

# **BIRMINGHAM CITY COUNCIL**

## **CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE**

**FRIDAY, 14 OCTOBER 2022 AT 10:00 HOURS**  
**IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA**  
**SQUARE, BIRMINGHAM, B1 1BB**

### **A G E N D A**

**1     NOTICE OF RECORDING/WEBCAST (10.00)**

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](http://www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

**2     APOLOGIES**

To receive any apologies.

**3     DECLARATIONS OF INTERESTS**

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

**3 - 16**

**4     ACTION NOTES – 23 SEPTEMBER 2022 AND ACTION TRACKER**

To confirm the Action Notes from the meeting held on 23 September 2022 and review actions from previous meetings.

**17 - 28**

**5     TRAILBLAZER DEVOLUTION DEAL (10.10 – 10.45)**

To receive a report from the Deputy Leader on the development of the Devolution Deal and the implications for Birmingham.

**29 - 44**

**6     DEPUTY LEADER'S PORTFOLIO PRIORITIES (10.45 – 11.20) (TO FOLLOW)**

Cllr. Brigid Jones, Deputy Leader to attend.

**45 - 54**

7 **CUSTOMER SERVICES PROGRAMME TASK AND FINISH GROUP  
UPDATE (11.20 – 11.35) (TO FOLLOW)**

To receive an update report from the Chair of the Customer Services Programme Task and Finish Group.

**55 - 152**

8 **SCRUTINY WORK PROGRAMME 2022/23 (11.35 – 11.45)**

To review the Co-ordinating Overview and Scrutiny Committee work programme and receive updates on the work programmes for the other 7 Overview and Scrutiny Committee and the Scrutiny Inquiries.

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 **DATE AND TIME OF NEXT MEETING**

To note the date of the next meeting is scheduled for 18 November 2022 at 10.00am

12 **AUTHORITY TO CHAIR AND OFFICERS (12.00)**

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

### CO-ORDINATING O&S COMMITTEE – PUBLIC MEETING

**14.45 hours on Friday, 23 September 2022, Committee Rooms 3 & 4,**

**Council House, Victoria Square, Birmingham B1 1BB**

#### **Action Notes**

##### **Present:**

Councillor Albert Bore (Chair)

Councillors: Deidre Alden, Roger Harmer, Mohammed Idrees, Kerry Jenkins, Chaman Lal, Ewan Mackey, Saima Suleman, Alex Yip

##### **Also Present:**

Wendy Griffiths, Assistant Director Customer Complaints and Business Support

Richard Brookes, Director of Strategy, Equality and Partnerships

Darren Hockaday, Director Human Resources and Organisation Development

Guy Chaundy, Housing Modernisation and Partnership Manager

Mike Davis, Head of Service, Neighbourhood Advice and Information

Lisa Taylor, Head of City Finance

Jonathan Woodward, Head of Revenues, Digital and Customer Services

Christian Scade, Interim Head of Scrutiny and Committee Services

Fiona Bottrill, Senior Overview and Scrutiny Manager

#### **1. NOTICE OF RECORDING/WEBCAST**

The Chair advised that this meeting would be webcast for live or subsequent broadcast via the Council's Internet site ([www.youtube.com/channel/UCT2kT7ZRPFCXq6\\_5dnVnYlw](http://www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw)) and that members of the press/public may record and take photographs except where there were confidential or exempt items.

#### **2. APOLOGIES**

Apologies were submitted on behalf of Cllr. Akhlaq Ahmed and Cllr. Mick Brown.

#### **3. DECLARATION OF INTERESTS**

None declared.

#### **4. ACTION NOTES**

The Chair informed the Committee that following the discussion at the July meeting regarding Domestic Abuse it had been agreed with the relevant Committee Chairs that the issue would be considered as a cross cutting issue in the Co-ordinating Overview and Scrutiny Committee work programme. It was proposed by Cllr. Jenkins that Cllr. Yip take this work forward.

##### **RESOLVED:**

- The action notes of the formal meeting held on 8<sup>th</sup> July 2022 were agreed.
- The issue of Domestic Abuse to be included in the work programme for Co-ordinating Overview and Scrutiny Committee and Cllr. Yip to meet with the Scrutiny Team to take this work forward.

#### **5. CUSTOMER SERVICES PROGRAMME AND COMPLAINTS UPDATE**

The Chair introduced the item explaining that he had met with the Assistant Director, Customer Services and Business Support, to ensure the report provided the detail needed by the Committee. He highlighted that the report identified issues that will be familiar to members and the purpose was to understand how this work will progress to the second phase.

The Assistant Director, Customer Services and Business Support explained that the aim of the programme is to drive up Customer standards for council services. This is broader than the services provided by the contact centre which provides 25 services. The Council provides over 1,200 services and all services should focus on customer services. The initial budget of £1.6million to focus on key priority areas Housing (repairs, applications and ASB), Waste (garden waste renewal, replacement and missed bins), Highways (repairs, fly tipping, report pavements, Revenues & Benefits (benefit entitlements), Education & Skills (school admissions, child bus pass), Bereavement Services (register a death).

The principles of the Digital Strategy were instrumental to informing the approach of the Customer Service Programme. The Customer Services Strategy sets out a number of commitments which sets out that customers should be serviced in a way they wish to be served through their channel of choice. The process for the Customer Services programme is to fix the basics, set the standards and then raise the standard with the aim to manage services that provide great customer service and best efficiency. The 'gold standard' for customer services has been set out pictorially to communicate it clearly. Common themes that have been identified are: Communication, transparency in decision making, council services being proactive, treating customer empathetically. For each service included in the programme where there is an end to end review, recommendations. Improving customer services will involve technology, telephony and, customer standards and managing services to get the best efficiency and involve fundamental service change based on data and customer intelligence.

Based on what has been identified in the high volume services, the areas of improvement for phase 2 of the programme are culture change, review of web content to enable all customers to navigate and self-serve on line. The website needs to be accessible from a disability, race and gender equality perspective. A Customer Panel has been established to give customers a voice.

It was highlighted that the Customer Services Programme is 7 months into a 12 month funded programme and the achievements have been a refreshed strategy and customer services charter, 166 outdated PDFs have been cleared from the website, increasing the number of services accessed through the Brum Account, home to school transport has been migrated to the Customer Contact Centre, and culture change workshops. The report set out the scope for the next 3-5 years. The Committee were asked to consider if the priorities for the future work was correct.

In relation to complaints the Assistant Director, Customer Services and Business Support set out that in response to the Scrutiny recommendations it was found that Birmingham has a higher rate of complaints compared to other large authorities, complaints were managed through 3 different systems and there was not enough capacity to respond to complaints, there was no clear process or definition of a complaint or enquiry and no vexatious complaint policy. Investment of £1.2 million was agreed to implement a single complaints system and new policy and a single point for recording. This resulted in an increase in the number of complaints of almost 50% in the volume of complaints due to better transparency. There has been a reduction in the number of complaints escalated to stage 2, at least a 10% reduction in the number of complaints escalated to the Ombudsman and an increase in member enquiries. This data informs service improvement plans to drive improvement.

The next stage of the complaints work will be to launch the Member Enquiry Dashboard, continue service improvement work and build the business case to continue the work of the staff supporting the complaints programme.

Officers were thanked for the detailed report. The following issues were raised by members during the subsequent discussion:

The very high number of complaints and that the first stage of any service recovery is fully understanding the scale of the problem. It was suggested that the improvement journey will take several years.

Clearer reference to the Council values: Putting citizen's first, true to our word, acting courageously, achieving excellence

Consideration to be given to issues identified by Committee for inclusion the Customer Services Programme: Council tax, Use of technology e.g. car parking charges (it was noted the recent Cabinet decision has been called-in), accessibility of blue badge forms, assisted collections, Assisted collections, Anti-social Behaviour, Planning Enforcement

Building in a process to respond to urgent member inquiries e.g. where there is a safeguarding concern or where the complaint cover a number of directorates.

Residents / Councillors should be given accurate response to inquiry / complaint to manage expectations e.g. in response to complaints regarding missed collections.

**RESOLVED:**

- To recommend to the Housing and Neighbourhood OSC to monitor the back log in housing applications to ensure this continues to reduce.
- To recommend to the Deputy Leader to provide an update to the Chair of Co-ordinating O&S Committee on the future funding for the Customer Services Programme, as the programme has a budget allocation of £1.69m only for an initial 12-month delivery plan and funding is required for forthcoming years (January 2023 to December 2025) if the programme is to be taken beyond January 2023
- A Task and Finish Group of members from 3 main political parties, Cllrs. Bore, Jenkins, Mackey, Harmer to meet with the Assistant Director, Customer Services and Business Support to give further consideration to the programme, the priorities and focus areas for the delivery plan. The Task and Finish Group will be supported by the Customer Services Programme and report back to a future meeting of the Committee Report (October meeting if timescales allow)
- The report was noted.

## **6. EVERYONE'S BATTLE, EVERYONE'S BUSINESS ACTION PLAN**

The Director of Strategy, Equality and Partnerships presented the report on the Everyone's Battle Everyone's Business (EBEB) Action Plan. It was noted that Cllr. Cotton, the Cabinet Member for Social Inclusion, Community Safety and Equalities had given his apologies as he was unable to attend the re-scheduled meeting.

The EBEB Action Plan focussed on the Council's work force to improve equity based on evidence. It was identified that at lower grades the proportion of employees is similar to the ethnic diversity of the city but as the salary grades increase the difference between the proportion of White and Black, Asian and Ethnic Minority staff also increases. This was consistent with feedback from staff who were concerned about fairness in promotion, in access to development opportunities, the representativeness of the senior leadership team and fair treatment at work. Section 5 of the EBEB Action Plan set out a number of positive action measures (not positive discrimination) to address this issue through the Human Resources function, publishing data at a directorate level, developing inclusive leaders, representation on shortlisting and interview panels and improving the trust of the work force.

Members thanked officers for the report and the following points were raised during the discussion:

In response to the question regarding the delivery of Operation Black Vote the Director of Strategy, Equality and Partnerships agreed to provide a response after the meeting.

The Director of Strategy, Equality and Partnerships agreed to provide a written response to the question regarding how the £650k funding allocated to equalities is used to ensure that Scrutiny fully address equalities in all areas of work and provide EIAs in Scrutiny Reports as appropriate.

The differential in representation across the pay grades can be seen in terms of the recruitment area e.g. lower scale roles are likely to be recruited locally which is more likely to result in the workforce reflecting the local population, while higher scale roles will recruit nationally and therefore from a pool that is comparatively less diverse. It was noted that for certain professions there is a limited pool of candidates from Black, Asian and Minority Ethnic backgrounds and recruiting nationally with positive action can increase the diversity of the workforce. The importance of 'growing our own' staff was noted.

The data shows that the ethnicity of 16% of council staff is not known which affects the comparisons that can be made. It was noted that the level of disclosure has increased and Human Resources has worked with Networks and Trade Unions to continue to reduce the number that do not disclose their ethnicity. The data is sufficiently robust to support the views expressed by staff at a high level but is less reliable when considering intersectional issues e.g. race and gender.

From experience it was highlighted that the reason for lower of representation in senior roles is not due to lack of capability or that people in Birmingham are not qualified to undertake these roles and the importance of leaders listening to the experiences of staff was identified as key.

The Director of Strategy, Equality and Partnerships to provide information to the Chair on which actions from 2021/22 EBEB Action Plan have not been completed and have not been incorporated into 2022/23 plan and why. This information will be shared with the members of the Committee.

The City Observatory will be launched next month, and the Director of Strategy, Equality and Partnerships will confirm the timescales to report City Indicators to Co-ordinating OSC.

There is a role for the Resources OSC to receive the Diversity and Inclusion Dashboard following publication in February 2023 and monitors progress against workforce equality indicators.

The Director of Strategy, Equality and Partnerships respond to the question regarding Armed Forces Partnership and preparation for statutory duties under the Armed Forces Act after the meeting.

Section 2.10 of the Action Plan references Period Poverty. This was the subject of a Scrutiny Inquiry, and the implementation of the recommendations were monitored at a meeting of the Health and Adult Care OSC on the 20<sup>th</sup> of September 2022. This identified a further issue of attendance of students during their period and it was suggested that this is an issue that the Education and Children's Social Care Committee may want to consider.

A report to be brought back to Committee towards the end of the year on implementation of EBEB Action Plan and consideration of audit or effectiveness of Equality Impact assessment.

**RESOLVED:**

- The Director of Strategy, Equality and Partnerships provide the information requested
- It was recommended that the Resources OSC included the Diversity and Inclusion Dashboard on the Committee's work programme after publication in February 2023 to monitor workforce data and identify progress against workforce equality indicators.
- The report was noted.

## **7. COST OF LIVING CRISIS**

The Director of Strategy, Equality and Partnerships explained that he would provide an updated presentation as this was a policy issue that was developing at pace. It was noted that over 300,000 people in the city are affected by poverty including over 100,000 children. The poorest households are most affected by the cost of living crisis and this is not a passing issue as inflation is expected to remain high through 2023 and this will impact on real income. Energy prices and food are the biggest issue and while the Government has introduced an energy price cap this is not an absolute cap and those in low quality housing in large houses will be the most affected. Birmingham is particularly affected by the crisis due to low employment and high unemployment rates which is 3 times the national average. Bangladeshi and Pakistani households are disproportionately affected and also those who are disabled and experiencing multiple disadvantage. The 2-child limit on Universal Credit and child benefit is also affecting larger families with children born after April 2017. It was also highlighted that most of Birmingham's wards are more deprived than the national average, and for wards that are higher than the national average these will have pockets of deprivation. The importance of increasing benefit take up



was identified as a short-term response, it was estimated that there are 10s of thousands of households that are not claiming a recurrent benefit entitlement. The longer-term response is to increase employment. The discretionary resources within the Council to provide support is limited and so must be focused on where it will have greatest benefit. The Council does not have a statutory responsibility in relation to poverty or the cost of living crisis.

The Council's response has been set out under 4 headings: People, Public and Voluntary and Community Sector including the City Partnership, Businesses and Places. To ensure a quick response 5 priority workstreams have been identified: advice to residents, energy efficiency, supply of food through food banks, warm spaces and support to staff. The Leader of the Council has announced a cost of living crisis and in implementing the programme learning from the response to the Covid-19 pandemic will be applied to ensure that the response is agile and cross service boundaries. Resources will be requested at the Cabinet meeting on 11 October 2022 to support the programme. The governance is based on the emergency planning procedures without enacting emergency powers so policy decision will be made through the normal constitutional procedures.

Members thanked officers for the comprehensive report and the discussed the following points:

In response to a question about data at a Birmingham level on the number of unclaimed benefits it was explained that this information is no longer available. The national estimate is that around 20% of income support is unclaimed. The gap between Universal Credit claims and non-employment also provides an indication of the large sums of money that remain unclaimed. Director of Strategy, Equality and Partnerships set out that as part of the Council's response will be to provide an estimate of the number of unclaimed benefits and the financial value this represented.

The number of children living in poverty is greater than the number of pensioners and the last round of the household support fund being targeted toward pensioners. It was explained that the block of funding for the household support fund are allocated in line with the decision of the Department for Work and Pensions. The request to reallocate the £2 million unspent fund for pensioner households has been refused.

Members requested information to all elected members who provide support to residents through surgeries and case work to enable them to sign post to appropriate support from the Council and other organisations. The Director of Strategy, Equality and Partnerships agreed to provide a briefing and a support pack to all elected members.

Raising awareness of the public in the council's response and support available.

How to improve housing for families living in emergency and temporary accommodation and deliver housing with compassion and build social housing the city needs through short term low-cost behavioural measures, medium term adjustments that are more expensive and longer-term development net zero housing stock.

Households that receive 5 categories of benefit will receive support of £600. However, there are thousands of pensioners and carers that do not receive these benefits but who will struggle with the cost of living.

There is an analysis of the groups of people who have receive payments, but these are broad categories, and it may not be possible to analyse this in more detail. The Director of Strategy, Equality and Partnerships will request this information and share this with the Committee. He confirmed that where applications have met the criteria, payments have been made and the funds have been exhausted before the applications have stopped.

