

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 19 JANUARY 2016 AT 14:00 HOURS
IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise the meeting to note that this meeting will be webcast for live and subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs. The whole of the meeting will be filmed except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 - 18

3 MINUTES - 8 DECEMBER 2015

To confirm and sign the Minutes of the last meeting.

19 - 24

4 LEADER'S UPDATE

To set out key priorities

5 DEPUTY LEADER - MONTH 8 REVENUE MONITORING AND GRANT ANNOUNCEMENT UPDATE - TO FOLLOW

Jon Warlow, Strategic Director, Finance and Governance

6 DEPUTY LEADER - CHILDREN AND FAMILIES WITH NO RECOURSE TO PUBLIC FUNDS ACTION PLAN UPDATE - TO FOLLOW

Brendan Seward, Interim Assistant Head of Service, City Wide Services

25 - 36

7 **DEPUTY LEADER - PERFORMANCE OF PROPERTY PORTFOLIO - PUBLIC**

Peter Jones, Director of Property Services and Kathryn James, Head of Investment Property Management

37 - 42

8 **WORK PROGRAMME 2015-16**

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 Chairman are matters of urgency.

11 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman 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'.

12 **EXCLUSION OF THE PUBLIC**

That in view of the nature of the business to be transacted which includes exempt information of the category indicated the public be now excluded from the meeting:-

Exempt Paragraph 3

P R I V A T E A G E N D A

13 **DEPUTY LEADER - PERFORMANCE OF PROPERTY PORTFOLIO - PRIVATE**

Item Description

14 **OTHER URGENT BUSINESS (EXEMPT INFORMATION)**

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

BIRMINGHAM CITY COUNCIL

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE 8 DECEMBER 2015
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**MINUTES OF A MEETING OF THE CORPORATE RESOURCES OVERVIEW
AND SCRUTINY COMMITTEE HELD ON TUESDAY, 8 DECEMBER 2015 AT
1400 HOURS IN COMMITTEE ROOM 6, COUNCIL HOUSE, BIRMINGHAM**

PRESENT:-

Councillor Zaffar in the Chair;

Councillors Brew, Bridle, Chatfield, Finnegan, Hunt, Lal, and Wood

ALSO PRESENT

Councillor I Ward – Deputy Leader

Ms K Creavin – Head of Birmingham Wellbeing Services

Ms G Foxwell – Head of Business Change and Service Improvement

Mr C Gibbs – Service Director, Customer Services

Ms J Power – Scrutiny Officer

Miss E Williamson – Head of Scrutiny Services

Mr E Wilson – Committee Manager

NOTICE OF RECORDING/WEBCAST

- 40 The Chairman advised, and the Committee noted, that this meeting would be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and members of the press/public could record and take photographs. The whole of the meeting would be filmed except where there were confidential or exempt items.

APOLOGIES/THANKS

- 41 Apologies were submitted on behalf of Councillors Kooner, Mosquito and Sambrook.

The Chairman expressed thanks to Councillor Matthew Gregson for his service to the Committee. He added that at the last Full City Council a change was made with Councillor Finnegan replacing Councillor Mick Gregson. He

welcomed Councillor Finnegan to the Committee.

MINUTES

- 42 The public parts of the Minutes of the meeting held on 21 and 27 October 2015, having been previously circulated, was noted.
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DEPUTY LEADER

The following report entitled 'review of the Birmingham promise' was submitted:-

(See document No 1)

Councillor I Ward, Deputy Leader, attended the meeting and made the following comments:

What was in the promise in absolute terms and what was some of the contractual arrangements the Council had with the third party contractor, example, routine housing repairs. The contractual arrangement was to achieve 97% in 30 days. In his view if they were on or above that target, they were meeting the Birmingham Promise albeit if someone then contacted them to say that their routine repair was not carried out in the 30 days, they should be writing to the customer to explain the reason for this.

Two of the targets were withdrawn in spite of the fact that the process for agreeing what went in the Birmingham Promise that service areas would attend the Committee or write to the Committee with an assurance of what they were putting forward they could measure and achieve. These assurances were given to the Committee 12 months ago and when the report was submitted to Cabinet all service areas had signed up to those targets.

It was disappointing that two were withdrawn recently, one being the promise on missed bin collection – if people had reported that they had a missed collection either on the day of collection or the following day, the City Council would collect that missed collection in 3 days. It was uncertain why this had gone wrong and it would be useful if the Scrutiny Committee could look into this issue. The second one was the Blue Badge – the issue of reminders were done by a third party by way of a computerised system whereby they states that everyone was notified, but there appeared to be Blue Badges. The Council was made aware that this was not the case which was the reason that target had been withdrawn. It would be useful if the Scrutiny Committee could look into this issue.

The Citizens Panel had made various comments regarding how they felt. In his opinion the City Council had not communicated this as effectively as they could. If you walk into the reception of most local authorities, or any of their buildings, they would have something on the wall that was akin to the Birmingham Promise to say what they were delivering for their citizens in their area and what they could expect to achieve. In spite of requesting that Marketing roll out

something similar across Birmingham, this did not appear to have happened. He requested that the Scrutiny Committee investigate this issue. If they were going to continue with this it needed to be communicated more effectively.

The Deputy Leader drew the Committees attention to the various options for 2016/17 on page 6 of the report.

The Birmingham Promise

In response to questions, the following was amongst the points made:-

1. The Deputy Leader noted Councillor Chatfield's comment concerning the two areas that had been dropped - *Fleet and Waste Management and Blue badge renewals* - and advised that Fleet and Waste Management stated that they were unable to sift out the number of residents who call either on the day of collection or the day after from other calls that came in later in the week.
2. In taking the promise forward into 's report the new Financial Year, to pinch a phrase from Lord Kerslake, they need to '*hold the service feet to the fire*' so that they could nail down what they were saying they could deliver. If they were saying they could deliver it, there should be no need later in the year for them to be back tracking on it to say that they had made a mistake and could not deliver what they had promised. They needed to be held to account for the failure to deliver.
3. The Birmingham Promise was 8 pages long, but it was the role of Marketing Birmingham to condense this to a poster that could be understood by members of the public. This was done in other local authorities across the country and the staffs were not being asked to do anything that was not being done elsewhere. It was not unreasonable to expect them to create a poster of one side that list all the promises to inform the public what the City Council was promising them and what they Council expect in return.
4. The two bullet points in relation to the Council's expectation of its citizens – the idea of this was that the Council was saying that they would do something as a local authority for people in this City, but there was then an expectation on people to do what they needed to do if the City was to continue providing them with a service.
5. In terms of the final bullet point concerning household waste and recycling, this was about putting it out in a timely manner so that the collection was not missed if they did not put it out in the first place. Similarly with the other two, we use correct channels when reporting the issue, this was about was that they could not have a system where residents were saying that they had reported this to their local councillor and you did not do what you promised you would do.
6. They needed to have the reporting going into the system the correct way if they were to then deliver on what hey stated that they would

deliver. They could not have this being reported to third parties or being reported incorrectly.

