

BIRMINGHAM CITY COUNCIL

HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 08 JULY 2021 AT 14:00 HOURS
IN ON-LINE INFORMAL MEETING, [VENUE ADDRESS]

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) 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 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.

1 - 10

4 ACTION NOTES AND ACTION TRACKER

The action notes from the meeting held on 17 June 2021 are for information and will be agreed at the next formal meeting to be held on 23 September 2021.

The action tracker is for noting.

11 - 18

5 PROGRESS REPORT ON IMPLEMENTATION: REDUCING FLY-TIPPING

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

6 **DEVELOPING A LITTER BINS POLICY - DISCUSSION**

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

19 - 34

7 **PERFORMANCE MONITORING**

To consider the Month 2 Housing and Waste Management Performance Monitoring Report.

Mira Gola, Head of Business Improvement and Support, in attendance, with Darren Share, Assistant Director, Street Scene, and Julie Griffin, Managing Director of City Housing, also invited to attend.

35 - 38

8 **WORK PROGRAMME**

For discussion.

9 **DATE OF THE NEXT MEETING**

The next meeting is scheduled to take place on Thursday 23 September 2021 at 1400 hours in the Birmingham & Midlands Institute, Main Hall.

10 **OTHER URGENT BUSINESS**

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

BIRMINGHAM CITY COUNCIL**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE –
PUBLIC MEETING****1400 hours on Thursday 17 June 2021****Main Hall, Birmingham & Midland Institute**

Present:

Councillor Penny Holbrook (Chair)

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

Also Present:

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

Chris Jordan, Assistant Director, Neighbourhoods

Jayne Bowles, Scrutiny Officer

Emma Williamson, Head of Scrutiny

1. NOTICE OF RECORDING/WEBCAST

The Chair advised that this meeting would be webcast for live or subsequent broadcast via the Council's Internet site (www.civico.net/birmingham) and that members of the press/public may record and take photographs except where there were confidential or exempt items.

2. APOLOGIES

Apologies were received from Councillor Ken Wood.

3. APPOINTMENT OF COMMITTEE, CHAIR AND DEPUTY CHAIR**RESOLVED:**

- (i) To note the resolution of the City Council appointing the Committee, Chair and members to serve on the Committee for the period ending with the Annual Meeting of the City Council in 2022:

Labour (5): Cllrs Penny Holbrook (Chair), Marje Bridle, Mahmood Hussain, Mary Locke and Mike Sharpe

Conservative (2): Cllrs Deirdre Alden and Ken Wood
Liberal Democrat (1): Cllr Roger Harmer

- (ii) To elect Cllr Marje Bridle as 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 2022.

4. DECLARATIONS OF INTERESTS

None.

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

Noted.

6. ACTION NOTES AND ACTION TRACKER

(See documents 1 and 2)

Councillor Bridle requested that the follow-up on the LAMS data sharing session be added to the action tracker.

RESOLVED:

- The action notes of the meeting held on 22 April 2021 were agreed.
- The action tracker was noted.

7. LOCALISATION UPDATE

(See document 3)

Chris Jordan, Assistant Director, Neighbourhoods, highlighted the key points in the slides which had been circulated with the agenda. Karen Cheney, Head of Service – Neighbourhood Development and Support Unit, then added some further detail. The following were amongst the main points made:

- Between June 2020 and end of March 2021, 109 virtual ward meetings were held, with a total live attendance figure of 2,462 plus an additional 2,752 viewings of the NDSU YouTube recordings;
- In general, numbers have been higher for virtual meetings so this is a viable option going forward, perhaps with a combination of virtual and face-to-face meetings;
- There are now 52 completed ward plans and an interim priorities template has been produced for wards with no ward plan done, principally for the CWG Celebrating Communities Fund, as they have to align with ward priorities and plans;
- The 10 Pioneer Places across the city have continued virtually since lockdown;

- There are two short films on Pioneer Places to show to members, however due to technical issues these will be circulated after the meeting;
- The films celebrate good practice in pioneer wards and feature North Edgbaston Alliance and Moseley Together;
- Some of the things they have been able to do include offering training opportunities and also grants of £1000 have been made available and in the film Moseley talk about how they used their grant.

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

- In terms of functionality, Localisation sits within the newly created City Operations under Rob James, however where things will ultimately sit is still being considered;
- Members acknowledged that the NDSU has done some good work and progress had been made on engagement, training and support, however what is lacking is directorate engagement ;
- The opportunity now exists to take this forward through the Localisation Star Chamber , with Cabinet Members and Directors invited to meetings with Cllr Thompson;
- A paper has been written and sent out to all Directors and officers will ask if this can be shared with committee members;
- Members stressed that it is not just about devolved pots of money, it is about transformational change;
- The CWG money is welcome and, as with other money made available in the past gets people interested in ward forum meetings, however the real issue is that the council as a whole has looked at occasional pilots but needs to be looking at these as a core part of shaping local services;
- It would be interesting to know what the stats are on the number of bids to see what the level of engagement is;
- Members queried whether each goal in the ward plans has a responsible directorate alongside it and were told that the NDSU has gone through all the priorities for each ward and put against them whether they are council priorities and the cabinet portfolio, so that if and when money is available to go out locally, what is needed begins to emerge;
- From members' point of view, it is about bending policy to the will of local communities – we are already spending on core services but it needs to be about local priorities;
- The purpose of the ward plans is to progress priorities throughout the year and it is good practice where they are reviewed to have a report back from the person noted against the action;
- A view was expressed that local councillors have local knowledge which is not tapped into;
- The three areas looking to have parish councils are in Perry Barr, Balsall Heath and the Jewellery Quarter;
- Stockland Green are looking for a Neighbourhood Plan (neighbourhood planning policy);
- Members felt that it was not always clear how to contact Relationship Managers;

- The Chair asked for the graduate placement report on Relationship Managers to be shared with committee members;
- The Chair will have a conversation with Cllr Thompson about calling Directors to O&S and the suggestion was perhaps this should be two months after their attendance at Star Chamber.

RESOLVED:

- The two short films about Pioneer Places to be sent to committee members;
- The graduate placement report on Relationship Managers to be shared with committee members;
- Officers to ask the Cabinet Member whether the Star Chamber paper sent to all directorates can be shared with committee members;
- Chair to have a conversation with the Cabinet Member about inviting Directors to O&S after they have been to Star Chamber;
- The report was noted.

8. WORK PROGRAMME

(See document 4)

The Chair confirmed that regular sessions on Localisation would be included on the work programme so that the Committee could monitor and influence progress.

RESOLVED:

The work programme was noted.

9. DATES OF MEETINGS 2021/2022

The dates of meetings for the 2021/2022 municipal year were noted and agreed.

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.

The meeting ended at 1525 hours.

HOUSING & NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2021/22

Date	Agenda Item	Action	Notes
17-Jun-21	Localisation Update	The two short films about Pioneer Places to be sent to committee members.	Emailed to members on 18 th June.
		The graduate placement report on Relationship Managers to be shared with committee members.	
		Officers to ask the Cabinet Member whether the Star Chamber paper sent out to all directorates can be shared with committee members.	
		Chair to have a conversation with the Cabinet Member about inviting Directors to O&S after they have been to Star Chamber.	
Ongoing/Outstanding Actions from 2020/21			
10-May-21 Informal Session	LAMS Data Sharing	<p>Once live on local view, training session to be arranged for committee members.</p> <p>Alongside that, a document to be produced to include photos of what constitutes the ABCD gradings.</p> <p>There was also a discussion about having quarterly reports to committee on how we are doing on street cleansing, by ward, and to include benchmarking our performance against other cities.</p>	

HOUSING & NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2021/22

22-Apr-21	Performance Monitoring	Numbers as well as percentages to be provided for the first three Vital Signs KPIs – emergency repairs, routine repairs and right to repair.	
		Voids – in future, a breakdown to be included of the number of properties scheduled for demolition versus the number of properties being turned around to rent out again.	
		Voids to be added to the work programme for 2021/22.	Scheduled for September – to be confirmed.
		Explanation as to why the Blue BRAG rating has been introduced and request for colour to be used in future reports.	Response emailed to Members on 20 th May.
		Annual review of performance indicators to be discussed.	
	Housing Liaison Boards/Tenant Engagement	A further report on what the review will look like, and the project programme, to be scheduled for later in the year.	Scheduled for September – to be confirmed.
25-Mar-21	Progress Report on Implementation: Reducing Fly-tipping	Further progress report to be programmed.	Programmed for July.
		CPO role description to be circulated to Members.	
	Housing Repairs and Maintenance	Further update report to be programmed for a future meeting.	Scheduled for September – to be confirmed.
	Resourcing of the PRS Team	Further update on recruitment and apprenticeship scheme to be programmed for a future meeting.	To be included on the 2021/22 work programme.
19-Nov-20	Performance Monitoring	Can the quarterly report to the City HLB be shared with O&S?	Ongoing - agreed quarterly reports will be circulated outside of Committee.

HOUSING & NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2021/22

		Future report to O&S on progress with joined-up working with Keir to schedule deep cleaning to coincide with street works.	To be programmed at the appropriate time.
		Future quarterly performance reports to be scheduled.	Ongoing.
	Update on PSPOs	Review of impact/outcomes of PSPOs – report back to O&S when completed.	To be programmed at the appropriate time.
		Separate item on street/traffic light begging, numbers and approach (including PSPOs, neighbourhood policing, etc).	Scheduled for October.

Report of:	Cabinet Member for Street Scene and Parks
To:	Housing and Neighbourhoods Overview and Scrutiny Committee
Date:	8 July 2021

Progress Report on Implementation: Reducing Fly-tipping

Review Information

Date approved at City Council:	2 nd February 2021
Member who led the original review:	Cllr Penny Holbrook
Lead Officer for the review:	Emma Williamson
Date progress last tracked:	25 th March 2021

1. In approving this Review the City Council asked me, as the appropriate Cabinet Member for Street Scene and Parks, to report on progress towards these recommendations to this Overview and Scrutiny Committee.
2. Details of progress with the remaining recommendations are shown in Appendix 2.
3. Members are therefore asked to consider progress against the recommendations and give their view as to how progress is categorized for each.

