

BIRMINGHAM CITY COUNCIL

HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 22 APRIL 2021 AT 14:00 HOURS
IN ON-LINE MEETING, MICROSOFT TEAMS

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 Internet site (www.civico.net/birmingham) 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

To confirm the action notes of the meeting held on 25 March 2021 and note the action tracker.

11 - 14

5 HOUSEHOLD RECYCLING CENTRES BOOKING SYSTEM

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

15 - 30

6 PERFORMANCE MONITORING

To consider the Month 11 Housing and Waste Management Performance Monitoring Report.
Mira Gola, Head of Business Improvement and Support, Julie Griffin, Acting Assistant Director, Housing, Darren Share, Assistant Director, Street Scene, and Deborah Moseley, Acting Senior Service Manager, PRS, in attendance.

31 - 38

7 **HOUSING LIAISON BOARDS/TENANT ENGAGEMENT**

Julie Griffin, Acting Assistant Director, Housing, John Jamieson, Head of Service for Housing Management, and Louise Fletcher, Senior Service Manager, in attendance.

39 - 42

8 **WORK PROGRAMME**

For discussion.

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 25 March 2021, Online meeting

Present:

Councillor Penny Holbrook (Chair)

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

Also Present:

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

Julie Griffin, Acting Assistant Director, Housing

Gary Messenger, Head of Service – Housing Options and PRS

Deborah Moseley, Acting Senior Service Manager, PRS

Darren Share, Assistant Director, Street Scene

Martyn Smith, Operational Manager (ECU Lead)

Martin Tolley, Head of Repairs and Capital Investment

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.

The Chair also reminded Members of the pre-election period guidance which had been issued by the Council's Monitoring Officer.

2. APPOINTMENT OF COMMITTEE

The Chair welcomed Councillor Shafique Shah and expressed the Committee's thanks to Councillor Shabrana Hussain.

3. APOLOGIES

None.

4. DECLARATIONS OF INTERESTS

None.

5. ACTION NOTES AND ACTION TRACKER

(See documents 1 and 2)

RESOLVED:

- The action notes of the meeting held on 25 February 2021 were agreed.
- The action tracker was noted.

6. PROGRESS REPORT ON IMPLEMENTATION: REDUCING FLY-TIPPING

(See document 3)

Councillor John O'Shea, Cabinet Member for Street Scene and Parks, Darren Share, Assistant Director, Street Scene, and Martyn Smith, Operational Manager (ECU Lead), attended for this item.

The Chair invited Cllr O'Shea to introduce the report and in doing so he made the following points:

- This first tracking report has been brought to Scrutiny soon after the report to City Council and there has already been good progress towards delivering on the outcomes;
- It was noted that this piece of work had helped to lay down some changes in policy and was a good example of what Scrutiny can do.

Darren Share added that everything is in place to complete the actions and offered to bring a report to the Committee's April meeting on the HRCs booking system.

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

- Members agreed the Cabinet Member's assessments except for Recommendations R03 and R04, which it was agreed should be changed from "1 – Achieved (Fully)" to "3 – Not Achieved (Progress Made)" as there was still some work to be done;
- It was noted that the request for one CPO per councillor was ambitious and the pilot programme was a starting point to test the concept and value for money;
- The success that Nottingham has had with this model was acknowledged, but there is a significant cost to roll out this programme and it is as yet unknown whether this will be the right model for Birmingham;

- The use of the word “pilot” was questioned as this would normally be done across a range of communities whereas in this case the six wards with the worst fly-tipping have been identified to test the model;
- Members were told that if it works in those wards it can be applied across the city and if it doesn’t work then those people can move back into other duties;
- However, Members were concerned that if the pilot doesn’t work in those six wards, there might be hotspots in other areas of the city where it might have worked;
- There will be additional resources and Love Your Streets will be rolling out the work that didn’t happen this year due to the pandemic, and some of that could be targeted on hotspots around the city;
- There was also a view that if the pilot is successful in reducing fly-tipping in those six wards, this could free up resources to tackle problems in other parts of the city;
- The recruitment process has started, with interviews due to start just after Easter, and it is not expected that there will be any difficulty in attracting candidates with the right qualifications;
- Members asked if they could see the role description for the CPOs and it was confirmed that, although there are a couple of job evaluation details to work through, there is a version which can be shared;
- It was suggested that a report on progress with the pilot be brought back to Committee in late summer/early autumn;
- With regard to the issuing of Fixed Penalty Notices (FPNs), Members were told that each individual case has to be assessed on its own merits and no decision can be made prior to evidence-gathering, set within statutory provisions and a framework of legislation;
- There has to be a realistic chance of prosecution if the FPN is declined;
- When asked about the difference in the number of FPNs issued by Birmingham in comparison to other LAs, for example Barking & Dagenham, Members were told there is no practical difference between our approach and the approach of Barking & Dagenham, in the main the difference is around numbers and could be to do with what scale of fly-tipping other LAs are targeting;
- As had been highlighted previously, Birmingham has been doing a lot of work on tackling larger scale commercial offenders;
- The easiest way to extend FPN use within the legal framework is to increase the threshold of “small scale”
- With regard to the use of CCTV, more cameras are being purchased as soon as the budget is available, almost doubling the existing number, and that will be done under the corporate procurement scheme, allowing testing of the market in terms of costs and capabilities to ensure we get the best equipment to deliver what we want;
- There won’t be enough cameras to deploy in all wards, but they will be targeted on hotspots, not just limited to the worst wards;
- With regard to “naming and shaming”, officers are working on adapting the Barking & Dagenham policy on the use of CCTV to tailor it for Birmingham

and one aspect of that is including reference in the Council's enforcement policy to be transparent about how we go about delivering enforcement;

- In response to a question about whether private CCTV footage can be used, Members were told that the use of third-party CCTV would be a difficult proposition due to issues around ownership, data protection and privacy
- Reference was made to the problems associated with collecting waste from flats above shops and it was recognised that better solutions do need to be found to tackle this;
- It was agreed that although there was no recommendation in the report specifically relating to this, the Committee would monitor this issue going forward;
- It was stressed that the role of residents is important in tackling the issue of fly-tipping and this is about education and encouraging people to have respect and not dump rubbish on streets;
- A question was raised around the sharing of the LAMS data following the informal session which had been held last month and it was agreed that a further informal session would be arranged for officers to go through the suggested format with Members;
- The Chair thanked the Cabinet Member and officers for the work being done and it was agreed that a further report to Committee will be scheduled after the AGM.

RESOLVED:

- The CPO role description to be circulated to Members;
- A further report to Committee to be scheduled after the AGM;
- An informal session to be arranged to look at the format for sharing LAMS data;
- The report was noted.

7. HOUSING REPAIRS AND MAINTENANCE

(See document 4)

Julie Griffin, Acting Assistant Director, Housing, and Martin Tolley, Head of Repairs and Capital Investment, attended for this item.

Julie Griffin introduced the report which included an overview of the capital repairs and maintenance division and the response throughout the pandemic, and the performance and contract extension process.

Martin Tolley took Members through the report and highlighted the following points:

- The service has performed well bearing in mind the pandemic and the impact that has had on people;
- Void performance has been affected, however they have looked at the process from end to end to identify areas within that process that could be improved and will continue to work through that with the contractors;
- Some improvements have been seen and they are currently developing a new approach with contractors. Once this has been done, a report can be

brought back to O&S on the changes being made and how performance is being improved;

- The capital investment programme is on track to achieve the required budgetary outturn for 2020/21;
- There had been limited problems with accessing flats comparative to the size of stock;
- The installation of sprinkler systems has now reached a point where around 180 of the 211 blocks have been completed and the remaining blocks should be completed around September/October;
- A report had been agreed at Cabinet the previous week giving delegated authority to extend the contracts for a further two years or to go out to re-procure contracts if necessary and that is being worked through now with Procurement and engagement with the contractors;

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

- Members expressed their thanks for the high standard of the report and asked that thanks be passed on to the contractors and staff for the level of service which had been maintained throughout the pandemic;
- A request was made for a breakdown of where we are with the sprinkler installation programme, ie which blocks have been completed and which have not, and it was agreed that a report on this could be brought to a future meeting;
- In response to a question about the average cost of bringing a void property back up to specification, Members were told that costs vary based on the works undertaken but this could be provided in a future report;
- In view of the climate emergency, a question was raised as to whether when doing work on voids the opportunity is being taken to make significant improvements to insulation to bring properties up to standard;
- In response, Members were told that improving energy efficiency is considered wherever possible across the programme generally;
- The council now has probably one of the best asset management information systems it has ever had, and stock data is used to determine the investment programme in terms of kitchens, bathrooms etc;
- There is a need to consider budget availability versus demand but there has been an increase in the budget throughout the year;
- The biggest priority is the fire safety management work, which dictates that the majority of investment is looking at high rise;
- Customer satisfaction has always been quite high, but this is obviously reliant on the number of people providing feedback and has increased significantly in this contract compared to previously, however it comes down to how many complaints are being made;
- They have been changing the audit regime and on-time audit approach, seeking to get feedback the same day the contractors have been out and have been receiving positive feedback from customers and staff, however they are seeing that it might be better to obtain the feedback 24 hours after appointments;

- In terms of the contract extensions, they are looking at the number of complaints received rather than the percentage and will make contractors more accountable going forward;
- Members agreed it would be useful to see the data in a future report, as a 200% increase in customer satisfaction sounds good but it does depend on the numbers;
- A deep-dive review of the HRA business plan has been commissioned to inform future investment over the next 5-10 years;
- Members felt that the HLB performance report was useful in terms of seeing performance across the city by contractor;
- It was queried why the Quarter 3 HLB report had not yet been circulated and it was agreed that this would be followed up;
- There are two payment KPIs relating to performance and contractors are penalised financially for not meeting required performance levels;
- One of the contractors is currently piloting a tracking system to give customers more information about where the contractor is in relation to their appointment;
- Any time the contractors do not get to a job first time, this increases their costs and reduces their profits so it is not in their interest to not make that appointment;
- Members asked about the target for gas safety inspections and were told that the objective has always been 100% but that might be marginally missed this year due to Covid - at the moment it is roughly 98.9%;
- In terms of the budget for the capital investment programme, 100% had been used and additional money had been identified in this financial year resulting in an additional £5m being put in to increase capital works and investment and it is hoped that can be increased moving forward;
- The Chair thanked officers for the update and it was agreed a further update would be scheduled later in the year.

RESOLVED:

- That a further update would be scheduled for a future meeting;
- The report was noted.

8. RESOURCING OF THE PRIVATE RENTED SECTOR TEAM

(See document 5)

Julie Griffin, Acting Assistant Director, Housing, Gary Messenger, Head of Housing Options and PRS, and Deborah Moseley, Acting Senior Service Manager, PRS, attended for this item.

The Chair explained that this update had been requested due to the Committee's concerns about the resourcing of the PRS team and the specific request from Cllr Harmer at the last meeting. It was noted that Members are aware there are improvement challenges and are also clear about the role of the PRS team and that it does not include Exempt Accommodation, which is a separate project.