7. Providing full information links back to the blue badge. They were making a promise that they would deal with Housing Benefit claims within a certain time frame subject to people providing all the information that they needed to provide for their claim to be assessed. They were expecting the citizen's behaviour to be in line with what was needed in order that they could deliver on this.
8. Another thing they need to be considering was unclean streets concerning the litter people had dropped on the street that then had to be picked up. He questioned how much this was costing the local authority just to pick up litter that people had dropped which was a large amount of money.
9. In terms of reporting the missed collections through other mediums, this had caused difficulties. There was a need for the information to be reported through the correct channel. The Deputy Leader stated that the Committee could make other suggestions that could be included in the Birmingham Promise that also places obligations on the citizens.
10. The process whereby the *Fleet and Waste Management and Blue badge renewals* promise was being removed was at Cabinet through the Quarterly Performance Monitoring report and the two items were removed by the relevant Cabinet Members.
11. The fact that they had started with the service areas saying they could deliver these and as they go through the year, for different reasons they had decided that they either could not measure it or could not deliver it or should not have suggested it in the first place, was something that this Committee could look into and for the service areas '*feet to be held to the fire*' concerning the issue.
12. They should not be getting into this sort of mess once they had gotten into agreement with the service area who had advised that this was their service plan, this was what they would deliver and they would measure it.
13. With regard to terminating the Birmingham Promise, the point being made was that the Birmingham Promise had to be aligned with the promise being made. It was no good having a Birmingham Promise if it did not align with the future vision of the City Council.
14. There were things that they would not be doing in the future as the size and shape of the City Council would be reduced. It was no good making a promise about something that would be delivered in the future.
15. In terms of continuous improvement, this was correct, but if they already had targets in the high 90s etc., these things cost money and

the Council will have less money in the future. If they were going to contract with an organisation on 100%, they would require more payment for that level of service than they would for a target set lower than that. They needed to be mindful that the Council would have less money going forward. This was not to say that they should not be striving to continuously improve on what they do.

16. Where they had reported on the Birmingham Promise quarterly through the year, this was probably a mistake and they perhaps should have had an end of year report on it. Again, he would be interested in the Committee's views concerning this. Suggestions for a different name for this would be welcomed. The principle of what they were doing was the important thing.
17. In the Citizens Panel response, the last bullet point, the Scrutiny Committee looked at these 12 months ago. If they were going to say to people in the future, routine housing repair we will repair 97% of these within 30 days, there would be 3% of them that the City Council would not do this for. The question would then be what you would do for the 3% of households where they did not deliver on that. It was decided that they would write a letter to these households explaining the reason they did not meet the target concerning their individual case.
18. If they had thing in the Birmingham Promise that was also KPIs and they were not aligned, they would go to the Ombudsman. If they had KPIs in the Birmingham Promise, they would be monitored quarterly as they would be part of the quarterly monitoring report which is reported to the Cabinet.
19. In terms of including something with the Council Tax bills there was a queue of different areas that they wanted to put information into the Council Tax bill, but there was a cost or doing this and also to sign off what was agreed would be going would be the end of January 2016, which was a short timescale to fit with what they were doing.
20. Regarding the Blue badge, what was in the quarter two monitoring report was that they were saying they did not trust the third party's information.
21. It was important to be clear about the things that were in the Promise and how they arrived there. They were not prescribed or insisted upon, but were the services themselves offering up these things saying that they could do them and that they could measure them. This had not proven to be the case as was being pointed out. They were not asking anything that other local authorities did not already do.
22. They had spoken of culture change and perhaps part of the culture change in Birmingham was that they start to own the things and to hold people to account when they did not deliver on those things and to ensure that they tell the truth and that they did not promise things they could not deliver.

23. In the case of Fleet and Waste Management, they were saying that they could not measure their performance that was in the Birmingham Promise. It was not known why they were saying this.
24. Councillor Lisa Trickett, Cabinet Member for Sustainability's position was that this be withdrawn so that they could put measures in place whereby they could measure it. She was trying to put a fix into the system and to hold people to account within Fleet and Waste Management.
25. When he suggested that they should only be monitoring the Promise at the end of the year, what was meant was that they only take a public report at the year end. Monitoring was undertaken on a monthly basis rather than a quarterly basis.
26. A monthly performance meeting was carried out when they go through all the KPIs and the Birmingham Promise. It would still be monitored and corrective action taken if they were falling short. It was not worth taking it as part of the quarterly report through the year.
27. The Deputy Leader expressed disappointment as anyone around the table that they were here taking in this fashion about this particular Council policy. It was believed that the process they had last year using Scrutiny to look at it and bring it back to Scrutiny again for a review was an example of how Scrutiny should be used in a modern local authority. To everyone's credit, they were willing to participate in that process

Sports Activity

Karen Creavin, Head of Birmingham Wellbeing Services gave a PowerPoint presentation on the *Cross Sector Collaboration on physical activity – changing behaviour at a City level ...*

(See document No 2)

Ms Creavin gave the following summary: -

- a. There was now an active citizenship agenda emerging out of the work that the last Overview and Scrutiny Committee triggered. The range of partners invited to the table – Sport Birmingham, Sport England, universities and street games amongst others was a real helpful focus.
- b. As a group of organisation mandated to go off and generate some activity on behalf of the Scrutiny Committee, they had worked well together and there was a whole range of work that was being done which had cemented the relationship and had accelerated everyone's expectation on progress.
- c. They now had an active citizenship agenda emerging which would be one of the things they would be doing over the next 3 -4 months to

develop an Active Citizenship Strategy ideally for the City, but their aspiration for the longer term would be for the region. Birmingham should lead the work for this across the region for active citizenship. It was an important Birmingham gift; they had a great legacy that they should build on.

- d. There was a strain of work that was coming out clearly and articulated increasingly around community cohesion and promoting resilience with physical activity. It was one of the unintended consequences of the work that they were doing. Sport England was excited about this and had committed some resource to the City to help develop some matrix which was a direct response to the assistance they had from the Deputy Leader, Councillor Ward and the earlier Committee.
- e. They had 50,000 people participating in Active Parks last year and there were now at least 20 Active Parks in a city in Poland. They were excited about this and had told Warsaw and Krakow and they had been asked to extend the work that they did in the Polish City with other cities as they were looking to implement an Active Parks programme. It was important in Poland as they got some EU funding for some state of the art equipment, but what they did not see was the people using them and was concerned about physical activities in their cities.
- f. They had a pilot of active streets and a proof concept piece of work that was being done this year. They had an Active Street with a number of streets in the City and had built on the work that the streets had played in the previous years. Over 108 people attended for one of these sessions and there was a range of Active Street road closures being done over the winter and during Christmas. People wanted to close off their street and do physical activities together. With colleagues from Highways they had found a way to do this.
- g. National governing bodies and other organisations such as the Department for Work and Pension and others were interested in the model as there were a number of things they wanted to take as locally as they could to people, not just physical activity. There was real potential for this going forward.
- h. In terms of the Big Birmingham Bikes, they were showing someone something from the EU and he heard about the Big Birmingham Bikes and advised that there was an innovation fund that would be made available later in December 2015 that they could bid for.
- i. Collaboration was striving and there was a wide range of initiatives going on to the point where they needed to be consolidating the work.
- j. The Deputy Leader made reference to the Saheli group of women in particular one lady who had started running as she was in danger of getting diabetes.

- k. This could make a significant difference to people's health and this activity could play a major role in community cohesion and breaking down the barriers between the different communities in the City. This was an agenda that he was keen to get onto with all the sporting initiatives. 31 of the Saheli women ran in the Birmingham Half Marathon the last time a number of which had gone on to become run leaders and were leaders of other groups.
- l. Part of the arrangement with Sports England was that the money they draw down was on the back of the promise the City made to them that they could change the makeup of mass participation run in the City by encouraging more of the multi-ethnic communities to participate. It was about attracting funds and was probably the best relation of any City with Sports England. They had to take funding from whatever source they could and ensure that the balance was struck.
- m. The criticism on deals on Parks with Coco Cola - Park Lives and they had to strike that balance with promoting something that people considered to be unhealthy against what they could do get people active and how far they could push people. This was about creating the Active Citizen. If they could get many more people active and part of their deal with Sports England was to get 100,000 people active and if they could get more people active it would prove that they could have healthier citizens.

At this juncture, (The Chairman declared his non-pecuniary interest as he had benefited from the Active Parks project). He paid tribute to Ms Creavin and her team and the Deputy Leader and stated that here was a project that not only got the City national recognition, but international recognition. He added that his only criticism was that they should have been telling the story a long time ago.

