

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

HOUSING AND HOMES OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 16 MAY 2017 AT 14:00 HOURS
IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) 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 interests and non-pecuniary interests relating to any items of business to be discussed at this meeting. If a pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

3 - 6

4 HOUSING AND HOMES ACTION NOTES - 11 APRIL 2017

To confirm the action notes of the meeting held on 11 April 2017.

7 - 16

5 CABINET MEMBER FOR TRANSPARENCY, OPENNESS AND EQUALITY

Councillor Tristan Chatfield, Cabinet Member for Transparency, Openness and Equality, to provide an update on key priorities.

17 - 30

6 **HOUSING REPAIRS - CONTRACTOR PERFORMANCE END OF YEAR REPORT**

Rob James, Service Director, Housing Transformation and Martin Tolley, Head of Capital Investment City Wide and Repairs East and South

31 - 36

7 **HOUSING AND HOMES O&S COMMITTEE WORK PROGRAMME 2016-17**

For noting.

8 **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.

9 **DATE OF NEXT MEETING**

The next meeting is scheduled for Tuesday, 20 June 2017 at 1400 hours in Committee Rooms 3 & 4, Council House, Victoria Square, Birmingham B1 1BB.

10 **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).

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'.

BIRMINGHAM CITY COUNCIL

HOUSING AND HOMES O&S COMMITTEE – PUBLIC MEETING

1400 hours on Tuesday 11 April 2017, Committee Room 2

Present:

Councillor Matthew Gregson in the Chair

Councillors Andy Cartwright, Des Hughes, Mahmood Hussain, Mary Locke, Gary Sambrook, Sybil Spence and Ron Storer

Also Present:

Councillor Peter Griffiths, Cabinet Member for Housing and Homes

John Hardy, Commissioning Manager

Rob James, Service Director, Housing Transformation

Chief Superintendent Chris Johnson, West Midlands Police

Jacqui Kennedy, Corporate Director, Place

Kalvinder Kohli, Service Lead, Commissioning Centre of Excellence

Pat Merrick, AD, Universal, Prevention and Early Intervention

Jayne Power, Research & Policy Officer, Scrutiny Office

Emma Williamson, Head of Scrutiny Services

1. NOTICE OF RECORDING/WEBCAST

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2. APOLOGIES

Apologies were received from Councillors Victoria Quinn, Gurdial Singh Atwal, Roger Harmer and Margaret Waddington.

3. DECLARATIONS OF INTEREST

None.

4. ACTION NOTES – 14 FEBRUARY 2017

(See document No 1)

RESOLVED:-

- The Action Notes were noted.

5. BIRMINGHAM COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT 2016/17

(See document No 2)

Chief Superintendent Chris Johnson (West Midlands Police) and Jacqui Kennedy (Corporate Director, Place) presented the report.

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

- The report had been produced before the end of the year and an outturn report will be produced in due course;
- This is a pan-Birmingham partnership plus 4 local partnerships, with work being delivered at the most local level through to pan-level, working closely across the West Midlands footprint with heads of community safety in other areas;
- The partnership is overseen by the Birmingham Community Safety, Police and Crime Board (known as the Executive Board);
- From 1 April 2016, the Executive Board adopted four central thematic priorities, which were set following consultation with partners and members of the community, with a two year approach to delivery;
- From a structural point of view, it was felt that partnership working had been aided by policing areas being aligned to ward boundaries and a piece of work will be undertaken in due course to look at the new ward boundaries;
- With regard to ensuring there are enough officers to cope with the changing demographics across the city, there had been an evidence based assessment of each of the wards in order to allocate adequate resources and this will be reviewed as things change;
- The partnership is funded through passported money from the Police and Crime Commissioner.

RESOLVED:-

- The report was noted.

6. CABINET MEMBER FOR HOUSING AND HOMES – UPDATE REPORT

(See document No 3)

Councillor Peter Griffiths, Cabinet Member for Housing and Homes, introduced his update report highlighting progress made since July 2016 when he attended Committee to set out his portfolio priorities for the year.

In response to Members' questions, the following were among the points raised:

- New Allocations Policy – The re-registration process will inform what type of housing is required; There is help available for people re-registering and home visits for vulnerable people and any support or training that can be provided to voluntary agencies to assist with this will be pursued; As at 4th April, 12,085 applications had been started. There will still be an opportunity for people to register after the deadline of 20th April but they will not keep their original date.
- Housing Liaison Boards – The structure needs to be reviewed to move HLBs into the 21st century and they need to mirror ward boundary changes; in terms of openness and transparency, the possibility of livestreaming the City Housing Liaison Board is being investigated.
- Housing Strategy – It is important to note that this will be a Birmingham strategy not just a BCC strategy. A draft is currently being prepared and will go out to partners in the first instance and then to Cabinet in June. There was a discussion about when this should be brought to Scrutiny.
- North Worcestershire Golf Club – This is a planning matter and it was confirmed that the site had been excluded from the Birmingham Development Plan.

RESOLVED:-

- Members to be provided with updated allocations re-registration statistics.
- Housing Strategy to be brought to Scrutiny (timing to be agreed).

7. PROGRESS REPORT ON IMPLEMENTATION: WORKING WITH COMMUNITIES TO PREVENT RELATIONSHIP VIOLENCE

(See document No 4)

Pat Merrick (AD, Universal, Prevention and Early Intervention) and Kalvinder Kohli (Service Lead, Commissioning Centre of Excellence) presented the report.

The Domestic Abuse Prevention Strategy will now go to Cabinet in June and an offer was made to Members for a joint read through of the strategy in advance of this.

Members considered the Cabinet Member assessment against each of the recommendations within the report.

