

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

BIRMINGHAM CITY COUNCIL

NEIGHBOURHOOD AND COMMUNITY SERVICES OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 15 OCTOBER 2015 AT 14:00 HOURS
IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise the meeting to note that this meeting will be webcast for live and subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs. The whole of the meeting will be filmed except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 - 14

3 MINUTES

To confirm the Minutes of the last meeting held on Thursday, 17 September 2015.

15 - 26

4 BIRMINGHAM WHERE THE WORLD MEETS TRACKING REPORT

Councillor Penny Holbrook, Cabinet Member for Skills, Learning and Culture, Alison Harwood, Mashuq Ally and Ifor Jones to discuss progress on the recommendations.

27 - 36

5 PREVENT PROGRAMME

Mashuq Ally, Assistant Director, Equalities, Community Safety and Cohesion to discuss the Prevent Programme.

37 - 44

6 **THE OPERATIONAL ROLL OUT OF WHEELED BINS**

Penny Smith, Programme Director & Matt Kelly, Assistant Director Fleet and Waste Management to discuss the operational roll out of wheeled bins.

45 - 48

7 **NEIGHBOURHOOD AND COMMUNITY SERVICES O&S COMMITTEE
WORK PROGRAMME**

To discuss the Committee's Work Programme.

8 **DATES OF MEETINGS**

All meetings scheduled for the following Thursdays at 1400 hours in the Council House:-

19 November (Room 1)	17 December (Room 6)
21 January (Room 6)	18 February (Room 6)
17 March (Room 2)	21 April (Room 6)

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

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

10 **OTHER URGENT BUSINESS**

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

11 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

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

BIRMINGHAM CITY COUNCIL

NEIGHBOURHOOD AND COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE 17 SEPTEMBER 2015
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MINUTES OF A MEETING OF THE NEIGHBOURHOOD AND COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE HELD ON THURSDAY, 17 SEPTEMBER 2015 AT 1400 HOURS IN COMMITTEE ROOM 6, COUNCIL HOUSE, BIRMINGHAM

PRESENT:-

Councillor Iqbal in the Chair;

Councillors Atwal, Cartwright, Harmer, Hartley, Jenkins, Lines, Mackey, Pears, Spence and Williams.

ALSO PRESENT:-

Councillor John Cotton	- Cabinet Member for Neighbourhood Management and Homes
Rob James	- Service Director Housing Transformation
Anne-Marie Powell	- Integrated Service Head – Housing Strategy
Jonathon Driffill	- Chair of BSHP
Rose Kiely	- Group Overview and Scrutiny Manager
Amanda Simcox	- Scrutiny Research and Policy Officer
Marie Reynolds	- Committee Services

NOTICE OF RECORDING

- 13 It was noted that the meeting was being webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs. The whole of the meeting would be filmed except where there were confidential or exempt items.

APOLOGY

- 14 An apology was submitted behalf of Councillor Phillips for her inability to attend the meeting.

DECLARATIONS OF INTEREST

- 15 Members were reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting. If a pecuniary interest was declared a Member must not speak or take part in that agenda item. Any declarations would be recorded in the minutes of the meeting.
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MINUTES

- 16 That the Minutes of the meeting held on 30 July 2015 having been circulated to members were confirmed and signed as a true and correct record.
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MATTERS ARISING FROM THE MINUTES

Neighbourhood Management and Homes – to include Private Rented Sector and Lifespan of Tower Blocks – Agenda Item 7

- 17 Councillor Lines requested a copy of the information pertaining to the above-mentioned item that was circulated by Mr Rob James at the previous meeting.
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Wheelie Bin Roll-out

- 18 The Chairman highlighted that the above-mentioned item would be discussed at the next meeting scheduled for 15 October 2015.
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Equalities, Community Safety and Cohesion

- 19 Councillor Lines referred to the above item presented at the previous meeting highlighting that it gave no response to the community needs for gypsies, romany travellers. He further referred to the article that he had read several weeks ago, relating to the two plots of land that had been allocated for use by travellers, which he stated could have been used to provide valuable housing provision for the people of Birmingham.

Councillor Lines referred to a statement made by Councillor Ali, Cabinet Member for Development, Transport and the Economy suggesting that the plots had been chosen by the Government and if not utilised for this particular purpose, would be thrown out. In light of this, Councillor Lines under the Freedom of Information Act, obtained the information and highlighted that nowhere in the report was there a request from the Government to carry out this action.

Mr Rob James, Service Director, Housing Transformation, referred to the

above-mentioned report and confirmed that it had been presented by Councillor Ali to Cabinet. He stated that it was about the provision of travellers sites within the city and subsequently agreed to take back the questions raised by Councillor Lines, as to why it was not included within the original submission to this committee.

With regard to the above, Councillor Lines suggested that due to the inaccuracies made by Councillor Ali he should attend a forthcoming meeting of this committee to provide a response.

Big Lottery

- 20 Following Councillor Harmer's comment relating to the above-mentioned item, the Chairman requested that it be followed up.

TRACKING REPORT: WORKING WITH HOUSING ASSOCIATIONS

The following report of the Cabinet Member for Neighbourhood Management and Homes was submitted:-

(See document No. 1)

Mr R James, Service Director, Housing Transformation introduced the report highlighting that it was the second tracking report and stated that the working relationship with the City Council and Housing Associations had developed over the last 12 months and continued to strengthen.

He stated that one of the reasons for this was the impending legislation in the form of the new Housing Bill which was due to be published in October 2015. He stated that there was a great deal in there that gave a focus of attention on housing growth and the opportunities for people to buy their own homes. There were some issues around planning and development and over the course of the last few months, and since the Chancellor's budget statement, officers had been working very closely with housing associations and what that meant regarding the operation of the business as a whole, in terms of social housing provision within the city.

He referred to the recommendations within the report and requested that each one of the recommendations was signed off as achieved albeit some had been achieved late.

He further referred to the recommendation that had not been achieved, highlighting that the City Council together with the Housing Associations believed that there was an obstacle at present, in terms of joint procurement opportunities, adding that the relationship between BCC and the Housing Associations needed to be developed further, and that there were some legal consequences that required addressing which would be part of the ongoing work.

Mr R James referred to the comprehensive housing offer and highlighted that through the new legislation other areas would have to be recognised which included; social housing provided by the City Council, social housing provision by housing associations and the growth in the private rented sector which all needed to play a part in meeting the housing needs across the city. He therefore highlighted that the working partnership approach with housing associations needed to be strengthened and to include also the relationship with private landlords and house building programmes, so therefore it would be an overall look at the total housing provision in the city and how that impacts on neighbourhoods that the City was working towards.

Mr R James recommended that they move forward with the comprehensive housing offer and that the committee would not only have the opportunity to work with the directorate on that, but also be able to scrutinise the Executive report that would come forward as a result of that particular work.

Mr J Driffill, Chair of BSHP stated that the relationship with the Partnership and the City had always been generally good especially at an operational level which of course impacted on people's lives. He believed that the Partnership recognised the critical importance of an effective working relationship with the City. He referred to the challenges ahead particularly regarding the more recent budget announcements and the implications this would have. He advised that some of his colleagues had been frantically re-working over the summer period on their business plans as to what could be delivered on the ground which was something that needed to be shared very closely with the City Council. He further referred to the City Housing forum which was a very good opportunity to come up with joint solutions. He subsequently reiterated Mr James' comments relating to procurement and the associated issues relating to this.

Recommendation 1

No comments were received from the Committee and it was agreed that they proceed forward.

Recommendation 3

In response to an enquiry from the Chairman, Mr R James referred to the presentation he provided at the last meeting that detailed the structure charts for housing-related areas and other relevant departmental contact information.

Recommendation 4

Following an enquiry from the committee relating to communication, Mr J Driffill confirmed that there was a guide for members which was in the process of being updated. When this had taken place he would advise members through the directorate where the information could be accessed.

Recommendations 5 & 7

In response to comments and questions from members, Mr R James confirmed the lengthy existence of the BSHP and that it had undertaken some excellent work with the City Council over the years. He highlighted for the need to change and refocus the relationship through the City Housing Forum and through the Birmingham Housing Partnership in order to respond to changes in time, new legislation and issues that were announced in the Chancellor's budget adding that there was certainly a need that required more joint working.

Mr R James referred to the £800m for social housing and agreed to provide further detail relating to the bidding proposal from colleagues in Planning and Regeneration. He confirmed that the 500 properties that had been discussed earlier, were the Birmingham Municipal Trust Properties built by the City Council.

Mr R James referred to the working and engagement with tenants and the amount of hard work that had been undertaken over the last 18 months with the City HLB and their constitution. He stated that tenants had put in a great deal of time, energy and effort, free of charge, to monitor and co-regulate the housing service and that they did a tremendous job in holding the service to account in terms of performance. He further stated that it would be sadly remiss of the service to exclude tenants of any changes and that they were regularly consulted about any developments within the housing service.

Recommendation 6

In response to comments, Mr J Drifill stated that the primary arrangement with HCA related to the bidding and although there was a sense in that Birmingham did not have much time and not as many projects as would have liked, the critical thing was that there was a continuing market engagement programme where bids could be worked on and submitted whilst going through the programme period. He referred to the recent budget announcements in terms of the effective reduction of 1% in the rental income over the next 5 years as opposed to the increase that was assumed, which meant, having to reign back on development aspirations. Joint representation from BSHP and Councillor Cotton, Cabinet Member for Neighbourhood Management and Homes had been made to the minister presenting the issues to him. He further referred to the fact that there may be negotiations around 'Right to Buy' although the detail had not yet been driven, believed however now was the time to be making those business based points that could get listened to by the Government.