The importance of an agile response through the voluntary and community sector to support different groups of people e.g., those who will struggle to make mortgage repayments and have increased costs in energy and food and the ability to respond quickly when there is cold snap to support people using pre-payment meters who cannot spread the costs over a longer period. Director of Strategy, Equality and Partnerships set out the importance of mapping needs against provision as has been carried out for the Ukrainian refugees. A financial resilience dashboard has been developed and can be shared with the Committee. Information on mapping needs versus provision and the financial resilience dashboard to be reported to the Co-ordinating Overview and Scrutiny Committee.

The bureaucracy involved in the government scheme to provide insulation has resulted in the slow progress in this programme. Director of Strategy, Equality and Partnerships has raised this issue with the housing officer and the Net Zero Team. This will be included in the energy efficiency workstream in this programme which will be reported to the Strategic Response Group.

It was suggested that each Overview and Scrutiny Committee considers the relevant aspects of the cost of living crisis. Issues discussed included is the gap in the housing benefit cap and rents, the retrofitting of energy efficiency measures in homes which could be considered by the Housing and Neighbourhood Overview and Scrutiny Committee and the financial implications for the Council that the Resources Overview and Scrutiny Committee could consider. The Chair agreed to consider this with the Scrutiny Officers and report back to Committee.

The financial cost to the Council will work in a number of ways including increased cost of services, scaling up the Council's response and also the reduction in income as households are not able to pay the Council. The Council's Section 151 Officer will sit on the Strategic Response Group. It was noted that there has been no change in

the Council's policy on the payment of Council Tax and the suggestion was made that reducing the Council Tax rates would reduce the financial burden on households.

**RESOLVED:**

- The Director of Strategy, Equality and Partnerships to provide the information requested.
- Chair of Co-ordinating OSC to discuss with Scrutiny Office regarding how each Committee could consider the cost of living crisis within their work programme e.g. Housing and Neighbourhood OSC to consider delivery of the home insulation programme and Resources OSC to consider impact of the cost of living crisis on the Council's financial position and funding of cost of living crisis programme.

**8. SCRUTINY WORK PROGRAMME 2022/23**

The Chair confirmed the following points with the Committee:

- October Coordinating OSC meeting:  
Members of Employment and Skills Task and Finish Group to be invited as the discussion on Devolution will inform the Scrutiny Inquiry.  
Add Report on Customer Services Task and Finish Group depending on the progress of the work of the Task and Finish Group.
- Recommendation to the Housing and Neighbourhoods OSC:  
To monitor the housing application back log to ensure continued reduction.
- City Indicators to be reported to Co-ordinating OSC (timescales to be confirmed)
- Recommendation to Resources OSC:  
To continue to monitor the implications on the Council's budget resulting from the cost of living crisis
- December meeting of Co-ordinating OSC:  
Exempt Accommodation report to be deferred to
- November Co-ordinating OSC:
- Report from Corporate Communications Team to the November meeting
- Co-ordinating OSC:  
Chair to consider an update on the Election Act to be reported to Co-ordinating OSC following report to Committee in December 2021.
- Co-ordinating OSC  
As previously agreed, Domestic Abuse will be included in the Co-ordinating OSC work programme.

**RESOLVED:**

- The work programme was noted and will be updated to reflect the points outlined by the Chair.

**9. DATE OF NEXT MEETING REQUEST(S) FOR CALL IN / COUNCILLOR CALL FOR ACTION/ PETITIONS RECEIVED (IF ANY)**

None.

**10. OTHER URGENT BUSINESS**

None

**11. DATE AND TIME OF NEXT MEETING**

It was noted that next meeting of the Co-ordinating Overview and Scrutiny Committee will be 14 October 2022 at 10.00am.

The Chair explained the reason the September meeting of Co-ordinating OSC did not take place was as a result of the decision made that Committee meetings would not be held during the period of national mourning following the death of Her Majesty the Queen.

A briefing on the Council's performance management framework will be held for Co-ordinating OSC members following the meeting on the 14 October 2022.

**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.

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The meeting ended at 16.54 hours.

## CO-ORDINATING OSC OCTOBER

### ACTION TRACKER 2022/23

Date	Agenda Item	Action	Notes
8 July 2022	Work Programme	Chair to consider cross cutting issue of Climate Change and report back to Committee	Update to Committee under work programme item 14.10.22
23 October 2022	Customer Services and Complaints Programme	To recommend to the Housing and Neighbourhood OSC to monitor the back log in housing applications to ensure this continues to reduce.	To be considered by the Housing and Neighbourhood OSC on 13.10.22
23 October 2022	Customer Services and Complaints Programme	To recommend to the Deputy Leader to provide an update to the Chair of Co-ordinating O&S Committee on the future funding for the Customer Services Programme, as the programme has a budget allocation of £1.69m only for an initial 12-month delivery plan and funding is required for forthcoming years (January 2023 to December 2025) if the programme is to be taken beyond January 2023	Update requested from Deputy Leader
23 October 2022	Customer Services and Complaints Programme	A Task and Finish Group of members from 3 main political parties, Cllrs. Bore, Jenkins, Mackey, Harmer to meet with the Assistant Director, Customer Services and Business Support to give further consideration to the programme, the priorities and focus areas for the delivery plan. The Task and Finish Group will be supported by the Customer Services Programme and report back to a future meeting of the Committee Report (October meeting if timescales allow)	Customer Services Task and Finish Group meeting 06.10.22

23 September 2022	Everyone's Battle, Everyone's Business Action Plan	The Director of Strategy, Equality and Partnerships to provide a response to the question regarding how the £650k funding allocated to equalities is used to ensure that Scrutiny fully address equalities in all areas of work and provide EIAs in Scrutiny Reports as appropriate.	Information Requested
23 October 2022	Everyone's Battle, Everyone's Business Action Plan	The Director of Strategy, Equality and Partnerships to provide information to the Chair on which actions from 2021/22 EBEB Action Plan have not been completed and have not been incorporated into 2022/23 plan and why. This information will be shared with the members of the Committee.	Information Requested
23 October 2022	Everyone's Battle, Everyone's Business Action Plan	Director of Strategy, Equality and Partnerships will confirm the timescales to report City Indicators to Co-ordinating OSC.	Information Requested
23 October 2022	Everyone's Battle, Everyone's Business Action Plan	It was recommended that the Resources OSC to receive the Diversity and Inclusion Dashboard following publication in February 2023 and monitors progress against workforce equality indicators.	To be considered at Resources OSC meeting 06.10.22
23 October 2022	Everyone's Battle, Everyone's Business Action Plan	The Director of Strategy, Equality and Partnerships respond to question regarding Armed Forces Partnership and preparation for statutory duties under the Armed Forces Act.	Information Requested
23 October 2022	Everyone's Battle, Everyone's Business Action Plan	A report to be brought back to Committee towards the end of the year on implementation of EBEB Action Plan and consideration of audit or effectiveness of Equality Impact assessment.	Item provisionally scheduled for 17.03.22
23 October 2022	Cost of Living Crisis	Director of Strategy, Equality and to provide an estimate of the number of unclaimed benefits and the financial value this represented.	Information Requested

23 October 2022	Cost of Living Crisis	The Director of Strategy, Equality and Partnerships a to provide a briefing and a support pack to all elected members on the support available to residents in relation to the cost of living crisis	Information Requested
23 October 2022	Cost of Living Crisis	The Director of Strategy, Equality and Partnerships to provide information on the groups of people who have receive payments and further analysis of this is available.	Information Requested
23 October 2022	Cost of Living Crisis	The Director of Strategy, Equality and Partnerships to provide information on the mapping of needs versus provision and the financial resilience dashboard to the Committee.	Information Requested
23 October 2022	Cost of Living Crisis	The Chair to consider, with Scrutiny Officers, how other Overview and Scrutiny Committees can include the cost of living crisis within their work programmes and report back to Co-ordinating OSC.	Report under work programme item to Committee 14.10.22
23 October 2022	Work Programme	Members of Employment and Skills Task and Finish Group to be invited to October Committee meeting for item on Devolution as this will inform the Scrutiny Inquiry.	Invitation sent to members of Task and Finish Group
23 October 2022	Work Programme	Report from Customer Services Task and Finish Group to future meeting of Co-ordinating OSC	Included on agenda for Co-ordinating OSC meeting 14.10.22
23 October 2022	Work Programme	City Indicators to be reported to Co-ordinating OSC. Timescales to be confirmed by Director of Strategy, Equality, Strategy and Partnerships	Information requested
23 October 2022	Work Programme	Recommendation to Resources OSC: To continue to monitor the implications on the Council's budget resulting from the cost of living crisis	To be considered at Resources OSC meeting 06.10.22

23 October 2022	Work Programme	Exempt Accommodation report to be deferred to December Committee Meeting	Work programme updated
23 October 2022	Work Programme	Report from Corporate Communications Team to the November meeting	Work programme updated
23 October 2022	Work Programme	Chair to consider an update on the Election Act to be reported to Co-ordinating OSC following report to Committee in December 2021.	Update to Committee under work programme item at Co-ordinating OSC meeting 14.10.22
23 October 2022	Work Programme	Domestic Abuse will be included in the Co-ordinating OSC work programme. Cllr. Yip to discuss how to progress this with Scrutiny Office	Verbal report under work programme item to be given to Committee on 14.10.22



# Birmingham City Council

## Coordinating Overview and Scrutiny Committee

Date 14 October 2022

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**Subject:** Trailblazer Devolution Deal

**Report of:** Cllr. Brigid Jones, Deputy Leader  
Richard Brooks, Director of Strategy, Equality and Partnerships

**Report author:** Mary Crofton, Cabinet Support Officer

### 1 Purpose

- 1.1 To update the Committee on the Trailblazer Devolution Deal

### 2 Recommendations

- 2.1 Members note the report and agree any comments / recommendations.

### 3 Appendices

- 3.1 Appendix 1 – Update on Trailblazer Devolution Deal

# Update on Trailblazer Devolution Deal

*Cllr Brigid Jones, Deputy Leader and WMCA Portfolio Holder for Levelling Up*  
*Richard Brooks, Director of Strategy, Equality & Partnerships*



# Levelling Up and a Trailblazer Devolution Deal

Appendix 1

- We published our Levelling Up Strategy in November 2021, well before the Govt's February Levelling Up White Paper.
- As part of the government's White Paper the West Midlands was identified as one of two areas with a new 'trailblazer devolution deal' (the other is Greater Manchester).
- This can potentially help deliver our ambitions for the city including Levelling Up – but there are risks.
- It's the best current opportunity since first deal in 2015 to secure more powers and funding for the region.
- A process with the WMCA to identify a set of proposals to put to government has been ongoing since the spring.
- There is a large degree of uncertainty about the process, with the change of Conservative Party leadership, but the current assumption is that it will continue.
- However, there will almost certainly be a shift in priorities in government with its new focus on increasing the pace of economic growth and a stronger emphasis on lower taxes and deregulation.

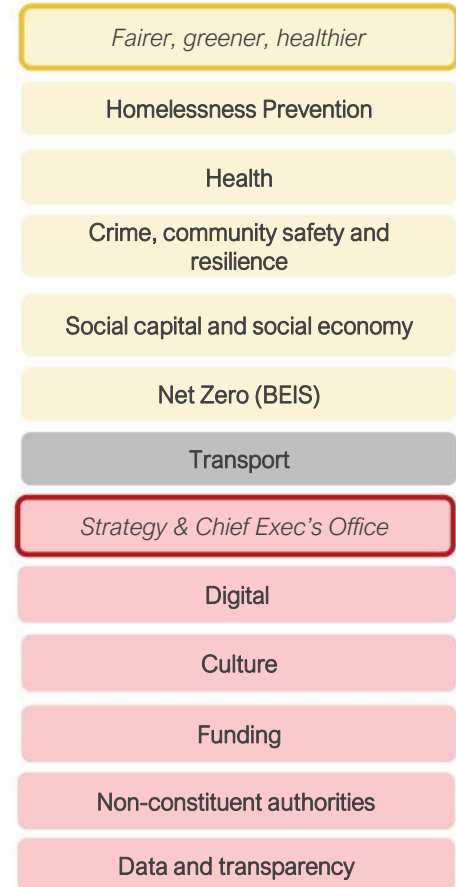
# WMCA process

- No formal deadline, and change of Govt introduces further uncertainty.
- A complex process with 20 workstreams (see right) all including local authority engagement.
- Cycle of workstream 'position papers' continued until end August (see next slide).
- We made comprehensive comments on the whole package in September.
- A consolidated Levelling Up Growth Prospectus was launched by the CA at Conservative Party Conference on 4 October.
- Informal discussions with officials from several departments have been ongoing since May.
- But note no actual decisions are made on the proposals until CA Board agrees the package.

## WMCA workstreams



## Appendix 1



# Levelling Up Growth Prospectus

Appendix 1

- Relates the proposals to achieving greater economic growth
- Highlights challenges and potential prizes for different parts of the region
- <https://www.wmca.org.uk/documents/levelling-up/west-midlands-levelling-up-prospectus/>



# Our approach

Appendix 1

- Make proposals linked to our own Levelling Up Strategy, don't just respond to CA lead.
- Seek devolution to LA not just WMCA and not upwards from LAs to region.
- New powers must be accompanied by the relevant funding and resources or the power to raise them locally - no new unfunded responsibilities.
- New powers for the region should come to the CA not direct to the Mayor.
- The propositions need to be clear about both the benefits and the local authority role.
- **The bottom line: any deal must deliver benefits for the citizens of Birmingham.**

# Scope of the proposals

Appendix 1

- Strengthening existing powers

- Housing and regeneration
- Transport
- Skills
- Retrofit
- Levelling Up Investment Zones

- Economic Growth

- Business support and innovation
- Trade and investment
- Local Area Energy Planning
- Industrial Decarbonisation
- Digital and Smart City Region

- Public Services and Pride in Place

- Digital inclusion
- Homelessness
- Social capital
- Health
- Culture
- Crime, community safety and resilience
- Climate adaptation and the natural environment

- Finance

- Proposals for localised funding

# Key points from our comments to the CA

Appendix 1

CA level proposals we are broadly happy with:

- Transport
- Skills
- Trade and Investment
- Innovation
- Industrial decarbonisation
- Local Area Energy Planning
- Digital and Smart City Region
- Health
- Community Safety
- Finance and funding

Areas where we have raised concerns and proposed double devolution with a clearer LA role:

- Other aspects of Net Zero, including retrofit
- Housing, Planning and regeneration
- Business support
- Culture

Areas we think should be fully devolved to the local authorities:

- Employment support
- Homelessness
- Social economy



# Areas where we have proposed additional powers for LAs!

- Transport
- Employment support
- Planning
- Business support
- Net Zero
- Homelessness
- Levelling Up Zones (East Birmingham model)
- Environmental regulation
- Local and community wealth building
- Community Power
- Whole Place health and wellbeing
- Fiscal devolution

## East Birmingham and North Solihull Levelling Up Zone

- The Government has now offered “Investment Zones” focused on tax cuts and de-regulation.
- Work is ongoing to assess how this can be linked to our proposals and to prepare and EOI this week.

# Our priority targets

Appendix 1

## *East Birmingham Levelling Up Zone (see next slide)*

- Whole place model for public service funding - local government convening power or structure to bring public bodies and government departments and agencies together into an integrated whole place model and ability to pool budgets. Ability to create and fast track development and delivery vehicles & an enterprise zone for levelling up.

