

Performance and Improvement Summary

Neighbourhoods

Overview and Scrutiny Committee

This document provides a high-level summary of:

- The strategic and organisational context, including the Corporate Plan 2022-26, city and citizen outcome indicators, and a summary of external factors impacting on the remit of this Committee.
- A summary of key delivery milestones and performance indicators against Corporate Plan priorities, and directorate priorities for 2023/24 relevant to the remit of this Committee.
- Transformation and improvement activity relevant to the remit of this committee.

Programmes, Performance, and Improvement Division

June 2023



BE BOLD BE BIRMINGHAM

1. STRATEGIC AND ORGANISATIONAL CONTEXT

1A. CORPORATE PLAN 2022-26

An overview of the Corporate Plan 2022-26.

In October 2022, the City Council approved the Corporate Plan 2022-2026 that sets out the organisation's vision and strategic priorities. These priorities are aligned to six themes: Prosperous, Inclusive, Safe, Healthy, Green, and being a Best-in-Class Council. The Plan provides the context for improvement and transformation activity and a framework for the organisation's business planning.

The Corporate Performance and Delivery Plan (CPDP), updated each year, provides a summary of the key delivery milestones and performance measures that are used to demonstrate delivery and performance against the Corporate Plan priorities. The CPDP provides the basis for quarterly reporting to the Corporate Leadership Team (CLT) and Cabinet. The CPDP does not include the totality of the Council's delivery activity but summarises key activity from Directorate Business Plans, delivery strategies, and transformation agendas.

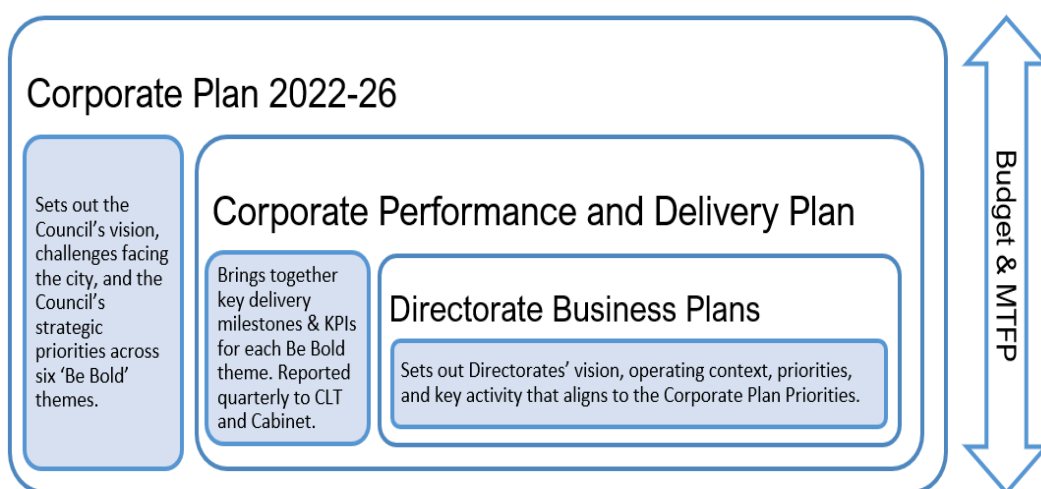


Diagram showing an overview of the Corporate Plan 2022-26:

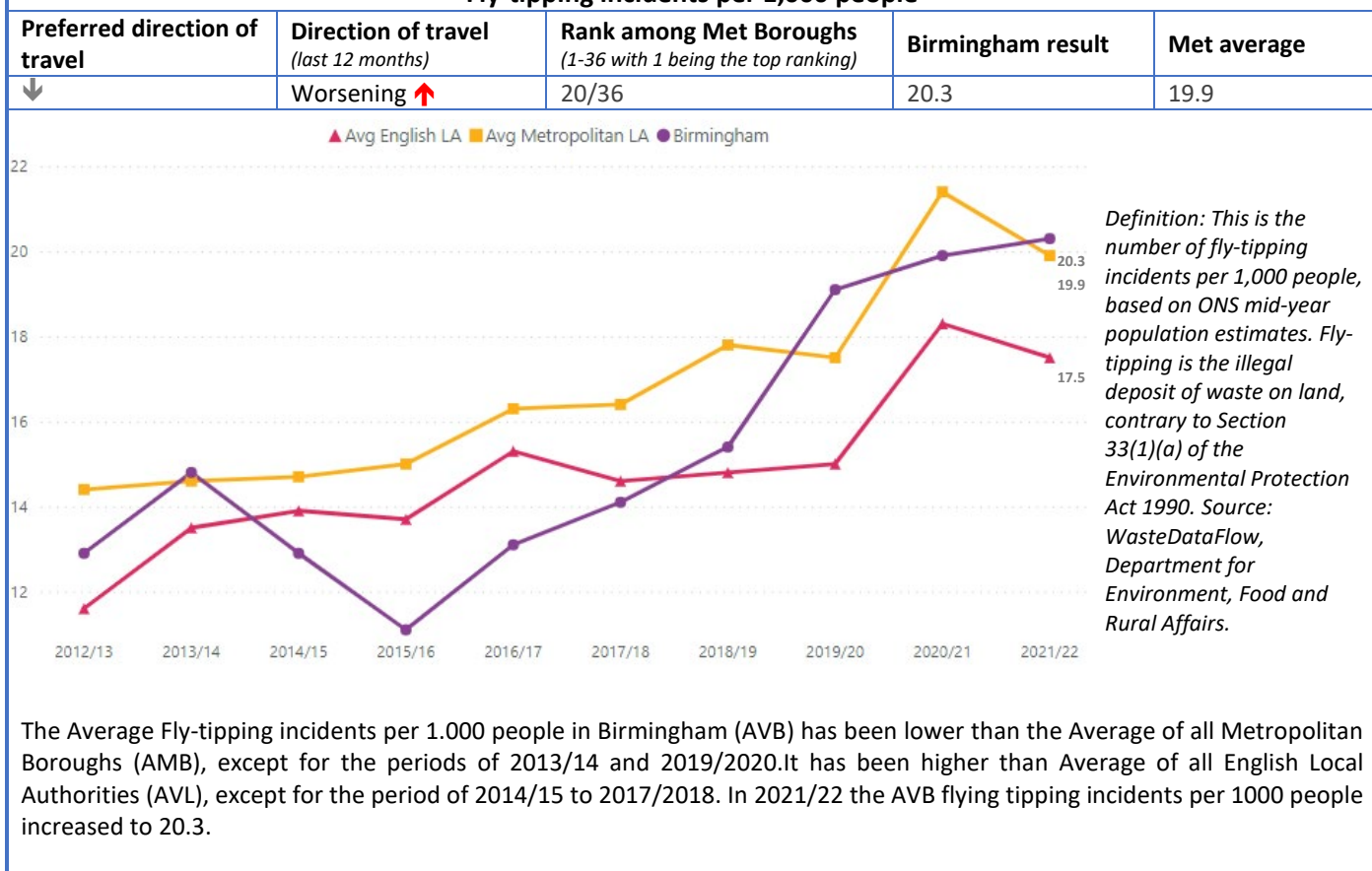
GRAND CHALLENGES		OUR RESPONSE: BE BOLD OUTCOMES	PRIORITIES
Equality and Inclusion	Unemployment, skills and the local economy	A BOLD PROSPEROUS BIRMINGHAM	1. Support inclusive economic growth 2. Tackle unemployment 3. Attract inward investment and infrastructure 4. Maximise the benefits of the Commonwealth Games
	Opportunities for children and young people	A BOLD INCLUSIVE BIRMINGHAM	5. Tackle poverty and inequalities 6. Empower citizens and enable the citizen voice 7. Promote and champion diversity, civic pride and culture 8. Support and enable all children and young people to thrive
	Community resilience, cohesion and living standards	A BOLD SAFE BIRMINGHAM	9. Make the city safer 10. Protect and safeguard vulnerable citizens 11. Increase affordable, safe, green housing 12. Tackle homelessness
	Health and wellbeing	A BOLD HEALTHY BIRMINGHAM	13. Tackle health inequalities 14. Encourage and enable physical activity and healthy living 15. Champion mental health 16. Improve outcomes for adults with disabilities & older people
	Climate Emergency	A BOLD GREEN BIRMINGHAM	17. Improve street cleanliness 18. Improve air quality 19. Continue on the Route to Net Zero 20. Be a City of Nature
		A BOLD BEST IN CLASS COUNCIL	21. Delivering a Bold Best in Class Council