In taking Members through the update report, officers highlighted the following main points:

- Recruiting to the vacant posts had proved challenging and they will be doing a review of the PRS service over the next few months;
- The additional £250,000 allocated to the staffing budget will go some way towards improving the offer, but it is felt more will need to come as part of that review;
- There are currently 30 members of staff in the team, five of which are funded through the Controlling Migration Fund;
- They are now going out to recruitment and it is expected the earliest new staff will be in post will be May 2021;
- There is a national shortage of enforcement and prosecution officers and in light of this they are looking at bringing in an apprenticeship scheme which will be on three levels – Entry (Admin), Technical (Prosecution) and Graduate (Environmental);
- Members noted the national challenge with regard to recruitment and that it is a very competitive field with a lot of people choosing to work for smaller local authorities where the work burden may be less;
- Members were told that a lot of good staff have been lost to other councils and it is about turning the tide, investing in the service and demonstrating that Birmingham is a place to come to rather than leave and that there are good opportunities to thrive and be promoted;
- As part of the apprenticeship scheme they will be looking at this and they do go into Birmingham University to talk to students about the reality of the job;
- Members agreed that it would be good to target some of our communities with the lowest level of employment to offer young people a way into a career and to also look at our connections with schools;
- The importance of long-term planning was stressed and the need to look at age groups, diversity, schools, academies and other LAs to get the best talent possible;
- With regard to the backlog of licences to be processed, they are working with Acivico to reduce this and additional agency staff have been recruited to issue licences;
- It was acknowledged that there have been delays due to Covid;
- They are also looking at ways to improve the system to make it more efficient;
- The Chair suggested that a further report be brought to Committee in a couple of months' time in terms of recruitment and the apprenticeship scheme and in the meantime would have a conversation with officers about what O&S might be able to do to help.

RESOLVED:

- That a further report be programmed for a future meeting;
- The report was noted.

9. WORK PROGRAMME

(See document 6)

RESOLVED:

The work programme was noted.

10. DATE OF NEXT MEETING

Noted.

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

None.

12. OTHER URGENT BUSINESS

None.

13. 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 1614 hours.

HOUSING & NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2020/21

Date	Agenda Item	Action	Notes
25-Mar-21	Progress Report on Implementation: Reducing Fly-tipping	Further progress report to be programmed	To be included on the 2021/22 work programme
		CPO role description to be circulated to Members	
	Housing Repairs and Maintenance	Further update report to be programmed for a future meeting	To be included on the 2021/22 work programme
		Breakdown to be provided of the current position with regard to the sprinkler installation programme – which blocks have been completed and which have not	
	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
25-Feb-21	Update on Localisation	Further report to be programmed (suggested for June)	To be included on the 2021/22 work programme
21-Jan-21	Action Notes and Action Tracker	HLB Quarterly reports to be circulated outside of committee	Quarter 3 report emailed to Members on 31 st March
	Petition – Handsworth Cemetery	Letter to be sent by the Chair to the Cabinet Member for Homes and Neighbourhoods setting out the Committee's recommendations	Letter sent on 1 st February
	Performance Monitoring	Number of households outside the city in Temporary Accommodation	Response emailed to Members on 1 st April
		Temporary Accommodation numbers displayed as per population – breakdown to be included in the narrative in future reports	Response emailed to Members on 1 st April

HOUSING & NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2020/21

Date	Agenda Item	Action	Notes
		Length of time to progress new housing applications and how many on the waiting list – could this be included in the narrative in future reports	Response emailed to Members on 1 st April
		What are the financial penalties for contractors when they fail to meet the KPIs	Response emailed to Members on 1 st April
		Could a KPI be looked at for HMOs (how many are licensed) and Exempt Accommodation (number of inspections and impact of funding)	Response emailed to Members on 1 st April
		Re-visit how missed collections are reported – ie where complete roads are missed, is it possible to state how many missed collections in all	
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
		Properties improved in PRS – breakdown of issues and interventions	This will be included with the April Performance Report
		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 – next report scheduled for April
	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)	To be programmed – timing to be confirmed

Report of:	Cabinet Member for Street Scene and Parks
To:	Housing and Neighbourhoods Overview and Scrutiny Committee
Date:	22nd April 2021

Impact of the HWRC Booking System

Review Information

At the meeting of the Housing and Neighbourhoods O & S Committee on 25th March 2021 the Committee requested that a report is brought back on the operational impact that the HRC booking system had had and to consider whether this should continue post-Covid.

For more information about this report, please contact

Contact Officer:	Darren Share
Title:	Assistant Director Street Scene
Telephone:	n/a
E-Mail:	Darren.Share@birmingham.gov.uk

Background

With the introduction of the first National Lockdown in March 2020 and the restrictions that followed the city's five HWRCs had to close. They remained closed until the advice changed from Central Government. The Waste Service worked with Veolia to ensure a Covid Secure operating plan could be put in place that would see a reduction in the number of cars permitted, the introduction of social distancing and an enhanced cleaning regime.

In consultation with the Cabinet Member for Street Scene and Parks the decision to open four of the five sites was taken. The HRWC at Castle Bromwich could not be opened as there were ongoing major roadworks at the entrance which made the potential queuing dangerous. The four remaining sites reopened on the 7th May 2020.

Following the re-opening there was considerable queuing at all four of the city's sites. The long queues and wait times caused issues with local residents, road users (as queues encroached onto the highway) and some local businesses whose premises are adjacent to HRWC entrances. This resulted in the Police being called to several sites over the first few days and indeed continued over the weeks that followed.

The queues were as a result of the reduced capacity at the sites, due to social distancing measures that had to be put in place, and this was despite a repeated and extensive warning and informing campaign via all available communication channels (external media publicity, social media via Council channels and the "view the queue" webcams).

The car count on the first day of operation (7th May) across the four sites was 1310. The average queue time was two and a half hours and on some sites the queue time was over 4 hours.

Given that at the time there was no defined end to the need for social distancing, the limited success and impact of the Council's previous efforts to warn and inform and coupled with the need to do something to alleviate the problem, the decision was made to look at alternative operating models.

The introduction of a vehicle booking system to visit our network of HWRCs was the logical step forward to maintain the Covid Secure operations but remove the issues related to the extensive queues.

The Booking System

A number of booking systems were looked at.

The booking system introduced was a Cloud-based system and residents had to book via the internet. Residents could only book an available slot two days in advance. They were also restricted to one slot a week.

A communication plan was put in place and the booking system was introduced on the 12th June 2020, 37 days after the sites reopened. Residents were required to bring proof of their booking and address to the HWRC, this has now been relaxed.

The Impact of the Booking System

The car count on the first day of operation (7th May) without the booking system, across the four sites was 1310. The average queue time was two and a half hours, on some sites the queue time was over 4 hours.

The car count on the last day of operation without the booking system was 1083. Queuing was still significant with an average queuing time of 2 hours.

The car count on the first day of operation with the booking system was 1152. There were no queuing issues at any site with an average queue time of less than 5 minutes.

The car count on the 8th April was 2706. Queue times are less than 5 minutes, (Castle Bromwich has been reopened which increased the numbers by 531).

From the 12th April additional slots were added as part of the National road map out of Covid restrictions and the car count was 3077 out of the 3420 available slots.

The introduction of the booking system has evolved over the last few months. Available slots can be booked two hours in advance rather than 2 days. A cancellation option has been introduced to enable residents who can no longer make their time.

The slots have been increased but usage is significantly reduced to times before Covid Restrictions were introduced. The system does allow for additional slots to be added as Covid Restrictions are reduced and therefore operations could continue with a booking system.

Covid has had a significant impact on the operating procedures at our HWRCs. Social distancing and regular cleaning of facilities has had a detrimental tonnage and usage of the sites.

In June 2019 across all the HWRCs the car count was 147,519. A total of 8728 tonnes was processed across the sites.

In June 2020 the car count had reduced to 38,434. A total of 4383 tonnes was processed across the sites.

There have always been issues of queuing at all of the sites resulting in continual complaints from local residents and businesses. At Lifford for example extra traffic measures are brought in during the summer to help control the traffic. The booking system has removed all of these issues.

Although the car numbers are significantly lower it has been found that residents have been keeping to their designated time slots. Therefore if the booking system is kept in the long term we believe slots can be increased without the traffic issues experienced in the past.

The removal of lengthy queuing also has a positive affect on the local air quality. We haven't got the statistical figures to show this but there is reliable evidence to show the negative effect of idling cars and localised air quality.

The Future

It is too early to make a decision about the long term use of the booking system. With Covid restrictions reducing a further review looking at the amount of slots that can be made would need to take place.

Performance Monitoring Report

Neighbourhoods Directorate Housing and Waste Management Performance Monitoring Report 2020/21

Month 11 - February

Version 1.0

1 - Vital Signs

2 - State of the City

Performance Monitoring Process

The reporting framework is based on performance against targets, baseline figures, and benchmarking (where it is available). The Vital Signs and State of the City KPIs were agreed by Cabinet on 10/11/2020.

BRAG rating:

- Blue: Greatly exceeding target
- Green: Achieved or slightly surpassed target
- Amber: Slightly below target but above standard/tolerance
- Red: Not achieved both the target and the standard/tolerance

Direction Of Travel (DOT)

△	Performance improving - Bigger is better
▽	Performance improving - Smaller is better
►	No change in performance
▲	Performance deteriorating - Smaller is better
▼	Performance deteriorating - Bigger is better

Neighbourhoods Performance Reporting Timetable 2020/21

	Directorate Management Team (DMT) Performance Report distribution date	Directorate DMT Meeting	Corporate Deadline (12 noon)	Quarterly Housing and Waste (O&S) Report distribution date	O&S Meeting Dates
Month 11 - February	15-Mar-21	18-Mar-21	22-Mar-21	13-Apr-21	22-Apr-21
Month 12 - March	19-Apr-21	22-Apr-21	26-Apr-21	-	-

In line with the above timetable this Month 11 – February 2021 report is the latest finalised performance report available for reporting.

Performance Monitoring Report

Vital Signs

Contents Page

No.	Portfolio	KPI	Page
HN01	Homes and Neighbourhoods	We will respond to all council housing emergency repairs in 2 hours	3
HN02		We will resolve council housing routine repairs within 30 days	3
HN03		Percentage of Right to Repair jobs completed against period profile	4
HN04		Average days void turnaround - excluding void sheltered properties	4
HN05		Available properties as a percentage of total stock	5
HN06		Percentage of tenancies sustained at 12 months (where appropriate)	5
HN07		Households where homelessness is prevented	6
HN08		Households where homelessness is relieved	6
HN09		Minimising the number of households living in temporary accommodation per 1,000 households	7
HN10		Percentage of residents allocated a BCC housing tenancy	7
HN11		Number of properties improved in the Private Rented Sector as a result of Local Authority intervention	8
HN12		Private sector empty properties brought back into use	8
SSP01	Street Scene and Parks	Level of street cleanliness as assessed by the Land Audit Management System (LAMS)	9
SSP02		Increased recycling, reuse, and green waste (both with and without bottom ash)	9
SSP03		Reported missed collections per 100k collections scheduled	10
SSP04		Percentage of waste presented to landfill	10

State of the City

Contents Page

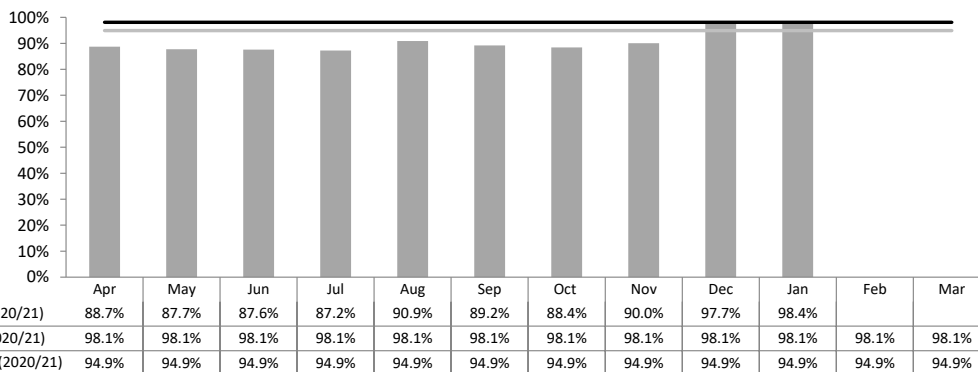
No.	Outcome	KPI	Page
O408	Outcome 4: Birmingham is a great, clean and green city to live in	Reducing the number of rough sleepers across the city	11

Vital Signs

Homes and Neighbourhoods

Frequency: Monthly DOT: △ BRAG: Green Reporting: In-month

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



Commentary:

KPI reported one month in arrears: The January 2021 result is 98.4% which has exceeded the contractual target of 98.1%.

