

## **BIRMINGHAM CITY COUNCIL**

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

**THURSDAY, 14 JULY 2022 AT 14:00 HOURS**  
**IN COMMITTEE ROOM C, COUNCIL HOUSE EXTENSION, 6**  
**MARGARET ST, BIRMINGHAM, B3 3BG**

## **A G E N D A**

### **1 NOTICE OF RECORDING/WEBCAST**

The Chair to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's meeting You Tube site ([www.youtube.com/channel/UCT2kT7ZRPFCXq6\\_5dnVnYlw](http://www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

### **2 APOLOGIES**

To receive any apologies.

### **3 APPOINTMENT OF COMMITTEE, CHAIR AND DEPUTY CHAIR**

(i) To note the resolution of the City Council appointing the Committee, Chair, Deputy Chair and Members to serve on the Committee for the period ending with the Annual Meeting of the City Council 2023 as follows;

**Labour Group (5):-** Councillors Mohammed Idrees (Chair), Marje Bridle, Ray Goodwin, Saqib Khan and Lauren Rainbow.

**Conservative Group (2):-**Councillors Kerry Brewer and Ken Wood.

**Liberal Democrat Group (1):-**Councillor Roger Harmer.

ii) To elect a Deputy Chair, for the purposes of substitution for the Chair, if absent, for the period ending with the Annual Meeting of the City Council in 2023.

4 **DECLARATIONS OF INTERESTS**

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

5 **HOUSING AND NEIGHBOURHOODS OVERVIEW & SCRUTINY COMMITTEE – TERMS OF REFERENCE**

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

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

**5 - 18**

6 **ACTION NOTES**

To agree the action notes of the meetings held on 17 February 2022 and 10 March 2022.

**19 - 20**

7 **CABINET MEMBER FOR ENVIRONMENT**

Councillor Majid Mahmood, Cabinet Member for Environment, attending to discuss his portfolio priorities and challenges for the forthcoming year.

**21 - 34**

8 **PERFORMANCE MONITORING**

(A) City Operations – Jonathan Antill, Head of Business Improvement and Support

(B) City Housing – Mira Gola, Head of Business Improvement and Support

Officers from the relevant service areas have also been invited to attend.

**35 - 54**

9 **WORK PROGRAMME**

To consider the draft work programme for the Housing and Neighbourhoods Overview and Scrutiny Committee

10 **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).

11 **DATES OF MEETINGS 2022-23**

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(i) The Chair proposes that meetings be held at 1400 hours on the following Thursday's.

2022	2023
16 June	12 January
14 July	16 February
15 September	16 March
13 October	13 April
10 November	
15 December	

(ii) The Committee is also requested to approve Thursdays at 1400 hours as 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.

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12 **OTHER URGENT BUSINESS**

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

13 **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

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



**BIRMINGHAM CITY COUNCIL**

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

**1400 hours on Thursday 10<sup>th</sup> March 2022**

**Committee Room C, Council House Extension, Margaret Street**

**Action Notes**

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**Present:**

Councillor Kate Booth (Chair)

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

**Also Present:**

Councillor John Cotton, Cabinet Member for Social Inclusion, Community Safety & Equalities

Julie Griffin, Managing Director, City Housing (Online)

Paul Lankester, Interim Assistant Director, Regulation and Enforcement

Hayley Prime, Service Manager, Neighbourhoods (Online)

Martyn Smith, Operational Manager (ECU Lead), Neighbourhoods (Online)

Christian Scade, Interim Head of Scrutiny and Committee Services

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**1. NOTICE OF RECORDING/WEBCAST**

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**2. APOLOGIES**

An apology was received on behalf of Councillor John O'Shea, Cabinet Member for Street Scene and Parks.

### **3. DECLARATIONS OF INTERESTS**

None.

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

The action notes and action tracker from the 17 February 2022 will be reported to the next meeting.

A letter approved by the committee at last month's meeting on the lack of progress made in relation to the implementation of the 'Working Together in Birmingham's Neighbourhoods' policy to be sent to the Cabinet Member for Homes & Neighbourhoods by Christian Scade on behalf of the Chair.

### **5. UPDATE ON BEREAVEMENT SERVICES**

(See document 1)

Cllr John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities, and Paul Lankester, Interim Assistant Director of Regulation and Enforcement, were in attendance for this item.

Cllr Cotton introduced the report and made the following points: -

- Since taking over responsibility for the Bereavement Service last year the service has continued to work with faith, voluntary and community groups. Funeral directors have also been involved in round table discussions on a bereavement services charter (which has been circulated to the committee).
- Work is also ongoing with charities and there are ongoing works in crematoria and cemeteries.
- Would like to place on record the gratitude to hard working officers during a challenging time.

Paul Lankester then highlighted some of the key points from the report and made the following comments: -

- There has been difficulty in recruiting staff both internally and through an agency.
- The number of deaths has slowed down over the last month but still remain high.
- There is a long-term aim to build a new mortuary. The current mortuary capacity has improved, and lessons have been learnt during the pandemic.
- Bereavement Service – Sutton New Hall has been immense over the last year. Expansion to Kings Norton cemetery. Cllr Cotton and Paul Lankester have visited sites and talked to staff who kept standards high including during the poor weather.
- There was some confusion with the public understanding that they couldn't get bookings where the problem wasn't with the service but with funeral directors having the capacity. Work is being done with funeral directors and we are getting back to normal post pandemic. Cremations are maintaining closure of curtains as they are remaining cautious to avoid Covid.

- For a period of time will have to do face to face death registrations as the Coronavirus Act runs out (as pandemic was online).

Thanks were given to all Members who have visited and given support – this has been welcomed and appreciated by staff.

During discussion with Members the following were among the points made and responded to: -

- Thanks were given to all staff in the service on behalf of the committee, recognising in particular the challenge presented by the pandemic and how dignity was maintained for service users.
- Questions were raised about the provision of plots at the main cemeteries in the city and Members were reassured there was 30-40 years' provision available at present.
- The report highlights that the birth rate is growing and there was a concern raised at the backlog for registering births and the potential impact this could have on associated benefit payments with the increase in the cost of living issues. Concern was raised that some children will slip through the net with the backlog of registering births.
- Staffing issues around absence and moving priority to other areas of the service have impacted on registering births and it is difficult to say when the backlog will be cleared as new staff require training. Members were reassured that we are working with other local authorities too and in a mutual aid arrangement to try and reduce the backlog. Every time there is a wave staff are deployed from working on births to deaths. An investment in our own staff is also needed and we are looking at apprenticeships and people from within the local community to represent the local area.
- Members were informed that the new coroners court opened on 9<sup>th</sup> March.

**RESOLVED: -**

- The report was noted.

## **6. REVIEW OF HOUSING ALLOCATIONS**

(See document 2)

Julie Griffin, Managing Director, City Housing and Hayley Prime, Service Manager, Neighbourhoods presented this item virtually.

The review of the Housing Allocations Policy is going to Cabinet in March and looks at vulnerable people and housing needs and a new housing model. It has been out to consultation. We are currently receiving unprecedented demand with 21,000 applications on the list, averaging around 500 per week. Only 3,500 people are housed in council housing per year.

During discussion with Members the following comments and responses were made:

- Members wanted to know more about the consultation, including how many people we spoke to by category. Officers confirmed we had received 178 public responses and that all registered providers gave feedback too.

- Questions were raised about larger families being restricted on the size of property they could bid on and officers confirmed this was reviewed, and they can now bid on a smaller property as long as it does not become statutory overcrowded. Also included in the policy is that larger families that need 6/7 bedrooms (of which there are only a very small number available) can be allocated two properties together and if the family has adult children they can be split.
- On the flip side, Members were also keen to see an improvement to the waiting time for families seeking to downsize and needing support to do it with a wait of 8 weeks.
- Officers agreed there was a need to make this process as swift as possible which also prioritises and frees up bigger properties by those under-occupying and incentivising this. The goal is to process applications in under 6 weeks.
- Another issue raised was about accessing housing advice. Members heard that the council is doing a complete review of its services and work with partners, and for now advice would be available from the Housing Options Centre (HOC) and signposting to housing options. Appointments are available for face to face meetings in Newtown at the HOC or via telephone call, telephone interview or virtual interview.
- On hotel type accommodation and banding, officers told committee that for families in bed and breakfast we have increased the banding award for families in temporary accommodation. The programme is focused on the ongoing B&B reduction plan and families in temporary accommodation as a whole.
- Currently on average families are in B&B for 11 weeks. Since Christmas there has been unprecedented demand with the council receiving over 400 applications per week for those presenting as homeless and work is being done to reduce this number.
- Cllr Sharpe requested a contact to deal with help for the armed forces and specifically veterans. He was informed armed forces are priority 1 highest and excluded from local connection as they might not have this so exempt from these criteria and exclude any capital they might have. This included bereaved spouses and partners of armed forces personnel. However, there is not a specific officer contact for veterans. All staff that deal with military personnel have been trained to deal with those leaving the armed forces.

**RESOLVED: -**

- Information to be provided on the allocation of available housing – the local connection criteria waiting times across neighbouring authorities (requested by Cllr Wood), comparison data from registered providers and a breakdown of actual numbers showing those consulted with and number of responses received.
- A copy of the Bed & Breakfast reduction plan to be shared with committee.
- A written response on the help and information provided to Armed Forces be shared with committee (requested by Cllr Sharpe).
- The report was noted.

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

(See document 3)

The Chair outlined that further information was requested on this report at the last meeting with respect to recommendations 1 & 3 and welcomed Martyn Smith, Operational Manager, who joined the meeting virtually and talked members through the additional information provided.

