

BIRMINGHAM CITY COUNCIL

HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 17 FEBRUARY 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) 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.

3 - 20

4 ACTION NOTES AND ACTION TRACKER

To confirm the action notes of the formal meeting held on 11 November 2021 and the informal meeting held on 27 January 2022 and to note the action tracker.

21 - 26

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.
Councillor Phil Davis, Chair of Licensing and Public Protection Committee, has also been invited to attend in respect of Recommendation 3.

27 - 34

6 **TENANT ENGAGEMENT REVIEW**

Julie Griffin, Managing Director, City Housing, John Jamieson, Head of Housing Management, and Louise Fletcher, Senior Service Manager - Tenant Engagement, in attendance.

35 - 40

7 **WORK PROGRAMME**

For discussion.

8 **DATE AND TIME OF NEXT MEETING**

To note that the next meeting is scheduled to be held at 1400 on Thursday 10 March 2022

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

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

10 **OTHER URGENT BUSINESS**

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

11 **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 11 November 2021

Main Hall, Birmingham & Midland Institute

Action Notes

Present:

Councillor Marje Bridle (Chair)

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

Also Present:

Councillor John Cotton, Chair, Birmingham Community Safety Partnership/Cabinet Member for Social Inclusion, Community Safety and Equalities

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

Chief Superintendent Steve Graham, Vice Chair, Birmingham Community Safety Partnership/NPU Commander, Birmingham West (on-line)

Paul McKeown, Trident Reach

Pamela Powis, Senior Service Manager, Safer Places

Stephen Philpott, Acting Head of Housing Solutions and Support

Darren Share, Assistant Director, Street Scene

David Watson, Trident Reach

Jayne Bowles, Scrutiny Officer

Christian Scade, Interim Head of Scrutiny

1. NOTICE OF RECORDING/WEBCAST

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2. APOLOGIES

Apologies were received from Councillors Penny Holbrook and Mike Sharpe.

3. DECLARATIONS OF INTERESTS

None.

4. ACTION NOTES AND ACTION TRACKER

(See documents 1 and 2)

The following points were raised regarding outstanding actions:

- The Job Description for the Enforcement and Engagement Officer role and “day in the life paper” to be sent to Members;
- The additional performance monitoring information that had been requested to be included in the next report to committee.

RESOLVED:

- The action notes of the meeting held on 14 October 2021 were agreed;
- The action tracker was noted.

5. BIRMINGHAM COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT 2020/2021

(See document 3)

Councillor John Cotton, Chair of the Birmingham Community Safety Partnership (BCSP)/Cabinet Member for Social Inclusion, Community Safety and Equalities, and Pamela Powis, Senior Service Manager, Safer Places, were in attendance for this item. Chief Superintendent Steve Graham, Vice Chair of the BCSP/NPU Commander, Birmingham West attended the meeting remotely on Teams.

Councillor Cotton introduced the report and highlighted the key points. In addition, the following points were made:

- Apologies had been submitted by Waqar Ahmed, Assistant Director, Community Safety and Resilience, who was unable to attend due to Covid;
- Councillor Cotton wanted to put on record his thanks to all the partners who had contributed to the work of the Partnership, stressing that although the council hosts, it is a joint endeavour with partners and the importance of that partnership comes through in the report;
- The annual report presented 12 months ago reflected the unique circumstances of the pandemic. This year has been slightly more business as usual and they have been able to deliver a number of projects and interventions, although it has been a period of transition, making some year to year statistical comparisons more difficult;
- There have been some challenges as we emerge from the pandemic;
- There is a lot more to do but there is a shared commitment across all partners to keep people in the city safe.

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

- In response to concerns expressed regarding Police presence and the need to be more proactive, particularly in light of recent incidents in the gay village, Members were told that the Police do try not to be entirely reactionary and there is a neighbourhood team working around Hurst Street and with the venues;
- With regard to the recent incidents, they did not just put a response in place, it was an enhanced response – a “police station” has been established for anyone to discuss concerns with police officers and PCSOs;
- Sometimes bad things do happen but they then try to deliver a first class service for victims;
- Sometimes they get things wrong and they would like to see more officers in the area, but there are many demands;
- They want to make sure they have sustainable plans to deal with all issues in the community, eg tackling hate crime;
- They have some long term solutions, eg to stop car cruising, but cannot promise an increase in the number of officers;
- There will be a report presented to Cabinet shortly regarding the renewal of CCTV provision and one of the challenges laid out to officers is potential spots around the gay village where they might be able to put additional cameras;
- In response to a question about mobile CCTV cameras and how they are deployed, it was explained that there has to be evidence to support the need for a camera in a specific location and then consultation with residents on that road. If agreed, then a re-deployable camera can be issued. However, it was noted there are only 11 for the city and if all 11 were out and there was an urgent demand they would have to re-assess. There is a community safety operational group, which takes a city-wide approach with partners, and would make that decision;
- With regard to the supported housing pilot, whilst this is welcomed there were concerns that the report makes it all sound fine when that is far from the case;
- Members were told there is no complacency around the scale of the problem, which is a national scandal, and there is a change needed in the regulatory framework;
- Where there is evidence to “name and shame” poor providers, this is being done, and reference was made to the recent closure order, which had been publicised;
- The scale of the issue of modern day slavery was noted, with an alarming 60 cases a month being recorded and Members feared that is the tip of the iceberg;
- The Youth Endowment Fund, particularly how it is used, was queried. This is Government funding which the council had to bid for and is based very much on Police evidence. There is also some broader work being done around youth engagement;
- There was a discussion about the Local Partnership Delivery Groups (LPDGs) and the importance of local councillors who are not members being notified

when meetings are taking place and having access to agendas and minutes so they can raise issues;

