WRITTEN QUESTIONS

| Α. | To | the | Leader | Ωf | the | Cour | ncil |
|------------|----|-----|--------|----|------|------|------|
| <i>^</i> . | | | Loudoi | ~: | 1110 | OGGI | |

1. Fly me to the Region....

From Councillor Peter Douglas Osborn

2. Don't ask me what you want it for (Aahh Mr Wilson)

From Councillor Bob Beauchamp

3. If you build a house, you'll tax the street

From Councillor Ron Storer

4. Cancellation Costs

From Councillor Ian Cruise

5. <u>ITA – Independent Scrutiny Function</u>

From Councillor Paul Tilsley

6. Regional Devolution of the Rail Franchise

From Councillor Jon Hunt

B. To the Deputy Leader of the Council

1. We can hear you yelling Morning Star

From Councillor Gareth Moore

2. <u>Yesterday's papers are such bad news</u>

From Councillor Bob Beauchamp

3. Mind your language 1

From Councillor Gary Sambrook

4. Mind your language 2

From Councillor Ron Storer

5. Council Tax Payment Dates

From Councillor Karen Trench

C. To the Cabinet Member for Children's Services

Another Brick in the Wall

From Councillor Robert Alden

D. To the Cabinet Member for Commissioning, Contracting and Improvement

Wheelie Bins

From Councillor Ian Cruise

E. To the Cabinet Member for Development, Transport and the Economy

1. Formal Complaints - Amey

From Councillor Jerry Evans

2. By the River So Deep

From Councillor Robert Alden

3. <u>Enforcement Cases</u>

From Councillor Sue Anderson

4. <u>Local Sustainability Transport Funding</u>

From Councillor Ian Cruise

5. Neighbourhood Plans

From Councillor Jon Hunt

F. Cabinet Member for Sustainability

1. How much is that Garden Waste in the Window

From Councillor Bob Beauchamp

2. Flytipping – 15% Increase

From Councillor Jon Hunt

3. Flytipping last 2 years

From Councillor Carol Jones

4. Overspend Wheelie Bin Rollout

From Councillor Zaker Choudhry

5. Recycling Collections - Overspend

From Councillor Karen Trench

6. Recycling Targets - Wood

From Councillor Roger Harmer

7. Sustrans Report

From Councillor Ian Cruise

G. To the Cabinet Member for Health and Social Care

Hoarders 2

From Councillor Randal Brew

H. To the Cabinet Member for Skills, Learning and Culture

Birmingham Jobs Fund

From Councillor Ian Cruise

I. To the Cabinet Member for Neighbourhood Management and Homes

1. No Room at the Inn 1

From Councillor Gary Sambrook

2. No Room at the Inn 2

From Councillor Randal Brew

3. <u>Voids (but not in Bridge or Whist)</u>

From Councillor Robert Alden

4. Council Tenants

From Councillor Ian Cruise

5. Hoarders 1

From Councillor Debbie Clancy

A1

CITY COUNCIL - 3 NOVEMBER 2015

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR PETER DOUGLAS OSBORN

"Fly me to the Region"

Question:

In the last 12 months ending 1 September 2015, how many hours/days (whichever is the more appropriate) did the Leader of the Council spend on Committee of the Regions business, broken down by duration of each trip including travel time?

Answer:

This is not a matter for Birmingham City Council. My appointment to the Committee of the Regions was through the Government, not the City Council.

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR BOB BEAUCHAMP

"Don't ask me what you want it for (Aahh Mr Wilson)"

Question:

Listed by Council tax band, please list the difference to the City Council band D tax base, 10 additional houses to a Council Tax band make overall?

Answer:

Interpreting the question as seeking to identify the amount of additional Council Tax generated, if there was an additional 80 properties across the City (10 in each band A to H) at 2015/16 figures:

| | 2015/16 City Council Council Tax Charge | Additional Council Tax If there was an additional 10 houses per Band |
|-------|---|---|
| Band | £ | £ |
| Α | 772.29 | 7,722.90 |
| В | 901.00 | 9,010.00 |
| С | 1,029.72 | 10,297.20 |
| D | 1,158.43 | 11,584.30 |
| Е | 1,415.86 | 14,158.60 |
| F | 1,673.29 | 16,732.90 |
| G | 1,930.72 | 19,307.20 |
| Н | 2,316.86 | 23,168.60 |
| TOTAL | | 111,981.70 |

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR RON STORER

"If you build a house, you'll tax the street"

Question:

Listed by Council tax band, please list the difference to the monetary value of City Council band D tax base, 10 additional houses to a Council Tax band make overall?

Answer:

Interpreting the question as seeking to identify the impact on the BCC Council Tax payable per property in each tax band, if there was an additional 80 properties across the City (10 in each band A to H) and the City's expenditure remained the same, the outcome would be as follows (all at 2015/16 figures):

| | | If there was an additional 10 houses per Band |
|------|--|---|
| | 2015/16 City Council Council Tax | Revised Council Tax based on new tax base of 234,178 (234,089 previously) |
| Band | £ | £ |
| Α | 772.29 | 771.99 |
| В | 901.00 | 900.66 |
| С | 1,029.72 | 1,029.32 |
| D | 1,158.43 | 1,157.99 |
| E | 1,415.86 | 1,415.32 |
| F | 1,673.29 | 1,672.65 |
| G | 1,930.72 | 1,929.98 |
| Н | 2,316.86 | 2,315.98 |

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR IAN CRUISE

"Cancellation Costs"

Question:

What are the cancellations costs for Service Birmingham? Deputy Leader Ian Ward said last year on BBC Midlands Today that there was no 'one figure' but what are the combined costs of cancellation?

Answer:

Ascertaining any termination figure will be an exercise that will need to be undertaken in consultation with Service Birmingham. These details are commercially confidential between the parties.

While the termination costs were reviewed in 2014 prior to the contract being renegotiated, at that point Service Birmingham/Capita committed to delivering savings to the Council in the order of £140m over the remaining term of the contract.

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR PAUL TILSLEY

"ITA - Independent Scrutiny Function"

Question:

The condition of creating the new Integrated Transport Authority, comprised of Leaders of Councils, was that a strong, independent scrutiny function should be created through a body similar in composition to the Police and Crime Panel. Could the Leader say, 18 months after the changes, when that scrutiny will begin?