1B. CITY OBSERVATORY SNAPSHOT

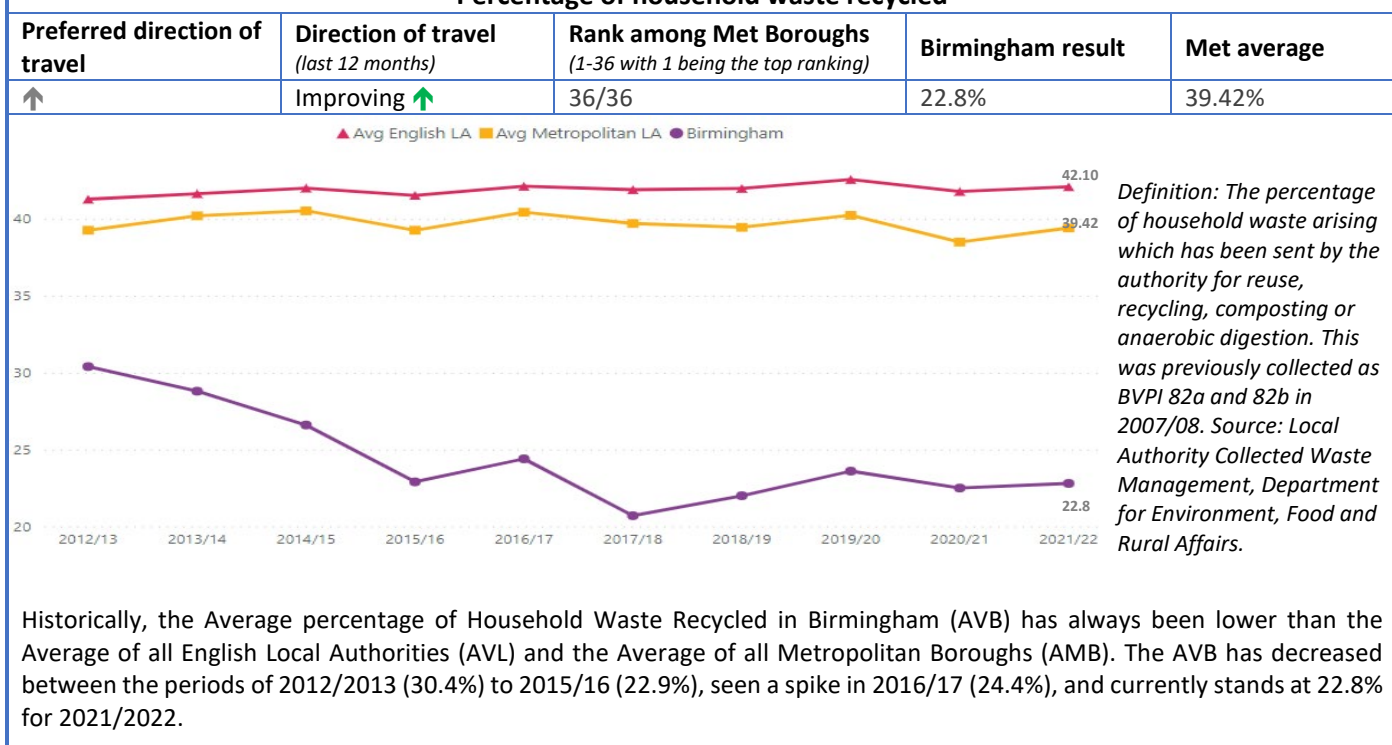
A snapshot of key city and citizen outcome data from the City Observatory that is relevant to the remit of this Committee (data extracted May 2023). Other measures are available:

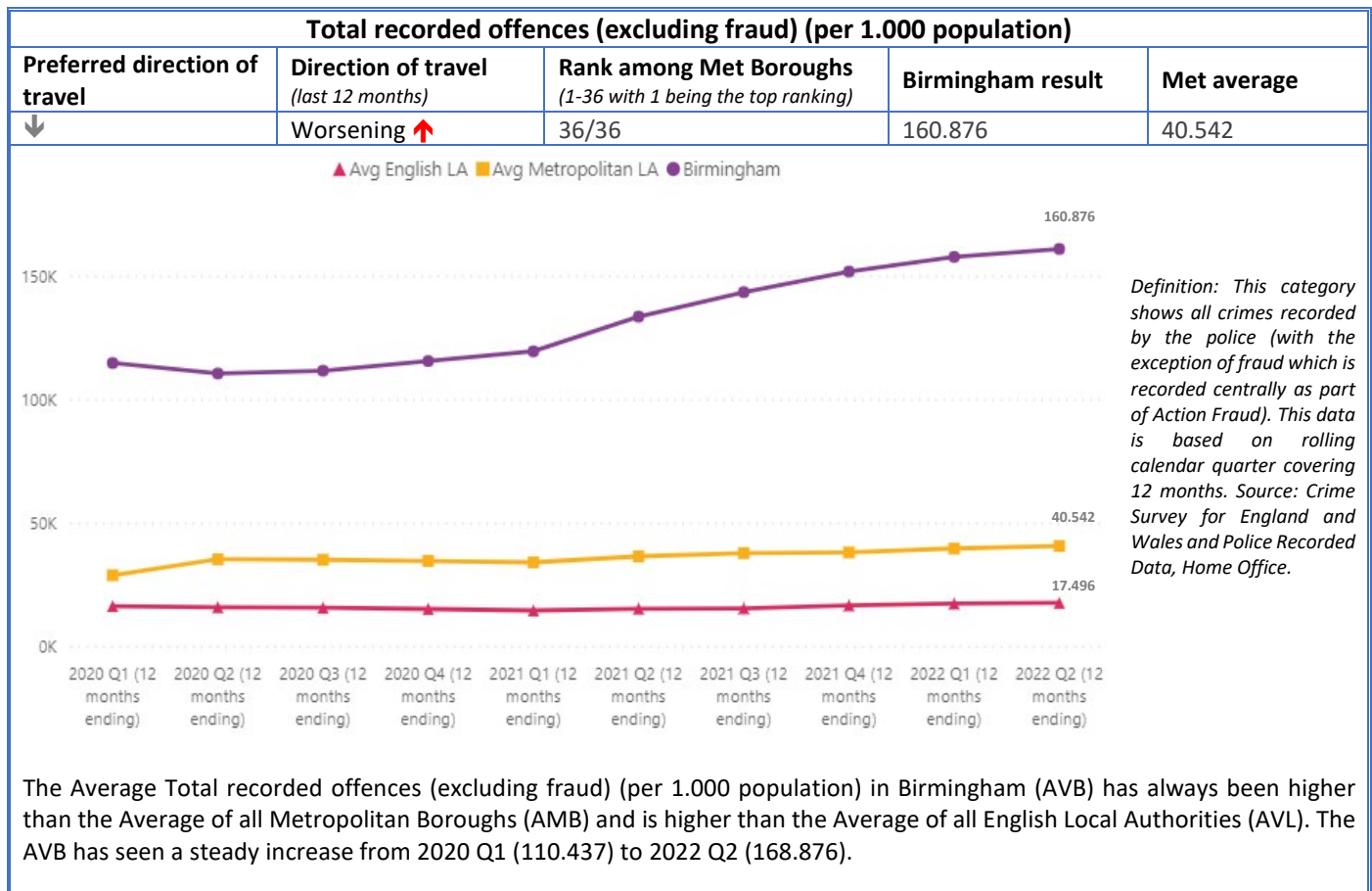
