

Key challenges	Current and ongoing approach	Future influences/action
1) Dealing with mental health issues and substance misuse, particularly with respect to hoarding	<ul style="list-style-type: none"> <li>➤ Vulnerability risk assessment for all new enquiries received</li> <li>➤ Action plans completed for all cases and agreed with complainant</li> <li>➤ Regular supervisor case reviews</li> <li>➤ Close work with advocates and/or family members to offer additional support</li> <li>➤ Multi-agency approach with West Midlands Fire Service, West Midlands Police, Mental Health services, etc.</li> <li>➤ Close working and referrals into specialist services such as Clouds End and Change, Grow, Learn</li> <li>➤ Referrals into the South Supporting Vulnerable Adults Panel (sub-group of the local Community Safety Partnership) and the Safer Communities Group</li> <li>➤ Clean ups arranged where appropriate under health &amp; safety, linking in with Street Scene South</li> <li>➤ Working in close partnership with West Midlands Police and West Midlands Fire Service to identify any potential premises where drug cultivation is occurring</li> <li>➤ Providing intelligence to the Police in order to obtain warrants</li> </ul>	<ul style="list-style-type: none"> <li>➤ Hoarding policy in development</li> <li>➤ Training on the new policy and approach</li> <li>➤ South problem solving meeting – opportunity for Landlord Services staff to share best practice and problem solve collectively across the South</li> <li>➤ Test case for enforcement action (one particular case in Edgbaston district currently being considered by Karen Bailey)</li> <li>➤ Continue to highlight theme at the local Community Safety Partnership and work with partners to develop best practice from around the country</li> <li>➤ Continue to attend training and workshop sessions to expand our understanding</li> </ul>
2) Reducing the amount of fly-tipping; reducing waste in gardens; and increasing recycling	<ul style="list-style-type: none"> <li>➤ Dedicated Street Scene Coordinator overseeing estate-based staff</li> <li>➤ Tour of duty on a daily basis around Housing communal land by District Neighbourhood Caretakers</li> <li>➤ Weekly collection (tipper service) around Housing communal land, plus ad-hoc where necessary to prevent health &amp; safety issues</li> <li>➤ Monthly walkabouts by Street Scene staff and</li> </ul>	<ul style="list-style-type: none"> <li>➤ Improve enforcement action where there is supporting evidence</li> <li>➤ Improve reporting from citizens to enable robust enforcement</li> <li>➤ Improve recycling rates through the dedicated visiting service and doorstep education</li> <li>➤ Improve partnership work with Waste Management and Enforcement</li> <li>➤ Continue with in-house tipper service</li> </ul>

	<p>HLB</p> <ul style="list-style-type: none"> <li>➤ Street Scene South approach able to mobilise staff from around the whole area to deal with large scale issues</li> <li>➤ Sharing successes through Twitter and working with local community groups</li> <li>➤ Scheduled litter picks with partners and citizens</li> <li>➤ Dedicated visiting officers targeting high and low rise blocks to offer a doorstep education to reduce fly tipping and improve recycling.</li> <li>➤ Fully supportive of the reduce, reuse, and recycle campaign</li> <li>➤ Support city objective to increase employment by taking on trainees and apprenticeships</li> <li>➤ Seeking agreement for local Good Neighbourhood Agreements to maintain neighbourhood appearance and cleanliness</li> </ul>	<ul style="list-style-type: none"> <li>➤ Continue to support traineeships/apprenticeships focusing on the Street Scene service</li> <li>➤ Monitor and improve Environmental Quality Surveys (EQS) to plan our approach to Housing communal issues</li> <li>➤ Continue to develop close working relationships with elected members and Street Scene Coordinator</li> <li>➤ Consider any forms of best practice and feed into citywide initiatives</li> <li>➤ Increase active tenant participation in keeping neighbourhoods clean and green</li> <li>➤ Continue Street Scene engagement, education, enforcement and problem solving drive with partners and residents</li> </ul>