The service has been working hard with contractors to improve this KPI's performance and will continue to work to ensure it stays above target.

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 19/20

Red

Q1

Red

Q2

Red

Q3

Amber

Q4

N/A

Baseline:

87.2%

Variance from target (monthly):

+0.3%

Year-end target:

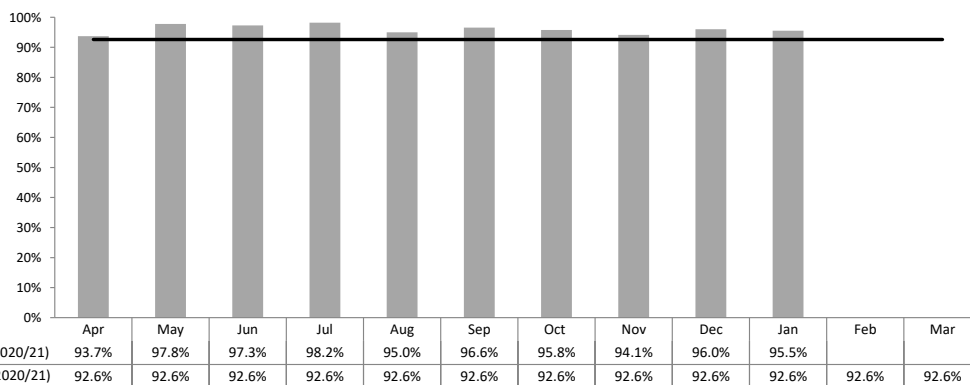
98.1%

Benchmark:

N/A

Frequency: Monthly DOT: ▼ BRAG: Green Reporting: In-month

We will resolve council housing routine repairs within 30 days



Commentary:

KPI reported one month in arrears: The January 2021 performance is 95.5% which has exceeded the contractual target of 92.6%.

The service has been working hard with contractors to improve this KPI's performance and will continue to work to ensure it stays above target.

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 19/20

Green

Q1

Blue

Q2

Green

Q3

Green

Q4

N/A

Baseline:

98.2%

Variance from target (monthly):

+2.9%

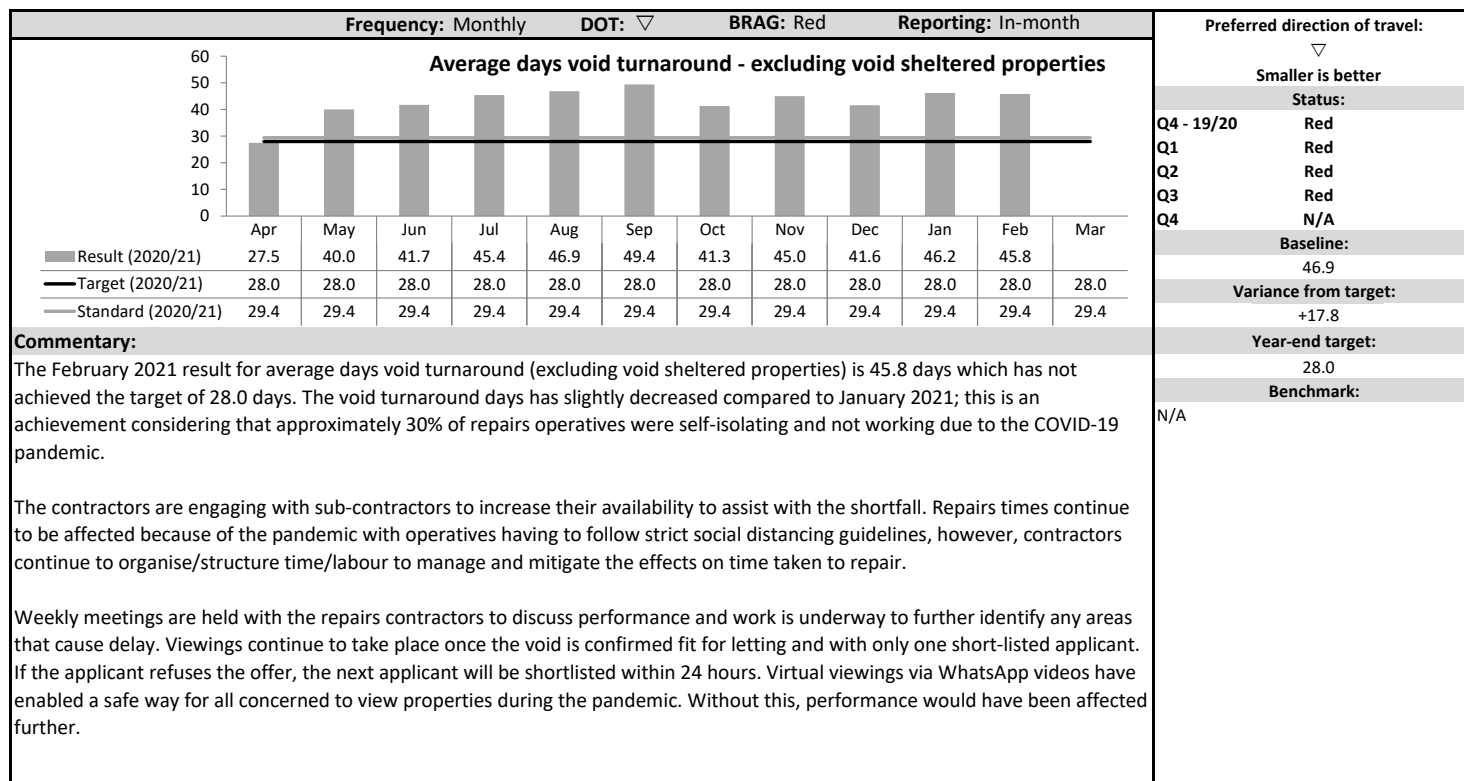
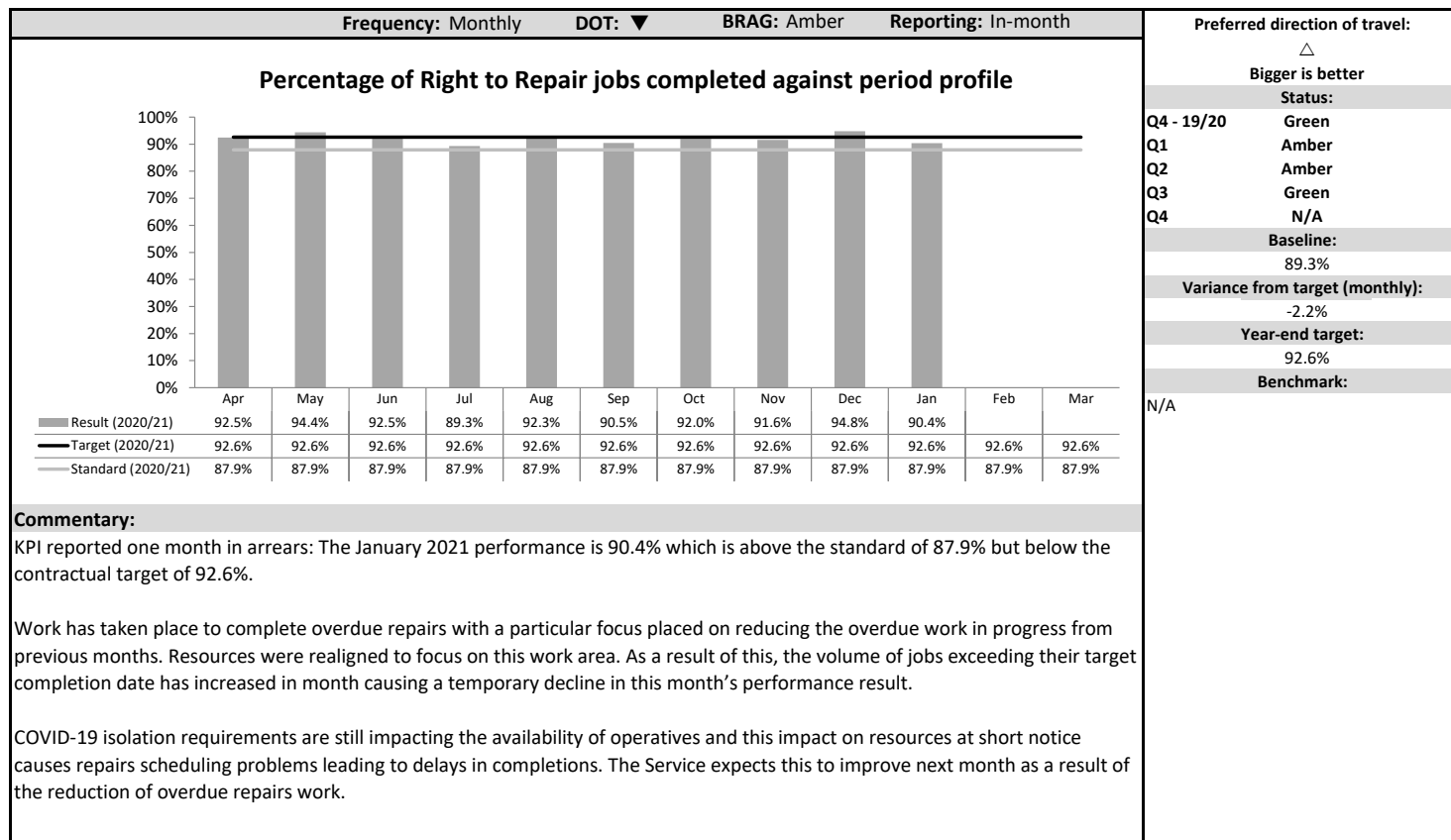
Year-end target:

92.6%

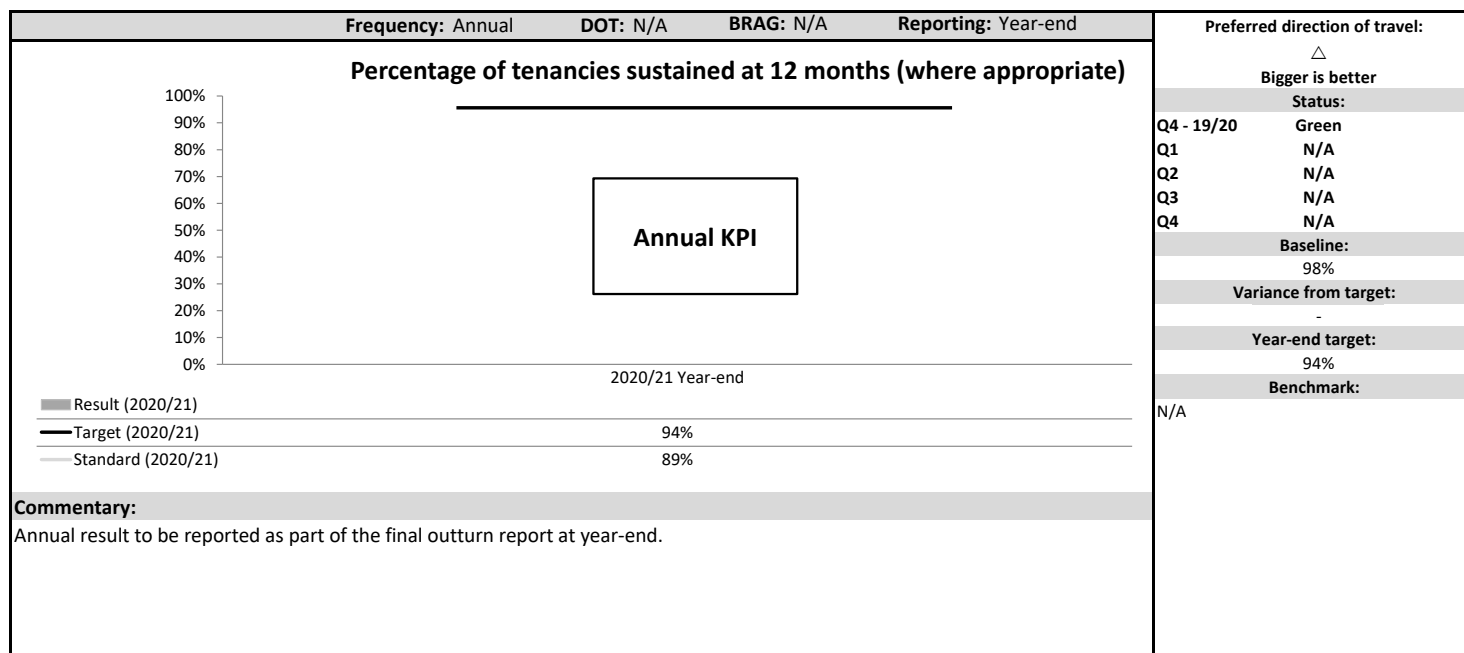
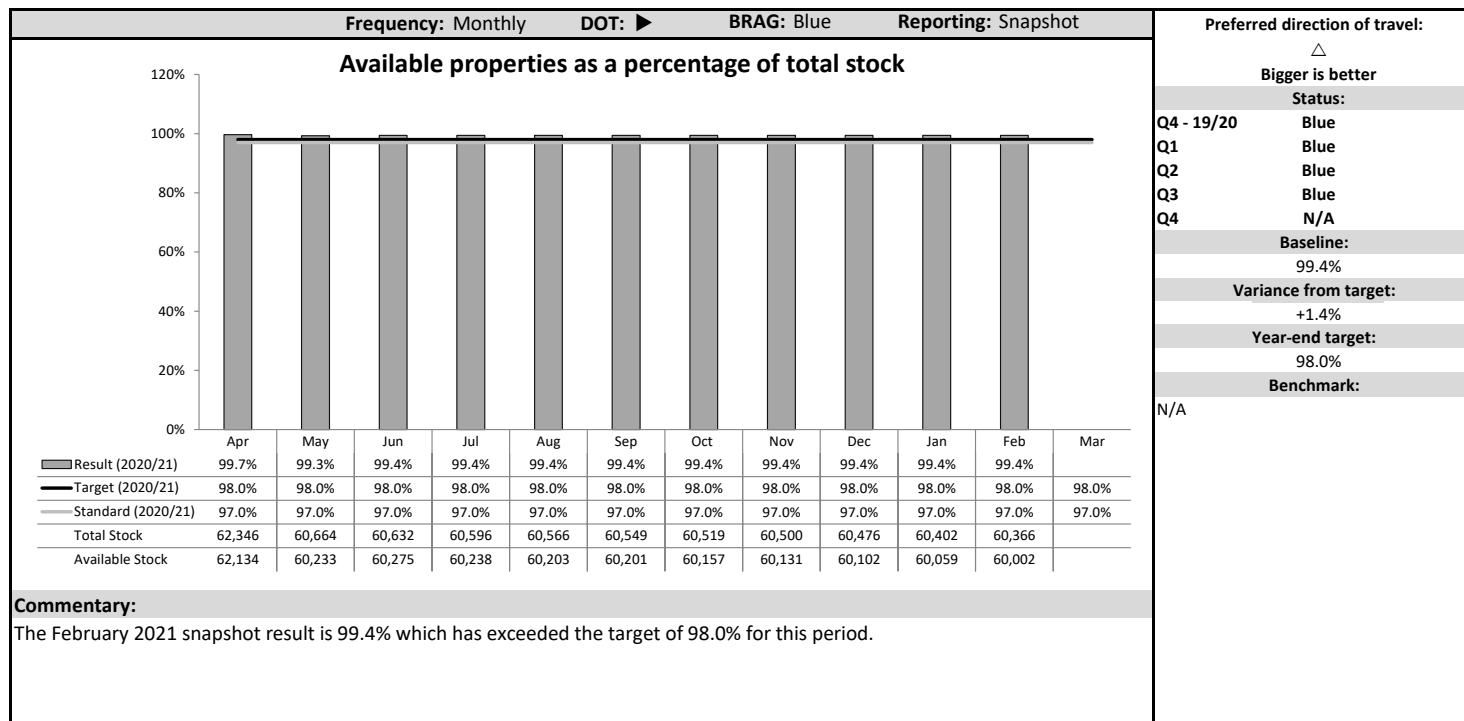
Benchmark:

N/A

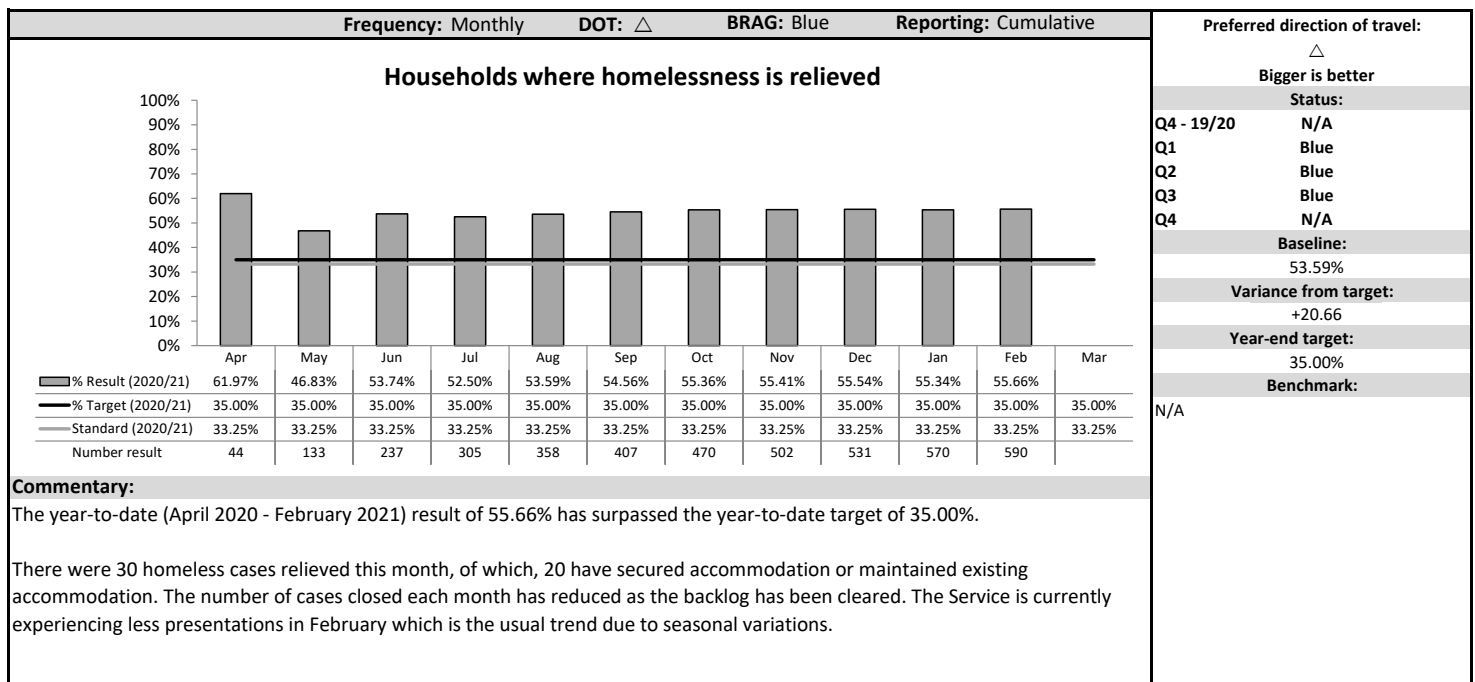
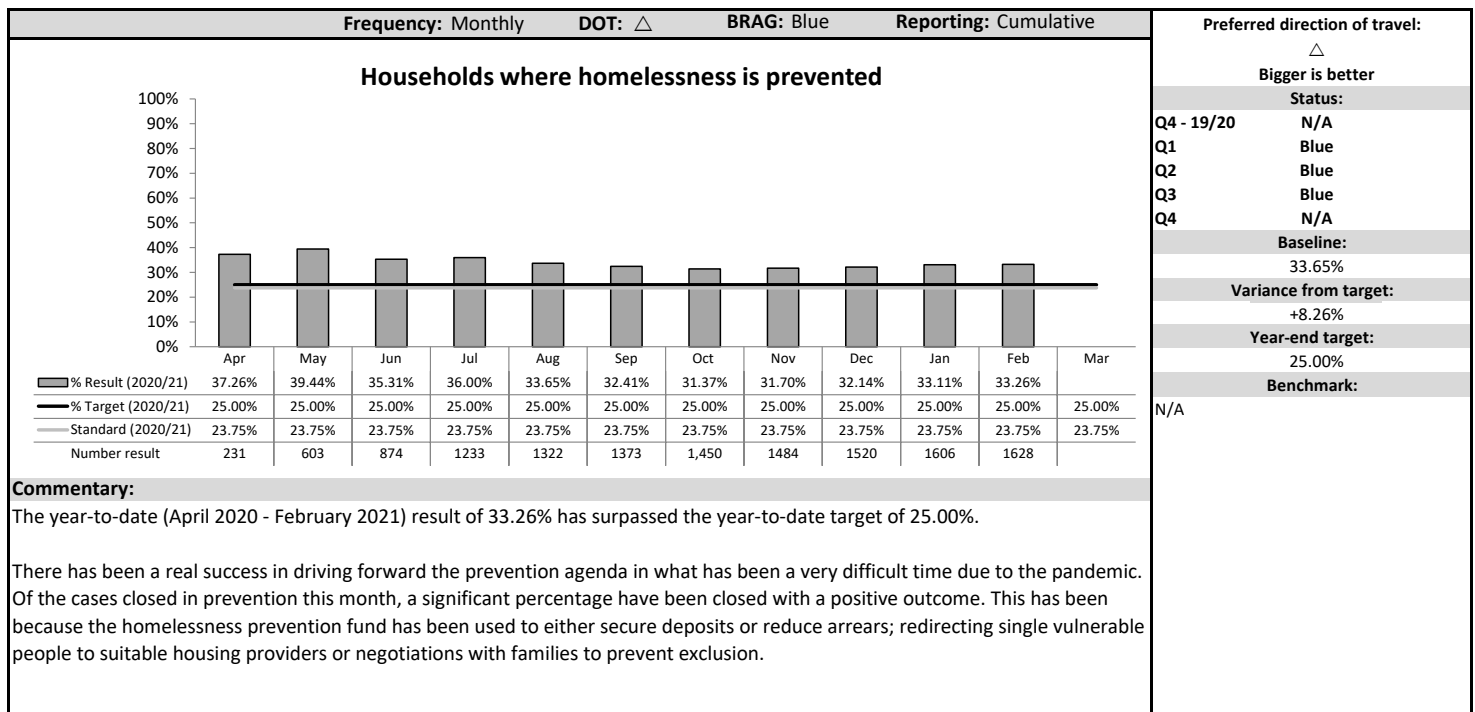
Performance Monitoring Report