Recommendation 8

In response to an enquiry from the Chairman relating to the outcome of the meeting that had been scheduled for 11 September 2015, Mr R James confirmed that they had had a meeting with Midland Heart who had presented an outline paper to them around Neighbourhood Management. He stated that this was a particular initiative that they had come forward with, as they owned quite a lot of housing stock in Lozells and east Handsworth and therefore

wanted to explore the benefits of collaborative working with BCC management teams, in order to provide an overall service that complimented each other, and any new initiatives, projects or programmes in the future they would be looking into the opportunities for further collaboration.

Recommendation 9

In response to comments, Mr J Drifill referred to the rules and standing orders around procurement and the fact that during this time they were being closely scrutinised by the regulator in terms of the procurement process. He referred to the complexity of the rules and regulations around how local authorities had to procure their services and the timescales for renewals and processes that they had to go through in order to do this. He stated that some joint procurement could be a possibility in the future but at present it was not a priority.

The Chairman concluded by thanking Mr R James and Mr J Drifill for attending the meeting and reporting.

21

RESOLVED:-

That the information be noted;

That Mr R James provides the information requested relating to the £800m funding for social housing.

CABINET MEMBER FOR NEIGHBOURHOOD MANAGEMENT AND HOMES

Councillor John Cotton, Cabinet Member for Neighbourhood Management provided an overview of his priorities.

He highlighted the importance of good housing policy which was more than providing accommodation for people but also it was about the neighbourhoods that they lived in, the communities they were apart of and about the opportunities to shape and influence the services that operated within those neighbourhoods, as well as a wide set of agendas relating to health and wellbeing to succeed economically which was the platform that people built their lives on.

He referred to the enormous challenges faced around the housing policy in Birmingham highlighting the substantial shift in the housing market with BCC now only owning 15% of the total housing stock and the ever increasing demand for new homes by 2030. He referred to the issues relating to 'Right to Buy' which in time would reduce the stock further, and the rent policy change which would have a significant effect on the council housing revenue account, which in turn impacted on the new build programme and how BCC went forward with their investment of housing stock.

He made further reference to the many issues relating to the welfare provision, the tax credit system and although a great deal of intensive work had been

undertaken with tenants, the bottom line was that the current arrears level had increased significantly due to the changes.

With regard to the above-mentioned challenges he highlighted the themes in how they should be addressed. Reference was made to the importance of managing neighbourhoods properly and effectively with the joining up of the services at a neighbourhood level. He referred to the 38 Place Managers that were responsible for the 40 wards across the city, adding that the system was working well in his ward and that a systematic approach needed to be taken across the city.

He endorsed the importance of joint working with housing associations and looking at how the city could align more of their activity. Further reference was made to the new remit of district committees with developing a community plan and developing the neighbourhood challenge responsibility that would clearly filter up the work that would be done at a local and neighbourhood level.

He referred to the delivery of the housing offer related to people's needs and the changing market due to the old ways not now being sufficient for the task. It was highlighted that some real progress had been made with the Birmingham Municipal Trust which was the biggest single house builder in the city. Reference was made to the new and more transparent housing policy being taken forward at the moment and also the continuation to put investment into early intervention and prevention services.

A further response to people's housing needs was the establishment of the social lettings agency 'Let to Birmingham' which had been working with private reputable landlords in supplying housing provision which was working well. It was highlighted the need to ensure that BCC was cracking down on bad practice and that was the reason for the consultation on the introduction of selected and additional licensing schemes related to areas of the private rented sector, whilst engaging proactively with the Midland and National Landlords Association with regard to the regulations framework.

He highlighted the importance of putting people at the heart of what BCC were doing in policy terms stressing that housing was the foundation that people built their lives on and being able to meet their housing needs as well as the importance of ongoing engagement with them. Reference was made to the proactive work undertaken with the letting suites and also the assistance provided in helping people develop their financial capacity as well as preparing people for the impact of universal credit.

He reiterated that people needed to have the opportunities to shape and influence the services they received. He highlighted the tenant engagement that had been referenced earlier on the HLB movement which he confirmed was a vibrant movement, with lots of dedicated people volunteering their time to advocate on behalf of tenants and also to hold service delivery and performance to account at city and local level. He further highlighted the other forms of engagement that included the citizens' panel that had played a huge part in holding services to account. He concluded by stressing that it was a big agenda

and the importance of partnership working in taking it forward was crucial.

Following comments from members, Councillor Cotton agreed that housing did go down the political priority list and that it was a failure on both sides of the political divide over a number of years. He further agreed regarding the private sector issue and the subtle policy response and the fact that there was a great deal of good landlords doing excellent jobs in providing much needed accommodation. He added that the focus needed to be on where there was poor practice and unacceptable behaviour that needed to be challenged and targeted. Which he confirmed was supported by the majority of landlords and that was why they were having a broad dialogue with them on how BCC shape and regulate the sector that meets the aim rather than just affecting good landlord practice.

With regard to the issues relating to gardens, Councillor Cotton agreed to look into the area of discretion and on the matter of energy efficiency, confirmed that he was having an ongoing discussion with Councillor Lisa Trickett, Cabinet Member for Green, Smart and Sustainable City at the moment. He stated that it was important that properties were energy efficient, not just because of the long term sustainability, but also the implications it had on the individuals in those properties relating to their financial wellbeing. He agreed to provide further detail when it progressed further.

With regard to the usage of brownfield sites, Councillor Cotton confirmed that BCC were being proactive in developing sites and requested that if members were aware of any sites where it was believed little movement was taking place, to contact him and he would take forward.

With regard to the recent introduction of Place Managers, Councillor Cotton confirmed that the new system could take a little time to establish and requested that members provide him with details if they were not getting the rapid response they should expect. He referred to the role of the Place Manager which was to manage the services within the locality and to take forward residents' issues to a tasking type process. He highlighted that Mr R James had the overall responsibility of managing this area of work.

At this juncture, Mr R James stated that the main aim of the manager was to focus on the safe, clean and green in their allocated area. He stated that they would address not necessarily individual issues but long-standing problems in wards and ensure that they have solutions to problems by liaising with other service providers in the locality. In addition to that, they will help elected members in their respective wards to develop a ward plan that brings forward answers to what is contained in the community plan for the district, so there will be specific actions undertaken in the ward with targets and milestones that respond to the community plan developed in the district.

At this juncture the Chairman highlighted the excellent work that had been undertaken by the Place Manager located in his ward.

Councillor Cotton referred to the growing pressures around arrears and the

welfare changes and what was the equivalent of £11m in housing benefit taken out of the system which impacted on people especially young people having to find the funding from their own pocket. He referred to the work with tenants in addressing these issues which included the annual visits programme in undertaking financial assessment work, looking at options and understanding their needs as well as trying to do something bespoke for their situation. He suggested that the first point of contact for tenants should be their local housing team.

As a result of several comments and questions from Councillor Lines the following were amongst the points made:-

Councillor Cotton confirmed that there were monthly updates circulated to elected members relating to the implementation of the allocations policy. He referred to the housing revenue account and the shortfall of £60m that would be created due to the 1% reduction year on year over the next 10 years which in turn impacts on the budget for new build, provision for investment and other areas that were ring-fenced.

He referred to the self-financing deal and the business plan that had been drawn up as a result of it and the impact of the decision taken in the budget in July 2015 around the changes to the rent policy. He referred to the enormous problems it had caused due to the changes in terms of the resources available to take forward the new build programme. He confirmed that the programme would be taken forward however there were some difficult choices to make in order that BCC delivered on their obligations around direct repairs and maintenance and ongoing investment in the housing stock. He stressed that BCC took very seriously their obligations relating to the ring-fencing of the housing revenue account which was signed off by Section 151 officers to ensure the city remained within their legal responsibilities.

Councillor Cotton made reference to the letter sent to the minister and confirmed that he would be happy to share with Councillor Lines, adding that it had already been shared with citizens of the HLB. He further confirmed any response from the letter would also be shared.

In response to further comments from members, Councillor Cotton referred to the issues around houses of multi-occupation and the powers that were used to ensure that they were licensed and that regulations were being correctly followed

Mr R James stated that if there were issues relating to the sub-letting of council properties he confirmed that the department would like to know. However with regard to the sub-letting in the private sector to numerous people, this was a problem and that was where improvements have to be made in working with the private rented sector with the regulation of that sector.

Councillor Cotton agreed with members of the importance of the relationship between a place manager and an acting local policing team.

Mr R James referred to the importance of the work through the local delivery groups and the safety community groups which was important for both the city and the police in terms of managing the neighbourhoods. He referred to recent discussions with West Midlands Police regarding their current thinking on neighbourhood policing and that they want to look at implementing the new neighbourhood policing regime with the involvement of BCC regarding the design element.

The Chairman stated that the committee would be looking at neighbourhood challenges in February 2016 and subsequently requested an update from Councillor Cotton with his work on the districts.

Councillor Cotton stated that there had been a lot of work undertaken over the summer period regarding the recasting of the role of district committees and a great deal of intensive work undertaken with the chairs of districts, to ensure that they understood the new roles and responsibilities of districts. He confirmed that district committees were now starting to meet and shape out their new community plans and identify the subjects for what their neighbourhood challenges would be. He stated that he was liaising with district chairs and by February expected a much clearer picture and also an understanding of what some of the neighbourhood challenges had been focused on, and how the community plans inform what the districts were doing. He agreed to keep the committee updated as it was taken forward.

The Chairman concluded by thanking Councillor Cotton for presenting.

22

RESOLVED:-

That the presentation and comments be noted;

That Councillor Cotton update the committee with his work on districts at a future meeting.