Appendices

1	Scrutiny Office guidance on the tracking process
2	Recommendations you are tracking today
3	Recommendations tracked previously and concluded

For more information about this report, please contact

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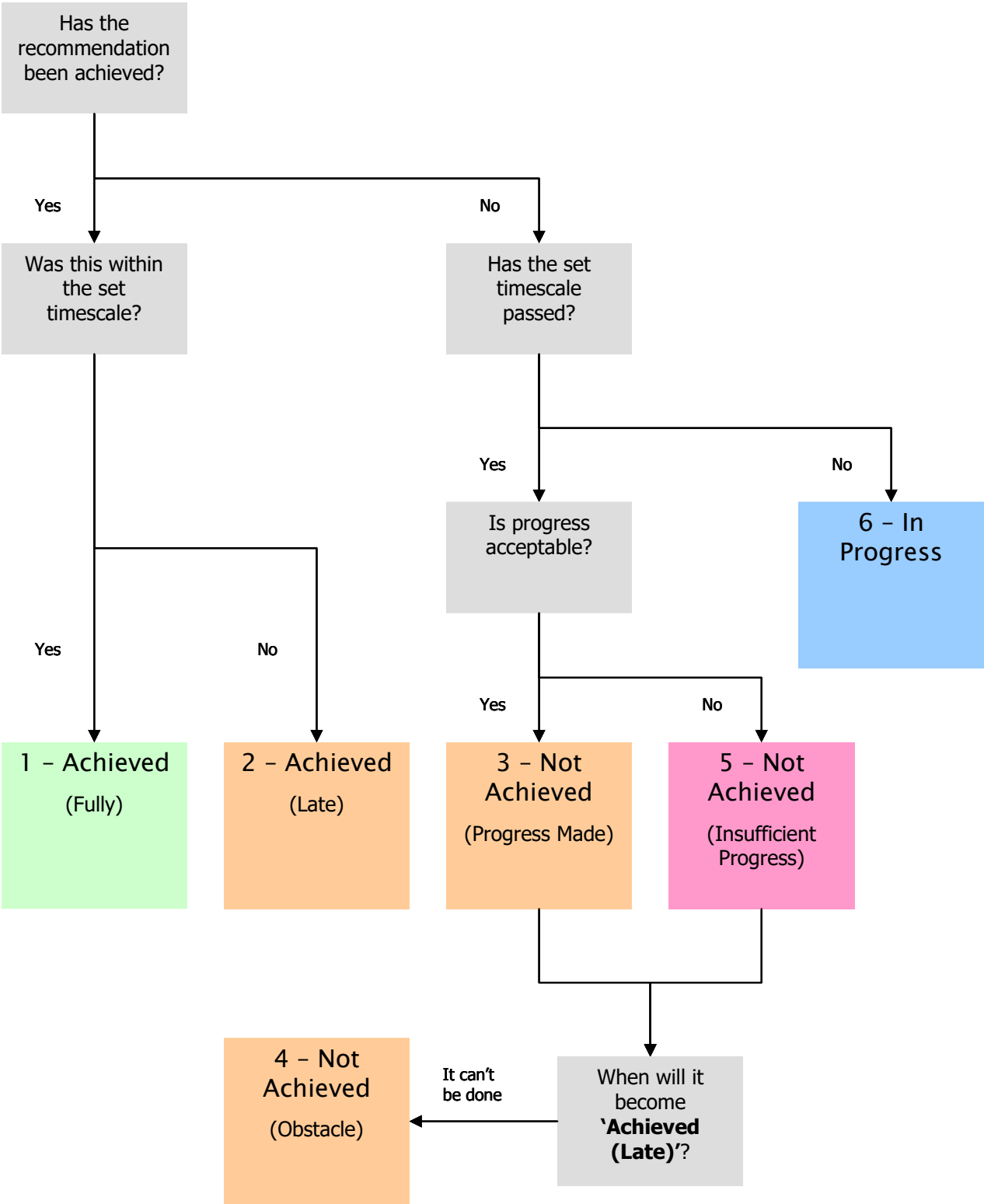
Appendix 1: The Tracking Process

In making its assessment, the Committee may wish to consider:

- What progress/ key actions have been made against each recommendation?
- Are these actions pertinent to the measures required in the recommendation?
- Have the actions been undertaken within the time scale allocated?
- Are there any matters in the recommendation where progress is outstanding?
- Is the Committee satisfied that sufficient progress has been made and that the recommendation has been achieved?

Category	Criteria
1: Achieved (Fully)	The evidence provided shows that the recommendation has been fully implemented within the timescale specified.
2: Achieved (Late)	The evidence provided shows that the recommendation has been fully implemented but not within the timescale specified.
3: Not Achieved (Progress Made)	The evidence provided shows that the recommendation has not been fully achieved, but there has been significant progress made towards full achievement. An anticipated date by which the recommendation is expected to become achieved must be advised.
4: Not Achieved (Obstacle)	The evidence provided shows that the recommendation has not been fully achieved, but all possible action has been taken. Outstanding actions are prevented by obstacles beyond the control of the Council (such as passage of enabling legislation).
5: Not Achieved (Insufficient Progress)	The evidence provided shows that the recommendation has not been fully achieved and there has been insufficient progress made towards full achievement. An anticipated date by which the recommendation is expected to become achieved must be advised.
6: In Progress	It is not appropriate to monitor achievement of the recommendation at this time because the timescale specified has not yet expired.

The Tracking Process



Appendix 2: Progress with Recommendations

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R01	"Naming and shaming" should be introduced in Birmingham, backed up by investment in mobile CCTV cameras. The Cabinet Member is asked to report back on a timescale for implementation to the Housing and Neighbourhoods O&S Committee.	Cabinet Member, Street Scene and Parks	March 2021	3
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>25 March 2021</p> <p>Implementation of the recommendation requires the council to have in place a fair and transparent process and policy for processing CCTV imagery and officers from Legal Services, Corporate Information and Waste Enforcement are progressing the development of this. The primary purpose of mobile cctv is preventing, apprehending or detecting offending. It is anticipated that consideration under the framework of the Regulation and Enforcement Division's Enforcement Policy will be necessary. (<u>May/June 2021</u>, subject to agreement through the Licensing and Public Protection Committee).</p> <p>8 June 2021</p> <p>Following legal advice, a report will be taken to Cabinet in July seeking approval to consult on a draft policy framework covering the Publicising Fly-tipping and Environmental Crime Cases. Following this a decision report will be brought back to Cabinet for approval and implementation.</p> <p>The City already has a number of cameras in operation for targeted fly tip locations and resources have been released for an additional 10 cameras.</p>				
No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R02	The working group on CCTV cameras should consider the evidence from this inquiry with a view to a rapid implementation of the use of CCTV to tackle fly-tipping. The Cabinet Member is asked to bring back a report to Housing and Neighbourhoods O&S Committee on this.	<p>Cabinet Member, Social Inclusion, Community Safety & Equalities</p> <p>Cabinet Member, Street Scene and Parks</p>	March 2021	2
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>25 March 2021</p> <p>An application process has been agreed with the Corporate Information team for the wider use of cctv under the Surveillance Camera Commissioner's Code of Practice. A camera purchase quotation process will shortly commence through the Corporate Procurement team and as a pre-cursor to this, the Waste Enforcement Unit is conducting field-trials using a new type of cctv camera which may prevent the need to install multiple cameras at a fly-tipping hotspot. (<u>June 2021</u> - The anticipated progression timeline for the CPS quotation and evaluation).</p> <p>8 July 2021</p> <p>This has been completed and additional cameras have been ordered</p>				
No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R03	A review of prosecution strategies for fly-tipping, in particular the use of fixed penalty notices, with a view to adopting the Barking	Cabinet Member, Street Scene and Parks	March 2021	1

	& Dagenham approach, should be undertaken to ensure that this fits what is needed currently.	Deputy Leader Chair, Licensing & Public Protection Committee		
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>25 March 2021</p> <p>Use of FPNs is set by statute, statutory guidance and locally through the Council's Enforcement Policy. The Council is legally obliged to review the Enforcement Policy and this was last approved by the Licensing and Public Protection Committee in November 2020. In January 2021 the operational leads for waste enforcement and criminal litigation teams reviewed the utility of the current policy, including the guidance it provides to officers on evidential thresholds and decision making. No specific changes or recommendations were identified as requiring changes in order to support wider use of FPNs and ongoing arrangements are in place to review FPN outcomes, including FPN payment rates and cases concluded at court. Evaluation of approaches forms part of the Council's response plan to the Independent Wood Review. Staffing levels within the WEU is being increased and this will increase capacity.</p>				
No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R04	That the Cabinet Member considers implementing a model of Community Protection Officers in Birmingham, to meet the council's statutory functions at the first stages of contact. The model should involve other areas of the Council and agencies such as the Police. The aim should be for one CPO per councillor, a total of 101 for Birmingham.	Cabinet Members: Street Scene and Parks, Social Inclusion, Community Safety & Equalities, Transport & Environment, Finance & Resources	March 2021	2
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>25 March 2021</p> <p>A model has been developed to trial the concept. Fly tipping figures have been used to identify 6 Wards to introduce a specific Enforcement and Engagement Officer. They will be the key point of contact and provide routine enforcement inspections. This will include Duty of Care inspections. The 6 officers will cover Sparkbrook & Balsall Heath East, Bordesley Green, Alum Rock, Soho & Jewellery Quarter, Small Heath and Aston.</p> <p>8 July 2021</p> <p>There is an Enforcement and Engagement officer now in each of the identified Wards. We will monitor their performance and effectiveness</p>				
No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R05	That a report is brought to the Housing and Neighbourhoods O&S Committee on the impact of the HRC booking system and recommendations on whether this should continue post-Covid.	Cabinet Member, Street Scene and Parks	March 2021	3
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>25 March 2021</p> <p>Data has been reviewed and discussions have taken place to identify the pros and cons for the HWRC booking system. A report is being developed and could be submitted to the April 2021 meeting of the Housing and Neighbourhoods O&S Committee.</p> <p>8 July 2021</p>				

A report was taken to the April Committee, since then the daily slots at all sites have been increased in line with the changes in Covid restrictions. Following the last increase in slots there have been available slots at all HWRCs on a daily basis.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R06	That local community groups that clear rubbish or hold litter picks are supported by their local depot with waste collections and that the Cabinet Member looks at whether community clearance of communal land and back alley ways can also be supported.	Cabinet Member, Street Scene and Parks	February 2021	2

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

25 March 2021

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

8 July 2021

Support has been provided to numerous groups across the whole City. Litter picks have been taking place supported by the Service. Three open days have been held to show the equipment available to residents and requests have been responded to. Thousands of pieces of equipment have been supplied to groups across the city.

Support will be provided to groups irrespective of land they are working on.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R07	That the charges on bulky waste are reviewed with a view to removing these charges, or as a minimum removing these for vulnerable groups (including those on low income or with disabilities)	Cabinet Member, Street Scene and Parks	March 2021	4

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

25 March 2021

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

8 July 2021

We have reviewed this recommendation and given the impact on the budget it is considered unachievable, we have therefore decided to try and offer a different solution. We have found that Nottingham is one of the few authorities to offer a free collection service:

- One free collection per household per year and £15 per collection thereafter
- All electrical collections chargeable - £10 for the first item and £7.50 per item thereafter.

Nottingham has still seen a growth of 47% in fly tipping 2017-2020 compared to Birmingham's 36% increase.

The plan is to create 4 mobile HRC teams. They will operate across the City and the team will comprise a compactor vehicle (for non-recyclable items) a multi sort vehicle (for recyclable items) and a box van to take an item that could be reused. The Team will visit individual roads, Parks or housing estates and stay there for up to 4 hours to allow residents to bring their waste to them. The crew on site will be there to assist and support residents. There is currently one team in operation and is working in the Selly Park

area supporting student cross over and the remaining 3 teams will be up and running within the next 4 weeks.