RESOLVED:-

- R01 – Cabinet Member assessment (2) was agreed.
- R02 – Cabinet Member assessment (2) was not agreed. This to be kept open until the strategy is completed.
- R03 – Cabinet Member assessment (2) was agreed.

8. WORK PROGRAMME 2016-17

(See document No 5)

RESOLVED:-

- The Work Programme was noted.

9. DATE OF NEXT MEETING

Noted.

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

None.

11. OTHER URGENT BUSINESS

- (a) Cllr Locke referred to a recent visit she had made to a homeless centre in her ward and how impressed she was with the help and support given to residents. Rob James said that he would pass on her comments to the staff and if other Members were interested in visiting any of these centres, either individually or in a group, he would be happy to facilitate this.
- (b) Cllr Cartwright highlighted concerns with regard to recent issues with fleet and waste collections. Cllr Gregson pointed out that this was not within the remit of the Housing and Homes O&S Committee and that his concerns would be referred to Cllr John Cotton as Chair of the Health, Wellbeing and Environment O&S Committee.

12. AUTHORITY TO CHAIRMAN AND OFFICERS

Agreed.

The meeting ended at 1555 hours.

**HOUSING AND HOMES OVERVIEW AND SCRUTINY COMMITTEE TUESDAY 16 MAY
2017**

**PRIORITY REPORT OF CABINET MEMBER FOR TRANSPARENCY, OPENNESS &
EQUALITY**

REPORT BY: COUNCILLOR TRISTAN CHATFIELD

1. PURPOSE OF REPORT

This report provides an update on the progress made in my portfolio and any future issues.

2. RESPONSIBILITIES

I have accountability for:

Social Cohesion and Inclusion	<p>Approaches to ensure that all Birmingham citizens have increasing access to opportunity across the social and economic life of the city.</p> <p>Holding to account other relevant Cabinet Members and officers for the delivery of those functions that impact on social cohesion and inclusion.</p>
Equalities within the Community	<p>Development and promotion of shared values and mutual respect across the diverse communities of Birmingham.</p> <p>Ensuring that community and cultural events promote social cohesion and inclusion.</p>
External Challenge	<p>Ensuring that partner agencies, private or third sector organisations are challenged on their contribution to improving social cohesion and inequalities.</p>
Safer Communities	<p>Strategic citywide leadership to community safety in Birmingham, including anti-social behaviour, fear of crime and road safety and ensuring effective support for victims of crime.</p> <p>Effective relationships and clear shared priorities with the Police and Crime Commissioner and West Midlands Police.</p> <p>Leadership on youth offending issues.</p> <p>CCTV and liaison with Police.</p>

3. PRIORITIES UPDATE

Since taking up my executive position in March of this year, I have worked with elected members, officers, communities and range of partners across the city to progress previous portfolio commitments and to understand the priority areas of work, given the huge financial challenge faced by the Council in the years ahead and the wider national issues affecting Birmingham citizens.

Our challenge remains to ensure that every Birmingham citizen has access to opportunity across the social and economic life of the city, within a safe city – including in education, employment, housing, health and social care, civil society and political participation – whether these are delivered by the City Council itself, partner agencies, or by private or third sector organisations.

Priority	Progress to date
Take forward recommendation of the Child Poverty Commission.	<p>A Cross-Party Implementation Group has been established to oversee and monitor progress of the implementation of the Birmingham Child Poverty Commission's recommendations. Considerable progress has been made to deliver the recommendations including a commitment from the Council:</p> <ul style="list-style-type: none">• to exempt care leavers from Council Tax up to the age of 25, from 1st April 2017• not to engage Bailiffs for families in receipt of Council Tax Support, effective from 1st April 2017. The Council will continue to implement its Council Tax Support Scheme providing protection with 100% of council tax to low income families.• to review its housing standards enforcement by consulting with communities and businesses over Selective Licensing in target wards with high levels of Private Rented Sector (over 19%) and affected by issues of low demand, poor property conditions, or anti-social behaviour. <p>An Independent Birmingham Child Poverty Action Forum supported by the Council has been established to ensure the city continues to promote, monitor and support citywide and national activity to combat child poverty; building on the evidence and the Commission's recommendations.</p> <p>A Child Poverty Action Forum website is planned to be formally launched in June 2017. The website will be a communication channel for wider debate, engagement and information sharing of local and national good practice.</p> <p>A Best of Birmingham event is to take place in Summer 2018</p>

	celebrating the talents and skills of the city's children, young people and adults that support them.
Ensure that all Birmingham citizens have increasing access to opportunity across the social and economic life of the city	<p>Birmingham's Financial Inclusion Strategy 2017 – 2020 was approved by Cabinet on 18th April 2017.</p> <p>This strategy replaces the Birmingham City Council Financial Inclusion Strategy, Counting the Cost 2010-2012, which saw the creation of a multi-agency Financial Inclusion partnership to deliver on its aims and reflects the changes in landscape following the introduction of the Welfare Reform Act 2012, Local Government Finance Act 2012, Welfare Reform and Work Act 2016 and the Care Act 2014 impacting Birmingham citizens greatly.</p> <p>The Financial Inclusion Strategy has been developed, and will continue to be developed, as a multi-agency approach, in consultation and with the involvement of partners and stakeholders through the city's Financial Inclusion partnership.</p> <p>There are 6 objectives within the strategy:</p> <ul style="list-style-type: none"> • FINANCIAL PRODUCTS & SERVICES - "Improve access to financial products including affordable and responsible credit, an appropriate bank account, basic home contents insurance and savings facilities" • ADVICE, INFORMATION & FINANCIAL EDUCATION - "Build financial resilience by ensuring citizens can access appropriate advice, information and financial education" • FOOD & FUEL - "Tackle inequalities by reducing the number of citizens living in food poverty; tackle inequalities that cause citizens to be living in fuel and food poverty whilst ensuring we are addressing the crisis" • STRATEGIC INFLUENCE – "Coordinate and embed standard financial inclusion , to improve strategic coordination of city led financial inclusion targets" • EMPLOYMENT, EDUCATION, SKILLS & TRAINING – "To provide support with education, skills and training to help people into sustainable, meaningful employment in order to achieve financial security" • DIGITAL INCLUSION - "Increase digital access through the development of digital skills, confidence whilst ensuring that digital products and services meet the needs of residents"