- It was also suggested that it would be a good idea to have substitute members in place;
- In terms of the geography of the LPDGs, although it would be good to go back to smaller areas, in reality there are only 6 officers at their disposal and so the city has been divided as best they can with the resources available;
- However, they are looking at place-based pilots in Lozells and Sparkbrook to see if they can address a smaller area;
- It was noted that the issue of travellers in the city was not mentioned in the report and Members were told that this sits within Regulation and Enforcement and that an engagement partnership was being set up with the traveller community to address some of these issues;
- With regard to measuring the additional value of the BCSP, at the moment the performance information in the quarterly reports to Cabinet is being re-visited and they are looking at all Police data and data held within the internal CSP team to get some baselines and targets around issues.

RESOLVED:-

- The report was noted.

6. BEGGING

(See document 4)

Councillor Cotton introduced the report, with Stephen Philpott, Acting Head of Housing Solutions and Support, and Paul McKeown and David Watson from Trident Reach, also in attendance.

The following points were highlighted:

- This is a major concern for residents, and also potentially dangerous for the people involved, and requires a response based on enforcement where necessary. However, the hand of support and friendship is offered first and there are strengthened partnership mechanisms to deal with these issues;
- There is additional funding for two new Intervention Officers;
- The Change into Action campaign has been re-launched, accompanied by targeted work on traffic light begging;
- There has been some success as regards getting people to engage with support services, but they will enforce when they have to;
- There is some reform needed, particularly the Vagrancy Act;
- Work with partners will continue and any further work by this committee would be welcomed to help develop a coherent response on these issues.

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

- Members welcomed the report and a view was expressed that anecdotally it seems modern slavery is a significant driver and cause of this problem and if that is the case we need to be getting to the gangs who are responsible;

- It was felt that the reason it goes on is that people hand money over and more needs to be done to promote alternative giving;
- Consideration should also be given to how local councillors can help to get that message out effectively and there are posters and further information which can be sent out to all councillors;
- There is a Modern Slavery Co-ordinator, grant funded, who does an awful lot of work with West Midlands Police and the Regional Organised Crime Unit and whilst the Police are aware of certain organisations, they are also aware that there are families who use begging as a business and this was prevalent in the Romanian community;
- Streetlink is really good in terms of going out and engaging with people and offering support and alongside that there has to be enforcement action;
- It was pointed out that a minority of beggars are rough sleeping and the majority are getting benefits;
- Members expressed their thanks for all the work that is being done.

RESOLVED:-

- The report was noted.

7. PROGRESS REPORT ON IMPLEMENTATION: REDUCING FLY-TIPPING

(See document 5)

Councillor John O'Shea, Cabinet Member for Street Scene and Parks, and Darren Share, Assistant Director, Street Scene, attended for this item.

The Chair began by highlighting the need for regular updates to make sure everything is progressing and then invited the Cabinet Member to introduce the report and in doing so Councillor O'Shea confirmed that they were moving forward in all major aspects of the report, which demonstrates the importance of scrutiny work and he hoped for something similar this year with the work the committee is doing on litter bins.

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

- Members agreed the Mobile Household Recycling Centres (MHRCs) were working well but asked that officers understand the importance of working with local members to identify locations;
- It was agreed that local councillors should be consulted and that locations should be selected which are easy for both crews and residents to get to;
- The importance of giving people as much notice as possible was stressed and the timeliness of getting leaflets out was raised. Members were told that getting maps printed had delayed information going out. They are now working to get that information more quickly to get leaflets, map and location details out at the same time;
- It was agreed that a point needs to be reached where three weeks' notice is given and with regard to scheduling, the initial announcement had been one

visit to each ward each year, however they don't think any ward will only get one a year, there should be more than that;

- They do need to review the times, however councillors have indicated that early starts are welcomed;
- They have seen a downturn in fly-tipping but warned that it is normal to see a downturn at this time of year and if the MHRCs are working it is not thought the impact will be seen until spring next year;
- It was acknowledged that there might be some trade waste going in there but the aim is to take waste off the streets of the city and that does at least mean it is not being dumped;
- Reinforcements to the Enforcement Team will mean they can catch more of those people who are not getting rid of their rubbish correctly;
- The timeliness
- With regard to the "Wall of Shame/Grimewatch", two cameras have already been deployed in two very different locations and are capturing images;
- There is no date as yet for the first video but the last bit of legal work has now been completed, with external advice on policy having been sought from QC;
- In response to a question about how to book slots at Household Recycling Centres (HRCs) over the 'phone, Members were told that people are being encouraged to book online if they can and it is possible to book a slot on someone else's behalf if they have their details;
- Perry Barr HRC is closed for the next year or so and it is useful to be able to direct people to locations with spare capacity;
- They haven't run into any problems with sites running out of spaces – they did come close on bank holiday weekends but there was still capacity;
- Reference was made to the recommendation in the report to look at free bulky collections for disabled/vulnerable people where MHRCs won't make much of a difference unless they are parked outside their houses;
- Members were told that this had been looked at but would be a struggle financially and had therefore been considered unachievable due to the impact on the budget;
- There is some work being done with Keep Britain Tidy around putting stickers on fly-tipping to say it is under investigation, which was welcomed as this does mean local residents can see it is being acted on;
- With regard to the effectiveness of the new Enforcement and Engagement Officers, Members were told that it was too early to report back on their effectiveness and that a longer term view would be needed;
- With regard to Recommendation 3 regarding the use of Fixed Penalty Notices (FPNs), Members did not agree with the tracking assessment of "1" (Achieved Fully) as more work needs to be done and the assessment should therefore be "3" (Not Achieved, Progress Made);
- Councillor O'Shea responded that the review had been completed and suggested inviting the Chair of the Licensing and Public Protection Committee (LPPC) to address the issue of FPNs;
- Members agreed that the Chair of LPPC should be invited to a future meeting and that perhaps the discussion could be widened to include littering FPNs as well.

