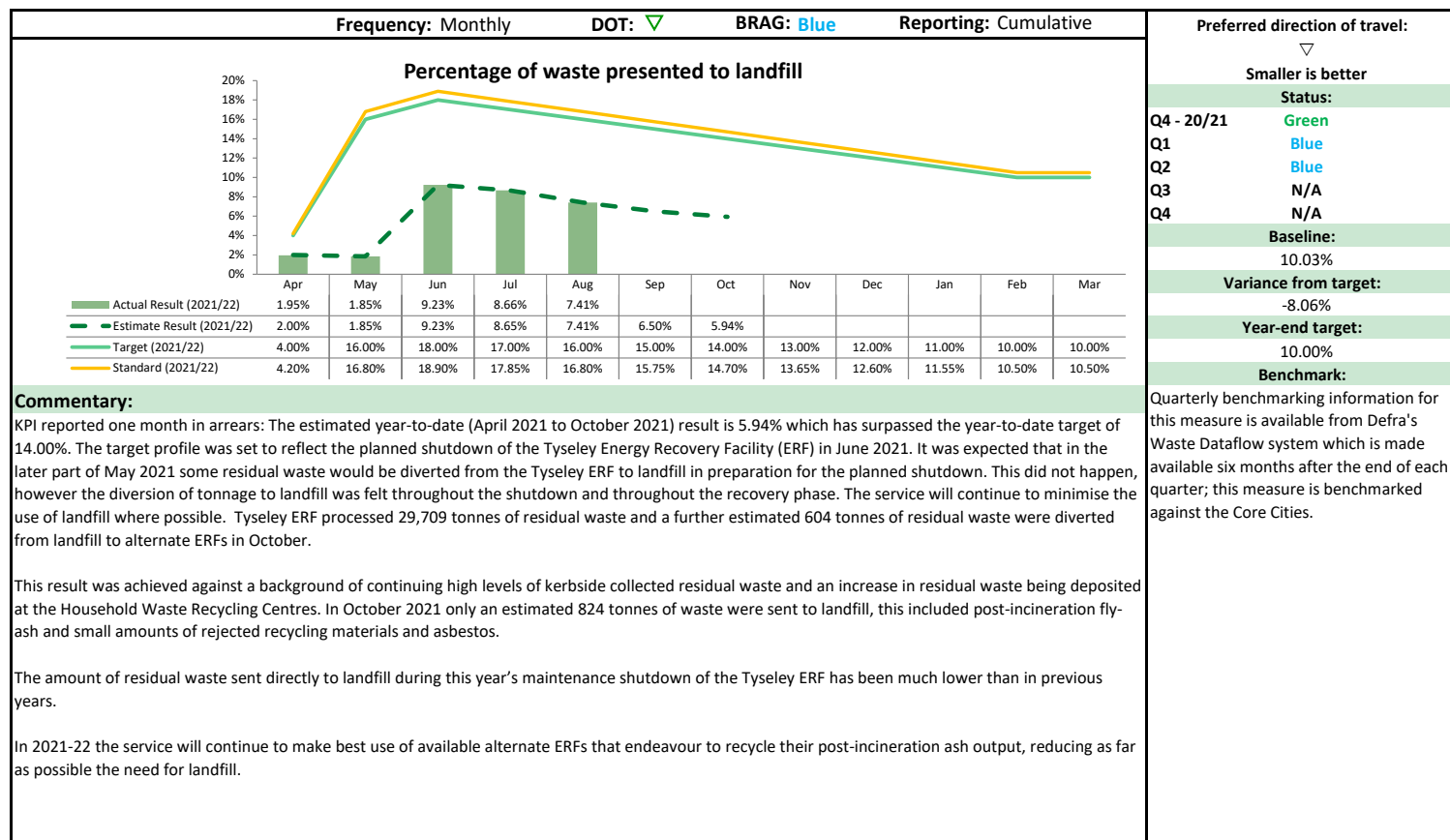
Year-end target:

100

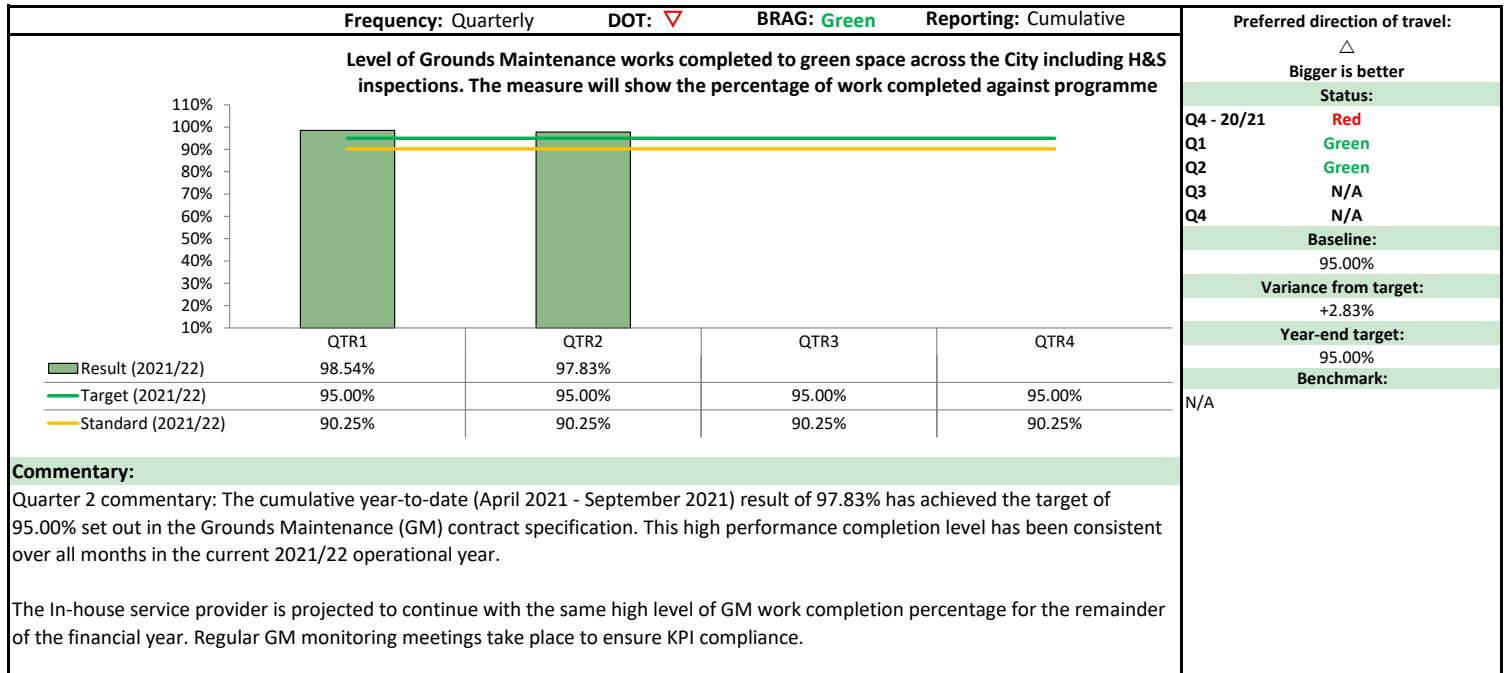