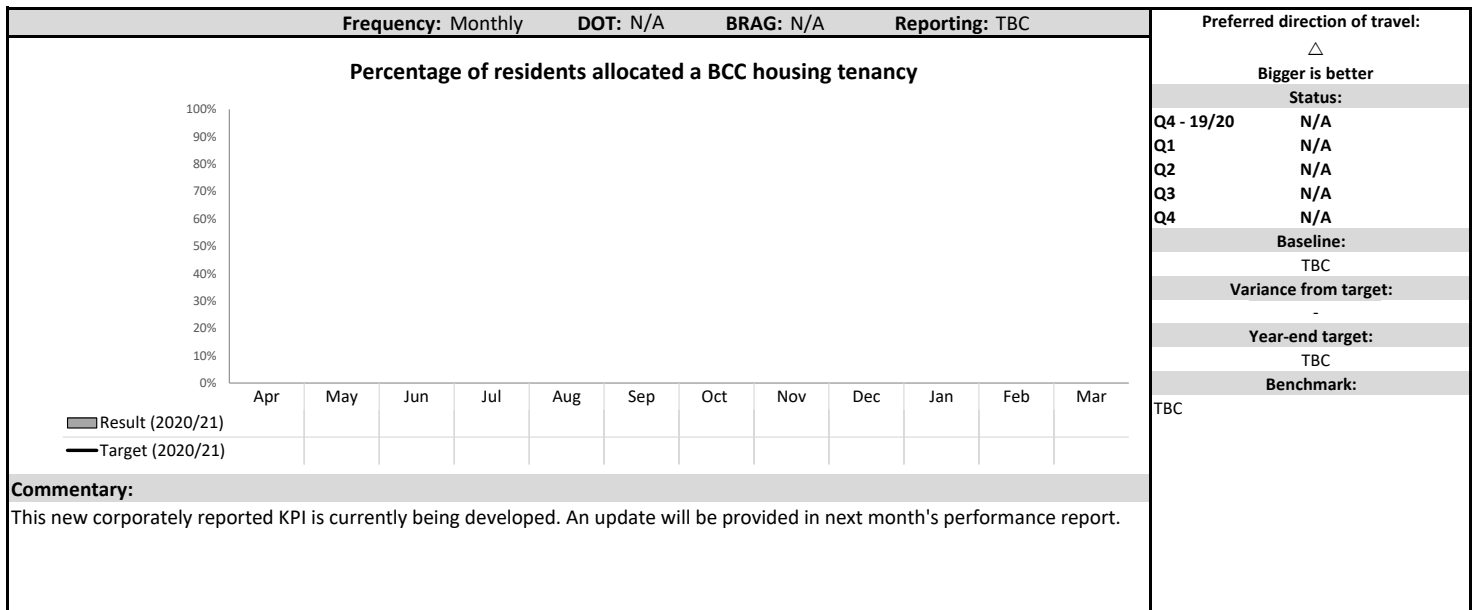
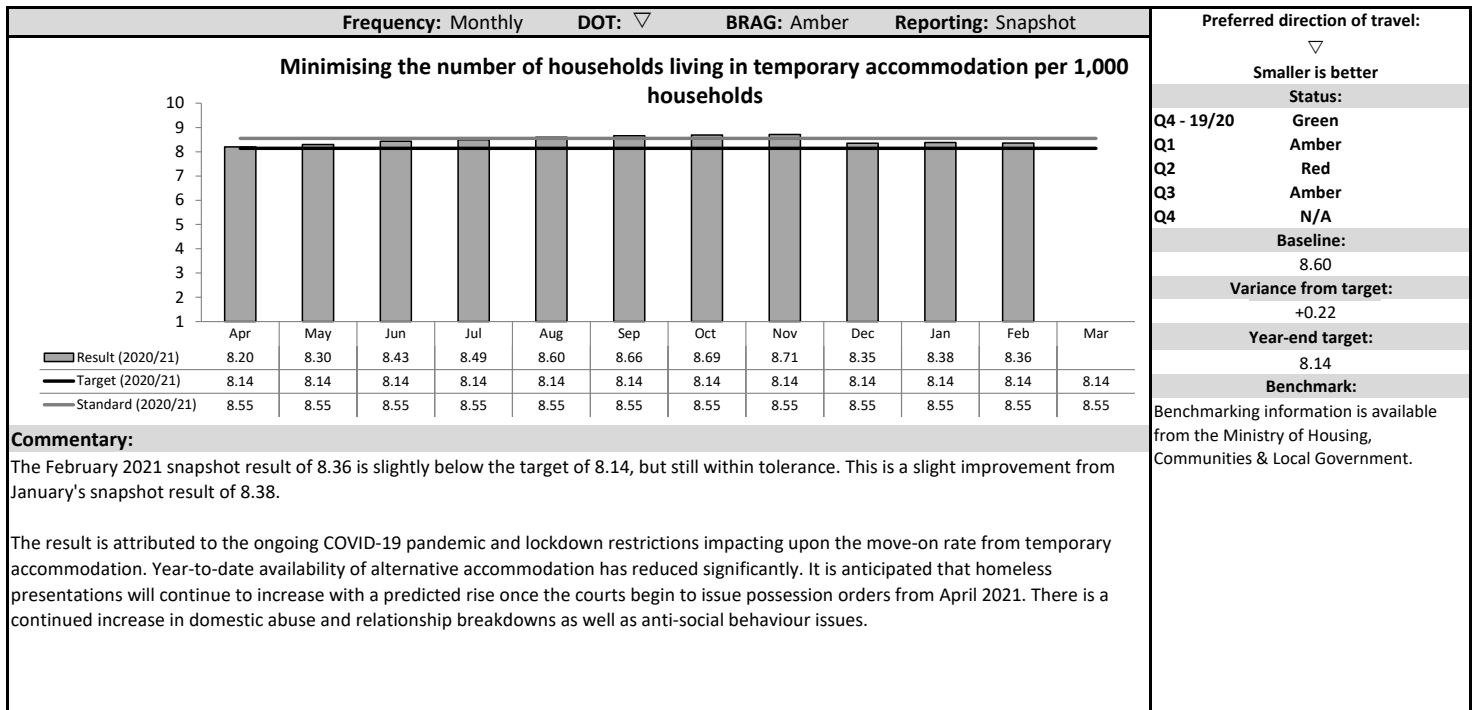
Performance Monitoring Report



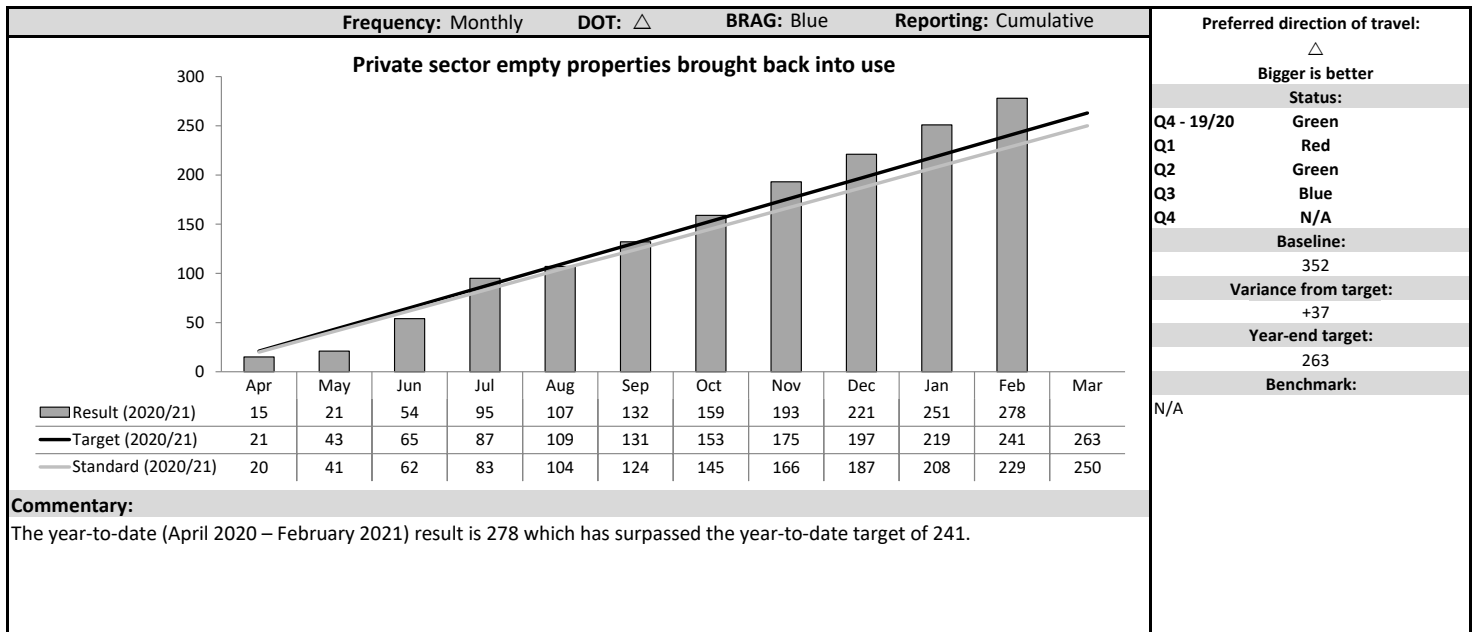
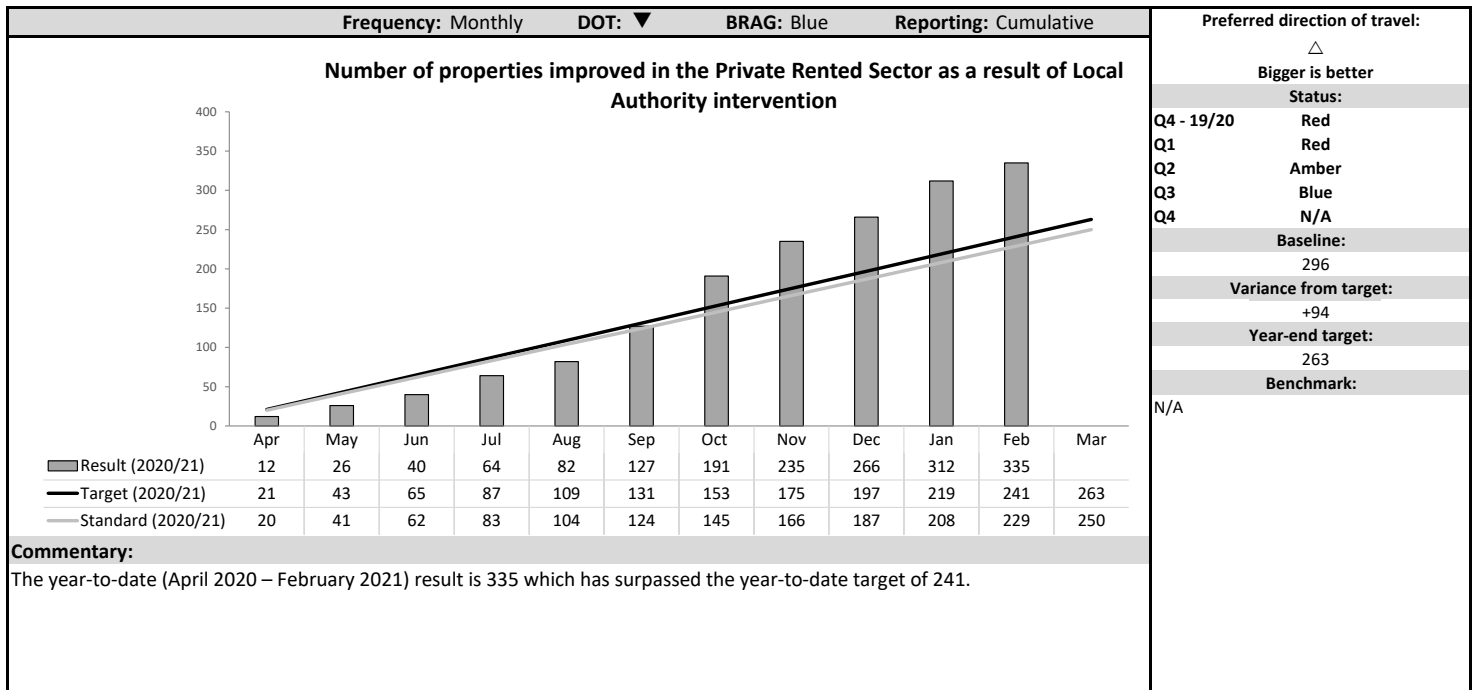
Performance Monitoring Report