In response to questions from Members, Ms Creavin made the following statements: -

- 1. Ms Creavin undertook to provide figures for across the region and advised that every quarter Sports England release the Active People Survey. In terms of partnering with agencies for more help and support, this work was on-going and they had done some work with health and other agencies that they should be partnering with to sort the opportunity out for more sponsorship. They were acutely aware of this particularly with the Big Birmingham Bikes. Any help for this Committee would be gratefully received. They were also linked to the Birmingham Wellbeing Board.
- 2. The point concerning civic leaders was important and this was something she would like to have 40 more Naseem Akhtar of. The Saheli women were now working closely with them and they had commissioned Saheli to deliver some outcomes on behalf of the City Council. She would like to do this with other organisations also and early discussions were had in

getting a scheme up and running to do that and they were keen to progress this further.

3. Ms Creavin noted Councillor Finnegan's comment concerning social inclusion and stated that she was in agreement with the points made. One of the things they were beginning to build in now was the expectations to planning this – the wrap around type – for the activities. They use volunteers for this, but it was that someone there to meet and greet and to encourage people to join in and then someone there with a thermos flask and a few biscuits to have a chat.
4. The significance of this had been underestimated and they were beginning to lift their head out of 'we were doing this for health and equalities' purpose and begin to widen the arena. It was that social isolation that would need to be linking people back to the community; helping to facilitate social responsibility and was an added value to anything that was happening.
5. There was something about the informality of doing this in a public park that allows people to behave differently with each other. Having these principles would encourage people to stay and make these activities important when they were designing it in.
6. Designing it in partnership was an important key as the relationship leant onto Councillor Bridle's comment concerning working with Place Managers and understanding the landscape. They were now going into their third year of Active Parks and this was phenomenal.
7. The lessons learnt from the community and the residents were golden and there was always scope to do it better. They went from 5 parks to when they were proving the concept to 80 parks this year. Part of the impetus was getting on and getting them out, but this meant that they could do the communication better and to ensure that all 80 parks had proper ... as they did not always get to them.
8. There were things that they could do more to engage in Place as they tended to work with specific groups to set up a programme of activities. With extra time on the ground they could find out that they were running the same activity as someone else down the road at the same time. There were ways that better partnership working would help them to be more focused going into year three.
9. In terms of Be Active, specifically around the Be Active hours the sites that went into the framework, was negotiated as part of the contract with Serco that they would continue the Be Active hours, but there was only a minimum requirement within the contract.
10. The minimum requirement was one hour per day of gym and swimming. They began to 'push back' on some of the hours, but there was initially a suggestion that they would do this in their 'dead time' which was inconvenient to most people. They were pushing back at that, but there

was a minimum requirement in there. Unfortunately, the way things were in terms of the contracts they were just delivering the minimum.

11. With more money, they could pay them for more hours and it was hoped that once the refurbishment was done and they begin to feel that they were running centres that generate more profit, the Council would be keen to push them on doing more than the minimum.
12. As the Council's relationship with Serco increases, they would be able to push on this point. They were trying to ensure that they got the most hours in the parts of the City where people need those hours the most and this was the point that the service being universal was being targeted. Wherever people live in the City, the message was that they could travel to any of the centres and use it for free. They were not restricted from accessing other centres.
13. Ms Creavin noted Councillor Wood's comment concerning children walking to school and stated that they were piloting a mile a day with a couple of schools that had expressed an interest with a view to starting it with other schools. They were working with schools to ensure they were embedding this as quickly as possible.
14. A number of things were being done with schools as well as encouraging a couple of schools to start an active schools approach which was where they use the school facilities to undertake activities out of hours. Research had shown that although it was important to do things with children, you had to do things with the family as well otherwise the things that the children do would fall by the wayside.
15. The point regarding pedometers was excellent. What they piloted in Cotteridge was an initiative called *Beat the Street* for 6 months where all children were given a card that they touched against a lamppost that had a card reader. They had points for walking and they were entered into a competition and could donate those points back to the school or they and their family have those points to offset it against vouchers. This had proved popular.
16. They were in discussions with the same organisation as they had done a number of pilots elsewhere in the country where they had taken small towns and the whole town had participated. They recently had discussions with them to see if they could run a pilot in Sandwell Valley Park for these reasons. She undertook to keep the Committee updated on this proposal.
17. In terms of the pedometers, they had just being getting these and then there was a bit of funding around this and the leader board that could make it a competition. Evidence shows that initiatives like this worked well, particularly where they had an identified community. They were keen to do this and to link it pragmatically with schools where there were parking issues. The wider social benefits were good. She undertook to take this away and report back to a future Committee.

18. Walk 2000 was still popular and was still being used and was something to be built on. The 5k programme they have in the City was a walk, jog, run programme that builds on the Walk 2000 programme. A lot of the routes were being used and the concept of Walk 2000 was useful. The Lord Mayor leading on something would be fantastic and was something that would be considered.
19. In terms of competitive sports, there was something about part of their remit where the local authority encourages relationship and people to claim the answers for themselves. They could do work to help people facilitate football matches for example and then take on themselves in doing a long run, but the City Council might need to do some brokering at the beginning.
20. One of the challenges with Active Parks was where they had people coming in and were used to being regularly active, there was now a gap between the 'perpetual beginners' and the Club structure that was in the City who wanted people to be elite athletes. There was a gap between people who were coming and had done this for 6 months and had liked it and a Club that wanted them to become faster or better or play harder. There was the bit in the middle which needed to be addressed.
21. Our role as a local authority was to broker the kind of community responses to that. Places like Holford Drive, could be a good example of where this might work well with additional support.
22. Walking football was popular for older men who were a bit socially isolated, but still wanted to 'hang out with the lads' and have a go. It was the Council's responsibility to help provide a range of possible solutions for communities to 'pick up and run with'.
23. They had aspirations within the Coco Cola contract that by the end of year 4, they would have over 100 parks. They will struggle to keep demand down in 100 this summer as the reality was that resource permitting, they would be in as many as they could. What will happen increasingly was that they would move beyond parks as the Active Street pilot was 'bumping' into spaces around the flats or streets – it will get difficult to count what was a park or a street. The aspiration was to service as many communities as they could with this approach.
24. With regard to the links with Park Run, their partnership working could be better and they do try to link up with the Park Run as much as possible. They had a particular model that worked well and they try and feed into the Park Run. The work they were doing with Sports England and their running partners were to add more to that. The links with Park Run could be better and they had a plan to do so.
25. In relation to the payment for Be Active, this was negotiated into the contract for free. They were not paying Serco for the minimum hours. In the long run there was a return on investment opportunity with Serco

payments. It could be that once they started to generate profit, they take this in additional Be Active hours. These were things that would be explored as they go along.

26. The Be Active hours did not cost the Council anything as they were negotiated as part of the contract with Serco. The sites that they support were the Wellbeing sites and were funded by the Wellbeing Service budget and they were not reimbursing them in that way

27. Ms Creavin noted Councillor Lal's comment and advised that she was in agreement concerning the holistic approach in terms of a persons' wellbeing including diet and that they had built this into the programme and there was scope to do more.

The Deputy Leader then made the following statements: -

- I. The Deputy Leader made reference to a scheme whereby they could offer people longer lunch breaks if in return they undertake some physical activity during the lunch break. Instead of having an hour's lunch, they have an hour and a half and do 45 minutes of physical activity and then take their lunch break. This may be something they could start by rolling it out in the City Council.
- II. One of the barriers to physical exercises was because people had to do it on their own. It was far easier to do these things if there was a group of people doing it together. Some of the other things being done around sports were the elite sport events that were being brought to the City and was part of the offer for people.
- III. People who took up sport then become interested in the elite end from the spectator view point. More importantly on the health agenda were the mass participation events and the 5K where they were required to collect the data as they had to get 100 000 people to do the running over the next few years. This was then linked in with the 10k event that will be hosted in May 2016, the Half Marathon in autumn and a proposition that was on the table that the City might in the future have a full marathon.
- IV. The subsidy for this was being negotiated with the hospitality industry in the City in order that there would be no Council subsidy. This was very much the mass participation event and the elite sporting events that were being brought into the City. This was increasingly about doing deals with the private sector and others in order that they could host these things without the City Council's subsidy.
- V. The London Marathon had over a quarter of a million people apply each year and just over 36,000 people could take part in it. These runners currently did not go anywhere else and it would be interesting to see whether they could start attracting some of these runners.