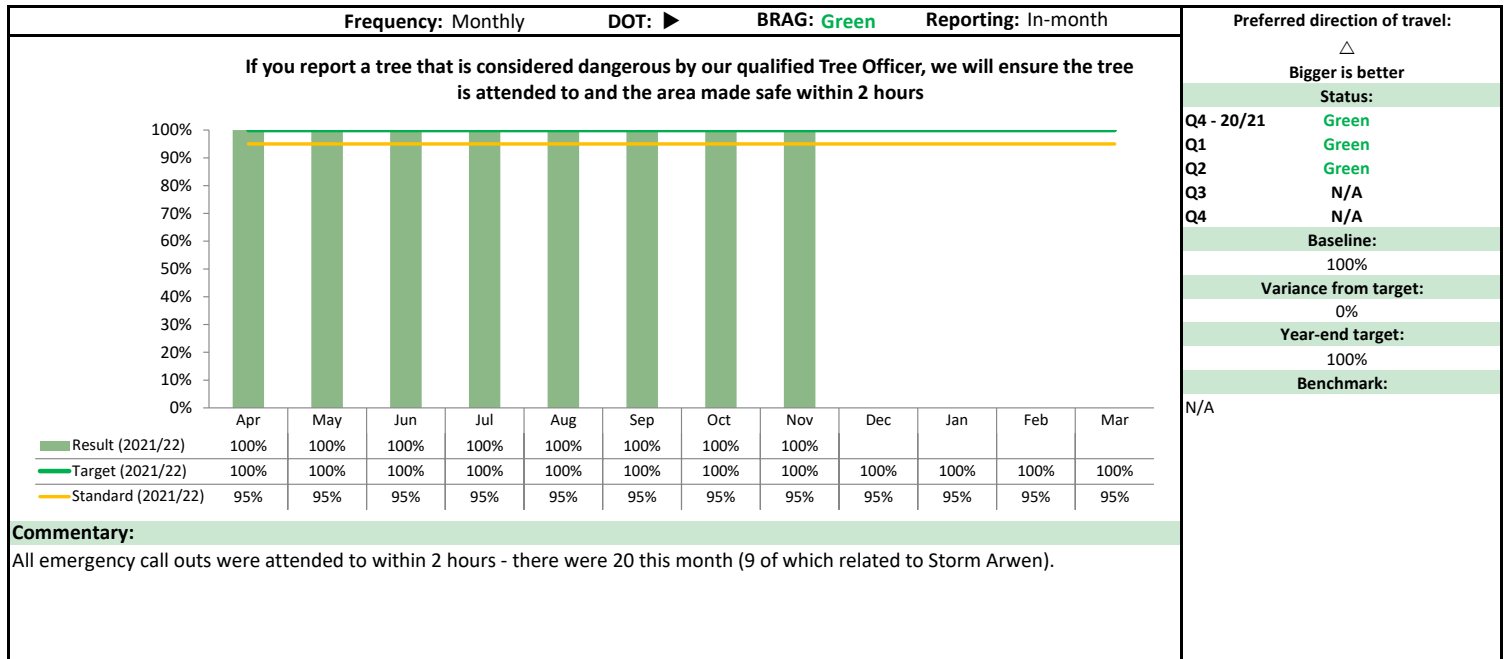
Benchmark:

There is no benchmarking information available for this measure.

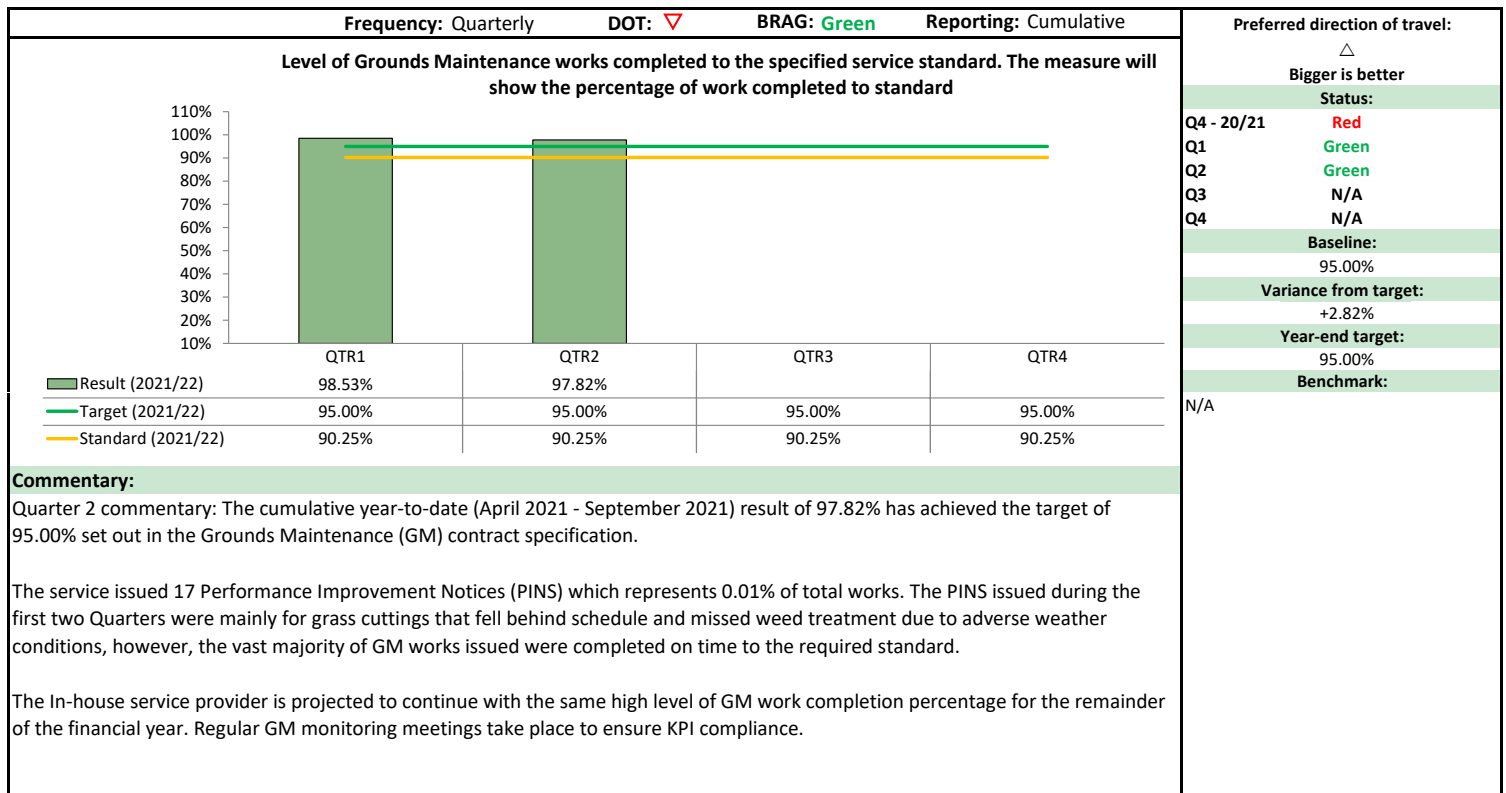
## Performance Monitoring Report



## Performance Monitoring Report

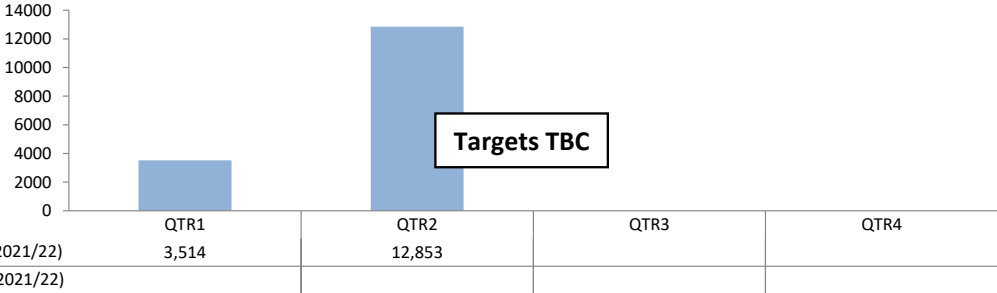


## Performance Monitoring Report



# State of the City

## Outcome 4: Birmingham is a great, clean and green city to live in

Frequency: Quarterly DOT: N/A BRAG: N/A Reporting: Cumulative				Preferred direction of travel: △ Bigger is better	
Number of volunteer days from parks, sports, events, waste management, and resident involvement				Status:	
 <p>Targets TBC</p>				Q4 - 20/21	N/A
				Q1	N/A
				Q2	N/A
				Q3	N/A
				Q4	N/A
				Baseline:	27,319
				Variance from target:	-
				Year-end target:	TBC
				Benchmark:	N/A
<b>Commentary:</b> <p>The cumulative year-to-date (April 2021 - September 2021) number of volunteer days is 12,853. Targets were not set due to the various lockdowns and tier systems affecting volunteering figures in 20/21 and 21/22. The results are broken down as follows:</p> <p>Parks = 10,787 (83.9% of 21- 22 total) (including from volunteer days working with Birmingham Open Spaces Forum, Birmingham Tree People, The Ranger Service, The Trekking Centre, with Ground Maintenance Service and Birmingham Tree for Life).</p> <p>Sports and Events = 1326 (10.3%) (including volunteer working days with community cafes, Drivers for Recipe Kits Listen &amp; Connect (Befriending service), Gardening, Running leads, Share Shack, Social Prescribing, Bikes team, Book Project).</p> <p>Waste = 740 (5.8 %) (including volunteer working days with Active Streets).</p> <p>The Rangers are carrying out limited volunteering work as their staff numbers are reduced and Birmingham Trees for Life do not carry out the tree planting until Q3. The numbers in the Sports section are for a mixture of carrying out COVID-19 emergency response and getting back to normal sport volunteering. Waste are setting up active streets and recruiting new staff. No events are currently taking place.</p>					







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

<b>Chair:</b>	Councillor Kate Booth
<b>Deputy Chair:</b>	Councillor Marje Bridle
<b>Committee Members:</b>	Councillors Deirdre Alden, Roger Harmer, Mahmood Hussain, Mary Locke, Mike Sharpe and Ken Wood
<b>Officer Support:</b>	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
<b>17 June 2021</b> <b>1400 hours</b> 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
<b>8 July 2021</b> <b>1400 hours</b> 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