## *Greater control over employment support services*

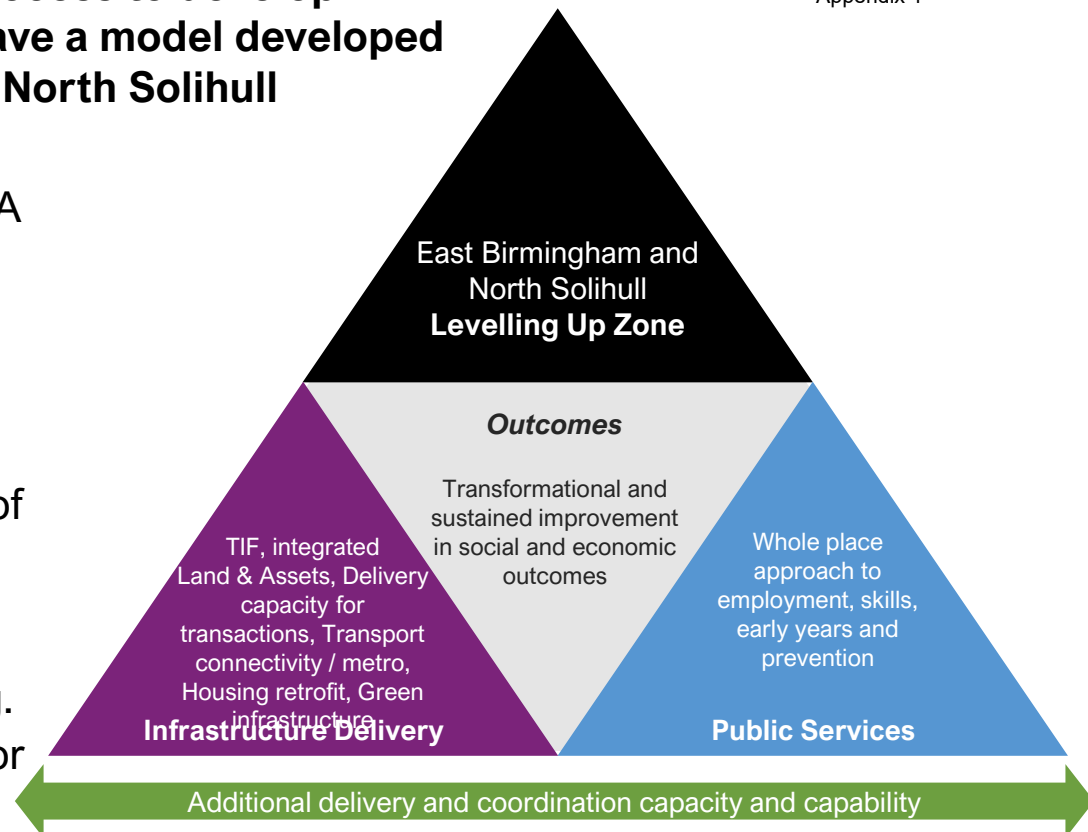
- Currently almost all delivered by DWP – hard to get access to the money but a big prize. We are testing some approaches in current Partnerships for People & Place programme

## *Net zero powers*

- Defined role of local authority (and similarly for CA - see previous slides), powers and funding to achieve net zero. Lead LA role on retrofit and ability to join with other authorities and with the CA; powers and funding to move at pace and scale. Removal/curtailment of permitted development rights to prevent development non-compliant with net zero; additional enforcement powers.

## National Govt has now started a process to develop 'Investment Zones' – we already have a model developed for a zone in East Birmingham and North Solihull

- We have been working with the CA and Solihull MBC since June on 'Levelling Up Zone' proposal.
- It combines new infrastructure (especially transport) with public service integration.
- Covers both East Bham and part of North Solihull – a huge scale of opportunity and need.
- BUT requires public investment funded by tax increment financing.
- AND the governance must work for both Bham and Solihull.
- High degree of uncertainty given new government.





# Birmingham City Council

## Coordinating Overview and Scrutiny Committee

Date 14 October 2022

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**Subject:** Deputy Leader's Priorities  
**Report of:** Cllr. Brigid Jones, Deputy Leader  
**Report author:** Mary Crofton, Cabinet Support Officer

### **1 Purpose**

- 1.1 To update the Committee on the Deputy Leader's Priorities

### **2 Recommendations**

- 2.1 Members note the presentation and agree any comments / recommendations.

### **3 Appendices**

- 3.1 Appendix 1 – Deputy Leader Portfolio Priorities

# Deputy Leader Portfolio Priorities

Co-ordinating Overview & Scrutiny Committee  
14<sup>th</sup> October 2022



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**Birmingham**  
City Council

# Changes to Deputy Leader Portfolio

- Following May 2022 elections, changes have been made to the Deputy Leader portfolio
- Addition of new portfolio responsibilities to bring increased prominence and focus to key strategic priorities for the Council
  - Levelling Up – including negotiations around the Trailblazer Devolution Deal (TDD)
  - Strategic Partnerships – including the WMCA and Birmingham City Partnership Board
  - Employment and Skills – including delivery of the recommendations from the Breaking Down Barriers youth unemployment report

# Deputy Leader Portfolio Mapped Against Co-Ordinating Overview and Scrutiny Committee

Appendix 1

- Business change
- Efficiency and improvement - including governance and performance of third parties
- Risk management
- Customer services
- Emergency planning
- External scrutiny and local government ombudsman
- Whistleblowing and corporate complaints procedure
- Strategic partnerships and relationship with WMCA
- Levelling up and devolution, including Trailblazer Devolution Deal



# Performance – Refreshed Performance Framework

- A review/refresh of current corporate performance reporting, including:
  - Reducing number of KPIs and increasing focus on what matters
  - Alignment with the new Corporate Plan 2022-2026, agreed at Full Council on 11<sup>th</sup> October
  - Increased use of benchmarking and comparative data
  - More customer experience/perception/satisfaction measures
  - New State of the City outcomes
  
- Strengthening forums for performance discussions, including:
  - More oversight of 'vital signs' at CLT and Cabinet Member CMBs
  - Quarterly Performance Meetings (previously Star Chambers) with directorates
  - Embedding performance into CEX and Director 121s
  - Directorate Management Team performance meetings
  
- A new Programmes, Performance and Improvement Division:
  - Bringing together the CPMO, Corporate Performance, and Service Improvement capacity

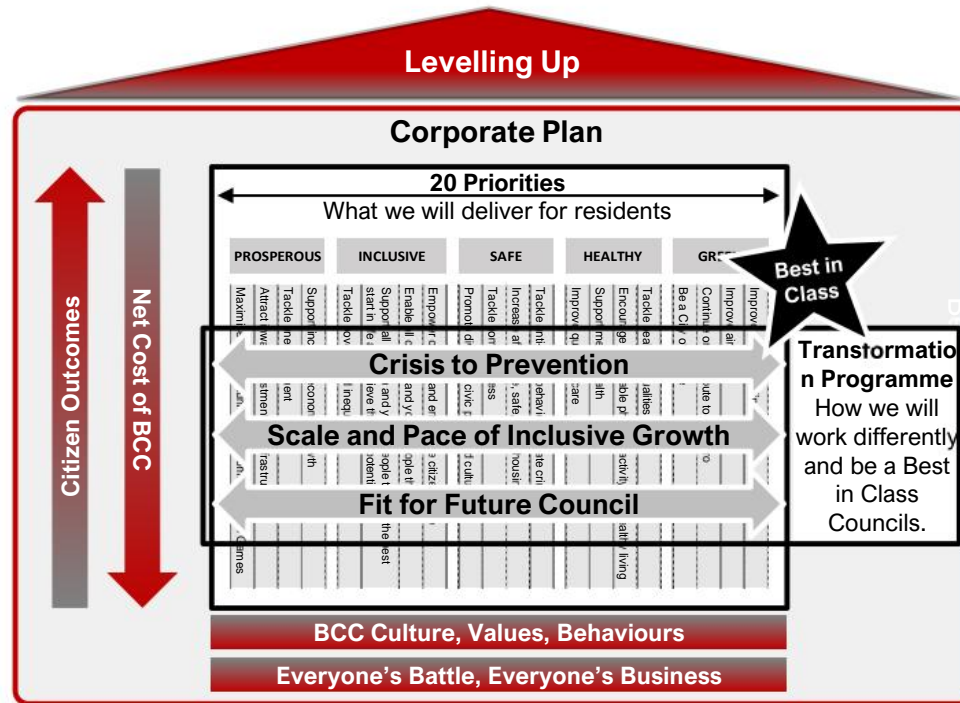
# Business Change – Transformation Programme

- Council-wide Transformation Programme, led by the Corporate CPMO, working to align activity across the Council along three main themes:
  - Crisis to prevention
  - Scale and pace of inclusive growth
  - Fit for Future Council
- Using established and rigorous programme assurance mechanisms and reporting to track:
  - Programme delivery to agreed time/cost/quality standards
  - Savings delivery
  - Dependencies across directorates and programmes
- Ensuring improved governance and assurance to CLT and Members

# Transformation Programme (cont.)



# Transformation Programme (cont.)



# Customer Services Programme

- Delivery of the Customer Services Programme, launched in January 2022, and the new Council Complaints Process, launched in April 2021.
- Embedding change and improvement in how the Council delivers in services to citizens, and how we communicate with service users and citizens.
- Increasing the use of digital (data, insight and the customer journey) and technology (better processes, automation, and online capability) to maximise the use of resources.

## Manifesto Commitment

Make it easy to access all the Council's services online and by phone.

# Customer Services Programme – Web Content Review

- Review of the Council's website to remove old content, audit links and improve information and signposting
  - 166 PDF forms and out of date documents removed
  - Web Content Strategy and Governance developed
  - Web Content Audits completed for Highways, Housing, Waste and Bereavement
  - Content creation and improvements for Bereavement, Waste, Elections and Voting

# Strategic Partnerships

- For the first time, a specific Cabinet Member responsibility for building, improving and maintaining the Council's key Strategic Partnerships
- Recognising the value that Strategic Partnerships have to play in enhancing the Council's reputation, achieving our strategic goals, and improving the lives of Birmingham citizens
- Covering:
  - Local/city partnerships – review of City Partnership Board, including new governance, goals and membership
  - Regional – West Midlands Combined Authority (WMCA) and 3 Cities programme with Coventry and Wolverhampton (initially focusing on large-scale retrofit programme)
  - National – Local Government Association (LGA), thinktanks and national networks including Core Cities
  - International – conserving our status as a European city, with continued investment into the Brussels Office and maintaining our international networks

# Levelling up, devolution and WMCA

- A strengthened focus on building our relationship with the WMCA, recognising the relationship as a lever to:
  - Achieve shared goals in key areas e.g. employment and skills
  - Deliver our levelling up strategy for Birmingham 'Prosperity and Opportunity For All'
  - Push forward the devolution agenda, advocating for enhanced powers and funding to local government through a 'double devolution' model
  
- Current focus on the Trailblazer Devolution Deal (TDD) being negotiated with national government



# Delivering Levelling Up

## Birmingham's five 'Levelling Up Accelerators' that government should support



1. Support a long-term, single pot funding and devolved powers for the city to deliver greater levelling up outcomes and enable invest-to-save investment to be deployed alongside



2. Back our integrated local place delivery model demonstrator, the East Birmingham Inclusive Growth Strategy covering 250,000 people to tackle deep levels of deprivation



3. Harness our early intervention and prevention model to assist the most disadvantaged citizens and move from dealing with crises to co-designed support and services to stop these arising



4. Deliver green and digital infrastructure including a comprehensive green, reliable, frequent and affordable transport network



5. Back an at scale social housing retrofit across the cities of Birmingham, Coventry and Wolverhampton to tackle carbon emissions and create jobs in areas that need it most

# Employment and skills

- New addition to Deputy Leader portfolio, recognising the scale of the challenge (and the potential prize!)
- Key to levelling up - If we can level up Birmingham so that economic activity, unemployment and skills reach the England average, this could add an estimated £9bn to Birmingham's economy each year, as well as 74,928 more residents obtaining employment.
- Fragmented landscape with a variety of funders, commissioners, support services and strategic relationships – how do we make it easier for young people, jobseekers and employers to navigate?

# ‘Breaking Down Barriers’

- Report focusing on youth unemployment in the context of Covid-19.
- Has already been used as the basis of a successful bid to DLUHC, leveraging in £300k of funding into East Birmingham to deliver a locally designed employment support scheme.
- Renewed political focus on delivery of the ten ‘Breaking Down Barriers’ recommendations – with the current cost-of-living crisis, an even greater imperative to deliver for our young people.



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# Birmingham City Council

## Coordinating Overview and Scrutiny Committee

Date 14 October 2022

**Subject:** Customer Service Programme Task and Finish Group Update Report

**Report of:** Chair of Customer Services Task and Finish Group  
**Report author:** Nikki Spencer, Delivery Manager, Customer Services Programme

### 1 Purpose

- 1.1 To update the Committee on work of the Customer Service Programme Task and Finish Group and agree how the work of the Task and Finish Group will be progressed.

### 2 Recommendations

- 2.1 Members note the update report and agree the next stage of the work for the Task and Finish Group as set out in Appendix 1.

### 3 Appendices

- 3.1 Appendix 1 – Customer Service Programme Task and Finish Group Update Report

# Customer Service Programme Task & Finish Group Update Report

Co-ordinating Overview & Scrutiny Committee  
14 October 2022

Customer Service Programme  
Putting people first, all the time, every time.



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Through user research and data analysis, understand the current customer and staff

**Initial phase focussed on Waste Management, Housing Repairs, Bereavement Services and**

# Customer Service Programme User Research

Appendix 1

## GOAL:

“To understand the current customer experience by targeting high demand services accessed digitally and offline, in order to identify a model customer experience, based on best practice that will increase/improve satisfaction.”



### Bereavement Services

**28** Recommendations  
**13** Programme  
**15** Service  
**8** inflight with programme



### Housing Repairs

**13** Recommendations  
**10** Programme  
**3** Service  
**6** inflight with programme



### Waste

**13** Recommendations  
**6** Programme  
**7** Service  
**5** inflight with programme



### Highways

**10** Recommendations  
**5** Programme  
**4** Service  
**1** out of service scope



# Bereavement Services

## example of recommendations presented to service leads

Appendix 1

Code	Insight	Recommendation summary	Recommendation detail	Initial rating	Delivery Accountability
A	Citizens find the process of laying their loved one to rest complicated and confusing, at an already difficult time. There is a lack of clarity over what choices a family has, who does what and when. Relatives call sites as they don't trust the accuracy of the information on the website, but note our website page view analysis does demonstrate that citizens are visiting the BCC web site pages for the bereavement service guidance and information on the service offerings.	Create clear guidance taking relatives through each step in the process and their options	Create clear guidance taking relatives through each step in the process and their options, detailing who is involved and who is responsible for what, approximate timelines and costs (including BCC service fees and what is/not included), documentation requirements, what to expect and what to do if these expectations are not met. Consider including recommended suppliers. This guidance should start from the point of death and include registering a death. It should include the process if relatives are not using a funeral director. Conduct an audit of the current guidance available online and understand how we can tailor/expand this. This guidance should be available both online and in paper format. Distribute to partners to reach customers as soon as they need that information. Ensure it is available in a range of formats and languages.	Medium	Programme
B	Wildlife can have a negative impact on grave sites, which can be distressing for the family.	Communicate with relatives that wildlife can be an issue in graveyards	Communicate with relatives that this can be an issue and recommend particular plants and flowers that wildlife will not disturb (e.g. deer and rabbit resistant herbaceous plants)	Medium	Rejected (as already inflight)
C	Some grave sites are not well maintained over time.	Communicate with relatives their responsibility of maintaining a grave	Communicate with relatives their responsibility of maintaining a grave, including the rules/requirements around plastic flowers. Recommend ways of establishing a low maintenance grave and the grave maintenance service offering.	Low	Rejected (as already inflight)
D	Documentation is often paper based and time consuming to manage for bereavement staff and partners. There is often duplication of forms, missing information and the need to scan in documents or manually input details.	Eliminate as much of the physical paperwork as possible as part of the new system	Eliminate as much of the physical paperwork as possible by ensuring the new bereavement system has capability to upload, share and view documentation for all partners, as well as input data via forms directly and make use of digital signatures. Ensure this is possible for all types of funerals. Offer support to those partners that need it to adopt new system. Note: Can only build online forms for non-statutory docs, all statutory docs need to remain on paper with the new system having ability to upload a scanned version / attachment to support digital record.	High	Programme
E	Burials are complex and have many variations, so bookings need to be taken via phone currently. This is time consuming for bereavement staff and funeral directors, and limits when bookings can be made.	Review the process for booking burials to understand how we could simplify the service	Review the process for booking burials (including statutory and non-statutory requirements) to understand how we could simplify the service. Ensure the new bereavement system has the capability to take bookings for burials online. There is an opportunity to learn from Solihull Council about their system that allows for this.	High	Rejected (as already inflight)

