

BIRMINGHAM CITY COUNCIL

HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 14 OCTOBER 2021 AT 14:00 HOURS
IN BMI MAIN HALL, 9 MARGARET STREET, BIRMINGHAM, B3 3BS

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chair to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's meeting You Tube site (www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

Members are reminded that they must declare all relevant pecuniary and non pecuniary interests arising from any business to be discussed at this meeting. If a disclosable pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

1 - 22

4 ACTION NOTES AND ACTION TRACKER

To confirm the action notes of the meetings held on 17 June 2021 and 18 August 2021, note the action notes of the informal meeting held on 23 September 2021 and note the action tracker.

23 - 40

5 PERFORMANCE MONITORING

- (A) Month 5 Housing Performance Report
- (B) Month 5 Waste Management Performance Report

41 - 62

6 HOUSING UPDATE

- (A) Repairs and Capital Investment
- (B) Voids

63 - 66

7 **WORK PROGRAMME**

For discussion.

8 **DATE OF NEXT MEETING**

The next meeting is scheduled to take place on Thursday, 11 November at 1400 hours.

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

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

10 **OTHER URGENT BUSINESS**

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

11 **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

'In an urgent situation between meetings, the Chair jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.

BIRMINGHAM CITY COUNCIL

**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE –
PUBLIC MEETING**

1400 hours on Thursday 17 June 2021

Main Hall, Birmingham & Midland Institute

Present:

Councillor Penny Holbrook (Chair)

Councillors Deirdre Alden, Marje Bridle, Roger Harmer, Mahmood Hussain, Mary Locke and Mike Sharpe

Also Present:

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

Chris Jordan, Assistant Director, Neighbourhoods

Jayne Bowles, Scrutiny Officer

Emma Williamson, Head of Scrutiny

1. NOTICE OF RECORDING/WEBCAST

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2. APOLOGIES

Apologies were received from Councillor Ken Wood.

3. APPOINTMENT OF COMMITTEE, CHAIR AND DEPUTY CHAIR

RESOLVED:

- (i) To note the resolution of the City Council appointing the Committee, Chair and members to serve on the Committee for the period ending with the Annual Meeting of the City Council in 2022:

Labour (5): Cllrs Penny Holbrook (Chair), Marje Bridle, Mahmood Hussain, Mary Locke and Mike Sharpe

Conservative (2): Cllrs Deirdre Alden and Ken Wood
Liberal Democrat (1): Cllr Roger Harmer

- (ii) To elect Cllr Marje Bridle as Deputy Chair for the purposes of substitution for the Chair, if absent, for the period ending with the Annual Meeting of the City Council in 2022.

4. DECLARATIONS OF INTERESTS

None.

5. HOUSING AND NEIGHBOURHOODS OVERVIEW & SCRUTINY COMMITTEE – TERMS OF REFERENCE

Noted.

6. ACTION NOTES AND ACTION TRACKER

(See documents 1 and 2)

Councillor Bridle requested that the follow-up on the LAMS data sharing session be added to the action tracker.

RESOLVED:

- The action notes of the meeting held on 22 April 2021 were agreed.
- The action tracker was noted.

7. LOCALISATION UPDATE

(See document 3)

Chris Jordan, Assistant Director, Neighbourhoods, highlighted the key points in the slides which had been circulated with the agenda. Karen Cheney, Head of Service – Neighbourhood Development and Support Unit, then added some further detail. The following were amongst the main points made:

- Between June 2020 and end of March 2021, 109 virtual ward meetings were held, with a total live attendance figure of 2,462 plus an additional 2,752 viewings of the NDSU YouTube recordings;
- In general, numbers have been higher for virtual meetings so this is a viable option going forward, perhaps with a combination of virtual and face-to-face meetings;
- There are now 52 completed ward plans and an interim priorities template has been produced for wards with no ward plan done, principally for the CWG Celebrating Communities Fund, as they have to align with ward priorities and plans;
- The 10 Pioneer Places across the city have continued virtually since lockdown;

- There are two short films on Pioneer Places to show to members, however due to technical issues these will be circulated after the meeting;
- The films celebrate good practice in pioneer wards and feature North Edgbaston Alliance and Moseley Together;
- Some of the things they have been able to do include offering training opportunities and also grants of £1000 have been made available and in the film Moseley talk about how they used their grant.

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

- In terms of functionality, Localisation sits within the newly created City Operations under Rob James, however where things will ultimately sit is still being considered;
- Members acknowledged that the NDSU has done some good work and progress had been made on engagement, training and support, however what is lacking is directorate engagement ;
- The opportunity now exists to take this forward through the Localisation Star Chamber , with Cabinet Members and Directors invited to meetings with Cllr Thompson;
- A paper has been written and sent out to all Directors and officers will ask if this can be shared with committee members;
- Members stressed that it is not just about devolved pots of money, it is about transformational change;
- The CWG money is welcome and, as with other money made available in the past gets people interested in ward forum meetings, however the real issue is that the council as a whole has looked at occasional pilots but needs to be looking at these as a core part of shaping local services;
- It would be interesting to know what the stats are on the number of bids to see what the level of engagement is;
- Members queried whether each goal in the ward plans has a responsible directorate alongside it and were told that the NDSU has gone through all the priorities for each ward and put against them whether they are council priorities and the cabinet portfolio, so that if and when money is available to go out locally, what is needed begins to emerge;
- From members' point of view, it is about bending policy to the will of local communities – we are already spending on core services but it needs to be about local priorities;
- The purpose of the ward plans is to progress priorities throughout the year and it is good practice where they are reviewed to have a report back from the person noted against the action;
- A view was expressed that local councillors have local knowledge which is not tapped into;
- The three areas looking to have parish councils are in Perry Barr, Balsall Heath and the Jewellery Quarter;
- Stockland Green are looking for a Neighbourhood Plan (neighbourhood planning policy);
- Members felt that it was not always clear how to contact Relationship Managers;

- The Chair asked for the graduate placement report on Relationship Managers to be shared with committee members;
- The Chair will have a conversation with Cllr Thompson about calling Directors to O&S and the suggestion was perhaps this should be two months after their attendance at Star Chamber.

RESOLVED:

- The two short films about Pioneer Places to be sent to committee members;
- The graduate placement report on Relationship Managers to be shared with committee members;
- Officers to ask the Cabinet Member whether the Star Chamber paper sent to all directorates can be shared with committee members;
- Chair to have a conversation with the Cabinet Member about inviting Directors to O&S after they have been to Star Chamber;
- The report was noted.

8. WORK PROGRAMME

(See document 4)

The Chair confirmed that regular sessions on Localisation would be included on the work programme so that the Committee could monitor and influence progress.

RESOLVED:

The work programme was noted.

9. DATES OF MEETINGS 2021/2022

The dates of meetings for the 2021/2022 municipal year were noted and agreed.

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

None.

11. OTHER URGENT BUSINESS

None.

12. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:

That in an urgent situation between meetings the Chair, jointly with the relevant Chief Officer, has authority to act on behalf of the Committee.

The meeting ended at 1525 hours.

BIRMINGHAM CITY COUNCIL

**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE –
PUBLIC MEETING**

1100 hours on Wednesday 18 August 2021

Main Hall, Birmingham & Midland Institute

Present:

Councillor Penny Holbrook (Chair)

Councillors Roger Harmer, Mahmood Hussain, Mary Locke and Mike Sharpe

Also Present:

Councillor Ian Ward, Leader of the Council

Councillor Jon Hunt

Councillor Morriam Jan

Rebecca Farr, Development Planning Manager

Ian MacLeod, Acting Director, Inclusive Growth

Mumtaz Mohammed, Programme Manager

Guy Olivant, Business Partner – Development and Comms

Jayne Bowles, Scrutiny Officer

Emma Williamson, Head of Scrutiny

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2. APOLOGIES

Apologies were received from Councillors Deirdre Alden, Marje Bridle and Ken Wood.

3. DECLARATIONS OF INTERESTS

None.

4. REQUEST FOR CALL IN: BIRMINGHAM 2022 – UPDATE ON THE PERRY BARR REGENERATION SCHEME FBC

(See documents 1, 2 and 3)

The Chair invited Cllr Jon Hunt and Cllr Morriam Jan to state their reasons for requesting the call-in.

Cllr Hunt thanked the committee for meeting in August to consider this request for call-in and set out four issues to be addressed:

- The Perry Barr Masterplan approved by the Leader in July – ward councillors want this village to be a liveable place and part of an attractive destination; the Masterplan was pleasing with innovative ideas, one of which was to retain the bus garage which has some architectural interest for indoor use, eg market or community activity. The issue in the report is that it is referred to as temporary twice and within the decision made by Cabinet.
- The Hare of the Dog public house – the business case recommends that it is used for affordable housing. The Masterplan identifies this as a potential heritage asset, so it is not clear what the business case means – is the public house to be used for affordable housing or replaced with affordable housing?
- Social housing issues – this report takes out plots 3, 4 and 5 – 57 ground level houses to BMHT. It is unclear how they will be replaced and how additional social housing is provided and the responses at Cabinet were not clear. There is a difference between affordable and social housing and there are pressures to provide social housing.
- Oscott Gardens – the proposal is that Oscott Gardens would be used for temporary housing for homeless people in line with council policy, but only for 5 years and then to be used for new housing, primarily for sale. Is 5 years arbitrary?

Cllr Jan added that the new community facility at the bus depot would be a great asset to the neighbourhood, and it is of historical value, so it would be a waste to knock it down.

The Leader responded that the regeneration taking place in Perry Barr will impact on a much wider area and the catalyst has been the hosting of the Commonwealth Games, otherwise this would not be happening.

Having spoken to Cllr Hunt before the meeting regarding the issues raised, he made the following points:

- The intention is to create in Perry Barr a place where people choose to live, work and visit – and the latter is where the bus depot is significant. It is an attractive building and there is enough space to create a number of different

attractions.

- They are consulting on the Masterplan, which is a 40 year vision, and are consulting on options, including getting an operator to run it.
- The “temporary” reference is only in relation to outline planning and it will not be demolished unless that is what residents ask for. The proposal is to make this work as a visitor attraction if that is what comes out of the consultation
- With regard to the public house, the report refers to considering the potential for more housing units because at the moment they have not managed to attract a buyer or operator to use it as a public house. The building has heritage elements and does need to be preserved and the preferred option is to use it as a public house if an operator can be found, or another option might be for it to be a restaurant.
- Planning consent for the village site makes provision for 22% affordable housing. There is a target of 35% across the city as a whole, of which 11% is required for social housing. At the moment they are looking to accommodate 22% of affordable housing within the development plots currently being constructed. They are yet to determine what will happen on the remaining plots and second and subsequent phases of development, but will ensure 35% affordable housing and seek to hit the target of 11% social housing within that.
- The proposal to convert Oscott Gardens for temporary accommodation – this is a better option than placing residents into B&B and can be for longer than 5 years if residents are comfortable with that.
- They would like to be in a situation where there is a better solution than using temporary accommodation in 5 years’ time, however it seems much more likely in the short term that there will be an increase in demand rather than a reduction, so this may be needed beyond the 5 years.

In the ensuing question and answer session the following points were raised:

- The term “affordable housing” is highly misleading in most cases and the reason there is a huge crisis with exempt accommodation is there is not enough social housing.
- The real crisis is social housing and Members were concerned about the wording used – “will hit 35%” and “will seek to hit 11%” sounds like a clear promise on affordable housing but not on social housing, where a commitment is needed.
- The Leader agreed there is a crisis, exacerbated by Right to Buy. The Development Plan identifies 35% affordable housing, broken down to 11%

social housing, and what gives greater flexibility is breaking even on the village site. On the assumption that is achieved, they can get BMHT to deliver 11% social housing on the remaining phases.

- There is no guarantee that something won't happen to take that off course, but they will deliver what they can.

Cllr Hunt requested that, in the event the decision is not called in, the Leader put something in writing, setting out the clarifications and commitments discussed, as he was concerned some of the wording used in the report was misleading.

A vote of the Committee then took place with members voting unanimously to not call in the decision.

RESOLVED: -

1. The decision was not called-in.
2. Leader to put something in writing, setting out the clarifications and commitments discussed, with a copy to be sent to this Committee.

5. OTHER URGENT BUSINESS

None.

6. DATE AND TIME OF NEXT MEETING

Noted.

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

None.

8. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:

That in an urgent situation between meetings the Chair, jointly with the relevant Chief Officer, has authority to act on behalf of the Committee.

The meeting ended at 1136 hours.

BIRMINGHAM CITY COUNCIL**HOUSING AND NEIGHBOURHOODS O&S COMMITTEE –
INFORMAL MEETING****1400 hours on Thursday 23 September 2021 (On-line Meeting)**

Present:

Councillor Penny Holbrook (Chair)

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

Also Present:

Councillor Shabrana Hussain, Cabinet Member for Homes and Neighbourhoods

Guy Chaundy, Housing Modernisation and Partnership Manager

Chris Jordan, Assistant Director, Neighbourhoods

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

Jayne Bowles, Scrutiny Officer

Ceri Saunders, Acting Group O&S Manager

1. NOTICE OF RECORDING/WEBCAST

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2. APOLOGIES

None.

3. DECLARATIONS OF INTERESTS

None.

4. ACTION NOTES AND ACTION TRACKER

(See documents 1, 2, 3 and 4)

The action notes of the informal meeting held on 8 July 2021 were noted.

The action notes of the formal meetings held on 17 June 2021 and 18 August 2021 were noted and will be agreed at the next formal meeting.

The action tracker was noted.

5. CABINET MEMBER FOR HOMES AND NEIGHBOURHOODS – PRIORITIES REPORT

(See document 5)

The Chair welcomed the new Cabinet Member for Homes and Neighbourhoods, Cllr Shabrana Hussain, to the meeting and reminded committee members that the reason for the invitation was to hear directly from Cllr Hussain what her priorities are and what O&S can do to help.

Guy Chaundy, Housing Modernisation and Partnership Manager, was also in attendance for this item.

In introducing the report, Cllr Hussain made the following comments:

- It is a privilege to be appointed to this post and to build on Cllr Thompson's legacy in this role and it has been a pleasure to meet the hard-working staff in both City Housing and City Operations;
- Although there have been a number of changes in the portfolio, Cllr Hussain will continue to work with Cllr Thompson to address a number of issues and challenges such as affordable housing, which impacts the lives of families and individuals across the city;
- Later in the meeting, Members will receive an update on Localisation, which is a key priority within the portfolio, and this will include a progress report on the delivery plans from the Working Together in Birmingham's Neighbourhoods and Birmingham's Collaborative Neighbourhoods reports;
- Cllr Hussain has had an update on previous actions and recently co-chaired her first meeting of the Localisation Star Chamber which has been established to provide an opportunity for Directors to highlight areas of good practice and existing localisation activities, as well as identifying and agreeing areas to focus on for the next 12 months to contribute towards the Council's ambition of localisation;
- There are a number of good examples and the Adult Social Care Prevention and Early Intervention Model was highlighted;
- A report is being put together which will summarise the findings of the Star Chamber sessions and this will be shared with committee members;
- There are a number of key priorities within the Housing Service including repairs and maintenance, the lack of affordable housing, problems around poor quality exempt accommodation (and the Co-ordinating O&S inquiry on this was welcomed); improving performance including Right to Repair and void turnarounds;

- It was noted that there will be challenges for residents over the coming months in relation to the lifting of the eviction ban, the ending of furlough and the reduction in Universal Credit;
- Letters have been sent to all our Universal Credit tenants asking them to get in touch with the Council if they are having problems paying their rent and earlier in the year letters were sent to residents in social or private rented housing encouraging them to seek early help and support and work will continue with partners to help support going forward.