Answer:

Two meetings of the West Midlands Integrated Transport Authority (ITA) Overview and Scrutiny Panel are planned during the current municipal year. It is intended that the inaugural meeting will be held shortly. Delays in commencing scrutiny activities are a direct result of difficulties in recruiting representation from constituent authorities.

WRITTEN QUESTION TO THE LEADER OF THE COUNCIL FROM COUNCILLOR JON HUNT

"Regional Devolution of the Rail Franchise"

Question:

Could the Leader of the Council, in his capacity as our ITA representative, update the Council on progress with getting regional devolution of the rail franchise?

Answer:

A report is scheduled to go to Cabinet at its meeting on 17th November 2015 seeking approval for:

- The proposed governance arrangements for the development and oversight of the West Midlands rail franchise through West Midlands Rail Limited (WMR Ltd); and
- The Council's membership of WMR Ltd and recommending the appointment by the Council of Directors to the Board of WMR Ltd.

Subject to the approval of all the WMR Partner Authorities (including the Council), WMR Ltd would be established in December 2015. The Council would be represented on WMR Ltd, which would work closely with the Department for Transport (DfT) on preparing for the next West Midlands rail franchise, which is due to commence operation in October 2017.

It is expected that public consultation will be undertaken by the DfT and WMR regarding the specification of the new rail franchise (including rail services, stations, and fares), and it is anticipated this will be the subject of a future executive report during 2016.

B1

WRITTEN QUESTION TO THE DEPUTY LEADER OF THE COUNCIL FROM COUNCILLOR GARETH MOORE

"We can hear you yelling Morning Star"

Question:

Listed by publication, what are the total costs of producing all Council publications, including production printing, staff time and distribution for 2014/2015?

Answer:

To provide the comprehensive information requested has not been possible in the short timescale allocated to respond to Council written questions. There are numerous publications produced across departments and I am advised that to collate the information requested will take considerable officer time when there are other pressing priorities for reducing resources.

I can however provide the costs for 2014/15 for four editions of the residents' newspaper, Forward. The total costs for design, print, staff time and distribution was £222,152.

WRITTEN QUESTION TO THE DEPUTY LEADER OF THE COUNCIL FROM COUNCILLOR BOB BEAUCHAMP

"Yesterday's papers are such bad news"

Question:

Listed by publication, what are the total costs of producing all Council publications, including production printing, staff time and distribution for 2015/2016?

Answer:

To provide the comprehensive information requested has not been possible in the short timescale allocated to respond to Council written questions. There are numerous publications produced across departments and I am advised that to collate the information requested will take considerable officer time when there are other pressing priorities for reducing resources.

I can however provide the costs for 2015/16 for two editions of the residents' newspaper, Forward. The total costs for design, print, staff time and distribution is £62,818.

WRITTEN QUESTION TO THE DEPUTY LEADER OF THE COUNCIL FROM COUNCILLOR GARY SAMBROOK

"Mind your Language 1"

Question:

How much has the Council spent on translating material into other languages in 2014/2015?

Answer:

The information provided is from Brasshouse Translation and Interpreting Service (BTIS) which provides the vast majority of translation services for the council. However, a small amount (estimated to be 5% to 10%) may be provided by other companies and this is not captured in this information.

The total cost for translation of materials into other languages by BTIS for the 2014/15 financial year is estimated to be £30,000.

Birmingham City Council follows the Home Office guidance that documents should not be translated automatically into community languages. Translation does take place, however, where there is a very specific and clear legal requirement to enable speakers of community languages to be fully informed and included in Birmingham City Council processes. Otherwise, leaflets usually specify that a document can be translated into community languages if required. The take up of this facility is negligible.

WRITTEN QUESTION TO THE DEPUTY LEADER OF THE COUNCIL FROM COUNCILLOR RON STORER

"Mind your Language 2"

Question:

How much has the Council spent on translating material into other languages in 2015/2016?

Answer:

The information provided is from Brasshouse Translation and Interpreting Service (BTIS) which provides the vast majority of translation services for the council. However, a small amount (estimated to be 5% to 10%) may be provided by other companies and this is not captured in this information.

The total cost for translation of materials into other languages by BTIS for the first 6 periods of the 2015/16 financial year is estimated to be £15,000.

Birmingham City Council follows the Home Office guidance that documents should not be translated automatically into community languages. Translation does take place, however, where there is a very specific and clear legal requirement to enable speakers of community languages to be fully informed and included in Birmingham City Council processes. Otherwise, leaflets usually specify that a document can be translated into community languages if required. The take up of this facility is negligible.

WRITTEN QUESTION TO THE DEPUTY LEADER OF THE COUNCIL FROM COUNCILLOR KAREN TRENCH

"Council Tax Payment Dates"

Question:

Residents have complained about the inflexibility of dates for paying council tax. What are the Council doing to accommodate people who get paid on the last working day of the month or people who have varying hours eg zero contract hours, that might need to re-arrange their payment plan.

Answer:

The Council offers four different payment dates each month, these being the 8, 15 21 & 28 for citizens who pay by direct debit. This method of payment is the most cost effective means of collecting council tax and currently more than 65% of Birmingham citizens opt to pay their council tax by this method.

If citizens are experiencing difficulty in making payments by the due date then they should contact the council and we will work with them to look at the options available.

WRITTEN QUESTION TO THE CABINET MEMBER FOR CHILDREN SERVICES COUNCILLOR ROBERT ALDEN

"Another Brick in the Wall"

Question:

Given the recent decision intent for a grammar school to open an extension on a new site, will the Cabinet Member support any of Birmingham's Grammar Schools who wish to expand in this way?

Answer:

No

WRITTEN QUESTION TO THE CABINET MEMBER FOR COMMISSIONING, CONTRACTING AND IMPROVEMENT FROM COUNCILLOR IAN CRUISE

"Wheelie Bins"

Question:

Could the Cabinet Member provide a list of businesses commissioned to deliver the wheelie bins to residents by Birmingham City Council and where the said businesses are located?

Answer:

For both the pilot period and the citywide roll-out, One51 ES Plastics (UK) Limited, trading as MGB, was contracted by the City Council to deliver wheelie bins to residents. They were the only company to submit a bid, so before awarding a contract, extensive enquiries were made to ensure that the Council was getting value for money. The address of their head office is: Barbot Hall Industrial Estate, Mangham Road, Rotherham, South Yorkshire, S61 4RJ, with a local office based at Mariner, Tamworth B79 7UL.