	<p>The aim of the partnership is to bring opportunities to citizens in Birmingham regardless of their start in life or situation. We will look to test and trial different approaches to meet the changing needs of citizens over a life time; addressing inequalities and building a set of common standards in our activities that will raise consistency and quality of service provision.</p> <p>A draft action plan to deliver on a number of priorities has been developed with the partnership and updates on progress will be provided.</p> <p>The Financial Inclusion Strategy has been developed to support and complement other BCC policies, plans and strategies including; Birmingham Child Poverty Commission Report, Birmingham Health and Wellbeing Strategy, Birmingham Homelessness Strategy and the national Financial Capability Strategy.</p>
Review how the City deals with Hate Crime	<p>Birmingham continues to review its approach to hate crime. On the 9th November 2016 a workshop was held, supported by Birmingham Race Action Partnership (BRAP), to explore the city's response to hate crime. The outcomes from the workshop were shared with the Birmingham Hate Reduction Partnership to develop its future priorities, objectives and action planning.</p> <p>On the 22nd November 2016 an interactive workshop was held by Birmingham City Council with schools supported by TELL Mama national organisation which deals with hate crime across the UK. 130 students participated, explored different types of hate crime, debated the issues of hate crime, and contributed as to how Birmingham City Council and its partners can eradicate hate crime. The feedback from this workshop was shared with the Birmingham Hate Crime Reduction Partnership in terms of future action planning and engaging schools to address hate crime.</p> <p>On the 7th December 2016 a workshop run by Birmingham City Council was held with communities and public agencies in order to draft the Birmingham Hate Crime Reduction Partnership Action Plan, taking into account the feedback from the above-mentioned workshops.</p> <p>The Birmingham Hate Crime Reduction Partnership will continue to meet bi-monthly and the action plan will be further developed by the partnership.</p>
Develop a Birmingham model for tackling extremism, engaging with the Home Office and Birmingham	<p>Birmingham City Council has been delivering against the Prevent Programme since 2007 and is considered a model of good practice.</p> <p>It is important for communities and stakeholders to be well-informed of Prevent activities in the city and have the opportunity to engage and contribute to the programme. The Council has now</p>

communities	<p>introduced an independent Prevent Community Reference Group (CRG). The aim of the Prevent CRG is to increase awareness, involvement, trust and confidence in Birmingham's Prevent programme. The Prevent CRG is intended to provide the opportunity for the city's diverse communities to engage and provide inputs on current and future Prevent initiatives. We are currently working with stakeholders on finalising a terms of reference for the group.</p> <p>The Council has finalised a screening tool with guidance for schools and has established a workforce development and training structure that enables schools to embed training locally. We have trained over 500 individuals as Home Office approved WRAP (Workshop to Raise Awareness of Prevent) trainers.</p> <p>Following the attack in Westminster, officers and members have taken part in responding to media interviews on the BBC (Midlands Today and Inside Out) to discuss the Prevent programme in Birmingham and the Council hosted a visit of the Home Secretary on the 6th April who spoke highly of the Prevent programme in Birmingham and the work of partners in the city.</p> <p>The Council has also recruited a dedicated Prevent Community Engagement Officer and been successful in securing funding from the Home Office for an additional Prevent Schools Officer for 2017/18.</p> <p>Birmingham's Prevent programme continues to be seen as a leading programme drawing interest internationally. Birmingham will be hosting a delegation from the city of Denver in the United States in May to help share best practice around Prevent and will also be sending a delegation to Denver in July. The exchange is fully funded through the US Embassy and in consultation with the Home Office with the aim to share experiences, approaches and lessons learnt between international cities working to counter violent extremism.</p> <p>When the English Defence League came to Birmingham in April, we sent out a clear message that they are not welcome in this city and they will never be welcome. On the day, I attended a tea party at Birmingham Central Mosque alongside faith leaders, elected members, organisations and Brummies from across the city, uniting, celebrating our diversity and showing we are One Birmingham.</p>
Develop a City of Birmingham Equality Strategy	<p>Our aim is to embed equalities in everything we do and assess the impacts of our decisions and services on communities.</p> <p>We are looking to provide as much useful demographic data and ward profiles to Elected Members and partners to help address some of the challenges and help shape services in local areas.</p> <p>A diversity and inclusion strategy is currently being drafted, which will seek to establish a stronger position for diversity and inclusion within the organisation by strengthening the position of the network</p>