**NEIGHBOURHOOD AND COMMUNITY SERVICES O&S COMMITTEE
WORKING PROGRAMME**

Councillor Jenkins referred to the next meeting in October and requested that due to the volume of information, requested that it be circulated earlier.

Councillor Cartwright referred to the issues arising from travellers and whether something could be done to change the law. He therefore requested that the item be placed on the work programme for consideration.

The following paper was received:-

(See document No. 2)

23 **RESOLVED:-**

That the Work Programme be noted.

DATES OF MEETINGS

24 It was noted all meetings are scheduled for the following Thursdays at 1400 hours in the Council House:

15 October	-	Room 2
19 November	-	Room 1
17 December	-	Room 6
21 January	-	Room 6
18 February	-	Room 6
17 March	-	Room 2
21 April	-	Room 6

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

25 The Chairman advised that there had been no requests for call in/councillor call for action/petitions received.

OTHER URGENT BUSINESS

26 No other urgent business was raised.

AUTHORITY TO CHAIRMAN AND OFFICERS

27 **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 1540 hours.

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CHAIRMAN

Report of:	Cabinet Member for Inclusion and Community Safety
To:	Neighbourhood and Community Safety Overview and Scrutiny Committee
Date:	15 October 2015

Progress Report on Implementation:

Review Information

Date approved at City Council:	5 February 2013
Member who led the original review:	Councillor Waseem Zaffar MBE JP
Lead Officer for the review:	Rebecca Short, Scrutiny Office
Date progress last tracked:	11 November 2014

1. In approving this Review the City Council asked me, as the appropriate Cabinet Member for Inclusion and Community Safety, 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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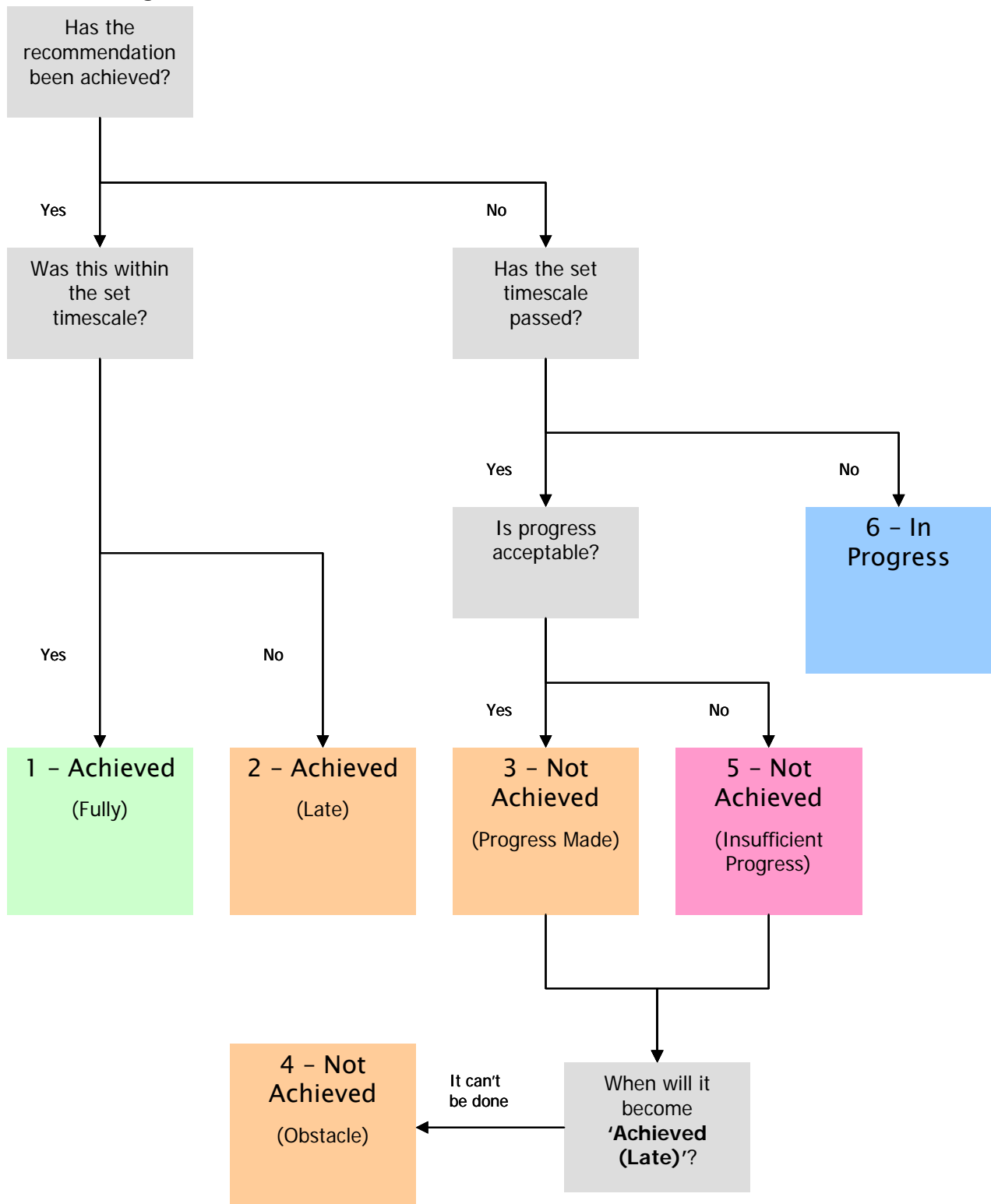
Appendix 1: The Tracking Process

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	The Register Office should be supported (with the support of the private sector in Birmingham) in developing a 'welcome pack' for new citizens in Birmingham, including signposting options to community groups, other support and general information about Birmingham.	Leader	September 2013	2 – Achieved (late)
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>Jacqui Kennedy, Director of Regulation and Enforcement attended the last meeting to outline proposals for a multi-agency short life working group with Corporate Communications, Customer Services and Marketing Birmingham to develop the outline, framework and options for a 'Welcome to Birmingham' welcome Pack.</p> <p>The original plan was to develop a printed booklet at nil cost to the Council through the sale of advertising contained within it. The working group decided that this would not be practical as the production of a printed booklet containing various different pieces of information on a broad range of services and support (some that are not directly offered by the City Council) would suffer from the same difficulties as any printed guide. The information would become out of date or need changing almost the instant it is published. There would also be cost implications for design and printing and potentially distribution.</p> <p>The group agreed that it would be more practical and cost effective to provide improved signposting in the form of a leaflet. The leaflet will signpost people to a 'Welcome to Birmingham' web page on birmingham.gov.uk. This would sit alongside a generic 'Welcome to the UK' letter and information brief that is provided to us from the Home Office in the citizenship ceremony packs. At this stage the flyer is focused on new citizens to the UK registering in Birmingham. Following government guidance the leaflet will be printed in English however, if requested will this can be provide in the requested language.</p> <p>It was identified that work would need to be carried out to ensure the welcome to Birmingham web page is easy to navigate from the home page. The corporate web team is fully supportive of updating the webpage and giving it more prominence on the City Council's web site. This will require a review of existing information currently held. Completion of work on the web page is planned for 9th October 2015.</p> <p>The web page at present signposts people to online application forms for key services .The intention is to include links to external organisations such as faith map for faith based groups, and the Birmingham Voluntary Services Council for community based groups. In Summary there would be a number of links to pages that can help people looking for a diverse range of information.</p> <p>Signposting people to the web is in line with the Council's print by exception policy and the Council's channel shift policy to get more people to access information on line as opposed to more traditional methods such as by phone or paper copy leaflets and brochures .</p> <p>Leaflet is attached in appendix 1</p>				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R08	In his role in challenging service areas to meet cohesion and equality objectives, the Cabinet Member should encourage a move away from focusing on groups based on a single demographic, towards one which focuses on community based on locality or neighbourhood, so that competing needs and entitlements can be discussed and balanced. Districts will be key in helping this happen. Where specific support to one particular group is needed, this should be on a task and finish basis.	Cabinet Member for Inclusion & Community Safety (working with Executive Members for Local Services)	September 2013	2 – Achieved (late)

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

District Committees have been issued with new guidance agreed at Cabinet on 27 July 2015 setting out their remit to shape community plans that reflect the needs and priorities of their area and communities coexisting within their area. This also included a power to undertake a Neighbourhood Challenge which is a scrutiny of public service outcomes and priorities giving a wide ranging authority to District Communities to review a range of matters including community cohesion.

Alongside this, the new constitution agreed at Council at the May 2015 AGM affords District Committees general wellbeing powers, in effect a delegation of wider powers afforded to local authorities in the 2000 Local Government Act and 2011 Localism Act to promote the social, economic and environmental wellbeing of local communities.

Therefore, District Committees have been empowered to progress and act on issues around cohesion and neighbourhood management enabling them to highlight issues of place and community in their community plans for public sector agencies to respond to and subsequently track process through the process of Neighbourhood Challenge.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R09	The City Council should explore how all schools can be encouraged to incorporate teaching about local history and cultures into the curriculum. This could include: exploring the potential for holding a Brummie history week with special emphasis on work in schools and colleges, in order to raise awareness of the development of Birmingham, its achievements and how different cultures and groups have contributed to the city; exploring the potential for the development of resource packs to support teachers in delivering aspects of the curriculum eg history of a range of cultures, citizenship with a local focus; encouraging "twinning" between schools in different parts of the city to enable schools to share information and learn from one another.	Cabinet Member for Children and Family Services supported by Cabinet Member for Inclusion and Community Safety Referred to Cabinet Member for Skills, Learning & Culture	September 2013	2 – Achieved (late)

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

It was agreed at the last meeting that Councillor Holbrook would attend to provide an update on Birmingham Heritage Week which took place between 10 – 17 September when Birmingham's rich and diverse heritage was celebrated with activities ranging from exhibitions and concerts through to trails and talks.