Code	Insight	Recommendation summary	Recommendation detail	Initial rating	Delivery Accountability
F	In some cultures back filling graves (i.e. by hand) after the burial is a tradition and a sign of respect. Often a back fill is a lengthy process, and requires a staff member to stay on site at the grave whilst this is being done. Currently relatives can only choose to back fill themselves or have a manual fill using a digger, and are not always aware that they can change their minds part way through.	Offer a partial back fill/ partial manual fill option for relatives	Offer a partial back fill/ partial manual fill option for relatives, so they can honour their loved ones in this way, but relieve the burden of time spent by the staff overseeing the process. Consider different charging options to accommodate these traditions. Ensure relatives are aware of what their choice entails before the funeral (e.g. the average time it takes for 2 people to fill an adult grave).	Medium	Rejected (as already inflight)
G	Some funerals run over time, which has a knock on impact for later bookings and for staff.	Communicate to citizens the overrun charge, ensure they are aware of where responsibility lies	Communicate to citizens the overrun charge and ensure they are aware of where responsibility for this penalty lies (i.e. funeral directors)	Medium	Rejected
H	Some burials are well attended by mourners. This can mean that graves already in use in the vicinity are stood on by mourners. This is viewed as disrespectful by some.	Clearly demarcate graves, ask ministers to request mourners are mindful of where they stand	Clearly demarcate where graves are, create narrow paths between rows of graves to help show where citizens should stand. Ask ministers to request that mourners are mindful of where they are standing at the start of graveside ceremonies.	Low	Rejected (as already inflight)
I	The current system is unable to notify funeral directors of updates and changes to their bookings.	Ensure the new digital system has the capability to keep funeral directors updated	Ensure the new bereavement system has the capability to keep funeral directors updated without having to make manual checks on the system.	Medium	Informed new solution spec
J	The current system has no high-level view of all bookings a particular funeral director has with BCC. Currently in order to get this view, the funeral director needs to click through to 'cancel' all bookings.	Ensure the new system can provide funeral directors with a view of all current bookings	Ensure the new bereavement system has the capability to provide funeral directors with a view of all current bookings with the council.	Medium	Informed new solution spec
K	The process for delivering a burial or cremation differs across BCC's bereavement sites. This creates additional confusion for funeral directors and staff that may work across multiple sites.	Consider which sites are most streamlined and effective and how to standardise across all sites	Consider which sites are most streamlined and effective. Consider how to standardise the process across all sites based on best practice.	Low	Rejected (as already inflight)



Code	Insight	Recommendation summary	Recommendation detail	Initial rating	Delivery Accountability
L	Some funeral directors give incorrect information to citizens about BCC's availability to conduct funerals.	Have online view of ceremony availability across all sites for citizens	Host an online view of ceremony availability across all sites so citizens are able to book the slot that works best for them. Ensure this view reflects when sites are expected to be temporarily closed down due to short staffing, due to annual leave for example. Ideally this would be additional functionality as part of the new bereavement system.	Low	Rejected (as already inflight)
M	The process of reassigning ownership of a grave is complicated, lengthy, and requires a lot of time from staff to support customers through this process. Often customers lose copies of deeds.	Review the current process of reassigning grave ownership	Review the current process of reassigning grave ownership. Consider how to better inform citizens about the process and what is needed at each stage - this could be written guidance, or something more interactive like a video.	Medium	Informed new solution spec
N	There is some disconnection between the various bodies that need to be made aware of a death, both within BCC and across the system. This results in citizens having to tell multiple agencies that someone has died and repeat information to different parts of the same organisation.	Explore how we can better join up and share information internally between Bereavement and Registrars	Explore how we can better join up and share information internally between Bereavement and Registrars. Consider the 'Tell us once' scheme and how we can bolster existing information, advice and guidance. Establish an open dialogue between other partners across the system (e.g. coroner, funeral directors etc) to explore opportunities to become more joined up.	Medium	Rejected (as already inflight)
O	The process of applying for a permit for a headstone is lengthy and time consuming for bereavement staff, stone masons and relatives.	Review the process and timelines of putting a headstone on a grave and how requests are currently prioritised	Review the current process and timelines of putting a headstone on a grave and how requests are currently prioritised. Provide access to the new bereavement system for stone masons and use that portal for all documentation. Provide guidance on the process and timelines to relatives.	High	Informed new solution spec
P	Stone masons are often posted invoices from BCC for each individual permit, which creates a lot of manual paperwork for both parties.	Explore possibility of sending invoices to stone masons via BCC's current finance system	Explore the possibility of sending invoices to stone masons via BCC's current finance system or using the new finance system for this. Investigate if an integration can be added between the current / new finance system and the new Bereavement system to output the invoice.	Medium	Rejected
Q	Some sites are confusing to get around, for example finding appropriate parking and the right location for ceremonies. Some locations have names that are similar to other local sites, meaning citizens go to the wrong site. All of this adds to the stress on the day of a funeral.	Consider how to make sites easier to navigate around, including signage and site maps	Consider how to make sites easier to navigate around, including signage and site maps. Consider how we could name sites in a way that removes confusion for visitors. Consider including all site information on the BCC service web site pages and new system. Could it be included as part of the booking confirmation for funeral directors that they could send on to relatives, or could relatives view this information on the system.	Low	Informed new solution spec

Code	Insight	Recommendation summary	Recommendation detail	Appendix 1	Delivery
				Initial rating	Accountability
R	The service generally operates during core hours (Monday – Friday 8:30am – 4:30pm). Sutton New Hall does operate seven days a week. In some cases, partners need to contact Bereavement services outside of these hours, but are unable to (e.g. Muslim burials over the weekend in other areas of the city).	Consider establishing an out of hours process to enable Muslim burials to proceed at pace	Where there is appropriate lighting, services could be conducted into the early evening in the winter. Consider if there is demand to establish an out of hours process to enable Muslim burials to proceed at pace across the whole of Birmingham, for example could we offer an out of hours service for Muslim burials that cannot wait at a premium charge?	Medium	Rejected (as already inflight)
S	The COVID-19 pandemic has exacerbated the local staffing issue. Some of the staff working in the service long term are agency staff, which carries a higher cost than permanent staff.	Consider how we could bring some of the long-term agency staff into the service as permanent staff	Consider how we could bring some of the long-term agency staff into the service as permanent members of staff, reducing costs and the negative impact of short notice periods on the service. Consider how to make the service (and wider council) attractive as a career path. Update and improve guidance documentation for new staff, ensure staff have online access to remain connected to their colleagues across sites.	Medium	Rejected (as already inflight)
T	There are a number of phone numbers and email addresses that the service must manage	Consider moving to one main service contact number and mailbox with a triage team handling general enquiries - opportunity to use the Corporate Contact Centre	Consider moving to one main service contact number and mailbox. There is an opportunity in the Customer Services Programme for this service to use the corporate contact centre to help log, triage, track and report all enquiries received, in one place. This would help to reduce the volume of enquiries the Bereavement service receive via the triage process, leveraging best practice technologies for voice, IVR, routing of calls & omni handling of non-voice contacts like email, chat, social media all managed via a single process & technology. This would support the single phone number/email strategy.	High	Programme
U	No key performance indicators available	Consider moving to one main service contact number and mailbox with a triage team handling general enquiries - opportunity to use the Corporate Contact Centre	Identify key service operational and financial KPIs so that the service can get an overview of how the service is performing on a regular basis. Consider using power BI to report from BACAS data to create visual, dynamic dashboards. The dashboards can also be used to setup service KPIs.		Programme
V	Citizens make general enquires about the condition of cemeteries and ask for help in completing deed replacements and transfers. Some of these calls can take a long time and can result in repeated calls from the same citizens.	Look at ways to promote the creation of Cemetery Friends groups to help provide general information and news relating to local cemeteries	Look at ways to promote the creation of Cemetery Friends groups to help provide general information and news relating to local cemeteries. Work with existing Friends groups to spread awareness including the benefits of having a Friends group can make by raising funds or applying for government funding to improve the condition of cemeteries.	Low	Rejected



Code	Insight	Recommendation summary	Recommendation detail	Initial rating	Delivery Accountability
W	User feedback is not available – this was suspended during the pandemic to enable the service to prioritise core services (funerals and memorials).	Consider restarting service customer feedback (make available in online and offline) - opportunity to use corporate solution to measure satisfaction levels already in place	Restart capturing customer feedback in both online and offline formats. There is an opportunity to work with the Customer Service Programme to repurpose the corporate solution for customer satisfaction to log, monitor, review and report. Signposting to service feedback, could also be added to the existing service web pages and form part of a service request in the new Bereavement system. This will ensure we have a consistent measure of satisfaction and will allow us to benchmark/measure at intervals of the end-to-end journey.	High	Programme
X	The complaints data shows the most common root cause problems to be: 'Not the quality or standard expected' 'Failure to deliver a service' 'Disagree with policy or procedure'	Regularly review the complaints data to identify repeat complaints and common trends	Regularly review the complaints data to identify repeat complaints and common trends. Work with the complaints leads to see how they can be avoided through service improvement plans.	Medium	Rejected (as already inflight)
Y	The complaints data shows the response target for stage 1 citizen complaints was 73% in 2019, 69% in 2020 and 41% in 2021. This shows a gradual decline in responses provided to citizens within 14 working days and could be attributed to the level of demand experienced during the Covid-19 pandemic. It could also be down to the complaint leads prioritising waste management complaints.	Monitor the dates between complaints being submitted and the bereavement team receiving notification by the complaint leads to ensure there are no internal delays.	Monitor the dates between complaints being submitted and the bereavement team receiving notification by the complaint leads to ensure there are no internal delays. This will ensure the team have enough time to investigate complaints and provide a response within the set number of working days. Request regular reports from the complaint leads to check for the team is improving their stage 1 response times.	Medium	Service
Z	Additional income generation opportunities	a. Review fees of core services to understand where the service makes the most revenue b. Review possible package options to encourage relatives to buy additional services	Review fees of core services to understand where the service makes the most revenue, to understand how the service can maximise income  Review possible package options to encourage relatives to buy additional services, e.g. maintenance or borders for graves  Consider offering longer lease lengths or renewal options for grave leases to generate additional income	Medium  Medium  Medium	Rejected (as already inflight)  Rejected (as already inflight)  Rejected (as already inflight)



## Co-ordinating O&S helping to ensure end-to-end customer service improvement through Task & Finish Group

- **Scrutiny of the recommendations that the service area need to consider and prioritise**
- **Holding Directorates to account on how the customer strategy is being embedded with a view to driving up standards**
- **Co-ordinating O&S Committee to endorse these actions**



## Scrutiny Work Programme 2022/23

<b>Chair:</b>	Cllr Sir Albert Bore
<b>Deputy Chair:</b>	Cllr. Kerry Jenkins
<b>Committee Members:</b>	Cllrs: Akhlaq Ahmed, Deidre Alden, Mick Brown, Jack Deakin, Roger Harmer, Mohammed Idrees, Kerry Jenkins, Chaman Lal, Ewan Mackey, Saima Suleman, Alex Yip
<b>Officer Support:</b>	Interim Head of Scrutiny and Committee Services: Christian Scade, (07517 550013) Senior Overview & Scrutiny Manager: Fiona Bottrill, (07395884487) Scrutiny Manager: Amelia Murray (07825979253)

## 1 Terms of Reference

- 1.1 As per City Council on 24<sup>th</sup> May 2022 the Committee's Terms of Reference is to "plan and co-ordinate the work of all the Overview & Scrutiny Committees. To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning governance (including transparency, regional working and partnerships); citizens (including communications and public engagement); performance; customer services; social cohesion; equalities and emergency planning." These functions include:
- giving such guidance to the Overview and Scrutiny Committees in any cases of uncertainty, as to work which they should or should not be undertaking, as may be necessary to achieve such co-ordination, including the allocation of "call-in" to the appropriate Committee;
  - determining, in any cases of uncertainty, the allocation of responsibility for specific tasks between the Overview and Scrutiny Committees;
  - ensuring (by means, for example, of issuing appropriate guidance and/or instructions) that the Overview & Scrutiny Committees pay proper attention in their work to the consideration of key cross cutting issues, in particular equalities, transparency and improvement;
  - publishing each year an Annual Programme of major scrutiny inquiries as suggested by individual Overview and Scrutiny Committees following consideration of the Council Plan and priorities;
  - agreeing the establishment of any task & finish groups; and



- considering overview and scrutiny development, working practices and constitutional arrangements.

## **2 Purpose of the Report**

- 2.1 To enable the Committee to:
- 2.2 Review the work programme for the Co-ordinating Overview and Scrutiny Committee and update members on the work programmes of the other Scrutiny Committees and the Scrutiny Inquiries that will be carried out during 2022/23.

## **3 Recommendations**

- 3.1 The Committee:
- 3.2 Reviews and agree any amendments to the work programme for the Co-ordinating Overview and Scrutiny Committee as set out in Appendix 1.
- 3.3 Reviews the work programmes for the Commonwealth Games, Culture and Physical Activity, Education and Children's Social Care, Economy and Skills, Health and Adult Care, Housing and Neighbourhoods, Resources, Transport and Sustainability Overview and Scrutiny Committees as set out in Appendix 2
- 3.4 Notes the update on the Scrutiny Inquiries in section 7 of the report.

## **4 Background**

- 4.1 Each Scrutiny Committee has developed a work programme and any cross cutting issues have been considered by Co-ordinating OSC to decide how these will be managed. The Inquiries for 2022/23 have been agreed and the Task and Finish Groups established to undertake this work.

## **5 Co-ordinating Scrutiny Committee Work Programme**

- 5.1 Appendix 1 sets out the draft work programme for 2022/23 as agreed at the September meeting of the Co-ordinating OSC and in consultation with the Chair. Members are asked to review the work programme and the items to be scheduled and agree any amendments.

## **6 Scrutiny Committee Work Programmes**

- 6.1 The Co-ordinating Overview and Scrutiny Committee terms of reference include the duty to plan and co-ordinate the work of all the Overview & Scrutiny Committees. The work programmes for the other Overview and Scrutiny Committees are attached as Appendix 2





to enable Members to consider the range and scope of issues that will be scrutinised and identify any gaps or duplication to be raised with Committee<sup>1</sup>. The cross-cutting issues relating to future work are set out below:

Lead Committee	Meeting and Agenda Item	Members to be invited and reason
Resources O&SC	17 November 2022: Monitoring recommendations from Council Asset Inquiry	Economy and Skills O&SC The Economy and Skills OSC undertook the inquiry, however this work now falls within the remit of the Resources O&SC
Education and Children's Social Care O&SC	30 November 2022: Report from Birmingham Safeguarding Children's Partnership (BSCP) Report from Birmingham Children's Trust (BCT)	Members of the CYP Mental Health Inquiry from the Health and Adult Care O&SC Information from the BSCP and BCT will inform the CYP mental health inquiry.
Health and Adult Care OSC	14 October 2022 Report from Forward Thinking Birmingham	Members of the Education and Children's Social Care OSC It was agreed at Co-ordinating OSC on the 8 July 2022 that the Health and Adult Care O&SC undertakes scrutiny of children's mental health (under the overview and scrutiny role set out in the National Health Service Act 2006 as amended by the Health and Social Care Act 2012) and members of the Education and Children's Social Care Committee will be invited to attend as mental health is included within the Committee's terms of reference.
Commonwealth Games, Culture and Physical Activity O&SC	Meeting: TBC Report on employment and skills Legacy of the Commonwealth Games	Members of the Economy and Skills OSC At the meeting on the 8 <sup>th</sup> July Co-ordinating O&SC decided that this issue falls within the remit of the CWG, Culture and Physical Activity OSC, and as it has been identified during the work planning for the Economy and Skills O&SC as an issue of interest Members of this Committee would be invited to the relevant meeting.

<sup>1</sup> Scrutiny Work Programme are live documents and may be updated prior to further Overview and Scrutiny Committee meetings in October.



Co-ordinating O&SC	14 October 2022 Report on Devolution Trailblazer Deal	Members of the Employment and Skills Inquiry Task and Finish Group The Deputy Leader will report to Co-ordinating OSC on the devolution deal and this discussion will inform the work of the Employment and Skills Inquiry.
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## 7 Scrutiny Inquiries 2022/23

- 7.1 Work is progressing for the Scrutiny Inquiries and the following meetings of the Task and Finish Groups have been held to agree the terms of reference which will then be reported to the Lead Committee:

<b>Inquiry</b>	<b>Task and Finish Group</b>	<b>Lead Committee</b>
Children and Young People's Mental Health	7 October 2022	18 October 2022
Commonwealth Games Health and Wellbeing Legacy	20 September 2022	12 October 2022
Employment and Skills	30 September 2022	12 October 2022
Child Criminal Exploitation	TBC	30 <sup>th</sup> November 2022

- 7.2 Once the terms of reference have been approved by the Lead Committee all members will be invited to contribute to the Inquiry and a public call for evidence will be made.