- VI. Another event they were working on was the Cycle Festival and attached to this was the sport at its longest range was 170km of closed roads which would attract a lot of interest. Some of the people who had the Big Birmingham Bikes and had recently taken up cycling would be encouraged to take part in the closed roads in the City. This was part of reclaiming the streets in the City Centre on certain days.
- VII. This was another mass participation event that was being brought to Birmingham with nil Council subsidies. They have partnered with Action Sport World in Erdington to host the Indoor Cricket World Masters in October 2016 at no cost to the City Council.
- VIII. Great Britain winning the Davis Cup – they will play their first game in defending the Cup at the Barclay Card Arena, Birmingham which was another event coming into the City with nil Council subsidy.

The Annual Audit Letter

The Deputy Leader advised that this would be the second year that the City Council had produced its annual accounts in line with the Statutory Timetable and would hit the statutory deadline of the 30th June. He drew the Committee's attention to the information on page 3 of the report and advised that the officers were commended for the change of Bankers that was done in what was described by the auditors as a well-managed way and the National Exhibition Centre sale. The auditors stated that this also was a well-managed process and this was to the credit of officers in the Finance Department that they managed to achieve those things.

The Deputy Leader drew the attention of the Committee to the Qualified Value for Money Conclusion on an accept for basis and the exceptions were set out on pages 5 and 6 of the auditor's letter. From page 7 onwards, the key issues/recommendations which were moving in the right direction. There was some reference in the audit letter to the Kerslake report and the Equal Pay provision which the Council was still under pressure to meet.

The audit fee was set out on page 7 of the document plus VAT was the same as the previous year.

Sarah Dunlavy, Assistant Director, Financial Services advised that the auditor's fees were significantly lower than they were a few years ago. This had been reducing each year and this year's was held the same as the previous one.

Grant Thornton was obliged to state everything that they sold to the Council. Finance Birmingham and the Innovation Birmingham were commissioned directly by those companies and not by Birmingham City Council. The Group Governance Review was commissioned by the City Council and would be reported later. In terms of the Grant Claims, these use to be done within the main fee, but now they had the choice of whichever auditors they wanted to use and they had chosen Grant Thornton in this case.

The Deputy Leader advised that the consultation would begin this week and there was a briefing of the press on the 9 December 2015 on the budget. The recommendation picked up on the Kerslake recommendation that the City Council had to have a balanced position for 2016/17 and 2017/18 .

The Chairman thanked Councillor I Ward, Karen Creavin, Chris Gibbs, Sarah Dunlavy and Georgina Foxwell for attending the meeting.

43

RESOLVED:-

That the report be noted.

**CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE
WORK PROGRAMME 2015-16**

The following work programme was submitted:-

(See document No 3)

Councillor Brew

Emma Williamson, Head of Scrutiny Services, advised that the work programme was for noting. She stated that for the next Committee meeting in January 2016, Property Services will be presenting a report. She enquired if there was anything Members wanted to pick upon for the meeting that she could fore warn officers to provide an overview for.

Councillor Brew commented that he would prefer to start with a general question an overview and then cascade down. He stated that there were certain aspects that each Member would want to have a look at as they sees the report and goes through it.

Ms Williamson advised that the February Committee meeting would focus on the Proposed Inquiry around Districts and Wards arrangement. She added that if Members had particular views on what they wanted to focus on and also who they should be speaking to she would be grateful for this information so that they could plan this ready for February.

The Chairman commented that if Members read the Chamberlain Files they would have seen comments attributed to Councillor John Clancy, Leader of the City Council around devolution and some of his other ideas. It was possible that there was a Devolution Board or something around devolution that he wanted to initiate in the near future. If the Committee was happy, he would have discussions with the Leader in respect of those ideas and to see if the February meeting that they would have would complement what he and his team was doing or to seek direction where or to link into what they would be doing.

44

RESOLVED:-

That the work programme be noted.

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

- 45 The Chairman advised that there had been no requests for call in/councillor call for action/petitions received.
-

AUTHORITY TO CHAIRMAN AND OFFICERS

- 46 **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.

EXCLUSION OF THE PUBLIC

- 47 **RESOLVED:-**

That in view of the nature of the business to be transacted which includes exempt information of the category indicated the public be now excluded from the meeting:-

Minutes – Exempt Paragraph 3

PRIVATE MINUTES

MINUTES

- 48 The private part of the Minutes of the meeting held on 21 and 27 October 2015, along with the public parts of the Minutes considered earlier in the meeting having been previously circulated, was agreed.
-

The meeting ended at 1600 hours.

.....
CHAIRMAN

Report from: Cllr John Clancy, Leader of the Council

Date: 19 January 2016

Report to: Corporate Resources Overview & Scrutiny Committee

Key Priorities for 2016

1. SUMMARY

1.1. This report gives an overview of my key priorities for the year ahead as a background for the meeting on 19 January.

1.2. In summary these are:

Early priorities

- Setting a realistic budget and planning framework for the next four years
- Starting to deliver on partnership working
- Successfully concluding the work of the Independent Improvement Panel
- Keeping the Children's and Education Improvement Plans on track
- Establishing the combined authority and agreeing with government an implementation plan for the devolution deal.

Setting the longer term agenda

- Housing
- A focus on investment and assets
- A City for Young People, Learning and Skills
- Transforming public transport and reducing congestion
- The Future Council vision for 2020: making it real, including the combined authority and a radical new approach to devolution, culture change and transforming our approach to IT.

2. EARLY PRIORITIES

2.1. Initially I am focused on a small number of urgent and critical issues for the future of the City Council, taking forward work over the previous year and ensuring stability in the organisation. Getting these things right will lay the foundations for future progress.

2.2. Keeping the Children's and Education Improvement Plans on track. This remains our number one priority. The improvement plans are well progressed and delivering

improvement. It is essential that leadership support and our relationships with the commissioners and the Department for Education are maintained and these plans are seen through to their conclusion. But we also need to ensure that the improvement plans are part of a longer term vision for these services within the overall Future Council agenda. As mentioned in the 2020 vision paper, we intend to develop a sustainable model of effective children and young people services for the long term, underpinned by that vision to create a “city for children and young people”.

- 2.3. **Successfully concluding the work of the Independent Improvement Panel.** It is essential that we convince the Panel and the Secretary of State that we are firmly on the improvement track and can lead the process ourselves from now on. To achieve our aims we must restore independence and pride to our municipal governance, for example through our devolution deal. To do that, we must be free of government intervention and in charge of our own destiny.
- 2.4. **Starting to deliver on partnership working.** There are many excellent examples of partnerships between the City Council and others that are delivering services and projects. But at a corporate level, our weakness in this area is one of the most important shortcomings identified by Kerslake. I have said that my mantra will be “**leading the city, not running the city**” and this goes to the heart of how we need to change our approach to partnerships. But as well as changing the messages and our attitudes we now need to back up words with actions and put in place effective new partnership arrangements. Over the last month I have focused on getting out of the Council House and meeting a wide variety of people, to begin establishing positive working relationships.
- 2.5. **Setting a realistic budget and planning framework for the next four years.** This is absolutely essential to give us the security to move forward with confidence and the credibility to deliver on improvement. The funding settlement for later years is better than we feared. We should be pleased that work by Birmingham over the last two years has helped persuade the government to make the distribution of cuts fairer (though of course we would have been better off by tens of millions per year if this had been done earlier).
- 2.6. But if we lose our discipline on implementing the plans to be set out in March then we will not gain from that. I want an even stronger focus on achieving all the savings we have already identified, and on getting savings from our large contracts to give us the maximum freedom of movement in later years. Whilst 2016-17 will be an extremely difficult year, it is vital that we have some hope for the future and work towards it with a positive outlook. The council will continue to be an important anchor institution in the city and business rate retention and devolution have the potential to give us more flexibility in the future. Through the Future Council we will rebuild our resources and establish new roles for local government.
- 2.7. **Establishing the combined authority and agreeing with government an implementation plan for the devolution deal.** I have been impressed with the team working and commitment that has been developed between the CA member councils over the last year. We must continue to work closely together through the next vital stages as we establish the Combined Authority in the summer and begin to implement

our devolution deal – making sure that work leads to permanent benefits. The next steps are the agreement of our devolution deal implementation plan with government by the end of February and seeing through the process for setting up the CA.