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
R02	The City Council should explore the appetite to achieve City of Sanctuary status with organisations across the city, and strive towards gaining this title if supported.	Cabinet Member for Social Cohesion and Equalities	November 2013	1
R03	In reviewing the objectives and organisation of the Social Cohesion Forum, the Cabinet Member should ensure that the forum is reflective and representative of all communities in the city, including young people, females and white communities.	Cabinet Member for Social Cohesion and Equalities	November 2013	1
R04	Council Committees and external boards should be more representative of the city as a whole. The City Council should look into how this can be achieved.	Leader	November 2014	4
R05	Better communication around how organisations and individuals can engage with council processes is needed. Ways to achieve this should be explored and in particular each ward should have a clear strategy on how to engage local communities.	Cabinet Member for Social Cohesion and Equalities (working with Executive Members for Local Services)	May 2014	2
R06	That the Executive sets out how it intends to use social media to increase engagement in City Council's democratic activities, taking into account issues raised in this report, the District & Public Engagement OS& Committee's report on Devolution, and the Governance, Resources & Member Development's report on Public Engagement in Council Meetings.	Deputy Leader	November 2013	1
R07	The Cabinet Member should aim to increase transparency with regards to the support given to community groups, to negate the perception that only specific groups receive support from the City Council. This should include: Establishing a set of criteria which requests for support are matched against; Making this criteria widely available; Making a list of the supported groups publicly available alongside reasons for this support.	Cabinet Member for Social Cohesion and Equalities (working with Executive Members for Local Services)	November 2013	1
R10	The City Council should explore how to integrate a common strand into major Birmingham events that promotes awareness and history of local communities.	Leader	November 2013	1
R11	The City Council should explore opportunities for handmade and food markets to be re-established in Birmingham and examine how these can be taken into different parts of the city.	Deputy Leader	November 2014	2
R12	The City Council should re-examine its communication methods to ensure that arts, sports, cultural and other events are better promoted across the city.	Deputy Leader	November 2013	1

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
R13	The City Council should develop a programme of work to further raise the profile of Birmingham internally amongst residents. This should include a focus on events which are of local, regional and national significance as well as the success of local people.	Leader	May 2014	2
R14	An assessment should be made to determine whether an Ambassadors programme could be usefully re-introduced into Birmingham.	Leader	November 2014	2
R15	An assessment of progress against the recommendations and suggestions made in this report should be presented to Scrutiny.	Cabinet Member for Social Cohesion and Equalities	November 2013	1

Welcome to Birmingham

Are you new to the city of Birmingham but don't know where to start to find useful information?

We can point you in the right direction.

[Birmingham.gov.uk/welcome](https://www.birmingham.gov.uk/welcome)

Packed full of useful web links to information including:

- Birmingham City Council services (for example paying Council Tax or applying for school places)
- Health services in Birmingham
- Faith organisations in Birmingham
- Community organisations in Birmingham

And even

- Interesting facts about Birmingham

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DRAFT

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Birmingham City Council

DO IT ONLINE ANYTIME

Use the following shortcuts on **birmingham.gov.uk** to find out more about popular council services:



Council tax

Council tax payment – **birmingham.gov.uk/directdebit**

Change of address or other personal details – **birmingham.gov.uk/changeincircs**

Birmingham City Council online account

Login / register – **online.birmingham.gov.uk**

Online forms – **birmingham.gov.uk/doitonline**

Housing repairs – **birmingham.gov.uk/housingrepairs**

Rubbish and recycling

Garden waste – **birmingham.gov.uk/greenrecycling**

Bulky waste – **birmingham.gov.uk/bulkywaste**

Fly tipping – **birmingham.gov.uk/fly-tipping**

Missed collections – **birmingham.gov.uk/refuse**

Transport and streets

Parking or bus lane fines – **birmingham.gov.uk/pcn**

Park and pay by phone – **parkmobile.co.uk**

Potholes and other road problems – **birmingham.gov.uk/roadrepair**

Planning

Planning applications and comments – **birmingham.gov.uk/planningapplications**

Planning breaches – **birmingham.gov.uk/planningenforcement**

Planning appeals – **birmingham.gov.uk/planningappeals**

Leisure

Leisure centre memberships – **birmingham.gov.uk/leisurecard**

Leisure centres – **birmingham.gov.uk/leisurecentres**

Libraries – **birmingham.gov.uk/libraries**

Library catalogue – **birmingham.gov.uk/libcat**



UK Visas & Immigration

Message from the Home Secretary



Her Majesty The Queen has asked me to welcome you on behalf of Herself, the British Government and your fellow citizens into our national community.

I hope that in the years to come you will look back with pride on your decision to become a British Citizen.

The talents, background and experiences you are bringing are very important to us. As a full and equal citizen I know that you will help to make the United Kingdom a more prosperous, generous and open society. A society in which we recognise and respect each other's cultures and faiths against a background of democracy, law and tolerance.

Today our country is home to many races and ethnic groups. We are united by shared values, our respect for education and learning, and our willingness to listen to different points of view but also together to seek the common good.

There is much that is good in British society. And together, working as a community, we can make it even better.

There are many ways to participate in the social and political life of our country. I hope that you will use your vote, take part in the political process, and play an active part in your local communities.

Together we can all ensure that Britain in the 21st century continues to be a decent and open society, respected across the world.

Best wishes

Theresa May



Care of certificates of registration and naturalisation

The certificate of registration or naturalisation constitutes legal evidence of your acquisition of British citizenship and should be carefully preserved. It should not be unofficially altered or LAMINATED as, in this condition, it will not be accepted as evidence of citizenship by Her Majesty's Passport Office. A fee will be charged for the provision of a replacement certificate, please check UK Visa & Immigrations Agency website for current price.

Dual nationality

What if I have more than one nationality?

British nationality law allows you to retain any other nationality you may already hold. However, some countries do not allow dual nationality. If you were a national of a country which does not allow dual nationality, the authorities of that country may either regard you as having lost that nationality or may refuse to recognise your new nationality status.

What can I do about it?

If you are planning to visit the country of your old nationality and you are not sure whether you have lost your old nationality, there is a way to find out. Before you travel ask the nearest Consulate or High Commission for that country in the United Kingdom. If you have not lost the old nationality and you want to renounce it, ask them what you have to do.

Does this affect my husband or wife and children?

Under the nationality laws of some countries but not under British nationality law, a married person automatically has the partner's nationality and the children have the parents nationality wherever they are born. So if your wife, husband or child is visiting the country of your old nationality this leaflet applies to them too.

Why is this important?

Suppose you have kept the other nationality and visit the country concerned. International law allows the authorities of that country to treat you while you are there as if that is your only nationality. The British representative there cannot give you assistance or protection against those authorities.

Right of abode in the United Kingdom – note for British Citizens

All British citizens have the right of abode in the United Kingdom. If, as a British citizen, you wished to travel on a **non-British** passport it must be endorsed to show that you have right of abode. Otherwise, you might experience difficulty proving your right to be re-admitted to the United Kingdom.

Certificates of entitlement to the right of abode are issued by the Home Office to applicants to the United Kingdom and by the appropriate British representative to applicants abroad. A fee is payable in both cases. **Certificates can only be issued to someone who does not have a British passport describing them as a British citizen or British subject with right of abode.** A certificate will cease to be valid once the passport it is attached to expires and cannot be transferred from one passport to another.

For information on current processing times, information about fees or other matters, contact the Nationality Call Centre on 0845 010 5200. British citizens who are overseas should write to their nearest British representative. Please make sure that any application is made in good time before you wish to travel.



Congratulations on becoming a British Citizen. You are now eligible to apply for a British Passport.

How to get a passport application form

Her Majesty's Passport Office (HMPO) has one standard form for all types of individual passport applications. It comes with full instructions, whether you fill in the paper version or complete it online.

You can get the form in four ways. You can:

- complete the application form online, in which case HMPO will print out the completed form and send it to you to sign and return with the supporting documents;
 - collect it from a Post Office branch that offers the Check & Send service;
 - request an application form online and HMPO will send it to you in the post;
 - call the Passport Adviceline 0300 222 0000 and ask HMPO to send it to you in the post.
-

How to apply

There are two ways for you to apply:

By post

Use the addressed envelope that comes with the passport application pack.

Through the Check & Send service

This service is available at certain post office branches. You will need to pay the post office an extra fee for this service.

Please allow six weeks for your application to be processed

If you are an adult applying for your first British passport, or a child who is likely to become 16 before HMPO can issue your passport, you are likely to need to have an identity interview. You should apply in the normal way and HMPO will write to tell you how to make an appointment for an identity interview. The interview will help HMPO confirm your identity, help protect you from identity theft and improve passport security.

Fast Track service

The Fast Track service is not available for first time adult passports. It is only available for first time child passports by appointment and these can be made by calling Her Majesty's Passport Office Adviceline on 0300 222 0000.

Filling in your passport application form

Please ensure that you complete the form in full accordance with the guidance booklet that comes with the passport application pack. For all applications you must send:

- your correctly filled-in application form;
- two recent passport photos;
- the correct fee; and
- your naturalisation or registration certificate. This must be submitted with your application and its details should be stated on the passport application form. Photocopies of your certificate are not acceptable.