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

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

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

Appendix ③: Concluded Recommendations

These recommendations have been tracked previously and concluded. They are presented here for information only.

concluded

No.	Recommendation	Responsibility	Date Concluded by Overview and Scrutiny Committee	Tracking Assessment

Performance Monitoring Report

<p>City Housing Directorate</p> <p>Housing Performance</p> <p>Performance Monitoring Report 2021/22</p>
Month 2 - May
Version 1.0

Performance Monitoring Process

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

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

Key

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

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

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

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

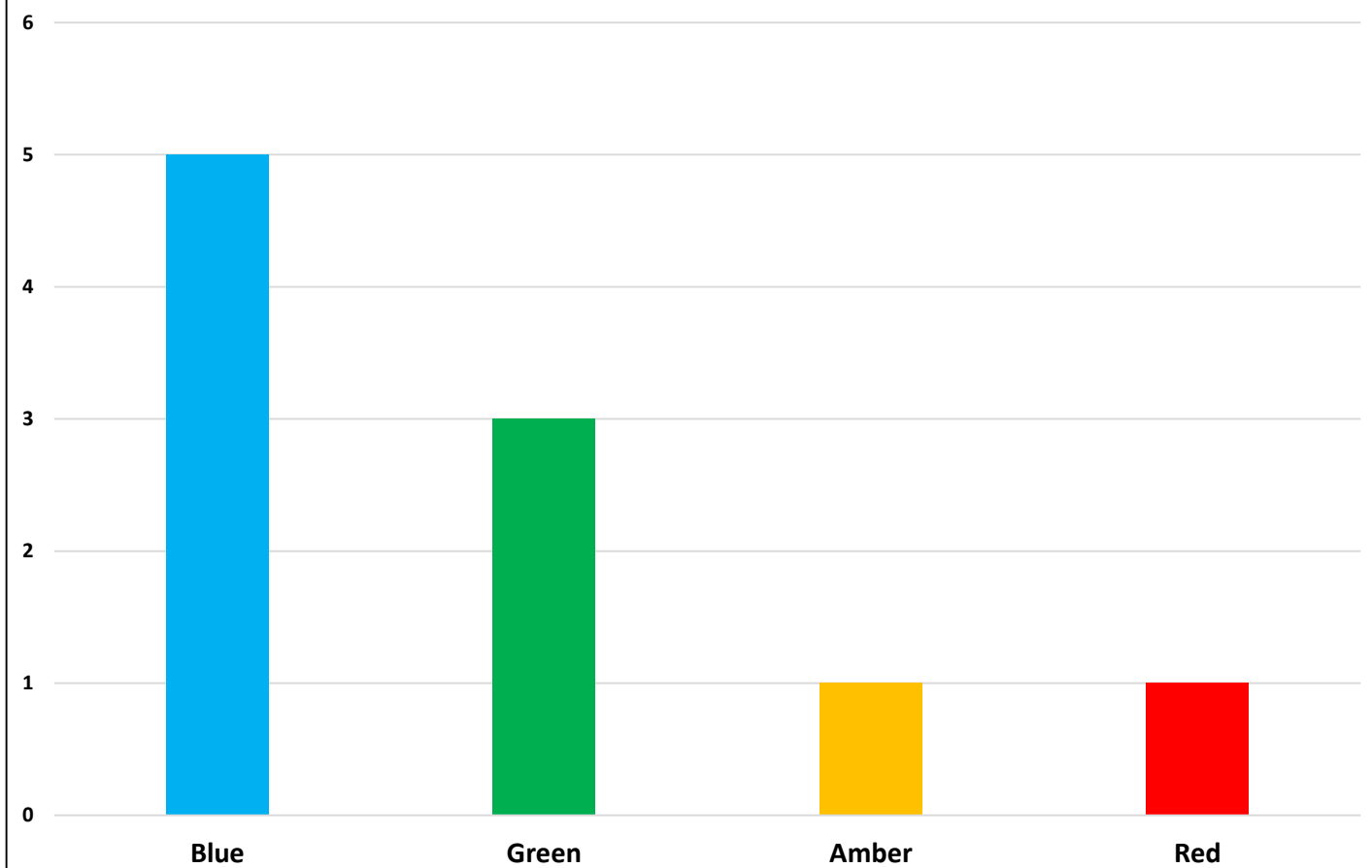
Performance Monitoring Report

Summary

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

BRAG	Number	Percentage of total
Blue	5	50%
Green	3	30%
Amber	1	10%
Red	1	10%
Blue, Green, Amber, Red Total	10	100%
Other KPIs (no target, target TBC, or BRAG N/A)	3	-
Grand Total	13	-

Performance Based on BRAG Rating



Exceptions Report and Contents Page

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

Vital Signs

Homes and Neighbourhoods Portfolio

Ref.	KPI	BRAG rating	Page
HN01	We will respond to all council housing emergency repairs in 2 hours	Green	5
Ref.	KPI	BRAG rating	Page
HN02	We will resolve council housing routine repairs within 30 days	Green	5
Ref.	KPI	BRAG rating	Page
HN03	Percentage of Right to Repair jobs completed against period profile	Green	6
Ref.	KPI	BRAG rating	Page
HN04	Average days void turnaround - excluding void sheltered properties	Red	6
<p>Exception Commentary:</p> <p>The May 2021 result of 44.4 days has not achieved the 28 day target but it is an improvement from 45.8 days in April 2021.</p> <p>337 voids were let in May 2021, 123 more lets than the previous month. The average days to repair these properties was 23 days, on average one day quicker compared to the previous month. The following actions are expected to improve performance over the coming months:</p> <ul style="list-style-type: none"> - Repairs pilot to reduce void repairs times by increasing consistency. As the contractors Fortem and Engie have embraced the new pilot, performance in the South and North of Birmingham have already improved. <ul style="list-style-type: none"> - Two applicants short-listed instead of one. - Increased numbers of lettings staff, which has led to a higher number of available lettings that can be completed each week. - To reduce the current cost and delays with arranging an interpreter, lettings officers who speak different languages translate to customers. - Utilising the Wise Move team to support customers moving out if downsizing and helping customers dispose of unwanted items which assists the repairs contractors with tidier voids. <ul style="list-style-type: none"> - Review of the staffing structure to create capacity across all areas. - Review the feasibility of viewings whilst repairs are being completed. - Better performance monitoring capabilities created from a void being ready to let until the lettings appointment and the tenancy start date. <ul style="list-style-type: none"> - Investigate potential for tenancy start dates to begin from any day of the week. <ul style="list-style-type: none"> - Increase the capacity of viewing officers. - Integration of the voids and lettings teams. - Reviewing risk assessments and business continuity plans given potential easing of lockdown and government guidance. 			
Ref.	KPI	BRAG rating	Page
HN05	Available properties as a percentage of total stock	Blue	7
<p>Exception Commentary:</p> <p>The May 2021 snapshot result is 99.4% which has exceeded the target of 98% for this period.</p>			
Ref.	KPI	BRAG rating	Page
HN06	Percentage of tenancies sustained at 12 months (where appropriate)	N/A	7
Ref.	KPI	BRAG rating	Page
HN07	Households where homelessness is prevented	Blue	8
<p>Exception Commentary:</p> <p>The year-to-date (April 2021 - May 2021) result of 55.26% has surpassed the target of 50.00%. There were 41 cases closed in prevention this month, with 22 having a positive outcome.</p> <p>The service has seen a steady success in driving forward the prevention agenda. Of the cases closed in prevention this month, a significant percentage have been closed with a positive outcome. This has been because the homelessness prevention fund has been used to either secure deposits or reduce arrears, redirecting single vulnerable people to suitable housing providers or negotiations with families to prevent exclusion. The remaining cases the service was not able to prevent are typically cases of larger families where the available options for suitable properties are minimal.</p>			
Ref.	KPI	BRAG rating	Page
HN08	Households where homelessness is relieved	Blue	8
<p>Exception Commentary:</p> <p>The year-to-date (April 2021 - May 2021) result of 57.78% has surpassed the target of 45.00%.</p>			

Exceptions Report and Contents Page

Ref.	KPI	BRAG rating	Page
HN09	Minimising the number of households living in temporary accommodation per 1,000 households	Amber	9
<p>Exception Commentary:</p> <p>The May 2021 snapshot result of 8.40 has not achieved the target of 8.30 but is still within tolerance, and is better than the national average across other local authorities. This snapshot result represents a total of 3,594 households in temporary accommodation. As of 28 May 2021, the number of households accommodated in temporary accommodation outside of the City was 350; this includes 112 households within bed and breakfast outside of the City. Mitigations to try and minimise the impact and stabilise this performance indicator includes:</p> <ul style="list-style-type: none"> • Maximising and utilising all self-contained or supported accommodation • Increasing and focussing on early intervention and prevention measures • Looking to engage with third sector organisations to provide support and joined up working on move-on <ul style="list-style-type: none"> • Working with the private sector to secure accommodation • Encouraging citizens to consider permanent accommodation in the private sector • Developing a more customer-focused approach to support households to move out of temporary accommodation. 			
Ref.	KPI	BRAG rating	Page
HN10	Percentage of residents allocated a BCC housing tenancy	N/A	9
Ref.	KPI	BRAG rating	Page
HN11	Number of properties improved in the Private Rented Sector as a result of Local Authority intervention	Blue	10
<p>Exception Commentary:</p> <p>The year-to-date (April 2021 - May 2021) result is 53 which has surpassed the target of 43 for this period.</p>			
Ref.	KPI	BRAG rating	Page
HN12	Private sector empty properties brought back into use	Blue	10
<p>Exception Commentary:</p> <p>The year-to-date (April 2021 - May 2021) result is 50 which has surpassed the target of 43 for this period.</p>			

State of the City

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

Ref.	KPI	BRAG rating	Page
O408	Reducing the number of rough sleepers across the city	N/A	11

Vital Signs

Homes and Neighbourhoods

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

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21

Amber

Q1

N/A

Q2

N/A

Q3

N/A

Q4

N/A

Baseline:

87.2%

Variance from target (monthly):

+0.4%

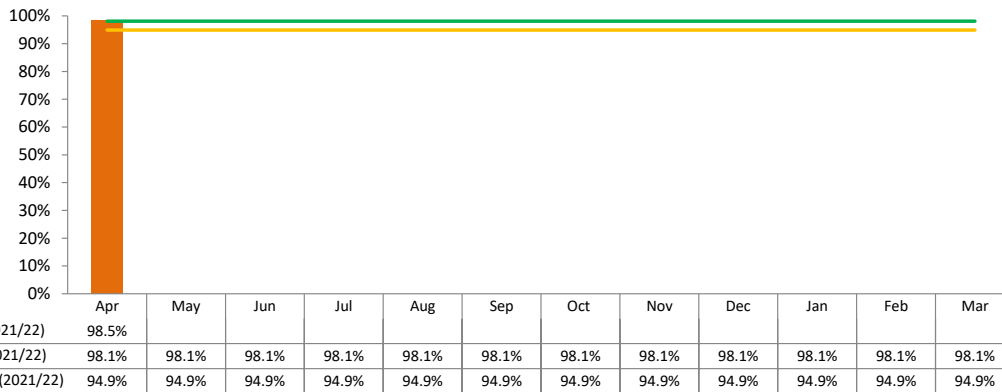
Year-end target:

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 2021 result is 98.5% which has surpassed the contractual target of 98.1%. Weekly performance meetings have concentrated on these measures and they are now showing clear improvements.