WRITTEN QUESTION TO THE CABINET MEMBER FOR DEVELOPMENT, TRANSPORT AND THE ECONOMY FROM COUNCILLOR JERRY EVANS

"Formal Complaints - Amey"

Question:

How many formal complaints has Amey received by Ward for the last 5 years?

Answer:

Complaints regarding the Highway Maintenance and Management Services service are captured through the City Council's 'Your Views' process.

From the start of the Highway Maintenance and Management Services contract in June 2010 to November 2010 there was no formal reporting mechanism in place.

From November 2010 to 29 October 2015 there were 2,602 stage 2 and 3 complaints referred to Amey.

Of these, the ward details cannot be obtained for 880 within the response time for this City Council question because:

- i. The information cannot be accessed through the Council's CRM system; or
- ii. It is a general complaint (i.e. not location-specific).

There are a further 499 complaints for which the service area cannot be verified within the response time for this City Council question.

For the remaining 1,223 where there are ward details, the distribution by ward is as follows:

| Ward | Complaints |
|-----------------|------------|
| Acocks Green | 17 |
| Aston | 17 |
| Bartley Green | 27 |
| Billesley | 49 |
| Bordesley Green | 42 |
| Bournville | 34 |
| Brandwood | 46 |

| Ward | Complaints |
|-----------------------------|------------|
| Edgbaston | 18 |
| Erdington | 25 |
| Hall Green | 46 |
| Handsworth Wood | 29 |
| Harborne | 21 |
| Hodge Hill | 24 |
| Kings Norton | 48 |
| Kingstanding | 27 |
| Ladywood | 23 |
| Longbridge | 34 |
| Lozells and East Handsworth | 15 |
| Moseley and Kings Heath | 31 |
| Nechells | 20 |
| Northfield | 39 |
| Oscott | 43 |
| Perry Barr | 39 |
| Quinton | 36 |
| Selly Oak | 17 |
| Shard End | 26 |
| Sheldon | 41 |
| Soho | 22 |
| South Yardley | 27 |
| Sparkbrook | 17 |
| Springfield | 25 |
| Stechford and Yardley North | 25 |
| Stockland Green | 30 |
| Sutton Four Oaks | 42 |
| Sutton New Hall | 45 |
| Sutton Trinity | 37 |
| Sutton Vesey | 45 |
| Tyburn | 18 |
| Washwood Heath | 24 |
| Weoley | 32 |
| Total | 1,223 |

In the same period, there were also 320 compliments, for which ward details are available for 57. A breakdown of this by ward can be supplied if required.

E2

WRITTEN QUESTION TO THE CABINET MEMBER FOR DEVELOPMENT, TRANSPORT AND THE ECONOMY FROM COUNCILLOR ROBERT ALDEN

"By the River So Deep"

Question:

How many incidents of flash flooding/flooding in 2014/2015 was the result of Highway drains blocked by leaves?

Answer:

The City Council's Highway Maintenance and Management Service Provider, Amey, has an obligation to ensure that water does not stand on the highway, and thereby for the functioning of highway gullies.

Since August 2014, Amey has recorded where its attendance was due to claims of leaves blocking a gully or grating. The analysis from the 2014-15 leaf fall season is as follows:

| Month | Number of attendances | Categorised as due to leaves on gullies |
|----------|-----------------------|---|
| Aug 2014 | 99 | 4 |
| Sep 2014 | 62 | 14 |
| Oct 2014 | 271 | 43 |
| Nov 2014 | 298 | 53 |
| Dec 2014 | 92 | 30 |

This information will be more reliably captured from January 2016, as attending crews will specifically record reasons for water on the highway.

WRITTEN QUESTION TO THE CABINET MEMBER FOR DEVELOPMENT, TRANSPORT AND THE ECONOMY FROM COUNCILLOR SUE ANDERSON

"Enforcement Cases"

Question:

Could the Cabinet Member set out how many planning enforcement cases are being abandoned without a positive outcome, including the number still on file without conclusion?

Answer:

No planning enforcement cases have been abandoned. All cases are investigated and if a breach is identified, a judgement whether to pursue formal enforcement action or not is considered against appropriate local and national planning reasons and legislation.

There are currently 1,097 enforcement cases, which are currently live and being investigated.

WRITTEN QUESTION TO THE CABINET MEMBER FOR DEVELOPMENT, TRANSPORT AND THE ECONOMY FROM COUNCILLOR IAN CRUISE

"Local Sustainable Transport Funding"

Question:

Will the Cabinet Member provide a breakdown of how the Local Sustainable Transport Funding has been spent, on both public transport and cycling initiatives, Ward by Ward across the City?

Answer:

The Local Sustainable Transport Fund (LSTF) programme comprises capital and revenue expenditure relating to the West Midlands Major LSTF project; Bike Birmingham North Birmingham Minor LSTF project and the LSTF 1.5 project. A breakdown of capital expenditure is shown in the below table including local Council funding contributions.