During discussion with Members the following comments and responses were made: -

- Information had been requested in advance on camera locations.
- Request from Cllr Davis, Chair of Licensing committee who wanted guidance on how fixed penalty notices are issued.
- A template letter that was shared with the papers is not always the style that might be used. The content is dependent on the type of referral – where there is no further information via an anonymous report we must be guarded about what we say to alleged offenders. Also, there might be reports where someone coming forward is not willing to give a witness statement.
- Members were concerned that R03 was assessed at level 1 as a progress marker which was not right as the review on prosecution strategies against Barking & Dagenham had not been done. They queried which Cabinet Member has the authority to agree policy change to our enforcement policy and whether they had been party to this assessment of the recommendation.
- It was clarified that regulation and enforcement activities are party to a scheme of delegation through the constitution and has to be covered by statutory enforcement policy and key regulatory committee administered through Licensing & Public Protection Committee, and that the Cabinet Member for Street Scene and Parks is the responsible Cabinet Member.
- Another concern was the 33% increase in Fixed Penalty Notices (FPNs) issued last year. Members were keen to understand how the comparison of 2020/21 with previous years worked as the year was far from normal; how these figures relate to Covid levels and how these compare to Barking and Dagenham.
- The committee was told that at the beginning of lockdown and Covid there was a surge in reporting of fly tipping. Reports were high and lots of people were happy to make statements and be eye witnesses but this has now gone back to pre-Covid levels.
- The final main issue was around the location of cameras. The first five locations of cameras in the city allocated two cameras in one ward and members wanted to understand the rationale for this decision, and whether cameras were intended to be covert or overt and promoted as a deterrent.
- It was explained that the use of cameras can be split into two different categories – targeted operations (used as a tool within a wider investigation) and determination of where to put the camera might be part of this. The second is to identify locations where fly tipping is heavy. Areas with the highest incidences of fly tipping are a priority then roll out wider according to level of high prevalence and frequency.
- Cameras are covert if they have been authorised by the court and the equipment varies in size and where placed. Cameras may provide evidence and you may not know what they are there for and it depends on evidence.

- Members had understood that the cameras would be moving across various spots across the city and concern was raised at the failure to hit the timeline agreed in the original report of March 2021 and it is still not discharged.

**RESOLVED: -**

- The report was noted.
- Number of Fixed Penalty Notices (FPNs) issued over the last 2 years (and the reasons why these have changed, i.e. council policy) and in comparison, with data to be obtained for Barking and Dagenham over the same period.
- Request for the Tracking Report to come back to the first meeting of the new municipal year as Members requested clarity on:
  - R01 - Members were not clear that the information provided met the recommendation outlined in terms of camera locations in new areas (not what was already there). Committee understood it to be new cameras that could be moved in and around the city and in new places to apprehend offenders. Therefore, further clarity is requested.
  - R03 – Cannot be classed as ‘1’ i.e. completed as review of prosecution strategies not done so further information needed. Clarity needed on who the Cabinet Member is who has the authority to agree a change to the council’s policy and oversees the enforcement policy and who can decide if the review has been completed or not.
  - The briefing note produced for Cllr Davis by Martyn Smith should be shared with Committee.

## **8. WORK PROGRAMME**

(See document 8)

The Chair highlighted Void properties as a key item of work that the committee is keen to carry forward and start more in-depth work on in the new municipal year.

Members have also shown an interest in looking at a wider strategy around a litter policy and it was noted that priority areas of work will be determined by the new committee.

**RESOLVED:**

- The work programme was noted.
- Void Properties and a Litter Strategy to be added to the future work programme so the new committee members can determine priorities against resource available to the committee.

## **9. DATE AND TIME OF NEXT MEETING**

The Chair noted that this was the last meeting of municipal year due to the April meeting having been cancelled.

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

None.

**11. OTHER URGENT BUSINESS**

None.

**12. AUTHORITY TO CHAIRMAN AND OFFICERS**

**RESOLVED:**

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

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The meeting ended at 16:12 hours.



**BIRMINGHAM CITY COUNCIL****HOUSING AND NEIGHBOURHOODS O&S COMMITTEE –  
PUBLIC MEETING****1400 hours on Thursday 17 February 2022****Committee Room C, Council House Extension, Margaret Street****Action Notes**

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**Present:**

Councillor Kate Booth (Chair)

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

**Also Present:**

Councillor Shabrana Hussain, Cabinet Member for Homes and Neighbourhoods (Online)

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

Councillor Phil Davis, Chair of Licensing & Public Protection (Online)

Julie Griffin, Managing Director of City Housing (Online)

John Jamieson, Assistant Director of City Housing (Online)

Martyn Smith, Operational Manager (ECU Lead) (Online)

Jayne Bowles, Scrutiny Officer

Christian Scade, Interim Head of Scrutiny & Committee Services

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**2. APOLOGIES**

None.

### 3. DECLARATIONS OF INTERESTS

None.

### 4. ACTION NOTES AND ACTION TRACKER

(See document Nos 1, 2 and 3)

#### **RESOLVED:**

The action notes of the meeting held on 11 November 2021 were agreed, the action notes of the informal meeting held on 27 January 2022 were noted and the action tracker was noted.

### 5. PROGRESS REPORT ON IMPLEMENTATION: REDUCING FLY-TIPPING

(See document No 4)

Councillor John O'Shea, Cabinet Member for Street Scene and Parks, Martyn Smith, Operational Manager (ECU Lead), and Councillor Phil Davis, Chair of Licensing & Public Protection were in attendance for this item.

The following point was highlighted:

- Progress had been made on CCTV and on approving additional sites and installing cameras. Approval for some sites had to be obtained in court as they were for sensitive locations.

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

- Members requested details of the six sites and whether they were geographically spread out. The Cabinet Member and officer explained that they are under court authorisation for covert surveillance and as such are not able to identify them. The next six sites to be installed are based on intelligence they have received about hot spots and there will not be covert surveillance going forward. The officer agreed to circulate ward locations to committee.
- The Grimewatch website is in process but Members requested instructions about what residents need to do to catch fly tippers and ensure they can be dealt with effectively.
- Other issues raised included how they are measuring the impact of community protection officers/neighbourhood enforcement officers and whether they are meeting with local councillors regularly to make best use of resources.
- Members were assured that they will be involved when production of the video gets underway and that officers have been taken off duties for a few weeks to do Covid marshall work but should be returning and have been requested to engage with local Members.
- The issue of covert surveillance was explained and clarified that most of our CCTV sites will be overt to deter people and going forward will mainly be

that. There are some circumstances where they are not legally able to do that and have to apply to court. Birmingham is different to Barking & Dagenham because of new legislation coming in since they started their operation.

- Members felt that the burden of proof puts people off reporting fly tipping. An example was stated of a photo taken of car fly tipping but the reporter was told they would have to be a witness in court. A second example was when personal information including an address was found in fly tipping. It was questioned whether the Council could consider writing to people as a shot across the bows if not enough evidence was available to take them to court.
- Officers confirmed that writing to alleged offenders is part of what they do when they discover that proof. If it is a vehicle then they assess on a case by case basis to see if it is an isolated incident. Sometimes they contact the owner to ask who was driving at a point in time or to request an explanation of what they were doing even if there is no witness.
- It was agreed that officers would share the standard template letter sent to offenders and that a system be set up to log incidents.
- With reference to waste carriers, the Environment Agency issues them with licenses and work needs to be done to reinforce and regulate waste carriers once they have a licence.
- A debate took place on the use of Fixed Penalty Notices (FPNs) and the council's enforcement policy. The Chair of Licensing and Public Protection undertook to discuss this with his Committee.
- In consideration of discharging the recommendations outstanding in the report, Members requested the location of cameras under R01 to be confident they are spread across the city and for R03 the Chair of Licensing and Public Protection stated that the mechanism is in place and Members want to see it in use. It was resolved to bring these two recommendations to the next meeting as a short agenda item to clarify those two points as Members will not accept both are rated as 2 – achieved (late) until they have received those reassurances.

**RESOLVED:-**

- Ward locations for the CCTV cameras to be circulated to committee Members.
- Officers to share the standard template letter sent to offenders and Members requested that a system be set up to log incidents.
- The Chair of Licensing and Public Protection undertook to discuss FPNs for fly tipping with his Committee.
- R01 and R03 is to be brought back to the next committee meeting as a short agenda item.

## 6. TENANT ENGAGEMENT REVIEW

(See document No 5)

Councillor Shabrana Hussain, Cabinet Member for Homes and Neighbourhoods, Julie Griffin, Managing Director of City Housing and John Jamieson, Head of Housing Management were in attendance for this item.

The following points were highlighted:

- In August 2021 the Council commissioned external national tenant engagement experts 'TPAS' to review current tenant engagement. The review was completed in November 2021 and recommendations were made to ensure tenants have a very strong voice in all decisions made.
- It cross references with wider ongoing housing work. TPAS acknowledges that formal resident involvement is well in place in the city and locally-driven - Housing Liaison Boards (HLBs) with mixed tenure and overarching City HLB with scrutiny from the council. There are numerous approaches to formal and informal resident engagement and involvement.
- There are seven key areas:
  - Governance and transparency to continue promoting engagement and framework to clarify role for residents.
  - Scrutiny and improving links tenants have with service and delivery.
  - Business and strategy is about the ability of residents to monitor and review the engagement strategy.
  - Complaints and having a robust approach to complaints and monitoring, learning from complaints to improve the service.
  - Information and communication to ensure timely information and they will review the website so it is more relevant and helpful for all tenants and residents.
  - Resources for engagement and they will be developing further recognition and reward for tenants and volunteers and their training needs.
  - Community and wider engagement – they already acknowledged it's locally-driven but are exploring how they can improve policy and investment opportunities.
- Key findings from the review indicate the building blocks are there in terms of engagement but identifies opportunities to do more on tenant engagement and build on trust already in place.
- The aim is to ensure there is wide diversity in the overarching tenants' voice. This leads to increased levels of satisfaction and reduction of complaints.
- The Social Housing Regulator – there is the tenant involvement and empowerment standard the Council will need to meet. Ensuring that customer service choices and complaints are appropriate to the diverse needs of tenants. Scrutinise performance and make recommendations for improvements. Understanding and responding to diverse needs of tenants in terms of equality and support needs. Much is already in place.
- Next steps are to ensure they are dealing with compliance issues with an action plan. Wider tenant engagement will produce a draft strategy to engage with tenants to ensure tenant involvement actually improves services

and they can influence decision-making and ensure involvement will contribute to and help increase value for money.