The weekly meetings concentrate on areas contractors are failing in and the reasons for the failures. This is broken down by Repairs, Gas, Capital and Voids and also keeps track of staffing levels. Previously the focus was on reducing Works in Progress (WIP) but this has now shifted to attending and completing within timescale.

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

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21

Green

Q1

N/A

Q2

N/A

Q3

N/A

Q4

N/A

Baseline:

98.2%

Variance from target (monthly):

+3.7%

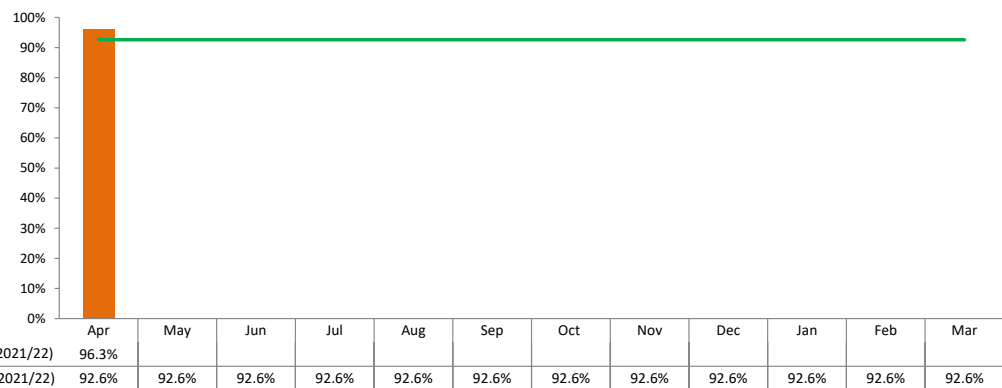
Year-end target:

92.6%

Benchmark:

N/A

We will resolve council housing routine repairs within 30 days



Commentary:

KPI reported one month in arrears: The April 2021 result is 96.3% which has surpassed the contractual target of 92.6%. Weekly performance meetings have concentrated on these measures and they are now showing clear improvements.

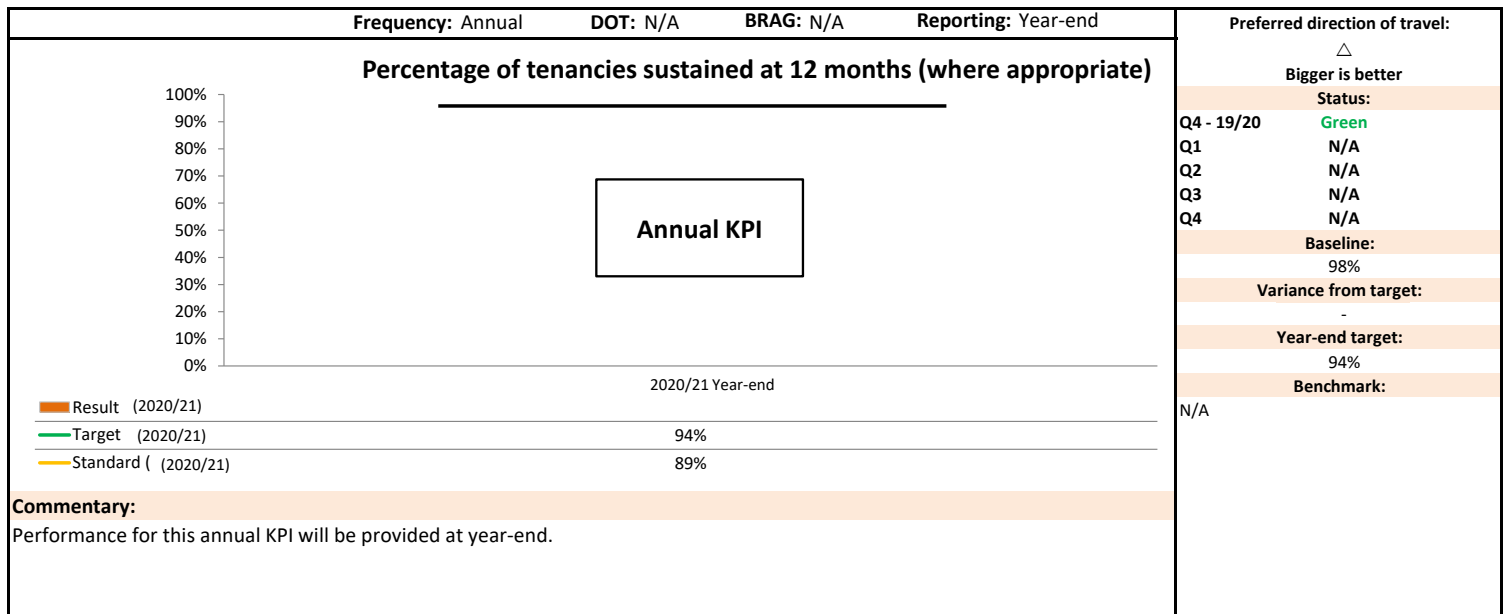
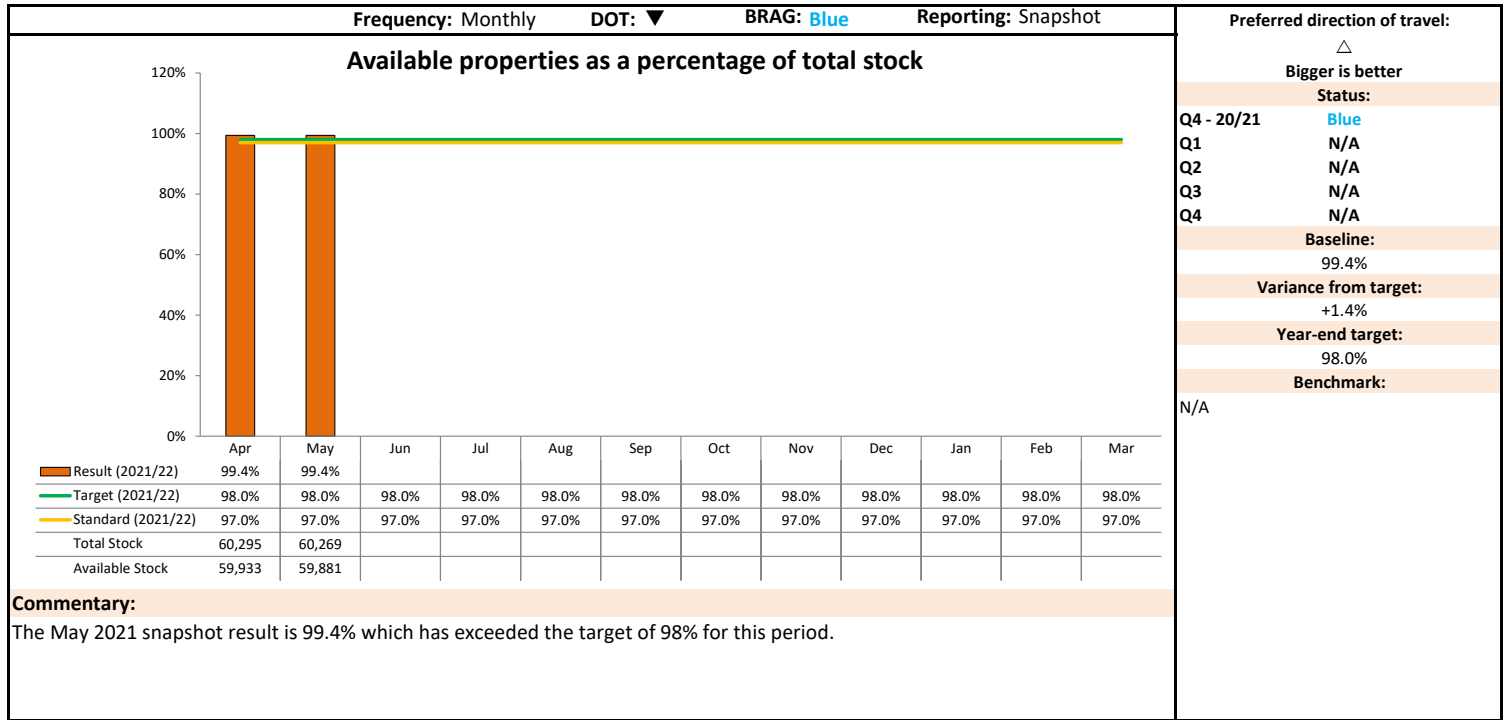
The weekly meetings concentrate on areas contractors are failing in and the reasons for the failures. This is broken down by Repairs, Gas, Capital and Voids and also keeps track of staffing levels. Previously the focus was on reducing Works in Progress (WIP) but this has now shifted to attending and completing within timescale.