Please note: Her Majesty's Passport Office will not issue a passport unless you have correctly completed the form and enclosed the necessary documents, the correct fee and photographs. We advise you not to book any travel arrangements until you receive your new passport.

if you need more help or information you can:

- visit the HMPO website at info@hmpo.gov.uk;
- call Her Majesty's Passport Office Adviceline on 0300 222 0000. Calls to this number are charged at your network provider's national rate;
- e-mail the Identity and Passport Service at info@hmpo.gov.uk

Prevent Programme

Report to

**Neighbourhood and Community Services
Overview & Scrutiny Committee**

15th October 2015

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1. Background

The UK faces a severe and continuing threat from international terrorism. The most significant threat is currently from Al-Qaida, its affiliates and like minded organisations.

To respond to this threat, the Government has a counter-terrorism strategy known as CONTEST. This has four main components, each with a clear objective:

- Pursue – to stop terrorist attacks;
- Prepare – where we cannot stop an attack, to mitigate its impact;
- Protect – to strengthen our overall protection against terrorist attacks; and
- ***Prevent – to stop people becoming terrorists or supporting violent extremists.***

2. Prevent Strategy 2011

The Prevent Strategy aims to:

- Address all forms of terrorism, including terrorism from the extreme right wing. However, *Prevent* work must be targeted against those forms of terrorism which pose the greatest risk to our national security. Currently, the greatest threat to our national security comes from International Terrorism emanating from Al Qa’ida, its affiliates and like-minded groups and the recent rise of the Islamic State in Iraq and Syria.
- Tackle non violent (and often legal) held extremist ideologies where they create an environment conducive to terrorism and popularise ideas which are also espoused by terrorist groups. *Prevent* will also continue to intervene with people who are moving beyond extremism and extremist groups towards terrorist related activity.
- Make a clearer distinction between counter terrorist work and the Government’s integration strategy. *Prevent* depends on the success of work on integration and must be carefully and closely coordinated with it but the two programmes cannot be merged. Failure to draw a distinction between them jeopardises their successful delivery.
- Carefully evaluate progress and performance and in particular how funds are being allocated and spent.
- Ensure that *Prevent* funding is not be provided to extremist organisations who do not support the values of democracy, human rights, the rule of law and mutual respect and tolerance of different faith groups: the review found some evidence that very small percentages of *Prevent* funding had found their way to organisations that were extremist (or more commonly employed people with extremist views).

2.1 Key Objectives

Within the overall framework the Strategy will specifically:

- respond to the **ideological challenge** of terrorism and the threat we face from those who promote it;
- **prevent people from being drawn into terrorism** and ensure that they are given appropriate advice and support; and
- work with **sectors and institutions** where there are risks of radicalisation which we need to address.

3. Prevent Duty 2015

The Counter Terrorism and Security (CTS) ACT 2015 places a duty on specified authorities including the police, local authorities, prisons, schools and universities, to prevent people being drawn into terrorism. By introducing

the duty the Government intends to increase the consistency of Prevent delivery across England, Wales and Scotland.

The CTS Act 2015 also places Channel on a statutory footing. Channel programmes already exist in every local authority area and in most areas the local authority and other partners already work effectively together to support people at risk of radicalisation and getting drawn into terrorism. Placing the programmes on a statutory footing intends to secure effective local co-operation and delivery in all areas so that people vulnerable to being drawn into terrorism are supported in the best possible way.

3.1 Meeting the Prevent Duty in Birmingham

The Prevent Duty calls on specified authorities, including local authorities to give 'Due Regard' to the Prevent Strategy. For local authorities this means:

A risk-based approach to delivery

Local delivery should demonstrate an awareness of and understanding of the risk of radicalisation in their area. In Birmingham this is met through the delivery of the Counter Terrorism Local Profile (CTLP) by the West Midlands Counter Terrorism Unit which in turn shapes the actions and objectives of the Birmingham Delivery Plan

THE CTLP process in Birmingham and across the West Midlands includes input from and engagement with different sectors and with specific local authority input.

In ensuring front-line staff are aware of the risk of radicalisation the Birmingham Prevent programme oversees training through a multi-agency and multi-disciplinary workforce development team for Prevent.

Birmingham's Prevent programme is based on effective partnership working and is coordinated via a governance structure that includes partners at each level. Birmingham's Prevent Delivery Plan is also a partnership plan.

Monitoring and Enforcement

Monitoring will continue to be done by the Home Office and for local authorities this will be the Local Delivery Team who oversees the work of Prevent Coordinators nationally. Birmingham has a good working relationship with the team and monitoring arrangements are in place to scrutinise action plans locally. There are also established monitoring arrangements for Project impact and performance.

Action Plan

Local authorities are required to have risk-based action plans that facilitate activity and projects seeking to reduce the risk and vulnerability as identified within the CTLP.

Birmingham's Prevent Delivery Plan is influenced by the CTLP which identifies the risks and vulnerabilities of radicalisation in Birmingham. It is a partnership plan and is coordinated via the Prevent Delivery Hub and overseen by the CONTEST Board and CONTEST Executive Board.

Staff Training

Local authorities are expected to ensure relevant and appropriate front-line staff are equipped with a good understanding of risks linked to radicalisation and identify vulnerabilities. Staff are also expected to utilise the Channel process and make referrals where necessary.

Birmingham delivers Prevent training via the workforce development team. With the Police pulling out of local delivery of training there are capacity issues and further work is required to mainstream training and ensure different departments across the authority also contribute to the delivery of training.

Birmingham has a good Channel process in place and referral pathways continue to be developed and strengthened.

Use of Local Authority Resources

Local authorities are expected to ensure public-owned venues are not used as a platform to promote extremist views. Local authorities are also expected to ensure funding is not allocated to groups/individuals who hold/promote extremist views.

Through the 'No Platform' Policy, Birmingham has a process to prevent the use of local authority venues do not provide a platform for extremist speakers. There are also established 'due diligence' systems in place to ensure groups work with the Birmingham Prevent Programme do not hold, or engage with, extremist views or groups.

Collaboration between Areas

Prevent vulnerabilities can often spread across areas and local authority boundaries. Local authorities are expected to work together to ensure appropriate interventions and support is coordinated especially where cross border collaboration is required.

Birmingham works very closely with other local areas in the West Midlands and a consistent approach to delivery plans is promoted across the region. Birmingham also facilitates the Midlands Prevent Board which includes authorities from the East Midlands. The Board is a high level group consisting of local authority chief officers and representatives from the Home Office providing an opportunity to share best practice but also raise any concerns.

Supporting Children

Prevent is recognised within local safeguarding arrangements for children and work is being done to strengthen referral pathways. Birmingham receives additional support via the Home Office to recruit a Schools Prevent Officer who works to strengthen safeguarding arrangements within school settings and ensuring that these arrangements are linked to local authority processes.

Out of School Settings

Via the LADO Team, Birmingham is developing and strengthening support to faith based organisations, supplementary schools and madrassas via a new safeguarding toolkit for such settings. Birmingham are currently working with Faith Associates to develop a voluntary accreditation scheme and quality standard with input from the Department for Education.

4. Implementation and Delivery in Birmingham

Birmingham has been identified as a top priority local authority and receives funding for a Prevent Coordinator post, a Regional HEFE Coordinator post and a Schools Prevent Coordinator post. Birmingham is also invited to submit for further resources to support local Prevent Delivery.

Local delivery in Birmingham is designed to be proportionate and targeted towards areas of most vulnerability and need whilst also ensuring city-wide coverage. Delivery must enable front line services to access updated information and receive appropriate support and guidance to ensure Prevent vulnerabilities are identified and accepted as key priorities within a broader safeguarding agenda. Delivery must also ensure an effective mechanism to identify and design appropriate interventions to support mainstream services.

4.1 Local Delivery

Birmingham Prevent Programme Board

Birmingham City Council has established the Birmingham Prevent Programme Board, an operational working group that brings together operational leads from the different service areas and partnerships to coordinate Prevent delivery on behalf of the CONTEST Board. The group aims to provide up to date information on risks and vulnerabilities related to Prevent and is responsible for identifying gaps and opportunities for the delivery of awareness raising products and contributing to wider workforce development in the field of Prevent.

The Prevent Programme Board includes representation from each of the identified priority areas within the Prevent Action Plan. It will also include representation from West Midlands Police and Counter Terrorism Unit.

Home Office Support 2015/16

To aide local delivery in meeting the requirements of the Prevent Duty the Government is increasing its grant to local authorities to recruit a Prevent Coordinator and deliver targeted Prevent projects across the country.

Birmingham will receive the following allocation:

Prevent Coordinator Post	£85,000
Schools Resilience Advisor	£55,000
HEFE Coordinator	£65,000
Prevent Admin Support	£33,000
Prevent Engagement Officer	£33,000
Programme Delivery	£357,550*
Total	<u>£628,550</u>

*Programme delivery costs are to support projects based on the Home Office selection and criteria.

4.2 Governance

Birmingham's governance structure has been set up to ensure that the programme will:

- 1) meet the specific objectives of Prevent Strategy and CONTEST more widely
- 2) be jointly agreed and managed by the local authority and our partners
- 3) be proportionate to the level of threat in each local area (utilising police intelligence and the Birmingham Counter Terrorism Local Profile)
- 4) reflect local priorities, needs and opportunities
- 5) set out clear and tangible milestones in tracking progress.

The governance structure (see Annex A) outlines the structures involved in delivery of CONTEST in Birmingham. The structure builds on the work of the previous Prevent programme and governance structure that was initially developed to oversee the implementation of projects utilising funding granted via area based grant, but has been expanded to take into account the considerable reduction in available funds to directly support projects and therefore the increased need for mainstreaming.