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

- The list of priorities is quite extensive and it was queried whether it is a little ambitious to expect all that to be achieved in the next six months;
- Members were told that a lot of these pieces of work are in train at the moment and there is a Programme Board and tight governance with some of these items sitting within the Council's Delivery Plan and are monitored through the existing performance framework;
- It was agreed a simplified programme plan and milestones would be circulated to committee members;
- Concern was expressed in relation to voids and the standard of properties that we expect tenants to accept;
- Cllr Hussain will be going out to have a look at the state of our voids and it was noted that this committee will also be looking at voids and arranging visits to properties;
- The Affordable Housing Delivery Board will initially be set up as an officer group, not just from Housing but also Inclusive Growth and Finance, and then potentially bring in partners from the Birmingham Social Housing Partnership who sit alongside us on the Strategic Housing Birmingham Partnership to explore future models and options for increasing delivery of affordable housing;
- Concern was expressed that there was no intention for Elected Members to be on the Delivery Board, however assurance was given that at this stage the purpose of the group is to map out options and there was agreement that at a point in time it would definitely need Member input where decisions are being made and a Terms of Reference will be developed;
- The difference between affordable rent and social rent was also stressed and the need in Birmingham is for social rented family homes;
- There was concern around the length of time taken to get repairs done and this will be looked at, as well as getting people into properties as quickly as possible;
- There is a downsizing programme with financial support for those wanting to downsize so they don't have to incur costs around removal and fixtures and fittings and looking to align the properties they have got to those families who are in temporary accommodation;
- It was noted that this is not just for our own stock but also working with housing association partners around this approach to release family accommodation;

- With regard to the work Adult Social Care are doing to support people to remain in their own homes, it was pointed out that there is a need to look at the support given to carers as well;
- It was noted that one of the issues we might have is often a carer who has been living with somebody might not be on the tenancy and so when that person moves into long term care or sadly passes away, do we have a responsibility for that carer and do we have a carers' policy;
- This might be something to look at in the future;
- The position with regard to the former modernisation programme and fitting of new kitchens and bathrooms was queried and Members were told that there is still an existing capital programme, however there are increasing competing pressures on investment, for example putting in fire and safety measures;
- With regard to caring for residents in temporary accommodation, there was a view that those in purpose-built accommodation seem to be looked after but concern that support is not there in other settings, eg hotels, and Cllr Hussain said she would pick this up with Cllr Thompson;
- The issue of staffing within the Private Rented Sector Team was raised and the backlog in dealing with licences, although it was noted the exempt pilot had provided some short-term help;
- The PRS Team has moved to City Operations but reports to Cllr Hussain and Members were told that there are more staff now and the backlog should be cleared by the end of this calendar year;
- It was confirmed that the pilot had enabled on-ground resources until March and they are continuing to talk to Government about ongoing support;
- In terms of the impact of exempt providers shutting down and the possible increase in homelessness as a result, as part of the pilot an exit protocol and toolkit are being developed to work with individuals who are impacted by a provider closing down and the toolkit will form part of the future supported housing strategy;
- A request was made for the toolkit to be brought to O&S when it is completed;
- It was agreed an update on resourcing of the PRS Team would be programmed and a request was also made for the online list of HMOs by ward to be refreshed;
- With regard to potential energy price increases and how we might assist tenants, there is Local Authority Delivery Grant funding for fuel poverty and in response to recent issues there is work being done in the Financial Inclusion Team re help and support;
- In terms of Localisation, Cllr Bridle urged Cllr Hussain to look at the Pioneer Place videos and Challenge Case Studies and the Chair requested that these be sent to committee members as well as to the Cabinet Member;
- Both Cllr Wood and Cllr Harmer referred to one-to-ones and cross-party meetings they had been having with Cllr Thompson and looked forward to getting similar meetings in the diary with Cllr Hussain;
- The Chair thanked the Cabinet Member for her report.

The report was noted and:

- The programme plan and milestones for the Cabinet Member's priorities to be shared with committee members;
- Cllr Hussain to speak to Cllr Thompson about support for residents in temporary accommodation other than purpose-built settings, eg hotels;
- An update on the resourcing of the PRS team to be requested;
- There was a request for the online list of identified HMOs by ward to be refreshed;
- Exempt Accommodation – toolkit to be brought to O&S when ready;
- Details of O&S work on Voids to be shared with Cabinet Member's support team.

6. LOCALISATION UPDATE

(See document 6)

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

Cllr Hussain commented that localisation is key for the whole Council and there is a need to liaise with residents to get them involved.

Chris Jordan highlighted the key points in the report and progress on the Localisation Delivery Plan at appendix 1.

It was confirmed that the Star Chambers had been established and sessions had been held with all directorates including the Children's Trust. A summary of the meetings and the focus for follow-up sessions is being written up and that will inform the next stage of the process.

Karen Cheney added that updates on funding for community groups continue to be circulated on a regular basis with the latest one having been sent out that morning with four new funding streams.

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

- The Chair confirmed the request for the report on the first phase of the Star Chambers to be shared with this committee;
- They are seeking to refresh Ward Plans on a regular basis and they are currently being updated annually;
- They are reviewing the Ward Plan process ready for the new cycle next year;
- The importance of feedback from Members on blockages and challenges was stressed and reference was made to the fact that there used to be a cross-party group and it was queried whether there was any intention of bringing that back;
- Members were told that the cross-party group had served its time and it would be a political decision whether it should be re-established;
- The idea of a Neighbourhood Planning Toolkit was welcomed;

- There was a view that there should be an officer in Planning to promote the idea of residents and councillors doing Neighbourhood Plans;
- Confirmation is awaited around the Neighbourhood Planning bid and the understanding is that officer time has been built into that, it is not just about the toolkit;
- Going back to 2019, there had been criticism around neighbourhood planning and the support available through Inclusive Growth has got better over that time with named officers supporting areas of the city going through that process;
- A working group has now been set up across directorates with the NDSU and neighbourhood planners and that has been really useful in terms of learning and sharing different approaches;
- If we are not successful in getting the grant, the work will still be done and somebody has been assigned to do an update on the general information on neighbourhood planning to make it more user-friendly and named officers for particular geographic places;
- In terms of deployment of NDSU staff, the new staff have been in post for two weeks and the information on who is covering what and the update on Relationship Managers will go out to Members next week;
- The Ward Data Working Group sits within the Policy Team and work has been undertaken around what data sets are available to pull out of the system and provide to wards and a final report is awaited on what that can look like;
- In terms of follow-up actions arising from Pioneer Places meetings, the Star Chamber would seem to be the appropriate place to check how these are progressing;
- The additional NDSU £102k resources to set up new small grants scheme was effectively income that was brought in through management fees and therefore is a one-off pot of money and the original thinking was that that would be around capacity building within wards to utilise as grant funding but that needs to be taken back through the Cabinet Member for decision;
- Similarly, with the £100,000 available for Cabinet to put into Ward Plans, this was about linking Cabinet priorities to Ward Plan priorities and find a way to fund some of that;
- A piece of work has been done to pull out the actions and priorities in the Ward Plans and theme them by Cabinet portfolio and where they fall within Cabinet Members' priorities;
- With regard to Parish Councils, a view was expressed that before trying to encourage other parts of the city to go down this route there is a need to get it right for those we already had;
- It was acknowledged that there has been valid criticism regarding land transfer timescales, however there has also been some really positive work;
- There was a discussion about how to support those wards which have not yet produced a Ward Plan and it was noted that there is a strong correlation between those wards not having regular ward meetings and those which have not done a ward plan;
- It was also suggested that the ward structure, particularly for one member wards, might be having an impact;

- The Chair suggested that if a list of the wards which have not done Ward Plans could be provided, she could write to the Chief Whips on behalf of the Committee regarding support that could be offered and Members agreed this would be a good idea.

The Chair thanked the Cabinet Member and officers for their time and a further update on Localisation will be scheduled into the Work Programme.

The report was noted and:

- The report summarising the findings from the first phase of the Localisation Star Chamber sessions to be shared with committee members;
- Pioneer Places videos to be sent to committee members;
- Chair to write to Chief Whips on behalf of the committee regarding support that could be offered to those wards which have not yet produced a Ward Plan.

7. WORK PROGRAMME

(See document 7)

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

- LAMS performance information on street cleansing to be brought to Committee alongside performance monitoring reports;
- Visits to void properties to be arranged and the suggestion was for two properties to be made available in the north of the city and two in the south and for Members to be able to book time-slots.

The work programme was noted.

8. DATE AND TIME OF NEXT MEETING

Noted.

9. OTHER URGENT BUSINESS

None.

The meeting ended at 1556 hours.

HOUSING & NEIGHBOURHOODS O&S COMMITTEE

ACTION TRACKER 2021/22

Date	Agenda Item	Action	Notes
23-Sep-21 Informal	Cabinet Member for Homes and Neighbourhoods – Priorities Report	The programme plan and milestones for the Cabinet Member's priorities to be shared with committee members.	
		An update on the resourcing of the PRS team to be requested.	Currently scheduled for December.
		Request for the online list of identified HMOs by ward to be refreshed.	
		Exempt Accommodation – toolkit to be brought to O&S when ready.	
		Details of O&S work on Voids to be shared with Cabinet Member's support team.	JB spoke to Cabinet Support Officer on 27 th September.
	Localisation Update	The report summarising the findings from the first phase of the Localisation Star Chamber sessions to be shared with committee members.	Emailed to Members on 30 th September.
		Pioneer Places videos to be sent to committee members.	Emailed to Members on 23 rd September.
		Chair to write to Chief Whips on behalf of the committee regarding support that could be offered to those wards which have not yet produced a Ward Plan.	
	Work Programme	LAMS performance information on street cleansing to be brought to Committee alongside performance monitoring reports;	This has been requested for future performance monitoring reports.
		Visits to void properties to be arranged and the suggestion was for two properties to be made available in the north of the city and two in the south and for Members to be able to book time-slots.	Visits arranged for Thursday 7 th October.

HOUSING & NEIGHBOURHOODS O&S COMMITTEE

ACTION TRACKER 2021/22

Date	Agenda Item	Action	Notes
18-Aug-21	Request for Call-In: Birmingham 2022 – Update on the Perry Barr Regeneration Scheme FBC	Leader to put in writing clarifications and commitments discussed, to be copied to Committee.	Letter emailed to Members on 23 rd August.
8-Jul-21 Informal	Action Notes and Action Tracker	LAMS data: <ul style="list-style-type: none"> Guidance manual to be circulated Training session to be arranged 	Guidance manual circulated and training session held on 7 th September.
	Progress Report on Implementation: Reducing Fly-tipping	Enforcement and Engagement Officer job description and “day in the life” paper to be sent to members. Cllr Phil Davis, Chair of Licensing and Public Protection, to be contacted re public protection role and potentially be invited to future meeting. Further reports to be scheduled with the next one in September or October.	Next report currently scheduled for November.
	Developing a Litter Bins Policy	Current guidance to be circulated. Informal session(s) to be arranged – Scrutiny Officers to contact other LAs.	Informal scoping session held on 23 rd September. Further sessions to be arranged.

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

Date	Agenda Item	Action	Notes
	Performance Monitoring	<p>Housing repairs – performance by contractor to be included in the commentary in future reports</p> <p>Housing waiting list – breakdown to be provided of the number of applicants waiting for each type of property</p> <p>Performance measure on grounds maintenance/grass cutting to be included in future reports</p>	Emailed to Members on 15 th July.
	Work Programme	<p>Void item scheduled for September to be deferred</p> <p>(Visit to be arranged to void properties/properties ready to be re-let)</p>	Scheduled for October.
17-Jun-21	Localisation Update	The two short films about Pioneer Places to be sent to committee members.	Emailed to Members on 18 th June.
		The graduate placement report on Relationship Managers to be shared with committee members.	Emailed to Members on 14 th September.
		Officers to ask the Cabinet Member whether the Star Chamber paper sent out to all directorates can be shared with committee members.	Emailed to Members on 6 th July.
		Chair to have a conversation with the Cabinet Member about inviting Directors to O&S after they have been to Star Chamber.	

Performance Monitoring Report

City Housing Directorate Performance Monitoring Report 2021/22

Month 5 - August

Version 1.1

Performance Monitoring Process

The reporting framework is based on performance against targets, baseline figures, and benchmarking (where it is available).

This report includes Vital Signs and State of the City KPIs which were approved at Cabinet on 10/11/2020.

Key

Preferred Direction of Travel	
'Bigger is better'	Performance improves if the result figure is higher
'Smaller is better'	Performance improves if the result figure is lower

Direction Of Travel (DOT)	
△	Performance improves from previous reporting period (bigger is better)
▽	Performance improves from previous reporting period (smaller is better)
▶	No change in performance
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▽	Performance deteriorates from previous reporting period (bigger is better)

BRAG (Blue Red Amber Green) Rating	
Blue	Greatly exceeds target
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Reporting period	
In-month	KPI is measured on a month-on-month basis e.g. January only
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Snapshot	The current (snapshot) figure at the end of the reporting period e.g. the May snapshot result would be the figure 'at that moment in time' on 31 May
Year-end	The year-end result for annually-reported KPIs