RESOLVED:

- Chair of Licensing and Public Protection Committee to be invited to a future meeting;
- The report was noted.

8. WORK PROGRAMME

(See document 6)

It was agreed that an informal session would be arranged to discuss the work programme in more detail.

RESOLVED:

- Informal session to be arranged;
- The work programme was noted.

9. DATE OF NEXT MEETING

Noted.

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 1603 hours.

BIRMINGHAM CITY COUNCIL

**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE –
INFORMAL MEETING****1400 hours on Thursday 27 January 2022 (On-line Meeting)**

Present:

Councillor Kate Booth (Chair)

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

Also Present:

Councillor Shabrana Hussain, Cabinet Member for Homes and Neighbourhoods

Chris Jordan, Assistant Director, Neighbourhoods

Varun Sitaram, Head of Business Improvement and Change

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

Mira Gola, Head of Business Improvement and Support

Julie Griffin, Managing Director, Housing

Gary Messenger, Assistant Director of City Housing Services and Support

Jonathan Antill, Head of Business Improvement and Support

Nick Reid, Depot Manager

Christian Scade, Interim Head of Scrutiny and Committee Services

Ceri Saunders, Acting Group Overview & Scrutiny Manager

Baseema Begum, Scrutiny Officer

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2. APPOINTMENT TO COMMITTEE

The appointment of Cllr Kate Booth as Chair was noted.

3. APOLOGIES

Councillor Mike Sharpe.

4. DECLARATIONS OF INTERESTS

None.

5. ACTION NOTES AND ACTION TRACKER

(See documents 1 and 2)

The action notes of the meeting held on 11 November 2021 were noted and will be agreed at the next formal meeting.

The following points were made in relation to the action tracker:

- Cllr Bridle raised an outstanding item of action relating to the committee's July meeting and asked if this could be followed up as it had not been received.
- The Chair requested that all outstanding requests for information listed on the action tracker are followed up and an update on progress made given at the next formal meeting.
- In relation to Cllr Bridle's query on when the meeting with Knowsley Council is scheduled as part of the Litter Bins Inquiry it was confirmed that dates for meeting in February were being sought from Knowsley Council and Members will be canvassed once these have been received.

6. LOCALISATION UPDATE

(See document 3)

The Cabinet Member for Homes and Neighbourhoods, Cllr Shabrana Hussain, was in attendance for this item, together with Chris Jordan, Assistant Director, Neighbourhoods, Varun Sitaram, Head of Business Improvement and Change, and Karen Cheney, Head of Service, Neighbourhood Development and Support Unit (NDSU).

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

- The Council launched a new approach to Localisation with its 'Working Together in Birmingham's Neighbourhoods' document that set out some key areas of activity including setting up ward forums and ward plans, supporting areas wanting to develop neighbourhood parish councils and looking at what more can be done to support local community groups who have played a vital role during the pandemic.
- Cross directorate working is taking place on the Localisation Star Chambers process. This looks at how each directorate can contribute to the Localisation agenda and identifies areas where further progress can be made.

- The £2m Commonwealth Games Celebrating Communities Fund was utilised based on ward priority plans with the second round of funding having just ended and monies will be going out soon.
- 13 Wards in the city have access to the Local Community Infrastructure Levy of £2.5m. The NDSU team will be supporting this process further.

Varun Sitaram spoke about the strategic context of Localisation stating that: -

- Localisation features very heavily in the Council's existing policy propositions including the medium-term financial plan and more recently Birmingham's Levelling up strategy published in November. The latter highlights themes around local economic development, early intervention and prevention and at-scale housing retrofit amongst others.
- The Star Chambers process allows visibility and understanding of current and emerging initiatives by people working together to deliver the commitment set out. In this way good practice is identified and championed. Currently the second round is in progress.
- Feedback on the second round will be shared with this committee when it has been completed, however the main themes focussed on have been commissioning community cafes in public health and the inspiring future leaders' programme.
- Corporate Procurement Services has launched 'Match My Project', an on-line portal that links community groups and businesses together. Work has continued in preparation for the Commonwealth Games to emphasise the importance of social value with contractors and the outcomes so far are:
 - 53 local organisations have been engaged with;
 - £37,000 of small grants have been awarded;
 - 44 hours of volunteering has taken place; and
 - over £22,000 of resources has been given to local organisations and groups.
- Funding has also been approved to enable officers to assist with external funding bids and community engagement in business cases through the 'Use-it' project in East Birmingham.
- A new approach is being developed to enable crowdfunding through funding sources for ward and neighbourhood projects being conducted in conjunction with the NDSU.