	groups, strengthening the quality of demographic information and focussing on how talent from these groups can be recognised and moved across the organisation.
Develop a community cohesion strategy for the city with partners	Work is now underway to develop a community cohesion strategy. A paper on the key issues and proposed approach will be presented to the Corporate Leadership Team in June, followed by a discussion at the Executive Management Team.
Undertake review of current services to Asylum Seekers and Refugees	<p>In December 2015 Birmingham became recognised as a City of Sanctuary providing a culture of hospitality and welcome, especially for refugees seeking sanctuary from war and persecution.</p> <p>In February 2017, Cabinet approved a policy position statement, developed by partners and the council.</p> <p><u>Multi-Agency Forum</u> Through the development of the City of Sanctuary Migration Position Statement, this has provided a more dedicated focus and drive to re-purpose the use of the Birmingham Multi-Agency Forum. The Forum is made up of voluntary, community and statutory partners from across the city that provides services and support to asylum seekers and refugees. The work with the forum will look to develop a clear action plan on the roles that we can plan in working as a collective to develop and enhance the service offer for the individuals in the city.</p> <p><u>Asylum Seekers</u> The work to develop the on-going working relationship with the Home Office and G4S continues, this includes work on increasing the take up of health screens for those in Initial Accommodation and the detailed discussions about the use of hotel accommodation in the city as well as the impacts that this has on mainstream services such as health services.</p> <p>The incoming changes to the Immigration Act will affect the level of support asylum seeking families receive as well as the number of appeals individuals can make being reduced. Once formal guidance is received from the Government this will need to be reviewed to look at the potential impacts on the local authority.</p> <p><u>Syrian Refugees</u> Birmingham City Council, working with partner agencies, was at the forefront of the national response to the Syrian crises, to confirm early acceptance of 50 Syrian refugees into the city. Following this was a cross-party decision to accept a further 500 Syrian refugees. As of the 18th April 2017 there are 108 Syrian refugees that have been resettled within Birmingham with further refugees arriving later this year.</p> <p>Resettlement support services for Syrian refugees are being commissioned utilising the Government grant which covers the</p>

	<p>costs of the refugees during their initial 12 months of resettlement and the Council has confirmed its support for the piloting of a community sponsorship approach working alongside the Methodist Church which will see a Syrian family supported within this faith based community.</p> <p><u>Syrian Refugees – Community Sponsorship</u> As work progresses on the development of a Birmingham Community Sponsorship model in partnership with the Methodist Network. The first family of 4 should be arriving within the coming months.</p> <p><u>Unaccompanied Asylum Seeking Children</u> Birmingham has also received 119 UASC children. The majority of these children (106) were spontaneous arrivals. 2 of these children arrived through the National Transfer Scheme, 1 Dubs amendment case is being supported alongside a further 10 failed Dublin III cases. More arrivals are expected. There is a 0.07% national ceiling as the benchmark for Councils (Birmingham's total is 198 young people).</p> <p><u>Community Cohesion</u> As part of our work on community cohesion, we worked with the Birmingham City of Sanctuary to hold a workshop with a number of schools across the city in March to explore the ways in which Birmingham welcomes asylum-seekers and refugees who come here seeking safety. It will also highlight the important bond that brings together the many peoples of Birmingham, including new arrivals.</p>
Support for BCC staff networks	<p>The BCC Employee Networks were reviewed in 2011 and as a result, reduced from eight networks, and consolidated into the Corporate Black Workers, Disability Advisory and LGBT Network. The terms of reference were revised and agreed and a lead BCC officer was appointed to each Network respectively as a Champion in terms of direction and support.</p> <p>On 1st April, the Employee Networks transferred to Corporate HR to ensure the priorities and support is fully embedded in our HR strategy.</p> <p>The Council is in the process of developing a 3-year draft workforce equality, diversity & Inclusion strategy which will be the subject of consultation with relevant stakeholders, including staff, trade unions, management and members. The purpose of the strategy is to ensure that as far as practicable:</p> <ul style="list-style-type: none"> • The Council aspires to be an inclusive organisation that accurately reflects the demographics of the citizens of Birmingham • The Council improves trust within the organisation to encourage staff to share diversity data

	<ul style="list-style-type: none"> • People feel more engaged and have improved wellbeing • All policies reflect good practice in equality & diversity • Job applicants and service users feel confident that they are treated fairly • A commitment to equality, diversity and inclusion runs throughout the culture of the Council <p>The draft strategy will be completed by the end of May. Following consultation in June, a final version will be available by the end of July.</p>
Support the development of early intervention and prevention activity which can create safer communities	<p>The following activities highlighted at your meeting in October 2016 are still in place:</p> <p>The Think Family programme, which is now embedding itself in the Council's approach to preventing children and young people from getting involved in crime and ASB, or reducing the opportunity for escalation of that involvement.</p> <p>There are other initiatives and activities in progress to develop this approach. In terms of children and young people, there are also youth activities and projects funded and coordinated via the Local Community Safety Partnerships to provide diversion and engagement opportunities for young people. Additionally work is now in progress to develop joint work on community safety outcomes within the Early Help strategy and agenda.</p> <p>In terms of adults there is the development of a Birmingham Street Homeless Population Tasking process to identify and engage with members of the street community to help them exit their current lifestyles and prevent harm to themselves and others. There is also joint work with other Council services and external partners to develop Supporting Adults Panels which support adults whose needs place them at risk of self-neglect, hoarding, victimisation or offending, as well as joint projects moving forward with mental health services on housing and mental health issues.</p> <p>However there is not a Small Grants Fund available this year as in previous years. The BCSP does have other funds available which community organisations can bid into, to address community safety priorities.</p>
Support the strengthening of community safety partnership activity and relationships, particularly at a	<p>Through the existing relationships with partners such as West Midlands Police, as well as the local structures such as the Local Community Safety Partnerships and Safer Communities Groups, there is much work ongoing to develop and embed partnership approaches to using tools in the Anti-social Behaviour, Crime and Policing Act 2014. These include Community Protection Notices, Public Space Protection Orders and Community Triggers.</p>

local level	<p>There are also a number of joint operations with the Police and other partners which are ongoing or planned, such as Operation Wraithbane to address off-road biking concerns, as well as serious and high profile cases being managed within the partnership.</p> <p>BCSP&C Board have spent some time reviewing its membership and ensuring representation that supports the delivery of its community safety programme. The Partnership's Delivery Group ensures representation from the Chairs of the city's four Local Community Safety Partnerships and the LCSP Coordinators to ensure a strong local and citywide relationship and understanding of priorities.</p> <p>Each Local Community Safety Partnership has delivered a plan of interventions aligning to the BCSP strategic priorities. The work they do has included conducting a twice yearly "health check" of the local community safety tasking arrangements in each respective area, this is designed to ensure that the Police and Council are responding to the community safety issues that matter most in areas. Also facilitating monthly Safer Communities Groups in respect of multi-agency problem solving to deal with the most serious ASB affected neighbourhoods.</p>
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4. OTHER KEY ISSUES