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

- Members' local experiences led to concerns that shortcomings in tenant engagement might be due to timing of HLB meetings and invitation to engagement. Officers gave assurance that they are giving guidance on good practice to local boards to address this and allow people to participate more fully.
- A local example was given of a HLB meeting in the evening and yet they still experienced the same issues so perhaps timing isn't the issue. A Member raised an issue about an HLB in their ward where the representation illustrated a total lack of diversity with no one representing a local estate which makes up almost half of the ward. Additionally, Members flagged concerns that there are no numbers attached to this consultation and would like some measures to assess against.
- Officers highlighted that they also recognise many tenants out there who want to have a voice but not be part of a formal HLB. They are currently working through statistics and part of the recommendations is that they undertake this work so they can understand their tenants.
- It was felt there is nothing new and not already known in this report which is disappointing and the majority of tenants are not represented. Some Members felt that if we make our tenants feel welcome then they will start to engage.
- Officers reassured Members that tenants own the service and by baselining different services and discussing with CHLB how tenants can help with the root and branch review, it will provide significant scrutiny of us as a landlord.
- However, Members still felt there was no indication of how we are intending to improve tenant engagement in the report. While it is understood a new action plan is needed, it would be useful to have a timescale of what might happen and when. It is a question around the purpose of HLBs. People are not given information to enable them to act as scrutineers of the housing service they are paying for. Committee would like to see major change to get our tenants involved and see something radical come out of this. We should be continually striving to do better.
- Members asked which other local authorities have been looked at for good practice. Also, the Council does not currently have that level of engagement at HLBs and needs something strong so tenants can hold us to account on delivery and investment.

**RESOLVED:-**

- Information on good practice elsewhere in the UK to be shared with the committee.
- The action plan and RAG rating to come back to Committee early in the new municipal year.
- The report was noted.

## **7. WORK PROGRAMME**

(See document No 6)

- As the April meeting has been cancelled, the last meeting of this municipal year will be on 10<sup>th</sup> March 2022.
- On the Fly tipping report, the points raised in this meeting on discharging recommendations 01 and 03 are to come back to the next meeting.
- There is an outstanding action on a briefing on the review of the housing allocation report.
- The 10th March 2022 committee meeting will be chaired by Cllr Marje Bridle due to the unavailability of Cllr Kate Booth.
- The Committee will scope out an inquiry on Voids in early April 2022.

### **RESOLVED:**

- The work programme was noted.

## **8. DATE AND TIME OF NEXT MEETING**

Noted.

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

None.

## **10. OTHER URGENT BUSINESS**

None.

## **11. AUTHORITY TO CHAIRMAN AND OFFICERS**

### **RESOLVED:**

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

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The meeting ended at 15:45 hours.

## Housing and Neighbourhoods Overview and Scrutiny Committee

14 July 2022

### Cabinet Member for Environment - Priorities 2022

#### Waste Services and Parks & Allotments

- **Deliver the Waste service improvement programme and improve current performance**
  - The current performance of the service needs to improve to fulfil the Service's ambition to become best in class.
- **Tackling environmental crime such as fly-tipping and graffiti**
  - To increase enforcement across the City, install more cameras, enhance our waste prevention plan and tackle recycling and publish grime watch updates to highlight the illegal activity.
- **Within existing resources ensure that work programmes meet local need**
  - Review current cleaning regimes to ensure Ward Plans have been incorporated,
  - Work in conjunction with elected members in seeking to assist in their local priorities around cleanliness
  - To tackle alley way clearance and work with communities and volunteers and groups such as KBT, Friends groups and BOSF to maximise outputs and change culture.
  - Within grounds maintenance ensure our current practices are flexible and responsive
    - Improving biodiversity within our parks and green spaces by phasing out pesticides and reviewing and reducing peat products,
  - Love Your Streets
    - Develop the LoveYourStreets teams into an agile service meeting demand in accordance with data available
    - Encourage volunteers to actively get involved in environmental projects and connect programmes to areas of need
  - MHRC
    - Develop the MHRC into a more agile service working with elected members
  - City of Nature
    - Enhance capacity of green open space to tackle inequality of provision
    - Maintain, renew and seek opportunities to invest in new infrastructure in our local parks
    - Ensure development opportunities are realised in our existing Parks enhancing current provision
    - Seek opportunities to increase income in our local parks

- Work in collaboration with Public Health to utilise our parks to reduce health inequalities
  - To increase the tree canopy cover across the City
- **Deliver the waste disposal procurement programme on time**
  - In line with previous O&S work and direction from Cabinet ensure all 7 packages will be in place by 2024
- **Deliver services against work programme including time served initiatives and Commonwealth Games**, this includes:
  - Help manage and maintain Live Sites and deliver the additional floral enhancement programme
  - Provide the additional clear up crews tackling known problem areas across the City.
  - Deliver local enhancements at Sutton Park and Perry Park as a legacy of the CWG
  - Develop an Arboretum at Perry Park as a legacy of the CWG
  - Secure a sustainable vehicle replacement programme
- **Evaluate and respond to the Environment Bill**
  - To increase biodiversity following development
  - To increase recycling opportunities and rates across the city working with stakeholders such as the Re-Users Centres



# City Operations Directorate

## Overview and Scrutiny Performance Monitoring Report 2022/23

Month 2 - May

# Performance Monitoring Process

This report monitors City Operations Vital Signs and Corporate Plan Key Performance Indicators.

## Key

### Preferred Direction of Travel

'Bigger is better' - Performance improves if the result figure is higher

'Smaller is better' - Performance improves if the result figure is lower

### Direction Of Travel (DOT)

- ▲ - Performance improves from previous reporting period (bigger is better)
- ▼ - Performance improves from previous reporting period (smaller is better)
- - No change in performance
- ▲ - Performance deteriorates from previous reporting period (smaller is better)
- ▼ - Performance deteriorates from previous reporting period (bigger is better)

### BRAG (Blue Red Amber Green) Rating

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

### Reporting period

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

# Contents Page

## Vital Signs

Ref: SSP06	Percentage of reported trees considered dangerous that are responded to and made safe within 2 hours	4
Ref: TBC	Number of Houses in Multiple Occupation licence applications within adopted standard (time taken)	4
Ref: TBC	Number of completed inspections for licensed Houses in Multiple Occupation	5
Ref: SSP03	Reported missed collections per 100k collections scheduled (SSP03)	5

## Corporate Plan KPIs

Ref: HN11	Number of properties improved in the Private Rented Sector as a result of Local Authority intervention	6
Ref: SSP02	Recycling, Reuse, and Green Waste (both with and without bottom ash)	6
Ref: SSP04	Percentage of waste presented to landfill	7

## Vital Signs

## Environment

Ref: SSP06

## Key Elements

Preferred Direction of Travel:



Bigger is better

Frequency:

Monthly

Reporting:

In-month

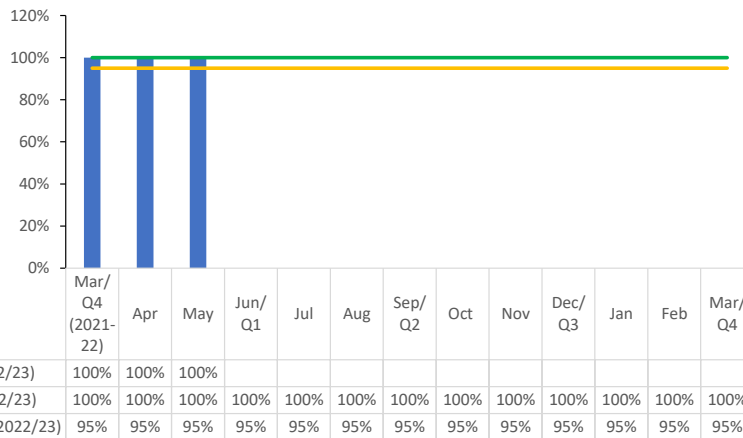
Baseline:

100%

Benchmarking:

No benchmarking available for this KPI.

Percentage of reported trees considered dangerous that are responded to and made safe within 2 hours



## Trend Analysis

	BRAG	DOT
Mar (21/22)	Green	▶
Apr	Green	▶
May	Green	▶
Jun (Q1)		
Jul		
Aug		
Sep (Q2)		
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



## Commentary:

All emergency call outs were attended to within 2 hours - there were 20 this month.

## Housing and Homelessness

Ref: TBC

## Key Elements

Preferred Direction of Travel:



Bigger is better

Frequency:

Monthly

Reporting:

Cumulative

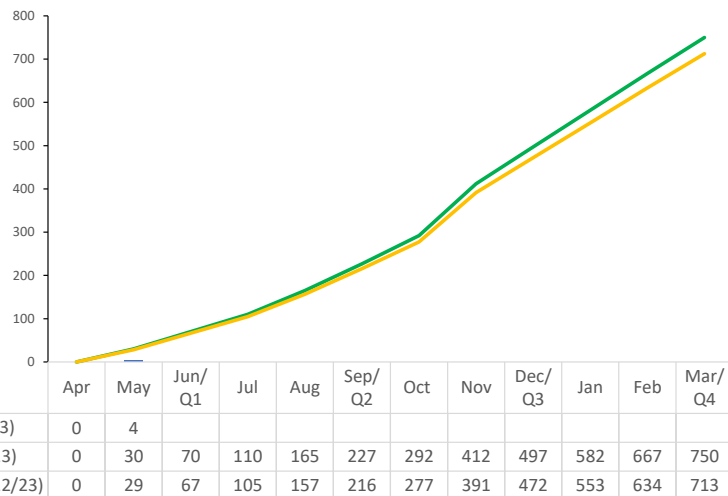
Baseline:

750

Benchmarking:

No benchmarking available for this KPI.

Number of Houses in Multiple Occupation licence applications within adopted standard (time taken)



## Trend Analysis

	BRAG	DOT
Mar (21/22)		
Apr		
May	Red	
Jun (Q1)		
Jul		
Aug		
Sep (Q2)		
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards year-end target



## Commentary:

The year-to-date (April 2022 - May 2022) result is 4 which has not achieved the target of 30.

The service is transitioning from the former process for deciding HMO applications to the new procedure. Under the new procedure, several of the appointments had to be rescheduled at the licence holder/landlord's request. In addition, there has been IT difficulties.

Four HMO applications under the new process have been completed within the adopted standard and 53 under the former process.