Chris Jordan highlighted some key details in the report and progress made on the Localisation Delivery Plan at appendix 1: -

- The Council moved to a change of policy position in 2018-2019 on Localisation with a set of ambitions and progress continues to be made in these areas over the last 2-3 years.
- A key ambition in the 2019 policy paper was ensuring that resourcing was getting in at a local level and there are examples of where this has been achieved such as the Commonwealth Games Celebrating Communities Fund of £2m that has drawn in over 500 applications. The new ward participatory decision-making process will be used to assess those applications.
- The second area of resourcing is in relation to the Community Infrastructure Levy (CIL). This has been more challenging in terms of progress made but

there are 13 wards in the city where appropriate development has taken place. The process to spend this funding will be finalised in the coming months and is expected to include small grants, crowdfunding and large commissions of projects all linked to the priorities set out in ward plans.

- Cabinet approval has been given on reviewing applications for neighbourhood and parish councils. 3 areas of the city have shown interest and Balsall Heath has progressed further with a governance review process due to start on 31st January.

Karen Cheney added the following points in relation to the work of the NDSU: -

- Many of the applications for the Commonwealth Games Celebrating Communities Fund were from small hyper local community organisations that the NDSU were unaware of and this has been very positive and something to build on going forward.
- As part of this a new method was trailed in getting these groups to submit applications with the NDSU funding a capacity building programme. Birmingham Community Matters and Locality were commissioned to work with these small groups who were interested and wanted to put in proposals. This included working with groups to show them how to submit a good proposal and ensuring that they were aware of all the additional expectations and requirements. This gave groups a wider opportunity for support, open dialogue and to meet and network with other similar groups.
- £50,000 from the Government's 'Levelling Up' fund has been secured to boost engagement and participation in neighbourhood planning. This will be used to support those areas that are interested and give them more information on how to progress further. The funding will be used to invest in officer capacity and developing a toolkit to support this work. Funding will need to be used by the end of the 2022/23 financial year.
- With reference to neighbourhood councils it was clarified that the role of the local authority is to provide information to interested areas on what this entails and how people can get involved. For example, in supporting Balsall Heath Strategic Partnership the Council will be providing information at sessions ahead of a referendum later this year.
- Ward Plans and Priorities 2018-22 documents have now been produced by Ward Forums for 60 of the 69 wards. Following further requests for completion by the Cabinet Member for Homes and Neighbourhoods there are still 9 that are outstanding.
- Further to the Council Constitution (May 2021) stating that wards should hold at least four ward forum meetings per year there are 12 wards that haven't had any meetings so far and this will need to be chased up.

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

- Members welcomed the wide and diverse set of applications for the Commonwealth Games Celebrating Communities Fund and the discovery of small new organisations wanting to do things in their community.
- For those wards without ward plans and those who have not yet held ward forums it was confirmed that the NDSU team have been working hard in

supporting Members to deliver them. Likewise, Group secretaries and Whips have been spoken with and advice and guidance is being sought from Legal Services in respect of what more can be done as it is a requirement as set out in the Council's constitution. It is hoped that outstanding plans will be completed by the end of this municipal year.

- Ward Forums are very important and during the pandemic there has been the opportunity to hold virtual meetings that has proved valuable and this has enabled a wide range of the community to get involved. However, there is an issue with those that are digitally excluded.
- It is important for the committee to understand how the 4 key measures of success of the Localisation programme (as set out in the 2019 Cabinet report) have worked and how these have been implemented practically on a local level. There was concern on the practical delivery and it was suggested that senior directors could look at their service areas more closely and suggest those services that can be operated more at a local level. This would tie in with what Members need in their wards to help deliver residents priorities as set out in ward plans.
- There were changes made to decision-making, external reporting with budgetary issues prior to a new policy approach to Localisation in 2019 where the focus has been on engagement and interaction and the culture of the organisation changed to reflect this. This new approach has seen a move away from a devolved management and decision-making structure. It will be interesting to understand how the Localisation policy has fared over the last 3 years in assessing whether the actions delivered have had an impact on the 4 measures of success in the policy.
- There was concern on the value of ward plans; since being put in place it was felt that little to no direct action had taken place as a result of the priorities listed. In some cases, things had been done through other means or were already earmarked to be done so the ward plan was deemed to be irrelevant.
- It was clarified that ward plans were set up on the basis of getting actions agreed at the point of discussion with clear ownership of delivery and who would be involved (whether this was an officer, councillor or community organisation). However, it is clear from feedback that actions in ward plans have not progressed as desired and therefore it is imperative that senior officers help to unlock mechanisms at a strategic level to deliver Members priorities including getting access to resources that link to ward plans.
- There was concern about the high turnover of officers supporting ward work and ensuring that officers are matched to appropriate wards as in some cases they may not have visited and don't understand how a particular ward works geographically. This would need to be looked at as part of any refresh of the Localisation policy.
- Closer working with the 10 pioneer neighbourhoods would be additionally beneficial to getting all the city's neighbourhoods fit for local working.
- It would be helpful for council officers to link in with the Co-operative Council's Innovation Network in relation to progressing the work on Localisation.
- More interaction with Members on the location of mobile household recycling centres (MHRCs) would be beneficial as Members know their ward

best as currently locations are chosen by officers. Some Members struggled to contact staff to change location to a more suitable place where the service would be used more.

