

BIRMINGHAM CITY COUNCIL

HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 16 MARCH 2023 AT 14:00 HOURS
IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

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

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

Members are reminded they must declare all relevant pecuniary and other registerable interests arising from any business to be discussed at this meeting.

If a disclosable pecuniary interest is declared a Member must not participate in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

If other registerable interests are declared a Member may speak on the matter only if members of the public are allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

If it is a 'sensitive interest', Members do not have to disclose the nature of the interest, just that they have an interest.

Information on the Local Government Association's Model Councillor Code of Conduct is set out via <http://bit.ly/3WtGQnN>. This includes, at Appendix 1, an interests flowchart which provides a simple guide to declaring interests at meetings.

3 - 14

4 **ACTION NOTES AND ACTION TRACKER**

To agree the action notes of the meeting held on 16 February 2023 and note the action tracker.

15 - 40

5 **VOIDS - IMPROVING STANDARDS**

(A) Feedback from Members on recent visits to void properties.

(B) Presentation from City Housing.

Councillor Sharon Thompson, Cabinet Member for Housing and Homelessness, Paul Langford, Interim Strategic Director, City Housing, Natalie Smith, Head of Service, Housing Management, and Asha Patel, Repairs & Maintenance Project Lead, in attendance.

41 - 64

6 **WORK PROGRAMME**

To agree the Committee's Work Programme.

7 **DATE OF NEXT MEETING**

To note that the next meeting is scheduled to be held at 1400 hours on Thursday 13 April 2023.

8 **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).

9 **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.

10 **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

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

BIRMINGHAM CITY COUNCIL

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

1400 hours on Thursday 16 February 2023

Committee Room 3&4, Council House, Victoria Square, Birmingham B1 1BB

Action Notes

Present:

Councillor Mohammed Idrees (Chair)

Councillors: Marje Bridle, Ray Goodwin, Roger Harmer and Lauren Rainbow

Also Present:

Cllr Majid Mahmood, Cabinet Member for Environment

Waqar Ahmed, Assistant Director, Community Safety and Resilience

Jonathan Antill, Head of Business Improvement and Support, City Operations (On-line)

Heather Collett, Programme and Change Manager

Mira Gola, Head of Business Improvement and Support, City Housing

Sajeela Naseer, Director of Regulation and Enforcement

Paul Langford, Acting Strategic Director, City Housing

Asha Patel, Interim Director, Asset Management

Stephen Philpott, Acting Head of Housing Solutions and Support

Darren Share, Assistant Director, Street Scene

Natalie Smith, Head of Service, Housing Management

Jayne Bowles, Scrutiny Officer

Amelia Wiltshire, 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 meeting You Tube site

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

2. APOLOGIES

Apologies were received from Councillors Kerry Brewer, Saqib Khan and Ken Wood.

3. DECLARATIONS OF INTERESTS

None.

4. ACTION NOTES AND ACTION TRACKER

(See documents No 1 and No 2)

RESOLVED:

- That the action notes of the meeting held on 12 January 2023 were agreed;
- That the action tracker was noted.

5. WORK PROGRAMME

(See document No 3)

The Committee agreed the Terms of Reference for the piece of work on Voids.

The Work Programme was discussed and the following items and changes were agreed:

March meeting: Voids (Part 1); Localisation to be deferred to April.

April meeting: Voids (Part 2); Localisation; Reducing Fly-tipping; Cleaner Streets. Members agreed to extend the time for this meeting by one hour (to be held from 2.00-5.00pm)

Tenant Engagement to be deferred until the next municipal year.

RESOLVED: -

That the Work Programme was agreed, subject to being updated as above.

6. CLEANER STREETS

(See document No 4)

Councillor Majid Mahmood, Cabinet Member for Environment, and Darren Share, Assistant Director, Street Scene, were in attendance to provide an initial response to the Committee's recommendations.