| LSTF CAPITAL EXPENDITURE TO 30 OCTOBER 2015 | | | | | | | | | | |
|---|--------------|--------------|--------------|--|--|--|--|--|--|--|
| Category | Actual Spend | Commitments | Total | | | | | | | |
| | £ | £ | £ | | | | | | | |
| LSTF Appraisal | 771.76 | 0.00 | 771.76 | | | | | | | |
| Develop LSTF Infrastructure Improvements | 1,692,064.74 | 66,112.49 | 1,758,177.23 | | | | | | | |
| Deliver LSTF South Birmingham | 0.00 | 0.00 | 0.00 | | | | | | | |
| Selly Oak Local Centre | 375,985.20 | 43,112.17 | 419,097.37 | | | | | | | |
| Northfield Local Centre | 47,712.26 | 24,402.78 | 72,115.04 | | | | | | | |
| Stirchley Local Centre | 278,002.13 | 8,542.32 | 286,544.45 | | | | | | | |
| Cotteridge Local Centre | 263,340.71 | 44,095.58 | 307,436.29 | | | | | | | |
| Acocks Green Local Centre | 1,634,161.66 | 153,687.00 | 1,787,848.66 | | | | | | | |
| Warwick Road Stockfield Road | 0.00 | 0.00 | 0.00 | | | | | | | |
| Area Cycle Network | 32,386.48 | 1,312.00 | 33,698.48 | | | | | | | |
| Bristol Road Safer Routes | 41,882.27 | 0.00 | 41,882.27 | | | | | | | |
| Pershore Road Direction Signs | 15,720.60 | 0.00 | 15,720.60 | | | | | | | |
| Pershore Road Safer Routes | 40,318.42 | 7,868.16 | 48,186.58 | | | | | | | |
| Warwick Road Direction Signs | 114,237.11 | 15,676.70 | 129,913.81 | | | | | | | |
| Warwick Road Safer Routes | 119,228.33 | 31,104.01 | 150,332.34 | | | | | | | |
| A38 Bristol Road Corridor | 447,114.03 | 263,392.62 | 710,506.65 | | | | | | | |
| A441 Pershore Road Corridor | 483,604.15 | 69,248.29 | 552,852.44 | | | | | | | |
| A41 Warwick Road Corridor | 168,389.76 | 30,202.50 | 198,592.26 | | | | | | | |
| Bristol Road Corridor Section 2 | 149,781.66 | 222,359.95 | 372,141.61 | | | | | | | |
| Bristol Road Corridor Sec 3 Phase 2 | 169,725.48 | 42,732.93 | 212,458.41 | | | | | | | |
| Griffin Brook Lane Bournville Sch | 77,427.10 | 3,314.64 | 80,741.74 | | | | | | | |
| Bike North Birmingham | 551,770.15 | 60,014.96 | 611,785.11 | | | | | | | |
| TOTAL | 6,703,624.00 | 1,087,179.10 | 7,790,803.10 | | | | | | | |

Revenue expenditure relating to behavioural change and promotional aspects of the LSTF programme is shown in the table below.

| LSTF REVENUE EXPENDITURE TO 30 OCTOBER 2015 | | | | | | | | |
|---|--------------|------------|--------------|--|--|--|--|--|
| Category Actual Spend Commitments Total | | | | | | | | |
| | £ | £ | £ | | | | | |
| Bike North Birmingham | 2,810,284.34 | 2,715.66 | 2,813,000.00 | | | | | |
| LSTF 1.5 | 159,312.27 | 325,687.73 | 485,000.00 | | | | | |
| TOTAL | 2,969,596.61 | 328,403.39 | 3,298,000.00 | | | | | |

Expenditure is recorded on a project rather than a ward-by-ward basis in the Council's finance system.

WRITTEN QUESTION TO THE CABINET MEMBER FOR DEVELOPMENT, TRANSPORT AND THE ECONOMY FROM COUNCILLOR JON HUNT

"Neighbourhood Plans"

Question:

Following the successful Balsall Heath referendum - how many neighbourhood plans are under way in Birmingham?

Answer:

There are two Neighbourhood Plans underway in Birmingham.

The second Plan is for the Jewellery Quarter, which is being progressed by the Jewellery Quarter Development Trust Neighbourhood Planning Forum.

WRITTEN QUESTION TO THE CABINET MEMBER FOR SUSTAINABILITY FROM COUNCILLOR BOB BEAUCHAMP

"How much is that Garden Waste in the Window"

Question:

What is the administration cost of the green waste collection charge per unit?

Answer:

Administration costs for the garden waste collection service in 2015 are estimated at £3.22 per unit.

WRITTEN QUESTION TO THE CABINET MEMBER FOR SUSTAINABILITY FROM COUNCILLOR JON HUNT

"Flytipping - 15% Increase"

Question:

At the last council meeting the Cabinet Member stated that flytipping had increased by 15% year on year and that this was in line with national trends. She also reported that a flytipping figure for August 2013 she gave to the Council in a written answer in July was inaccurate or incomplete.

When the Cabinet Member was asked, by Councillor Karen Trench, for two years of figures in July the Cabinet Member supplied 21 months of figures. Analysis of trends in the figures she supplied shows the following year on year trends:

A 93% increase in rates in the six months from December 2014 to May 2015 compared with the same period the previous year;

A doubling of flytipping rates (105% increase) in the period of March to May 2015 compared with the same period in 2014;

A 13% increase in the quarter from October to December 2014 compared with 2013:

A 99% increase in the quarter from January to March 2015 compared with the same period in 2014.

Could the Cabinet Member explain whether the 15% increase she quoted to the Council, and in the media at the September Council meeting, was based on out of date figures or some other source of data that had not been shared with the Council in July?

Answer:

The Council is able to produce information relating to two measures of fly-tipping and responds to requests for information accordingly.

The headline information in relation to fly-tipping is reported to and collated by DEFRA and is published annually for all Councils for comparative and information purposes. This information concerns recorded "incidents" of fly-tipping.

Incidents of fly-tipping are recorded by the Depots at the point that they undertake the clearance activity. These may include incidents that were reported by residents,

or incidents that are pro-actively identified and removed as part of the day to day street cleaning activity.

In addition, the Council also records and analyses "<u>reports</u>" of fly-tipping received from residents. Reports of fly-tipping are taken from the Councils MAPSS system which has only been available from end of August 2013 and so it is not possible to provide information on 'reports of fly-tipping' prior to that time.

Reports of fly-tipping can be channelled to Fleet and Waste Management (to <u>clear</u> fly-tipping) or to Regulatory Services (to <u>investigate</u> fly-tipping). There is an element of duplication in these figures as multiple residents may and often do report the same incident and some may report it as suitable for investigation whilst others might report for clearance only.

The information requested by and provided to Cllr Trench in July 2015 related specifically to 'reports' of fly-tipping.

The figures reported by the Council to DEFRA are considered to be the headline measure as they represent actual incidents that have been cleared.

These figures show that there was a 15% increase in fly-tipping incidents in 2013/14 as reported to and by DEFRA. The Cabinet Member is understood to have quoted these official returns, rather than the 'reports of fly-tipping' information requested by Councillor Trench.

The figures released by DEFRA last week demonstrate a reduction in the fly tipping statistics for Birmingham in 2014/15.

In 2013/14 Birmingham reported a total of 16,186 fly-tipping incidents; an increase of 15.26% on the previous year.

In 2014/15 14,203 incidents of fly-tipping were reported; a 12.25% decrease on the previous year.

WRITTEN QUESTION TO THE CABINET MEMBER FOR SUSTAINABILITY FROM COUNCILLOR CAROL JONES

"Flytipping last 2 years"

Question:

Could the Cabinet Member set out how many reports of flytipping the Council has received monthly, over the last two years?