3. SETTING THE LONGER TERM AGENDA

- 3.1.** The agenda I want to get moving over the next year is in two parts: priorities for the city and creating the Future Council. We must pursue both together, ensuring that we create a City Council fit for 2020 at the same time as we take forward the priority initiatives that matter to the people of Birmingham – all within our mission to create a fairer, more prosperous and more democratic city. These are my personal priorities but I know they are widely shared and I intend to work across the City Council and the city to develop them further in the year ahead so that they reflect what matters most to the people of Birmingham. For example, they include the challenges highlighted by the Birmingham Mail in December.

A - Priorities for the city

- 3.2. Decent homes.** We are about to launch our programme to develop a Comprehensive Housing Offer for the city. I want this to provide fresh thinking across the whole range of housing activity, from housing management and advice to private rental to homelessness and the provision of new housing. We will seek to work with the government on the delivery of new private homes and unlocking brownfield sites across the West Midlands. But we also need to improve our offer to our own tenants and to provide more new council homes for rent.
- 3.3. A focus on investment and assets.** The future of local government will be based on how we use our own assets and support economic growth and growth comes from investment. We need to shift our focus away from revenue budgets and grant funding towards a more innovative and enterprising use of resources, seeing the city as a set of assets, not just a collection of needs. In particular this means working with the Combined Authority and at a more local level to develop new ways to invest in people and communities across the city. This will include developing the Brummie Bonds policy and exploring ways to use the WM Pension Fund to support the Strategic Economic Plan.
- 3.4. A City for Young People, Learning and Skills.** Building on the work already undertaken by Cllrs Jones and Holbrook, we will continue to renew our focus on the “young city” and our offer to children and young people. We will see through the improvement plans for education and for child protection, but our ambitions must go beyond simply being good enough to giving every child the opportunity to make the most of their abilities, regardless of their start in life. We need to develop a joined up approach to family support, learning, skills and employment, embedded in the community and the home. We will begin a campaign to give all our children a daily hot meal and make Birmingham a Free School Meal city – not using council resources but through business sponsorship and new forms of investment: social enterprise, social impact bonds and partnerships.

3.5. **Transforming public transport and reducing congestion.** Transport is a vital part of our investment plans and those of the Combined Authority as a whole because it enables businesses to connect to markets and skills and people to connect to jobs. In the short term I am looking at ensuring that difficulties caused by the current road works and other developments are managed in the best way, reducing the inevitable disruption to a minimum. But the real solutions will be longer term. We have suffered from long term under investment in the public transport infrastructure that can give real alternatives to the car. I will work with the CA on congestion planning across the city region, using the new powers in the devolution deal and working with the government on the challenges of the motorway network. The long term vision for Birmingham Connected needs to be integrated with a CA plan for the whole metro area and we will use new powers and funding to plan investments over an initial ten year period. The HS2 Growth Strategy is absolutely central to that vision because we need to make sure we get the maximum benefit from the investment by regenerating the areas around the new stations and by connecting HS2 to the whole region. Will need more funding than the devolution deal provides, so we need to develop innovative WM investment vehicles.

B - The Future Council vision for 2020: making it real

3.6. A lot of hard work has been done over the last eighteen months to establish the Future Council programme, implement improvements demanded by the Kerslake report and set an outline vision for the council in 2020. The broad thrust of the existing vision paper will be taken forward, but we need to develop the detail much further in the months ahead and build on the cross-party discussion that has now been taking place so that the vision is honest, tangible and meaningful to the people of Birmingham.

3.7. This will involve important developments at all three levels of the Triple Devolution Model:

- 2016 will be a big year for the Combined Authority, the devolution deal and the Super SEP across the three LEPs which will begin to set out an economic strategy. We also need to take forward the Midlands Engine initiative, launched with government in December to focus on connectivity across the regions and agglomeration benefits in key economic sectors. There will be further devolution deals ahead and exciting developments on public service reform across the CA, in support to “troubled individuals”, mental health, youth justice and skills and employment. I will be putting forward my ideas for a new approach to capital investment as the CA gets up and running
- At the city level we will see the continuing shift towards a more streamlined, strategic City Council. We need to make sure the organisation is re-designed so that it is fit for the purpose we give it, not the past. We will see further job losses and a decisive shift away from big service delivery departments to a different role that brings together delivery by a wide range of organisations around shared priorities and objectives. We will make more rapid progress towards an integrated health and social care system, with full integration by 2020. But we also need to link those services (and the reforms at WM level) to the

neighbourhood and the community – providing joined up access points for social support, health, housing, learning, skills and information.

- I will also be prioritising a radical new approach to devolution within the city. The focus will be on empowering people and giving them influence over local services, not on council structures and budgets. I want this to be a bottom up process, with new smaller wards (neighbourhoods) where councillors work with the community through open, inclusive meetings, neighbourhood management and an active civil society. There is the potential for a diversity of forms of governance in local areas, such as parish or neighbourhood councils. We may have to move on from the District model – wards across larger areas will collaborate and new forms of joined up, localised service delivery will emerge. I am looking at new Assistant Leader roles to lead this activity. Discussion will take place in the Labour Group and will be extended to the other groups. Only after that will more detailed policy be developed.

- 3.8. **Culture change.** This is the real core of the Kerslake analysis. We need to develop new roles and new styles of working and ensure that positions and rewards are based on ability and performance and nothing else. I want to see a culture of openness, and engagement - “leading the city, not running the city” – which promotes stronger individuals and communities, independence and opportunity. We need to restore the best of public service values – making a difference to people’s lives and supporting people and communities to achieve their own aims – combined with efficiency, accountability and openness. This must include everything from reforms to City Council meetings and less use of private agenda to a radical approach to Open Data that will empower citizens to make their own contribution to our decision making.
- 3.9. **Better commissioning and better value contracts.** The Future Council will be sharper and more commercially aware but also focused on Social Value and making better use of our social assets, such as voluntary organisations and social enterprises. We need to look at the whole of our commissioning process, not just individual contracts such as Service Birmingham, Amey and refuse collection, to ensure that we are spending public money in a way that promotes a diversity of smaller, local suppliers as well as our values of social responsibility.
- 3.10. **Transforming our approach to IT.** The Future Council will need to use IT in a radically different way, with a new vision for how technology will enable us to work more effectively. This vision will determine the IT support arrangements we adopt, not the other way round. 2020 IT will be cloud based, flexible, tailored to the individual user (staff, members and service users) and massively better value for money. This will include Open Data, support to the digital and creative businesses of the city (seeing our information as an economic enabler) and work with community based social media to open up decision making and policy debate. I want to begin work on a radical new strategy for IT as soon as possible, using the expertise of external advisors and the social media and digital community in the city.