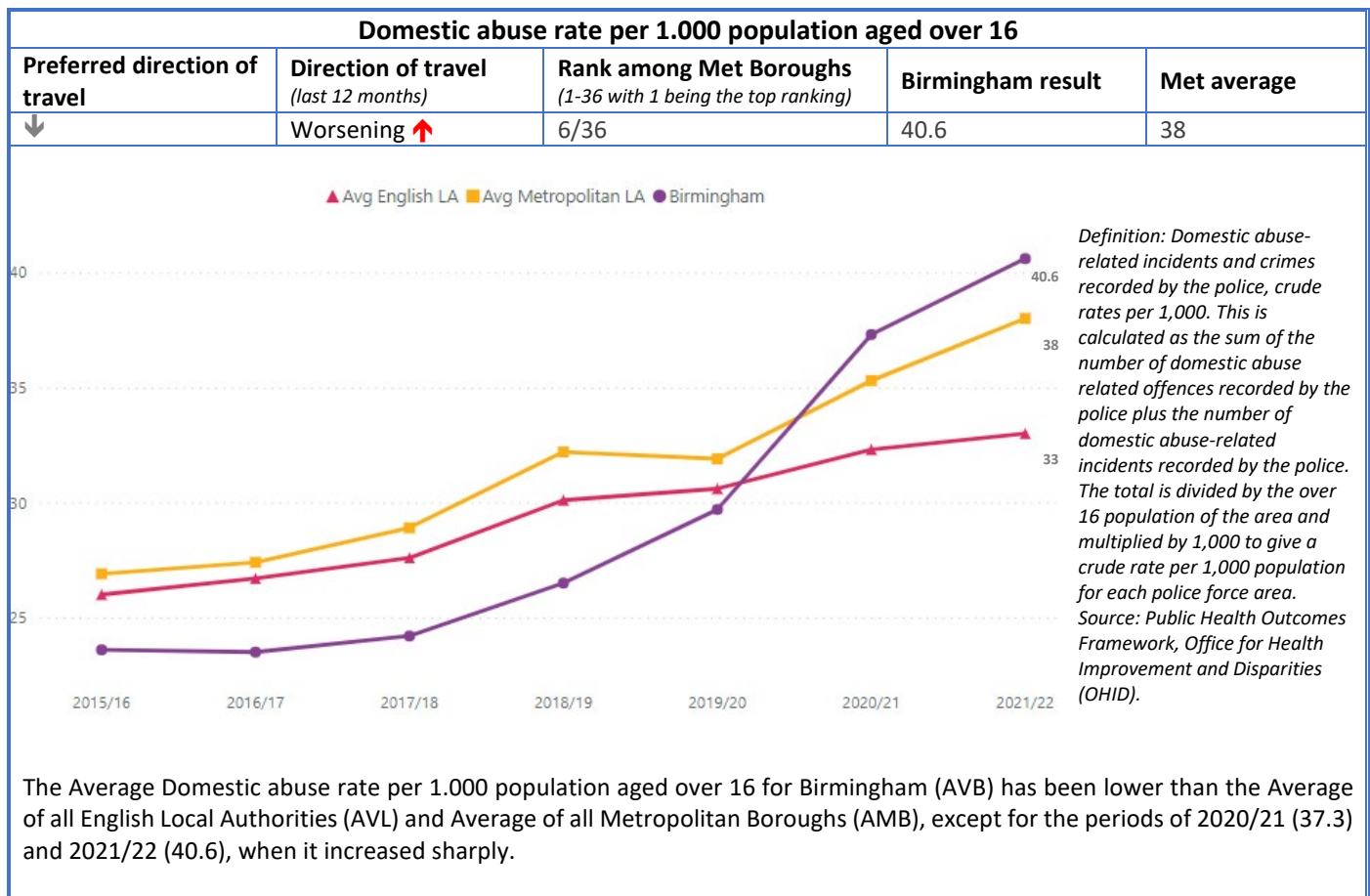
www.cityobservatory.birmingham.gov.uk.