Answer:

| Month | Number of fly- tipping reports to FWM |
|---------|---|
| 10/2013 | 975 |
| 11/2013 | 1113 |
| 12/2013 | 1085 |
| 01/2014 | 1225 |
| 02/2014 | 959 |
| 03/2014 | 1296 |
| 04/2014 | 1504 |
| 05/2014 | 1668 |
| 06/2014 | 2037 |
| 07/2014 | 2235 |
| 08/2014 | 1651 |
| 09/2014 | 1549 |
| 10/2014 | 1134 |
| 11/2014 | 1087 |
| 12/2014 | 1266 |
| 01/2015 | 1670 |
| 02/2015 | 1556 |
| 03/2015 | 3501 |
| 04/2015 | 2860 |
| 05/2015 | 2717 |
| 06/2015 | 4469 |
| 07/2015 | 5632 |
| 08/2015 | 3226 |
| 09/2015 | 3176 |

WRITTEN QUESTION TO THE CABINET MEMBER FOR SUSTAINABILITY FROM COUNCILLOR ZAKER CHOUDHRY

"Overspend Wheelie Bin Rollout"

Question:

Could the Cabinet Member set out what measures are being undertaken in the place directorate to compensate for the overspend on the wheelie bin rollout - last reported to be £3.8 million?

Answer:

There is no overspend on the wheelie bin roll out project.

WRITTEN QUESTION TO THE CABINET MEMBER FOR SUSTAINABILITY FROM COUNCILLOR KAREN TRENCH

"Recycling Collections - Overspend"

Question:

Recycling collections from the Perry Barr depot covering north Birmingham have continued to be late throughout October, often taking place over the weekend. Could the Cabinet Member state whether the project overspend on refuse collection is still at £3.8 million or whether it has changed?

Answer:

There is potential pressure on the day to day operational refuse collection service of £3.8m (mainly on employees and agency staff). This relates to all the refuse and waste collection services provided across the entire City and not specifically for the north of Birmingham.

WRITTEN QUESTION TO THE CABINET MEMBER FOR SUSTAINABILITY FROM COUNCILLOR ROGER HARMER

"Recycling Targets - Wood"

Question:

At the September Cabinet meeting, the Cabinet Member attributed the Council's failure to achieve its recycling targets, at least in part, to problems with wood recycling. Could she amplify, setting out the proportion of the City's recycling attributed to wood?

Answer:

There has been a period of uncertainty and contraction in the national wood recycling disposal / treatment market which resulted in significantly increased costs for Councils and other waste producers who wish to recycle wood products.

Consequently, and on an affordability basis, the Councils disposal path for wood products was reviewed and changed from 'recycling' to 'recovery'.

The current position is that 0% of wood products collected by the Council (predominantly through the HRC sites) are included in the Council's headline recycling figure. This position continues to be kept under review.

Should market conditions improve and wood recycling was again considered as a realistic and affordable opportunity, up to 3% could be added to the Council's headline recycling performance figure.

WRITTEN QUESTION TO THE CABINET MEMBER FOR SUSTAINABILITY FROM COUNCILLOR IAN CRUISE

"Sustrans Report"

Question:

Contained in the Sustrans report "Bike Life Birmingham 2015 is a request from Citizens of Birmingham to increase the amount spent per person for cycling provision to £34. This amount is far in excess of the £10 per person committed by the Cabinet Member as part of the Birmingham Cycle Revolution (BCR), despite claims the Executive have shown a commitment to improve cycling provision in the City

With this in mind, will Cabinet Member provide a breakdown of BCR funding committed to date City wide and a breakdown of BCR funding spent on individual wards on both cycling infrastructure & cycling initiatives?

Answer:

The current BCR programme has a total value of £62.1m including grants from the Department for Transport (DfT), the Greater Birmingham and Solihull Local Enterprise Partnership (GBSLEP) and local contributions from the Council and other local sources. A breakdown of funding and overall timescales is given in the table below.

| Birmingham Cycle Revolution (BCR) Funding Sources and Timescales | |
|--|-----------------|
| BCR Phase 1 (2014 to 2016) | |
| Cycle City Ambition Grant Tranche 1 (CCAG1) = | =£17.0m |
| Local Contribution | =£7.1m |
| BCR Phase 1 Sub-Total = | = £24.1m |
| BCR Phase 2 (2015 to 2020) | |
| Greater Birmingham and Solihull LEP Local Growth Fund (LGF) | =£6.0m |
| Local Contribution | = £2.0m |
| BCR Phase 2 Sub-Total = | = £8.0m |
| BCR Phase 3 (2015 to 2018) | |
| Cycle City Ambition Grant Tranche 2 (CCAG2) | = £22.1m |
| Local Contribution | = £7.9m |
| BCR Phase 3 Sub-Total = | = £30.0m |
| Grand Total = | <u>= £62.1m</u> |

The first two phases of BCR were focused on an area within a 20-minute cycling time of the city centre. This represents expenditure of about £32.1m, which is predominantly across fifteen of the wards closest to the city centre. The third phase of BCR comprises expenditure of a further £30m. This funding extends the BCR programme beyond the original 20-minute cycling time. The locations for schemes under BCR Phase 3 are still subject to detailed evaluation and options appraisal.

Expenditure is recorded on a project rather than a ward-by-ward basis in the Council's finance system.

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CITY COUNCIL - 3 NOVEMBER 2015

WRITTEN QUESTION TO THE CABINET MEMBER FOR HEALTH AND SOCIAL CARE FROM COUNCILLOR RANDAL BREW

"Hoarders"

Question:

When working with other community public services such as health bodies what, if any, are the procedures to ensure adequate referrals are made for the individual "hoarder(s)"?

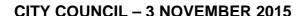
Answer:

The procedures for making referral to other community public services in 'hoarding' cases will vary depending on the nature of the individual circumstances. Each case needs to be assessed taking into account specific circumstances, background of the individual, risk factors and safeguarding concerns. Referral pathways will vary depending on the precise circumstances of each case, but may be made to mental health teams, to GPs or to voluntary and community services.