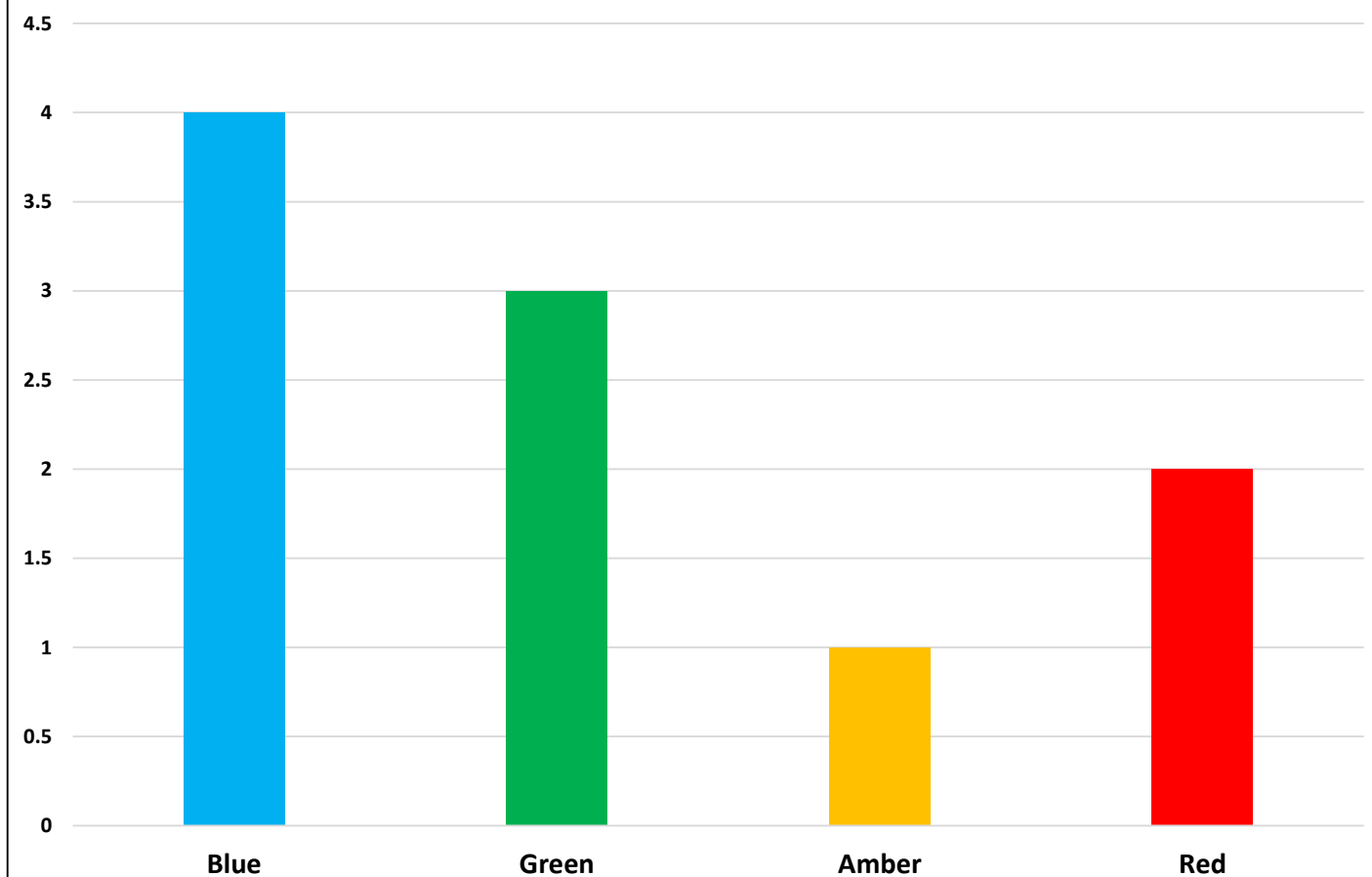
Performance Monitoring Report

Summary

Summary of Vital Signs and State of the City KPI Performance by BRAG Rating

BRAG	Number	Percentage of total
Blue	4	40%
Green	3	30%
Amber	1	10%
Red	2	20%
Blue, Green, Amber, Red Total	10	100%
Other KPIs (no target, target TBC, or BRAG N/A)	3	-
Grand Total	13	-

Performance Based on BRAG Rating



Exceptions Report and Contents Page

Overall performance by BRAG rating (commentary provided where KPI's BRAG rating is blue, amber or red)

Vital Signs

Homes and Neighbourhoods Portfolio

Ref.	KPI	BRAG rating	Page
HN01	We will respond to all council housing emergency repairs in 2 hours	Green	5
Ref.	KPI	BRAG rating	Page
HN02	We will resolve council housing routine repairs within 30 days	Green	5
Ref.	KPI	BRAG rating	Page
HN03	Percentage of Right to Repair jobs completed against period profile	Green	6
Ref.	KPI	BRAG rating	Page
HN04	Average days void turnaround - excluding void sheltered properties	Red	6
<p>Exception Commentary:</p> <p>The August 2021 voids turnaround result of 43.2 days has not achieved the 28-day target. A total of 259 void properties were re-let in August 2021.</p> <p>The average time taken to repair voids for August was 23.4 days. Fit for letting to tenancy start date on voids let excluding sheltered voids was 15.6 days. 81% of all voids re-let were successful after the first viewing, 19% of properties re-let had two or more viewings.</p> <p>The time taken to repair a property is being impacted by delays on the completion of void repair works for the East and West areas of the City (Wates). Repair times in August for the West / East averaged 32 days per void property, compared to an average of 15 days per property for the North and South areas.</p> <p>The following ongoing actions are in place to support / improve the void turnaround performance over the coming months:</p> <ul style="list-style-type: none"> - A voids performance pilot was introduced on 1 July 2021, which reviewed targets for voids and associated damages. Capital Investment and Repairs are working closely with all the contractors to monitor this performance to reduce the repair time element of the turnaround. Significant improvements have been seen in two contract areas and an improvement plan is in place in the other two areas, with a review of the pilot scheduled for end of September 2021. Progress will be reviewed with consideration of issuing a contractual rectification notice to underperforming contractors. - To support and reduce time taken should a property be refused, then two households are currently being shortlisted, this helps to reduce time taken at fit for letting to acceptance. <ul style="list-style-type: none"> - Recruitment of two additional Visiting Officer posts have also been approved. The recruitment process is under way and the additional posts will significantly help and support capacity in carrying out additional viewings for the North / West and East quadrants. This will improve the frequency of viewings and reduce turnaround times. - The Local Voids Teams are also working closely with the Energy providers SSE / OVO through the introduction of an online digital portal system. This will reduce time taken to process the taking over of supplies once a property becomes empty and a dedicated SSE / OVO metering team is now in place to replace faulty meters. The work with SSE / OVO will also reduce turnaround times. 			
Ref.	KPI	BRAG rating	Page
HN05	Available properties as a percentage of total stock	Blue	7
<p>Exception Commentary:</p> <p>The August 2021 snapshot result is 99.4% which has exceeded the target of 98.0% for this period.</p>			
Ref.	KPI	BRAG rating	Page
HN06	Percentage of tenancies sustained at 12 months (where appropriate)	N/A	7
Ref.	KPI	BRAG rating	Page
HN07	Households where homelessness is prevented	Blue	8
<p>Exception Commentary:</p> <p>The year-to-date (April 2021 - August 2021) result of 69.07% has surpassed the target of 50.00%.</p> <p>There were 39 cases closed in prevention this month, with 30 having a positive outcome. Of the 9 cases closed without a positive outcome, 3 were lost contact and 6 withdrew their application.</p> <p>The service has seen a steady success in driving forward the prevention agenda. A significant percentage of the cases closed in prevention this month, have been closed with a positive outcome. This has been because the homelessness prevention fund has been used to either secure deposits or reduce arrears, redirecting single vulnerable people to suitable housing providers or negotiations with families to prevent exclusion.</p>			

Performance Monitoring Report

Exceptions Report and Contents Page

Ref.	KPI	BRAG rating	Page
HN08	Households where homelessness is relieved	Blue	8
<p>Exception Commentary:</p> <p>The year-to-date (April 2021 - August 2021) result of 73.42% has surpassed the target of 35.00%.</p> <p>There were 56 homeless cases relieved this month, of which 42 have secured accommodation or maintained existing accommodation. Of the 14 cases not relieved, 9 were lost contact, 3 were withdrawn applications and 2 were determined as not statutory homeless.</p> <p>The number of cases closed each month has reduced as the backlog has been cleared. The service is also working with private sector landlords to help families into good quality affordable accommodation.</p>			
Ref.	KPI	BRAG rating	Page
HN09	Minimising the number of households living in temporary accommodation per 1,000 households	Amber	9
<p>Exception Commentary:</p> <p>The August 2021 snapshot result of 8.87 has not achieved the target of 8.50. This snapshot result represents a total of 3,772 households in temporary accommodation. As of 31st August 2021, the number of households accommodated in temporary accommodation outside of the City was 337; this includes 69 households within bed and breakfast outside of the City. The number of households accommodated outside the City and in bed and breakfast has reduced by 20 households in comparison to the July 2021 snapshot.</p> <p>Mitigations to try and minimise the impact and stabilise this performance indicator includes:</p> <ul style="list-style-type: none"> • Acceleration of City Housing Transformation to enable reduction in Temporary Accommodation <ul style="list-style-type: none"> • Maximising and utilising all self-contained or supported accommodation • Looking to maximise Oscott Gardens to reduce B&B for larger families circ. 300 units in the next few months <ul style="list-style-type: none"> • Increasing and focussing on early intervention and prevention measures • Looking to engage with third sector organisations to provide support and joined up working on move-on <ul style="list-style-type: none"> • Working with the private sector to secure accommodation • Encouraging citizens to consider permanent accommodation in the private sector • Developing a more customer-focused approach to support households to move out of temporary accommodation. 			
Ref.	KPI	BRAG rating	Page
HN10	Percentage of residents allocated a BCC housing tenancy	N/A	9
Ref.	KPI - City Operations will report on this KPI from next month, therefore, it will not be included in the City Housing performance report going forward.	BRAG rating	Page
HN11	Number of properties improved in the Private Rented Sector as a result of Local Authority intervention	Red	10
<p>Exception Commentary:</p> <p>The year-to-date (April 2021 – August 2021) result is 88 which has not met the target of 109. There has had to be a continuation of available resources being focused on other activities to limit financial costs to the council. Given the summer holiday period there was also a temporary reduction in resources. It is expected that there will be an improvement in this target next month.</p> <p>The service continues to receive a high volume of Referrals for Assistance (RFA); there were 434 requests received this month. The total year-to-date (April - August 2021) RFAs dealt with were 2,060, which has already surpassed the annual RFA target of 1,400. After Advice, Disrepair (253 reports) continues to be one of the main reasons for the assistance.</p>			
Ref.	KPI - City Operations will report on this KPI from next month, therefore, it will not be included in the City Housing performance report going forward.	BRAG rating	Page
HN12	Private sector empty properties brought back into use	Blue	10
<p>Exception Commentary:</p> <p>The year-to-date (April 2021 - August 2021) result is 119 which has surpassed the target of 109 for this period.</p>			

State of the City

Outcome 4: Birmingham is a great, clean and green city to live in

Ref.	KPI	BRAG rating	Page
O408	Reducing the number of rough sleepers across the city	N/A	11

Vital Signs

Homes and Neighbourhoods

Frequency: Monthly

DOT: ▽

BRAG: Green

Reporting: In-month

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21

Amber

Q1

Green

Q2

N/A

Q3

N/A

Q4

N/A

Baseline:

87.2%

Variance from target (monthly):

+0.1%

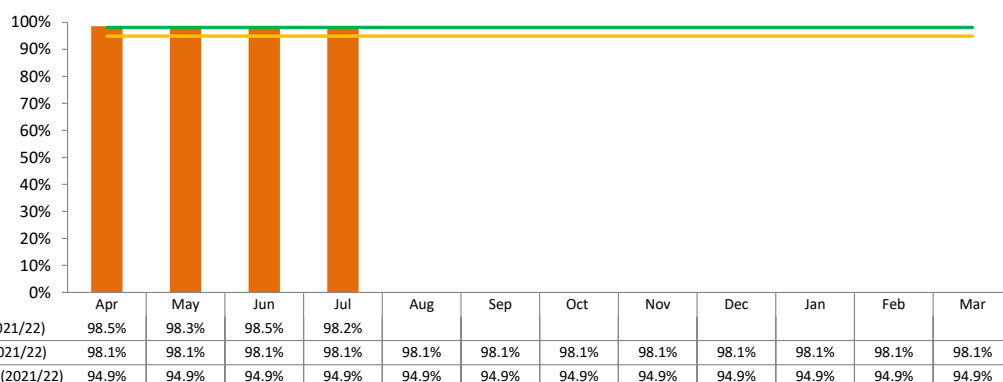
Year-end target:

98.1%

Benchmark:

N/A

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



Commentary:

KPI reported one month in arrears: The July 2021 result is 98.2% which has surpassed the contractual target of 98.1%. (4,053 repairs out of 4,126).

The performance is monitored by the service via daily appointments and monthly performance reports sent to ensure the contractors remain above the contractual target moving forward.

Breakdown per contractor area: Engie: 99.6%, Wates West Central: 98.7%, Wates East: 97.3%, Fortem: 98.1%.

Frequency: Monthly

DOT: ▽

BRAG: Green

Reporting: In-month

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21

Green

Q1

Green

Q2

N/A

Q3

N/A

Q4

N/A

Baseline:

98.2%

Variance from target (monthly):

+2.2%

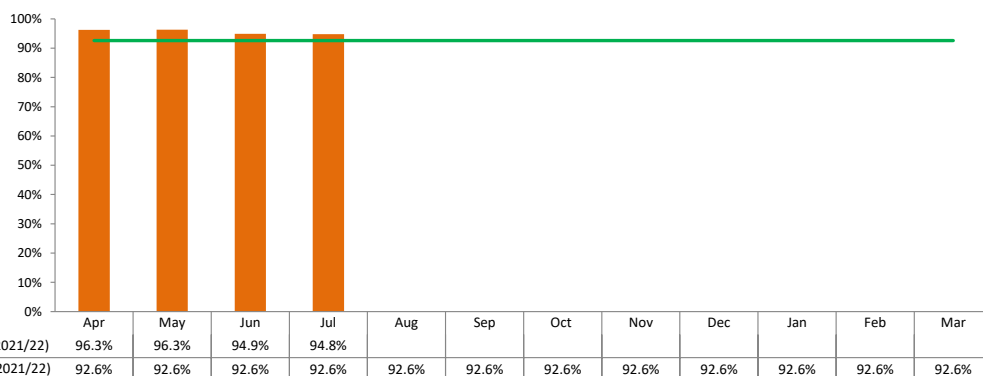
Year-end target:

92.6%

Benchmark:

N/A

We will resolve council housing routine repairs within 30 days



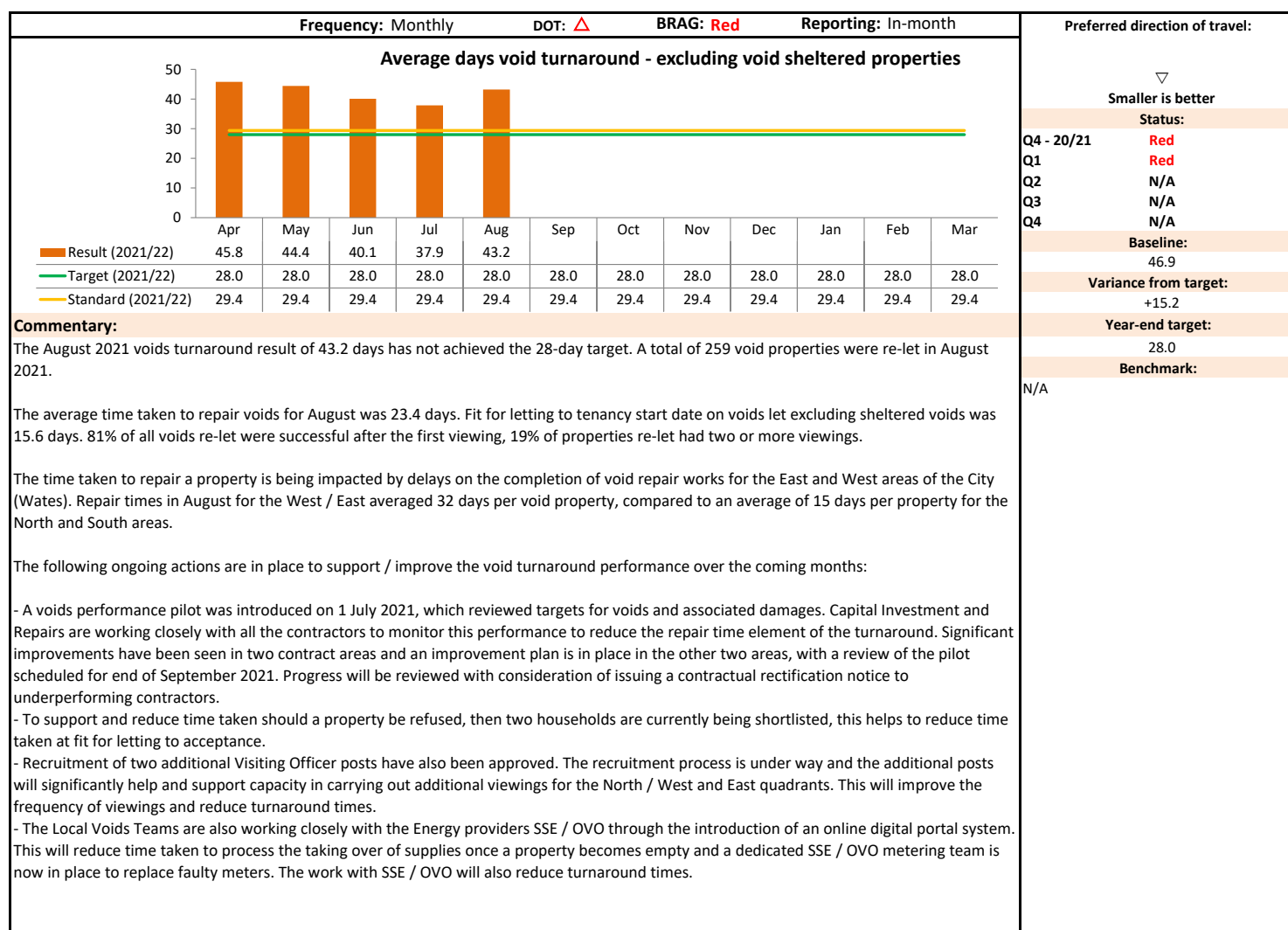
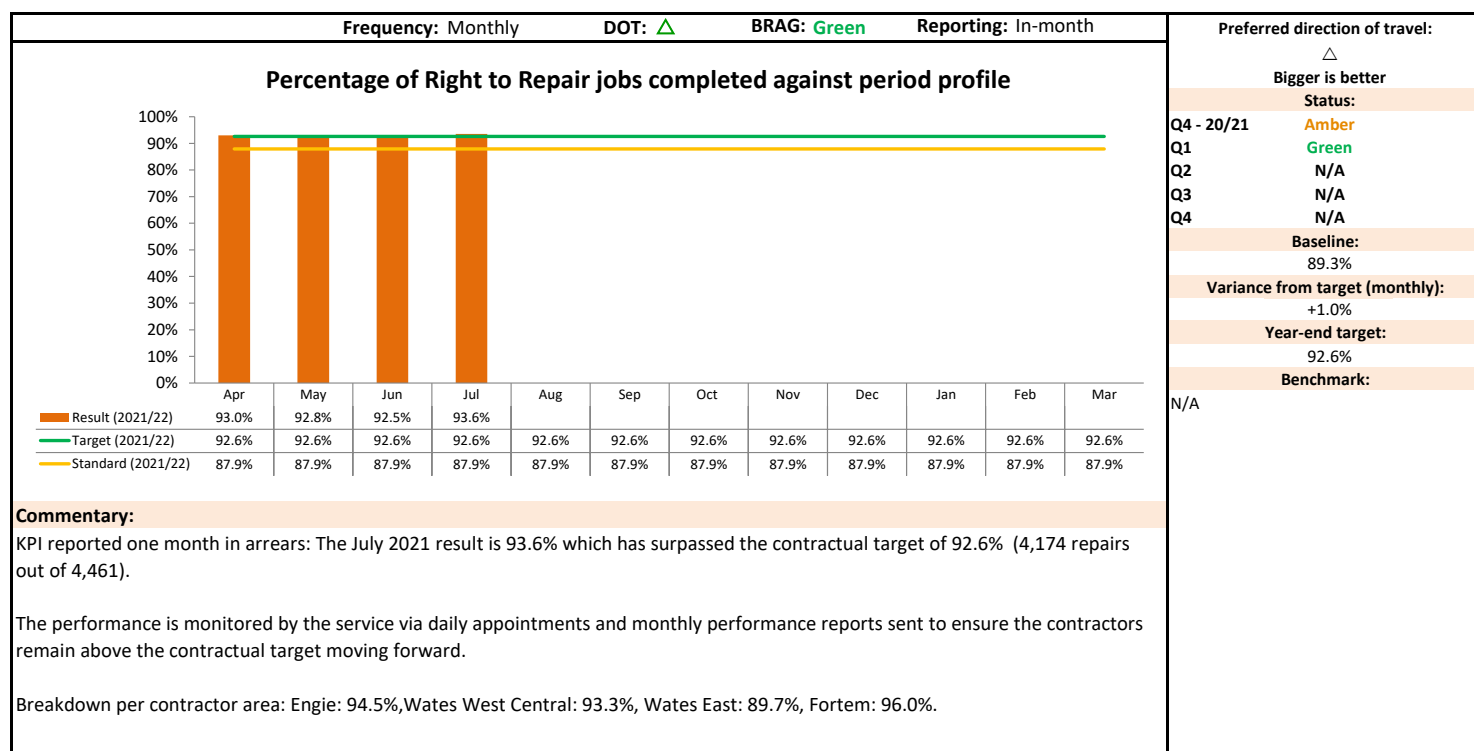
Commentary:

KPI reported one month in arrears: The July 2021 result is 94.8% which has surpassed the contractual target of 92.6%. (12,675 repairs out of 13,372).

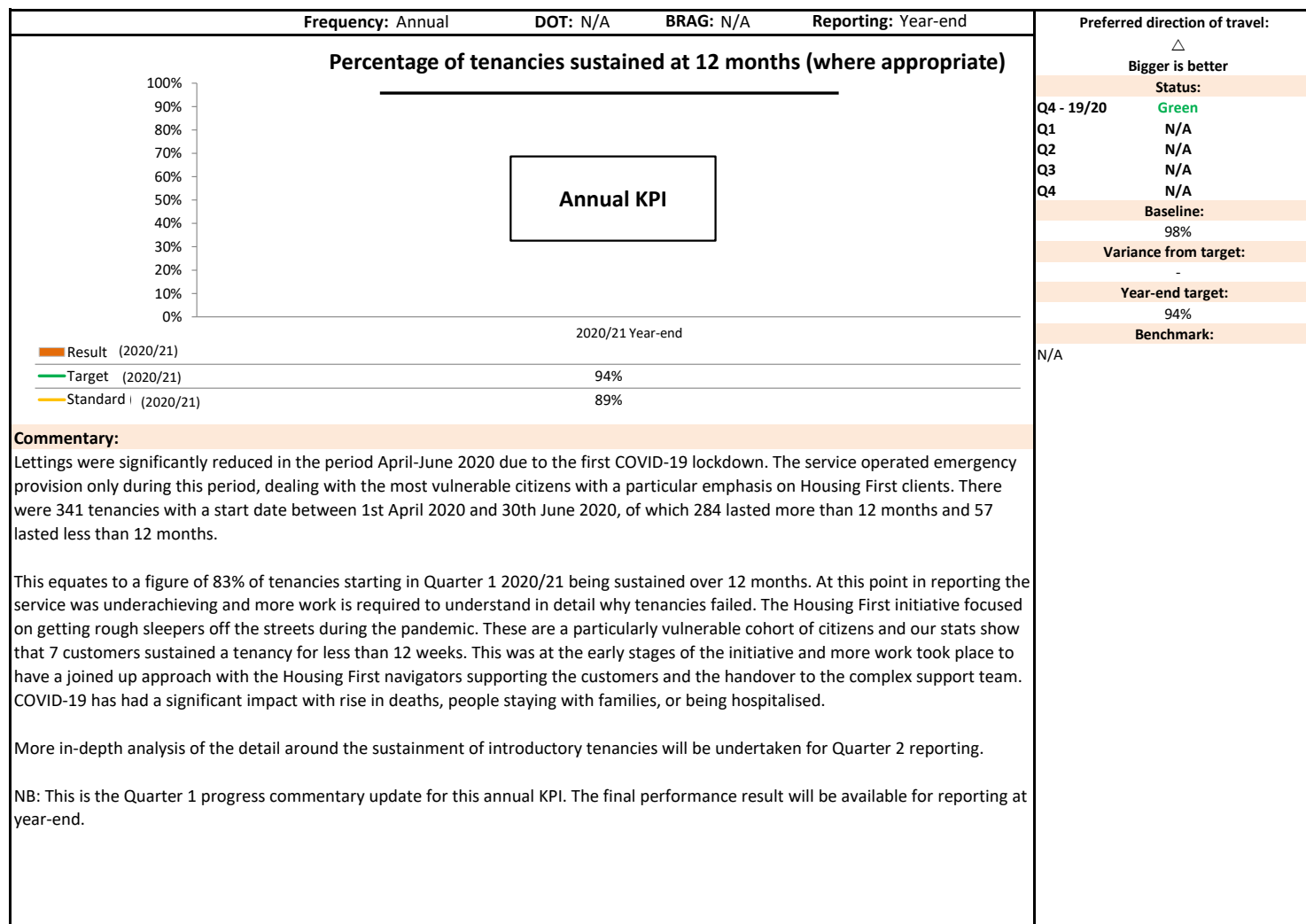
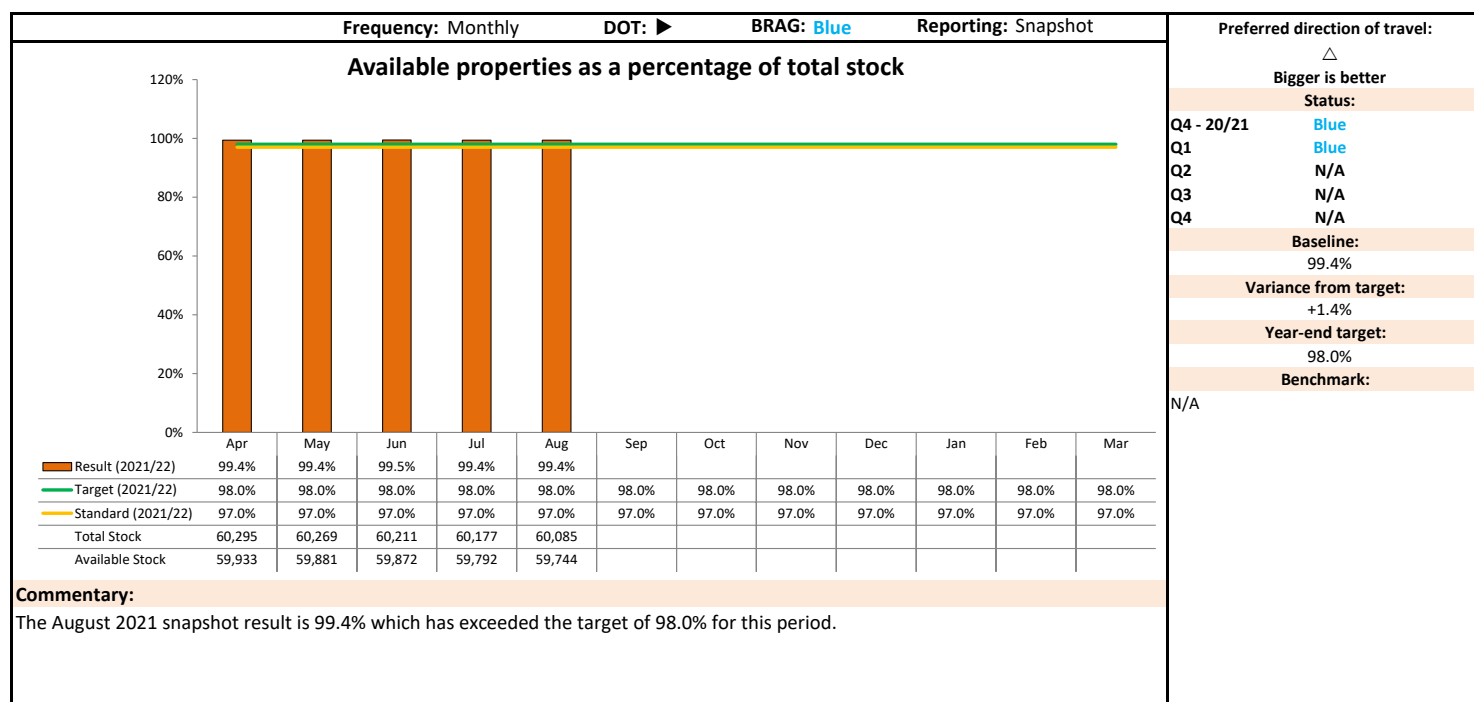
The performance is monitored by the service via daily overdue reports and monthly performance reports sent to ensure the contractors remain above the contractual target moving forward.

Breakdown per contractor area: Engie: 97.3%, Wates West Central: 93.6%, Wates East: 92.8%, Fortem: 96.0%.