## 8 Request(s) for Call In / Councillor Call for Action / Petitions Received (if any)

- 8.1 There are no other meetings scheduled at this time.

### **Call in Meetings:**

*None scheduled*

### **Petitions**

*None scheduled*

### **Councillor Call for Action requests**



*None scheduled*

It is suggested that the Committee approves Friday at 10.00am 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

## 9 Forward Plan for Cabinet Decisions

- 9.1 Since the implementation of the Local Government Act and the introduction of the Forward Plan, scrutiny members have found the Plan to be a useful tool in identifying potential agenda items.
- 9.2 The Committee may wish to consider whether issues currently listed on the Forward Plan require further investigation or monitoring via scrutiny. This can be viewed in full via Forward Plans ([cmis.uk.com](http://cmis.uk.com)).

## 10 Legal Implications

- 10.1 There are no immediate legal implications arising from this report.

## 11 Financial Implications

- 11.1 There are no financial implications arising from the recommendations set out in this report.

## 12 Public Sector Equality Duty

- 12.1 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:
- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
  - advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 12.2 The Committee should ensure that it addresses these duties by considering them during work programme development, the scoping of work, evidence gathering and making recommendations. This should include considering: How policy issues impact on different groups within the community, particularly those that share a relevant protected characteristic; Whether the impact on particular groups is fair and proportionate; Whether there is equality of access to services and fair representation of all groups within Birmingham; Whether any positive opportunities to advance equality of opportunity and/or good relations between people are being realised.



- 12.3 The Committee should ensure that equalities comments, and any recommendations, are based on evidence. This should include demographic and service level data and evidence of residents/service-users views gathered through consultation.

## 13 Use of Appendices

- 13.1 Appendix 1 – Co-ordinating Overview and Scrutiny Committee Work Programme for 2022/2023
- 13.2 Appendix 2 – Scrutiny Committee Work Programme

**CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE 2022-23 WORK PROGRAMME**

**Meeting Date: 8 July 2022**

<b>Item/ Topic</b>	<b>Type of Scrutiny</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information (Including joint working / links with other O&amp;S Committees)</b>
<i>Scrutiny Business Report for City Council</i>	<i>Discussion</i>	<i>To provide an overview of the priorities identified by the O&amp;S Committees for 2022/23</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>None</i>	Scrutiny Business Report to City Council on 12 July
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the draft work programme and agree the items to be considered at future meetings and to consider inquiries proposed by the Overview and Scrutiny Committees and agree up to 4 Inquiries to be undertaken during 2022/23</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>None Identified</i>	

**Final Deadline: 29 June 2022**

**Publication: 30 June 2022**

**Meeting Date: 9 September 2022 (Meeting not held – Items to be considered at meeting 23.09.22)**

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
<i>Everyone's Battle, Everyone's Business Action Plan</i>	<i>Update report</i>	<i>To receive a report on the Everyone's Battle, Everyone's Business Action Plan considered at Cabinet in July 2022</i>	<i>Richard Brookes</i>	<i>Cllr. Cotton</i>	<i>N/A</i>	
<i>Cost of Living Crisis</i>	<i>Update Report</i>	<i>To consider the Council's response to the impact of the cost of living crisis and on residents and the Council.</i>	<i>Richard Brookes</i>	<i>Cllr. Cotton</i>	<i>N/A</i>	
<i>Customer Services</i>	<i>Update Report</i>	<i>Building on the previous scrutiny work on complaints, to scrutinise how this has informed the Council's approach to Customer Services: Embedding change in the how the Council delivers services to customer and residents.</i>  <i>Engaging with residents and businesses, listening and supporting customer service improvements.</i>	<i>Wendy Griffiths</i>	<i>N/A</i>	<i>N/A</i>	
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the draft work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes for the Overview and Scrutiny</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>N/A</i>	

		<i>Committees and Scrutiny Inquiries</i>				
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**Deadline: 30 August 2022**

**Publication: 1 September 2022**

**Meeting Date: 23 September 2022 (Agenda Items re-scheduled from 9 September meeting)**

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
<i>Everyone's Battle, Everyone's Business Action Plan</i>	<i>Update report</i>	<i>To receive a report on the Everyone's Battle, Everyone's Business Action Plan considered at Cabinet in July 2022</i>	<i>Richard Brookes</i>	<i>N/A</i>	<i>N/A</i>	
<i>Cost of Living Crisis</i>	<i>Update Report</i>	<i>To consider the Council's response to the impact of the cost of living crisis and on residents and the Council.</i>	<i>Richard Brookes</i>	<i>N/A</i>	<i>N/A</i>	
<i>Customer Services</i>	<i>Update Report</i>	<i>Building on the previous scrutiny work on complaints, to scrutinise how this has informed the Council's approach to Customer Services: Embedding change in the how the Council delivers services to customer and residents.</i>  <i>Engaging with residents and businesses, listening and supporting customer service improvements.</i>	<i>Wendy Griffiths</i>	<i>N/A</i>	<i>N/A</i>	
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the draft work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes for the Overview and Scrutiny</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>N/A</i>	



		<i>Committees and Scrutiny Inquiries</i>				
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**Publication: 14 September 2022**

**Meeting Date: 14 October 2022**

<b>Item/ Topic</b>	<b>Type of Scrutiny</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information (Including joint working / links with other O&amp;S Committees)</b>
<i>Trailblazer Devolution / Levelling Up</i>	<i>Update Report</i>	<i>To consider the implications of the Trailblazer devolution deal for Birmingham.</i>	<i>Mary Crofton Richard Brooks</i>	<i>Deputy Leader</i>		
<i>Deputy Leader</i>	<i>Cabinet Member Priorities</i>	<i>Cabinet member to set out priorities for the administration and key deliverables for 2022/23 and issues for further scrutiny within the remit of the Committee:</i>  <i>Business Change Efficiency and improvement for the Council – including governance and performance of third-parties Risk Management Customer Services Emergency Planning Strategic Partnerships Council's lead on Levelling-Up, Devolution and WMCA</i>	<i>Mary Crofton</i>	<i>Deputy Leader</i>		
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>N/A</i>	

		<i>Committees and Scrutiny Inquiries</i>				
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**Deadline: 4 October 2022**

**Publication: 6 October 2022**

**Meeting date: 18 November 2022**

<b>Item/ Topic</b>	<b>Type of Scrutiny</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information (Including joint working / links with other O&amp;S Committees)</b>
<i>Cabinet Member Portfolio Overview</i>	<i>Cabinet Member priorities</i>	<p><i>Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&amp;S to add value for the following portfolio areas:</i></p> <ul style="list-style-type: none"> <li><i>• Open data</i></li> <li><i>• Information Governance</i></li> <li><i>• Digital Inclusion</i></li> </ul>	<i>Rose Horsfall</i>	<i>Cllr. Francis, Cabinet Member Digital, Culture, Heritage &amp; Tourism,</i>		
<i>Council Corporate Communications Plan</i>	<i>Update Report</i>	<i>Corporate Communications Plan, including how the Council communicates with residents who do not have access to digital platforms.</i>	<i>Eleri Roberts</i>	<i>TBC</i>	<i>TBC</i>	
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny Committees and Scrutiny Inquiries</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>N/A</i>	

**Final Deadline: 9 November 2022**

**Publication: 10 November 2022**

**Meeting Date: 9 December 2022**

<b>Item/ Topic</b>	<b>Type of Scrutiny</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information (Including joint working / links with other O&amp;S Committees)</b>
<i>Exempt Accommodation</i>	<i>Monitoring implementation of recommendations and service / policy development</i>	<i>Assessment of impact at the neighbourhood level of the Exempt Accommodation Pilot and implementation of recommendations from the Scrutiny Inquiry.</i>	<i>Guy Chaundy</i>	<i>TBC</i>	<i>TBC</i>	
<i>Planning Enforcement</i>			<i>TBC</i>			
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny Committees and Scrutiny Inquiries</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>N/A</i>	

**Final Deadline: 30 November 2022**

**Publication: 1 December 2022**

**Meeting Date: 27 January 2023**

<b>Item/ Topic</b>	<b>Type of Scrutiny</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information (Including joint working / links with other O&amp;S Committees)</b>
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny Committees and Scrutiny Inquiries</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>N/A</i>	
<i>TBC</i>						

**Final Deadline: 18 January 2023**

**Publication: 19 January 2023**

**Meeting Date: 17 February 2023**

<b>Item/ Topic</b>	<b>Type of Scrutiny</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information (Including joint working / links with other O&amp;S Committees)</b>
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny Committees and Scrutiny Inquiries</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>N/A</i>	
<i>TBC</i>						

**Final Deadline: 8 February 2023**

**Publication: 9 February 2023**

**Meeting Date: 17 March 2023**

<b>Item/ Topic</b>	<b>Type of Scrutiny</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information (Including joint working / links with other O&amp;S Committees)</b>
<i>Everyone's Battle, Everyone's Business Action Plan (TBC)</i>	<i>Review</i>	<i>To review the implementation of EBEB Action Plan and consideration of audit or effectiveness of Equality Impact assessment.</i>	<i>Richard Brooks</i>			
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny Committees and Scrutiny Inquiries</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>N/A</i>	

**Final Deadline: 8 March 2023**

**Publication: 9 March 2023**



**Meeting Date: 14 April 2023**

<b>Item/ Topic</b>	<b>Type of Scrutiny</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information (Including joint working / links with other O&amp;S Committees)</b>
<i>Scrutiny Work Programme</i>	<i>Decision</i>	<i>To review the work programme and agree the items to be considered at future meetings, to receive an update on the Work Programmes of the Overview and Scrutiny Committees and Scrutiny Inquiries</i>	<i>Christian Scade</i>	<i>N/A</i>	<i>N/A</i>	
<i>TBC</i>						

**Final Deadline: 5 April 2023**

**Publication: 6 April 2023**

**To be scheduled:**

*Leader's priorities*

*Leader to set out priorities for the administration and key deliverables for 2022/23 and identify issues for further scrutiny within the remit of the Committee:*

- *Structure and Governance of the Council*
- *Communications*
- *Council Wide Efficiency and Improvement*
- *Policy and Partnerships*
- *West Midlands Combined Authority*

*Cabinet Member Priorities*

*Cabinet Member for Social Justice, Community Safety and Equalities*

*Cabinet member to set out priorities for the administration and key deliverables for 2022/23 and identify issues for further scrutiny*

- *Social Cohesion and Inclusion*
- *Tackling Inequality*
- *Equalities within the Community*
- *Third Sector Partnership and Engagement*
- *External Challenge*

*Grand Challenge Indicators: To review the proposed indicators that will be used to assess the progress against the 5 Grand Challenges.*

*City Observatory data relevant to Co-ordinating OSC remit*

*To consider the data available from the City Observatory that is relevant to the terms of reference for the Co-ordinating OSC*

*Council Procedures and Arrangements*

*Overview and Scrutiny Arrangements*

*Update on Election Act to Committee before new year following report to Committee in December 2021*





## COMMONWEALTH GAMES, CULTURE AND PHYSICAL ACTIVITY

## 2022-23 WORK PROGRAMME

Date of Meeting: 6<sup>th</sup> July 2022 at 2pm in Committee Room C, Council House Extension

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Commonwealth Games Update	Update Report	Advise current position on preparations for the Games	Craig Cooper, Programme Director, Commonwealth Games	Cllr Ian Ward, Leader	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Amelia Murray, Overview and Scrutiny Manager	None	None Required	Standard item

Final Deadline: Monday 27<sup>th</sup> June 2022Publication: Tuesday 28<sup>th</sup> June 2022

**Date of Meeting: Wednesday 14<sup>th</sup> September 2022 at 2pm in Committee Room 6, Council House (meeting was not held)**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Commonwealth Games Update	Update Report	Post- Games Update	Andrew Slattery Programme Manager, Commonwealth Games	Cllr Ian Ward, Leader	None Required	Item deferred to the October meeting
Commonwealth Games – Legacy	On-going Report	Report providing post Games review and outlining the legacy programme	Graeme Betts, Strategic Director for Adult Social Care & Legacy Lead	Graeme Betts, Director for Adults Social Care & Legacy Lead  Cat Orchard, Head of Community Partnerships, BCC	None Required	Item deferred to the October meeting
Work Programme Development	Decision	Approve work programme for 2022-23	Amelia Murray, Overview and Scrutiny Manager	None	None Required	Standard item.

**Final Deadline: Monday 5<sup>th</sup> September 2022**

**Publication: Tuesday 6<sup>th</sup> September 2022**

**Date of Meeting: Wednesday 12<sup>th</sup> October 2022 at 1.30 in Committee Rooms 3 & 4**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Commonwealth Games – Legacy	On-going Report	Report providing post Games review and outlining the legacy programme	Graeme Betts, Strategic Director for Adult Social Care & Legacy Lead	Graeme Betts, Director for Adults Social Care & Legacy Lead  Cat Orchard, Head of Community Partnerships, BCC	None Required	Item deferred from the 14 September 2022 meeting  Cllrs: Mick Brown, and Gareth Moore (Deputy Chair) from the T&F Group have been invited
Commonwealth Games Update	Update Report	Post- Games Update	Andrew Slattery, Programme Manager, Commonwealth Games	Cllr Ian Ward, Leader  Craig Cooper, Former Programme Director, Commonwealth Games	None Required	Item deferred from the 14 September 2022 meeting  Cllrs: Mick Brown, and Gareth Moore (Deputy Chair) from the T&F Group have been invited
Work Programme	Decision	Approve work programme, and update on Scrutiny Inquiry	Amelia Murray, Overview and Scrutiny Manager	None	None Required	Standard item

**Final Deadline: Monday 3<sup>rd</sup> October 2022**

**Publication: Tuesday 4<sup>th</sup> October 2022**

**Date of Meeting: Wednesday 2<sup>nd</sup> November 2022 at 2pm in Committee Room 6**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>
Cabinet Member Portfolio Overview	Update Report	Report providing a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Rose Horsfall, Cabinet Support Officer	Cllr Jayne Francis, Cabinet Member for Digital, Culture, Heritage & Culture	None Required	Symon Easton, Head of Cultural Development & Tourism Dawn Beaumont, Head of Library Services Chief Librarian Kate Reynolds, AD, Lifelong Learning & Employability
Commonwealth Games – Legacy	On-going Report	(To be shaped following September 2022 O&S Committee)	To be confirmed	To be confirmed	None Required	CWG legacy will be a standard item following Oct O&S Committee. Structure for these discussions will be confirmed in Oct and the work programme updated subsequently

**Final Deadline: Monday 24<sup>th</sup> October 2022**

**Publication: Tuesday 25<sup>th</sup> October 2022**



**Date of Meeting: Wednesday 7<sup>th</sup> December 2022 at 1.30pm in Committee Rooms 3 & 4 (time changed to accommodate Cllr Khan)**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Cabinet Member Portfolio Overview	Update Report	Report providing a summary of Cabinet Member priorities for 2022-23, and identify opportunities for O&S to add value	Ceri Saunders, Cabinet Support Officer	Cllr Mariam Khan, Cabinet Member for Health and Social Care	None Required	Moved from the October 2022 committee meeting.
Commonwealth Games – Legacy	On-going Report	(To be shaped following October 2022 O&S Committee)	To be confirmed	To be confirmed	None Required	Commonwealth Games – Legacy will be a standard item following October O&S Committee. Structure for these discussions will be confirmed in October and the work programme updated subsequently

**Final Deadline: Monday 28<sup>th</sup> November 2022**

**Publication: Tuesday 29<sup>th</sup> November 2022**

**Date of Meeting: Wednesday 11<sup>th</sup> January 2023 at 2pm in Committee Rooms 3 & 4**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Commonwealth Games – Legacy	On-going Report	(To be shaped following October 2022 O&S Committee)	To be confirmed	To be confirmed	None Required	Commonwealth Games – Legacy will be a standard item following October O&S Committee. Structure for these discussions will be confirmed in October and the work programme updated subsequently

**Final Deadline: Friday 23<sup>rd</sup> December 2022**

**Publication: Tuesday 3<sup>rd</sup> January 2023**

**Date of Meeting: Wednesday 1<sup>st</sup> February 2023 at 2pm in Committee Rooms 3 & 4**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Commonwealth Games – Legacy	On-going Report	(To be shaped following October 2022 O&S Committee)	To be confirmed	To be confirmed	None Required	Commonwealth Games – Legacy will be a standard item following October O&S Committee. Structure for these discussions will be confirmed in October and the work programme updated subsequently