## Performance Monitoring Report

### Housing and Homelessness

Ref: TBC

#### Key Elements

Preferred Direction of Travel:

▲  
Bigger is better

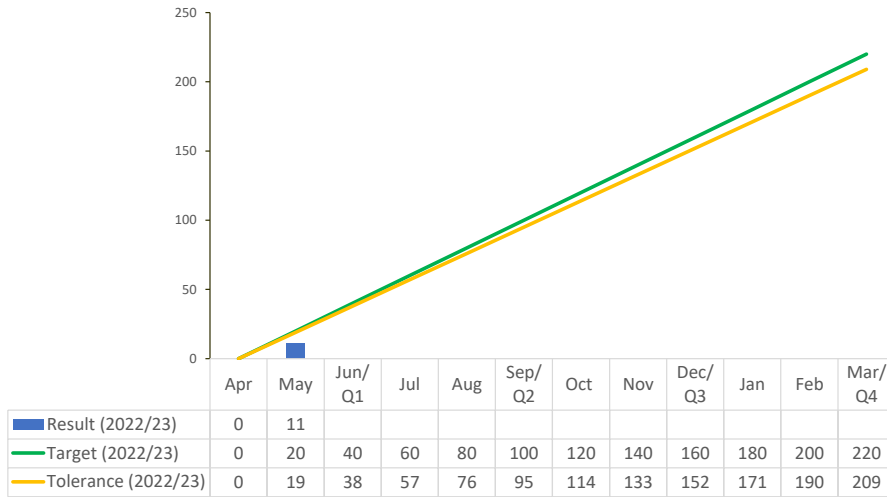
Frequency:  
Monthly

Reporting:  
Cumulative

Baseline:  
220

Benchmarking:  
No benchmarking available for this KPI.

#### Number of completed inspections for licensed Houses in Multiple Occupation



#### Trend Analysis

BRAG DOT

Mar (21/22)  
Apr  
May  
Jun (Q1)  
Jul  
Aug  
Sep (Q2)  
Oct  
Nov  
Dec (Q3)  
Jan  
Feb  
Mar (Q4)

Progress towards year-end target



#### Commentary:

The year-to-date (April 2022 - May 2022) result is 11 which has not achieved the target of 20. A number of appointments to inspect properties were cancelled as the licence holder/landlord requested that they be rescheduled for a later date.

### Environment

Ref: SSP03

#### Key Elements

Preferred Direction of Travel:

▼  
Smaller is better

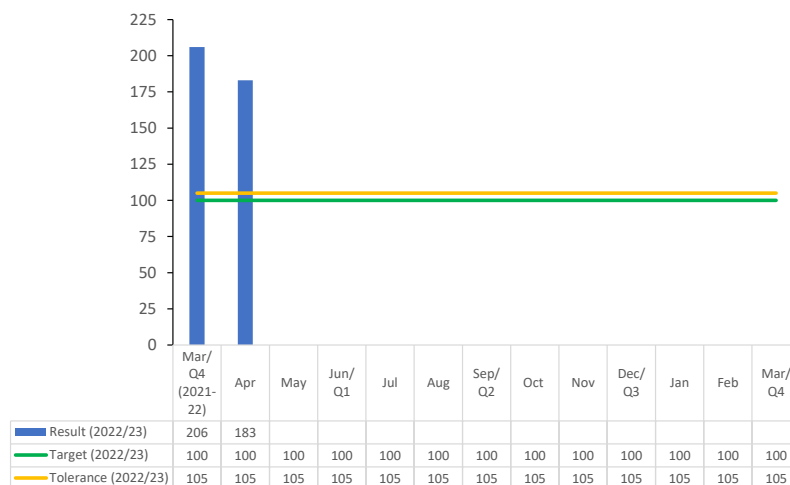
Frequency:  
Monthly

Reporting:  
Cumulative

Baseline:  
206

Benchmarking:  
No benchmarking available for this KPI.

#### Reported missed collections per 100k collections scheduled



#### Trend Analysis

BRAG DOT

Mar (21/22)  
Apr  
May  
Jun (Q1)  
Jul  
Aug  
Sep (Q2)  
Oct  
Nov  
Dec (Q3)  
Jan  
Feb  
Mar (Q4)

Progress towards year-end target



#### Commentary:

KPI reported one month in arrears: The April 2022 result is 183 which has missed the target of 100. There were 3,454 reported missed residual collections and 1,700 reported missed recycling collections in April 2022. The total amount of individual residual and recycling collections scheduled in April 2022 was 2.81 million.

In April 2022, the service was subject to similar issues experienced in previous months and also by other organisations and businesses throughout the country. Unfortunately, there were a significant number of drivers and collection crews that were unable to work due to either contracting COVID-19 or self-isolating. Whilst every effort was made to complete as many collections as possible, a number of rounds could not be completed which has resulted in a significant number of missed collections being received during the month.

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

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

The service is also looking at missed collections in relation to crew performance, and identifying repeat missed collections to improve service delivery.

## Corporate Plan KPIs

## Housing and Homelessness

Ref: HN11

## Key Elements

Preferred Direction of Travel:

▲  
Bigger is better

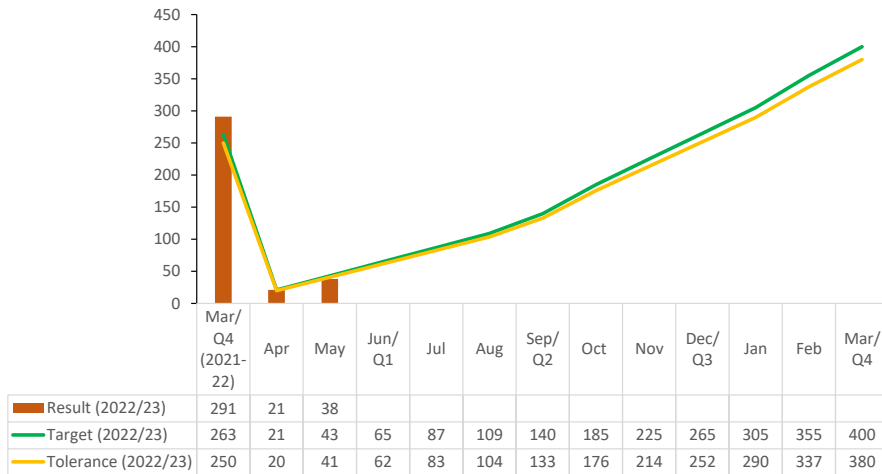
**Frequency:**  
Monthly

**Reporting:**  
Cumulative

**Baseline:**  
291

**Benchmarking:**  
No benchmarking available for this KPI.

## Number of properties improved in the Private Rented Sector as a result of Local Authority intervention



## Trend Analysis

BRAG DOT  
 Mar (21/22) Blue ▲  
 Apr Green ▼  
 May Red ▼  
 Jun (Q1)  
 Jul  
 Aug  
 Sep (Q2)  
 Oct  
 Nov  
 Dec (Q3)  
 Jan  
 Feb  
 Mar (Q4)

Progress towards year-end target

10%

## Commentary:

The year-to-date (April 2022 - May 2022) result is 38 which is below the target of 43 for this period. Following a review of the service in late 2021/22, additional resources were agreed. Subject to successful recruitment and training, it is expected that performance will improve. The additional resources are expected to be fully operational in the latter part of Quarter 2.

## Environment

Ref: SSP02

## Key Elements

Preferred Direction of Travel:

▲  
Bigger is better

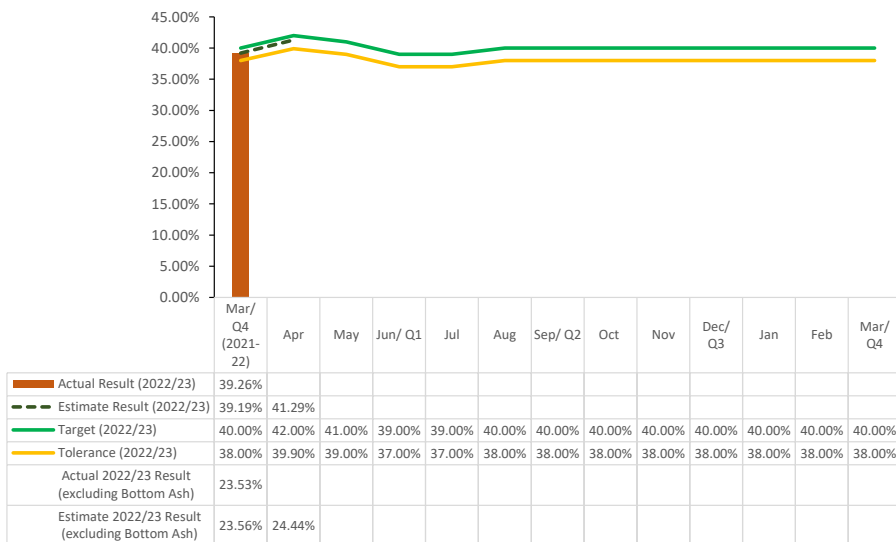
**Frequency:**  
Monthly

**Reporting:**  
Cumulative

**Baseline:**  
39.26%

**Benchmarking:**  
No benchmarking available for this KPI.

## Recycling, Reuse, and Green Waste (both with and without bottom ash)



## Trend Analysis

BRAG DOT  
 Mar (21/22) Amber ▲  
 Apr Amber ▲  
 May  
 Jun (Q1)  
 Jul  
 Aug  
 Sep (Q2)  
 Oct  
 Nov  
 Dec (Q3)  
 Jan  
 Feb  
 Mar (Q4)

Progress towards year-end target

100%

## Commentary:

KPI reported one month in arrears: The April 2022 estimated result is 41.29% which is slightly below the target of 42.00%. The target profile was set to reflect the planned shutdown of the Tyseley Energy Recovery Facility (ERF) in May and June 2022.

The estimated amount of waste disposed of in April 2022 is 39,505 tonnes, of which, an estimated 16,313 tonnes were reused, recycled or composted.