3) Reducing technical arrears and managing finances effectively	<ul style="list-style-type: none"> <li>➤ Weekly report on finances and period monitoring</li> <li>➤ Budgets discussed through supervision by Senior Service Manager with all Place Managers in relation to HLB repairs, Aerial, Tenant Involvement, and Environmental Capital budgets</li> <li>➤ Cross-HLB funding for Street Scene chipper – maximising budgets and cross-funding</li> <li>➤ Reduction in tipping costs since using in-house resources</li> <li>➤ Regular meetings with Finance</li> <li>➤ Specific Business Team in the South focusing on reducing all technical arrears cases (abandoned properties, successions, unlawful occupiers, prison and care home, deceased)</li> <li>➤ Review of all live technical arrears</li> <li>➤ Regular supervision and case reviews</li> <li>➤ Close working relationship with rents</li> </ul>	<ul style="list-style-type: none"> <li>➤ Savings plan to incorporate freeze on expenditure (apart from health &amp; safety issues) – including: reduction in use of stationery; being paperless; efficient use of energy; recycling at offices, etc.</li> <li>➤ Joint technical arrears panel with Landlord Services and Rents to focus on individual cases and review action plans</li> <li>➤ Fortnightly focus on reducing technical arrears</li> <li>➤ More thorough supervision and focus on a top 5-10 approach</li> <li>➤ South problem solving meeting</li> </ul>
4) Increasing tenant sustainability	<ul style="list-style-type: none"> <li>➤ 12 week Letting Support offered to new tenants</li> <li>➤ Targeted visiting programme aimed at those impacted by Welfare Reform</li> <li>➤ Effectively manage cases relating to antisocial behaviour and tenancy management</li> </ul>	<ul style="list-style-type: none"> <li>➤ More referrals into Mediation and Restorative Justice</li> <li>➤ Fully utilising the Early Help offer making referrals through CASS.</li> <li>➤ Increase amount of Think Family referrals</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Specialised Domestic Abuse Officer covering the South</li> <li>➤ Referrals to other agencies for specialised support – appreciating we deal with complex lives and cannot resolve all issues ourselves</li> <li>➤ Providing advice and guidance to tenants in order to deal with low-level issues, helping citizens to help themselves.</li> <li>➤ Use of early intervention measures and Think Family approach to achieve long-term changes</li> <li>➤ Improved resilience when dealing with emergency situations such as flooding, fires, explosions, etc by sharing experiences and best practice at Area Management Team meetings</li> </ul>	<ul style="list-style-type: none"> <li>➤ South problem solving meeting</li> <li>➤ Understanding reasons for void instances</li> <li>➤ Continue to improve early intervention and referrals into support</li> <li>➤ Strong enforcement where appropriate and necessary</li> <li>➤ Improving the information on the Birmingham City Council website</li> <li>➤ Updated policies and procedures</li> <li>➤ Consider the introduction of flexible tenancies and impact this will have</li> <li>➤ Training on the new Allocations policy once implemented</li> <li>➤ Targeted visiting programme aimed at those impacted by Welfare Reform</li> </ul>
5) Reducing demand on services	<ul style="list-style-type: none"> <li>➤ Getting things right first time – agreeing realistic action plans with tenants</li> <li>➤ Reviewing progress of cases and being honest about what we can achieve</li> <li>➤ Supervision for all cases/investigations</li> <li>➤ Agreement before closure to prevent repeat complaints</li> <li>➤ Utilising tools that will produce long-term changes e.g. Mediation, Restorative Justice, and Think Family.</li> <li>➤ Working in partnership with other agencies to determine the most appropriate course of action</li> <li>➤ Playing a vital role at forums such as the Safer Communities Group, Early Help panel, and local meetings</li> <li>➤ Interrogating intelligence and information already known to the Council</li> <li>➤ Following the corporate Your Views complaints procedure and using the Community Trigger process from the ASB, Crime, and Policing Act 2015</li> </ul>	<ul style="list-style-type: none"> <li>➤ More case studies and sharing of best practice</li> <li>➤ Refresher training on investigation skills, from street to court, enforcement tools, etc.</li> <li>➤ Improving information on the Birmingham City Council website</li> <li>➤ Providing clear and concise advice</li> <li>➤ Increasing the amount of visits to complainants and alleged perpetrators to tackle issues at an early stage</li> <li>➤ Improve media coverage of successful outcomes</li> <li>➤ Continue to promote and increase tenant involvement and participation</li> </ul>