Fly-tipping incidents per 1,000 people



Percentage of household waste recycled





1C. EXTERNAL ENVIRONMENT

A summary of key events and changes to the external operating environment that is relevant to the remit of this Committee, including changes in national policy or regulatory frameworks.

Environment Act

The Environment Act became law in 2021 and acts as the UK's new framework of environmental protection. It sets out the legal framework for significant reforms to local authority waste and recycling services, creates new statutory duties for local authorities on nature recovery, and offers new powers to set new binding targets, including for air quality, water, biodiversity, and waste reduction. The impact of the Act will be far-reaching for the Council, and we will continue to monitor and work with Government and partners to understand the full implications as further guidance is released.

Current activity to date to respond to the Act includes updating the Waste Prevention Plan and developing an assessment tool for undertaking access to open space assessments.

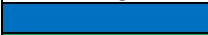




Serious Violence Duty

















The Serious Violence Duty was introduced on 31st January 2023, and there is an expectation from UK Government for local authorities and partnerships to implement a Reducing Violence Strategy by December 2024. Birmingham is on course to deliver this strategy and work on the Service Needs Assessment is being progressed.

2. PERFORMANCE AND DELIVERY

2A. 2022-23 PERFORMANCE FOR KEY DELIVERY MILESTONES

An overview of 2022-23 performance for key delivery activity (from the CPDP) that is relevant to this Committee (as reported Cabinet on a quarterly basis). Information is accurate as of 26th May and may be subject to change.

RAG Rating	RAG Definition
	Action has been achieved (and cannot be reversed)
	Action on course to be delivered as originally planned or at revised scope/scale agreed with CLT and Cabinet Member
	Risk of action not being delivered as planned. Root causes of delivery risk have been identified and mitigating actions are in place to resolve
	Risk of action not being achieved as planned. Root causes of delivery risk are not clear and/or mitigating actions are not in place to resolve
	RAG not applicable

			2022-23 BRAG status			
Corporate Plan Theme	Lead Directorate	Delivery Activity/Milestone	Q1	Q2	Q3	Q4
Inclusive	City Operations	Deliver the Neighbourhood Action Co-Ordination Pilot in 10 areas of the city				
Inclusive	City Operations	Continue to work closely with neighbourhoods and communities and to strengthen the community voice and engagement, including through: a. Progressing and developing the Council's cross directorate "Working Together in Birmingham's Neighbourhoods" policy				
		b. Supporting Ward Forums and the development of Ward Plans				
		c. Investment in neighbourhoods – launch the Local Community Infrastructure Levy crowdfunding platform				

			2022-23 BRAG status			
Corporate Plan Theme	Lead Directorate	Delivery Activity/Milestone	Q1	Q2	Q3	Q4
Safe	City Operations	Work with neighbourhoods, communities, and partners to improve community safety, including through: a) Updating and producing the Annual Strategic Assessment for 2023/24				
		b) Refreshing the Council's Anti-Social Behaviour (ASB) Policy				
		c) Effectively monitoring hate crime, bringing partners together to drive a coordinated response through an action plan				
Safe	City Operations	Work with partners to address violent crime in the city, including through: a) Implementing a Reducing Violence Strategy				
		b) Developing a Violence Against Women and Girls Strategy and strengthening the link with the existing Domestic Abuse Prevention Strategy				
		Work with partners to address violent crime in the city, including through: c) Commissioning and delivering the learning from Domestic Homicide Reviews				
Green	City Operations	Develop, implement, and evaluate initiatives to improve the cleanliness of the city, e.g.: Keep Britain Tidy, additional fly tipping and graffiti crews, Mobile Household Recycling Centres, Grime Watch, alley cleaning crews, and targeted waste enforcement				
Green	City Operations	Improve the perception and performance of waste collections through service enhancements and better communication with citizens, including optimising collections, implementing a citizen communication plan, Residents' Charter, and Waste Management Charter				
Green	City Operations	Implement a Graffiti Policy and Strategy				
Green	City Operations	Enhance some of the city's key public green spaces through the Commonwealth Games, including through: a) Supporting the rehabilitation of existing green spaces as part of the Future Parks Accelerator Programme				
		b) Delivering local enhancements at Sutton Park as part of the phased transition works from the Games				
		c) Undertaking a master-planning study at Perry Park and preparing a business case to support its enhancement into a sustainable destination park				
Green	City Operations	Connect with communities and volunteers to improve the locality environment through the Love Your Street programme and Birmingham Open Spaces Forum				
Green	City Operations	Collaborate with Birmingham Tree People to plant additional trees in our parks and open spaces				
Green	City Operations	Undertake a survey of our Parks and Gardens to identify the number of parks that meet the newly developed parks standard				
Safe	Adult Social Care	Continue to implement the Domestic Abuse Act 2021 Part 4 and the associated new statutory duty and requirements.				
Safe	Adult Social Care	Review and develop a new Domestic Abuse Prevention Strategy. Agreed review plan developed this year.				

2B. 2022-23 PERFORMANCE FOR CORPORATE PLAN KPIS

An overview of 2022-23 performance for Corporate Plan key performance indicators (KPIs) that are relevant to the remit of this Committee (as reported to Cabinet on a quarterly basis). Information is accurate as of 26th May and may be subject to change.