Performance Monitoring Report

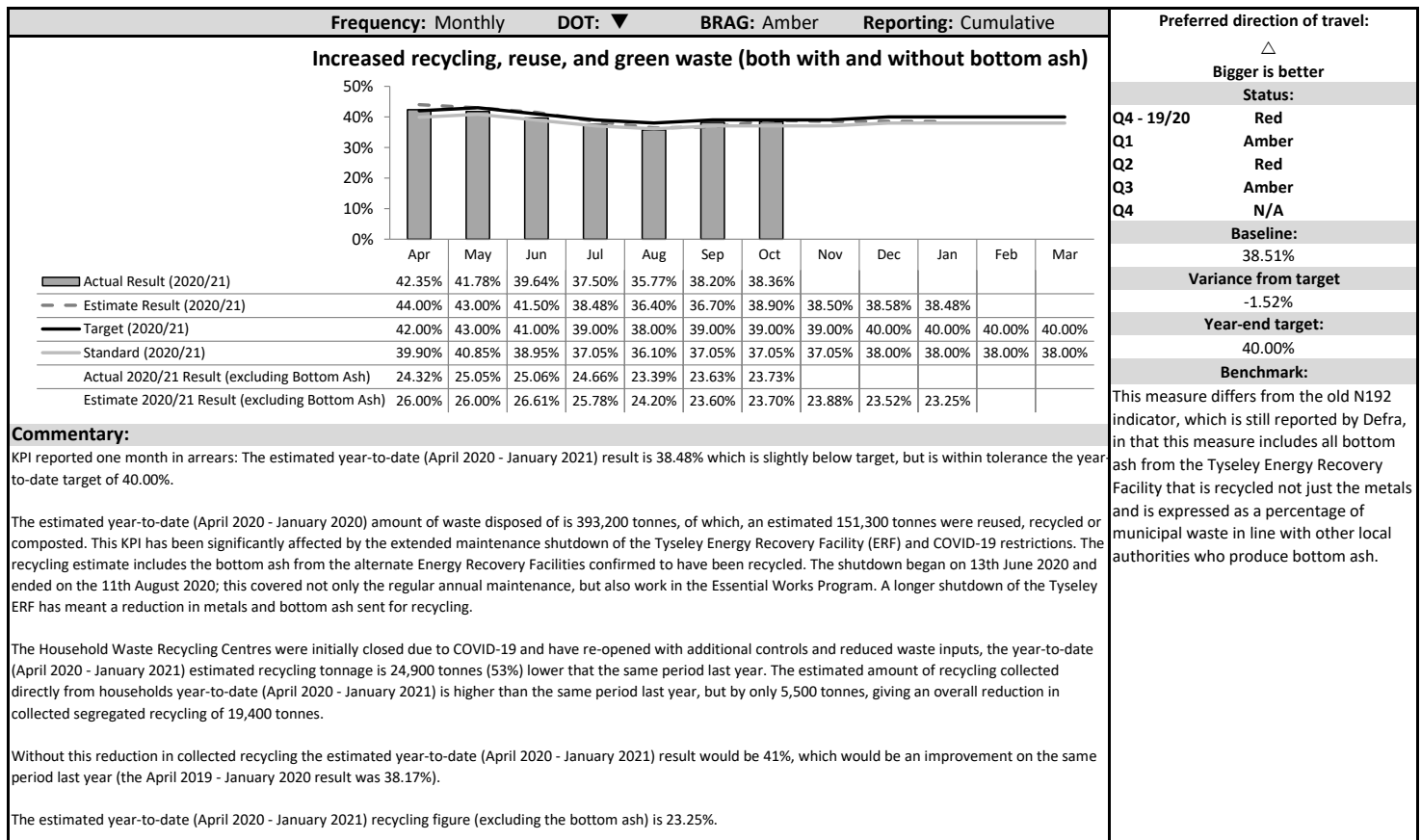
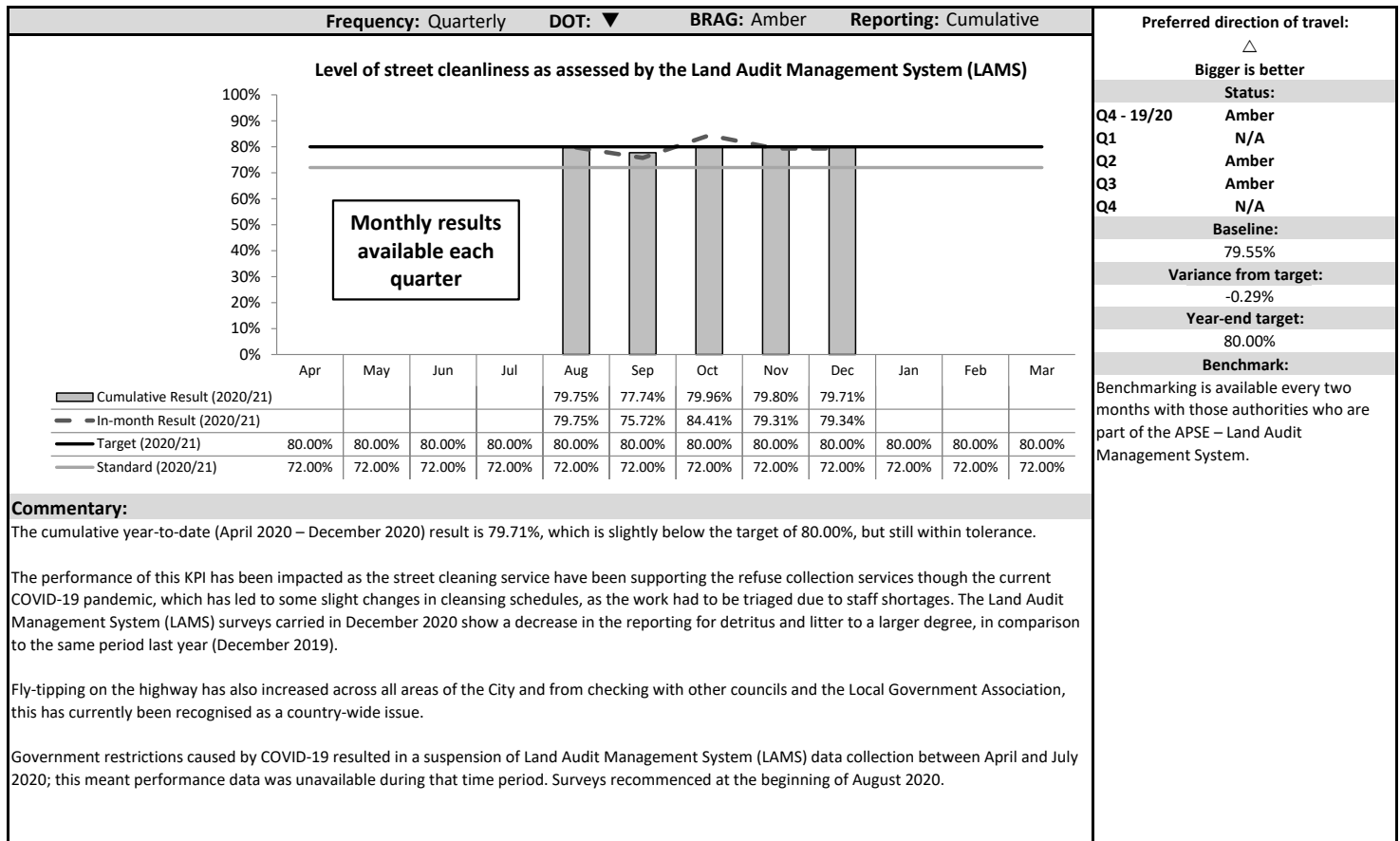