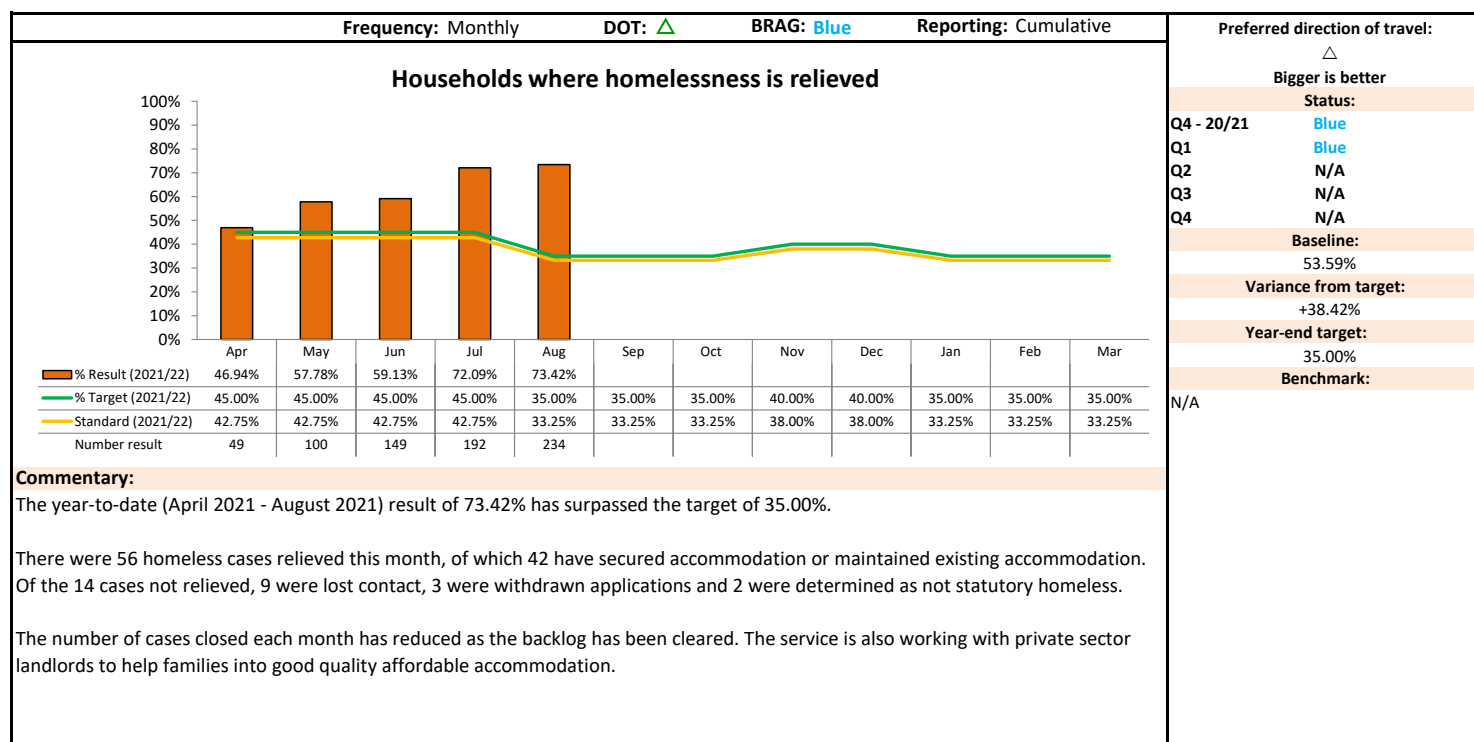
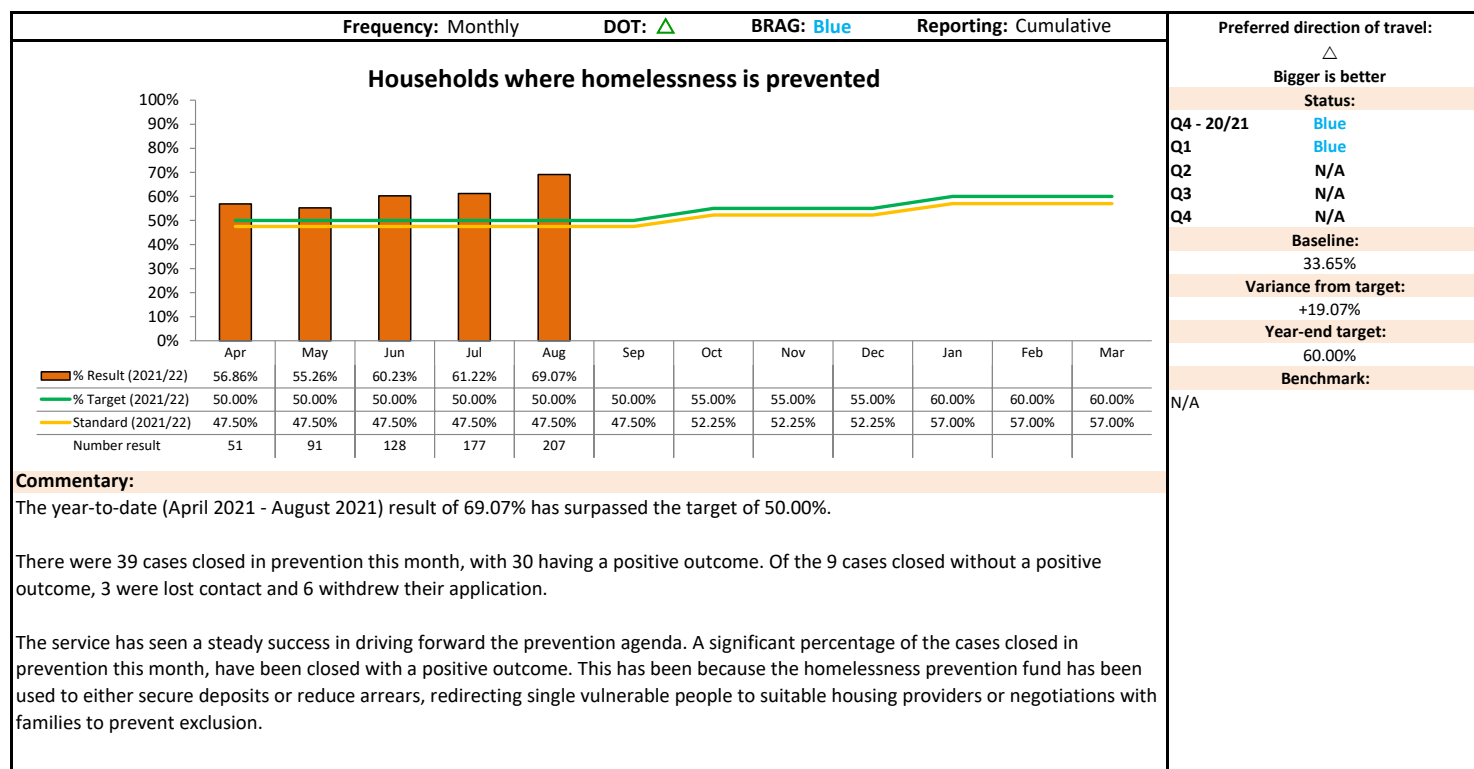
Performance Monitoring Report



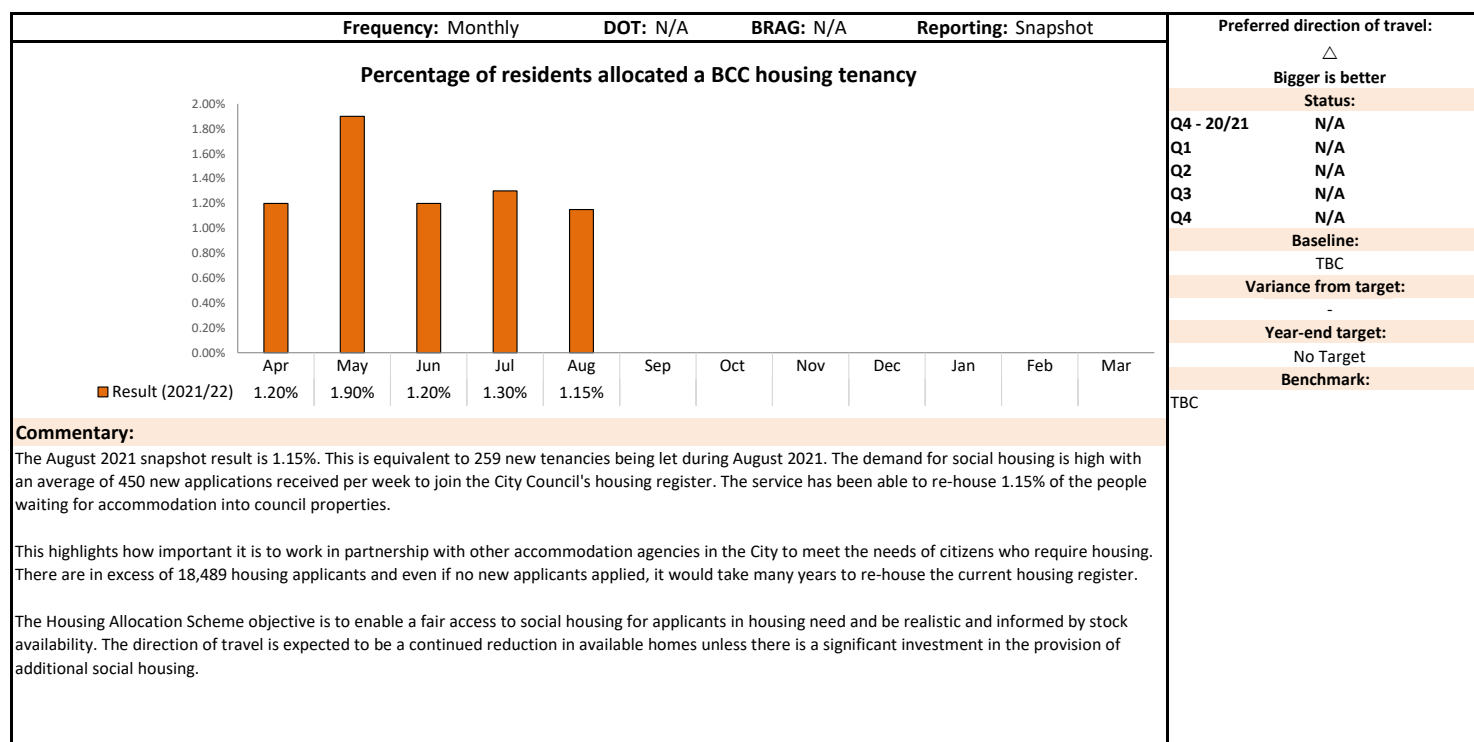
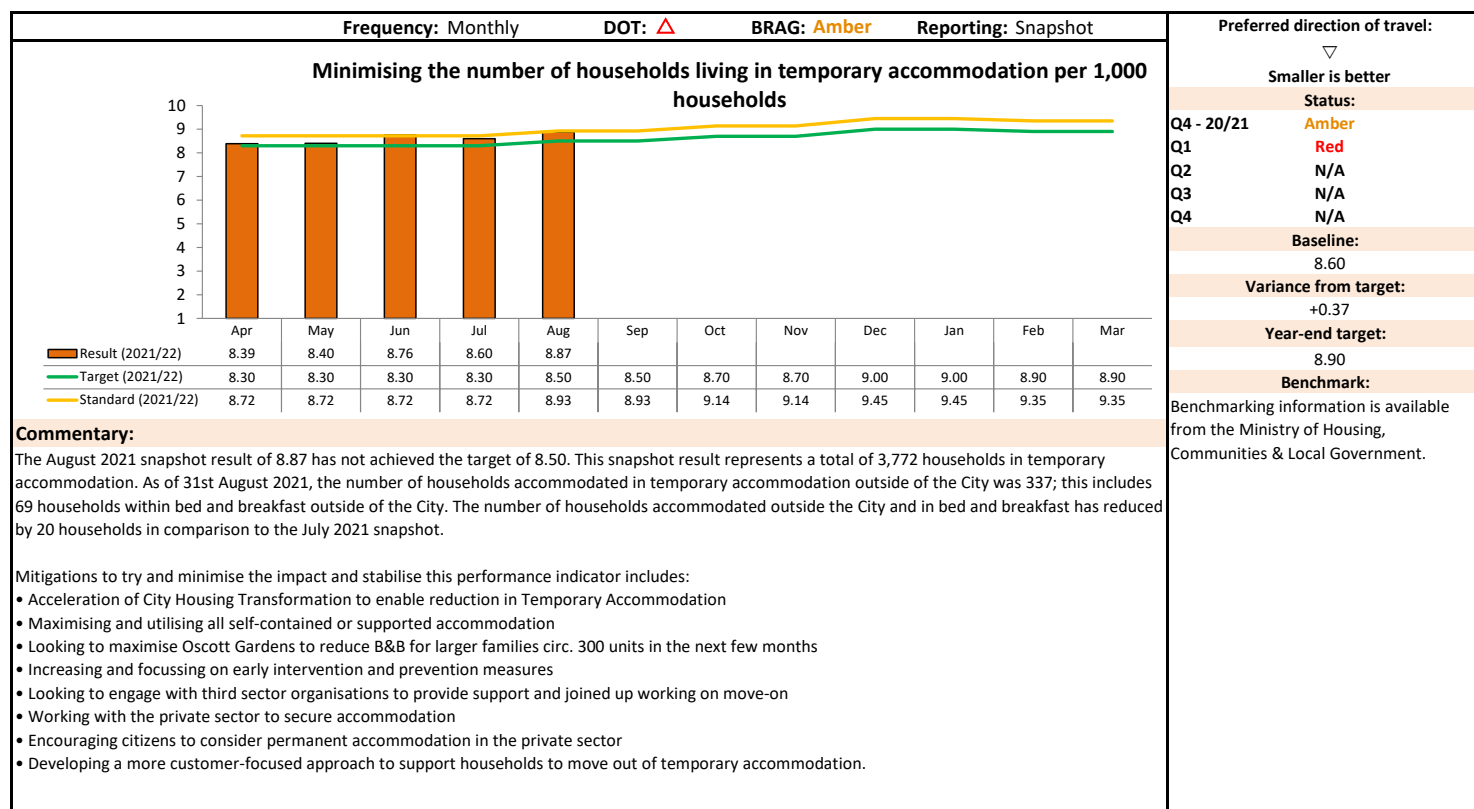
Performance Monitoring Report



Performance Monitoring Report



Performance Monitoring Report



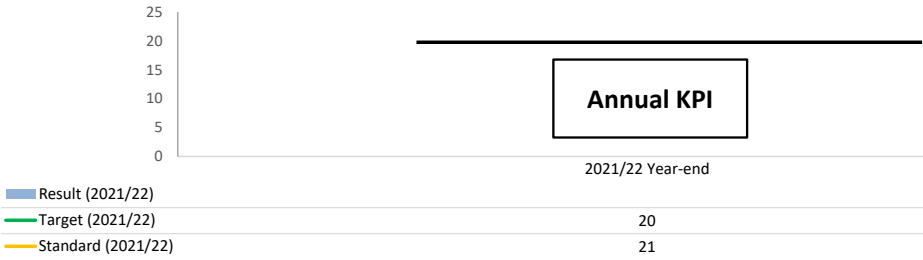
Performance Monitoring Report

Frequency: Monthly DOT: ▽ BRAG: Red Reporting: Cumulative													Preferred direction of travel: △ Bigger is better																																																					
Number of properties improved in the Private Rented Sector as a result of Local Authority intervention																																																																		
<table><tr><th></th><th>Apr</th><th>May</th><th>Jun</th><th>Jul</th><th>Aug</th><th>Sep</th><th>Oct</th><th>Nov</th><th>Dec</th><th>Jan</th><th>Feb</th><th>Mar</th></tr><tr><td>Result (2021/22)</td><td>45</td><td>53</td><td>72</td><td>80</td><td>88</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Target (2021/22)</td><td>21</td><td>43</td><td>65</td><td>87</td><td>109</td><td>131</td><td>153</td><td>175</td><td>197</td><td>219</td><td>241</td><td>263</td></tr><tr><td>Standard (2021/22)</td><td>20</td><td>41</td><td>62</td><td>83</td><td>104</td><td>124</td><td>145</td><td>166</td><td>187</td><td>208</td><td>229</td><td>250</td></tr></table>																Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Result (2021/22)	45	53	72	80	88								Target (2021/22)	21	43	65	87	109	131	153	175	197	219	241	263	Standard (2021/22)	20	41	62	83	104	124	145	166	187	208	229	250
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State of the City

Outcome 4: Birmingham is a great, clean and green city to live in

Frequency: Annual		DOT: N/A	BRAG: N/A	Reporting: Snapshot	Preferred direction of travel: ▽ Smaller is better
<p>Reducing the number of rough sleepers across the city</p>  <p>Result (2021/22): 20 Target (2021/22): 20 Standard (2021/22): 21</p>					<p>Status:</p> <p>Q4 - 20/21 Blue</p> <p>Q1 N/A</p> <p>Q2 N/A</p> <p>Q3 N/A</p> <p>Q4 N/A</p>
<p>Commentary:</p> <p>Performance for this annual KPI will be provided at year-end.</p>					<p>Baseline:</p> <p>52</p> <p>Variance from target:</p> <p>-</p> <p>Year-end target:</p> <p>20</p> <p>Benchmark:</p> <p>Benchmarking information for rough sleeping in England is available from the Ministry of Housing, Communities & Local Government website.</p>

Performance Monitoring Report

<p>City Operations Directorate</p> <p>Waste Management</p> <p>Performance Monitoring Report 2021/22</p>
Month 5 - August
Version 1.1

Performance Monitoring Process

The reporting framework is based on performance against targets, baseline figures, and benchmarking (where it is available).