Youth Offending Service

The Service continues to sustain its good performance in relation to the Youth Justice national indicators of: reducing first time entrants into the criminal justice system, reducing reoffending and reducing the use of custody. However, there are challenges with custody rates remaining above the national average, although comparable to other core cities and within the context of a national reduction in the young people coming into the criminal justice system. Those that do progress beyond Court stage are presenting with increased complexity in relation to vulnerability and risk.

Budget reductions, along with unfunded budget pressures in 2016/17, resulted in the Service facing a significant budgetary deficit. A new operating model is now being embedded in order to ensure that the statutory responsibilities of the Service are not significantly compromised and delivered within budget.

The Youth Justice grant has not been reduced for 2017/18 and partnership funding has remained at similar levels to 2016/17. The Service, however, faces a budget pressure in relation to remands to custody, which are principally decisions made by the Courts, where young people automatically adopt Children in Care status. In 2016/17 this budget was overspent and has subsequently been reduced in 2017/18 by the Youth Justice Board. The Service is required to mitigate this budget pressure.

The Youth Offending Service is part of the shadow Children's Trust and in 2017/18 will see the development of this and the position and role the Service will take. The national review of youth justice undertaken by Charlie Taylor was released in February 2017 alongside the Government's response. This saw the continued support of the Youth Justice model going forward with work towards improvements in the secure estate and early prevention being identified as priority areas.

5. KEY BUDGET ISSUES

Equalities and Community Safety

There was a net revenue budget of £2.4m in 2016/17 to deliver services within my portfolio (this included resources provided for the Equalities Team, Public CCTV, Neighbourhood Information & Advice Services and the provision of independent external Legal Advice Services for citizens). These resources were supplemented by other funding including the Community Safety Grant of £1.9m provided through the Police and Crime Commissioner and £0.7m from the Home Office for the national Preventing Violent Extremism Programme.

These resources were well managed during the year given the many challenges (full spend was achieved on the Community Safety Fund and the PVE Programme and the new operational model for the Neighbourhood Service was approved and implemented). However, it is expected that the expenditure will exceed the budget by £0.4m in 2016/17 (this relating primarily to the on-going complex consultation and delay in the re-structuring of the Equalities Team and additional expenditure on the public CCTV service).

Looking forward to 2017/18, the Council has increased the resources for the public CCTV service by £0.3m (this representing savings agreed for 2016/17 that will no longer be pursued). Further, there are no additional savings proposed for my services other than for the Equalities Team – the latter will be £0.27m for 2017/18 and increasing to £0.36m in 2018/19 thereafter on an on-going basis.

Councillor Tristan Chatfield

Cabinet Member for Openness, Transparency and Equality

Report to Housing and Homes O&S Committee

Contract for the provision of Responsive Repairs & Maintenance Services, Gas Servicing, Capital Improvement Work Programmes including Major Adaptations to Council Housing Stock

1) General Overview

The outcome of the procurement process resulted in three contractors being appointed, two of which were new to the city for delivering the repairs and gas servicing/maintenance elements of work. These are Wates Living Space and Keepmoat Regeneration whilst Fortem (previously known as Willmott Dixon Partnerships) continue but with the new addition of gas servicing/maintenance.

We have now completed the first year of new changed contract provision for the following service; Responsive Repairs & Maintenance Services, Gas Servicing, Capital Improvement Work Programmes including Major Adaptations.

There has been a real drive on the part of the contractors to succeed and perform at the highest level whilst facing the challenges of implementing new systems, technology and the new My Homes service ethos. Whilst the intent to succeed is not yet being fully realised across all aspects of the contract, service improvements are already being experienced in the following areas.

Flexible repairs appointment booking

Reduced void turnaround times

Improved customer service

Reduction in the number of complaints received

Reducing level of follow up phone calls

Co-located joint working between contractor and the call centre

We will also achieve significant savings over the first four years of the contract between 3.8m and 6.5m per annum.

To ensure the successful delivery of the Repairs and Maintenance service to a total of 62,616 homes, the contracts have the following resources in place:

- **Keepmoat** – 76 Vans and operatives / 32 staff
- **Wates** – 268 Vans and operatives / 127 staff
- **Fortem** - 176 vans and operatives / 80 staff

2) Reported Performance

Recorded performance against Key Performance Indicators (including Birmingham Promise and High Level KPI's) (Appendix 1) generally shows an upward trend throughout the year. The contract management team's focus is for continual improvement throughout year 2.

Since the start of the contract there has been;

- **262,224** Responsive and gas repair jobs raised across the city.
- **100%** Gas servicing reported across the city
- **1297** Fire Protection works
- **14225** Electrical test and inspect carried out.
- **5937** planned capital improvements were delivered to homes across the city.
- **383** Kitchens
- **419** Bathrooms
- **2308** Central Heating boilers
- **1072** Windows
- **1212** Doors
- **451** Roofs
- **92** Soffits and fascia's
- **4089** void refurbishments completed across the city.