Performance Monitoring Report

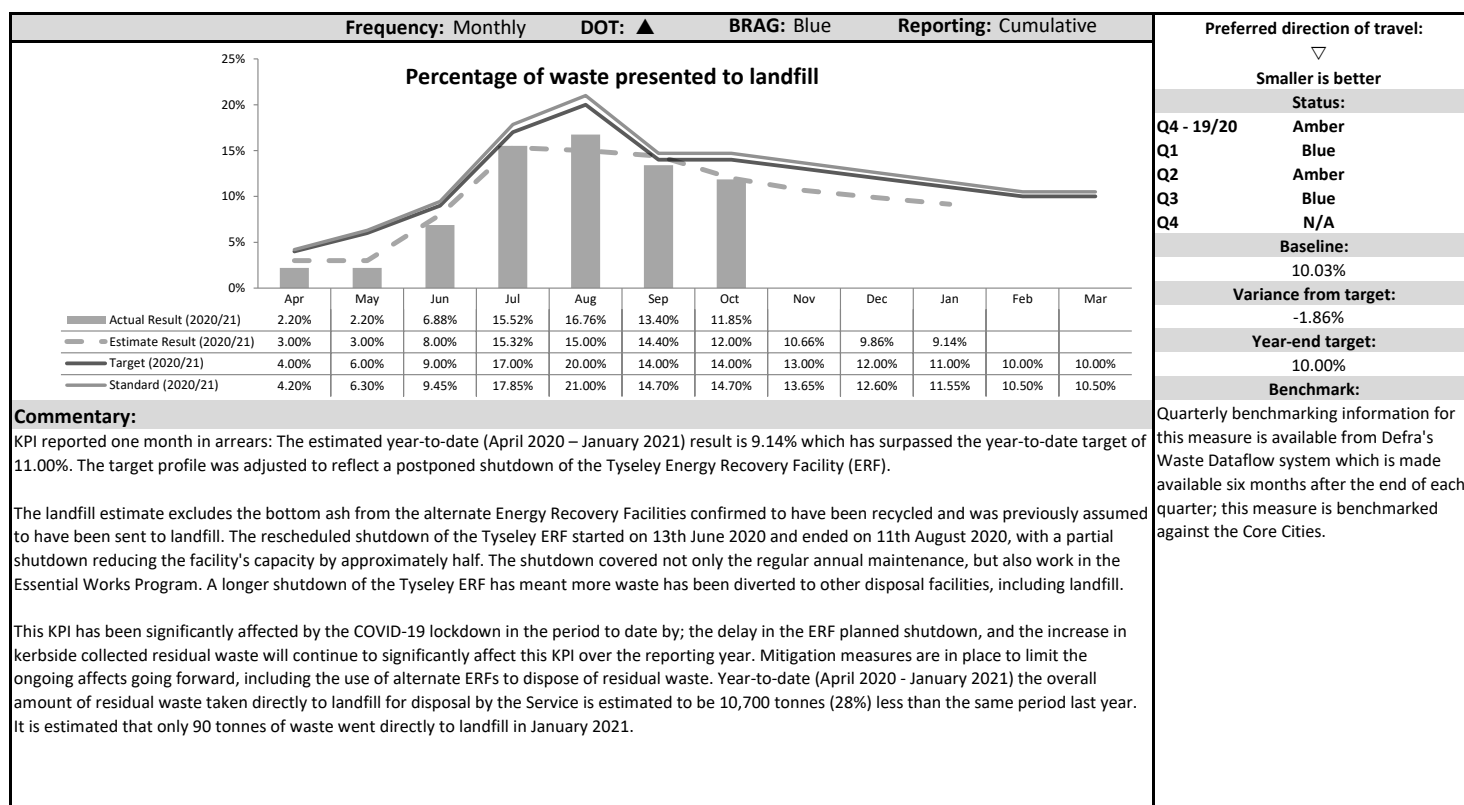
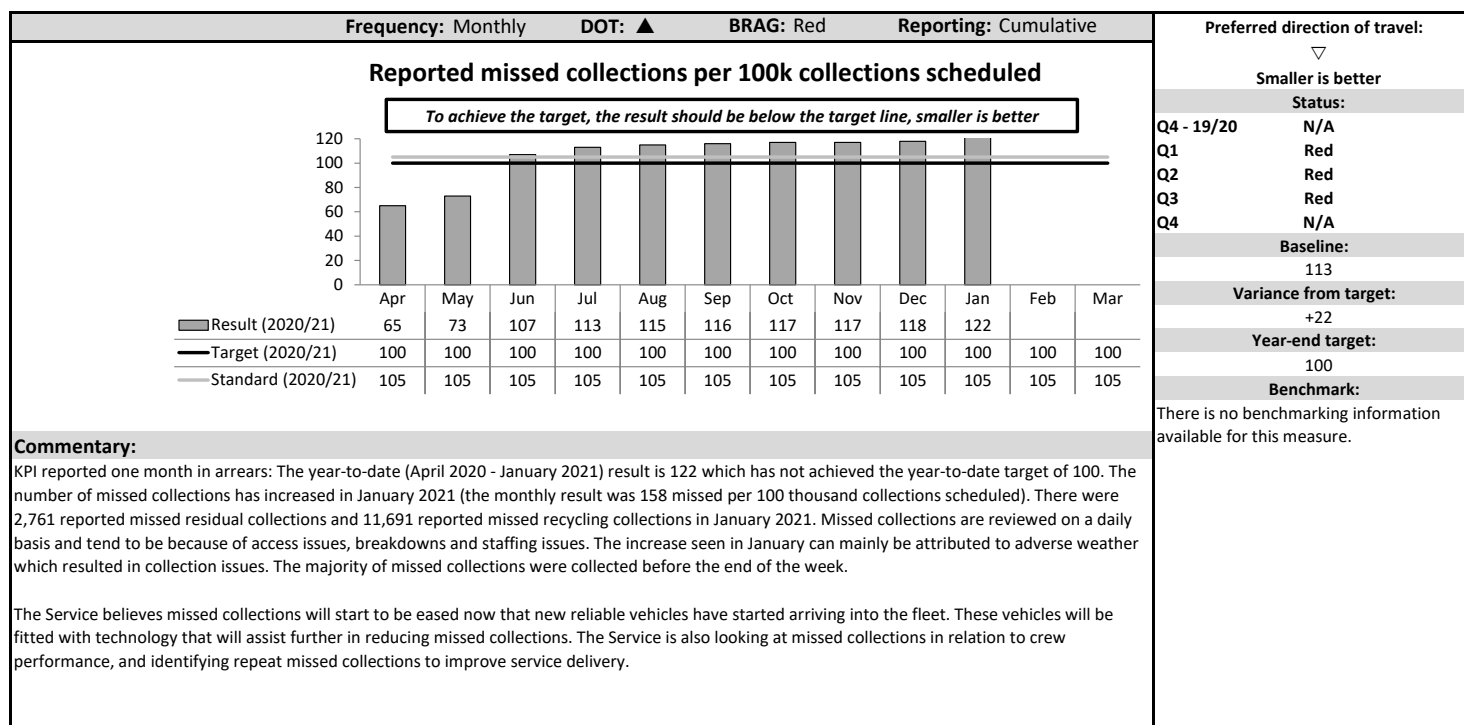


Performance Monitoring Report

Street Scene and Parks

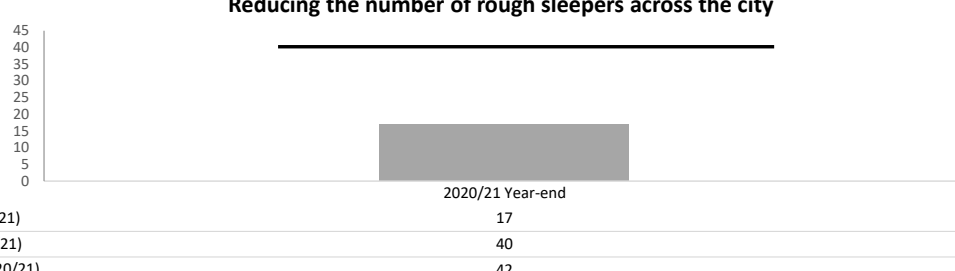


Performance Monitoring Report



State of the City

Outcome 1: Birmingham is an entrepreneurial city to learn, work and invest in

Frequency: Annual DOT: ▾ BRAG: Blue Reporting: Snapshot			Preferred direction of travel: ▾ Smaller is better								
<h3>Reducing the number of rough sleepers across the city</h3>  <table><tr><th>Metric</th><th>Value</th></tr><tr><td>Result (2020/21)</td><td>17</td></tr><tr><td>Target (2020/21)</td><td>40</td></tr><tr><td>Standard (2020/21)</td><td>42</td></tr></table>			Metric	Value	Result (2020/21)	17	Target (2020/21)	40	Standard (2020/21)	42	Status: Q4 - 19/20 Amber Q1 N/A Q2 N/A Q3 N/A Q4 Blue
Metric	Value										
Result (2020/21)	17										
Target (2020/21)	40										
Standard (2020/21)	42										
Commentary: <p>The 2020/21 snapshot result is 17 which has surpassed the target of 40. The figure represents the number of people found bedded down across the whole of Birmingham on a single night in November 2020.</p> <p>The figure is produced in line with the national guidance on undertaking the official count of people sleeping rough in England. The year has been extraordinary due to COVID-19 which saw the government call for 'everyone-in' followed by a number of programmes targeting the protection and progression of people sleeping rough.</p> <p>The lockdown environment and the additional resources have positively impacted the level of people sleeping rough across the whole year. Birmingham City Council's count is the highest percentage reduction of any of the core cities so far. Maintaining the reduction and further reducing the rough sleeping figure will be challenging and subject to a wider economic and social factors.</p>			Baseline: 52 Variance from target: -23 Year-end target: 40 Benchmark: Benchmarking information for rough sleeping in England is available from the Ministry of Housing, Communities & Local Government website.								

Briefing Note

To	Housing and Neighbourhoods O&S Committee
Subject	Private Rented Service (PRS)
Date	14 April 2021
From	Deborah Moseley Acting Senior Service Manager – Housing Options and Private Rented Service

Purpose

To update the Committee with the work undertaken by the Private Rented Service (PRS) to improve properties in the private rented sector

Background

The number of properties improved as a result of local authority intervention is one of the PRS performance indicators. From 01 January 2021 to 31 January 2021, 312 properties were improved. The improvement in properties is due to advice given to landlords and tenants in relation to disrepair, property inspections and identified hazards removed.

The PRS team makes use of the Housing, Health and Safety Rating System (HHSRS) in the Housing Act 2004 to improve residential accommodation in the city.

The HHSRS assesses 29 housing hazards and the effect they may each have on the safety of current or future occupiers of a property. The Hazards are classified into categories of harm; category 1 and category 2 hazards.

- Category 1 hazard – risk is a serious and immediate risk to health
- Category 2 hazard – risk is less serious or urgent.

The Housing Act 2004 places a duty on council to take appropriate enforcement action with respect to Category 1 hazards and a power to take enforcement action with respect to category 2 hazards. Currently, the team concentrates on taking enforcement action where category 1 hazards are identified.

Appendix 1 shows the number of hazards identified in properties during the period 01 04 20 – 31 01 21. There were 30 properties visited and inspected over the period. 95 hazards were identified. The top four hazards were;

Excess Cold -	23
Fire Risk -	20

Electrical Hazards -	18
Falls on stairs -	13

HHSRS Analysis 04.20 - 01.21					
Ward	Number of Properties Visited	Hazard	Number of Hazards Found	Number Ongoing	Number Resolved
Alum Rock	1	Falls On Stairs And Steps	1	1	0
Balsall Heath West	1	Excess Cold	1	0	1
Balsall Heath West		Falls On Stairs And Steps	1	0	1
Balsall Heath West		Structural Collapse etc	1	0	1
Birchfield	2	Damp And Mould Growth	2	2	0
Birchfield		Domestic Hygiene/Pests	1	1	0
Birchfield		Excess Cold	2	2	0
Birchfield		Fire	1	1	0
Birchfield		Personal Hygiene	2	2	0
Bordesley & Highgate	1	Excess Cold	1	1	0
Bordesley & Highgate		Falls On Stairs And Steps	1	1	0
Bordesley & Highgate		Personal Hygiene	1	1	0
Bordesley Green	1	Damp And Mould Growth	1	0	1
Bordesley Green		Electrical Hazards	1	0	1
Bordesley Green		Excess Cold	1	0	1
Bordesley Green		Fire	1	0	1
Edgbaston	1	Damp And Mould Growth	1	0	1
Edgbaston		Excess Cold	1	0	1
Edgbaston		Falls On Stairs And Steps	1	0	1
Edgbaston		Fire	1	0	1
Edgbaston		Structural Collapse etc	1	0	1
Erdington	1	Damp And Mould Growth	1	1	0
Holyhead	3	Damp And Mould Growth	2	1	1
Holyhead		Domestic Hygiene/Pests	1	0	1
Holyhead		Electrical Hazards	1	0	1
Holyhead		Entry By Intruders	1	1	0
Holyhead		Fire	1	1	0
Holyhead		Structural Collapse etc	1	1	0
Ladywood	1	Electrical Hazards	1	1	0
Ladywood		Excess Cold	1	1	0
Ladywood		Fire	1	1	0
Ladywood		Structural Collapse etc	1	1	0
Newtown	1	Damp And Mould Growth	1	0	1
Newtown		Electrical Hazards	1	0	1
Newtown		Excess Cold	1	0	1
North Edgbaston	5	Damp And Mould Growth	4	3	1
North Edgbaston		Electrical Hazards	2	2	0
North Edgbaston		Entry By Intruders	1	0	1
North Edgbaston		Excess Cold	3	3	0
North Edgbaston		Falls Between Levels J	1	0	1
North Edgbaston		Falls On Stairs And Steps	1	1	0
North Edgbaston		Fire	1	1	0
North Edgbaston		Food Safety	1	1	0
North Edgbaston		Personal Hygiene	1	1	0
Pype Hayes	1	Crowding And Space	1	1	0
Pype Hayes		Damp And Mould Growth	1	1	0
Small Heath	4	Crowding And Space	1	1	0
Small Heath		Damp And Mould Growth	3	2	1
Small Heath		Electrical Hazards	2	1	1
Small Heath		Excess Cold	2	1	1
Small Heath		Falls Between Levels J	1	1	0
Small Heath		Fire	2	1	1
Soho & Jewellery Quarter	2	Damp And Mould Growth	1	1	0
Soho & Jewellery Quarter		Excess Cold	2	1	1
Soho & Jewellery Quarter		Falls On Stairs And Steps	1	0	1
Soho & Jewellery Quarter		Poor Ergonomics	1	1	0
Sparkbrook & Balsall Heath East	1	Damp And Mould Growth	1	1	0
Sparkhill	2	Damp And Mould Growth	2	1	1
Sparkhill		Domestic Hygiene/Pests	1	0	1
Sparkhill		Electrical Hazards	1	1	0
Sparkhill		Excess Cold	2	1	1
Sparkhill		Falls On Stairs And Steps	2	1	1
Sparkhill		Fire	2	1	1