The Chair thanked the Cabinet Member and officers for their time and hoped that the points raised would be taken away and worked on.

The report was noted and:

- Cllrs Booth and Bridle will meet to discuss how the committee can take forward a piece of work assessing the implementation of the Localisation policy to date. The Chair agreed that this item would be added to the committee's next formal meeting agenda for wider discussion and the Cabinet Member for Homes and Neighbourhoods will be receiving a formal response in due course.

7. PERFORMANCE MONITORING

(See documents 4 and 5)

The Chair stated that this item was in two parts with consideration of the Month 8 City Housing performance report first and the Month 8 City Operations Waste Management performance report to follow.

Mira Gola and Jonathan Antill took the committee through the key points in each report respectively.

Also, in attendance for this item were Julie Griffin, Managing Director, Housing; Gary Messenger, Assistant Director of City Housing Services and Support and Nick Reid, Depot Manager.

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

- Improvements made on reducing the time taken to bring void properties back into use was welcomed.
- The voids figure included in the report is an average figure. It excludes sheltered accommodation and those that are set for demolition but does include long term voids. However, it should be noted that target figures are retrospective so in essence it is when the properties are let that they will be counted in the performance measure.
- The service is focussing more on void management and void improvement. Further work will be undertaken looking at improving the void standard and how this can be afforded within the housing revenue business plan. This also links in with the wider work on managing housing stock effectively by enforcing tenancy conditions.
- Increasing the supply and accessibility of good quality affordable housing is the key to bringing down the numbers of households in temporary accommodation and the flow into temporary accommodation to prevent homelessness. Work is taking place with the new Director of Place, Prosperity and Sustainability on accelerating good quality affordable housing on this agenda.

- Within the new Housing Solutions operating model additional staff have been recruited to work on prevention activity to ensure that people don't have to fall into temporary accommodation. The new operating model also provides wrap around support for those that are in temporary accommodation to try and move them into suitable homes quickly with a new Accommodation Finding team in place.
- Increasing communication and getting people to approach the service early when at risk of becoming homeless is key. The service is working hard on this agenda and to put interventions in place to avoid people reaching crisis point and having to go into temporary accommodation.
- However, it is acknowledged that it is exceptionally challenging, and work is also ongoing with landlords in the private rented sector (PRS) to help mitigate although only approximately 15% of properties fall under LHA rates. The Accommodation Finding team will be tasked with meeting landlords that want to work with the Council.
- It was agreed that the findings of the Housing Ombudsman report produced on a weekly basis could be used as part of the quarterly report back to this committee demonstrating the response and the improvements that the service has made. This would allow for greater visibility and keeping track of trends. The financial implication of the findings against the Council can also be included.
- In relation to contractor performance listed in the performance indicators it was acknowledged that there was inconsistency including geographically and that the contracts were being monitored very closely and dialogue was being had on poor performance. Resource issues have been a key factor including staff absence due to COVID-19, access to supply materials and the poor condition of void properties meaning a delay in access to undertake work. However, a root and branch review has been undertaken on how housing stock is being managed and the findings are currently under evaluation.
- Full contractual arrangements were let in 2016 on a four year plus two-year extension plus two-year extension basis. The contract extension period has been negotiated over the last 6 months and the arrangements for the North will remain the same. East and West will transfer to Engie and an update on the South can't be shared at the moment due to legal issues.
- The City Housing Liaison Board receives a comprehensive suite of measures around contractual performance including information on appointments and this committee has also previously requested this information.
- The City Housing Directorate has been undergoing a major transformation programme looking at every aspect of the landlord function focussing on improving services for tenants. This includes offering more digital interaction for example on appointments with real time information being shared on when the contractor is on route to the tenant's property.
- Depots report on a daily and weekly basis in respect of missed collections.
- Missed collection statistics are collated centrally. Those reported by residents to councillors who then get in touch with the depot directly are not counted separately. Therefore, these will not appear in the centrally recorded statistics. There was concern that the figures are not accurate and one way to

remedy this would be to copy in customer enquiries into the email to the depot manager so that the missed collection is counted.

The Chair thanked the officers for their attendance.

The report was noted and:

- Details of the contractor to be appointed to the south of the city to be shared with committee when this is available.
- Data from depots on missed collections for whole roads to be provided to the committee.

8. WORK PROGRAMME

(See document 6)

The work programme was discussed, and the following points were raised:

- Cllr Wood raised the need to set aside some time to scope out the work that the committee would like to conduct into void properties.
- Further to the Localisation update a discussion item will be added to the committee's agenda for February in relation to a formal response to the Cabinet Member.
- The Chair agreed to speak to Christian Scade with respect to future work programming. It was noted that the committee was yet to conclude its work on litter bins and that new areas of work could be scoped at a future meeting ready to start in the new municipal year.

The work programme was noted.

9. DATE AND TIME OF NEXT MEETING

Noted. The next meeting is scheduled to be an in-person meeting.

10. OTHER URGENT BUSINESS

None.

The meeting ended at 16:07 hours.