Performance Monitoring Report

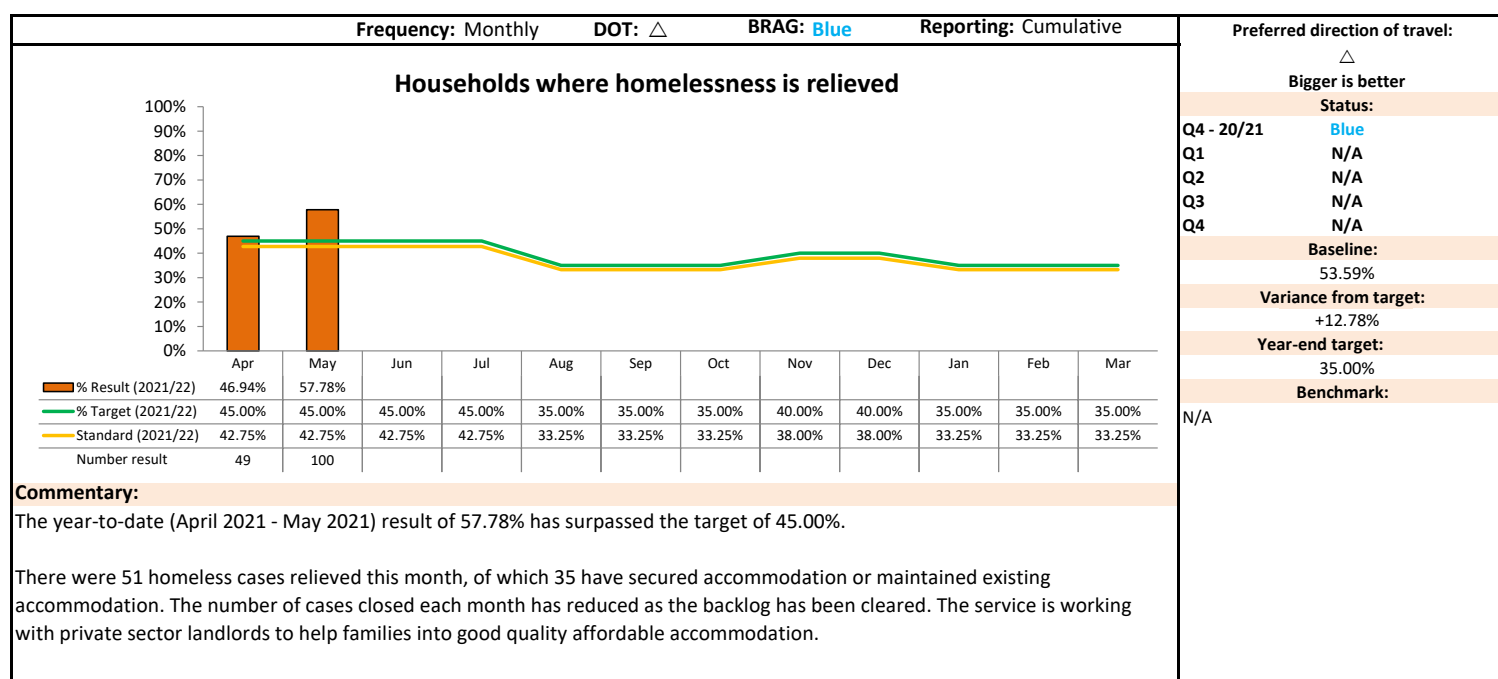
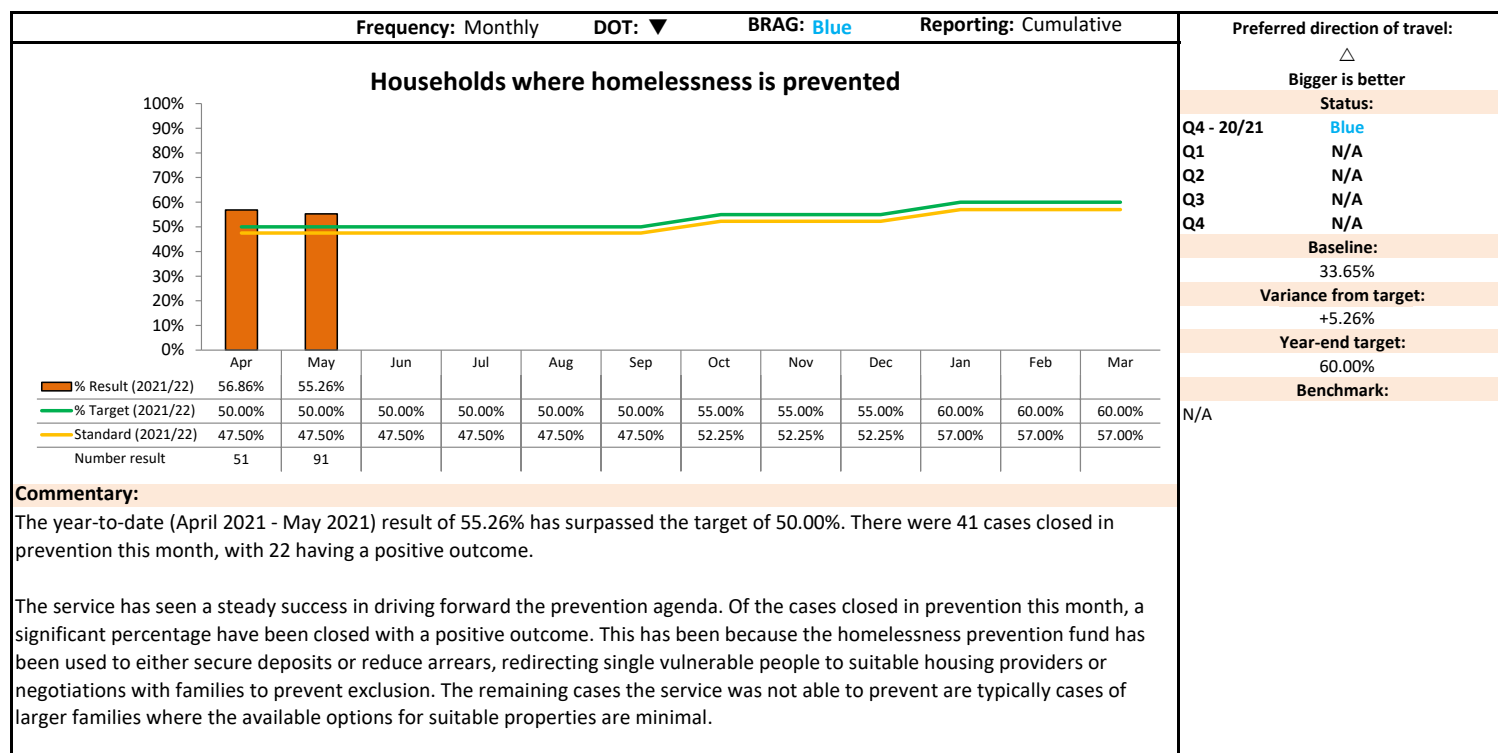
Frequency: Monthly DOT: N/A BRAG: Green Reporting: In-month													Preferred direction of travel: <div>△ Bigger is better</div>																																																									
Percentage of Right to Repair jobs completed against period profile																																																																						
<div><div></div><div></div><div></div></div> <table><tr><td></td><td>Apr</td><td>May</td><td>Jun</td><td>Jul</td><td>Aug</td><td>Sep</td><td>Oct</td><td>Nov</td><td>Dec</td><td>Jan</td><td>Feb</td><td>Mar</td></tr><tr><td>Result (2021/22)</td><td>93.0%</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Target (2021/22)</td><td>92.6%</td><td>92.6%</td><td>92.6%</td><td>92.6%</td><td>92.6%</td><td>92.6%</td><td>92.6%</td><td>92.6%</td><td>92.6%</td><td>92.6%</td><td>92.6%</td><td>92.6%</td></tr><tr><td>Standard (2021/22)</td><td>87.9%</td><td>87.9%</td><td>87.9%</td><td>87.9%</td><td>87.9%</td><td>87.9%</td><td>87.9%</td><td>87.9%</td><td>87.9%</td><td>87.9%</td><td>87.9%</td><td>87.9%</td></tr></table>																	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Result (2021/22)	93.0%												Target (2021/22)	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	Standard (2021/22)	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	Status: <div>Q4 - 20/21 Amber</div> <div>Q1 N/A</div> <div>Q2 N/A</div> <div>Q3 N/A</div> <div>Q4 N/A</div>		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar																																																										
Result (2021/22)	93.0%																																																																					
Target (2021/22)	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%																																																										
Standard (2021/22)	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%																																																										
Baseline: 89.3%																																																																						
Variance from target (monthly): +0.4%																																																																						
Year-end target: 92.6%																																																																						
Benchmark: N/A																																																																						
Commentary: KPI reported one month in arrears: The April 2021 result is 93.0% which has surpassed the contractual target of 92.6%. Weekly performance meetings have concentrated on these measures and they are now showing clear improvements.																																																																						
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Frequency: Monthly DOT: ▽ BRAG: Red Reporting: In-month													Preferred direction of travel: <div>▽ Smaller is better</div>																																																									
Average days void turnaround - excluding void sheltered properties																																																																						
<div><div></div><div></div><div></div></div> <table><tr><td></td><td>Apr</td><td>May</td><td>Jun</td><td>Jul</td><td>Aug</td><td>Sep</td><td>Oct</td><td>Nov</td><td>Dec</td><td>Jan</td><td>Feb</td><td>Mar</td></tr><tr><td>Result (2021/22)</td><td>45.8</td><td>44.4</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Target (2021/22)</td><td>28.0</td><td>28.0</td><td>28.0</td><td>28.0</td><td>28.0</td><td>28.0</td><td>28.0</td><td>28.0</td><td>28.0</td><td>28.0</td><td>28.0</td><td>28.0</td></tr><tr><td>Standard (2021/22)</td><td>29.4</td><td>29.4</td><td>29.4</td><td>29.4</td><td>29.4</td><td>29.4</td><td>29.4</td><td>29.4</td><td>29.4</td><td>29.4</td><td>29.4</td><td>29.4</td></tr></table>																	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Result (2021/22)	45.8	44.4											Target (2021/22)	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	Standard (2021/22)	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	Status: <div>Q4 - 20/21 Red</div> <div>Q1 N/A</div> <div>Q2 N/A</div> <div>Q3 N/A</div> <div>Q4 N/A</div>		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar																																																										
Result (2021/22)	45.8	44.4																																																																				
Target (2021/22)	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0																																																										
Standard (2021/22)	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4																																																										
Baseline: 46.9																																																																						
Variance from target: +16.4																																																																						
Year-end target: 28.0																																																																						
Benchmark: N/A																																																																						
Commentary: The May 2021 result of 44.4 days has not achieved the 28 day target but it is an improvement from 45.8 days in April 2021.																																																																						
337 voids were let in May 2021, 123 more lets than the previous month. The average days to repair these properties was 23 days, on average one day quicker compared to the previous month. The following actions are expected to improve performance over the coming months: <ul style="list-style-type: none">- Repairs pilot to reduce void repairs times by increasing consistency. As the contractors Fortem and Engie have embraced the new pilot, performance in the South and North of Birmingham have already improved.- Two applicants short-listed instead of one.- Increased numbers of lettings staff, which has led to a higher number of available lettings that can be completed each week.- To reduce the current cost and delays with arranging an interpreter, lettings officers who speak different languages translate to customers.- Utilising the Wise Move team to support customers moving out if downsizing and helping customers dispose of unwanted items which assists the repairs contractors with tidier voids.- Review of the staffing structure to create capacity across all areas.- Review the feasibility of viewings whilst repairs are being completed.- Better performance monitoring capabilities created from a void being ready to let until the lettings appointment and the tenancy start date.- Investigate potential for tenancy start dates to begin from any day of the week.- Increase the capacity of viewing officers.- Integration of the voids and lettings teams.- Reviewing risk assessments and business continuity plans given potential easing of lockdown and government guidance.																																																																						