Sparkhill		Food Safety	1	1	0
Sparkhill		Structural Collapse etc	1	0	1
Tyseley & Hay Mills	1	Damp And Mould Growth	1	1	0
Tyseley & Hay Mills		Entry By Intruders	1	1	0
Tyseley & Hay Mills		Excess Cold	1	1	0
Tyseley & Hay Mills		Falls Between Levels J	1	1	0
Tyseley & Hay Mills		Falls On The Level	1	1	0
Tyseley & Hay Mills		Fire	1	1	0
Weoley & Selly Oak	1	Damp And Mould Growth	1	1	0
Weoley & Selly Oak		Electrical Hazards	1	1	0
Weoley & Selly Oak		Excess Cold	1	1	0
Weoley & Selly Oak		Falls On The Level	1	1	0

Housing and Neighbourhoods O&S Committee

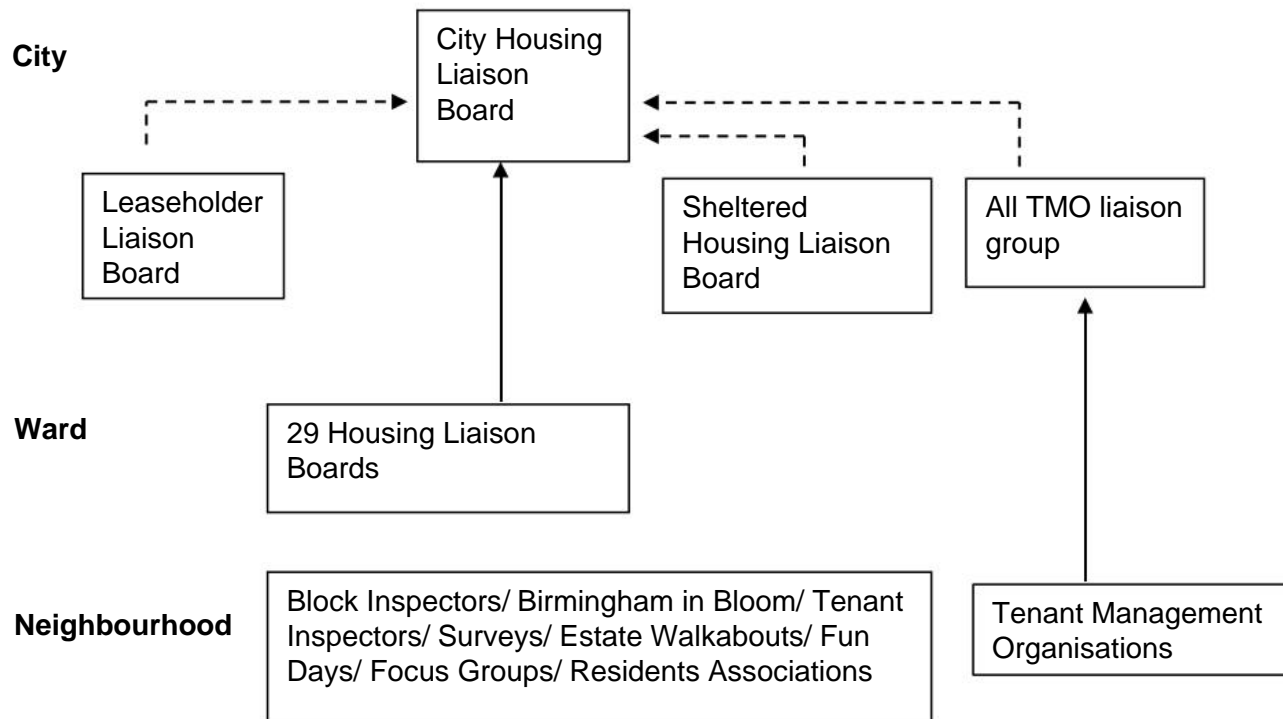
Presentation regarding Housing Liaison Board Movement



Housing Liaison Board Movement

- The Housing Liaison Board (HLB) movement is the current mechanism for co-regulation of the Housing Service.
- The movement is made up of a central City Housing Liaison board which normally meets 10 times per year. Attendees from each of the 29 local HLBs are represented on this board as well as leaseholders and tenant management organisations.
- The movement, and specifically the Performance Monitoring Group (PMG) holds the council to account by monitoring performance at monthly meetings, scrutinising services and influencing local decisions, which gives tenants a real say over the design, delivery and assessment of services.
- Over 200 tenants are involved in the local HLBs, and as part of this framework they meet 6-10 times per year, and as well as meetings, they are also involved in local walkabouts and estate based activities such as litter picks and events

Housing Liaison Board Movement



Impact of Covid-19

- The majority of HLB activities are completed on a face to face basis, including meetings and estate based activities, therefore they have had to stop over the last 12 months in line with the Covid-19 restrictions
- Where technology has been available we have supported tenants in holding virtual meetings. This was originally with the local HLB network, so that experience and confidence could be developed in small groups prior to attendance at larger meetings
- A high proportion of tenants had not met on a virtual basis prior the pandemic, and therefore did not have the technology to engage in this way. Where virtual meetings were not possible regular telephone contact has been maintained
- From October 2020 we have held virtual PMG and CHLB meetings, and prior to the introduction to a virtual approach performance information was circulated by email and comments, queries and concerns collated and responses issued
- Regular support and contact has been provided throughout the pandemic to explain the restrictions and assistance available including organising food parcels and ensuring tenants are not feeling isolated.

Risks to Current Model

- HLB members are predominantly older, and as a result have more time to Get Involved, however the longest serving are now starting to suffer with ill-health which is impacting on their capacity to fulfil responsibilities
- Tenants involved in the HLB movement are not representative of the total tenant cohort
- Historically we have had difficulties recruiting new members
- Methods of engagement are traditional i.e. focused on face to face discussions, therefore more innovative methods need to be developed
- Communication tools need to be enhanced so that they are inclusive and cost effective
- The Social Housing White Paper outlines that tenants need to be given a voice across all aspects of the service, and therefore more work is needed to ensure the HLB movement is both strategic and monitors are all areas of housing

Next Steps

- In the short term local virtual meetings to continue
- As the covid-19 restrictions are lifted estate based activities will be restarted in line with the Government roadmap
- CHLB and PMG meetings to restart on a virtual basis – timing dependent on the health of members
- Review the HLB movement as part of a wider Tenant Engagement review
- Communications module for Northgate system to be purchased and implemented
- Improvement plan to be developed following review
- Tenant recruitment and development plan to be developed
- Tenant Satisfaction surveys to be completed, and findings utilised to develop service plans





Housing and Neighbourhoods O&S Committee: Work Programme 2020/21

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

1 Meeting Schedule

Date	Item	Officer Contact / Attendees
25 June 2020 1400 hours Deadline for reports: 16 June	Impact of Covid-19 on: <ul style="list-style-type: none"> Parks Homelessness Bereavement Services 	Cllr John O'Shea, Cabinet Member for Street Scene and Parks/Darren Share, AD, Street Scene/Julie Griffin, Acting AD, Housing/Paul Lankester, Interim AD, Regulation and Enforcement
30 July 2020 1400 hours Deadline for reports: 21 July	Update on Article 4	Uyen-Phan Han, Planning Policy Manager
	Update on Unauthorised Encampments	Mark Croxford, Head of Environmental Health
24 September 2020 1400 hours Deadline for reports: 15 September *Meeting cancelled*		
22 October 2020 1400 hours Deadline for reports: 13 October *Meeting cancelled*	Annual Report of the Community Safety Partnership	Cllr John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities/Marcia Wynter, Cabinet Support Officer
	Update on Public Space Protection Orders	
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support



19 November 2020 1400 hours Deadline for reports: 10 November	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
	Annual Report of the Community Safety Partnership	Cllr John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities/Marcia Wynter, Cabinet Support Officer
	Update on Public Space Protection Orders	
17 December 2020 1400 hours Deadline for reports: 8 December	Housing in Tower Blocks	Julie Griffin, Acting AD, Housing
	HMOs – Planning Enforcement	James Wagstaff, Head of Enforcement
21 January 2021 1400 hours Deadline for reports: 12 January	Petition – Handsworth Cemetery	Paul Lankester, Interim AD, Regulation and Enforcement
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
25 February 2021 1400 hours Deadline for reports: 16 February	Update on Localisation	Cllr Sharon Thompson, Cabinet Member for Homes and Neighbourhoods/Chris Jordan, AD, Neighbourhoods
25 March 2021 1400 hours Deadline for reports: 16 March	Progress Report on Implementation: Reducing Fly-tipping	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene
	Housing Repairs and Maintenance Contracts	Julie Griffin, Acting AD, Housing
	Resourcing of the Private Rented Sector Team	Julie Griffin, Acting AD, Housing
22 April 2021 1400 hours Deadline for reports: 13 April	Reducing Fly-tipping - HRCs Booking System	Darren Share, AD, Street Scene
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
	Housing Liaison Boards / Tenant Engagement	Julie Griffin, AD, Housing

2 Items to be programmed for 2021/22

- 2.1 Begging (numbers, causes and effects)
- 2.2 Review of Impact/Outcomes of PSPOs
- 2.3 Localisation Update
- 2.4 Housing Options Update
- 2.5 Housing Repairs and Maintenance Update
- 2.6 Resourcing of the PRS Team – recruitment and apprenticeship scheme



- 2.7 CCTV policy
- 2.8 Bereavement Services Strategy
- 2.9 Annual Report of the Birmingham Community Safety Partnership
- 2.10 Performance Monitoring - Quarterly Reports

3 Outstanding Tracking

Inquiry	Outstanding Recommendations
Reducing Fly-tipping	R01 to R07

4 Other Meetings

Inquiry – Reducing Fly-tipping

23 July 2020 – Informal evidence-gathering with Cabinet Member and Officers
10 August 2020 – Informal session with London Borough of Barking & Dagenham
29 September 2020 – Informal session with Nottingham City Council
5 November 2020 – Informal session to agree conclusions and recommendations
9 December 2020 – Informal session with Cabinet Member to discuss draft report and recommendations

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.



5 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		
008675/2021	Supported Housing oversight pilot funding	20 Apr 21
007997/2020	Building Birmingham – BMHT Highgate Road Development	18 May 21
008681/2021	Homelessness Reduction New Burdens	18 May 21
008702/2021	Rough Sleepers Initiative 2021-22	18 May 21
008759/2021	Working in Partnership with the Alderson Trust	27 Jul 21
Cabinet Member for Street Scene and Parks		
008760/2021	Increase in Expenditure – Provision of Legal Advice to Support the Development of the Future Waste Strategy (P0610C)	20 Apr 21
007349/2020	Waste Vehicle Replacement Programme	18 May 21
Leader		
008307/2021	Perry Barr Regeneration Scheme – Full Business Case Update	29 Jun 21