UPDATED FIGURES@15th October 2015

Birmingham Jobs Fund: Analysis of "Starts" by District and Ward

| BJF Starts by | JF Starts by District and Ward | | I Year of Ca | ampaign | Fi | inancial Ye | ar | Finan | cial Year to | o date | Finan | icial Year t | o date | 23rd Apı | il 13 - 15th | October |
|--------------------------|---|--------------------|--------------|------------------|-------------|--------------|-----------|----------|--------------|-----------|-----------|--------------|-----------|----------|--------------|------------------|
| | | _ | il 13 - 22nd | | | 2013/142 | | | 2014/153 | | | 2015/163 | | | 2015 | |
| Produced 15th (| 1 | _ | esidents sta | | _ | esidents sta | | | sidents sta | | | esidents sta | | | sidents sta | |
| DISTRICT | WARD | Jobs | A'ships | Total | Jobs | A'ships | Total | Jobs | A'ships | Total | Jobs | A'ships | Total | Jobs | A'ships | Total |
| Edgbaston | Bartley Green | 9 | 29 | 38 | 9 | - | 38 | 7 | 22 | 29 | 0 | 5 | 5 | 16 | 56 | |
| | Edgbaston | 4 | 13 | 17 | 4 | 13 | 17 | 1 | 9 | 10 | 0 | 2 | 2 | 5 | 24 | 29 |
| | Harborne | 3 | 5 | 8 | 3 | 5 | | 2 | 9 | 11 | 0 | 3 | 3 | 5 | 17 | 22 |
| Edebootes Total | Quinton | 10 | | 40 | 10 | | 40 | 4 | 19 | 23 | 0 | 3 | 3 | 14 | 52 | 66 |
| Edgbaston Total | Erdington | 26 | | 103 | 26 | | 103 | 14 | 59 | 73 | 0 | 13 | 13 | 40 | 149 | 189 |
| Erdington | Erdington | 17 | 20 | 37 | 16 | | 36 | | 21 | 29 | 2 | 14 | 16 | 26 | 55 | |
| | Kingstanding Stockland Green | 11 26 | - | 42 | 10 22 | | 41 47 | 10 | 42 | 52 25 | 2 | 17 | 19 9 | 22 33 | 90 | |
| | | 34 | | 51 60 | 32 | | | 10 | 15 | | 2 | 8 | 8 | 48 | 48 71 | |
| Erdington Total | Ty burn | 88 | | 69 | 80 | | 67 | 14 42 | 30 108 | 44 | 7 | 6 45 | | 129 | 264 | 119 |
| Hall Green | Hall Green | | | 199 | 3 | | 191 | | | 150 | / | | 52 | | | 393 |
| nali Green | | 3 | | 16 | _ | - | | 2 | 11 | 13 | 1 | 10 | 11 | 6 | 34 | 40 |
| | Moseley and Kings Heath | 7 | | 20 | 6 | | | | 9 | 12 | 0 | | 7 | 9 | 29 | |
| | Sparkbrook | 17 | | 36 | 17 | | | | | 42 | | | | 36 | 72 | |
| Hall Crase Tet-1 | Springfield | 4 | 18 | 22 | 4 | | | 4 | 23 | 27 | 5 | | 17 | 13 | 53 | |
| Hall Green Total | Pardaclay Croop | 31 | 63 | 94 | 30 | | 93 | 14 | 80 | 94 | 20 | | 65 | 64 | 188 | |
| Hodge Hill | Bordesley Green | 15 | | 32 | 15 | | 32 | | | 34 | | | 28 | 30 | 64 | 94 |
| | Hodge Hill Shard End | 10 | | 34 | 9 | | 33 | | 21 | 28 | | 12 | 13 | 17 | 57 | 74 |
| | | 13 | | 45 | 12 | | | 9 | 42 | 51 | 0 | 11 | 11 | 21 | 85 | |
| II. I IPET III | Washwood Heath | 30 | | 53 | 27 | | | | 29 | 37 | 7 | 19 | 26 | 42 | 71 | 113 |
| Hodge Hill Total | Anton | 68 | | 164 | 63 | | | | 118 | 150 | 15 | | 78 | 110 | 277 | 387 |
| Lady w ood | Aston | 15 | | 51 | 15 | | | 7 | 32 | 39 | | 8 | 12 | 26 | 76 | |
| | Lady w ood | 9 | | 27 | 9 | | | 0 | 18 | 18 | | 6 | 12 | 15 | 42 | |
| | Nechells | 20 | | 38 | 19 | | | 7 | 32 | 39 | | 15 | 22 | 33 | 65 | |
| | Soho | 16 | | 41 | 16 | | | 1 | 21 | 22 | | 12 | 13 | | 58 | |
| Lady w ood Total | Lee N | 60 | | 157 | 59 | | 156 | 15 | 103 | 118 | 18 | | 59 | 92 | 241 | 333 |
| Northfield | Kings Norton | 5 | | 30 | 5 | | 30 | 4 | 24 | 28 | 1 | 7 | 8 | 10 | 56 | |
| | Longbridge | 10 | | 33 | 10 | | | | 27 | 33 | | 3 | 3 | 16 | 53 | |
| | Northfield | 12 | | 47 | 11 | 35 | | | 30 | 32 | 0 | 8 | 8 | 13 | 73 | |
| Ni - ali C - Li T - Li I | Weoley | 13 | | 47 | 13 | | 47 | 7 | 24 | 31 | 2 | 12 | 14 | 22 | 70 | |
| Northfield Total | Llorado consthe Manad | 40 | | 157 | 39 | | 156 | 19 | 105 | 124 | 3 | | 33 | 61 | 252 | 313 51 |
| Perry Barr | Handsworth Wood | 13 | | 25 | 13 | | 25 | 7 | 12 | 19 | 0 | 7 | 7 | 20 | 31 | |
| | Lozells and East Handsworth | 28 | | 54 | 27 | | | | 18 | 29 | | | | 41 | 53 | |
| | Oscott | 4 | 25 | 29 | 2 | - | | 4 | 31 | 35 | | 10 | 10 | 6 | 66 | |
| Perry Barr Total | Perry Barr | 4 | 15 | 19 | 4 | 15 | | 6 28 | 17 78 | 23 | 3 | 4 | 4 | 10 77 | 36 | |
| Selly Oak | Dilloclov | 49 | | 127 39 | 46 | | | 1 | 26 | 106 27 | 0 | 30 13 | 33 | 7 | 186 72 | |
| Selly Oak | Billesley Bournyille | 6 | | | _ | | | | | | - | | 7 | | | |
| | | 5 | 26 22 | 31 28 | 5 | 26 22 | 31 28 | 5 | 23 38 | 28 40 | 2 | 5 | | 12 8 | 54 | |
| | Brandwood | | | | | | | 2 | - 00 | -10 | Ŭ | 8 | - | , , | 68 | - |
| Cally Oak Tatal | Selly Oak | 3 | 12 | 15 | 2 | 12 | | | 9 | | | 5 | 6 | 6 | 26 | |
| Selly Oak Total | Sutton Four Oaks | 20 | | 113 | 19 | | | | 96 | | | | 34 | 33 | | |
| Sutton Coldfield | Sutton Four Oaks Sutton New Hall | 1 | 11 | 12 | 1 1 | 11 | | | 9 | 9 | 0 | 2 | 2 | | 22 | |
| | Sutton New Hall Sutton Trinity | 4 | 15 | 19 | 4 | 15 | | | 11 | 12 | 0 | 1 | 4 | 5 | | |
| | , | 2 | 17 | 19 | 1 1 | 17 | | | 23 | | | - | | 2 | | |
| Cutton Caldfall T | Sutton Vesey | 0 | | 16 | 0 | | | | 14 | 15 | | | | 1 | 36 | |
| Sutton Coldfield T | | 7 | 59 | 66 | 6 | | | | | 60 | | | 22 | 9 | | |
| Yardley | Acocks Green Sheldon | 3 | | 29 | 3 | - | | | 24 | 28 | | | 14 | | 64 | |
| | | 2 | 21 | 23 | 2 | 21 | | | 13 | | | - | | | 44 | |
| | South Yardley Stockford and Vardley North | 7 | 26 | 33 | 6 | | | | 19 | | 0 | 7 | 7 | 10 | 52 | |
| Yardley Total | Stechford and Yardley North | 2 | 16 | 18 | 2 | 16 | | | 29 | 40 | 1 | 11 | 12 | 14 | 56 | |
| , | n, but postoodo net escuidad | 14 | | 103 | 13 | | | | 85 | | | 42 | 43 | 35 | | |
| | n, but postcode not provided | 0 | | 53 | 0 | | | | 0 | | 0 | | | 0 | | |
| BIRMINGHAM TO | | 403 | | 1336 | 381 | | | 199 | | | 70 | | | 650 | 2184 | |
| PRIORITY WARD | TUTAL | 141 | 164 | 305 | 136 | 164 | 300 | 47 | 195 | 242 | 43 | 100 | 143 | 226 | 459 | 685 |
| Notes: | | H | | | | | | | | | | | | | | |
| | led by NAS, DWP and E | L.I. B.IF Monit | oring | | | | | | | | | | | | | |
| | led by NAS, DWP and E | | | | + | | | | | | | | | | | |
| | ced from BJF Monitoring | | | como 41 | 2/1/1 atam | c that | oro not : | noludod | in the O | 112/11 - | oported 4 | faurce | | | | |
| Data produ | cea nom par mountoul | y / rigures | sinciuae | some 1 | o/ 14 Staft | s mat W | ere not i | nciuded | iii the 20 | 113/14 ľ | eportea t | igures | | | | |