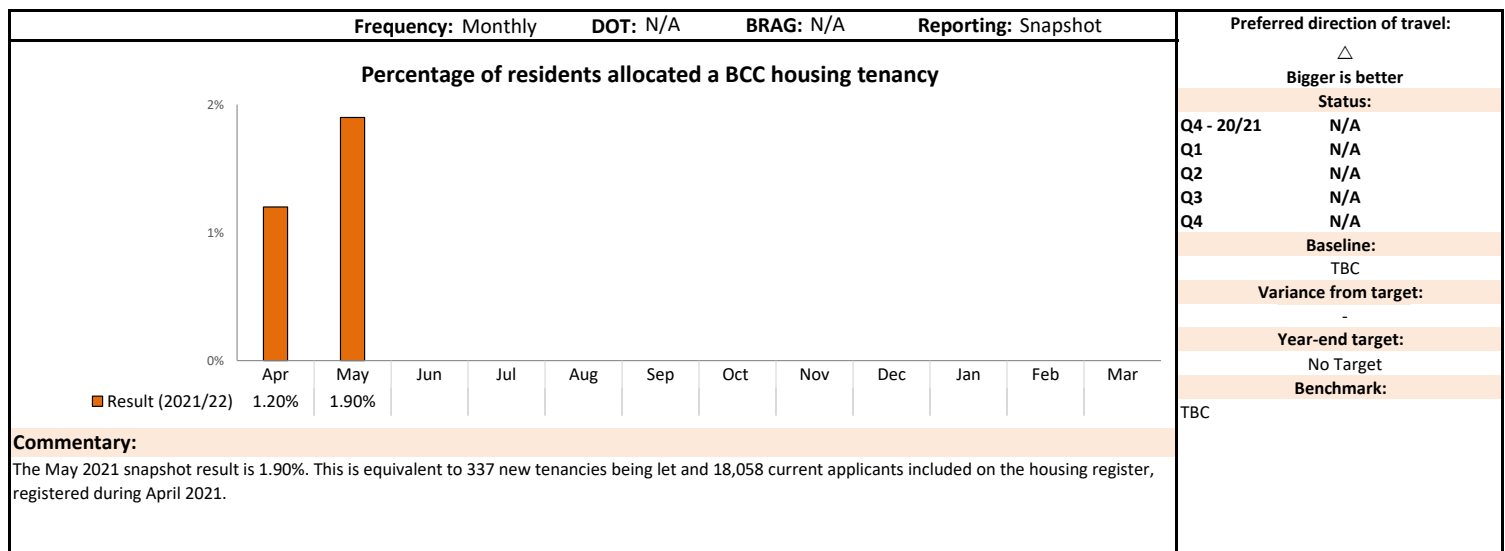
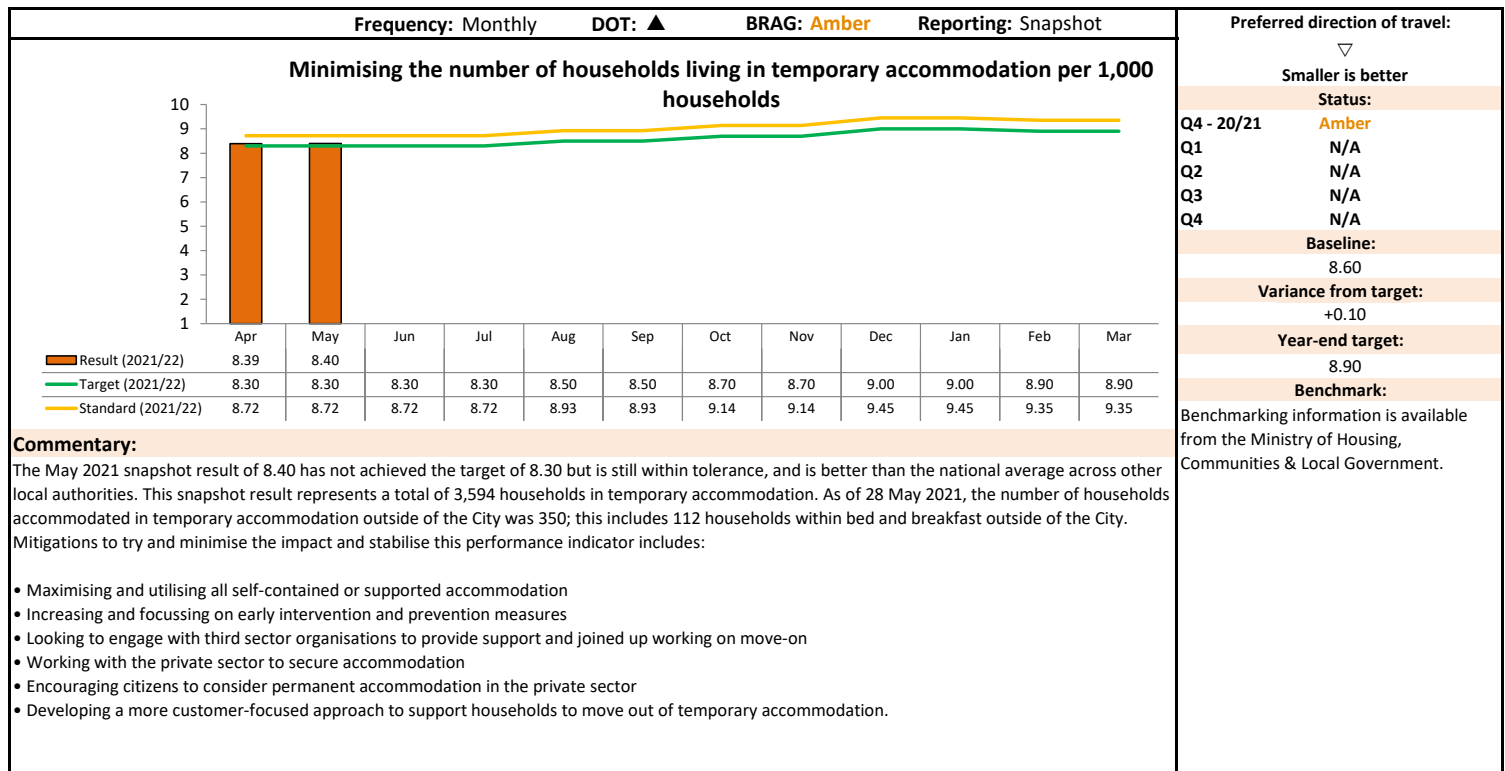
Performance Monitoring Report



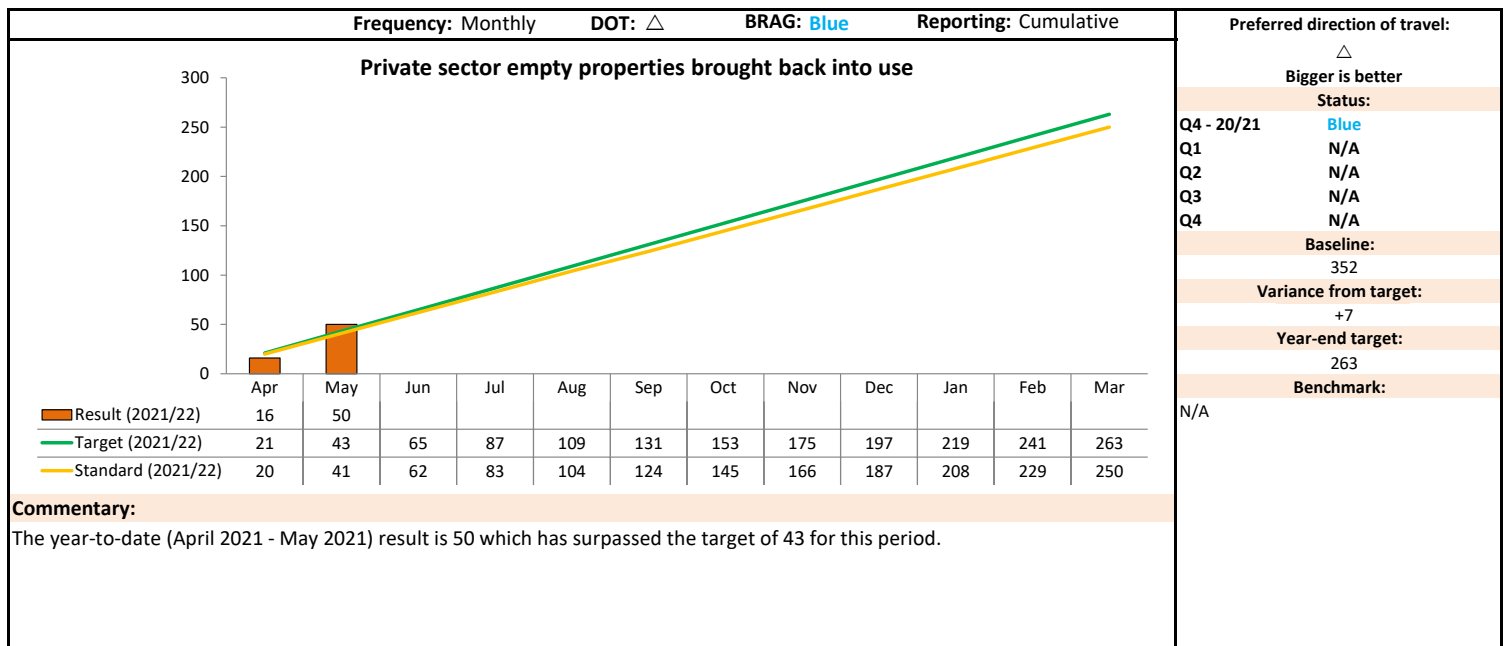
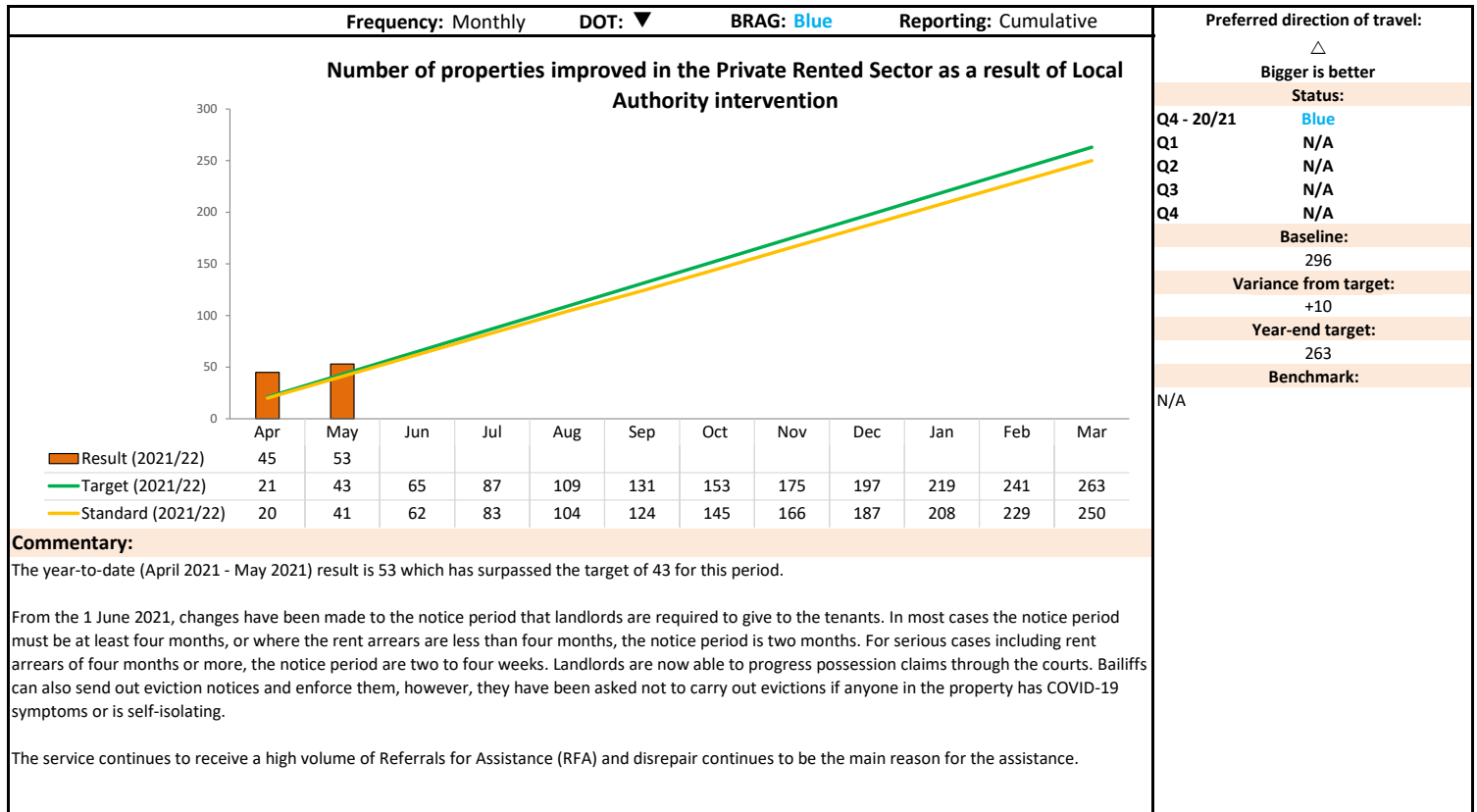
Performance Monitoring Report