4. OTHER BIG CHANGES I WANT TO SEE

- 4.1. **A powerful and positive new relationship with government.** We need to ensure that Birmingham and the West Midlands “punch our weight” in Whitehall and Westminster. I believe we need to do this in a more professional and comprehensive way, ensuring that we manage our relationships effectively and have a sharp focus on what we want to achieve for the city. A complete overhaul of our communications functions has started through the Future Council and “lobbying” and “stakeholder management” are a key part of that. We must build relationships of trust and respect with ministers and civil servants, both at member and officer level. We have respected expertise in many areas of local government and we need to make more of it, both to influence policy and to enhance our reputation as local government leader.
- 4.2. **A united Birmingham.** Neither intolerance nor fanatical extremism must have a place in our city and Birmingham has the people and the experience to help the nation as a whole to tackle these challenges, rather than being seen merely as a victim of them. We need to develop a Birmingham approach and Birmingham community leadership on these issues, not just work with the Government’s Prevent strategy. The council’s role is to lead by example and to promote inter-cultural relationships, working together to achieve shared ambitions and common benefits in our neighbourhoods. We must be seen as part of the community and a beacon of tolerance and democracy, not as standing aside or turning away from the challenges.

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Birmingham Property Services

Operating Model

Summary Document for the Scrutiny Committee

Peter Jones
V 1.0
October 2015

Contents

1. Introduction
2. Current position
3. Key drivers 2015/16
4. Dependencies
5. Operating Model
6. Team Structures

1. **Introduction**

1.1 This document provides a brief summary of the operating model for Birmingham Property Services and is current at October 2015.

2. **Current Position**

2.1 BPS plays a corporate role in managing and directing the Council's property resources aligning these with changes in service strategies. BPS also supports regeneration projects which are based on the leverage provided by the Council's land ownership. All Directorates are reliant on BPS for corporate property information and support in the ongoing changes that the Council has to address. This information base has become a vital tool in supporting asset management as a catalyst or service change.

2.2 Services that BPS delivers include,

- Mandatory certification of all property valuations for accounting and other purposes
- Asset Management of service directorates
- Disposal of surplus property (c. £175M in the last 5 years)
- Property input to major projects, eg New Street Gateway, Paradise Circus, Icknield Port Loop, etc.
- Supporting Service Directorates eg project management for the Shard, Farm Road, Sutton Library & organisation/ service redesign – Adults and Communities
- Supporting regeneration projects and employment creation
- Leading the rationalisation of the central administrative buildings portfolio – enabling organisation change, saving circa £25.9M between April 2012 – 31 March 2015, with savings overall of £133M targeted by 2031/32.
- Leading the development of a new approach to facilities management across the Council
- Managing the commercial investment property portfolio sustaining c. £25m of gross income for the Council (including future years cost reductions)
- Strategic advice and corporate property information

2.3 BPS has a track record of delivering financial outputs, contributing to corporate objectives and change programmes in the wider organisation;

- WFTF – CAB, Cross Portfolio, EFM
- Reshaping of Adults Services
- Major development projects
- Capital Receipts
- Annual Revenue Income
- Generating savings every year for BCC

3. **Key Drivers for 2015/6**

Projects:

- Deliver priority projects – New St Gateway/Grand Central, Paradise Circus, Icknield Port Loop
- Support Council objectives – Wholesale markets, major residential development sites in Bromsgrove, business park development at Peddimore, Birmingham Science Park Aston, Life Sciences Park, Arena Central, Eastside.
- Deliver operational projects

Commercial Property Income Stream:

- Maintain gross income
- Reduce costs and improve net income
- Optimise FM contracts
- Restructure portfolios, establish new governance process for investment property

Capital Receipts:

- Manage a programme of disposals
- Maximise capital receipts

CAB:

- Deliver programmed savings from the CAB portfolio
- Optimise the utilisation of CAB buildings

Property Information:

- Complete additional data transfer to Techforge
- Produce quarterly performance info on all portfolios

Asset Management:

- Support Local Services FOM and savings programme

Property Consultancy

- Maintain professional services to support all Council programmes

4. Dependencies

- In house expertise and capacity: the FOM depends on retaining essential expertise and capacity in house. However, there will be greater dependence on external support to deliver specialist advice and also capacity to cover peak demands. Client side officers will need to acquire project management skills for efficient management of mixed internal/external teams.
- External support drawn mainly from the Crown Commercial Services Estate Management Government Framework Contract, plus use of Find it in Birmingham (FIB). This is complemented through the use of a commissioning approach to service provision to ensure appropriate resources are used to meet priorities.
- Rationalisation of cleaning and security contracts
- Performance of Acivico
- Continued support from Legal Services and Finance

5. Operating Model (FOM)

5.1 Principles for Organisational Modelling

5.1.1 Corporate Strategic Drivers

- a. Good governance and compliance
- b. Strategic Support
- c. Financial Imperatives
- d. Customers and stakeholders
- e. Kerslake Report

5.1.2 BPS – Drivers for Change

- a. Financial imperatives
- b. Alignment with delivery of corporate priority outcomes
- c. Priority to support service directorates and changing service strategies
- d. Delivery of best corporate and strategic management of BCC property resources
- e. Maximisation of efficiencies, effectiveness and economies in planning and delivery of guidance, influence and support to BCC and delivery of BPS functions

5.1.3 BPS – Service design principles

- a. Optimise service delivery through mixed economy model, specialising and staffing to meet base requirements and contracting for task/ finish specialists and capacity top up
- b. Assignment of responsibility through the management lines for budgets, cost control, project delivery
- c. Flat, high capacity/ productive structure
- d. Flexible staffing resources within and across teams
- e. Minimise non productive overheads
- f. Prioritised annual work programmes
- g. Team mix/ cost centre approach with measured performance targets
- h. Comparative economy, flexibility and repositioning to support BCC changing priorities and short term needs, e.g. responsiveness to customers, elected members and service directorates
- i. Agreed service standards across BPS

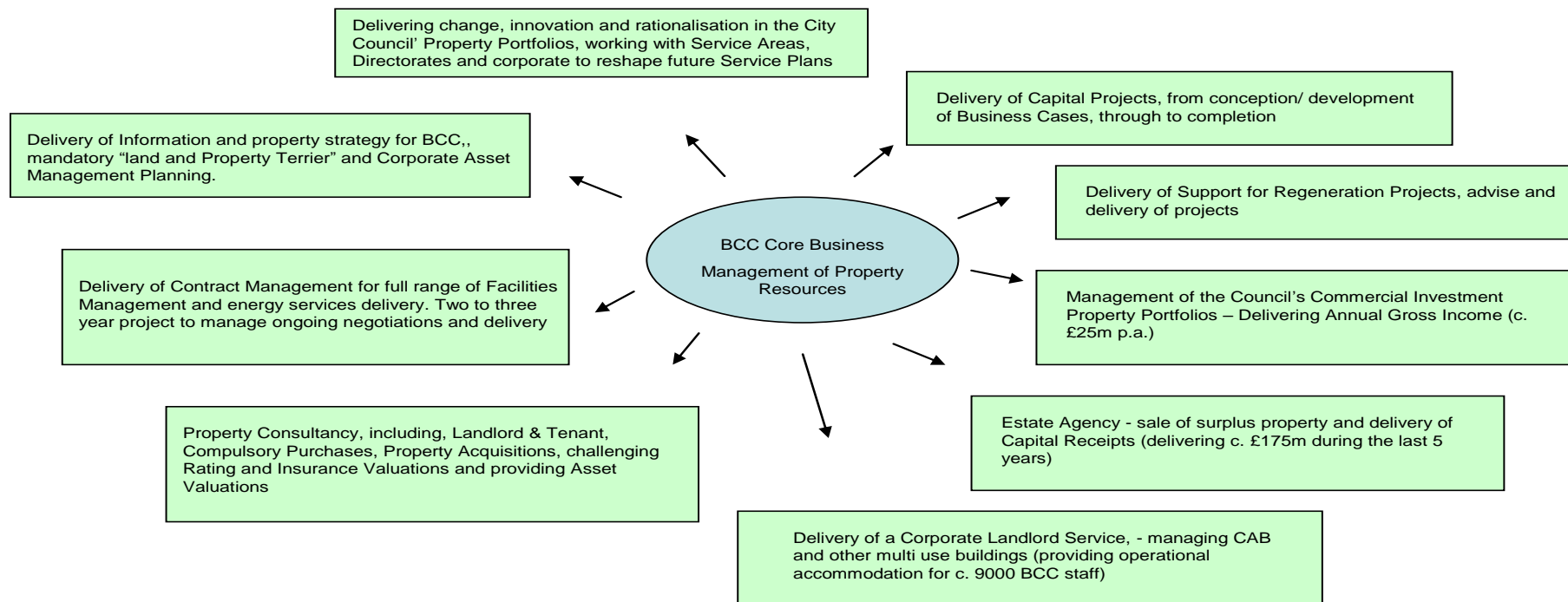
5.2 Objectives

- Better service to Directorates
- Improvements in joined up delivery
- Roll out project management principles
- Focus on delivery of core BCC business
- Greater flexibility
- Focusing limited resources on priorities
- Increased transparency and accountability
- Skills transparency
- Improved performance and management rigour
- Association of costs of delivery with outcomes/ outputs required and delivered
- Phased reduction in fixed overheads