Councillor Marje Bridle, Deputy Chair, introduced the report and made the following points:

- The Committee wants to work with the Cabinet Member to make this happen and requests that consideration is given not just to the recommendations but “What success looks like” as well.
- By a locality approach and local operating model, what is needed is to build ongoing relationships with ward street cleaning crews and managers.
- Prevention work is also important to stop littering in the first place and Members would like to see the City Council being proactive and campaigning to encourage people to stop littering.
- Recommendation 4 relates to messaging and the importance of working with schools was emphasised and that children are key to reaching the parents.
- Reference was made to the fact that this Committee had previously started to look at a litter bin policy but that this was meaningless without a litter prevention strategy.
- Recommendation 8 relates to local ward money being made available to enable crews to work more flexibly and reference was made to the example seen in another council where a “shopping list” is provided for items such as bins.

The following additional comments were made by Members:

- Local engagement is really important and one way that could work would be giving some responsibility to Neighbourhood Forums, for example deciding where anti-flytipping cameras are located for a period of time and the community then monitoring whether they have worked or not. More people would then attend Neighbourhood Forum meetings as they would feel they can change what the Council does.
- It was pointed out that what people want will vary area by area and communication is key to resolving issues and achieving a more effective delivery of services.
- With regard to education programmes with schools, what happens after secondary school is also important to continue to change things for the better.

The Chair invited Councillor Majid Mahmood to respond and in doing so the following points were made:

- Councillor Mahmood said he was grateful for the Committee’s work and welcomed the recommendations. He told Members that a lot of the work is already happening but just needs to be more visible.
- Part of that is inviting Members to visit the local depots and invitations will be sent out to all Members by the end of March.
- The recent elected members’ survey – with a 70% completion rate – was referenced and that had provided a lot of data in terms of local issues.
- Education in the city is key and work has already started with schools. It was suggested that this should be expanded to colleges and universities as well and they are already working with Birmingham University and talking to South Birmingham College.
- From April, they will be rolling out, and talking to Members about, a local approach and they are working with the Cabinet Member for Children, Young People and Families.

- With regard to the education programmes, Cllr Mahmood would like to see this extended to include parks, allotments, nature and tree planting, etc, not just focussed on street cleansing.
- There does need to be a bins rationalisation programme, with input from Members on location of bins, and work has already started on a Litter Bin Policy.
- They are developing costings for Friends Groups for benches, bins, etc and will look at that for streets as well.
- Local engagement is part of the Love Your Streets remit and they engage, for example, regarding alleyways where the community takes up ownership.
- With regard to culture and workforce, they are now fully staffed in Refuse Collection. There are about 68 vacancies in street cleansing and they are recruiting.
- The success of the Love Your Environment project was highlighted and an example was given where in Bordesley Green the amount of litter picked up had reduced from 672 bags on the first litter pick to 67 bags in the most recent litter pick, which shows the level of cleanliness is improving.
- Love Your Environment is not just about the street cleansing teams, but also the parks, graffiti and planned maintenance teams.
- Prevention is key and it is important to look at how to get more officers issuing Fixed Penalty Notices.
- There is a piece of work that needs to be done on the graffiti policy, working with the Chair of Licensing and Public Protection and Councillor Cotton.

The Chair thanked Councillor Mahmood for his comprehensive response and it was agreed that he would attend Committee in April to present a step-by-step implementation plan and timescales.

RESOLVED:

- That the report and recommendations were agreed and would be submitted to the Cabinet Member for Environment for formal response;
- That the Cabinet Member for Environment would attend Committee in April to present a step-by-step implementation plan and timescales.

7. PERFORMANCE MONITORING

(See documents No 5 and No 6)

City Operations:

Jonathan Antill, Head of Business Improvement and Support, was in attendance on-line to present the Month 9 City Operations Performance Report.

Waqar Ahmed, Assistant Director, Community Safety and Resilience, Sajeela Naseer, Director of Regulation and Enforcement, and Darren Share, Assistant Director, Street Scene, were also in attendance to respond to service-related questions from Members.