The amount of segregated recycling collected by HRCs in April 2022 was the highest since October 2019 at an estimated 3,535 tonnes, boosting the recycling figure. However kerbside collection tonnages, both residual and recycling, remain high (the ongoing impact of COVID-19 and related changes in behaviour). The amount of residual waste processed in Tyseley Energy Recovery Facility (ERF) was 29,768 tonnes, resulting in 7,443 tonnes of pre and post incineration metals, and recycled bottom ash contributed positively to the recycling performance.

The estimated April 2022 result is 24.44%; this is slightly down on the April 2021 result of 26.81%, but similar to last month's (March 2022) monthly result of 24.59%. (excluding the bottom ash).

In 2022-23, the service will continue to make best use of available alternate ERFs that endeavour to recycle their post-incineration ash output.

## Performance Monitoring Report

### Environment

Ref: SSP04

#### Key Elements

Preferred Direction of Travel:

Smaller is better

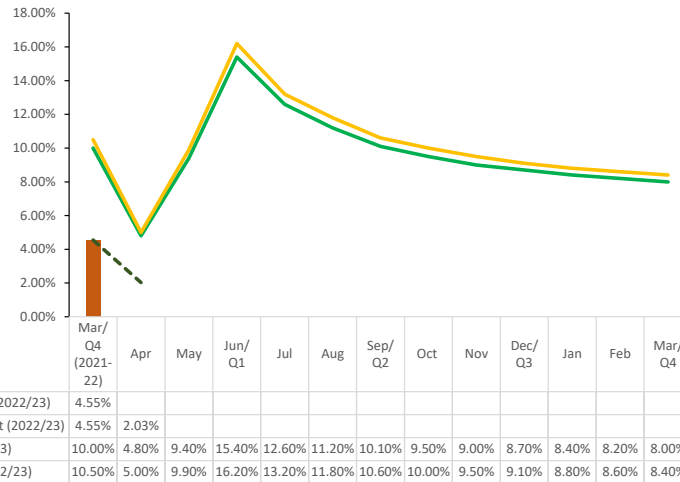
Frequency:  
Monthly

Reporting:  
Cumulative

Baseline:  
4.55%

Benchmarking:  
No benchmarking available for this KPI.

#### Percentage of waste presented to landfill



#### Trend Analysis

	BRAG	DOT
Mar (21/22)	Blue	▼
Apr	Blue	▼
May		
Jun (Q1)		
Jul		
Aug		
Sep (Q2)		
Oct		
Nov		
Dec (Q3)		
Jan		
Feb		
Mar (Q4)		

Progress towards  
year-end target



#### Commentary:

KPI reported one month in arrears: The April 2022 estimated result is 2.03% which has surpassed the target of 4.80%. The target profile was set to reflect the planned shutdown of the Tyseley Energy Recovery Facility (ERF) beginning in mid-May 2022 and due to end in June 2022.

This estimated result is an improvement on the previous year's April 2021 result of 2.23%. This was achieved against a background of continuing high levels of kerbside collected residual waste and residual waste being deposited at the Household Waste Recycling Centres. In April 2022, no residual waste was sent directly to landfill, the only waste sent to landfill was predominantly post-incineration fly-ash, with some small amounts of rejected recycling materials and asbestos.

In 2022-23, the service will continue to make best use of available alternate ERFs that endeavour to recycle their post-incineration ash output, reducing as far as possible the need for landfill.



# Performance Monitoring Report

<p><b>City Housing Directorate</b></p> <p><b>Performance Monitoring Report 2022/23</b></p>
<b>Month 2 - May</b>
<b>Version 1.0</b>

## Performance Monitoring Process

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

This report includes Vital Signs KPIs for the 2022/23 financial year.

## Key

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

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

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

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

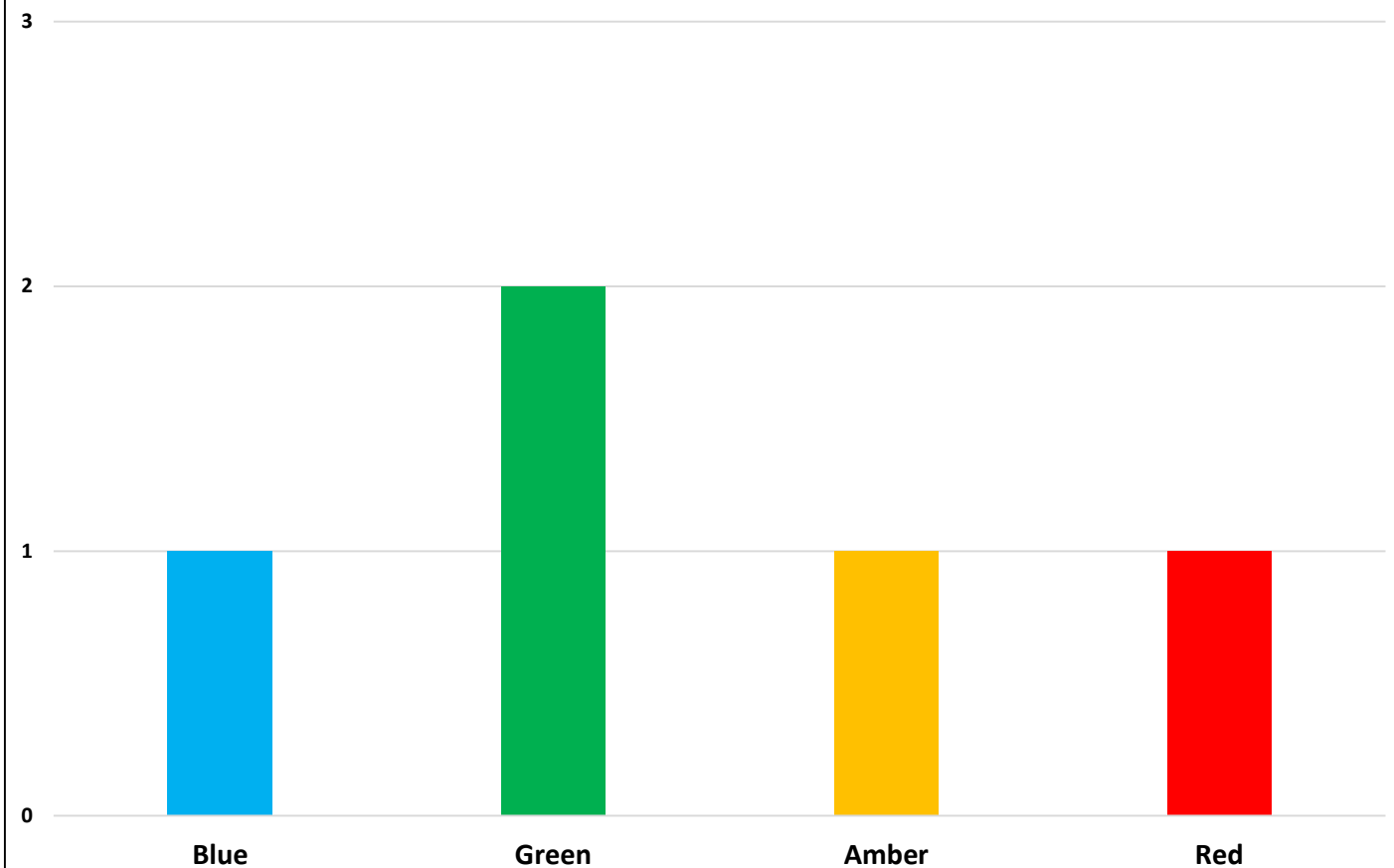
# Performance Monitoring Report

## Summary

Summary of Vital Signs KPI Performance by BRAG Rating

BRAG	Number	Percentage of total
Blue	1	20%
Green	2	40%
Amber	1	20%
Red	1	20%
Blue, Green, Amber, Red Total	5	100%
Other KPIs (no target, target TBC, or BRAG N/A)	0	-
<b>Grand Total</b>	<b>5</b>	<b>-</b>

Performance Based on BRAG Rating



## Performance Monitoring Report

### Exceptions Report and Contents Page

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

# Vital Signs

## Housing Management / Capital Investment & Repairs

Ref.	KPI	BRAG rating	Page
HN01	We will respond to all council housing emergency repairs in 2 hours	Green	4

Ref.	KPI	BRAG rating	Page
HN02	We will resolve council housing routine repairs within 30 days	Blue	4

#### Exception Commentary:

KPI reported one month in arrears: The April 2022 result is 98.6% which has surpassed the contractual target of 92.6% (12,445 repairs out of 12,622).

The performance is monitored by the service via daily appointments and monthly performance reports to ensure drops in performance can be identified and addressed in-month with contractors.

Breakdown per contractor area: EQUANS North: 97.1%, EQUANS Central: 100%, EQUANS East: 100%, Fortem: 97.0%.

Ref.	KPI	BRAG rating	Page
HN03	Percentage of Right to Repair jobs completed against period profile	Green	5

Ref.	KPI	BRAG rating	Page
HN04	Average days void turnaround - excluding void sheltered properties	Amber	5

#### Exception Commentary:

The May 2022 void turnaround result of 28.8 days has not achieved the 28-day target but is within tolerance and represents an improvement of 4.4 days compared to April. A total of 282 Voids were let in May. The average time taken from fit for letting to the tenancy start date was 11 days.

The main factor contributing to missing the 28-day target was that the South voids took 24 days on average to repair. This was due to a high number of failed completions against the Birmingham empty property repair standard. To mitigate against this, an action plan is being put in place to reduce the failures.

EQUANS are continuing to take, on average, below 13 days to complete the voids on the East, West and North. Wates' legacy voids are being returned at a very slow pace with 60 still outstanding.

This improved position is likely to be offset next month due to a combination of Wates' legacy voids and some performance issues from Fortem in the South. The team are working hard to reduce this impact.

## Housing Solutions and Support

Ref.	KPI	BRAG rating	Page
TBC	Percentage of housing applications awaiting assessment that are within 6 weeks	Red	6

#### Exception Commentary:

Once a fully completed application form along with the required supporting documentation has been received, the service aims to assess new housing applications within six weeks. The focus is to assess applications in date order, homeless applications are prioritised. A total of 4340 housing applications are awaiting assessment, of which, 3068 applications (70.69%) have been received within the last six weeks. This is however a significant improvement compared to 1st September 2021 when 17% of the total applications awaiting assessment were received within the previous six weeks. There is currently an average of 537 housing applications being received per week.