<b>23 September 2021</b> <b>1400 hours</b> 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
<b>14 October 2021</b> <b>1400 hours</b> 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
<b>11 November 2021</b> <b>1400 hours</b> 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
<b>16 December 2021</b> <b>1400 hours</b> Deadline for reports: 7 December <b>*Meeting Cancelled*</b>	Informal Meeting held to discuss work programme and inquiry on Developing a Litter Bins Policy	
<b>27 January 2022</b> <b>1400 hours</b> 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



<b>17 February 2022</b> <b>1400 hours</b> 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
<b>10 March 2022</b> <b>1400 hours</b> Deadline for reports: 1 March	Bereavement Services	Paul Lankester, AD, Regulation and Enforcement
<b>14 April 2022</b> <b>1400 hours</b> Deadline for reports: 5 April <b>*Meeting Cancelled*</b>		

### 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
- 3.3 Update on Resourcing of the PRS Team (Recruitment and Apprenticeship Scheme)
- 3.4 Housing Options Update
- 3.5 Update on Tower Blocks

### 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

#### **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

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		
009258/2021	Private Rented Sector Strategy	08 Feb 22
009665/2022	Housing Revenue Account – Business Plan/Rent Setting Capital Investment	08 Feb 22
009750/2022	Proposed Selective Licensing Scheme	01 Mar 22
008759/2021	Working in Partnership with the Alderson Trust	22 Mar 22
008859/2021	Building Birmingham – Long Nuke Road Development	22 Mar 22
009213/2021	BMHT Dawberry Fields Road, Passivhaus Development	22 Mar 22
009563/2022	Kings Norton Extension Phase 3	22 Mar 22
009767/2022	Whole House Retrofit Pilot	22 Mar 22
009489/2022	Pool Farm/Shannon Road Contract Award and Revised FBC	26 Apr 22
009647/2022	Supported Housing Strategy	28 Jun 22
Cabinet Member for Social Inclusion, Community Safety and Equality		
009592/2022	City Centre Public Space Protection Order (PSPO)	18 Jan 22



Cabinet Member for Street Scene and Parks		
007349/2020	Waste Vehicle Replacement Programme	22 Mar 22
Cabinet Member for Vulnerable Children and Families		
009534/2022	Complete Review of the Housing Allocation Policy	22 Mar 22
Leader		
009281/2021	Adoption of Perry Barr 2040: A Vision for Legacy Masterplan and endorsement of the Perry Barr 2040 Delivery Plan	08 Feb 22
009685/2022	Adoption of Supplementary Planning Documents: Houses in Multiple Occupation and Large-scale Purpose-built Shared Accommodation	22 Mar 22