5.3 Primary Stakeholders/ Customers

- Citizens of Birmingham
- Service directorates
- Constituencies
- Chief Officers
- Leader, Cabinet and other Elected Members
- Business tenants (Large Businesses & Small Start-up Businesses)
- Landowners
- Developers

Corporate Management of Property Resources - Delivery of Key Outcomes



BPS Alignment with a corporate & strategic approach to outcome management of BCC's second largest resource and expenditure - Property

5.4 Organisational Structure and Management Arrangements

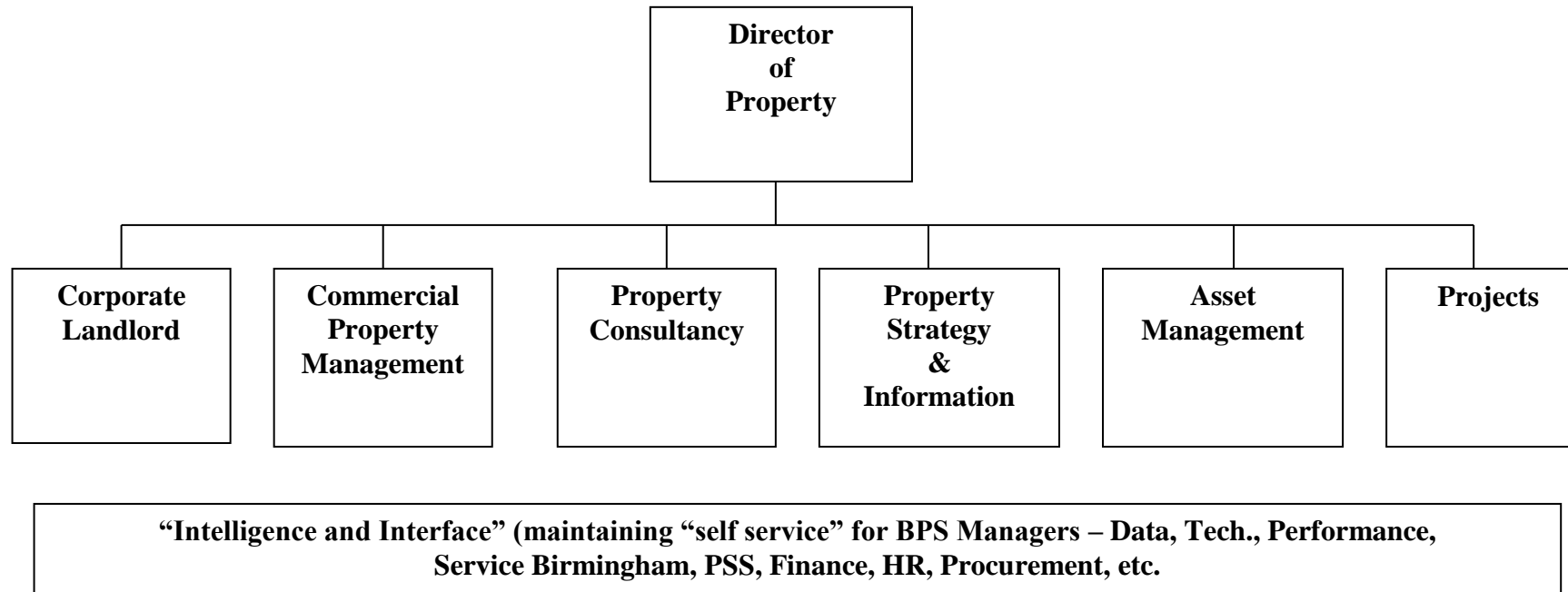
- 5.4.1 The flat structure is managed through the BPS Management Board chaired by the Director of Property which sets and monitors targets across the division. Each service area/cost centre is managed by a Head of Service (grade 7) with Business Centre Managers (grade 6) responsible for individual teams. Flexibility is provided through generic job descriptions and with the support of staff BPS is able to flex staffing resources across teams to respond to priorities. Increasing the use of dashboards to monitor financial and non financial performance.

6. Team Structures

Service Area	Priority	Resource Model	Comment
Projects	Priority Projects	Mixed Need to further develop project management capacity – as opposed to direct delivery	Capacity and make up of teams structured in line with agreed programme and availability of funding
Asset Management	Non schools property portfolio transferred from CYP&F, with staff/ FTE establishment & full funding – salaries plus oncosts, plus overheads contribution Improve management performance of transferred property portfolio (outputs/ outcomes targeted, and opportunities for rationalisation) Continue to pursue similar with Housing for non-HRA Continue support for Local Services FOM and drive out savings Transfer in responsibility for non commercial leased out property	In house FM via Acivico	Significant, comprehensive requirements from Local Services Directorate. Opportunities for portfolio rationalisation and savings
Commercial Property Management	Increased resources and improved tactics to Marketing & Lettings given current property market and economic environment Continued improvement in “gross to net” income, incl. challenges to Rates values & demands, insurance quotes and energy bills/ costs Continued review, rationalisation & disposal of under-performing, non-strategic properties from portfolio Rationalise FM contracts Split out non commercial properties and transfer to Asset Management Establish better governance arrangements with Member involvement at a high level	Mixed – establish joint agency for some elements of the portfolio	Team suffering from resignations of staff to go to private sector. Increasing use of agents for lettings.

Service Area	Priority	Resource Model	Comment
Corporate Landlord	Delivery of CAB Business Case savings Must deliver required re-stacking in support of significant ongoing BCC organisation change	In house FM via Acivico Security via Local Services	Service Area was redesigned in 2012/3
Property Consultancy	Maintain capacity and specialisms – for expedience of delivery to support across all Council programmes Deliver capital receipts targets from the disposals programme	Largely in house but external capacity required to deliver the disposals programme Continue to deliver priorities ; CPO, Rating Valuations, Insurance Valuations, Asset Valuations (for Annual BCC Accounts), BCC compensation payments, RTBs for Housing Tenants, etc.,	Centralisation of professional valuation related disciplines will provide a centre of excellence. Enhances skills development of in house staff
Property Strategy & Information	Ongoing high level importance of data quality relating to Property Asset Register and BCC Annual Accounts etc Need to maximise the capability and capacity of Techforge to produce management information	In house	Maintaining data quality is essential for the credibility of the team.