HOUSING & NEIGHBOURHOODS O&S COMMITTEE

ACTION TRACKER 2021/22

Date	Agenda Item	Action	Notes
27-Jan-22	Localisation Update	Members to discuss taking forward a piece of work assessing the implementation of the Localisation policy to date, with a formal response to the Cabinet Member in due course.	
	Performance Monitoring	<u>Housing</u> - Details of the contractor to be appointed to the south of the city to be shared with committee when this is available.	
		<u>Housing</u> - It was agreed that the findings of the Housing Ombudsman report produced on a weekly basis could be used as part of the quarterly report back to this committee demonstrating the response and the improvements that the service has made. This would allow for greater visibility and keeping track of trends. The financial implication of the findings against the Council can also be included.	
		<u>City Operations</u> - Data from depots on missed collections for whole roads to be provided to the committee.	
11-Nov-21	Progress Report on Implementation: Reducing Fly-tipping	Cllr Phil Davis, Chair of Licensing and Public Protection Committee, to be invited to a future meeting (ref: Recommendation 03 in relation to the use of Fixed Penalty Notices).	Cllr Davis has been invited to attend the February meeting when the next progress report will be presented.
14-Oct-21	Housing Update – Repairs and Capital Investment	Outcome of the job evaluation for Building Safety Managers to be shared with Members.	The outcome of the job evaluation is still awaited.
	Housing Update - Voids	Further work on Voids, to include visits to RSL properties, to be discussed with Chair and scheduled into the work programme.	Committee to start some scoping work in February/March with a view to recommending this as a piece of work for the new municipal year.

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

Date	Agenda Item	Action	Notes
	Housing Update – Tenant Engagement Review	Once the review is completed, outcomes and recommendations to be shared with Committee.	Scheduled for the February meeting.
23-Sep-21 Informal	Cabinet Member for Homes and Neighbourhoods – Priorities Report	The programme plan and milestones for the Cabinet Member’s priorities to be shared with committee members.	Emailed to Members on 27/01/22
		An update on the resourcing of the PRS team to be requested.	Emailed to Members on 09/02/22
		Request for the online list of identified HMOs by ward to be refreshed.	This has been requested and Members will be advised when the list has been updated.
		Exempt Accommodation – toolkit to be brought to O&S when ready.	To be followed up.
8-Jul-21 Informal	Progress Report on Implementation: Reducing Fly-tipping	Enforcement and Engagement Officer job description and “day in the life” paper to be sent to Members.	Emailed to Members on 09/02/22

Report of:	Cabinet Member for Street Scene and Parks
To:	Housing and Neighbourhoods Overview and Scrutiny Committee
Date:	17 February 2022

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:	11 November 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

Contact Officer:	Jon Lawton
Title:	Cabinet Support Officer
Telephone:	n/a
E-Mail:	jon.lawton@birmingham.gov.uk