**Final Deadline: Monday 23<sup>rd</sup> January 2023**

**Publication: Tuesday 24<sup>th</sup> January 2023**

**Date of Meeting: Wednesday 1<sup>st</sup> March 2023 at 2pm in Committee Rooms 3 & 4**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Commonwealth Games – Legacy	On-going Report	(To be shaped following October 2022 O&S Committee)	To be confirmed	To be confirmed	None Required	Commonwealth Games – Legacy will be a standard item following October O&S Committee. Structure for these discussions will be confirmed in October and the work programme updated subsequently

**Final Deadline: Monday 20<sup>th</sup> February 2023**

**Publication: Tuesday 21<sup>st</sup> February 2023**

**Date of Meeting: Wednesday 5<sup>th</sup> April 2022 at 2pm in Committee Rooms 3 & 4**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Commonwealth Games – Legacy	On-going Report	(To be shaped following October 2022 O&S Committee)	To be confirmed	To be confirmed	None Required	Commonwealth Games – Legacy will be a standard item following October O&S Committee. Structure for these discussions will be confirmed in October and the work programme updated subsequently

**Final Deadline: Monday 27<sup>th</sup> March 2022**

**Publication: Tuesday 28<sup>th</sup> March 2022**

**TO BE SCHEDULED:**

1. Culture Strategy 2023-2033 including the External Review of Culture (this may be in the Autumn).
2. Physical Activity Strategy.
3. Joint Scrutiny Inquiry: Increasing physical activity and promoting health and wellbeing, building on the legacy of the Commonwealth Games
4. Digitalisation of an Asset Map for all cultural and physical activity (the Chair has met with Richard Brooks, Director of Strategy, Equality and Partnerships who will explore this further).
5. Economy and Skills O&S to be invited to the CWG, Culture and Physical Activity OSC for report on employment and skills legacy of CWG

## ECONOMY &amp; SKILLS OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2022-23

Meeting Date: 13<sup>th</sup> July 2022

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
East Birmingham Inclusive Growth Strategy	Agenda Item	To keep up to date with the ongoing work in the area and identify further issues for scrutiny	Mark Gamble	Mark Gamble	None Required	The committee has regularly received 6 monthly updates since the approval for implementation.
Our Future City Plan: Shaping Our City Together	Agenda Item	To be appraised on the detail of plans and take part in future consultation and engagement and identify further issues for scrutiny	Simon Delahunty-Forrest	TBC	None Required	To link in with the work on East Birmingham and as outlined in June meeting and for members to have the opportunity to take part in proposed consultation and engagement activity related to the 'Central Renewal Area Plans' as raised during the discussion in June.
Work Programme Development	Decision	Approve work programme for 2022-23 Consider scope of Inquiry if agreed at Co-ordinating OSC on 8 July	Fiona Bottrill, Scrutiny Manager	None	None Required	

Final Deadline: Monday 4<sup>th</sup> July 2022Publication: Tuesday 5<sup>th</sup> July 2022

**Meeting Date: 14<sup>th</sup> September 2022 [POSTPONED]**

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Leader	Agenda Item	Leader to set out priorities for the administration and key deliverables for 2022/23 with a focus on inward investment, development and major projects within the remit of the city.	Rebecca Grant, Cabinet Support Officer	Cllr Ian Ward	None Required	Item deferred to October meeting.
Inquiry on Employment & Skills – Discussion on Terms of Reference and Key Lines of Enquiry	Agenda Item	Following agreement at the Co-ordinating OSC on 8th July the committee will have the opportunity to discuss the Terms of Reference and Key Lines of Enquiry in preparation for future gathering sessions.	Fiona Bottrill, Scrutiny Manager	None	None Required	Item deferred to October meeting.

**Final Deadline: Monday 5<sup>th</sup> September 2022**

**Publication: Tuesday 6<sup>th</sup> September 2022**

Meeting Date: 12<sup>th</sup> October 2022

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Leader	Agenda Item	Leader to set out priorities for the administration and key deliverables for 2022/23 with a focus on inward investment, development, and major projects within the remit of the city.	Rebecca Grant, Cabinet Support Officer	Cllr Ian Ward Paul Kitson Rebecca Farr	None Required	
Inquiry on Employment & Skills – Discussion on Terms of Reference and Key Lines of Enquiry	Agenda Item	Following agreement at the Co-ordinating OSC on 8th July the committee will have the opportunity to discuss the Terms of Reference and Key Lines of Enquiry in preparation for future gathering sessions.	Fiona Bottrill, Scrutiny Manager	None	None Required	Initial discussion at Task & Finish group on 30 <sup>th</sup> September.

Final Deadline: Monday 3<sup>rd</sup> October 2022Publication: Tuesday 4<sup>th</sup> October 2022



Meeting Date: 9<sup>th</sup> November 2022

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Deputy Leader Cabinet Member for Children, Young People & Families	Agenda Item	Cabinet Portfolio priorities/responsibility in relation to employment & skills including apprenticeships  Update on implementation of the recommendations from Breaking the Barriers report. Adult skills levels. Identify how apprenticeship opportunities can be made more accessible to encourage local people to take up including for those with SEND.	Mary Crofton, Cabinet Support Officer	Deputy Leader, Cllr Brigid Jones, Promotion of the city and Inward Investment Council's lead on Levelling-Up, Devolution and WMCA Employment & Skills Employment Opportunities  Cllr Karen McCarthy Youth Engagement and Youth Service Skills and Entrepreneurship in Schools	None Required	Note cross-over with E&CS O&S around work with young people in schools on skills and those with SEN
Skills Funding	Agenda Item	To understand the current and future skills finding and identify any issues / risks	Tara Verrell, YEI Project Manager	Tara Verrell	None Required	

Final Deadline: Monday 31<sup>st</sup> October 2022Publication: Tuesday 1<sup>st</sup> November 2022

**Meeting Date: 7<sup>th</sup> December 2022**

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Employment & Skills Inquiry – Evidence Gathering session	Inquiry	TBC	Fiona Bottrill, Scrutiny Manager	TBC	TBC	

**Final Deadline: Monday 28<sup>th</sup> November 2022**

**Publication: Tuesday 29<sup>th</sup> November 2022**

**Meeting Date: 11<sup>th</sup> January 2023**

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Employment & Skills Inquiry – Evidence Gathering session	Inquiry	TBC	Fiona Bottrill, Scrutiny Manager	TBC	TBC	

**Final Deadline: Monday 2<sup>nd</sup> January 2023**

**Publication: Tuesday 3<sup>rd</sup> January 2023**

Meeting Date: 8<sup>th</sup> February 2023

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
East Birmingham Inclusive Growth Strategy (TBC)	Agenda Item	To keep up to date with the ongoing work in the area and identify further issues for scrutiny	Mark Gamble	Mark Gamble	None Required	The committee has regularly received 6 monthly updates since the approval for implementation.
Our Future City Plan: Shaping Our City Together	Agenda Item	To be appraised on ongoing plan and take part in future consultation and engagement and identify further issues for scrutiny	Simon Delahunty-Forrest	TBC	None Required	A further update was requested following the original item presented to committee in July. This work also complements the EBICGS. Members also have the opportunity to keep up to date on proposed consultation and engagement.

Final Deadline: Monday 30<sup>th</sup> January 2023

Publication: Tuesday 31<sup>st</sup> January 2023

**Meeting Date: 8<sup>th</sup> March 2023**

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
TBC						

**Final Deadline: Monday 27<sup>th</sup> February 2023**

**Publication: Tuesday 28<sup>th</sup> February 2023**

Meeting Date: 26<sup>th</sup> April 2023

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
TBC						

Final Deadline: Monday 17<sup>th</sup> April 2023

Publication: Tuesday 18<sup>th</sup> April 2023

## To be scheduled:

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Invitation to Cabinet Members	Agenda Item	To outline priorities, key areas of work and to take part in areas of discussion linked to their respective portfolio	Respective CM and CSO			4 cabinet members: Leader, Deputy Leader, CM for Children Young People and Families and CM for Digital, Culture, Heritage and Tourism.
Night-time economy & impact on city	Agenda Item	Opportunity to understand the differing needs of local centres around the city.	TBC			With reference to local areas and high streets post pandemic.
The role of universities in the city	Agenda Item	To understand the economic input and output of the city's 5 universities in respect of capital investment (infrastructure), as employers, attracting people to the city for study and work.	TBC			Retention of graduates has historically been identified as quite low. Has this changed? What is being done to retain more young people who come to study in the city to start their career and make it their home. Are more people coming here for work for example relocating from other big cities such as London, Manchester (are there any statistics that support more people coming to the city, possible data on house prices and purchasing?). Link to Housing & Neighbourhoods O&S?

## Appendix 2

Engagement with Council for SMEs	Agenda Item	To understand how SME's can improve access to council procurement activity and identify barriers and opportunities for improvement.				Noted that Resources O&S has recently completed a report due to Council covering procurement
Legacy of the Commonwealth Games in relation to Jobs & Skills	TBC	The Co-Ordinating O&S Committee agreed that work around the legacy of the Commonwealth Games will be led by the Commonwealth Games, Culture & Physical Activity O&S Committee and this Committee should be invited to a future meeting focussing on jobs and skills.	CWG O&S Committee			Scrutiny officers to liaise to ensure that members of this committee are invited to the relevant future meeting.



# **EDUCATION AND CHILDREN'S SOCIAL CARE 2022-23 WORK PROGRAMME**

Date of Meeting: Wednesday 20<sup>th</sup> July 2022 at 10am in the BMI, Margaret Street

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
SEND Improvement and the Accelerated Progress Plan	Update Report	Advise current position on SEND Improvement, and the Accelerated Progress Plan (APP).	Sue Harrison, Director, Children and Families	Sue Harrison, Director, Children and Families  Victor Roman, SEND Improvement Programme Manager	None Required	
Home to School Transport (HTST)	Update Report	Assurances on improvements to the HTST service including arrangements for Sep 2022.	Sue Harrison, Director, Children and Families	Mike Fagan, AD, Home to School Transport  John Elsegood, Head of Communications  Satinder Sahota, Interim City Solicitor & Monitoring Officer	None Required	
Youth Justice Plan	Consultation	To discuss the priorities prior to the plan going to Cabinet and City Council for adoption.	Seamus Gaynor, Head of Executive, Children's Trust	Dionne McAndrew, AD, Vulnerable Young People, Children's Trust  Janine Saleh, Head of Service, Youth Offending Service	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Monday 11<sup>th</sup> July 2022, and Publication: Tuesday 12<sup>th</sup> July 2022**

Education and Children's Social Care O&S Committee, September 2022 -

**Date of Meeting: Wednesday 7<sup>th</sup> September 2022 at 10am in Committee Rooms 3 & 4, Council House**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
SEND Improvement	Update Report	Improvement Journey	Sue Harrison, Director, Children and Families	Sue Harrison, Director, Children and Families	None Required	
Cabinet Member Portfolio Overview	Update Report	Report providing a summary of Cabinet Member priorities for 2022-23, and identify opportunities for O&S to add value	Suman McCarthy, Cabinet Support Officer	Cllr Karen McCarthy, Cabinet Member for Children, Young People and Families	None Required	Cabinet Member Portfolio Overview
Work Programme Development / Inquiry Proposal	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Friday 26<sup>th</sup> August 2022**

**Publication: Tuesday 30<sup>th</sup> August 2022**

**Date of Meeting: Wednesday 19<sup>th</sup> October 2022 at 10am in Committee Rooms 3 & 4, Council House**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
SEND Commissioner	Update Report	To provide information on the work of the SEND Improvement Board and how O&S can add value to the SEND improvement journey.	Sue Harrison, Director, Children and Families	John Coughlan, DfE Commissioner	None Required	
HTST / Children and Young People Travel Service Update	Update Report	Update on the service delivered in Sep 2022.	Sue Harrison, Director, Children and Families	Sue Harrison, Director, Children and Families  John Elsegood, Head of Communications	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Monday 10<sup>th</sup> October 2022**

**Publication: Tuesday 11<sup>th</sup> October 2022**

Date of Meeting: Wednesday 30<sup>th</sup> November 2022 at 10am in Committee Rooms 3 & 4, Council House

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Birmingham Safeguarding Children's Partnership (BSCP)	Update Report	To receive the BSCP Two-Year Report and the Independent Chair's Accountability Report	Simon Cross Business Manager, BSCP	Penny Thompson, Independent Chair, BSCP  Simon Cross Business Manager, BSCP	None	BSCP last attended a formal committee meeting on 16 <sup>th</sup> February 2022  Members of the Children and Young People Mental Health Inquiry from the Health and Adult Social Care OSC to be invited.
Children's Trust	Update Report	To receive the Business Plan and Priorities (including an update on the paper that is going to Cabinet on the 8 Nov regarding the contract)	Seamus Gaynor, Head of Executive, Children's Trust	Andrew Christie, Chair  Andy Couldrick, Chief Executive, Children's Trust	None	Last attended a formal committee meeting on 1st September 2021  Members of the Children and Young People Mental Health Inquiry from the Health and Adult Social Care OSC to be invited.
Children and Young People Plan	Consultation	Part of the consultation	Sue Harrison, Director, Children and Families	Sue Harrison, Director, Children and Families  Kerry Madden, Programme Manager	None	TBC for either 30 <sup>th</sup> Nov 2022 or 4 <sup>th</sup> Jan 2023

**Final Deadline: Monday 21<sup>st</sup> November 2022**

**Publication: Tuesday 22<sup>nd</sup> November 2022**

Education and Children's Social Care O&S Committee, September 2022 -

**Date of Meeting: Wednesday 4<sup>th</sup> January 2023 at 10am in Committee Rooms 3 & 4, Council House**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Children and Young People Plan  TBC for either 30 <sup>th</sup> Nov 2022 or 4 <sup>th</sup> Jan 2023	Consultation	Part of the consultation	Sue Harrison, Director, Children and Families	Sue Harrison, Director, Children and Families  Kerry Madden, Programme Manager		

**Final Deadline: Thursday 22<sup>nd</sup> December 2022**

**Publication: Friday 23<sup>rd</sup> December 2022**

Date of Meeting: Wednesday 22<sup>nd</sup> February 2023 at 10am in Committee Rooms 3 & 4, Council House

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
School Attainment	Update Report		Lisa Fraser, AD, Education and Early Years	Lisa Fraser, AD, Education and Early Years  Tim Boyes, Chief Executive, BEP		

Final Deadline: Monday 12<sup>th</sup> February 2023

Publication: Tuesday 13<sup>th</sup> February 2023

Date of Meeting: Wednesday 5<sup>th</sup> April 2023 at 10am in Committee Rooms 3 & 4, Council House

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Children's Trust	Update Report	To provide an update on Progress with the Priorities	Seamus Gaynor, Head of Executive, Children's Trust  Suman McCarthy, Cabinet Support Officer	Andrew Christie, Chair, Children's Trust  Andy Couldrick, Chief Executive, Children's Trust  Cllr Karen McCarthy, Cabinet Member for Children, Young People and Families (tbc)  Sue Harrison, Director, Children and Families (tbc)	To be discussed	

**Final Deadline: Monday 27<sup>th</sup> March 2023**

**Publication: Tuesday 28<sup>th</sup> March 2023**

**Date of Meeting: Wednesday 17<sup>th</sup> May 2023 at 10am in Committee Rooms 3 & 4, Council House**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information

**Final Deadline: Monday 8<sup>th</sup> May 2023**

**Publication: Tuesday 9<sup>th</sup> May 2023**

**TO BE SCHEDULED:**

1. Grand Challenges, City Observatory data indicators by committee remit
2. Scrutiny Inquiry: Child Criminal Exploitation and County Lines
3. Joint Scrutiny Inquiry with Health and Social Care O&S Committee: Children and Young People's Mental Health
4. Visits
5. Members of the Education and CSC OSC have been invited to the Health and Adult Social Care meeting on 18 October 2022 for the report from FTB.  
Agenda and papers to be forwarded nearer the time