Other Indicators

General feedback from Housing Liaison Boards members and our call centre has been positive

Responsive and gas repairs jobs raised across the City showing a reduction.

2014/15 285,260

2015/16 280,096

2016/17 262,224.

We are giving customers greater choice in terms of the appointment slots that suit them. To achieve first time problem resolution we have introduced a Housing

Resolution Team jointly staffed by the contractors and the Contact Centre, this has reduced the follow up calls.

All contractors provided and delivered their winter plans and have responded well to inclement weather incidents and emergency situations. Positive feedback is being received in respect of capital investment work including provision of major adaptations.

Monthly meetings of the new joint Service Improvement Group have resulted in a number of agreed joint task and finish groups to develop further service improvements and enhancements.

Contractors are co-located with our contract management teams to improve joint working.

3) Business Charter

A series of positive actions and achievements listed below have been made by the contractors against the targets in their individual Birmingham Business Charter Action plans.

Fortem Key Achievements

- Supported HLB events such as digital inclusion
- Fundraising activities that have accumulated more than £5,000
- 8128 hours of work experience to 188 people in Birmingham
- 5 Apprentices in 2016 and looking to recruit a further 10 in 2017
- 22 Career fairs
- Recruited 4 management trainees working in Birmingham contract in 2016 with a further 3 planned for 2017
- Carried out wide variety of community projects with an investment figure of nearly £400,000
- £1million spent with local and small businesses

Wates Key Achievements

- 1442 hours into volunteering in the local community
- Over £80,000 invested to local charities / community causes
- £251,000 investment into training local people
- 443 training/employment weeks created for local people
- 2290 hours invested in supporting local people
- Invested £679,000 into social enterprises
- £7.8 million has been spent with local small businesses
- Wates have invested in a mentoring programme to support the development of trainees
- 12 apprentices employed from the local area

Keepmoat Key Achievements

- Various community projects supported with over 30 workshops being delivered to local schools
- 607 voluntary hours and fundraising to support local communities
- 10 apprentices appointed
- 168 local students have benefited from CV/Interview workshops
- 22 work placements provided (44 weeks' worth of placements and experience)
- £996,534.21 of spend is with local SME's
- 95.19% of employees live within 30 mile radius of Birmingham
- 91% (approx. £5.9million) spend is with 28 local suppliers within a 30 mile radius of Birmingham
- Keepmoat have worked with Find It In Birmingham to hold Meet The Buyer event.

4) Contact Centre

Repairs Reporting Telephone Number has Changed

As part of the wider City Council's savings initiatives, the 0800 number has been withdrawn from use on 1st April 2017. A recorded message advising of the new repairs reporting number **0121 216 3330** will be available when customers call the existing 0800 number, between March and July 2017.

All of our customers have been advised in writing and our website has been updated to reflect the telephone number change along with any associated literature.

This has resulted in savings of £100k in the first year rising to circa £150k thereafter.

5) Capital Investment

2016/17 has been a successful first year of a new contractual and delivery arrangement of circa £54 million programme. In addition we have completed a range of schemes completed below.

a) Chamberlain Gardens

We will complete external refurbishment of Chamberlain Gardens, 7 high rise blocks on an estate behind the old children's hospital, which have benefitted from reroofing, insulation and improved heating and there is an on-going programme of communal decorations/refurbishment to the internal areas to compliment the external works.

Before:



After:



b) High Rise Investment and Planning

We are currently developing a scheme of works for three pilot areas (Mill House, Coney Green House, Wyrley House) to deliver structural investment to Large Panel System blocks. This will inform future investment needs for high rise Large Panel System blocks. The initial intrusive investigation works are planned to start in April 2017.

c) Poets Blocks

These were the pilot blocks at which we fundamentally changed the quality and standard of works to the external facades and the internal communal areas.

Before:



After:



Internals;



d) Low Rise Investment and Planning

We are currently developing a scheme of works to improve internal and external appearance and carry out structural repairs and improve thermal efficiency to reduce fuel poverty, to low rise properties of varying construction types. We are developing a scope of works per construction type and intend to pilot this approach in three areas; Hollybank Road, George Road, Holden Close and The Heathway. We intend to roll out this programme over the next five years to provide much needed investment to low rise properties.

e) Bell Lane

We are currently working in partnership with housing services to develop a scheme of works to carry out internal and external structural repairs and improvements to walkway, communal areas and general external environment. We plan to start work September 2017.

f) Rea Street

We plan to deliver external improvements and structural repairs to flats in Rea Street, which are above Digbeth Coach Station in a high profile location. The flats will have a new insulated roof, external wall insulation, redecoration, new double glazed windows which will dramatically improve the external appearance of the building to complement the existing redevelopment.

g) Inkerman House

We are currently developing a scope of works to deliver external improvements and structural repairs to Inkerman House.

h) Druids Heath Master Plan

We are working in conjunction with Landlord Services, Development and Regeneration, Education and Transport to develop future regeneration to the Druids Heath Estate.

6) Sustainability Team

We have worked closely with the Sustainability Team within the Economy Directorate (Dr Jackie Homan and Richard Rees), to ensure any activity we carry out complies with the City's carbon road map and green commission. This has culminated with joint working which has funded (at nil cost to the City) the installation of passiv haus to two residential properties in the City. The intention, subject to a

study through the University of Birmingham, is that the occupants will achieve an 80% reduction in their energy bills.

External Projects

Additional funding has been successfully obtained by working with Repairs partner Wates and Eon Energy Services. This has resulted in two phases of external wall insulation being applied to approximately 160 non-traditional construction properties in Shard End that are classed as hard to treat.