WRITTEN QUESTION TO THE CABINET MEMBER FOR SKILLS, LEARNING AND CULTURE FROM COUNCILLOR IAN CRUISE

"Birmingham Jobs Fund"

Question:

Could the Cabinet Member provide a breakdown of the number of apprenticeship starts created as part of the Birmingham Jobs Fund and how many of these have led to sustained employment for the young people of Birmingham?

Answer:

Please see attached the Birmingham Jobs Fund output figures, as requested. The table is a snapshot as at 15th October 2015 and provides a breakdown of apprenticeship and non-apprenticeship starts by constituency and ward.

In summary, there have been a total of 2184 apprenticeship starts recorded for the Birmingham Jobs Fund as at the above date. A further 26 apprenticeship starts have been reported since 15th October, making a total of 2210 apprenticeships starts to date. However these additional 26 starts are not incorporated in the table attached.

In terms of sustainment, payments for all apprenticeships are made at sustainment of 26 weeks in employment and learning.

WRITTEN QUESTION TO THE CABINET MEMBER FOR NEIGHBOURHOOD MANAGEMENT AND HOMES FROM COUNCILLOR GARY SAMBROOK

"No Room at the Inn 1"

Question:

Of the 2,314 households accepted as homeless by Birmingham City Council as of 7th September 2015, how many of these to date are in the Northfield Ward?

Answer:

Of the 2,214 households accepted as homeless as of 7 September 2015, 65 households are in the Northfield Ward.

WRITTEN QUESTION TO THE CABINET MEMBER FOR NEIGHBOURHOOD MANAGEMENT AND HOMES FROM COUNCILLOR RANDAL BREW

"No Room at the Inn 2"

Question:

How many children in total are included in the Northfield homeless figure?

Answer:

Of the 65 households accepted as homeless in the Northfield Ward as at 7 September 2015, the total number of children within those households is 107.

WRITTEN QUESTION TO THE CABINET MEMBER FOR NEIGHBOURHOOD MANAGEMENT AND HOMES FROM COUNCILLOR ROBERT ALDEN

"Voids (but not in Bridge or Whist)"

Question:

Listed by each individual Ward, how many void properties either awaiting repairs or available for tenancy are in Birmingham?

Answer:

The table below contains information on the number of current void council properties across the city as at 30/10/2015. The number of current voids is listed by ward and the wards that make up the district. TMO/ EMB voids are also contained within the table as they contribute to the overall number of voids across the city.

Every empty property will have a void status which is used to identify whether the property is a relettable or non-relettable void.

Relettable voids are empty properties available for tenancy (occupation), a property that is being repaired or will be relet once the void issue is resolved (i.e. asbestos removed, issue with the gas/electric supply resolved).