Performance Monitoring Report

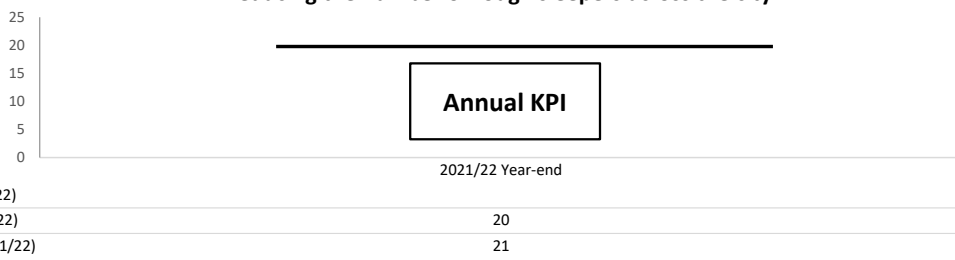


Performance Monitoring Report



State of the City

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

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

Performance Monitoring Report

City Operations Directorate Waste Management Performance Performance Monitoring Report 2021/22

Month 2 - May

Version 1.1

Performance Monitoring Process

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

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

Key

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

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

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

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

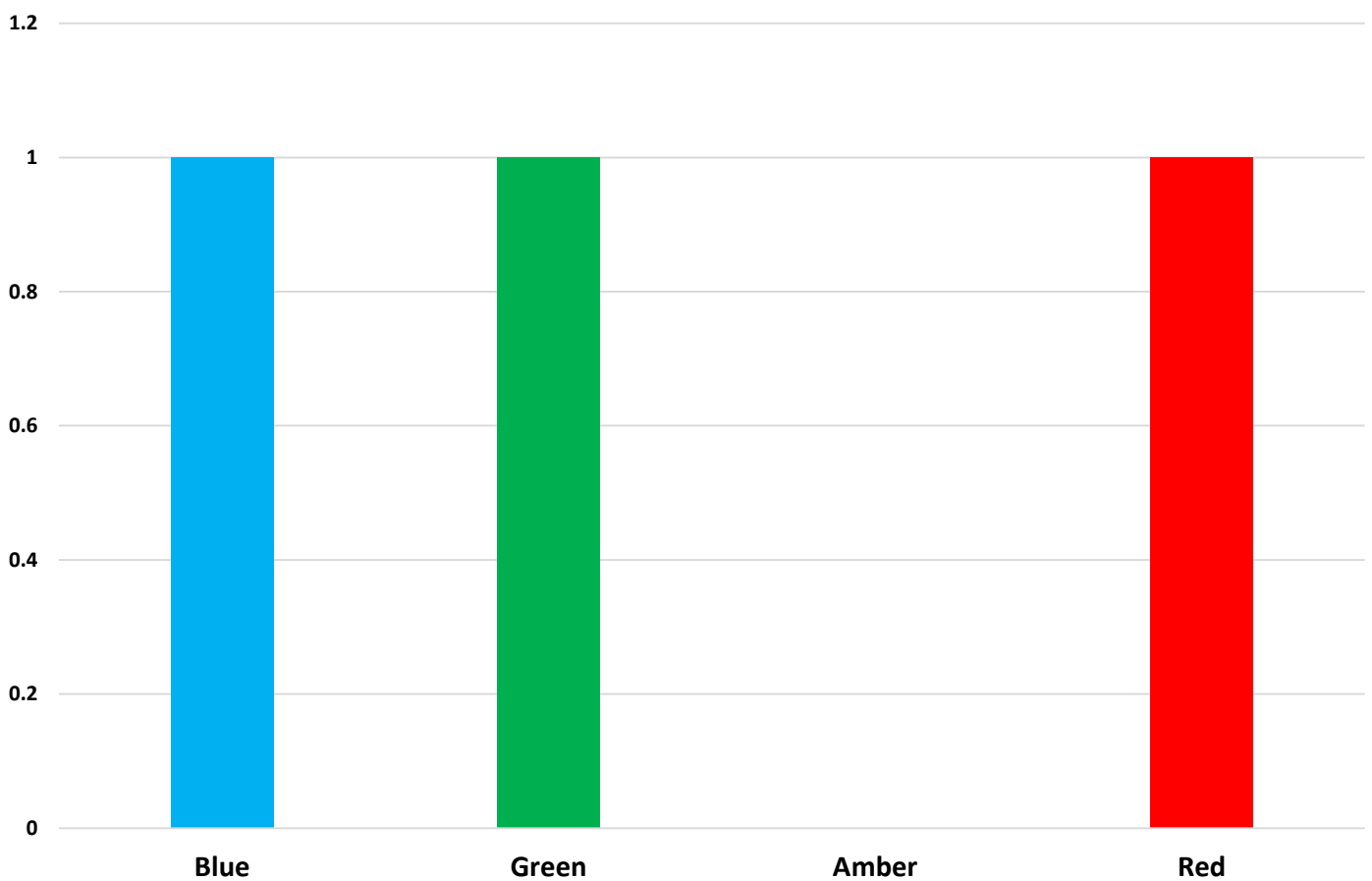
Performance Monitoring Report

Summary

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

BRAG	Number	Percentage of total
Blue	1	33%
Green	1	33%
Amber	0	0%
Red	1	33%
Blue, Green, Amber, Red Total	3	100%
Other KPIs (no target, target TBC, or BRAG N/A)	1	-
Grand Total	4	-

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, blue or amber)

Vital Signs

Street Scene and Parks Portfolio

Ref.	KPI	BRAG rating	Page
SSP01	Level of street cleanliness as assessed by the Land Audit Management System (LAMS)	N/A	4
Ref.	KPI	BRAG rating	Page
SSP02	Increased recycling, reuse, and green waste (both with and without bottom ash)	Green	4
Ref.	KPI	BRAG rating	Page
SSP03	Reported missed collections per 100k collections scheduled	Red	5
<p>Exception Commentary:</p> <p>KPI reported one month in arrears: The April 2021 result is 121 which has not achieved the target of 100. There were 2,342 reported missed residual collections and 1,222 reported missed recycling collections in April 2021. The total amount of individual collections scheduled in April 2021 was 2.94 million. Missed collections are reviewed on a daily basis and tend to be because of access issues, breakdowns and staffing issues. The majority of missed collections were collected before the end of the week.</p> <p>The service is currently in the middle of a vehicle replacement program and believes missed collections will start to be eased, now that new reliable vehicles have started arriving into the fleet. The current program of replacements should be completed by July 2021. In late summer, the entire fleet will be fitted with technology that will assist further in reducing missed collections. The service is also looking at missed collections in relation to crew performance, and identifying repeat missed collections to improve service delivery.</p>			
Ref.	KPI	BRAG rating	Page
SSP04	Percentage of waste presented to landfill	Blue	5
<p>Exception Commentary:</p> <p>KPI reported one month in arrears: The estimated April 2021 result is 2.00% which has surpassed the target of 4.00%. The target profile was set to reflect the planned shutdown of the Tyseley Energy Recovery Facility (ERF) in June 2021.</p> <p>This result is similar to the previous year's April 2020 result of 2.23%. This was achieved against a background of continuing high levels of kerbside collected residual waste and an increase in residual waste being deposited at the Household Waste Recycling Centres (HWRC). The amount of residual waste processed in Tyseley Energy Recovery Facility (ERF) was also the highest in last 13 months at 30,747 tonnes, which is more than the estimated amount of residual waste arising in April 2021. In April 2021 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.</p> <p>In 2021-22 the service will continue to make best use of available alternate ERFs that endeavour to recycle their post-incineration ash output, reducing as far as possible the need for landfill.</p>			

Vital Signs

Street Scene and Parks

Frequency: Quarterly DOT: N/A BRAG: N/A Reporting: Cumulative

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21

Amber

Q1

N/A

Q2

N/A

Q3

N/A

Q4

N/A

Baseline:

79.55%

Variance from target:

-

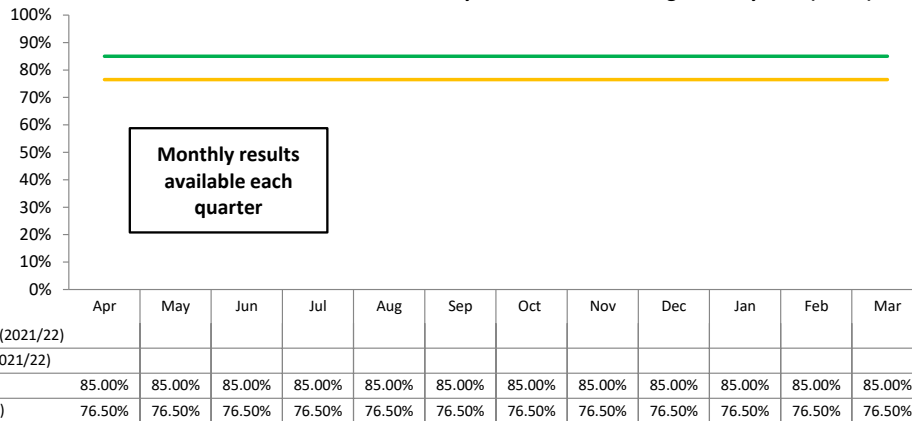
Year-end target:

85.00%

Benchmark:

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

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



Commentary:

Due to this quarterly-reported KPI being reported a month in arrears, the Quarter 1 performance will be provided within the July 2021 (month 4) performance report.