Celebrating Success

An emphasis will be placed on securing the thoughts and opinions of our residents following the capital investment works being delivered.

Below is one such example that formed part of information provided to the media.

Marie and Henry the Dog in Their New Kitchen.



A news article was released that supported this image and the link to this article is attached.

<http://birminghamnewsroom.com/183-million-investment-for-birmingham-council-housing/>

7) Future Challenges

- Continue to meet our statutory obligations under housing legislation, e.g fire protection, legionella, electrical test and inspect and gas servicing, heating and hot water etc.
- Carrying out full stock condition surveys to 100% of our properties to ensure we have detailed and accurate up to date asset information to allow future capital investment planning.
- Increase the ratio of planned maintenance against a reduction in the number of responsive repairs.
- To replace kitchens and bathrooms
- To carry out structural works to prolong the life of high rise and low rise properties.
- Developing programmes on an invest to save arrangement
- Improving levels of thermal efficiency, including where possible the assistance of grant funding
- Providing aids and adaptations to assist residents to live more independently at home.
- We aim to ensure that all of our stock meets a minimum requirement of energy efficiency that will not exceed a D rating.

8) Conclusion

Overall in the short life of the new contracts so far, much has already been achieved especially given their scope, relative uniqueness nationally and with new contractors.

Whilst some of this ambition has yet to be fully realised the new contracts are driving the required culture change to improve the service for our customers.

Martin Tolley

Head of Capital Investment City Wide and Repairs East and South
Mole Street Centre
B11 1XA

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Appendix 1

Year End Contract Performance

For each contractor KPI, a performance **target** and a **standard** target has been set. The performance **target** is where the contractor has achieved or is above target. The **standard** target is an acceptable level of required performance.

High Level KPI 2 – Percentage of right to repairs jobs completed on time

Target 92.6%

Standard 87.9%

	YTD
City	87.6%
Keepmoat	89.0%
Wates Central	87.5%
Wates East	88.3%
Fortem	86.7%

Commentary

Throughout the year there has been an improving theme across all contracts. We continue to work with the contractors on a weekly basis to improve performance and the year to date performance for the City is within 0.3% of achieving standard. For quarter 4, three out of the four contracts were achieving standard.

High Level KPI 1 - Percentage of gas servicing completed against period profile - snapshot figure

Target 98.0%

Standard -

	YTD
City	100.0%
Keepmoat	100.0%
Wates Central	100.0%
Wates East	100.0%
Fortem	100.0%

Commentary

All contractors are above standard and were monitored closely and achieved the target of 100% gas servicing at year end.

Birmingham Promise 1 – We will respond to emergency repairs in two hours

Target 98.1%

Standard 94.9%

	YTD
City	78.5%
Keepmoat	86.7%
Wates Central	85.1%
Wates East	85.3%
Fortem	64.5%

Commentary

Throughout the year there has been an improving theme across all contracts. Although the year to date performance across the city is showing as red, quarter 4 performance shows that three out of the four contracts are above standard target and the contract below target has also shown significant improvement. We continue to work with the contractors on a weekly basis to improve performance.

Birmingham Promise 2 – We will resolve routine repairs within 30 days

Target 92.6%

Standard -

	YTD
City	94.6%
Keepmoat	95.2%
Wates Central	95.0%
Wates East	95.2%
Fortem	93.6%

Commentary

All contractors are exceeding target.

KPI001 - Customer Satisfaction

Target 95.1%

Standard 92.9%

	YTD
City	99.8%
Keepmoat	99.9%
Wates Central	99.7%
Wates East	99.9%
Fortem	99.7%

Commentary

All contractors are currently exceeding target. With the introduction of the new contract, all customers who wish to express an opinion are now able to complete a customer satisfaction survey upon completion of a job.

Voids

Void repairs turnaround time scales are much improved over previous contracts. It should also be noted that these targets have been built by reviewing previous performance levels. Performance outturns for year end;

- 30.3 days for the overall average (key to key) turnaround against a 33 day corporate standard, with March performance at 28.7 days
- Available council homes as a proportion of council stock is at 99.7% against a target of 98.8%
- The average time taken to complete repairs reduced to 15.4 days compared to 21.2 days.

KPI002 - Work orders completed within timescale

Target 92.6%

Standard 87.9%

	YTD
City	88.6%
Keepmoat	91.0%
Wates Central	87.3%
Wates East	89.8%
Fortem	87.4%

Commentary

Throughout the year there has been an improving theme across all contracts. We continue to work with the contractors on a weekly basis to improve performance and the year to date performance for the City is achieving standard. For quarter 4, two out of the four contracts were achieving standard, with the other two contracts within 0.6% of standard.

KPI007 - Appointments made

Target 98.1%

Standard 94.9%

	YTD
City	96.1%
Keepmoat	97.0%
Wates Central	95.2%
Wates East	96.9%
Fortem	95.5%

Commentary

All contractors are achieving standard.

KPI008 - Appointments kept

Target 98.1%

Standard 94.9%

	YTD
City	79.8%
Keepmoat	88.6%
Wates Central	78.7%
Wates East	80.4%
Fortem	76.3%

Commentary

Performance has improved across all four contracts with one of the contracts achieving standard in quarter 4. For the remaining 3 contracts quarter 4 has shown a continual improvement on previous quarters. It should be stressed that actual repairs completion on the appointed day is not an issue, however, we are working with all contractors to improve performance with respect to operatives attending within the customer requested time slot. Weekly meetings are held with each contractor and improvement plans have been drawn up and are currently being implemented.