This report includes Vital Signs KPIs which were approved at Cabinet on 10/11/2020.

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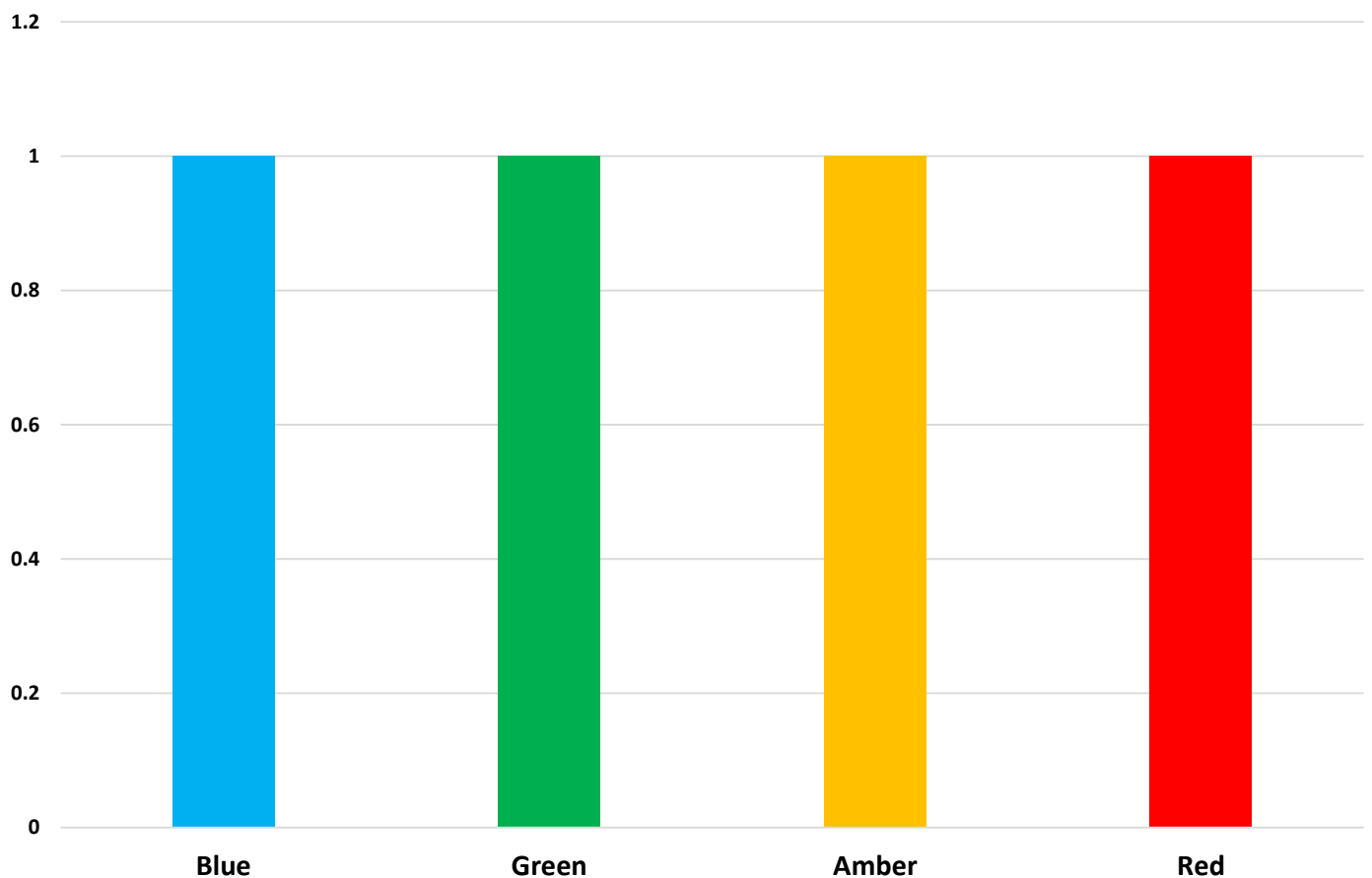
Performance Monitoring Report

Summary

Summary of Vital Signs KPI Performance by BRAG Rating

BRAG	Number	Percentage of total
Blue	1	25%
Green	1	25%
Amber	1	25%
Red	1	25%
Blue, Green, Amber, Red Total	4	100%
Other KPIs (no target, target TBC, or BRAG N/A)	0	-
Grand Total	4	-

Performance Based on BRAG Rating



Performance Monitoring Report

Exceptions Report and Contents Page

Overall performance by BRAG rating (commentary provided where KPI's BRAG rating is blue, amber or red)

Vital Signs

Street Scene and Parks Portfolio

Ref.	KPI	BRAG rating	Page
SSP01	Level of street cleanliness as assessed by the Land Audit Management System (LAMS)	Amber	5
<p>Exception Commentary:</p> <p>Quarter 1 commentary: KPI reported one month in arrears: The year-to-date (April 2021 – June 2021) result is 80.63%, which is below the target of 85.00%, but still within tolerance.</p> <p>The performance of this KPI has been impacted as the street cleaning service have been supporting the refuse collection services though the current COVID-19 pandemic, which has led to some slight changes in cleansing schedules as the work had to be triaged due to staff shortages. The number of reports of fly-tipping on the highway has also significantly increased across all areas of the City and when benchmarked with other councils and the Local Government Association, this has currently been recognised as a country-wide issue.</p> <p>Government restrictions caused by COVID-19 resulted in a suspension of Land Audit Management System (LAMS) data collection between April 2020 and July 2020, which meant performance data was unavailable during that time period. Due to the staff shortages as a result of COVID-19 restrictions, the trial was to use the local management teams to help with the LAMS surveys, which were substantively delivered through the Waste Prevention Team, but supported through additional depot resources.</p> <p>Now that the Government has announced its roadmap, Street Scene is moving back to normal operation. The City is adding to its street cleansing effectiveness by recruiting to a new initiative 'Love Your Streets'. These teams will be out working and enhancing the street cleansing activities by engaging with residents to tackle some of the problem areas within the City with the aim to make a positive difference to the street cleanliness.</p>			
Ref.	KPI	BRAG rating	Page
SSP02	Increased recycling, reuse, and green waste (both with and without bottom ash)	Green	5
Ref.	KPI	BRAG rating	Page
SSP03	Reported missed collections per 100k collections scheduled	Red	6
<p>Exception Commentary:</p> <p>KPI reported one month in arrears: The year-to-date (April 2021 - July 2021) result is 159 which has exceeded the target of 100. The in-month result for July 2021 was 230. There were 4,799 reported missed residual collections and 1,959 reported missed recycling collections in July 2021. The total amount of individual residual and recycling collections scheduled in July 2021 was 2.94 million.</p> <p>In July 2021, the service was subject to similar issues experienced by other organisations and businesses throughout the country. Unfortunately, there were a significant number of drivers and collection crews that were unable to work due to either contracting COVID-19 or being notified to self-isolate by Test and Trace. Whilst every effort was made to complete as many collections as possible, a number of rounds could not be completed which has resulted in a significant number of missed collections being received during the month.</p> <p>The service has completed a vehicle replacement program which has replaced part of the fleet with 20 new domestic recycling vehicles and 17 new domestic residual vehicles. It is believed that missed collections, which were the result of vehicle breakdowns, will be reduced now that new reliable vehicles have arrived into the fleet. The replacement programme will continue next year where a budget of £12M has been allocated and also £12M the following year.</p> <p>In late summer, the entire fleet will be fitted with technology that will assist further in reducing missed collections. This in-cab device will provide full details of the round for each crew at a property level, including details of which properties require assisted collections. It will also allow crews to make a record of whether each collection was made or if there was a problem such as contamination in the recycling bin. The system will be linked to the website and contact centre so that where crews record an issue with the collection, the citizen will be prevented from reporting the missed collection and given guidance regarding how to rectify the issue. Finally, the system will allow depot managers to monitor the real-time progress of crews. This allows action to be taken to ensure rounds are completed each day. We believe that the use of this device will reduce reported missed collections by up to 50%.</p> <p>The service is also looking at missed collections in relation to crew performance, and identifying repeat missed collections to improve service delivery.</p>			

Performance Monitoring Report

Exceptions Report and Contents Page

Ref.	KPI	BRAG rating	Page
SSP04	Percentage of waste presented to landfill	Blue	6
<p>Exception Commentary:</p> <p>KPI reported one month in arrears: The estimated year-to-date (April 2021 - July 2021) result is 8.65% which has surpassed the year-to-date target of 17.00%. The target profile was set to reflect the planned shutdown of the Tyseley Energy Recovery Facility (ERF) in June 2021. It was expected that in the later part of May 2021 some residual waste would be diverted from the Tyseley ERF to landfill in preparation for the planned shutdown. This did not happen, however the diversion of tonnage to landfill, was felt throughout the shutdown and throughout the recovery phase. The service will continue to minimise the use of landfill where possible. Tyseley ERF processed 29,582 tonnes of residual waste and a further estimated 1,800 tonnes of residual waste were diverted from landfill to alternate ERFs in July.</p> <p>This result was achieved against a background of continuing high levels of kerbside collected residual waste and an increase in residual waste being deposited at the Household Waste Recycling Centres. In July 2021, an estimated 3,078 tonnes of waste was sent to landfill, this included post-incineration fly-ash and small amounts of rejected recycling materials and asbestos. The amount of residual waste sent directly to landfill during this year's maintenance shutdown of the Tyseley ERF has been much lower than in previous years.</p> <p>In 2021-22, the service will continue to make best use of available alternate ERFs that endeavour to recycle their post-incineration ash output, reducing as far as possible the need for landfill.</p>			

Vital Signs

Street Scene and Parks

Frequency: Quarterly

DOT: ▽

BRAG: Amber

Reporting: Cumulative

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21 Amber

Q1 Amber

Q2 N/A

Q3 N/A

Q4 N/A

Baseline:

79.55%

Variance from target:

-4.37%

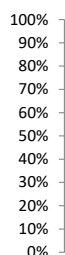
Year-end target:

85.00%

Benchmark:

Benchmarking is available every two months with those authorities who are part of the APSE – Land Audit Management System.

Level of street cleanliness as assessed by the Land Audit Management System (LAMS)



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative Result (2021/22)	79.73%	81.12%	80.63%									
In-month Result (2021/22)	79.73%	83.92%	79.18%									
Target (2021/22)	85.00%	85.00%	85.00%	85.00%	85.00%	85.00%	85.00%	85.00%	85.00%	85.00%	85.00%	85.00%
Standard (2021/22)	76.50%	76.50%	76.50%	76.50%	76.50%	76.50%	76.50%	76.50%	76.50%	76.50%	76.50%	76.50%

Commentary:

Quarter 1 commentary: KPI reported one month in arrears: The year-to-date (April 2021 – June 2021) result is 80.63%, which is below the target of 85.00%, but still within tolerance.

The performance of this KPI has been impacted as the street cleaning service have been supporting the refuse collection services though the current COVID-19 pandemic, which has led to some slight changes in cleansing schedules as the work had to be triaged due to staff shortages. The number of reports of fly-tipping on the highway has also significantly increased across all areas of the City and when benchmarked with other councils and the Local Government Association, this has currently been recognised as a country-wide issue.

Government restrictions caused by COVID-19 resulted in a suspension of Land Audit Management System (LAMS) data collection between April 2020 and July 2020, which meant performance data was unavailable during that time period. Due to the staff shortages as a result of COVID-19 restrictions, the trial was to use the local management teams to help with the LAMS surveys, which were substantively delivered through the Waste Prevention Team, but supported through additional depot resources.

Now that the Government has announced its roadmap, Street Scene is moving back to normal operation. The City is adding to its street cleansing effectiveness by recruiting to a new initiative 'Love Your Streets'. These teams will be out working and enhancing the street cleansing activities by engaging with residents to tackle some of the problem areas within the City with the aim to make a positive difference to the street cleanliness.

Frequency: Monthly

DOT: △

BRAG: Green

Reporting: Cumulative

Preferred direction of travel:

△

Bigger is better

Status:

Q4 - 20/21 Amber

Q1 Amber

Q2 N/A

Q3 N/A

Q4 N/A

Baseline:

38.51%

Variance from target

+0.53%

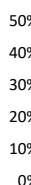
Year-end target:

40.00%

Benchmark:

This measure differs from the old N192 indicator, which is still reported by Defra, in that this measure includes all bottom ash from the Tyseley Energy Recovery Facility that is recycled not just the metals and is expressed as a percentage of municipal waste in line with other local authorities who produce bottom ash.

Increased recycling, reuse, and green waste (both with and without bottom ash)



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Actual Result (2021/22)	43.15%	41.13%										
Estimate Result (2021/22)	42.90%	41.09%	38.83%	39.53%								
Target (2021/22)	42.00%	41.00%	39.00%	39.00%	40.00%	40.00%	40.00%	40.00%	40.00%	40.00%	40.00%	40.00%
Standard (2021/22)	39.90%	38.95%	37.05%	37.05%	38.00%	38.00%	38.00%	38.00%	38.00%	38.00%	38.00%	38.00%
Actual 2021/22 Result (excluding Bottom Ash)	26.25%	25.04%										
Estimate 2021/22 Result (excluding Bottom Ash)	25.80%	24.67%	25.98%	26.07%								

Commentary:

KPI reported one month in arrears: The estimated year-to-date (April 2021 - July 2021) result is 39.53% which has achieved the year-to-date target of 39.00%. The target profile was set to reflect the planned shutdown of the Tyseley Energy Recovery Facility (ERF) in June 2021.

The estimated amount of waste disposed of year-to-date (April 2021 - July 2021) is 167,200 tonnes, of which, an estimated 66,100 tonnes were reused, recycled or composted.

The amount of residual waste and segregated recycling being deposited at the Household Recycling Centres has continued to increase month-on-month. This in alignment with normal seasonal trends, increases in spring and summer. However, the estimated year-to-date (April 2021 - July 2021) figures of 8,755 tonnes of residual and 14,195 tonnes of segregated recycling are a significant increase on April 2020 to July 2020 figures but still only around 61% down on the equivalent pre-COVID-19 (April 2019 to June 2019) levels.