Performance has declined slightly since April. Resourcing issues impacted performance due to a number of agency staff finishing their employment, ongoing staff training requirements and half term week meaning a number of staff were on leave. Additionally, a technical issue with ARBITAS (the choice based lettings system) increased the amount of time it took staff to update the system, this was resolved after a few days. Resourcing issues will improve which should see performance gradually increase throughout the year.

# Vital Signs

## Housing Management / Capital Investment & Repairs

Frequency: Monthly DOT: N/A BRAG: Green Reporting: In-month

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 21/22 Amber

Q1 N/A

Q2 N/A

Q3 N/A

Q4 N/A

Baseline:

87.2%

Variance from target (monthly):

+0.9%

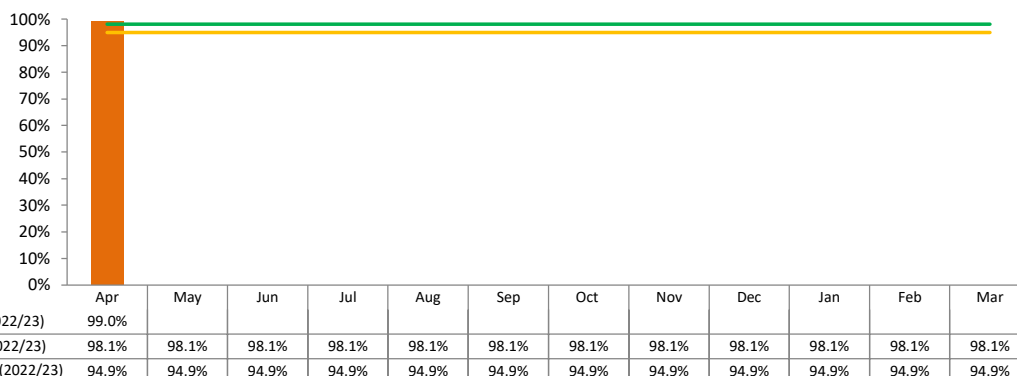
Year-end target:

98.1%

Benchmark:

N/A

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



### Commentary:

KPI reported one month in arrears: The April 2022 result is 99.0% which is above the contractual target of 98.1% (4,585 repairs out of 4,633).

The performance is monitored by the service via daily appointments and monthly performance reports to ensure drops in performance can be identified and addressed in-month with contractors.

Breakdown per contractor area: EQUANS North: 99.2%, EQUANS Central: 98.4%, EQUANS East: 98.5%, Fortem: 99.7%.

Frequency: Monthly DOT: N/A BRAG: Blue Reporting: In-month

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 21/22 Green

Q1 N/A

Q2 N/A

Q3 N/A

Q4 N/A

Baseline:

98.2%

Variance from target (monthly):

+6.0%

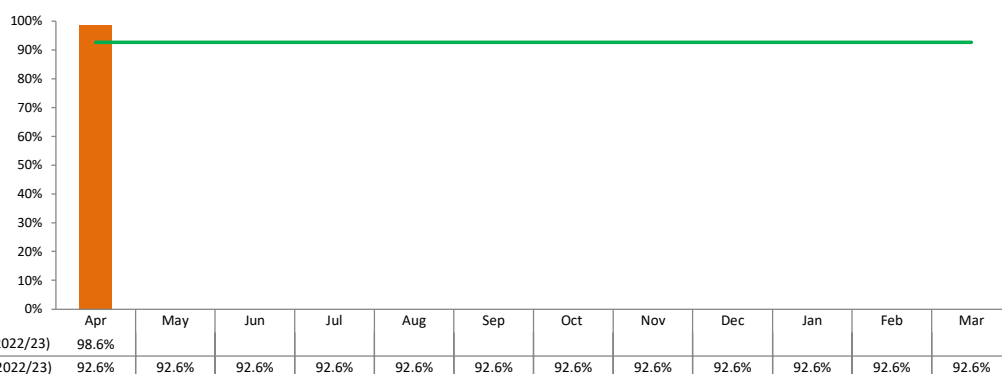
Year-end target:

92.6%

Benchmark:

N/A

We will resolve council housing routine repairs within 30 days



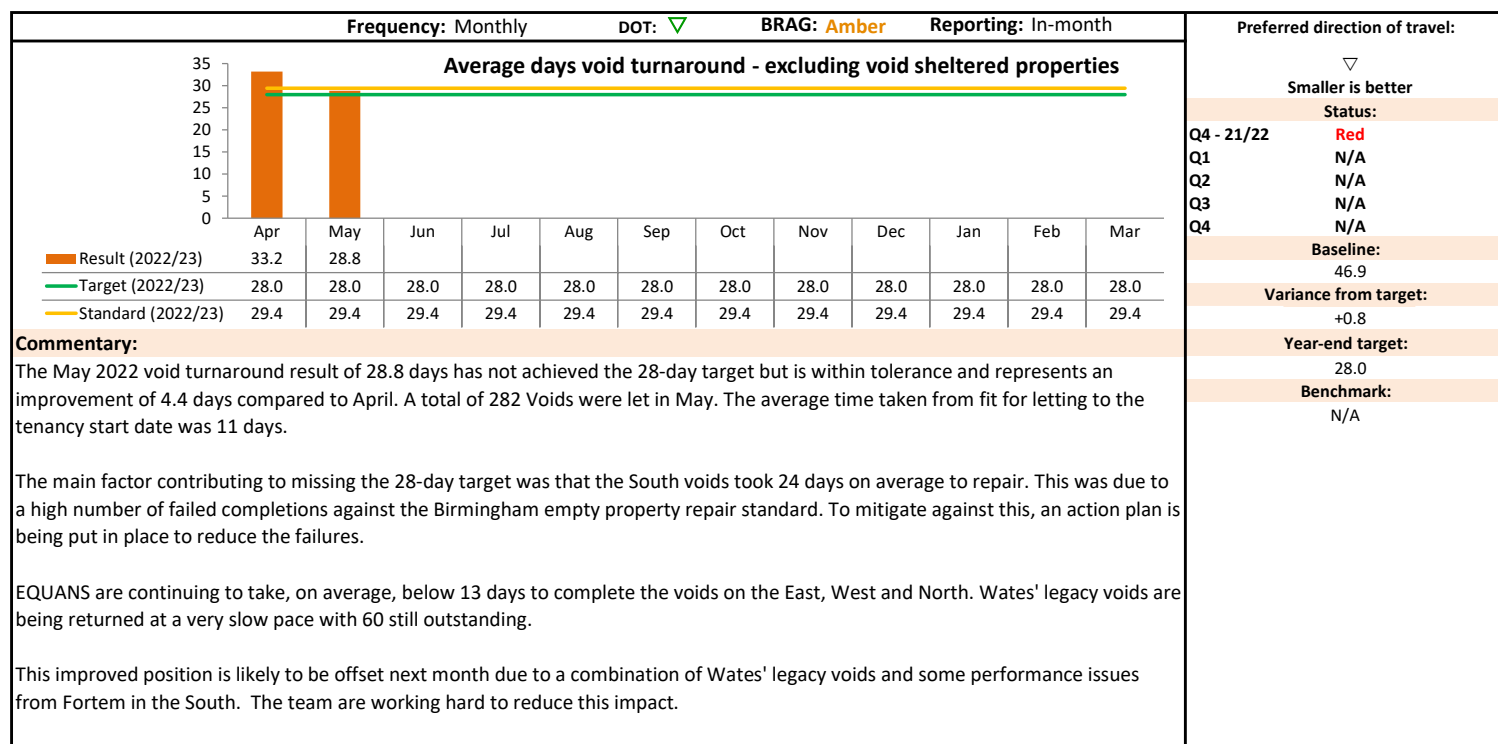
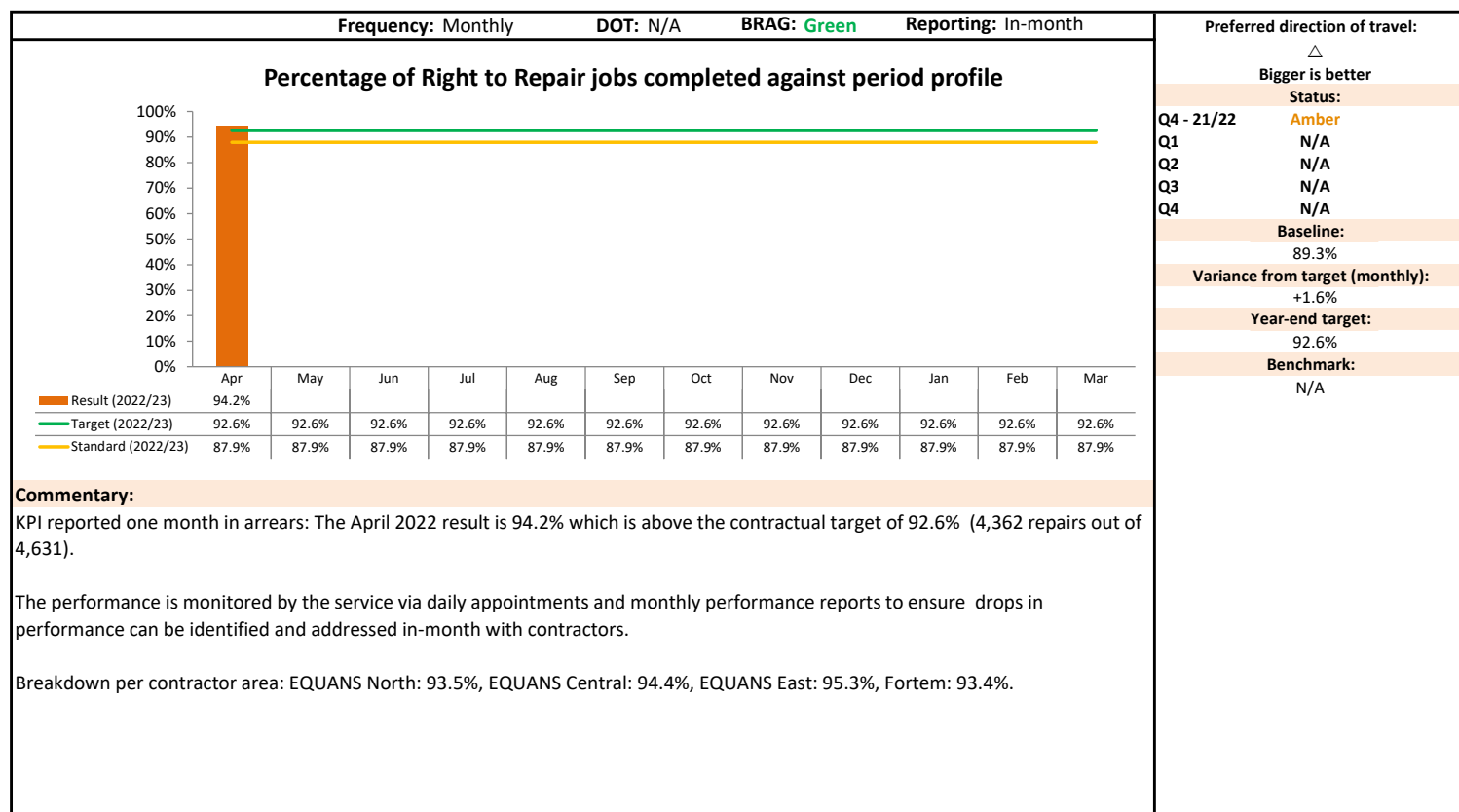
### Commentary:

KPI reported one month in arrears: The April 2022 result is 98.6% which has surpassed the contractual target of 92.6% (12,445 repairs out of 12,622).

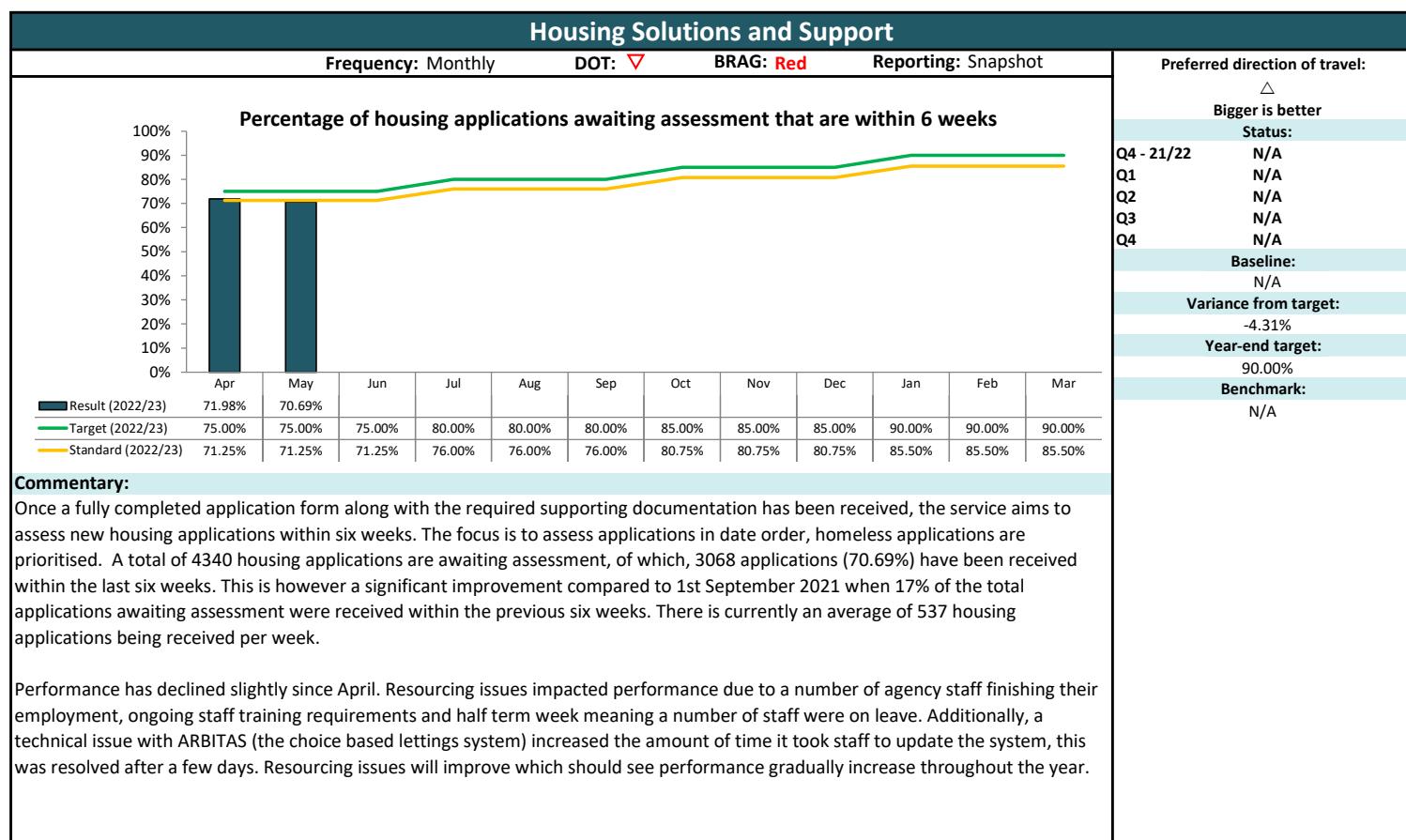
The performance is monitored by the service via daily appointments and monthly performance reports to ensure drops in performance can be identified and addressed in-month with contractors.

Breakdown per contractor area: EQUANS North: 97.1%, EQUANS Central: 100%, EQUANS East: 100%, Fortem: 97.0%.

## Performance Monitoring Report



## Performance Monitoring Report





## Housing and Neighbourhoods O&S Committee: Work Programme 2022/23

<b>Chair:</b>	Cllr Mohammed Idrees
<b>Deputy Chair:</b>	Cllr Marje Bridle (elect)
<b>Committee Members:</b>	Cllrs: Kerry Brewer, Marje Bridle, Ray Goodwin, Roger Harmer, Saqib Khan, Lauren Rainbow and Ken Wood
<b>Officer Support:</b>	Overview and Scrutiny Manager: Amelia Murray (0782 5979253) Scrutiny Officer: Jayne Bowles: (303 4810) Committee Manager: Mandeep Marwaha (303 5950)

### 1 Introduction

- 1.1 The remit of the Housing and Neighbourhoods O&S Committee is 'to fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning housing; waste management; neighbourhood management; parks and allotments; localisation; bereavement services and community safety'.
- 1.2 This Committee shall be the Crime and Disorder Committee (Police and Justice Act 2006).
- 1.3 This report provides details of the proposed scrutiny work programme for 2022/23.

### 2 Recommendations

- 2.1 That the Committee considers its work programme, attached at Appendix 1, and considers whether any amendments are required.
- 2.2 Subject to the outcome from the Co-ordinating Overview and Scrutiny Committee on 8<sup>th</sup> July, confirm the membership of the Task and Finish Group to support the proposed in-depth inquiry 'Cleaner Streets'.

### 3 Background

- 3.1 *"Scrutiny is based on the principle that someone who makes a decision...should not be the only one to review or challenge it. Overview is founded on the belief that an open, inclusive, member-led approach to policy review...results in better policies in the long run."* (Jessica Crowe, former Executive Director, Centre for Governance and Scrutiny).
- 3.2 Developing an effective work programme is the bedrock of an effective scrutiny function. Done well, it can help lay the foundations for targeted, inclusive and timely work on issues of local



importance, where scrutiny can add value. Done poorly, scrutiny can end up wasting time and resources on issues where the impact of any scrutiny work done is likely to be minimal.

- 3.3 As a result, the careful selection and prioritisation of work is essential if the scrutiny function is to be successful, add value and retain credibility.

## 4 Work Programme

- 4.1 Appendix 1 sets out the future work programme for this Committee based on the items identified at the informal meeting of the Committee in June 2022.
- 4.2 Members are asked to consider the draft work programme and agree any amendments. The work programme will be reviewed at each meeting of the Co-ordinating Scrutiny Committee.

## 5 Inquiries

- 5.1 A proposed inquiry 'Cleaner Streets' has been put forward by the Committee to the Co-ordinating Overview and Scrutiny Committee. Appendix 2 sets out the outline proposal.
- 5.2 The Co-ordinating Committee will be considering all proposals on 8<sup>th</sup> July 2022 with a view to confirming an achievable inquiry programme for Overview and Scrutiny. A maximum of 4 inquiries will take place across all Overview and Scrutiny Committees at any one time.
- 5.3 In the event the Cleaner Streets inquiry is confirmed as one of these 4 inquiries, this Committee will need to complete scoping and evidence gathering for this proposal during July and August 2022. This will ensure the inquiry can be completed in a timely manner. To achieve this, the Committee will need to identify the membership of the Inquiry Task and Finish Group.
- 5.4 Six inquiry proposals have been submitted to Co-ordinating Committee (including the Cleaner Streets proposal). The titles of all of these proposals are outlined below:

Overview and Scrutiny Committee	Inquiry Proposal
Education and Children's Social Care (1 Inquiry Proposal)	Child exploitation
Economy and Skills (1 Inquiry Proposal)	Ensuring the skills agenda for Birmingham meets the needs of current and future employers and job opportunities
Health and Social Care (3 Inquiry Proposals)	Health and Wellbeing Outcomes and the Commonwealth Games Legacy  Children and Young People's Mental Health including the impact of the pandemic



	Dementia: Why is dementia different for women?
Housing and Neighbourhoods (1 Inquiry Proposal)	Cleaner Streets

## 6 Other Meetings

6.1 There are no other meetings scheduled at this time.

### Call in Meetings:

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*None scheduled*

### Petitions

---

*None scheduled*

### Councillor Call for Action requests

---

*None scheduled*

It is suggested that the Committee approves Thursday at 2.00pm as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions

## 7 Forward Plan for Cabinet Decisions

- 7.1 Since the implementation of the Local Government Act and the introduction of the Forward Plan, scrutiny members have found the Plan to be a useful tool in identifying potential agenda items.
- 7.2 The Committee may wish to consider whether any of these issues require further investigation or monitoring via scrutiny. The Forward Plan can be viewed in full via Forward Plans ([cmis.uk.com](https://cmis.uk.com))

## 8 Legal Implications

8.1 There are no immediate legal implications arising from this report.

## 9 Financial Implications

9.1 There are no financial implications arising from the recommendations set out in this report.



## 10 Public Sector Equality Duty

10.1 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

10.2 The Committee should ensure that it addresses these duties by considering them during work programme development, the scoping of work, evidence gathering and making recommendations. This should include considering: How policy issues impact on different groups within the community, particularly those that share a relevant protected characteristic; Whether the impact on particular groups is fair and proportionate; Whether there is equality of access to services and fair representation of all groups within Birmingham; Whether any positive opportunities to advance equality of opportunity and/or good relations between people are being realised.