Housing and Homes O&S Committee: Work Programme 2016/17

Chair: Cllr Victoria Quinn

Committee Members: Cllrs Gurdial Singh Atwal, Andy Cartwright, Matthew Gregson, Roger Harmer, Des Hughes, Mahmood Hussain, Mary Locke, Gary Sambrook, Sybil Spence, Ron Storer, Margaret Waddington

Officer Support: Scrutiny Team: Benita Wishart (464 6871) and Jayne Power (303 4810)
Committee Manager: Marie Reynolds (464 4104)

1 Meeting Schedule

Date	Item	Officer Contact / Attendees
28 June 2016 Committee Room 6	Informal Meeting: Work Programme Discussion	Benita Wishart/Jayne Power, Scrutiny Office
19 July 2016 Committee Room 2	Cabinet Member for Housing and Homes <ul style="list-style-type: none"> To set out key priorities 	Marcia Wynter, Cabinet Support Officer
	New Housing Allocations Scheme	Mike Walsh, Head of Service – Intelligence, Strategy and Prioritisation, Commissioning Centre of Excellence and Jim Crawshaw, Head of Housing Options
	Private Rented Sector	Pete Hobbs, Service Integration Head, Private Rented Sector
6 September 2016 Committee Room 2	EMT Housing Priorities	Jacqui Kennedy, Acting Strategic Director, Place
	Draft Domestic Abuse Prevention Strategy – to include tracking of the “Working with Communities to Prevent Relationship Violence” review	Pat Merrick, AD, Operations Commission, Commissioning Centre of Excellence and Max Vaughan, Lead - Behaviour Service Integration Manager, Commissioning Centre of Excellence



Date	Item	Officer Contact / Attendees
	Homelessness System Review	John Hardy, Commissioning Manager – Prevention, Commissioning Centre of Excellence and Jim Crawshaw, Head of Housing Options
11 October 2016 Committee Room 2	Cabinet Member for Transparency, Openness and Equality <ul style="list-style-type: none"> To set out key priorities relating to Housing and Homes remit 	Marcia Wynter, Cabinet Support Officer
	Cabinet Member for Housing and Homes. Discussion to include an update on the Housing Strategy, Homeless (including short term actions) and the implementation of the new Housing Allocations Policy	Marcia Wynter, Cabinet Support Officer Jim Crawshaw, Head of Housing Options John Hardy, Commissioning Manager – Prevention, Commissioning Centre of Excellence Rob James, Service Director, Housing Transformation Mike Walsh, Head of Service – Intelligence, Strategy and Prioritisation, Commissioning Centre of Excellence
8 November 2016 Committee Room 2	Evidence gathering for 'Tackling Rough Sleeping'	Benita Wishart/Jayne Power, Scrutiny Office
	Homeless System Change Programme	John Hardy, Commissioning Manager – Prevention, Commissioning Centre of Excellence and Jim Crawshaw, Head of Housing Options



12 December 2016 Committee Room 2	Proposed Budget 2017/18	TBC
	Private Rented Sector	Pete Hobbs, Service Integration Head, Private Rented Sector
17 January 2017 Committee Room 2	Proposed Budget 2017/18 (Part 2)	<i>TBC</i>
	Private Rented Sector (Part 2)	Pete Hobbs, Service Integration Head, Private Rented Sector <i>Mike Walsh/Gaynor Darby</i>
	Homeless System Change Programme	John Hardy, Commissioning Manager – Prevention, Commissioning Centre of Excellence and Jim Crawshaw, Head of Housing Options
14 February 2017 Committee Room 6	<i>Cabinet Member for Housing and Homes (post-consultation/pre-budget) TBC</i>	<i>Marcia Wynter, Cabinet Support Officer</i>
	Private Rented Sector – Selective Licensing	Pete Hobbs, Service Integration Head, Private Rented Sector
	Homelessness Strategy Review	John Hardy, Commissioning Manager – Prevention, Commissioning Centre of Excellence
11 April 2017 Committee Room 2	Cabinet Member for Housing and Homes <ul style="list-style-type: none"> To provide an update on key priorities 	Marcia Wynter, Cabinet Support Officer
	Report on the Community Safety Partnership – annual report (a statutory responsibility). To include: off road bikes	Geoffrey Taylor, BCSP Officer (Strategy)
	Tracking Report: Working with Communities to Prevent Relationship Violence	Paula Harding, Senior Service Manager and/or Pat Merrick, AD, Operations Commission and Kalvinder Kohli, Service Lead, Commissioning Centre of Excellence



16 May 2017 Committee Room 2	Cabinet Member for Transparency, Openness and Equality <ul style="list-style-type: none">To provide an update on key priorities	Marcia Wynter, Cabinet Support Officer
	Housing Repairs Contract	Martin Tolley, Head of Capital Investment

2 Other Meetings

Call in Meetings

Petitions

*None
scheduled*

Councillor Call for Action requests

*None
scheduled*

It is suggested that the Committee approves Tuesday 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.

3 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 Homes O&S Committee's remit.

Reference	Title	Portfolio	Proposed Date of Decision
001895/2016	Yardley Brook Full Business Case (FBC) for Remediation and Development	Housing and Homes	27 Jun 17
003534/2017	Temporary Accommodation Strategy – Public	Housing and Homes	27 Jun 17
001429/2016	Disposal of Surplus Properties	Leader	27 Jun 17
003345/2017	Driving Housing Growth through the expansion of InReach	Leader	27 Jun 17



Reference	Title	Portfolio	Proposed Date of Decision
003259/2017	Birmingham Domestic Abuse Prevention Strategy 2017-2020	Health and Social Care	27 Jun 17
003157/2017	Building Birmingham: Approval of BMHT housing development programme for 2017-9 with support to SME house-builders	Housing and Homes	25 Jul 17