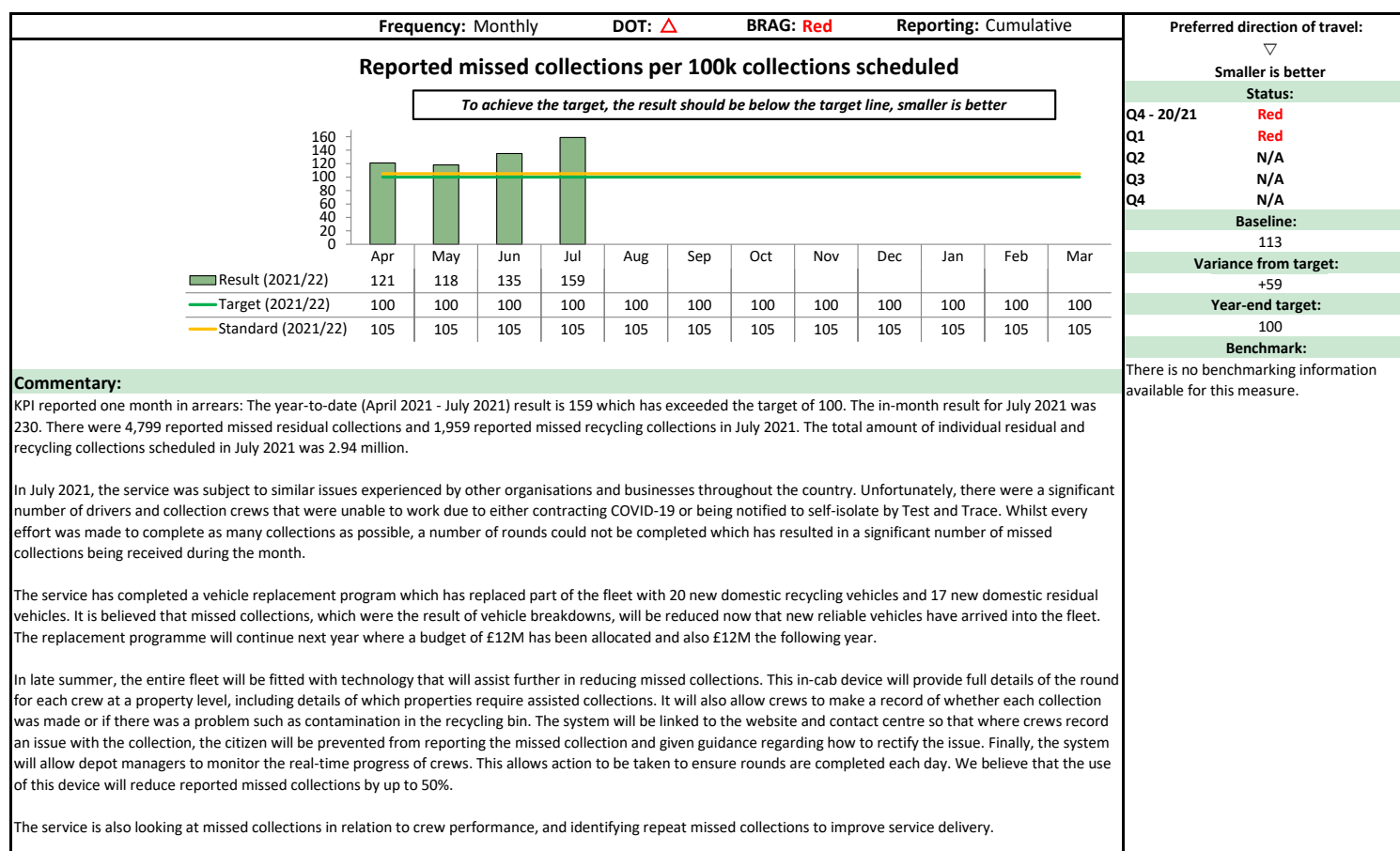
Kerbside collection tonnages, both residual and recycling remain higher than pre-COVID-19 levels but show an overall reduction of 2.2% compared to April 2020 to July 2020. COVID-19 and the related period of restrictions appears to have changed public behaviour (working from home, increased online shopping, etc.) in a way that impacts presentation of materials for collection by the service. It is not yet clear to what degree these changes will persist going forward.

The amount of residual waste processed in Tyseley Energy Recovery Facility (ERF) was 29,582 tonnes and the resulting pre and post incineration metals, and recycled bottom ash contributed positively to the recycling performance. An estimated 1,800 tonnes of residual waste were diverted to alternate ERFs in June.

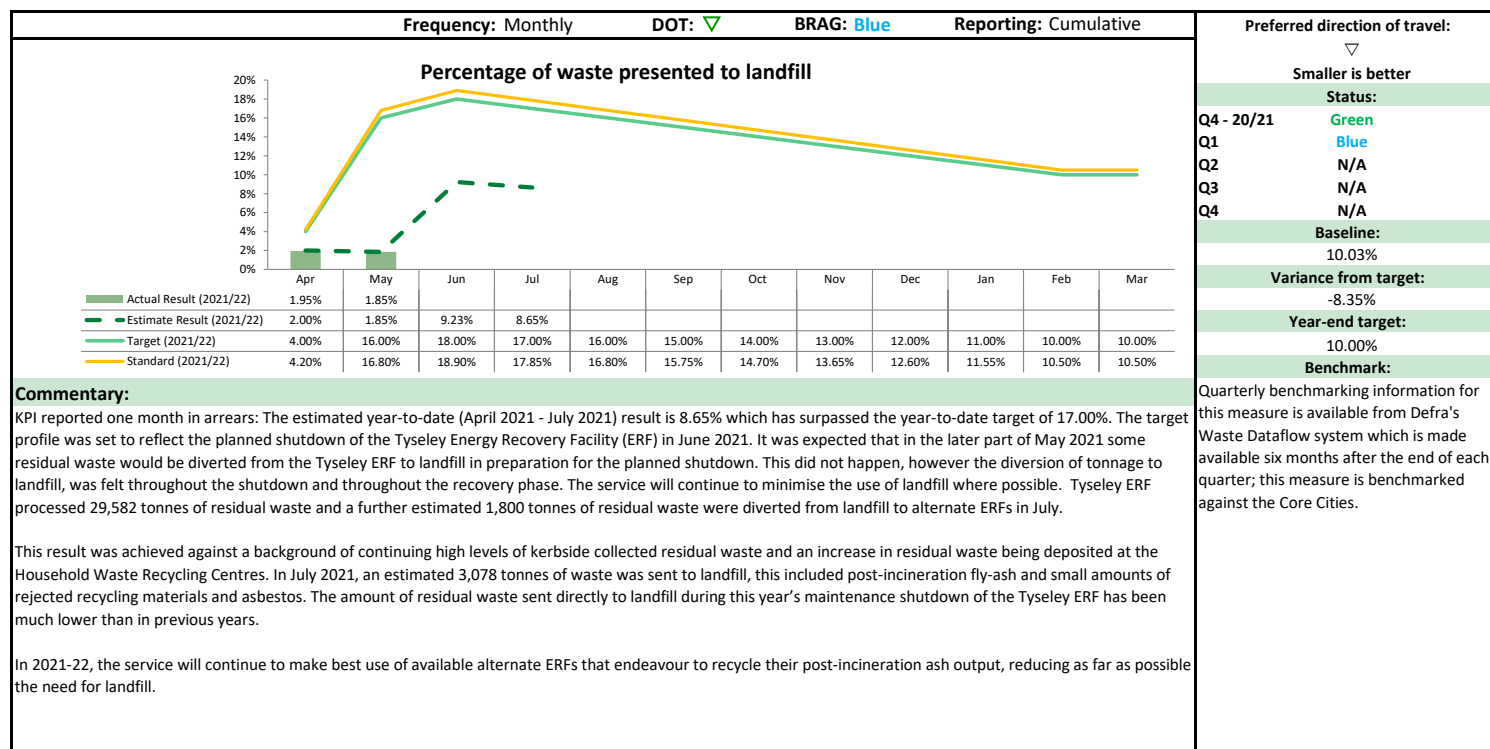
The estimated year-to-date (April 2021 - July 2021) recycling figure (excluding the bottom ash) is 26.07%.

In 2021-22, the service will continue to make best use of available alternate ERFs that endeavour to recycle their post-incineration ash output.

Performance Monitoring Report



Preferred direction of travel:	
▽	
Smaller is better	
Status:	
Q4 - 20/21	Red
Q1	Red
Q2	N/A
Q3	N/A
Q4	N/A
Baseline:	113
Variance from target:	+59
Year-end target:	100
Benchmark:	
There is no benchmarking information available for this measure.	



Preferred direction of travel:	
▽	
Smaller is better	
Status:	
Q4 - 20/21	Green
Q1	Blue
Q2	N/A
Q3	N/A
Q4	N/A
Baseline:	10.03%
Variance from target:	-8.35%
Year-end target:	10.00%
Benchmark:	
Quarterly benchmarking information for this measure is available from Defra's Waste Dataflow system which is made available six months after the end of each quarter; this measure is benchmarked against the Core Cities.	

Housing Repairs & Capital Investment Update

**Housing & Neighbourhoods
Overview & Scrutiny Committee
October 2021**

Fire & Building Safety

- Fire Safety Steering Group meeting regularly, includes WMFS
- Continue to review legislation and forthcoming reports ~ e.g. Hackitt, Building Safety Bill, Fire Safety Act etc
- Member of national MHCLG Early Adopters Group
- Update on Fire Safety in High Rise Residential Buildings report to Cabinet November 2021
- Sprinkler Installation Programme ~ due to complete this year
- Substantive programme of other Fire Safety Works to High Rise Blocks
- Building Safety Manager/Officer roles ~ Job Evaluation

Capital Investment Programme

- Huge demand & pressure on budget available
- £12.1m extra funding provided this financial year ~ approved at Cabinet July 2021
- Significant programme of other fire safety works to High Rise stock
- Also a substantial structural investment programme with emerging issues
- Commencement of LPS block structural programme ~ sign-off of proposed solution
- Additional funding e.g. LAD2 and through “Green Agenda”

Capital Investment Programme

Revised Capital Investment Programme 2021/22

Programme	Budget (£000's)
Adaptations	£4,000
Communal Decorations	£2,393
DDA/DDE	£1,000
Doors	£2,965
Electrical	£5,560
Environmental Works	£1,246
Fire Protection	£24,171
Gas	£4,077
Kitchens and Bathrooms	£5,715
Lamposts	£1,000
Legionella	£540
Lift Refurbishment	£1,500
Roofing	£1,996
Security - Concierge	£150
Sprinkler Programme	£4,400
Structural Investigations	£400
Structural Investment	£13,912
Windows	£3,253
Grand Total	£78,278

Repairs & Maintenance

- Engaging with contractors to maintain service levels, deliver on KPI's and achieve high level customer satisfaction
- Transition from lockdown restrictions to business as usual
- Ensuring delivery of annual Gas Servicing & Safety programme
- Evidence of increase in demand ~ higher repairs volumes compared to previous years, call volumes consistently above daily forecast
- Impact of current market conditions ~ materials and resource shortages and cost increases
- Addressing repairs element of void property turnaround

Contract Extensions & Procurement

- Contract extension discussion for final 2 years (April 2022-24):
 - North (Engie)
 - West / Central (Wates Living Space)
 - East (Wates Living Space)
- South Contract (Fortem) currently being re-procured:
 - Invitation To Tender ~ August 2021
 - Cabinet Award ~ December 2021
 - Mobilisation / Demobilisation ~ January 2022
- Development of 2024+ Commissioning Strategy

Briefing Note

To	Overview and Scrutiny Committee
Subject title	Void Performance Summary: Housing Management and Capital Investment
Date	30/09/2021
From	Natalie Smith – Acting Head of Housing Management Sarah Ager – Acting Head of Capital Investment and Repairs

Purpose

Overview and Scrutiny Committee requested an update in relation to the void performance.

Background

This report provides a summary of all aspects of the voids process(es) which impact on performance / turnaround times.

Current key performance indicators September 2021

- Total voids re-let - 208
- Average turnaround time excluding sheltered voids – 41 days
- Tenancy end date to Keys to Contractor – Minus 1.6 days
- Fit for let to tenancy start date (excluding Sheltered Voids) – 17 days

Moving Out (Prevacation)

The moving out process adds significant value to the voids process prior to receipt of keys and the key benefits of this process include:

- providing support to customers during the period of leaving their home, improving the customer journey which is extremely well received (particularly with the next of kin)
- reinforces customers' responsibilities to ensure properties are clear of rubbish / furniture and that gardens are maintained
- assists in reducing rechargeable items to customers and reduces financial debts

- provides very useful information to validate property information around adaptations and provides information to the contractors prior to receipt of keys to enable them to maximise the notice period
- a key collection service is provided to customers who are unable / struggling to return keys

The Moving Out Service is fully operational on the South of the City and recruitment interviews for 2 x Grade 3 Officers have been completed which will enable the expansion of the moving out service to the East, Central West and North.

The Voids Teams are working closely with a Government initiative to address furniture poverty and a report was recently submitted seeking approval to commence a furniture pilot for the South to further enhance recycling of furniture to support vulnerable customers and promote tenancy sustainability.

Moving Out does impact positively to enhance the quality of a void at handover. This not only assists in reducing repair times, but it also provides significant benefits to customers.

Keys to Contractor

The target to hand keys over to the contractors is 1 day. Performance is consistently ahead on this target currently minus 1.6 days (April to Sept minus 2.4 days). The introduction of key collections has positively impacted upon the flow of keys to the contractors. The challenge is to broaden and implement this service for the North / West / East to model best practice currently for the South (the appointment of 2 additional Grade 3s to work on the North/ West / East will facilitate in extending the moving out service and key collections).

Advertising a void

The present advert cycle runs from Thursday to Monday and all void keys received on a Thursday / Friday / Monday / Tuesday / Wednesday are advertised in the next cycle. There are no limits on void numbers to be advertised (the period by which we can return to the advert for further shortlists was recently extended from 28 days to 56 days) – voids are shortlisted on expiry of the advert from Tuesday through to Fridays.

Consideration may be given to reduce the advert cycle from Thursday – Monday to Thursday to Sunday taking 1 day off the advert cycle (this work and a report outlining benefits and positive impacts on shortlisting and void turnaround time is underway).

Readily available properties (RAPs) may be advertised on any day and adverts may be closed based on demand. (RAPs in the main are sheltered properties and mostly high rise sheltered schemes).

The potential of de-designation (including wider impacts) to some sheltered schemes is underway to general needs accommodation.

Shortlisting / Take to view

Two customers are presently shortlisted for each void and take to views are arranged at fit for letting (FFL) with one household invited to viewing. Customers are much happier to view at property at FFL when they can assess the finished product rather than during the repair period. This provides a much-improved customer journey and where new kitchens / bathrooms are being fitted during the repairs period this does improve the marketability of the property and improves customer satisfaction.

In the event that a property is refused, the local voids team are able to contact bid position 2 to arrange a further viewing within 24/48 hours (in reviewing the risk assessment on this it was determined that to invite two households to a viewing would significantly affect the ability to maintain / control safe working practices – this remains under review) . 86% of properties are re-let at the 1st viewing and whilst the risk assessment remains under review, the significant benefits to customers viewing the property after repairs are completed, remains a driving force.

Should the void be refused by both bid position 1 and 2 then there is an agreement with the Allocations Team to re-shortlist within 24 hours.