Frequency: Monthly DOT: N/A BRAG: Green Reporting: Cumulative

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21

Amber

Q1

N/A

Q2

N/A

Q3

N/A

Q4

N/A

Baseline:

38.51%

Variance from target

+0.90%

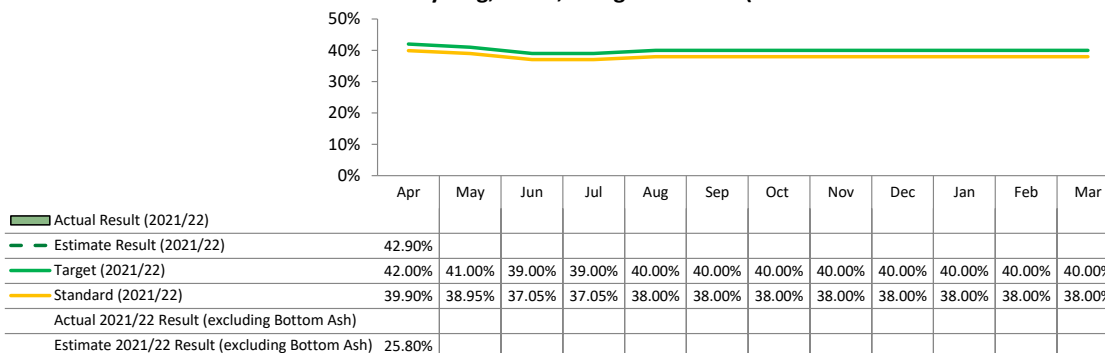
Year-end target:

40.00%

Benchmark:

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

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



Commentary:

KPI reported one month in arrears: The estimated April 2021 result is 42.90% which has achieved the target of 42.00% for this period. The target profile was set to reflect the planned shutdown of the Tyseley Energy Recovery Facility (ERF) in June 2021.

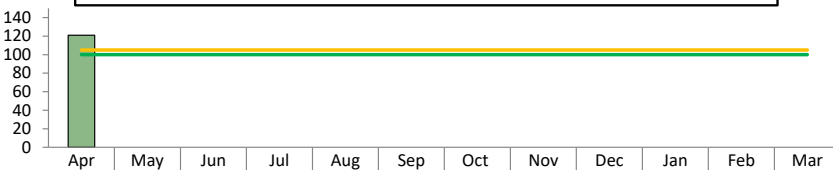
The estimated amount of waste disposed of in April 2021 is 40,900 tonnes, of which, an estimated 17,550 tonnes were reused, recycled, or composted.

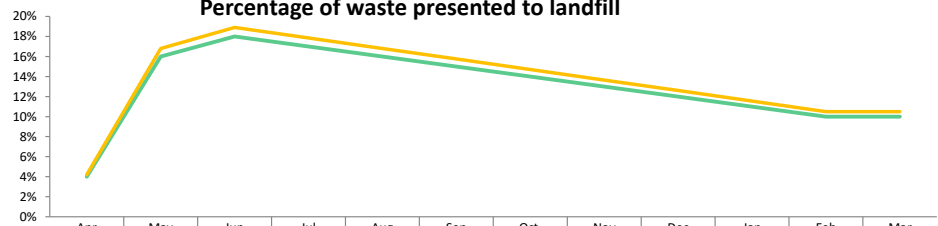
The number of slots that can be booked each hour at the Household Waste Recycling Centres (HWRC), taking in to account public safety and COVID-19 related restrictions, has been increased. This has resulted in an increase in the amount of residual waste and segregated recycling being deposited at the HWRC sites. The amount of segregated recycling was the highest since October 2019 at an estimated 3,450 tonnes. However, kerbside collection tonnages, both residual and recycling remain high (the ongoing impact of COVID-19 restrictions and related changes in behaviour). The amount of residual waste processed in Tyseley ERF was also the highest in the last 13 months at 30,747 tonnes and the resulting pre and post incineration metals, and recycled bottom ash contributed positively to the recycling performance.

The estimated April 2021 recycling figure (excluding the bottom ash) is 25.80%.

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

Performance Monitoring Report

Frequency: Monthly DOT: N/A BRAG: Red Reporting: Cumulative													Preferred direction of travel: ▾ Smaller is better			
Reported missed collections per 100k collections scheduled																
To achieve the target, the result should be below the target line, smaller is better																
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Result (2021/22)	121															
Target (2021/22)	100	100	100	100	100	100	100	100	100	100	100	100				
Standard (2021/22)	105	105	105	105	105	105	105	105	105	105	105	105				
Commentary:															Preferred direction of travel: ▾ Smaller is better	
KPI reported one month in arrears: The April 2021 result is 121 which has not achieved the target of 100. There were 2,342 reported missed residual collections and 1,222 reported missed recycling collections in April 2021. The total amount of individual collections scheduled in April 2021 was 2.94 million. Missed collections are reviewed on a daily basis and tend to be because of access issues, breakdowns and staffing issues. The majority of missed collections were collected before the end of the week.															Status: Q4 - 20/21 Red Q1 N/A Q2 N/A Q3 N/A Q4 N/A	
The service is currently in the middle of a vehicle replacement program and believes missed collections will start to be eased, now that new reliable vehicles have started arriving into the fleet. The current program of replacements should be completed by July 2021. In late summer, the entire fleet will be fitted with technology that will assist further in reducing missed collections. The service is also looking at missed collections in relation to crew performance, and identifying repeat missed collections to improve service delivery.															Baseline: 113	
															Variance from target: +21	
															Year-end target: 100	
															Benchmark: There is no benchmarking information available for this measure.	

Frequency: Monthly DOT: N/A BRAG: Blue Reporting: Cumulative													Preferred direction of travel: ▾ Smaller is better			
Percentage of waste presented to landfill																
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Actual Result (2021/22)																
Estimate Result (2021/22)	2.00%															
Target (2021/22)	4.00%	16.00%	18.00%	17.00%	16.00%	15.00%	14.00%	13.00%	12.00%	11.00%	10.00%	10.00%				
Standard (2021/22)	4.20%	16.80%	18.90%	17.85%	16.80%	15.75%	14.70%	13.65%	12.60%	11.55%	10.50%	10.50%				
Commentary:															Preferred direction of travel: ▾ Smaller is better	
KPI reported one month in arrears: The estimated April 2021 result is 2.00% which has surpassed the target of 4.00%. The target profile was set to reflect the planned shutdown of the Tyseley Energy Recovery Facility (ERF) in June 2021.															Status: Q4 - 20/21 Green Q1 N/A Q2 N/A Q3 N/A Q4 N/A	
This result is similar to the previous year’s April 2020 result of 2.23%. This was achieved against a background of continuing high levels of kerbside collected residual waste and an increase in residual waste being deposited at the Household Waste Recycling Centres (HWRC). The amount of residual waste processed in Tyseley Energy Recovery Facility (ERF) was also the highest in last 13 months at 30,747 tonnes, which is more than the estimated amount of residual waste arising in April 2021. In April 2021 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.															Baseline: 10.03%	
															Variance from target: -2.00%	
															Year-end target: 10.00%	
															Benchmark: Quarterly benchmarking information for this measure is available from Defra's Waste Dataflow system which is made available six months after the end of each quarter; this measure is benchmarked against the Core Cities.	

In 2021-22 the service will continue to make best use of available alternate ERFs that endeavour to recycle their post-incineration ash output, reducing as far as possible the need for landfill.														
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Housing and Neighbourhoods O&S Committee: Work Programme 2021/22

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

1 Terms of Reference

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

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

2 Meeting Schedule

Date	Item	Officer Contact / Attendees
17 June 2021 1400 hours Deadline for reports: 8 June	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit
	Work Programme Discussion	Emma Williamson/Jayne Bowles, Scrutiny Office
8 July 2021 1400 hours Deadline for reports: 29 June	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
	Progress Report on Implementation: Reducing Fly-tipping Street Litter Bins	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene



Date	Item	Officer Contact / Attendees
23 September 2021 1400 hours Deadline for reports: 14 September	Housing Maintenance and Repairs (including capital investment) Voids (process and turnaround times) Tenant Engagement (to check dates with Executive)	Julie Griffin, Managing Director of City Housing/John Jamieson, Head of Service – Housing Management/Louise Fletcher, Senior Service Manager
14 October 2021 1400 hours Deadline for reports: 5 October	Progress Report on Implementation: Reducing Fly-tipping Begging (numbers, causes and effects)	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
11 November 2021 1400 hours Deadline for reports: 2 November	Annual Report of the Birmingham Community Safety Partnership	Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience
	Localisation	
16 December 2021 1400 hours Deadline for reports: 7 December		
27 January 2022 1400 hours Deadline for reports: 18 January	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
17 February 2022 1400 hours Deadline for reports: 8 February	Progress Report on Implementation: Reducing Fly-tipping	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene
	Localisation	
10 March 2022 1400 hours Deadline for reports: 1 March		



Date	Item	Officer Contact / Attendees
14 April 2022 1400 hours Deadline for reports: 5 April	Performance Monitoring	Mira Gola, Head of Business Improvement and Support

3 Items to be programmed

- 3.1 Review of Impact/Outcomes of PSPOs
- 3.2 Housing Options Update
- 3.3 Update on Tower Blocks
- 3.4 HLBs/Tenant Engagement Review – project programme
- 3.5 Resourcing of the PRS Team – recruitment and apprenticeship scheme
- 3.6 CCTV policy
- 3.7 Street Litter Bins Policy
- 3.8 Bereavement Services Strategy

4 Outstanding Tracking

Inquiry	Outstanding Recommendations
Reducing Fly-tipping	R01 to R07

5 Other Meetings

Inquiry

Call in Meetings

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

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



6 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Housing and Neighbourhoods O&S Committee's remit.

009093/2021	Acceleration of City Housing Transformation to enable reduction in Temporary Accommodation	27 Jul 21
Cabinet Member for Homes and Neighbourhoods		
008773/2021	Invest to Save – Housing Options and Private Rented Sector New Operating Model	27 Jul 21
008959/2021	Green Homes Grant Local Authority Delivery (LAD) 2	27 Jul 21
008961/2021	Rough Sleepers Accommodation Programme 2021-2022	27 Jul 21
008858/2021	Working with the Private Sector to Deliver Housing Growth	07 Sep 21
008859/2021	Building Birmingham – Long Nuke Road Development	07 Sep 21
008915/2021	Druids Heath Regeneration	12 Oct 21
008759/2021	Working in Partnership with the Alderson Trust	09 Nov 21
Cabinet Member for Street Scene and Parks		
008869/2021	Future Parks Accelerator – 25 Year City of Nature Vision	07 Sep 21
007349/2020	Waste Vehicle Replacement Programme	12 Oct 21
Leader		
008307/2021	Perry Barr Regeneration Scheme – Full Business Case Update	27 Jul 21