## HOUSING AND NEIGHBOURHOODS OVERVIEW &amp; SCRUTINY COMMITTEE 2022-23 WORK PROGRAMME

Date of Meeting: 14<sup>th</sup> July 2022

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (including joint working / links with other O&S Committees)
Cabinet Member Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Jon Lawton, Cabinet Support Officer	Cllr Majid Mahmood, Cabinet Member for Environment	None Required	
Performance	Quarterly Report	Outline Month 2 (May) performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Paul Lankester, Interim Assistant Director, Regulation and Enforcement  Darren Share, Assistant Director, Street Scene	None Required	
Performance	Quarterly Report	Report outlining Month 2 (May) performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	Natalie Smith, Head of Service Housing Management  Steve Philpott, Head of Service Housing Solutions and Support	None Required	
Work Programme Development	Decision	Discuss work programme for 2022-23 with a particular focus on refining aims and	Amelia Murray, Overview and Scrutiny Manager	Fiona Bottrill, Senior Overview and Scrutiny Manager	None Required	<i>A Cleaner Streets inquiry proposal has been submitted to Co-</i>

		objectives, and any additional topics to consider				<i>ordinating Overview and Scrutiny Committee. This Committee will consider all in-depth inquiry proposals at their July 8<sup>th</sup> meeting. This will ensure an achievable work programme for 2022-23.</i>
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**Final Deadline: Tuesday 5<sup>th</sup> July 2022**

**Publication: Wednesday 6<sup>th</sup> July 2022**

**Meeting Date: 15 September 2022 (Meeting not held – Items to be considered at meeting 26.09.22)**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Petition – Ban Use of Pesticides	Debate	To debate the Petition and formulate a clear formal resolution on the matter for agreement	Darren Share, Assistant Director, Street Scene	Ms Laura Hackett, Lead Petitioner  Cllr Izzy Knowles, Presenting Councillor  Cllr Majid Mahmood, Cabinet Member for Environment  Darren Share, Assistant Director, Street Scene	None Required	The Petition from Bee Friendly Brum was presented to City Council on 12 <sup>th</sup> July 2022
Delays in birth/ death registrations	Update Report	Provide progress on steps being undertaken to reduce delays in births and deaths registrations, and to develop a new mortuary facility, including a digital autopsy scanner	Paul Lankester, Interim Director, Regulation and Enforcement	Sajeela Naseer, Assistant Director, Regulation and Enforcement	None Required	This has been scheduled in response to Full Council motion – 14 <sup>th</sup> June 2022. Further to this, it follows on from previous related updates: 10 <sup>th</sup> March 2022 and 21 <sup>st</sup> November 2019

**Final Deadline: Tuesday 6<sup>th</sup> September 2022**

**Publication: Wednesday 7th September 2022**

Housing and Neighbourhoods O&S Committee, October 2022

**Date of Meeting:** Monday 26<sup>th</sup> September 2022 (Agenda Items re-scheduled from 15<sup>th</sup> September meeting)

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Petition – Ban Use of Pesticides	Debate	To debate the Petition and formulate a clear formal resolution on the matter for agreement	Darren Share, Assistant Director, Street Scene	Ms Laura Hackett, Lead Petitioner  Cllr Izzy Knowles, Presenting Councillor  Cllr Majid Mahmood, Cabinet Member for Environment  Darren Share, Assistant Director, Street Scene	None Required	The Petition from Bee Friendly Brum was presented to City Council on 12 <sup>th</sup> July 2022
Request for Call-In: Capital Funding Bid for the Proposed Introduction of Car Parking Charging Across Selected BCC Parks	Request for Call-In	To consider whether the Committee should, or should not, exercise its power of Call-In, that is whether to formally request that the Executive reconsiders its decision	Rob James, Strategic Director, City Operations	Cllr Yvonne Mosquito, Cabinet Member for Finance and Resources  Cllr Majid Mahmood, Cabinet Member for Environment  Rob James, Strategic Director, City Operations	None Required	

Delays in birth/ death registrations	Update Report	Provide progress on steps being undertaken to reduce delays in births and deaths registrations, and to develop a new mortuary facility, including a digital autopsy scanner	Paul Lankester, Interim Director, Regulation and Enforcement	Sajeela Naseer, Assistant Director, Regulation and Enforcement	None Required	This has been scheduled in response to Full Council motion – 14 <sup>th</sup> June 2022. Further to this, it follows on from previous related updates: 10 <sup>th</sup> March 2022 and 21 <sup>st</sup> November 2019
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**Publication: Wednesday 16th September 2022**

Date of Meeting: Thursday 13<sup>th</sup> October 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Localisation	Update Report	Provide progress on delivery of the Working Together in Neighbourhoods White Paper, including the Neighbourhood Action Co-ordination programme. Respond to the challenge presented by O&S (27 <sup>th</sup> January 2022) for a rapid 4-point stocktake – ‘Councillors and Officers’ Review against the 4 Measures of Success set for ‘Working Together in Birmingham’s Neighbourhoods’	Chris Jordan, Assistant Director, Neighbourhoods	Cllr Ian Ward, Leader of the Council  Chris Jordan, Assistant Director, Neighbourhoods	None Required	Working Together in Neighbourhoods White Paper: <u><a href="#">Working Together in Birmingham's Neighbourhoods (White Paper)   Birmingham City Council</a></u>
Cabinet Member for Housing and Homelessness Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Marcia Wynter, Cabinet Support Officer	Cllr Sharon Thompson, Cabinet Member for Housing and Homelessness	None Required	
Housing Strategy 2022-2027	Consultation	Outline the development of the new Housing Strategy. Consider the strategic priorities and workstreams identified and inform the	Julie Griffin, Managing Director, City Housing	Naomi Morris, Housing Modernisation and Partnerships Manager	None Required	

		direction of this strategy's development		Guy Chaundy, Housing Modernisation and Partnerships Manager		
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**Final Deadline: Tuesday 4<sup>th</sup> October 2022**

**Publication: Wednesday 5<sup>th</sup> October 2022**

Date of Meeting: Thursday 10<sup>th</sup> November 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Performance	Quarterly Report	Report outlining performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	TBC	None Required	
Performance	Quarterly Report	Report outlining performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Sajeela Naseer, Assistant Director, Regulation and Enforcement  Darren Share, Assistant Director, Street Scene	None Required	
Inquiry: Reducing Fly-tipping	Tracking	Provide further clarification on Recommendations R01 and R03. Consider if the Inquiry is concluded.	Darren Share, Assistant Director, Street Scene	TBC	None Required	Further information has been requested in relation to these recommendations. This Inquiry was approved at Full Council on 2 <sup>nd</sup> February 2021; the most recent Progress on Recommendations report was presented to Housing & Neighbourhoods O&S Committee on 10 <sup>th</sup> March 2022.



Cleaner Streets	Evidence-gathering	To identify comparator areas and invite representatives from other Local Authorities to share best practice	Amelia Murray, Overview and Scrutiny Manager	TBC		
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**Final Deadline: Tuesday 1<sup>st</sup> November 2022**

**Publication: Wednesday 2<sup>nd</sup> November 2022**

Date of Meeting: Thursday 15<sup>th</sup> December 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Cabinet Member for Social Justice, Community Safety and Equalities Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Marcia Wynter, Cabinet Support Officer	Cllr John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities	None Required	
Birmingham Community Safety Partnership Report	Annual Report	<p>Discharge the statutory requirement as the Crime and Disorder Committee to receive an annual report from the Birmingham Community Safety Partnership</p> <p>Provide an overview of the Community Safety strategy and key headlines for the past 12 months</p>	Waqar Ahmed, Assistant Director for Community Safety and Resilience	<p>Cllr John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities</p> <p>Chief Superintendent Mat Shaer, West Midlands Police</p> <p>Waqar Ahmed, Assistant Director for Community Safety and Resilience</p> <p>Pamela Powis, Senior Service Manager, Safer Places</p>	None Required	

Cleaner Streets	Evidence-gathering	To identify comparator areas and invite representatives from other Local Authorities to share best practice	Amelia Murray, Overview and Scrutiny Manager	TBC		
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**Final Deadline: Tuesday 6<sup>th</sup> December 2022**

**Publication: Wednesday 7<sup>th</sup> December 2022**

**Date of Meeting: Thursday 12<sup>th</sup> January 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Mobile Household Recycling Centres	Update Report	Provide an overview of the scheme, and highlight impact to date	Darren Share, Assistant Director, Street Scene	Darren Share, Assistant Director, Street Scene	None Required	
Cleaner Streets	Evidence-gathering	To identify comparator areas and invite representatives from other Local Authorities to share best practice	Amelia Murray, Overview and Scrutiny Manager	TBC		

**Final Deadline: Friday 23<sup>rd</sup> December 2022**

**Publication: Wednesday 4<sup>th</sup> January 2023**

Date of Meeting: Thursday 16<sup>th</sup> February 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Performance	Quarterly Report	Report outlining performance for Housing, and provide more detailed commentary on areas of improvement or for concern	Mira Gola, Head of Business Improvement and Support	TBC	None Required	
Performance	Quarterly Report	Report outlining performance for City Operations, and provide more detailed commentary on areas of improvement or for concern	Jonathan Antill, Head of Business Improvement and Support	Sajeela Naseer, Assistant Director, Regulation and Enforcement  Darren Share, Assistant Director, Street Scene	None Required	
Tenant Engagement Strategy	TBC	Provide an outline of the new engagement strategy to inform its future development and delivery	TBC	TBC	None Required	
Affordable Housing Plan	Update Report	Provide an outline of progress	Kerry Scott, Housing Delivery Programme Lead	Guy Chaundy, Housing Modernisation and Partnership Manager	None Required	

Final Deadline: Tuesday 7<sup>th</sup> February 2023

Publication: Wednesday 8<sup>th</sup> February 2023

Housing and Neighbourhoods O&S Committee, October 2022

**Date of Meeting: Thursday 16<sup>th</sup> March 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Voids – Improving Standards	Evidence-gathering	To undertake a deep-dive into Voids with a focus on improving the standard of properties.	TBC	TBC	TBC	

**Final Deadline: Tuesday 7<sup>th</sup> March 2023**

**Publication: Wednesday 8<sup>th</sup> March 2023**

**Date of Meeting: Thursday 13<sup>th</sup> April 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information

**Final Deadline: Tuesday 4<sup>th</sup> April 2023**

**Publication: Wednesday 5<sup>th</sup> April 2023**

**TO BE SCHEDULED:**

1. Final Nature Recovery Strategy to be brought back to committee (following debate on Petition: Ban Use of Pesticides on 26<sup>th</sup> September 2022)
2. Selective and Additional Licensing Schemes for Private Rented Sector
3. Flats above shops
4. Further Update on Bereavement Services – as requested in September 2022 Committee
5. Proposed Introduction of Car Parking Charging across selected BCC Parks – update following consultation

## HEALTH &amp; SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE 2022-23 WORK PROGRAMME

Date of Meeting: 19<sup>th</sup> July 2022

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
<i>Q4 Adult Social Care Performance Monitoring</i>	<i>Agenda item</i>	<i>Report on red rated performance indicators; 5 performance indicators chosen by HOSC for in-depth examination and the complete set of Adult Social Care performance indicators.</i>	<i>Maria Gavin</i>	<i>N/A</i>	<i>None identified</i>	<i>Maria to include any performance information on Delayed Transfers of Care.</i>
<i>Healthwatch Birmingham Annual Report 2021/22</i>	<i>Agenda item</i>	<i>Reporting on investigations completed in the previous year.</i>	<i>Andy Cave, CEO, Healthwatch Birmingham</i>	<i>N/A</i>	<i>None identified</i>	<ul style="list-style-type: none"> <li>• <i>Access to NHS Dentistry</i></li> <li>• <i>Investigation about people's experiences of Day Services</i></li> <li>• <i>Access to GP Services</i></li> </ul>

Final Deadline: Thursday 7<sup>th</sup> July 2022Publication: Monday 11<sup>th</sup> July 2022



**Date of Meeting: Tuesday 20<sup>th</sup> September 2022**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Election of Deputy Chair</i>	<i>Agenda item</i>	<i>To elect a Deputy Chair. Deferred from 19<sup>th</sup> July informal meeting.</i>				
<i>Action Notes/ Matters Arising</i>	<i>Agenda item</i>	<i>To approve the action notes of the meeting held on 29<sup>th</sup> March 2022. To note the action notes of the informal meeting held on 19<sup>th</sup> July 2022.</i>				
<i>Report of the Cabinet Member for Health and Social Care</i>	<i>Agenda Item</i>	<i>To set out the Cabinet Member's priorities for the coming year.</i>	<i>Ceri Saunders</i>	<i>N/A</i>	<i>None identified</i>	<i>Councillor Mariam Khan</i>
<i>Period Poverty and Raising Period Awareness</i>	<i>Tracking Recommendations</i>	<i>To track progress against implementation of recommendations.</i>	<i>Monika Rozanski Rokneddin Shariat</i>	<i>N/A</i>	<i>None identified</i>	

**Final Deadline: Thursday 8<sup>th</sup> September 2022**

**Publication: Monday 12<sup>th</sup> September 2022**

Date of Meeting: Tuesday 18<sup>th</sup> October 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Forward Thinking Birmingham</i>	<i>Agenda item</i>	<i>Annual report on performance against public health contract.</i>	<i>Fiona Reynolds Chief Medical Officer Birmingham Women's and Children's NHS Foundation Trust (FTB)</i>	<i>N/A</i>	<i>None identified</i>	It was agreed at Co-ordinating OSC on the 8 July 2022 that the Health and Social Care O&SC undertakes scrutiny of children's mental health (under the overview and scrutiny role set out in the National Health Service Act 2006 as amended by the Health and Social Care Act 2012) and members of the Education and Children's Social Care Committee will be invited to attend as mental health is included within the Committee's terms of reference.
<i>Infant Mortality – Tracking Report</i>	<i>Tracking Recommendations</i>	<i>To track progress against implementation of recommendations.</i>	<i>Dr Marion Gibbon</i>	<i>N/A</i>	<i>None identified</i>	

## Appendix 2

<i>Q1 Adult Social Care Performance Monitoring</i>	<i>Agenda item</i>	<i>Report on red rated performance indicators; 5 performance indicators chosen by HOSC for in-depth examination and the complete set of Adult Social Care performance indicators. (Deferred to 20 December 2022)</i>	<i>Maria Gavin John Williams Merryn Tate Paul Clarke</i>	<i>N/A</i>	<i>None identified</i>	<i>The Q1 Performance data had been deferred to the meeting on 20 December. An update will be provided by Adult Service and the Corporate Performance Team to the October meeting on the future arrangements for Adult Social Care Performance Monitoring data.</i>
<i>Children and Young People's Mental Health Inquiry</i>	<i>Agenda item</i>	<i>Terms of Reference</i>	<i>Fiona Bottrill</i>	<i>N/A</i>	<i>None identified</i>	

**Final Deadline: Thursday 6<sup>th</sup> October 2022**

**Publication: Monday 10<sup>th</sup> October 2022**

**Date of Meeting: Tuesday 22<sup>nd</sup> November 2022**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>
<i>Birmingham Substance Misuse Recovery System (CGL)</i>	<i>Agenda item</i>	<i>Annual report on performance against public health contract.</i>	<i>Karl Beese</i>	<i>N/A</i>	<i>None identified</i>	
<i>ICS Master Plan</i>	<i>Agenda item</i>	<i>Report setting out the plan for health and care services for Birmingham and Solihull</i>	<i>David Melbourne, Designate Chief Executive, ICS</i>	<i>N/A</i>	<i>None identified</i>	<i>Dr Justin Varney to confirm that the report will be available for this meeting.</i>

**Final Deadline: Thursday 10<sup>th</sup> November 2022**

**Publication: Monday 14<sup>th</sup> November 2022**

Date of Meeting: Tuesday 20<sup>th</sup> December 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Birmingham Safeguarding Adults Board Annual Report</i>	<i>Agenda item</i>	<i>Reporting on outcomes against priorities in the previous year.</i>	<i>Asif Manzoor</i>	<i>N/A</i>	<i>None identified</i>	
<i>Birmingham and Lewisham African Health Inequalities Review (BLACHIR)</i>	<i>Agenda item</i>	<i>Reporting on progress against actions in the report</i>	<i>Dr Justin Varney; Monika Rozanski; Marcia Wynter; Ceri Saunders</i>	<i>N/A</i>	<i>None identified</i>	<i>Councillor John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities Councillor Mariam Khan, Cabinet Member for Health and Social Care.  Report to include lessons learnt from COVID deaths.</i>
<i>Q2 Adult Social Care Performance Monitoring</i>	<i>Agenda item</i>	<i>Report on red rated performance indicators; 5 performance indicators chosen by HOSC for in-depth examination and the complete set of Adult Social Care performance indicators.</i>	<i>Maria Gavin</i>	<i>N/A</i>	<i>None identified</i>	