4.3 Policing

West Midlands Police currently delivers the Prevent strategy in Birmingham through the deployment of 13 uniformed and overt Security and Partnership Officers working for West Midlands CTU but deployed alongside neighbourhood officers at local police stations. These officers are supervised by a Prevent Coordinator. The role of these officers focuses on 5 main areas:

- The delivery of the Prevent 3i strategy as set out in the governments overarching counter terrorist strategy Operation Contest. This strategy is delivered in partnership with statutory/non statutory partners, communities and the third sector.
- The development and maintenance of an extensive network of individuals and groups able to work in partnership to identify issues and deliver a locally focused strategy.
- The addressing of issues identified in the Birmingham CTLP in partnership with Birmingham City Council and other key stakeholders. This year an unprecedented level of access to the CTLP within partner organisations will ensure that the strategy will be delivered more effectively.
- The consequence management of terrorist related issues that are likely to raise tension within communities or otherwise adversely affect those communities. Such issues include arrests for terrorist related activity and tensions resulting from national or international events. The Prevent Unit continues to develop a contact officer policy that provides practical support and advice for families directly affected by arrests during any investigation.
- The briefing of West midlands Police staff in Birmingham to ensure that they are equipped to deal with issues concerning terrorism within the city.

In addition Birmingham continues to be a Tier 1 site for the Channel scheme delivering a multi agency response to support vulnerable individuals at risk of becoming violent extremists. The city continues to be at the forefront of developing proportionate and innovative solutions to support a wide range of individuals with individually tailored solutions.

4.4 Channel

Objective two of the Prevent strategy emphasises the importance of Channel and how it can play a major role in reducing the risk from terrorism by providing a mechanism to help draw vulnerable individuals away from potentially becoming involved in terrorism related activity and the Channel programme has been developed specifically for this purpose.

Channel is a multi-agency programme that aims to provide a mechanism to identify and provide support to vulnerable individuals at risk of radicalisation. It is modelled on other successful risk management processes such as child protection, domestic violence and management of high risk offenders. Channel helps to evaluate referrals of individuals at risk of being drawn into terrorism and must work alongside mainstream safeguarding processes.

In support of Birmingham's Channel panel the Prevent delivery hub will make available effective training and awareness products such as WRAP in order to facilitate the skills and awareness of front-line staff to identify signs of vulnerability. The criteria for a channel referral is set quite high and should not enable individuals to be referred simply for holding political views or having a commitment to a particular faith.

Both the Prevent Action Plan and the Channel Panel are administered and led by the Equalities, Community Safety and Cohesion Service of Birmingham City Council.

5. Further and Higher Education

The West Midlands Regional Further and Higher Education Coordinator was appointed in January 2013. The Coordinator is one of ten individuals appointed nationally to work with the sector to deliver training, advice and support all colleges, universities and private education providers. The post is hosted by Birmingham City Council and funded through the Home Office support grant. The work-plan of the Coordinator is largely determined by the Department for Business Innovation and Skills (BIS). Most currently this is in relation to the Statutory Duty that came into effect on 21st September for Universities and Colleges. The Duty places a legal requirement on

the sector to put in place specific policies to prevent extremism on campuses, tackle gender segregation at events and support students at risk of radicalisation. Furthermore, it requires establishments to ensure they have proper risk assessment processes for external speakers in place. The guidance also sets out that institutions must ensure that they have appropriate IT policies, staff training and student welfare programmes in place to recognise and respond to the signs of radicalisation.

In Birmingham the Coordinator has developed good working relationships with the following institutions at Senior Management level.

Aston University
Birmingham City University
University College Birmingham
Newman University
University of Birmingham
Birmingham Metropolitan College

Queen Alexandra College
Solihull 6th Form College
South and City College Birmingham
Matthew Boulton College
Bourneville College
Cadbury College

6. Schools

Report on the role and impact of the Schools Resilience Adviser

The Resilience Adviser has been in post since October 2014 and works with schools to bridge and broker support for schools and to ensure that bespoke advice is available across universal, targeted and specialist responses. This section outlines the work carried out during this academic year and plans for 2015/16.

Universal Offer

The Resilience Adviser has led a co-ordinated package of training and safeguarding briefings for schools across the city since taking up post.

- 71% of schools have accessed WRAP
- 22% of school leaders have attended PVE training.
- 65% of school have attended Termly Safeguarding Briefings including the Prevent Duty

This work programme continues for 2015/16 academic year with 39 planned briefings/workshops across the city to include all schools (academies, free schools, maintained and independent).

Targeted Offer

Where weaknesses are identified, either by schools themselves or by Ofsted, targeted support is offered. Schools are supported around a selection of resilience and safeguarding responses ranging from single issues to sustained support to Senior Leadership Teams and policy management.

60 schools have been supported through this pathway and this has informed the training offer through subsequent safeguarding networks.

Specialist Offer

Bespoke support is generated where serious weaknesses have been identified, either by school advisers, school improvement partners, schools, Ofsted, DfE and parent complaints raised through Ofsted. Specialist advice and support has been identified and action plans are drawn up with support brokered dependent on need. This has included case management, identification of children at risk of radicalisation, CSE, FGM, Forced Marriage and Prevent vulnerabilities. The key themes have informed policy development, for example No Platform, Model Safeguarding Policy, Children Not Collected from School. The challenges experienced by schools in the referral process has led to the development of a multi-disciplinary partnership response involving Police, MASH, EHB, Think Family and Resilience Adviser to secure the referral pathways and to develop case studies for schools. 60 schools have been supported with specialist advice and learning has informed practice.

Education Plan

Direction comes from the Education Plan, across Themes 5 and 12, and this embeds the Prevent Duty within safeguarding and underpins Equality and Community Cohesion.

This specialist adviser function has been endorsed in Ofsted feedback and validated by the Home Office. Feedback from schools consistently demonstrates that training and bespoke support has had significant impact in securing improvement over time and schools are becoming more focussed on the child's journey and lived experience. Theme 12 includes the UNICEF Rights Respecting Schools Award which is an evidence based programme that builds resilience and embeds the UN Convention on the Rights of the Child through the life of the school. 85 Birmingham schools are now registered and trained in the first part of the award and a further cohort is planned for November. This contributes significantly to the outcomes of Theme 12.

In preparation for the Prevent Duty, a train the trainer approach has been adopted to ensure business continuity with 60 school and multi-agency partners trained to deliver WRAP and 60 early years consultants and partners trained with a focus on early years. This initiative is being extended to include curriculum leads from all phases to promote safeguarding resources in schools including e-safety and training in partnership with WM Police is taking place on 2nd December for a further 70 school leaders.

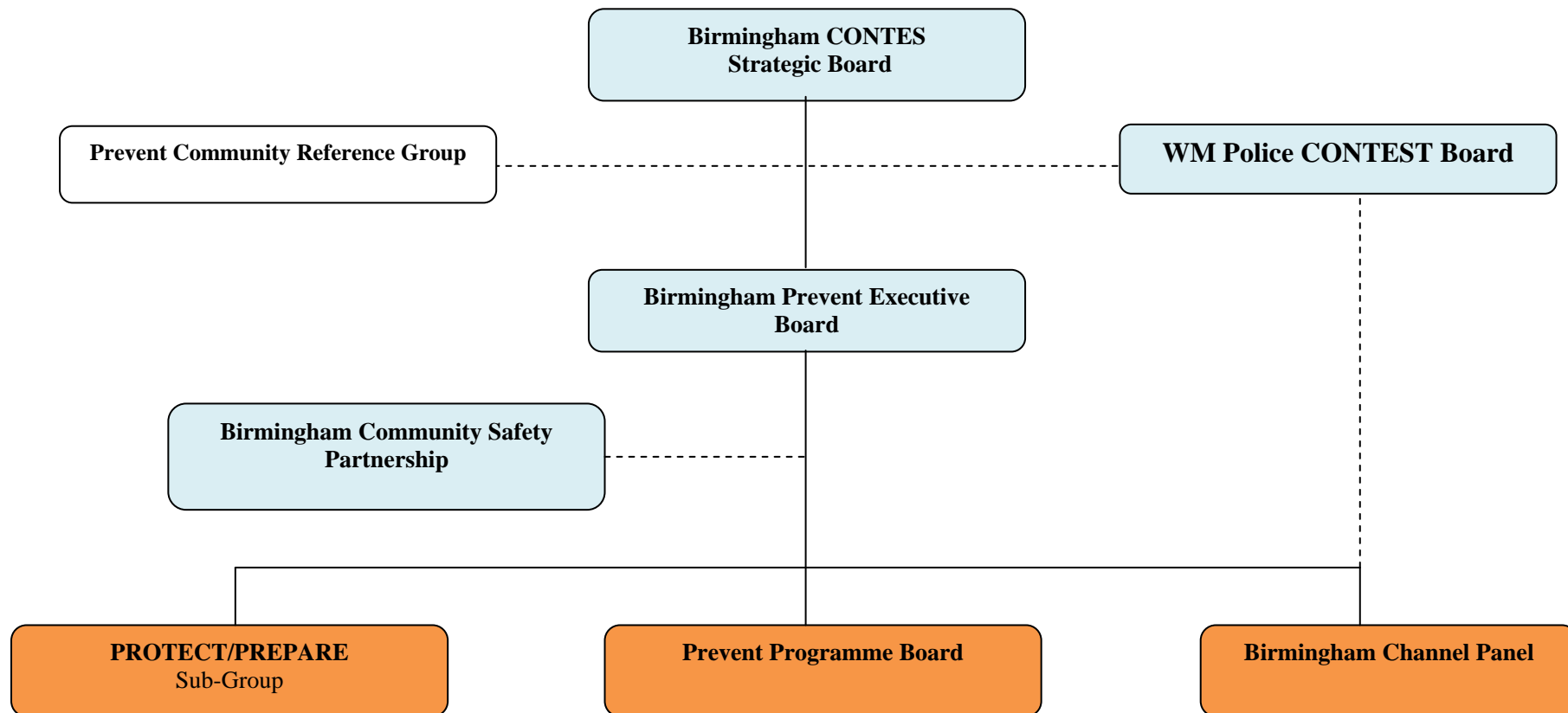
Initial Teacher Training is 'future proofing' safeguarding in education and we are working in partnership with Birmingham's teaching schools and HE providers to ensure that Prevent and safeguarding are given an applied practice focus for those coming into the profession of teaching.