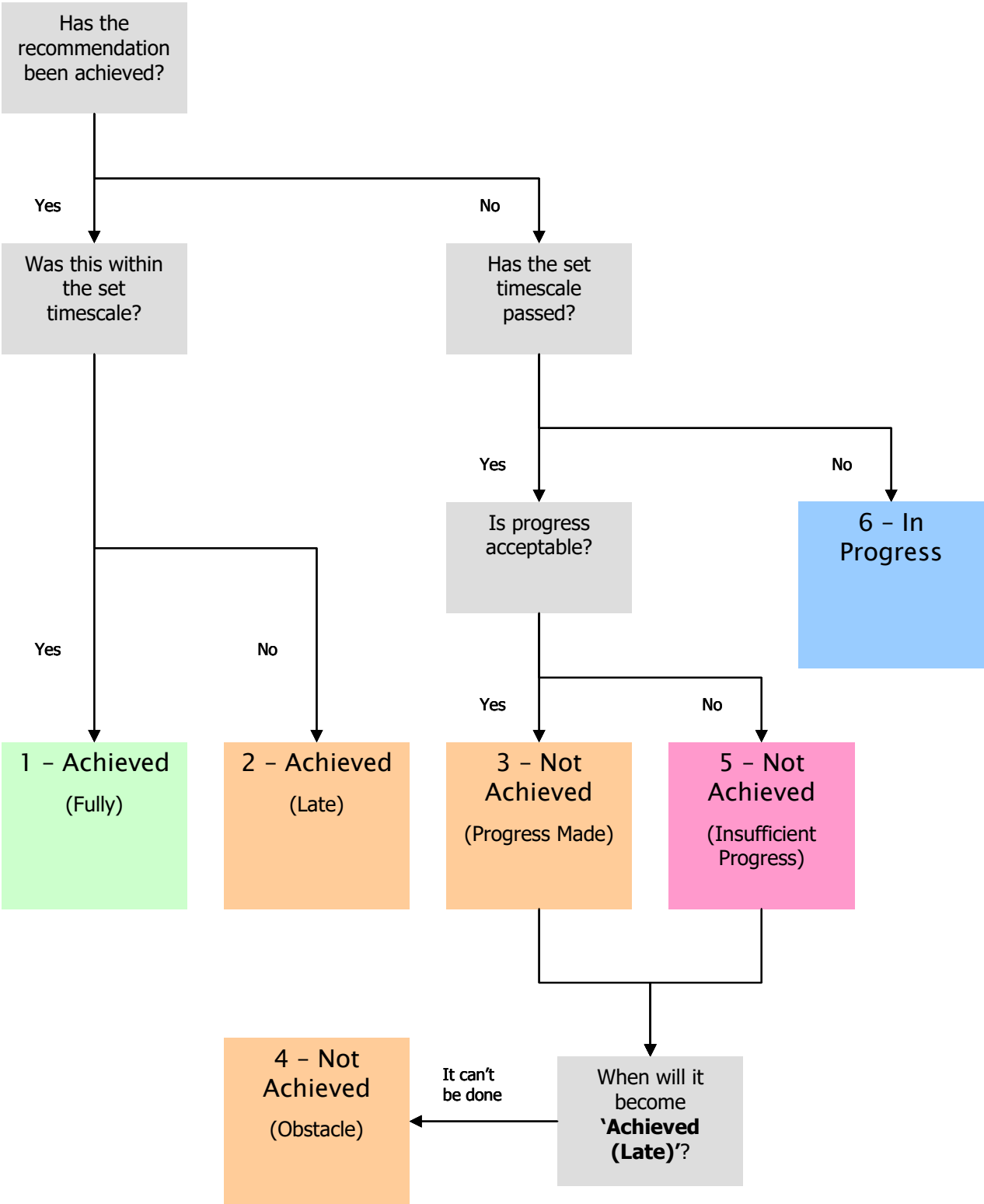
Appendix 1: The Tracking Process

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 2 – February 2022
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 July 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> <p>11 November 2021</p> <p>A Cabinet report seeking approval to consult on Publicising Fly-tipping and Environmental Crime Cases Policy was submitted and approved on 27 July 2021. Consultation was concluded demonstrating overwhelming support, final policy and operational procedures are being drafted for approval by the Cabinet Member for Street Scene and Parks. Cameras are ready to be installed on 8 November at 2 hotspot locations.</p> <p>17 February 2022</p> <p>The Cabinet Member for Street Scene and Parks approved the report and accompanying policy on Publicising Fly-tipping and Environmental Crime Cases on 6 January 2022. Cameras have been installed and evidence of any fly-tipping will be gathered and publicised in accordance with the approved policy.</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 & Dagenham approach, should be undertaken to ensure that this fits what is needed currently.	Cabinet Member, Street Scene and Parks Deputy Leader Chair, Licensing & Public Protection Committee	March 2021	1 2 – February 2022
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>17 February 2022</p> <p>Staffing within the WEU has been increased. This has enabled an extension of the units existing enforcement approach [focused principally on vehicle fly-tippers and larger-scale offences] to now also</p>				

include a focus on small-scale fly-tipping within residential areas. The council is legally required to consider using fixed penalty notices for small-scale offences, in the first instance. This legal requirement, combined with the increased enforcement capacity will consequentially lead to a greater use of fixed penalty notices. Legal consideration relating to the wider use of fixed penalties has also been supported through advice obtained from external legal counsels in January 2022.

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')

8 July 2021

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

11 November 2021

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

17 February 2022

This progress report is submitted to the February 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
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.	Cabinet Member, Social Inclusion, Community Safety & Equalities Cabinet Member, Street Scene and Parks	July 2021	2
R03	A review of prosecution strategies for fly-tipping, in particular the use of fixed penalty notices, with a view to adopting the Barking & Dagenham approach, should be undertaken to ensure that this fits what is needed currently. NOTE: Progress against this recommendation has been referred back to the Cabinet Member and Chair of L&PPC for additional action.	Cabinet Member, Street Scene and Parks Deputy Leader Chair, Licensing & Public Protection Committee	March 2021	1
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	July 2021	2
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	July 2021	2
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	November 2021	2
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	November 2022	2

Housing and Neighbourhoods O&S Committee

Presentation regarding Tenant Engagement Review



Tenant Engagement

- An external Tenant Engagement review was completed by TPAS between August and November 2021, and we now have a robust report outlining their recommendations and findings.
- TPAS reviewed our activities in the following key areas, and have evidenced that there is a huge amount of work needed to truly give tenants a voice moving forward, with improvements needed in all of the following key areas:-
 - Governance and Transparency
 - Scrutiny
 - Business and Strategy
 - Complaints
 - Information and Communication
 - Resources for Engagement
 - Community and Wider Engagement
- City Housing Liaison Board have been briefed and a separate meeting to discuss in more detail is being coordinated with the Chair

Tenant Engagement

- Key findings from the review outlined that improvements fit into the following themes:-
 - Ongoing commitment from the organisation to do more
 - Continued improvements in the culture and behaviours of the organisation
 - Continue to build accountability and trust
 - Continue to improve communication
 - Continuing our support for volunteers
 - Ensuring our tenants continue to have a role in influencing housing services and delivery
 - Increasing diversity of the tenants' voices

Tenant Engagement

- Benefits of good tenant engagement:-
 - Increased levels of satisfaction
 - Increased value for money, improved services and stronger communities
 - Reduced complaints
 - Compliance with regulatory standards and expectations
 - Continued legacy of engagement and building mutual trust

Tenant Engagement

- The Social Housing Regulator has set out its core regulatory requirements which falls into 2 key areas – “economic” and “consumer”.
- Under the “consumer” regulations landlords will need to meet the following 4 standards:-
 - **The Tenant Involvement and Empowerment Standard**
 - The Home Standard
 - The Tenancy Standard
 - The Neighbourhood and Community Standard

The Social Housing Regulator sets out the following outcomes in the Tenant Involvement and Empowerment Standard:-