Final Deadline: Thursday 8<sup>th</sup> December 2022

Publication: Monday 12<sup>th</sup> December 2022

Health and Social Care O&S Committee, October 2022

**Date of Meeting:** Tuesday 24<sup>th</sup> January 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Day Opportunities Co-Production Review</i>	<i>Agenda item</i>	<i>Findings of the independent co-produced review of day opportunity services.</i>	<i>John Williams / Saba Rai / John Freeman</i>	<i>N/A</i>	<i>None identified</i>	

**Final Deadline:** Thursday 12<sup>th</sup> January 2023

**Publication:** Monday 16<sup>th</sup> January 2023

**Date of Meeting:** Tuesday 21<sup>st</sup> February 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Birmingham Sexual Health Services – Umbrella (UHB)</i>	<i>Agenda item</i>	<i>Annual report on performance against public health contract.</i>	<i>Karl Beese</i>	<i>N/A</i>	<i>None identified</i>	
<i>Immunisation</i>	<i>Agenda item</i>	<i>Report to set out the challenges with the take up of immunisations.</i>	<i>Mary Orhewere</i>	<i>N/A</i>	<i>None identified</i>	<i>Report to be presented as a scoping paper for a possible future inquiry based on previous scoping paper for Infant Mortality.</i>

**Final Deadline:** Thursday 9<sup>th</sup> February 2023

**Publication:** Monday 13<sup>th</sup> February 2023

**Date of Meeting:** Tuesday 14<sup>th</sup> March 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Cabinet Member Update Report</i>	<i>Agenda item</i>	<i>Cabinet Member to report progress against portfolio priorities</i>	<i>Ceri Saunders</i>	<i>N/A</i>	<i>None identified</i>	<i>Councillor Mariam Khan, Cabinet Member for Health and Social Care.</i>
<i>Q3 Adult Social Care Performance Monitoring</i>	<i>Agenda item</i>	<i>Report on red rated performance indicators; 5 performance indicators chosen by HOSC for in-depth examination and the complete set of Adult Social Care performance indicators.</i>	<i>Maria Gavin</i>	<i>N/A</i>	<i>None identified</i>	

**Final Deadline:** Thursday 2<sup>nd</sup> March 2023

**Publication:** Monday 6<sup>th</sup> March 2023



Date of Meeting: Tuesday 18<sup>th</sup> April 2022

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information

Final Deadline: Thursday 6<sup>th</sup> April 2023

Publication: Monday 10<sup>th</sup> April 2023

<b>INFORMAL BRIEFINGS (TO BE ARRANGED)</b>
<i>ICS - new structure, plans moving forward and neighbourhood working. (Carol Herity, Associate Director of Partnership, NHS BSol ICS).</i>
<i>Engaging with third sector providers of Adult Social Care (Louise Collett)</i>
<i>City Observatory Data (Richard Brooks)</i>

#### TO BE SCHEDULED:

1. Public Health Horizon Scanning / JSNA
2. Primary Care Networks
3. Access to GPs
4. Mental Health and Wellbeing Post-COVID
5. Joint inquiry with Education and Children's Social Care O&S Committee: Children and Young People's Mental Health
6. Dementia Strategy and Action Plan.
7. Visit to UHB NHS Foundation Trust Hospital sites.
8. Visit to Early Intervention Community Team, Norman Power Centre.

**BIRMINGHAM/SANDWELL JOINT HEALTH SCRUTINY COMMITTEE****Date of Meeting:** TBC**Venue:** Sandwell

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Transition of West Birmingham</i>	<i>Agenda item</i>	<i>To report on the transition of West Birmingham into the Birmingham/Solihull ICS footprint.</i>	<i>Pip Mayo, CCG Managing Director for West Birmingham; Phil Lydon, Programme Manager, Engagement Black Country &amp; West Birmingham CCG</i>	<i>N/A</i>	<i>None identified</i>	

**TO BE SCHEDULED:-**

1. Day Surgery Update
2. Acute Care Model

**Final Deadline:****Publication:****Visit:** Midland Metropolitan University Hospital

Health and Social Care O&amp;S Committee, October 2022



**BIRMINGHAM/SOLIHULL JOINT HEALTH SCRUTINY COMMITTEE****Date of Meeting:** 13<sup>th</sup> October – 1800-2000 hrs – Solihull Civic Suite**Venue:** Solihull

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
<i>Draft BSoL Strategic Vision for Autism and the Draft BSoL Strategic Vision for Learning Difficulties and Disabilities</i>	<i>Agenda item</i>		<i>TBC</i>	<i>N/A</i>	<i>None identified</i>	
<i>Birmingham and Solihull ICS Financial Planning Update</i>	<i>Agenda item</i>	<i>To report on the financial plan for the ICS.</i>	<i>Paul Athey, ICS Finance Lead</i>	<i>N/A</i>	<i>None identified</i>	
<i>Update on the recovery and proposed configuration of surgical services across University Hospitals Birmingham – ICB and UHB and Preparation for Winter Pressures</i>	<i>Agenda item</i>	<i>To report on the current status of services and waiting lists.</i>	<i>Jonathan Brotherton, Chief Operating Officer, UHB</i>	<i>N/A</i>	<i>None identified</i>	

**Final Deadline:****Publication:** 5<sup>th</sup> October 2022

Health and Social Care O&amp;S Committee, October 2022

**TO BE SCHEDULED**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>
<i>ICS Joint Forward Plan</i>	<i>Agenda item</i>	<i>Report on health planning for the system including commissioning intentions.</i>	<i>Carol Herity to confirm Lead Officer</i>	<i>N/A</i>	<i>None identified</i>	
<i>ICS Quality Assurance Update</i>	<i>Agenda item</i>	<i>Update on Quality Assurance to every JHOSC</i>	<i>Carol Herity to confirm Lead Officer</i>	<i>N/A</i>	<i>None identified</i>	
<i>Remodelling of the Primary Care Service</i>	<i>Agenda item</i>	<i>Update report on the current position regarding Primary Care</i>	<i>Paul Sherriff, Executive Director at NHS Birmingham and Solihull ICB.</i>	<i>NA</i>	<i>None identified</i>	<i>Report to include information on commissioned primary care services.</i>
<i>Update on Post-COVID Syndrome ('Long COVID') Rehabilitation</i>	<i>Agenda item</i>	<i>Update on previous report presented to JHOSC on 29<sup>th</sup> September 2021</i>	<i>Ben Richards, Chief Operating Officer, Birmingham Community Healthcare NHS Foundation Trust</i>	<i>N/A</i>	<i>None identified</i>	<i>Report to include Long COVID implications on health and long-term employment.</i>
<i>Phase 2, Musculoskeletal Redesign Programme</i>	<i>Agenda item</i>	<i>To report on the current status of the programme</i>	<i>Marie Peplow, Chief Operating Officer, The ROH</i>	<i>N/A</i>	<i>None identified</i>	



# RESOURCES OVERVIEW AND SCRUTINY COMMITTEE 2022-23 WORK PROGRAMME

Date of Meeting: Thursday 28<sup>th</sup> July 2022

Item/ Topic	Type of Scrutiny	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information (Including joint working / links with other O&S Committees)
Financial Monitoring Q1 2022/23	Monitoring Report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Planned Procurement Activities Report	Standing Item	To note the Cabinet report (considered on 26 July) on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

Final Deadline: Tuesday 19<sup>th</sup> July 2022

Publication: Wednesday 20<sup>th</sup> July 2022

**Date of Meeting: Thursday 8<sup>th</sup> September 2022**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Cabinet Member for Finance and Resources	Update report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Jon Lawton, Cabinet Support Officer	Councillor Yvonne Mosquito, Cabinet Member for Finance and Resources	None Required	
Financial Monitoring 2022/23	Monitoring Report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Long Term Debt Strategy	Update report	To inform members of the Council's strategy to deal with long term debt	Rebecca Hellard, Director of Council Management	Mohammed Sajid, Interim Head of Financial Strategy	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Tuesday 30<sup>th</sup> August 2022**

**Publication: Wednesday 31<sup>st</sup> August 2022**



**Date of Meeting: Thursday 6<sup>th</sup> October 2022**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>
Financial Monitoring 2022/23	Monitoring Report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Implementation of Oracle	Update Report	To inform members of the implementation of the Oracle system	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management James Couper, ERP Programme Director	None Required	
Progress Report on Implementation: Procurement Governance Arrangements	Tracking Report	To monitor progress on delivery of the recommendations	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Tuesday 27<sup>th</sup> September 2022**

**Publication: Wednesday 28<sup>th</sup> September 2022**

**Date of Meeting: Thursday 17<sup>th</sup> November 2022**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>
Progress Report on Implementation: Council-owned Assets	Tracking Report	To monitor progress on delivery of the recommendations	Rebecca Grant, Cabinet Support Officer	Councillor Ian Ward, Leader Kathryn James, Assistant Director, Inclusive Growth	None Required	Economy and Skills OSC members to be invited to the meeting for this item
Cabinet Member for Social Justice, Community Safety and Equalities	Update Report	Provide a summary of Cabinet Member priorities for 2022-23, and identifying opportunities for O&S to add value	Marcia Wynter, Cabinet Support Officer	Councillor John Cotton, Cabinet Member for Social Justice, Community Safety and Equalities	None Required	
Financial Monitoring 2022/23	Monitoring report	Scrutiny of current financial situation	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Tuesday 8<sup>th</sup> November 2022**

**Publication: Wednesday 9<sup>th</sup> November 2022**

**Date of Meeting: Thursday 22<sup>nd</sup> December 2022**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Financial Monitoring 2022/23	Monitoring report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Tuesday 13<sup>th</sup> December 2022**

**Publication: Wednesday 14<sup>th</sup> December 2022**

**Date of Meeting: Thursday 19<sup>th</sup> January 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Financial Monitoring 2022/23	Monitoring report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Budget Scrutiny	Consultation	Scrutiny to respond to Budget Consultation	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Tuesday 10<sup>th</sup> January 2022**

**Publication: Wednesday 11<sup>th</sup> January 2022**

**Date of Meeting: Thursday 2<sup>nd</sup> March 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Financial Monitoring 2022/23	Monitoring report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Tuesday 21<sup>st</sup> February 2022**

**Publication: Wednesday 22<sup>nd</sup> February 2022**

**Date of Meeting: Thursday 30<sup>th</sup> March 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Financial Monitoring 2022/23	Monitoring Report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None	None Required	

**Final Deadline: Tuesday 21<sup>st</sup> March 2022**

**Publication: Wednesday 22<sup>nd</sup> March 2022**

**Date of Meeting: Thursday 27<sup>th</sup> April 2022**

<b>Item/ Topic</b>	<b>Type</b>	<b>Aims and Objectives</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Visits</b>	<b>Additional Information</b>
Financial Monitoring 2022/23	Monitoring Report	Scrutiny of current financial position	Rebecca Hellard, Director of Council Management	Rebecca Hellard, Director of Council Management Sara Pitt, Director of Finance	None Required	
Planned Procurement Activities Report	Standing Item	To note the latest Cabinet report on planned procurement activity.	Steve Sandercock, Assistant Director, Procurement	Steve Sandercock, Assistant Director, Procurement	None Required	
Work Programme Development	Decision	Approve work programme for 2022-23	Fiona Bottrill, Senior Overview and Scrutiny Manager	None		

**Final Deadline: Tuesday 18<sup>th</sup> April 2022**

**Publication: Wednesday 19<sup>th</sup> April 2022**

**TO BE SCHEDULED:**

**Items suggested for the work programme:**

- Impact of Universal Credit roll out on the Council and understanding of residents' housing costs / needs and implications for the cost of living crisis.
- Financial implications of the Council's approach to early intervention for the Council's finances and budget, including proposal to bring enforcement into Council service.
- Management of the Council's budget deficit
- Delivering Best in Class Services in Finance, Resources and HR: What are current base lines and how will progress be measured? Examples of other Best in Class services / organisations in relation to finance, resources and human resources.
- Implementation of Digital Strategy
- Outcome of the CIPFA Budget Sufficiency Review of Education and Skills Directorate (now the Children and Families Directorate)
- Use of consultants
- Section 106 and CIL - policy and procedure

**The following two issues have been recommended by Co-ordinating O&S Committee for consideration by this committee:**

- Cost of Living Crisis – financial implications for the Council;
- Diversity and Inclusion Dashboard - following publication in February 2023 – to monitor workforce data and identify progress against workforce equality indicators.



## SUSTAINABILITY AND TRANSPORT OVERVIEW AND SCRUTINY COMMITTEE 2022-23 WORK PROGRAMME

**Date of Meeting: Wednesday 21<sup>st</sup> September 2022**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Clean Air Zone	Update Report	Report providing overview of scheme to date, information on payment scheme and activities the revenue from the scheme is supporting	Phil Edwards, Assistant Director for Transport and Connectivity	Steve Arnold, Head of Clean Air Zone	None Required	

**Final Deadline: Monday 12<sup>th</sup> September 2022**

**Publication: Monday 12<sup>th</sup> September 2022**

**Date of Meeting: Wednesday 19<sup>th</sup> October 2022**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Cabinet Member Portfolio Overview	Update Report	Provide a summary of Cabinet Member priorities for 2022-23 and identifying opportunities for O&S to add value. This will include an update on the Waste Disposal Incinerator Procurement.	Jon Lawton, Cabinet Support Officer	Cabinet Member for Environment, Cllr Majid Mahmood  Darren Share, Assistant Director, Street Scene  Ellie Horwitch-Smith, Assistant Director, Route to Zero Carbon  Eleanor Crook, Principal Portfolio Officer		Specifically, in relation to the Waste Disposal Incinerator Procurement, the scope of this update may be limited due to commercial sensitivity.
City of Nature (TBC)	Briefing		Humera Sultan	Humera Sultan, Consultant in Public Health and Future Parks Accelerator Director		HS not available needs to be deferred.

**Final Deadline: Monday 10<sup>th</sup> October 2022**

**Publication: Tuesday 11<sup>th</sup> October 2022**

**Date of Meeting: Wednesday 16<sup>th</sup> November 2022**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Street works Permit Scheme			Kevin Hicks			
Re-procurement of Highways PFI Contract			Kevin Hicks/Domenic De Bechi			

**Final Deadline: Monday 7<sup>th</sup> November 2022**

**Publication: Tuesday 8<sup>th</sup> November 2022**

**Date of Meeting: Wednesday 21<sup>st</sup> December 2022**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Visit to University Station* (TBC)						

**Final Deadline: Monday 12<sup>th</sup> December 2022**

**Publication: Tuesday 13<sup>th</sup> December 2022**

**Date of Meeting: Wednesday 18<sup>th</sup> January 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Development of a new Road Strategy (TBC)						
Parking Civil Enforcement Procurement (TBC)						

**Final Deadline: Monday 9<sup>th</sup> January 2023**

**Publication: Tuesday 10<sup>th</sup> January 2023**

**Date of Meeting: Wednesday 15<sup>th</sup> February 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
TBC						

**Final Deadline: Monday 6<sup>th</sup> February 2023**

**Publication: Tuesday 7<sup>th</sup> February 2023**

**Date of Meeting: Wednesday 15<sup>th</sup> March 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Cabinet Member Annual Report						Confirmed with CSO that CM available. Formal invitation to be sent.
Annual Flood Risk Management Report						

**Final Deadline: Monday 6<sup>th</sup> March 2023**

**Publication: Tuesday 7<sup>th</sup> March 2023**

**Date of Meeting: Wednesday 19<sup>th</sup> April 2023**

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
TBC						

**Final Deadline: Monday 10<sup>th</sup> April 2023**

**Publication: Tuesday 11<sup>th</sup> April 2023**

**TO BE SCHEDULED:**

The following items had been identified as topics for consideration to be included in the work programme and no dates have yet been set. The work programme is a live document, and additional items may be identified in future Overview and Scrutiny Committee meetings.

1. **Active Travel including cycling and Safer Travel to Schools**
2. **Environmental, Public Open Space and Transport Issues within City Council Masterplans (i.e. Smithfield) and Urban Regeneration Frameworks**