Jonathan Antill presented the report and pointed out that it now included the Community Safety KPIs, bringing the total indicators to 15 – 5 vital signs and 10 corporate plan measures.

During the discussion, and in response to Members' questions, the main points included:

- **Missed Collections** – An explanation was requested regarding the data for reported missed collections and number of dropped roads as there is not a particularly close correlation between the two. Darren Share said that he would go back and look at the data on this and provide an explanation.
- **ASB** – There was a Member view that something needed to be done in terms of getting better performance indicators on ASB. For example, there is one on percentage of enquiries responded to but what that actually means was queried, as if this is simply an acknowledgment, that is not a response to a complaint.

Members were told the indicators will evolve over time and Community Safety are working closely with City Housing, looking at a broader approach to ASB and interrogation of data. Some of the data is solely from a Council perspective but they also have data being captured by West Midlands Police and they want to avoid duplication of data being presented back in.

Particular reference was made to serious issues in sheltered accommodation and that it would be good to see a KPI on the number of ASB reports in this type of housing, particularly Category 1.

It was noted that this had been raised at Committee previously and there is a Housing dashboard which gives them visibility on how often they are contacting customers regarding ASB cases. There has been a lot of development and they are on a journey to improve the data and have a performance-driven response. This is something that can be shared with Committee.

Fixed Penalty Notices (FPNs) for Littering – The work being done in suburban areas was acknowledged and welcomed but there were concerns that, looking at the data, the service is too heavily biased to the city centre. Members were told this is a contracted service with another third party organisation and most services are provided in the city centre, where the highest rate of littering is observed. This includes cigarette butts and spitting and around 11 FPNs were issued in the last year for spitting and all have been paid.

City Housing:

Mira Gola, Head of Business Improvement and Support, was in attendance to present the Month 9 City Housing Performance Report and the Ombudsman Update.

Paul Langford, Acting Director, City Housing, Asha Patel, Interim Director, Asset Management, Stephen Philpott, Acting Head of Housing Solutions and Support, Natalie Smith, Head of Service, Housing Management, and Heather Collett, Programme and Change Manager, were also in attendance to respond to service-related questions from Members.

Mira Gola presented both the performance report and the Ombudsman update and highlighted the following key points:

- Of the 7 vital signs, 3 are green, 3 are red and the seventh is the Total Number of Households in Bed & Breakfast.
- Of the 3 corporate KPIs, 1 is blue, 1 is red and the third is the Total Number of Households in Temporary Accommodation.
- It was pointed out that in the Ombudsman Update there was a typo on page 86 and the total number of matters not upheld should be 12, not 11.

During the discussion, and in response to Members' questions, the main points included:

- **Quality of Housing** – In response to a query regarding the issue of damp and mould, Members were told there is no formal KPI for this at the moment but there are discussions with the Performance Team about analysing the data in a more proactive manner.
There is a Decency KPI which is not included in the report but the Committee can be furnished with that information if required.
The HRA Business Plan shows how much the Council can afford to borrow and invest and that Business Plan will come forward later in the year when it has gone through due diligence. At that point, the path from the current position to getting homes back to where they need to be will be clear, including what work will contribute towards preventing damp and mould. There is a national picture of under-investment in social housing and when compared to similar landlords, the Council performs as well if not better in terms of reports of damp and mould.
There will be Government legislation coming through and a report to Cabinet on a damp and mould policy, to include proposals for a revised KPI. A specific report on damp and mould could be brought to Committee if required.
- **Voids** – It was noted there had been an overall rise in the number of days to turn around Voids and that this seemed to be an issue of north versus south with the north being 24.5 days and the south, 64 days.
It was acknowledged that there are problems with the contractor relationship and performance in the south and officers have met with Fortem to discuss improvements and can report that the necessary action is being taken in terms of rectification and in terms of financial consequences, rent loss and council tax loss is being met by the contractor for that area at the moment. There is commitment from Fortem that they will deliver incremental improvements.
Natalie Smith told Members that she had recently visited Dudley to look at their voids and had also looked at their KPIs and how they are reported. It was noted that other areas report on Routine and Major but there is not that breakdown in Birmingham, as we report on Average. Some analysis is being done on this and the detail will be presented at the Voids session in March.
- **Temporary Accommodation** – Reference was made to the massive difference in levels of Households in Temporary Accommodation in Sheffield

and Leeds compared to Birmingham and it was queried what they are doing differently.