10.3 The Committee should ensure that equalities comments, and any recommendations, are based on evidence. This should include demographic and service level data and evidence of residents/service-users views gathered through consultation.

## 11 Use of Appendices

11.1 Appendix 1 – Work Programme for 2022/2023

11.2 Appendix 2 – Cleaner Streets Initial Inquiry Proposal

**APPENDIX 1**  
**2022-23 WORK PROGRAMME**

Date of Meeting: 14<sup>th</sup> July 2022

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (including joint working / links with other O&S Committees)
Cabinet Member Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Jon Lawton, Cabinet Support Officer	Cllr Majid Mahmood, Cabinet Member for Environment	None Required	
Performance	Quarterly Report	Outline Month 2 (May) performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Paul Lankester, Interim Assistant Director, Regulation and Enforcement  Darren Share, Assistant Director, Street Scene	None Required	
Performance	Quarterly Report	Report outlining Month 2 (May) performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	Natalie Smith, Head of Service Housing Management  Steve Philpott, Head of Service Housing Solutions and Support	None Required	
Work Programme Development	Decision	Discuss work programme for 2022-23 with a particular focus on refining aims and	Amelia Murray, Overview and Scrutiny Manager	Fiona Bottrill, Senior Overview and Scrutiny Manager	None Required	<i>A Cleaner Streets inquiry proposal has been submitted to Co-</i>

		objectives, and any additional topics to consider				<i>ordinating Overview and Scrutiny Committee. This Committee will consider all in-depth inquiry proposals at their July 8<sup>th</sup> meeting. This will ensure an achievable work programme for 2022-23.</i>
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**Final Deadline: Tuesday 5<sup>th</sup> July 2022**

**Publication: Wednesday 6<sup>th</sup> July 2022**

Date of Meeting: Thursday 15<sup>th</sup> September 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Cabinet Member Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Marcia Wynter, Cabinet Support Officer	Cllr John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities	None Required	
Cabinet Member Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Marcia Wynter, Cabinet Support Officer	Cllr Sharon Thompson, Cabinet Member for Housing and Homelessness	None Required	
Delays in birth/ death registrations	Update Report	Provide progress on steps being undertaken to reduce delays in births and deaths registrations, and to develop a new mortuary facility, including a digital autopsy scanner	Paul Lankester, Interim Assistant Director, Regulation and Enforcement	Cllr John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities	None required	This has been scheduled in response to Full Council motion – 14 <sup>th</sup> June 2022. Further to this, it follows on from previous related updates: 10 <sup>th</sup> March 2022 and 21 <sup>st</sup> November 2019.
Housing Strategy 2022-2027	Consultation	Outline the development of the new Housing Strategy. Consider the strategic priorities and workstreams identified and inform the direction of this strategy's development.	Julie Griffin, Managing Director for City Housing	Naomi Morris, Housing Modernisation and Partnerships Manager  Guy Chaundy,	None required	

				Housing Modernisation and Partnerships Manager		
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**Final Deadline: Tuesday 6<sup>th</sup> September 2022**

**Publication: Wednesday 7th September 2022**

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Date of Meeting: Thursday 13<sup>th</sup> October 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Localisation	Update Report	Provide progress on delivery of the Working Together in Neighbourhoods White Paper, including the Neighbourhood Action Co-ordination programme. Respond to the challenge presented by O&S (27 <sup>th</sup> January 2022) for a rapid 4-point stocktake – ‘Councillors and Officers’ Review against the 4 Measures of Success set for ‘Working Together in Birmingham’s Neighbourhoods’	Chris Jordan, Assistant Director, Neighbourhoods	Cllr Ian Ward, Leader of the Council	None required	Working Together in Neighbourhoods White Paper: <u><a href="#">Working Together in Birmingham's Neighbourhoods (White Paper)   Birmingham City Council</a></u>
Performance	Quarterly Report	Report outlining Month 5 (August) performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	TBC	None Required	
Performance	Quarterly Report	Outline Month 5 (August) performance for City Operations, and provide more detailed commentary	Jonathan Antill, Head of Business Improvement and Support	Sajeela Naseer, Assistant Director, Regulation and Enforcement	None Required	

		on areas of improvement or for concern		Darren Share, Assistant Director, Street Scene		
In-depth Inquiry: Flytipping	Tracking	Provide further clarifications on recommendations R01 and R03. Consider if the Inquiry is concluded.	Darren Share, Assistant Director, Street Scene			Further information has been requested in relation to these recommendations. This Inquiry was approved at Full Council on 2 <sup>nd</sup> February 2021; the most recent Progress on Recommendations report was presented to Housing & Neighbourhoods O&S Committee on 10 <sup>th</sup> March 2022.

**Final Deadline: Tuesday 4<sup>th</sup> October 2022**

**Publication: Wednesday 5<sup>th</sup> October 2022**

**Date of Meeting: Thursday 10<sup>th</sup> November 2022**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Birmingham Community Safety Partnership Report	Annual Report	Discharge the statutory requirement as the Crime and Disorder Committee to receive an annual report from the Birmingham Community Safety Partnership  Provide an overview of the Community Safety strategy and key headlines for the past 12 months	Waqar Ahmed, Assistant Director for Community Safety and Resilience	Cllr John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities	None Required	Further representatives from the Responsible Authorities to be identified as witnesses including West Midlands Police
Mobile Household Recycling Centres – 12 months on	Update Report	Provide an overview of the initial 12 months of the scheme, and highlight impact	Darren Share, Assistant Director, Street Scene			

**Final Deadline: Tuesday 2<sup>nd</sup> November 2022**

**Publication: Wednesday 3<sup>rd</sup> November 2022**

**Date of Meeting: Thursday 15<sup>th</sup> December 2022**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information

**Final Deadline: Tuesday 7<sup>th</sup> December 2022**

**Publication: Wednesday 8<sup>th</sup> December 2022**

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**Date of Meeting: Thursday 12<sup>th</sup> January 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Performance	Quarterly Report	Outline Month 5 (August) performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Sajeela Naseer, Assistant Director, Regulation and Enforcement  Darren Share, Assistant Director, Street Scene	None Required	
Performance	Quarterly Report	Report outlining Month 8 (November) performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support		None Required	

**Final Deadline: Friday 23<sup>rd</sup> December 2022**

**Publication: Wednesday 4<sup>th</sup> January 2023**

**Date of Meeting: Thursday 16<sup>th</sup> February 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Affordable Housing Plan	Update Report	Provide an outline of progress	Kerry Scott, Housing Delivery Programme Lead	Guy Chaundy, Housing Modernisation and Partnership Manager		

**Final Deadline: Monday 7<sup>th</sup> February 2023**

**Publication: Tuesday 8<sup>th</sup> February 2023**

**Date of Meeting: Thursday 16<sup>th</sup> March 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information

**Final Deadline: Monday 7<sup>th</sup> March 2023**

**Publication: Tuesday 8<sup>th</sup> March 2023**

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**Date of Meeting: Thursday 13<sup>th</sup> April 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Performance	Quarterly Report	Outline Month 11 (February) performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support		None Required	
Performance	Quarterly Report	Outline Month 11 (February) performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Sajeela Naseer, Assistant Director, Regulation and Enforcement  Darren Share, Assistant Director, Street Scene	None Required	

**Final Deadline: Tuesday 4<sup>th</sup> April 2023**

**Publication: Wednesday 5<sup>th</sup> April 2023**

### **TO BE SCHEDULED:**

The following items had been identified as potential topics for consideration. Further items may be identified in the Overview and Scrutiny discussion.

1. Proposed Inquiry: Cleaner Streets. This will require detailed scoping and will be a longer-term piece of work.

The following items had been identified as topics for consideration to be included in the work programme and no dates have yet been set. Further items may be identified in the Overview and Scrutiny discussion on 14<sup>th</sup> July 2022.

2. Voids: Improving standards
3. Tenant Management Strategy
4. Selective and Additional Licensing Schemes for Private Rented Sector
5. Flats above shops



<b>Proposed by Overview and Scrutiny Committee</b>	Housing and Neighbourhoods Overview and Scrutiny Committee
<b>Title of Inquiry</b>	Cleaner Streets
<b>Aims and Objectives</b>	<p>Understand how Birmingham City Council currently provides clean streets for its citizens and the impact of these services. This will include supporting strategies, related policies and service delivery, and it will specifically focus on litter, graffiti and the cleanliness of the street.</p> <p>Explore how better performing local authority areas deliver their clean streets' programmes. This will consider localisation and the role of communities as well as direct service delivery.</p> <p>Grand Challenges addressed: Community Resilience, Cohesion and Living Standards</p> <p>Corporate Plan Priorities: A city that is Prosperous and Safe</p>
<b>Why is this Inquiry being proposed and desired Outcome?</b>	<p>Outcome: Service improvements leading to cleaner streets for citizens and businesses</p> <p>Cleaner streets are consistently identified as a top priority for Birmingham City Council by our citizens, and across all parts of the city. This is supported by the volume of complaints to both the organisation and elected members which relate to this issue. Comparing performance of Birmingham to other areas also clearly identifies areas of improvement.</p>
<b>Other Relevant Information e.g. Links to other Overview &amp; Scrutiny Committees</b>	<p>There is an intention to work alongside leading third sector organisations such as Keep Britain Tidy.</p> <p>We aim to identify best practice from Local Authorities using available performance data and also the Co-operative Councils' Network.</p>