A training matrix is being developed to enable schools to access the range of training and support available to them and a resource base will form part of that. This includes curriculum tools, lesson plans, assemblies and model letters to respond from the increasing requests from parents to withdraw their children from various aspects of school life on the basis of faith, e.g. swimming, music, collective worship, sex and relationships education, religious education etc. This work spans Theme 12 of the Education Plan and includes theatre in education.

Key challenges for 2015/16

- Mainstreaming Prevent within and beyond the Council.
- Action research approach to refining referral procedures
- Safeguarding support and co-delivery of services with Birmingham Education Partnership
- Ensuring that the Prevent Duty sits firmly within a sound safeguarding framework, underpinned by the Equality Duty.

Annex A: Governance Framework – Counter Terrorism



Strategic Overview and

Tasking and Coordination

Advice and Support

Members Briefing – January 2015 (V0.3)

Wheelie Bin Roll Out – Perry Barr Depot

Districts / Wards affected:

Erdington District - Erdington, Kingstanding, Stockland Green, Tyburn

Perry Barr District - Handsworth Wood, Lozells and East Handsworth, Oscott, Perry Barr

Sutton Coldfield District - Sutton Four Oaks, Sutton New Hall, Sutton Trinity, Sutton Vesey

Timeline – 2nd February 2015 to 30th June 2015

1 Background

- 1.1 The Council was awarded £30 million of additional funding by the DCLG in 2012/13 to help transform waste collection services across the City.
- 1.2 Cabinet has chosen to move to a wheelie bin service for recycling and rubbish collections. This isn't new or unique – the vast majority of other Councils in the UK already use wheelie bins and they are proven to help reduce waste, increase recycling, reduce costs, improve street cleanliness and to increase resident satisfaction.
- 1.3 Between February and May 2013 the Council undertook a substantial public consultation exercise in relation to wheelie bins, including on-line and hard-copy public questionnaires, consultation with Protected User Groups, the Citizens Panel and District Committees.
- 1.4 The outcomes from the public consultation informed a Pilot Service Specification for the operation of wheelie bin services in two pilot Wards, Brandwood and Harborne. These Wards were selected on the basis that they comprised a range of different household types that reflected a generality of housing types across the City.
- 1.5 The pilot programme for the collection of recycling and rubbish using wheelie bins commenced from May 2013. In each of the pilot Wards 'pre-wheelie bin' and 'post-wheelie bin' surveys were carried out to ascertain whether there was any change in residents' general attitudes towards wheelie bins after the scheme had 'bedded down'. The post-wheelie bin survey results indicate that:
 - 92% of residents found the leaflet delivered with the wheelie bins to be useful or very useful
 - 91% of residents are satisfied or very satisfied with their wheelie bin collections
 - 77% of residents thought that the scheme had had a positive effect on the cleanliness of their neighbourhood (7% thought that it had a negative effect)
 - Concerns about a range of issues, such as storage space, bin capacity, manoeuvrability, etc. have decreased
 - 76% of residents support or strongly support the wheelie bin scheme, with only 13% opposing, or strongly opposing the scheme.

- 1.6 On the 16th September 2013, Cabinet considered and agreed a full 'Service Specification' for the new services together with proposals for the full roll out of wheelie bins across the City. In brief, Cabinet agreed the city-wide roll out of a 2 bin system, the standard service being as follows:
- For the disposal of dry recycling, each suitable household will be provided with a 240 litre grey bin with blue lid containing a 55 litre insert pod. The pod is used for paper and card recycling. Mixed materials (glass/cans/plastic bottles and tubs) are placed in the body of the wheelie bin. The bin will be collected fortnightly.
 - For the disposal of residual waste, each suitable household will be provided with a 180 litre wheelie bin. The bin will grey with a grey lid. The bin will be collected weekly.
- 1.7 The first phase of the city-wide roll out took place in June 2014 for the Montague Street Depot area covering the Wards of Aston, Ladywood, Nechells and Soho.
- 1.8 The second phase, covering some 106,000 households in the East of the City served by the Redfern Road Depot was completed on schedule in December 2014.

2 Property Assessments – Perry Barr Depot

- 2.1 A programme of individual property assessments across all 12 Wards has been completed and the data is being validated. These assessments were carried out by staff within the Fleet and Waste Management (FWM) Service who were specifically recruited and trained for this purpose. These same staff will be responsible for supervising the delivery of the bins.
- 2.2 For each property, the assessment considered whether:
- There was enough storage space for the wheelie bins
 - There was a steep slope or steep steps between the property and the road
 - There was suitable vehicle access
 - The pavement outside the property was wide enough to place a bin out on collection day
 - There was some other reason or obstruction why wheelie bins would not be suitable for that property.
- 2.3 The provisional headline results from the individual property assessments for the Perry Barr Depot area are summarised below:
- 104,133 (95.9%) are suitable for wheelie bins (green card)
 - 3,582 properties (3.3%) – are not suitable for wheelie bins (red card)
 - 881 properties (0.8%) – are HMOs etc – communal provision

- 2.4 Residents have not yet been notified of the outcomes of these individual property assessments. The data that has been collected is being cross-checked and has helped FWM to undertake preparatory work required, such as database cleansing, procuring bins and collection vehicles, determining delivery schedules, route planning, communications, etc.

3 Resident Notification of Assessment

- 3.1 From the week commencing 2nd February 2015 the Council will start notifying appropriate households, by standard Royal Mail delivery, of the outcome of their property assessment.
- 3.2 Low-rise properties that are considered suitable for wheelie bins will receive a 'green card' which informs them of the assessment and also provides them with an opportunity to request a larger rubbish bin and/or an additional recycling bin. These cards will also provide details of a BCC website link where residents can watch a video about the new bins and service.
- 3.3 Low-rise properties that are considered not suitable for wheelie bins will receive a 'red card' which informs them of the assessment and that there will be no change to their collection methodology – they will remain on a sack / recycling box collection service.
- 3.4 Houses in Multiple Occupation / Blocks of flats comprising between 4-8 properties - there is currently a mix of collection services at such properties and the opportunity is being taken to standardise these as a communal collection service for both rubbish and recycling wherever possible. This will be carried out on a bespoke basis during the spring and separately to the main roll out.
- 3.5 Blocks of high-rise flats will not receive a card. These properties are already on communal collection services with large containers and they will remain unchanged. Depending on current provision however, there may be some uplift in the provision of communal recycling facilities but this will be carried out on a bespoke basis.
- 3.6 Following the distribution of these communication cards, residents who receive a green card can notify FWM, in particular circumstances, that they would like to request a variation to the standard service – this may either be to request an additional recycling bin or to swap their standard size rubbish bin for a larger bin.
- 3.7 An additional recycling wheelie bin will be made available on request to any household who needs additional recycling capacity.
- 3.8 Larger sized rubbish bins will be made available as follows:
- Households of 6 or more people may request a 240 litre rubbish bin as the alternative to the standard 180 litre wheelie bin.
 - Households of 9 or more people may request a 360 litre rubbish bin as the alternative to the standard 180 litre wheelie bin.

- 3.9 Households' use of larger bins will be subject to review to ensure that the associated recycling provision is being used appropriately. If the recycling services are not being used appropriately, the Council reserves the right to withdraw the larger rubbish bin.
- 3.10 Residents will be asked to register any such requests (by web or phone) with FWM within 3 weeks of the cards being distributed. After this time, there will be a 'freeze' on data changes to enable the final route planning and distribution processes to be finalised.
- 3.11 Residents requesting a change after the freeze cut-off point will be told that they will receive the standard bins only as part of the main delivery programme, and that the larger bins will be delivered after that time and as soon as practical, depending on resource availability and workload. To set expectations, this may be up to a month after collections have actually started.

4 Presentation Points

- 4.1 A number of households in the Perry Barr Depot area will be asked to present their wheelie bins not outside their property, but at a designated point – a 'Presentation Point' – near to their property but which enables easy access by the collection crews. This will help to increase the operational efficiency of the collection service and is used by many other Councils in providing wheelie bin services.
- 4.2 Properties to be put onto Presentation Points will receive a 'Green Card' in the ordinary way which will tell them that they are suitable for wheelie bin collections. There will be no specific reference on the green card to a Presentation Point at this time so as to maintain a relatively straight-forward communications process.
- 4.3 Following the postal delivery of the Green Cards, Presentation Point households will be separately contacted and informed that they will be required to present their bins for collection, and to retrieve them from a specified Presentation Point.
- 4.4 This contact will be through a standard letter, hand-delivered to the door by FWM who will also take the opportunity, where residents are at home, to discuss the new services and the expectations around the Presentation Point. The exact location of the Presentation Point will be marked on a street map attached to the letter.

5 Bin delivery and communications

- 5.1 Bin deliveries for the Perry Barr Depot will be undertaken by a professional delivery company.

- 5.2 Deliveries will take place from the end of March 2015 for up to 9 weeks for all green card households. Each household will have 2 wheelie bins delivered in accordance with the standard service specification, or a variation if this was requested in the relevant period.
- 5.3 Each bin will be fitted with an 'RFID' chip that will be associated with the property address. Each bin will also be marked with an address label that states the household number to which it was delivered.
- 5.4 Each household will also be provided with a pack of information which will contain the following:
- Collection calendar
 - Bin use instruction leaflet
 - Green waste collection promotional leaflet
- 5.5 At the point of delivery the bins will be sealed with a tape which reminds residents not to put them out before the start of scheduled wheelie bin collections as identified on the calendar.