It was noted that Leeds is recognised as one of the leaders in this field and are ahead of Birmingham in terms of working with the private rented sector (PRS) to secure solutions.

Overall numbers in B&B are slightly up, however it was pointed out that there are now 600+ people presenting each week, with a lot of families and individuals who have not been seen before. With the cost of living crisis and other factors, people are falling behind with payments and PRS evictions are twice what they were a year ago, and we are probably not seeing the peak of that yet.

On the positive side, prevention work has seen a significant increase in performance and there should be an improvement with the new allocations policy and a more pragmatic look at people who have been in temporary accommodation for a long time. It will take a few months for that to flow through, but they would expect to see a reduction in the number of families in B&B for more than six weeks by April time.

- **New Allocations Policy** – the new Policy came into effect on 18th January and everyone on the waiting list has been written to. An updated briefing note has also been sent to Members by Councillor Thompson.

With regard to monitoring the length of time people are on the waiting list, it is possible to see this from business intelligence reports, however it is about assessment of need and it does also come down to how wide people are willing to look in terms of bidding.

- **Affordable Housing** – With increasing levels of people presenting, how the Council works with partners to increase the supply of genuinely affordable housing in the future is very important and part of the solution has to be PRS.

There is an accommodation finding team of 14 staff and they have achieved 170 family houses in the last year for families who are homeless to move into. One of the key components of that is Local Housing Allowance. The calculation is that only 7% of private lets in Birmingham are affordable to those on housing benefits and the vast majority of people presenting are on housing benefits. The team seeks to strike deals with private landlords to bridge the gap and the Council will pay rent deposits and provide guarantees to try and open those doors for families.

- **Ombudsman Matters** – With regard to compensation claims, concerns were raised about the length of time it takes to get compensation paid out and it was queried whether there is effective management of the caseload.

The directorate is making sure that everything in the action plan is delivered by April and in terms of the compensation issues, the team will be looking at more proactive use of arbitration.

RESOLVED:

- That an explanation would be provided regarding the data for reported missed collections and dropped roads.
- That the reports were noted.

8. DATE OF NEXT MEETING

Noted.

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

None.

10. OTHER URGENT BUSINESS

None.

11. AUTHORITY TO CHAIR AND OFFICERS

RESOLVED:

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

The meeting ended at 1556 hours.

HOUSING AND NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2022/23

Date	Agenda Item	Action	Notes
16-Feb-23	Cleaner Streets	Report and recommendations to be submitted to the Cabinet Member for Environment for formal response.	Sent on 22 nd February.
		Cabinet Member for Environment to attend Committee in April to present a step-by-step implementation plan and timescales.	Scheduled for April.
	Performance Monitoring	City Operations - An explanation to be provided regarding the data for reported missed collections and dropped roads.	
	Work Programme	Localisation to be deferred to April. Tenant Engagement to be deferred until the next municipal year. April meeting to be extended by one hour (to be held from 2.00-5.00pm)	Work Programme updated.
12-Jan-23	Progress Report on Implementation: Reducing Fly-tipping	Further reports to be scheduled for a future meeting and Legal Services to be invited to attend.	Scheduled for April.
	Work Programme	Voids – Draft Work Outline to be brought to the February meeting.	Included as an appendix to the Work Programme for the February meeting.
15-Dec-22	Cabinet Member for Social Justice, Community Safety and Equalities – Priorities 2022/23	Percentage breakdown to be provided of the types/areas of work most prone to Modern Slavery across Birmingham.	