- **Customer service, choice and complaints**
 - provide choices, information and communication that is appropriate to the diverse needs of tenants
 - have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly

Tenant Engagement

- **Involvement and empowerment**
 - ensure that tenants are given a wide range of opportunities to influence and be involved in:
 - the formulation of their landlord's housing-related policies and strategic priorities
 - making decisions about how housing-related services are delivered, including setting service standards
 - scrutinising their landlord's performance and making recommendations about performance improvements
 - the management of their homes
 - the management of repair and maintenance services
 - agreeing local offers for service delivery
- **Understanding and responding to the diverse needs of tenants**
 - treat all tenants with fairness and respect
 - demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs
- By fulfilling the recommendations set out by TPAS in their report we will fulfil the responsibilities under the Tenant Involvement and Empowerment Standard

Next Steps

- We are setting out an action plan to deal with any regulatory compliance issues
- A draft strategy will be developed by summer to ensure our engagement with tenants meets the following priorities:-
 - to ensure that tenant involvement/engagement improves services
 - to demonstrate that residents have influenced decision-making
 - to ensure that involvement builds stronger communities
 - to ensure that involvement contributes to and increases value for money





Housing and Neighbourhoods O&S Committee: Work Programme 2021/22

Chair:	Councillor Kate Booth
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: Christian Scade (303 1731) 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



23 September 2021 1400 hours Deadline for reports: 14 September	Cabinet Member for Homes and Neighbourhoods	Marcia Wynter, Cabinet Support Officer
	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit
14 October 2021 1400 hours Deadline for reports: 5 October	Housing Repairs and Capital Investment	Julie Griffin, Managing Director of City Housing/John Jamieson, AD of City Housing Management/Louise Fletcher, Senior Service Manager
	Voids (process and turnaround times)	
	Tenant Engagement Review	
	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 (to include update on PSPOs)	Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience
	Begging (numbers, causes and effects)	Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience
	Progress Report on Implementation: Reducing Fly-tipping	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene
16 December 2021 1400 hours Deadline for reports: 7 December *Meeting Cancelled*	Informal Meeting held to discuss work programme and inquiry on Developing a Litter Bins Policy	
27 January 2022 1400 hours Deadline for reports: 18 January	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit/Marcia Wynter, Cabinet Support Officer
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support, City Housing/Jonathan Antill, Head of Business Improvement and Support, City Operations



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
	Tenant Engagement Review – outcomes and recommendations	John Jamieson, Acting AD, Housing Management/Louise Fletcher, Senior Service Manager, Tenant Engagement
10 March 2022 1400 hours Deadline for reports: 1 March	Bereavement Services	Paul Lankester, AD, Regulation and Enforcement
14 April 2022 1400 hours Deadline for reports: 5 April *Meeting Cancelled*		

3 Items to be programmed

- 3.1 Voids – further work and proposal for visits to RSLs
- 3.2 Tenant Engagement Review – quarterly updates on progress against action plan when developed

4 Outstanding Tracking

Inquiry	Outstanding Recommendations
Reducing Fly-tipping	R01 and R03

5 Other Meetings

Inquiry: Developing a Litter Bins Policy

23 September 2021: Informal scoping session
 16 December 2021: Informal session with Cabinet Member and AD, Street Scene
 13 January 2022: Informal session with Bradford MDC
 17 February 2022: Informal session with Knowsley Council

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.

Cabinet Member for Homes and Neighbourhoods		
009665/2022	Housing Revenue Account – Business Plan/Rent Setting Capital Investment	08 Feb 22
009258/2021	Private Rented Sector Strategy	01 Mar 22
009750/2022	Proposed Selective Licensing Scheme	01 Mar 22
009563/2022	Kings Norton Extension Primrose 2	22 Mar 22
009489/2022	Pool Farm / Shannon Road Contract Award and Revised FBC	26 Apr 22
008759/2021	Working in Partnership with the Alderson Trust	17 May 22
008859/2021	Building Birmingham – Long Nuke Road Development	17 May 22
009213/2021	BMHT Dawberry Fields Road, Passivhaus Development	17 May 22
009647/2022	Supported Housing Strategy	28 Jun 22
009767/2022	Whole House Retrofit Pilot	28 Jun 22
Cabinet Member for Social Inclusion, Community Safety and Equality		
009841/2022	Refurbishment of Yardley Crematorium	01 Mar 22
009842/2022	Extension of King's Norton Cemetery	01 Mar 22



Cabinet Member for Street Scene and Parks		
007349/2020	Waste Vehicle Replacement Programme	22 Mar 22
009797/2022	Revised Full Business Case & Tender Strategy for Ward End Park Lakeside Renewal (Dolphin Centre) Project	22 Mar 22
Cabinet Member for Vulnerable Children and Families		
009542/2022	Acceleration of City Housing Transformation to enable reduction in Temporary Accommodation – update	08 Feb 22
009534/2022	Complete Review of the Housing Allocation Policy	22 Mar 22
009899/2022	Homelessness Reduction New Burdens Grant Funding Acceptance and Expenditure	17 May 22
Leader		
009281/2021	Adoption of Perry Barr 2040: A Vision for Legacy Masterplan and endorsement of the Perry Barr 2040 Delivery Plan	08 Feb 22
009685/2022	Adoption of Supplementary Planning Documents: Houses in Multiple Occupation and Large-scale Purpose-built Shared Accommodation	26 Apr 22