7.1 Future Operating Model (FOM) – Proposals





Corporate Resources O&S Committee: Work Programme 2015/16

Chair: Cllr Waseem Zaffar

Committee Members: Cllrs: Randal Brew, Marje Bridle, Tristan Chatfield, Mick Finnegan, Jon Hunt, Changese Khan, Narinder Kaur Kooner, Chaman Lal, Yvonne Mosquito, Gary Sambrook, Ken Wood

Committee Support: Scrutiny Team: Emma Williamson (464 6870), Jayne Power (303 4810)
Committee Manager: Victoria Williams (303 7037)

1 Meeting Schedule

Date	Item	Officer contact
16 June 2015	Informal Meeting	Emma Williamson/Jayne Power, Scrutiny Office
14 July 2015, 2pm Committee Room 2	Member development: <ul style="list-style-type: none"> Update on Member Development Programme Members as community leaders (Citizens UK – to be confirmed) <i>Outcome:</i> to support the development of a member development programme	Emma Williamson, Scrutiny Office / Tina Morris, Senior HR Practitioner - OD and Learning
	The Customer Journey: <ul style="list-style-type: none"> Briefing on work undertaken by former Governance, Resources and Customer Services O&S Committee; Customer satisfaction trends analysis Briefing note on complaints process <i>Outcome:</i> to agree two or three key lines of enquiry	Chris Gibbs, Service Director, Customer Services / Paula Buckley, Assistant Director, Customer Services Centre
08 September 2015 Committee Room 2	<i>Report of the Leader</i> Part 1: To answer questions on the Leader's Policy Statement, the Boundary Commission work and the Combined Authority	Deborah Harries, Head of Public Affairs / Ifor Jones, Service Director-Homes and Neighbourhood
	<i>Report of the Leader</i> Part 2: To update members on the Future Council programme, including discussion of: <ul style="list-style-type: none"> Financial strategy <i>Tracking:</i> Are Ward Committees Fit for Purpose <i>Tracking:</i> Devolution – Making it Real 	
	Terms of reference: customer journey inquiry	Emma Williamson/Jayne Power, Scrutiny Office



Date	Item	Officer contact
21 October 2015 1pm Committee Room 2	<i>Deputy Leader:</i> <ul style="list-style-type: none"> Update on HR Finance reporting 	Jon Warlow, Director of Finance Jonathan Evans/Kathryn Cook, HR
	Council Tax Localisation	Chris Gibbs, Service Director, Customer Services
27 October 2015 2pm	Cabinet Member for Commissioning, Contracting and Improvement <ul style="list-style-type: none"> To set out key priorities <i>Tracking:</i> Council Commissioning and Third Sector Organisations 	Jon Lawton, Cabinet Support Officer Nigel Kletz, Assistant Director Procurement
	Report back on Golden Square	Emma Williamson, Scrutiny Office
10 November 2015	<i>1100 hours: Visit to Contact Centre</i>	
	<i>1400 hours: Inquiry session: Customer Journey Committee Room 6</i>	
8 December 2015	Deputy Leader's Update	Rebecca Grant, Cabinet Support Officer
19 January 2016	Leader <ul style="list-style-type: none"> To set out key priorities 	Deborah Harries, Head of Public Affairs
	Deputy Leader <ul style="list-style-type: none"> Month 8 Revenue Monitoring and Grant Announcement Update Children and Families with No Recourse to Public Funds – Action Plan Update Performance of Property Portfolio 	Rebecca Grant, Cabinet Support Officer Jon Warlow, Strategic Director, Finance and Governance Brendan Seward, Team Manager Peter Jones, Director of Property Services



Date	Item	Officer contact
9 February 2016	<p>Review of District and Ward arrangements Including tracking of "Are Ward Committees fit for purpose?"</p> <p><i>To be confirmed – Tracking: Service Birmingham</i></p>	<p>Ifor Jones, Service Director – Homes and Neighbourhood</p> <p><i>Nigel Kletz, Assistant Director, Procurement/Tony Lubman, Chief Executive, Service Birmingham</i></p>
8 March 2016	<p>Leader</p> <ul style="list-style-type: none"> To report on progress made over the year <p>Deputy Leader</p> <ul style="list-style-type: none"> To report on progress made over the year <i>Tracking: Increasing Participation in Sport and Physical Activity</i> <p>Cabinet Member for Commissioning, Contracting and Improvement</p> <ul style="list-style-type: none"> To report on progress made over the year <i>Tracking: Council Commissioning and Third Sector Organisations</i> 	<p>Deborah Harries, Head of Public Affairs</p> <p>Rebecca Grant, Cabinet Support Officer</p> <p>Karen Creavin, Head of Birmingham Wellbeing Services</p> <p>Jon Lawton, Cabinet Support Officer</p>
12 April 2016	City Council meetings/agenda	TBA

2 To be Scheduled

- Budget Consultation meeting
- Birmingham Highways and Amey – Contract Performance Update
- Governance: Cabinet system
- Member development update
- Acivico – Contract Performance Update

3 Other Meetings

Call in Meetings

None scheduled

Petitions

None scheduled



Councillor Call for Action requests

None scheduled

The Committee approved Tuesday at 1400 hours 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.

4 2016/17 – Programming Standard Items

4.1 As the 2015/16 year has progressed, members have identified some recurring items that need to be scheduled in from the start of the year. These are set out in the table below:

Date	Item
June 2016	<ul style="list-style-type: none">Work programme discussion
July 2016	<ul style="list-style-type: none">Leader's Policy Statement (assuming presented to City Council the previous month)Financial monitoring: 2015/16 year outturn and Month 2 monitoring
October 2016	<ul style="list-style-type: none">Financial monitoring: Month 5 Revenue Monitoring
December 2016	<ul style="list-style-type: none">Financial monitoring: Budget Consultation
January 2016	<ul style="list-style-type: none">Financial monitoring: Month 8 Revenue Monitoring and Grant Announcement Update

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 Corporate Resources remit.

ID Number	Title	Portfolio	Proposed Date of Decision
000318/2015	Discharge of Accountable Body Arrangements for AMSCI – Standing Item	Leader	26 January 2016
000812/2015	Winning Resources for Birmingham City Council Priorities – Standing Item	Leader	26 January 2016
000852/2016	Business Rates Income 2016/17	Deputy Leader	25 January 2016
000199/2015	Commercial Investment Property Portfolio Update	Deputy Leader	26 January 2016
000284/2015	Recommissioning Agency Provision for the Council – Public	Deputy Leader	26 January 2016
000775/2016	Corporate Revenue Monitoring Report Months 7 and 8	Deputy Leader	26 January 2016
000796/2015	Borrowing from the Municipal Bond Agency	Deputy Leader	26 January 2016



ID Number	Title	Portfolio	Proposed Date of Decision
000853/2016	Council Tax Taxbase for 2016/17	Deputy Leader	26 January 2016
001198/2016	Open Market Works	Deputy leader	26 January 2016
000776/2016	Corporate Revenue Monitoring Report Months 9 and 10	Deputy Leader	22 March 2016
000816/2016	Capital and Treasury Monitoring Quarter 3 (October to December 2015)	Deputy Leader	22 March 2016
000598/2015	Replacement of IT Systems for the Wellbeing Service	Deputy Leader	19 April 2016
000246/2015	HS2 Programme Delivery Plan and Resource Requirement	Deputy Leader	28 June 2016
000572/2015	Commissioning Strategy for the Management of Construction and Building Related Services – Public	Commissioning, Contracting and Improvement	26 January 2016
001104/2016	Procurement Contract – Public	Commissioning, Contracting and Improvement	26 January 2016
000288/2015	ICT Investment and Strategy – Public	Commissioning, Contracting and Improvement	16 February 2016
000606/2015	Arboricultural Services (Non Highways) – P0252 – Public	Commissioning, Contracting and Improvement	16 February 2016
001103/2016	The Future Council with Acivico Ltd – Public	Commissioning, Contracting and Improvement	16 February 2016
001135/2016	Contact Centre provider for out of hours call handling (P0291) – Public	Commissioning, Contracting and Improvement	16 February 2016
000261/2015	Tender Strategy for the Sale of the Kick Start Residual Loan Portfolio (P0260) – Public	Commissioning, Contracting and Improvement	22 March 2016
000286/2015	Council Print Strategy and Associated Procurement Strategy – F0248 Public	Commissioning, Contracting and Improvement	22 March 2016
001194/2016	City Wide Non-Housing Building Fabric Repairs & Maintenance Service Change/Improvement Strategy – Public	Commissioning, Contracting and Improvement	22 March 2016