RAG Rating	RAG Definition
Green	Performance is equal to or better than target
Yellow	Performance is lower than target but better or equal to tolerance
Red	Performance is below tolerance
Grey	RAG not applicable

			2022-23 RAG status			
Corporate Plan Theme	Directorate	KPI	Q1	Q2	Q3	Q4
Inclusive	City Operations	Number of ward forum meetings held by Elected Members annually	Red	Red	Red	Red
Inclusive	City Operations	Number of ward plans updated or completed by Elected Members in the year	Red	Grey	Grey	Red
Inclusive	City Operations	Number of community organisations developing and submitting crowdfunding projects	Grey	Grey	Grey	Yellow
Safe	City Operations	Number of Community Triggers enquiries meeting threshold	Green	Red	Green	Green
Safe	City Operations	Number of Anti-Social Behaviour incidents reported to the Council	Red	Green	Green	Green
Safe	City Operations	Percentage of enquiries responded to within 48 hours from the Community Safety Team Front Door	Green	Green	Green	Green
Safe	City Operations	Number of hate crimes reported to the Council	Red	Green	Green	Green
Green	City Operations	Reported missed collections per 100k collections scheduled	Red	Red	Red	Red
Green	City Operations	Level of street cleanliness as assessed by the Land Audit Management System (LAMS)	Green	Green	Green	Green
Green	City Operations	Recycling, Reuse, and Green Waste (both with and without bottom ash)	Green	Green	Green	Green
Green	City Operations	Percentage of waste presented to landfill	Green	Green	Green	Green
Green	City Operations	Percentage of offensive/racist graffiti incidents cleared within SLA by Street Cleansing	Grey	Grey	Grey	Grey

2C. DIRECTORATE PRIORITIES FOR 2023-24

An overview of Directorate delivery priorities for 2023-24 that are relevant to the remit of this Committee

CITY OPERATIONS

- Ensuring our neighbourhoods and streets are clean, green, and safe
- Working in partnership to improve Community Safety and reduce violence in the city
- Making the best use of our parks and open spaces and recognising the contribution to health and wellbeing of our citizens
- Inclusive neighbourhoods and working with local citizens to explore new ways of working such as Parish councils

CHILDREN AND FAMILIES

- Our vision is that Birmingham Children Thrive, all children and young people are safe, healthy, included, confident and achieving.

ADULT SOCIAL CARE

- The goals that Birmingham City Council are seeking to achieve for adults and older people are that they should be resilient, living independently whenever possible and exercising choice and control so that they can live good quality lives and enjoy good health and wellbeing.

2D. KEY DELIVERY MILESTONES FOR 2023-24

An overview of 2023-24 key delivery activity (from the CPDP) that is relevant to the remit of this Committee. Information is accurate as of 26th May and may be subject to change.

Corporate Plan Theme	Lead Directorate	Delivery Activity/Milestone	Delivery Date
Inclusive	City Operations	Improve capacity in neighbourhoods by: a) Working with communities and partners to deliver the year 2 programme of work and associated outputs for the Community & Place aspect of the Shared Prosperity Fund; and b) Implement Schemes that maximise resources available with wards and local communities, including Shared Prosperity Fund, Community Chest, Be Bold Crowdfunder, Enterprise Zone Funding (Cultural Action Zones), CWG's Legacy Funding for Cultural Engagement, & Celebrating Communities programmes	Mar 2024
Inclusive	City Operations	Progressing and developing the Council's cross-directorate "Working Together in Birmingham's Neighbourhoods" policy	Mar 2024
Safe	City Operations	Work with neighbourhoods, communities and partners to improve community safety by refreshing Council's Anti-Social Behaviour Policy	Dec 2023
Safe	City Operations	Implement the requirements of the Serious Violence Duty to include providing: a) A serious violence profile for Birmingham by Jun 23 b) A service needs assessment by Sep 23 c) A Serious Violence Strategy by Dec 23 and d) Training and awareness activities across Birmingham by Mar 24	Mar 2024
Safe	City Operations	Review and develop a new Domestic Abuse Prevention Strategy: completing consultation by July 2023 gaining approval by Dec 2023 ready to implement for 2024	Mar 2024
Safe	City Operations	Develop a Violence Against Women and Girls Strategy and strengthen the link to existing Domestic Abuse Prevention Strategy	Mar 2024
Safe	City Operations	Ensure the effective implementation of the Hate Crime Strategy through continued partnership working, engagement with communities and the establishment of the hate crime tasking group	Mar 2024
Safe	Place, Prosperity and Sustainability	Update Road Safety Strategy: a) Publish revised Strategy that considers how to redesign streetscape to prioritise quality of place, accessibility, safety and functionality for all users for consultation - Sep 23 b) Adopt as Policy - Mar 24	Mar 2024
Safe	Children & Families	Expand delivery of Knife Crime Reduction Programme	Mar 2024