HOUSING AND NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2022/23

Date	Agenda Item	Action	Notes
	Birmingham Community Safety Partnership Annual Report	Further report on re-deployable CCTV cameras, to include the process and its timescales, to be brought to Committee in January.	Included on agenda for January meeting.
	Work Programme	The February City Housing Performance Report to include the number of Ombudsman decisions against the Council, the amounts paid and comment from Housing Officers on what the cause is.	This was presented with the Performance Report in February.
29-Nov-22	Request for Call-In: Housing Repairs, Maintenance and Investment 2024	A letter setting out the Committee's concerns to be sent to the relevant Cabinet Members.	Letter sent on 7 th December.
		A report on tenant and leaseholder involvement to be brought to a future committee meeting.	Update on tenant and leaseholder involvement emailed to members on 8 th February. A broader Tenant Engagement report is to be scheduled for the next municipal year.
10-Nov-22	Performance Monitoring	Right to Buy rules, including the qualifying period for accessing Right to Buy, to be shared with Members.	Emailed to members on 8 th December.
		The offer of a demonstration of the "slab in the cab" technology to be followed up.	In the New Year, the Cabinet Member for Environment will be sending invitations to all Members to visit a local depot and this will include a

HOUSING AND NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2022/23

Date	Agenda Item	Action	Notes
			demonstration of the “slab in the cab” technology.
	Progress Report on Implementation: Reducing Fly-tipping	A further report on progress to be brought back to Committee in January.	Work Programme updated.
13-Oct-22	Localisation	Leader to come back to committee in March with a further update.	Work Programme updated.
		Populated version of the table attached to the letter sent to the former Cabinet Member to be circulated to committee members.	Emailed to members on 9 th November.
		Letter from Cllr Thompson to the Leader regarding ward plan to be shared with committee members.	
		Email sent to members regarding the NAC pilot and pairing up of wards to be re-circulated and named person to be added for each of the wards.	This has been emailed to the members it affects.
		Directorate self-assessments which came out of the Star Chamber to be shared with committee members.	Emailed to members on 23 rd November.
	Cabinet Member for Housing and Homelessness: Priorities 2022/23	Tenant Engagement Delivery Plan and Action Plan to be brought to committee before being finally ratified.	Included on Work Programme for February.
		Timeline to be provided for the repairs contracts extension arrangements and re-tendering for the South.	Emailed to members on 14 th November.

HOUSING AND NEIGHBOURHOODS O&S COMMITTEE
ACTION TRACKER 2022/23

Date	Agenda Item	Action	Notes
	City Wide Housing Strategy 2022-2027 Consultation	Affordable Housing Plan to be brought to future committee meeting.	To be scheduled.
26-Sep-22	Action Notes and Action Tracker	Updated list of HMOs by Ward to be requested (raised by Cllr Harmer). Voids – deep dive piece of work still to be programmed (raised by Cllr Wood).	Emailed to members on 23rd November. Programmed for March & April 2023.
	Petition: Ban Use of Pesticides	A letter setting out the Committee's resolution to be sent to the Cabinet Member. Final report to be brought back to a future committee meeting (timing to be confirmed).	Letter sent on 11 th October.
	Request for Call-In: Capital Funding Bid for the Proposed Introduction of Car Parking Charging across selected BCC Parks	A letter setting out the Committee's concerns to be sent to the Cabinet Member.	Letter sent on 11 th October.
	Delays in Birth and Death Registrations	Further report to be brought back to Committee in 4-6 months' time.	To be scheduled.
	Work Programme	Cleaner Streets to be programmed for November, December and January to allow time to influence the budget.	Work Programme updated.