Non-relettable voids are properties that are not available for reletting as the property is part of clearance, used as a decant property or the property future use is being reviewed.

| | Available for tenancy (reletting) | Major work void currently being repaired | Void currently being repaired | Property to be relet after void issue is resolved | Non-relettable void | City Total |
|-----------------|-----------------------------------|--|----------------------------------|---|---------------------|------------|
| EDGBASTON | | | | | | |
| BARTLEY | 15 | 3 | 10 | 1 | 6 | 35 |
| EDGBASTON | 3 | | 4 | | | 7 |
| HARBORNE | 1 | 2 | | | | 3 |
| QUINTON | 3 | 4 | 5 | 3 | 9 | 24 |
| ERDINGTON | | | | | | |
| ERDINGTON | 5 | 1 | 12 | | 3 | 21 |
| KINGSTAND | 4 | 2 | 7 | 2 | | 15 |
| STOCKLAND | 1 | 1 | | | 1 | 3 |
| TYBURN | 3 | 1 | 9 | | 1 | 14 |
| HALL GREEN | | | | | | |
| HALLGREEN | | 2 | | | | 2 |
| MOSELEY | | 1 | 1 | 2 | | 4 |
| SPARKBROOK | | 6 | 3 | | 3 | 12 |
| SPRINGFLD | | 3 | | | 6 | 9 |
| HODGE HILL CBHO | | | | | | |
| BORDESLEY | | | 3 | 1 | | 4 |
| HODGEHILL | 6 | 1 | 7 | 2 | 2 | 18 |
| SHARDEND | 7 | 3 | 16 | 3 | 6 | 35 |
| WASHWOOD | 1 | 3 | 1 | | 2 | 7 |
| LADYWOOD | | | | | | |
| ASTON | 5 | 2 | 18 | 6 | 3 | 34 |
| LADYWOOD | 1 | | 8 | 3 | 3 | 15 |
| NECHELLS | 11 | 1 | 15 | 1 | 4 | 32 |
| SOHO | 2 | 1 | | 1 | | 4 |
| NORTHFIELD CBHO | | | | | | |
| KINGSNRTN | 6 | 4 | 4 | 3 | 9 | 26 |
| LONGBRIDGE | 2 | 4 | 7 | 2 | 3 | 18 |
| NORTHFIELD | 2 | 5 | 10 | 3 | 3 | 23 |
| WEOLEY | 3 | 11 | 8 | 1 | 3 | 26 |
| PERRY BARR | | | | | | |
| HANDSWORTH | 1 | | 2 | | | 3 |
| LOZELLS | | 1 | 1 | | | 2 |
| OSCOTT | 1 | 1 | 2 | | | 4 |
| PERRYBARR | 7 | | 1 | | 9 | 17 |

| | Relettable voids | | | | | |
|--------------------|-----------------------------------|--|-------------------------------|---|---------------------|------------|
| | Available for tenancy (reletting) | Major work void currently being repaired | Void currently being repaired | Property to be relet after void issue is resolved | Non-relettable void | City Total |
| SELLY OAK | | | | | | |
| BILLESLEY | | 8 | 3 | | 2 | 13 |
| BOURNVILLE | 4 | 3 | 4 | 1 | 2 | 14 |
| BRANDWOOD | 13 | 8 | 8 | 2 | | 31 |
| SELLYOAK | | 1 | 2 | | | 3 |
| SUTTON | | | | | | |
| FOUROAKS | 4 | | 5 | | | 9 |
| NEWHALL | | | 1 | | | 1 |
| TRINITY | 1 | 1 | 6 | 1 | 17 | 26 |
| VESEY | | | 2 | | | 2 |
| YARDLEY | | | | | | |
| ACOCKSGRN | 4 | 2 | 1 | 2 | 1 | 10 |
| OUTOFCITY | | | 2 | | | 2 |
| SHELDON | 3 | 1 | 3 | 1 | 1 | 9 |
| STECHFORD | 2 | 3 | 5 | 1 | 1 | 12 |
| STHYARDLEY | 1 | 3 | 1 | 1 | 2 | 8 |
| BLOOMSBURY EMB | | | | | | |
| NECHELLS | 1 | | 4 | | | 5 |
| FOUR TOWERS | | | | | | |
| TMO | | | | | | |
| HARBORNE | 1 | | 2 | | | 3 |
| MANOR CLOSE TMO | | | | | | |
| EDGBASTON | | 2 | | | | 2 |
| City Total | 124 | 95 | 203 | 43 | 102 | 567 |

WRITTEN QUESTION TO THE CABINET MEMBER FOR NEIGHBOURHOOD MANAGEMENT AND HOMES FROM COUNCILLOR IAN CRUISE

"Council Tenants"

Question:

Over the past 5 years as a Councillor, I have dealt with many cases where housing officers have recommended council tenants who reside in overcrowded properties look to the private rented sector to address their housing needs.

With this in mind, will the cabinet member provide detailed figures of the number of council tenants who have been 'forced' to move into the private rented sector from overcrowded properties, thus putting extra pressure on their already strained personal budgets?

Answer:

Council tenants who approach the City are given housing advice and are informed of all of the options available to them. This includes requesting a transfer to alternative council stock, PRS (Private Rented Sector) or Housing Associations. They are also informed of the limited availability of council housing particularly larger properties. Data found on the website www.birminghamhousingoptions.org.uk is used to show supply and demand for different property types and sizes in different parts of the city. The City has a contract with a social lettings agency "Let to Birmingham" who have let 200 properties so far this year.

Council tenants may, of course, access the private rented sector without assistance from BCC. Many council tenants leave their accommodation without informing us where they are moving to. It is, therefore, not possible to provide detailed figures on either the number of overcrowded council tenants who have chosen to move to private rented accommodation or their <u>reasons</u> for moving. No-one is forced to move into Private Rented Sector Accommodation.

WRITTEN QUESTION TO THE CABINET MEMBER FOR NEIGHBOURHOOD MANAGEMENT AND HOMES FROM COUNCILLOR DEBBIE CLANCY

"Hoarders"

Question:

What policy and procedures are in place to ensure the safety of all tenants in Tower Blocks as part of a risk assessment analysis and duty of care to all tenants when specific tenant(s) are known to the Place Directorate to be "hoarder(s)" and breach environmental health within the Northfield Ward?

Answer:

Each case is risk assessed depending on individual circumstances. Housing Officers will refer hoarding cases to West Midlands Fire Service for home fire safety checks and work closely with Fire Service Vulnerable Persons Officer. This is often particularly prominent in the management of cases located within high-rise blocks. Our caretaking staff will alert their housing officer to issues and cases are often identified through our visiting programme. Adult and Child Safeguarding assessments are undertaken and referrals made as appropriate. Other agencies are involved in the management of cases as appropriate, including health services and voluntary agencies. Support approaches are adopted alongside enforcement of Tenancy Conditions to ensure the safety of individuals and to minimise the risk to other properties and the environment.