6 Start of Wheelie Bin Collections

- 6.1 Wheelie bin collections will commence from 1st June 2015.
- 6.2 Currently, the main recycling and refuse collection rounds are arranged through the provision of a crew per Ward for refuse collection. Fortnightly collection services share a crew between 2 Wards for recycling collections.
- 6.3 However, as the number of households in a Ward is a variable, and the amount of waste produced from area to area is also variable, this has led to a position where some crews have a greater workload than others, depending on the number and type of households in the Ward, and in terms of the recycling collection service, the number of households participating in that service.
- 6.4 Consequently, it is known that some rounds, on some days struggle to complete collections and additional support needs to be provided; whereas other crews have smaller workloads.
- 6.5 In conjunction with the start of wheelie bin collections, Perry Barr Depot will therefore move to a 'Zonal Collection System'. This system is operated by many other Local Authorities and is successful in reducing collection costs by eliminating the variations associated with operating within a smaller area boundary.

- 6.6 The new zonal approach to collection will see the overall Depot area split into 5 collection zones, with each zone correlating to a specific day of the week. This means each Depot will no longer operate on Ward boundaries, but instead will move to 5 zones as provisionally outlined in the attached map (Appendix 1).
- 6.7 By focussing the collection resources in a defined geographical area each day, the Service intends that the crews will be better managed to support each other to clear the totality of the day's work between them, covering for any breakdowns or unusual workloads as necessary.
- 6.8 Consequently, there will be a significant level of collection day changes for low-rise properties.
- 6.9 Following these collection day changes, residents will receive a 'same day of the week' service with refuse collected weekly, recycling collected fortnightly and green waste (where that service is subscribed to) also on a fortnightly basis through the collection season. Green waste will be collected in the alternate week to the recycling collections.

7 Enquiry Management

- 7.1 The experience to date is that there is a significant increase in the number of enquiries to FWM following the distribution of red / green cards through the bin delivery and commencement of the collection phases.
- 7.2 Enquiry types, in particular, included the following:
- Requests for assisted collections
 - Larger rubbish bin
 - Additional Recycling Bin
 - Disputing 'green card' assessment
 - Disputing 'red card' assessment
 - No bins / pod delivered
 - Damaged bin / pod delivered
- 7.3 A similar situation is expected in Perry Barr Depot area and additional resources will be available at the Contact Centre to receive calls and at the FWM back-office to process and deal with enquiries.
- 7.4 Following the start of the new collection services, and again from previous experience, there will be a temporary increase in reports of missed collections. These reports will stabilise over the following few weeks as residents and crews get used to the new services, new rounds and new collection days.

- 7.5 Additional resources will be available within the Depot to deal with missed collection reports, although the reality is often that the bin was not 'missed' but was 'tagged' and not collected for a variety of reasons – such as contaminated recycling.
- 7.6 FWM will always take a reasonable approach to these issues, particularly as the service stabilises, and the 'Waste Prevention Team' will be talking with residents about identified problems and ensuring that they know how to use the new services.

Further Information

Further information is available on our website at www.birmingham.gov.uk/refuse-collection

Member enquiries about this Briefing Note should be directed to:

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Neighbourhood and Community Services Overview and Scrutiny Committee Work Programme 2015/2016

Chair: Cllr Zafar Iqbal

Committee Members: Cllrs Gurdial Singh Atwal, Andy Cartwright, Roger Harmer, Kath Hartley, Kerry Jenkins, John Lines, Ewan Mackey, David Pears, Eva Phillips, Sybil Spence and Elaine Williams.

Officer Support Scrutiny Team: Rose Kiely (303 1730) and Amanda Simcox (675 8444)

Committee Manager: Marie Reynolds (464 4104)

1 Meeting Schedule

Date / Start at 2pm	What	Attendees/ Officer Contact
25 June 2015 Committee Room 6	Informal meeting: Work Programme Discussion	Emma Williamson Mashuq Ally, AD Equalities, Community Safety & Cohesion Joyce Springer-Amadedon Chris Jordan
30 July 2015 Committee Room 6	Introduction to portfolio: <ul style="list-style-type: none">Place Directorate – to include:<ul style="list-style-type: none">Private rented sectorLifespan of tower blocksCommunity Safety & Cohesion	Rob James, Director, Housing Transformation Joyce Springer-Amadedon, Equality & Community Engagement Manager
17 September 2015 Committee Room 6	<ul style="list-style-type: none">Tracking: Working with Housing AssociationsCabinet Member for Neighbourhood Management and Homes	Jonathon Driffill, Chair of BSHP, Rob James & Anne-Marie Powell Cllr John Cotton/Marcia Wynter



Date / Start at 2pm	What	Attendees/ Officer Contact
15 October 2015 Committee Room 2	<ul style="list-style-type: none"> Birmingham: where the world meets - Tracking Report recommendation 1 & 8; and: <ul style="list-style-type: none"> Recommendation 9: Cabinet Member for Skills, Learning and Culture to report back on the Birmingham Heritage Week (10th – 17th Sept) Prevent Programme The operational roll out of wheeled bins (in particular Sutton Coldfield) 	Alison Harwood, Mashuq Ally and Ifor Jones Cllr Penny Holbrook / Jon Lawton Mashuq Ally Penny Smith, Programme Director & Matt Kelly, Assistant Director FWM (Ops)
19 November 2015 Committee Room 1 Deadline for reports 10 Nov	<ul style="list-style-type: none"> Cabinet Member for Inclusion and Community Safety. Tracking Report: Working with Communities to Prevent Relationship Violence Update on Domestic Violence Strategy 	Marcia Wynter TBC Mashuq Ally to advise
17 December 2015 Committee Room 6 Deadline for reports 8 Dec	<ul style="list-style-type: none"> Progress on Equalities and Social Inclusion Neighbourhood Challenge Inquiry (TOR) 	Mashuq Ally TBC
21 January 2016 Committee Room 6 Deadline for reports 12 Jan	<ul style="list-style-type: none"> Child Poverty 	Mashuq Ally
18 February 2016 Committee Room 6 Deadline for reports 9 Feb	<ul style="list-style-type: none"> Report on the Community Safety Partnership. To include: <ul style="list-style-type: none"> Neighbourhood policing & Neighbourhood Tasking Groups (NTGs) Random violent crime Domestic Homicide Reviews Neighbourhood Challenge - Update report 	ACC Marcus Beale and Mashuq Ally Paula Harding TBC
17 March 2016 Committee Room 6 Deadline for reports 8 Mar	<ul style="list-style-type: none"> Cabinet Member for Neighbourhood Management and Homes. Discussion to include Volunteers and the third sector Cabinet Member for Inclusion and Community Safety Tracking: Health of the Birmingham's Third Sector 	Cllr John Cotton / Marcia Wynter Marcia Wynter TBC
21 April 2016 Committee Room 2 Deadline for reports 12 Apr	TBC	TBC



2 Outstanding Tracking Reports

Inquiry	Member who led the Inquiry	Recommendations Outstanding	Date
Birmingham: Where the world meets	Cllr Waseem Zaffar	Recommendations 1 (Welcome Pack) and 8 (focus on community based on locality or neighbourhood, so that competing needs and entitlements can be discussed and balanced) and: Recommendation 9: Cabinet Member for Skills, Learning and Culture to report back on the Birmingham Heritage Week (10 th – 17 th Sept)	15 Oct 2015
Working with Communities to Prevent Relationship Violence	Cllr Mariam Khan	Recommendations 1 - 4	19 Nov 2015
Working with Housing Associations	Cllr Majid Mahmood	Recommendations 1, 4, 5, 6, 7, 8 and 9	Completed 17 Sep 2015
Health of Birmingham's Third Sector	Cllr Majid Mahmood	Recommendation 1: A thorough and detailed mapping exercise of all third sector provision is undertaken. To be provided: A final report giving an overview (to familiarise the NCS Committee) of how the approach to Rec 1 has been revised over the years as resources have fallen (an approach agreed to by the PCP&TS Committee) together with the detail/analysis.	17 Mar 2016

3 Inquiry Schedule

Inquiry – Neighbourhood Challenge¹

Date	Item
17 December 2015	Committee Agree Terms of Reference
December /January 2016	Call for evidence
9 February 2016	Corporate Resources O&S Committee's Evidence Gathering Session re: the new District and Ward Structures

¹ Neighbourhood Challenge – to investigate, review and gather data on the performance of all local public services, working in a collaborative but challenging way with all services providers and seeking out and promoting new ways of improving services.



18 February 2016	Neighbourhood and Community Services O&S Committee's Evidence Gathering Session
w/c 29 February 2016	Committee agree the draft report and send to the Executive for comments (8 day rule)
17 March 2016	Committee agree the final report
5 April 2016 (deadline for send out is 22 March 2016)	City Council

4 Other Meetings

Call in Meetings

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

Neighbourhood Challenge

None scheduled

It is suggested that the Committee approve Thursday at 1400 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 etc.

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 Neighbourhood and Community Services O&S Committee's remit.

ID Number	Title	Cabinet Member	Proposed Date of Decision
000581/2015	Strategy and Procurement Process for the Commissioning of Integrated Prevention Services	Health & Social Care	19 Oct 15
000542/2015	Policy for the Use of Private Rented Sector to Meet Housing Needs	Health & Social Care	17 Nov 15
000729/2015	The Way Forward for Advice and Information Services	Inclusion and Community Safety	17 Nov 15