Fit for Let (FFL) to Tenancy Start Date (TSD)

During September 208 voids have been re-let (176 none sheltered voids)

Average FFL to TSD is 17 days

- 179 voids were let with 1 viewing (86%)
- 19 voids were let with 2 viewings (9%)
- 8 voids were let with 3 viewings (4%)
- 1 void was let with 4 viewings
- 1 void with 8 viewings

Target is to achieve 10 working days between FFL to TSD

For September FFL to TSD on voids re-let at 1st viewing was 14 days

Factors impacting on FFL to TSD include;

- Ability to re-let within 1 viewing
- Target is to arrange a take to view (TTV) is within 48 hours of FFL (the recruitment of 2 x additional grade 3 Visiting Officers will increase capacity to complete TTV for the North / West and East areas)
- Allocations to re-shortlist at FFL within 24 hours

Lettings

Following a positive outcome from viewing then a letting is arranged within 24 working hours – a recent review around increasing capacity for lettings was completed and there are currently no delays to report on next day lettings.

A review is underway to consider next day tenancy start dates, currently a tenancy start date is effective from a Monday. Letting to TSD is affected by a Monday TSD (next day TSD could potentially reduce FFL to TSD by up to 3 days).

Void Standard

There is an agreed void standard (Birmingham Empty Property Repairs Standard – BEPRS) that the contractors work to. A planned review of the standard is arranged for later this year with input from all Stakeholders.

Repairs Performance

Void repair performance has been behind target for a significant period time. The contractual targets were not being met and this was having an impact on the overall void turnaround time. Workshops were carried out with all contractors to identify blockages and seek solutions.

In July 2021 a void pilot was introduced, with new contractual targets and increased financial penalties reflecting the actual costs incurred by BCC each days the property is void. This was under the premise of an Early Warning Notice, advising that if performance does not improve a month after the end of the pilot, rectification notices will be issued where work can be taken off the contractor at cost plus.

This pilot gave the contractors the following targets to completing the void works:

Normal voids: 13 calendar days

Major works 1 (1 capital item): 13 calendar days

Major works 2 (2 capital items): 13 calendar days

Major works 3 (3 capital items): 20 calendar days

September achievements in contractual calendar days are as follows:

Contractor	Normal	MWV 1	MWV 2	MWV 3
Engie: Days	9.8	11.5	N/A	20
Wates East: Days	25.2	42.43	81	115
Wates West: Days	20.12	51.93	N/A	62
Fortem Days	9.8	17.05	22.35	31.67

City Average	16.23	30.72	51.67	57.16
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There have been demonstrable improvements in performance in two contract areas since issuing the Early Warning Notice as well as BCC working collaboratively with the contractors and scrutinising performance, however one of the contractors is yet to demonstrate any improvement.

The pilot came to an end on 1st October 2021 and as per the contractual early warning process we have entered a one-month period of transition, whilst the new targets and penalties are embedded with the contractors. After this time, where performance has not improved, the contract will be utilised to issue rectification notices, with the potential to take work off the failing contractors.

Key Actions

- Continue to monitor contractor performance and follow the contractual process
- Housing Transformation review to look at end to end process and customer journey
- Extend moving out service to the North / East / West to model moving out service provided on the South (waiting for the appt / start date of the grade 3)
- Monitor action plan on improving FFL to TSD (main focus on 1st time lets), develop a report on any day TSDs
- Wider work to review RAP to bring low demand accommodation into general needs and reduce pressures on TA / B&B
- Review the void standard

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Natalie Smith: natalie.p.smith@birmingham.gov.uk

Housing and Neighbourhoods O&S Committee

Presentation regarding Tenant Engagement Review



Tenant Engagement Review

- As a follow up to the presentation in April we can confirm that a review of all tenant engagement activities has been commissioned
- Procurement was completed in June 2021 and the successful organisation was TPAS (Tenant Participation Advisory Service) who are the leading authority on engagement with tenants
- The review concentrates on the following key areas:-
 - Governance and Transparency
 - Scrutiny
 - Business and Strategy
 - Complaints
 - Information and Communication
 - Resources for Engagement
 - Community and Wider EngagementThe attached specification provides more detail.

Tenant Engagement Review

- Throughout August 2021 Emma Flynn from TPAS completed a desk top review looking at documentation linked to how we engage with tenants. This included minutes of CHLB and HLB meetings, constitutions of the recognised groups, documents available on our website, published performance information, team structures and job descriptions, complaints statistics, tenant training records
- In September 2021 Emma then held meetings with the following groups:-
 - Involved (HLB members) and Uninvolved Tenants, and representatives from TMOs and Tenant Halls
 - Senior Management within City Housing including the Managing Director and Assistant Director
 - Managers and employees from Housing Management (with an emphasis on resident involvement and estate based teams), Repairs, Rents, Housing Development and the Contact Centre
 - Each of the 3 Repairs Contractors
- A survey was also issued to a representative sample of tenants and employees to seek a wide cross section of views

Next Steps

- TPAS are now evaluating all of the evidence from the paper based exercise, workshops and surveys
- A report of the findings, with recommendations, will be prepared for November 2021, which will then be discussed, evaluated and communicated more widely
- An action plan will then be developed, with timescales, to respond to the recommendations within the report
- The development and completion of actions plans will involve key stakeholders



Specification of External Review of Tenant Engagement

This review will encompass all tenant engagement activities across housing functions within Birmingham City Council. These services are spread across several directorates therefore there will be a requirement to interview a range of service leads.

The review also needs to compare current activities with the requirements set out in the Social Housing White Paper and tenant engagement elements in the Building Safety Bill. A measurement against best practice implemented by other similar service providers is essential. To complete this large-scale evaluation the following areas will need to be reviewed and an improvement plan developed where there are gaps in service provision: -

- **Governance and Transparency**

- There is a clearly defined and agreed role for tenants in governance arrangements
- There are clear, widely publicised routes for tenants to hold Birmingham City Council (BCC) to account on standards of service delivery, strategy, performance and decision making
- There is an environment of mutual respect between BCC and its tenants, with steps taken to identify and tackle negative stereotyping
- BCC regularly shares publicly how it uses the learning from tenant engagement, as well as its data, to improve the services it provides
- BCC provides regular assurance to its residents how it keeps them safe in their homes and how it meets the regulatory and legal requirements
- BCC engages with tenants to produce an appropriate and meaningful Annual Report which includes satisfaction measures, performance standards, how income is being spent, complaints, impact from resident engagement and comparisons of the organisational wage structure and management costs
- There is consistent sharing of information with all stakeholders including risks faced by BCC, the person responsible for managing those risks, and how it plans to deal with areas of concern
- BCC consults with tenants on the best way to involve them in the governance and scrutiny of the housing service
- Clear information is published on roles and responsibilities of senior staff, including the named persons responsible for ensuring BCC meets standards set by the Regulator of Social Housing.

- **Scrutiny**

- Tenant scrutiny activities need to be independent, inclusive, positive, constructive and purposeful
- A scrutiny model needs to be in place which has been designed and agreed with tenants. The process needs to include a clear governance framework, which measures the service delivery operations of BCC
- BCC values tenant scrutiny as a critical friend from an independent resident-led perspective
- The scrutiny framework provides an evidence-based action plan, designed to improve services, increase efficiency and provide robust assessment of performance
- Scrutiny activity is provided with the financial and administrative support it needs to carry out its core functions
- Scrutiny is completed for all relevant housing functions to measure performance against regulatory, legal & benchmarking standards

- Scrutiny has strong links with the other organisational engagement structures and the wider resident base in order to support its overall aims

- **Business and Strategy**

- Tenants are meaningfully engaged in the co-creation, monitoring and review of the BCC's engagement strategy to make sure it delivers clear impact and provides value for money
- Tenants are meaningfully engaged in the development, monitoring and review of BCC's policies, budget and strategic development as well as any local offers for service delivery
- Tenants and staff are clear of the purpose and intended outcomes of all engagement activities
- The organisation has a clear and publicly stated plan for engaging tenants in its health & safety responsibilities and makes clear those responsible for compliance
- There is an agreed timeframe to ensure that all engagement activities provide enough time to hear and consider resident views
- There is a clear and consistent method for reporting back to tenants how their views have been considered in all engagement activities
- Tenants are consulted in a timely and effective manner on any significant change in the management arrangements within BCC

- **Complaints**

- BCC has a clear, accessible and continuously publicised complaints policy designed with tenants, that shows the definition of a complaint, how to complain, key timescales, routes for redress, how to access help and support and who has responsibility for the complaints process
- BCC ensures information on the Housing Ombudsman is readily available for all tenants and provides assurance of its compliance with the complaints handling code
- Complaints are encouraged as opportunities to listen, learn and influence change, with a culture that assures that speaking out will not bring negative consequences
- Tenants are engaged in the continuous learning and development from complaints, with all improvements widely publicised to residents and staff
- Complaints, including those determined by the Housing Ombudsman, are documented, communicated and publicised to stakeholders
- Tenants are engaged in reviewing complaint handling policies and procedures to include self-assessment against the Housing Ombudsman's Complaint Handling Code
- BCC encourages resident involvement in complaint handling through the formation of resident panels.

- **Information and Communication**

- Information is provided to all recognised panels and involved tenants, in an agreed format and timeframe, to allow them to monitor performance and hold their BCC to account on how key organisational objectives are being met
- BCC has electronic tools in place to share information with tenants in a quick, efficient and cost-effective way
- All information provided to tenants is clear and understandable, using an inclusive range of methods and in a format to suit the intended recipient
- In any ad-hoc or specifically focussed engagement activity, information is provided in an agreed timeframe before any activity takes place
- The BCC website holds easy to find and useful information on areas such as governance, compliance, how to get involved, management, repairs, complaints, performance and the impact made from its tenant engagement activities

- BCC provides an accessible route for tenants to request information relating to the activities of their landlord. This should be widely publicised to reflect its tenant profile
- BCC regularly distributes to its tenants up to date information including performance against set targets and emerging organisational challenges as well as topics of community and national interest. The frequency, content and methods of distribution will be agreed between BCC and its tenants residents

- **Resources for Engagement**

- BCC provides sufficient resources to deliver effective engagement and tenants have the opportunity to influence the decision about the resources made available
- There is an appropriate system in place for recognition and reimbursement of the time given by tenants for engagement activities
- Involved tenants are offered timely advice, relevant training and effective mentoring
- BCC and its involved tenants independently network to gather best practice in engagement and increase their awareness of the wider housing sector challenges
- All employees within BCC's housing service can describe the benefits tenant engagement brings to the organisation, its tenants and the wider community and understand how their role can enhance the BCC's ability to hear the tenant's voice.

- **Community and Wider Engagement**

- There is a menu of engagement opportunities that is reflective of the tenants profile, responds to the different needs in relation to equality strands and any additional support, which can be evidenced in the delivery of their services, engagement activities and communications to promote widespread engagement
- BCC provides opportunities for its tenants to engage in emerging social housing sector policy consultations and responses
- Where regeneration by the Birmingham Municipal Housing Trust or planned major works are planned to take place, tenants will be fully informed and from the start are part of the project planning, delivery and monitoring
- There is a clear approach to promoting and supporting community action and evidence that tenants are aware of Right to Manage opportunities
- There is clear evidence of joint working between engagement services across BCC to meet the needs and aspirations of tenants
- Tenants are supported in making the best use of green spaces and parks in their ward to realise health benefits of exercise, fresh air and community activities

The criteria within this specification is based on the TPAS National Tenant Engagement Standards 3rd Edition (2021).



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

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

1 Terms of Reference

To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning housing; waste management; neighbourhood management; parks and allotments; localisation; bereavement services and community safety.

This Committee shall be the Crime and Disorder Committee (Police and Justice Act 2006).

2 Meeting Schedule

Date	Item	Officer Contact / Attendees
17 June 2021 1400 hours Deadline for reports: 8 June	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit
	Work Programme Discussion	Emma Williamson/Jayne Bowles, Scrutiny Office
8 July 2021 1400 hours Deadline for reports: 29 June	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
	Progress Report on Implementation: Reducing Fly-tipping Street Litter Bins	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene



23 September 2021 1400 hours Deadline for reports: 14 September	Cabinet Member for Homes and Neighbourhoods	Marcia Wynter, Cabinet Support Officer
	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit
14 October 2021 1400 hours Deadline for reports: 5 October	Housing Repairs and Capital Investment Voids (process and turnaround times) Tenant Engagement Review	Julie Griffin, Managing Director of City Housing/John Jamieson, AD of City Housing Management/Louise Fletcher, Senior Service Manager
	Performance Monitoring	Mira Gola, Head of Business Improvement and Support
11 November 2021 1400 hours Deadline for reports: 2 November	Annual Report of the Birmingham Community Safety Partnership (to include update on PSPOs)	Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience
	CCTV Policy <i>TBC</i>	Marcia Wynter, Cabinet Support Officer
	Begging (numbers, causes and effects)	Marcia Wynter, Cabinet Support Officer/Waqar Ahmed, AD, Community Safety and Resilience
	Progress Report on Implementation: Reducing Fly-tipping	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene
16 December 2021 1400 hours Deadline for reports: 7 December	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit
	Bereavement Services	Paul Lankester, AD, Regulation and Enforcement
	Resourcing of the PRS Team (Recruitment and Apprenticeship Scheme)	Paul Lankester, AD, Regulation and Enforcement
27 January 2022 1400 hours Deadline for reports: 18 January	Performance Monitoring	Mira Gola, Head of Business Improvement and Support



17 February 2022 1400 hours Deadline for reports: 8 February	Progress Report on Implementation: Reducing Fly-tipping	Jon Lawton, Cabinet Support Officer/Darren Share, AD, Street Scene
10 March 2022 1400 hours Deadline for reports: 1 March	Localisation Update	Chris Jordan, AD, Neighbourhoods/Karen Cheney, Head of Service, Neighbourhood Development and Support Unit
14 April 2022 1400 hours Deadline for reports: 5 April	Performance Monitoring	Mira Gola, Head of Business Improvement and Support

3 Items to be programmed

- 3.1 Housing Options Update
- 3.2 Update on Tower Blocks

4 Outstanding Tracking

Inquiry	Outstanding Recommendations
Reducing Fly-tipping	R01 and R05 (Regular updates to be scheduled on progress with activity in relation to all of the recommendations)

5 Other Meetings

Inquiry: Developing a Litter Bins Policy

23 September: Informal scoping session

Call in Meetings

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled



It is suggested that the Committee approves Thursday at 2.00pm as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.

6 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Housing and Neighbourhoods O&S Committee's remit.

Cabinet Member for Homes and Neighbourhoods		
008858/2021	Working with the Private Sector to Deliver Housing Growth	09 Nov 21
008859/2021	Building Birmingham – Long Nuke Road Development	09 Nov 21
009232/2021	Update on Fire Safety in High Rise Buildings 2021 – Council Stock	09 Nov 21
008759/2021	Working in Partnership with the Alderson Trust	14 Dec 21
008915/2021	Druids Heath Regeneration	14 Dec 21
009088/2021	Using Off-site Manufacture to Accelerate Housing Delivery	14 Dec 21
009245/2021	Building New Homes at Langley	14 Dec 21
009258/2021	Private Sector Housing Strategy	14 Dec 21
009213/2021	BMHT Dawberry Fields Road, Passivhaus Development	18 Jan 22
Cabinet Member for Street Scene and Parks		
007349/2020	Waste Vehicle Replacement Programme	14 Dec 21
Leader		
009281/2021	Adoption of Perry Barr 2040: A Vision for Legacy Masterplan and endorsement of the Perry Barr 2040 Delivery Plan	14 Dec 21