Corporate Plan Theme	Lead Directorate	Delivery Activity/Milestone	Delivery Date
Green	City Operations	Continue to promote and support Love Your Environment events to deliver cleaner streets targeting the worse performing 15 Wards providing at least 1 event per ward	Mar 2024
Green	City Operations	Develop an environmental education programme for the City that can be presented to all schools in the City	Mar 2024
Green	City Operations	Continue to improve the perception and performance of waste collections through service enhancements and better communication with citizens, including optimising collections, implementing a citizen communication plan, Residents' Charter, and Waste Management Charter	Mar 2024
Green	City Operations	Progress initiatives to improve the cleanliness of the city including fly tipping and graffiti crews, Grime Watch and targeted waste enforcement	Mar 2024
Green	City Operations	Review the current provision in our Parks and Open spaces by supporting Partners to submit bid applications to achieve local improvements	Mar 2024

3. IMPROVEMENT AND CHANGE

3A. TRANSFORMATION PROGRAMMES

An overview of major change and transformation programmes that are relevant to the remit of this Committee.

CITY OPERATIONS

Waste Services Transformation

- This programme brings together both internal and external opportunities overlayed through digital transformation and underpinned by leadership to create a 21st century waste service. Areas of focus include community behaviour, workforce performance, and digital and data.

CHILDREN AND FAMILIES

Youth Offending Service

- Birmingham Youth Offending Service is commissioned by the Council and delivered by Birmingham Children's Trust. Youth Offending Services are delivered in partnership with probation, the police, education, health and other statutory and voluntary agencies. The staff are trained to deliver programmes and projects that reduce youth offending by confronting offenders to address the underlying causes of crime.
- The Youth Offending Service is subject to inspection through His Majesty's Inspectorate of Probation. The Services is on an improvement journey and requires improvement to be good. Partners are working together to strengthen services for our young people in the youth justice system.

3B. DIRECTORATE IMPROVEMENT PLANS AND ACTIVITIES

An overview of improvement plans and activity that are relevant to the remit of this Committee.

CITY OPERATIONS

Improving customer service across Waste Management

- Waste Management is taking forward recommendations to improve customer service and satisfaction, including through the Customer Service Programme and recommendations arising from the Task and Finish Review led by Co-Ordinating Overview and Scrutiny Committee.

Improving perceptions of missed refuse collections

- Waste Management is taking forward recommendations to improve how the Council can address the assumed perception that the number of missed refuse collections is too high.

Improving customer service across Bereavement Services

- Bereavement Services are taking forward recommendations to improve customer service and satisfaction, including through the Customer Service Programme and recommendations arising from the Task and Finish Review led by Co-Ordinating Overview and Scrutiny Committee.

3C. OVERVIEW AND SCRUTINY RECOMMENDATIONS

A summary of recent Overview and Scrutiny Committee recommendations that are relevant to the remit of this Committee.

Cleaner Streets Task and Finish Group

In July 2022, the Housing and Neighbourhoods Overview and Scrutiny Committee agreed a focus around Cleaner Streets, and specifically street cleansing, graffiti, and litter. The intention was to make policy recommendations based on the learning and best practice from other Local Authorities. The Committee met informally on 16 January 2023 to review the evidence it had received and to develop these draft recommendations. Recommendations included, for example, developing and delivering a new Birmingham Litter Prevention Strategy; implementing a localities approach to service delivery by introducing a new Local Operating Model; and implementing a proactive enforcement approach.