Birmingham City Council

Housing and Neighbourhoods Overview and Scrutiny Committee

Date 16.03.23



Subject: Voids Management Project – Update for OSC

Report of: Natalie Smith – Head of Service, Housing Management South Team
Asha Patel – Acting Director, Asset Management

Report author: Natalie Smith – Head of Service, Housing Management South Team
Asha Patel – Acting Director, Asset Management

1 Purpose

- 1.1 To provide an overview of the current position of void standards and performance within Birmingham.
- 1.2 To outline the transformation plan for voids and its objectives, including what the transformation involves, the progress that has been made to date and impact, future activities and challenges faced.

2 Recommendations

- 2.1 To note the contents of the report and appendices and consider if there are any further issues for scrutiny to address in relation to voids.

3 Any Finance Implications

- 3.1 There are no financial implications directly relating to this report.

4 Any Legal Implications

- 4.1 There are no legal implications directly relating to this report.

5 Any Equalities Implications

5.1 There are no equalities implications directly relating to this report.

6 Appendices

6.1 BCC_Voids Management Project_Update for OSC_16.03.23

City Housing Voids Project

Update for Overview and Scrutiny Committee

Natalie Smith and Asha Patel

16th March 2023



Contents

1. Voids performance overview

- Current voids performance
- Contractor performance

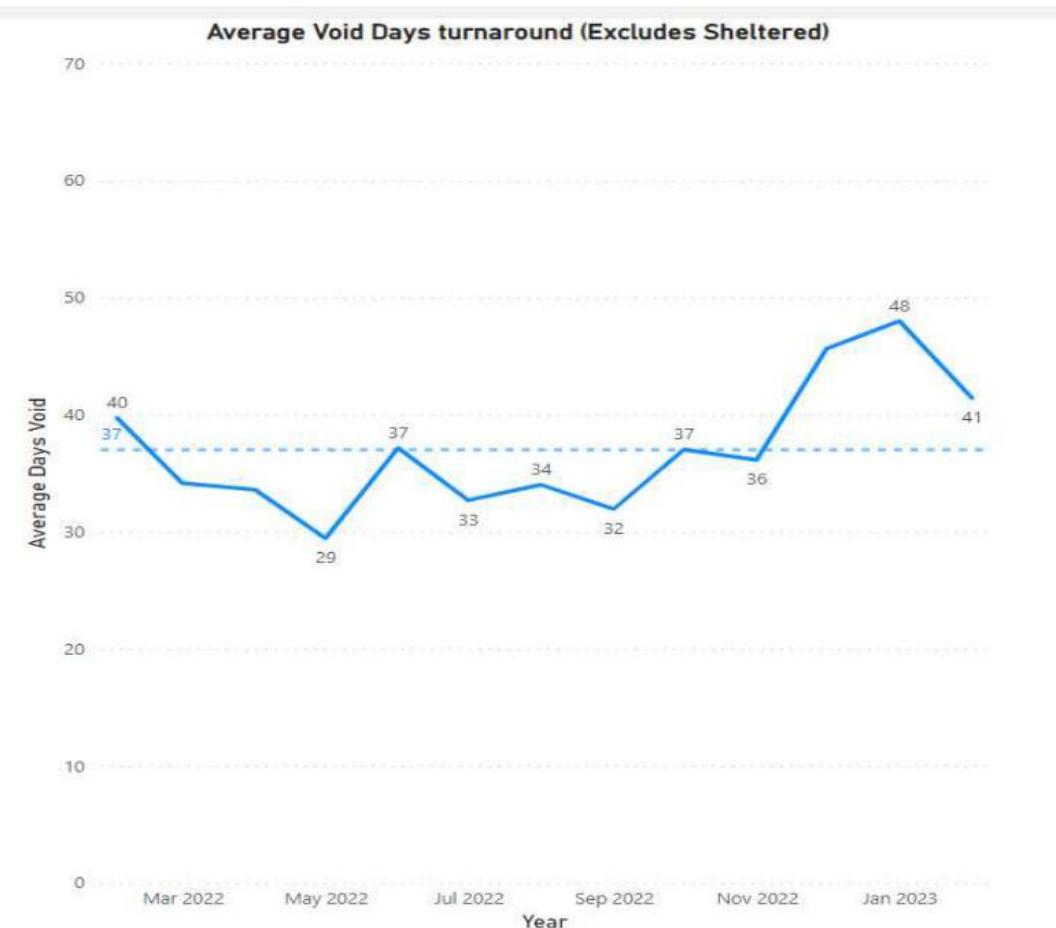
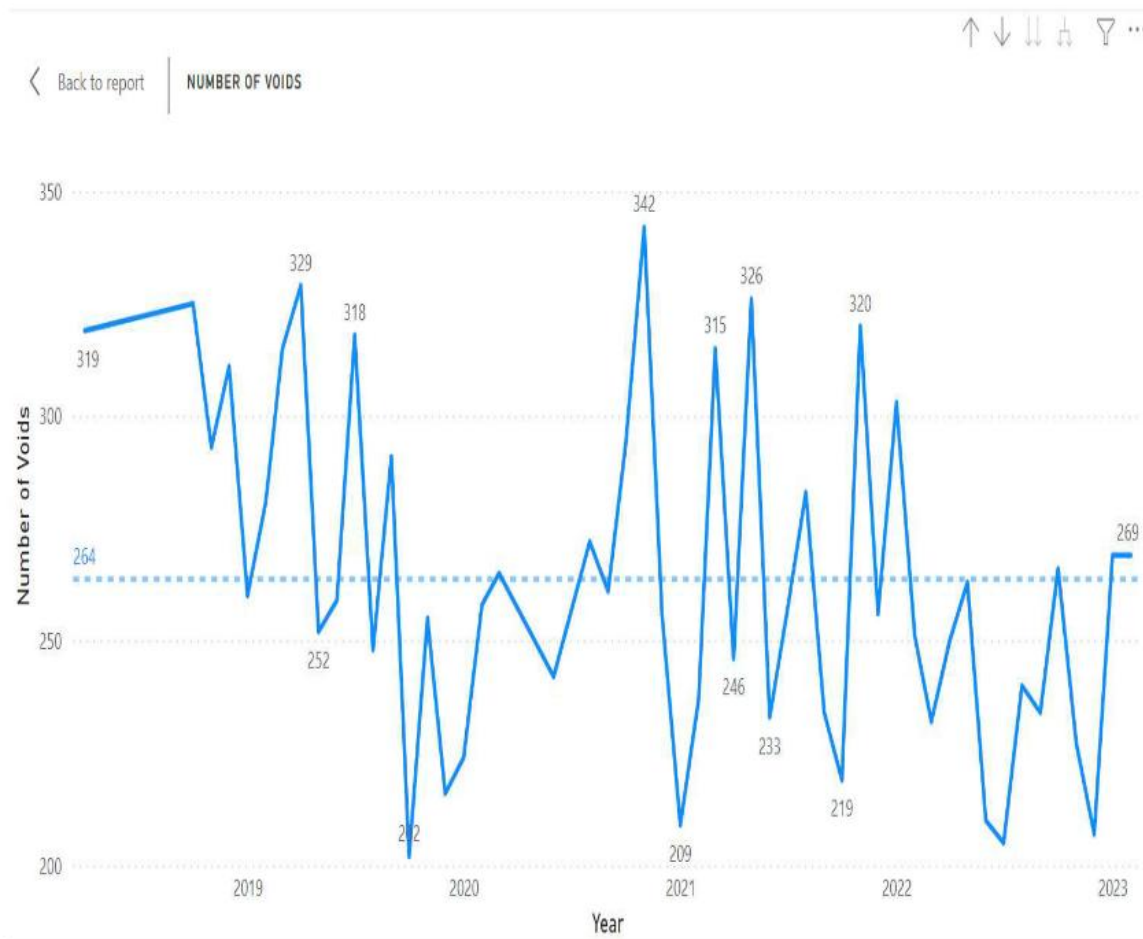
2. Voids management project overview

- Aim, purpose and anticipated benefits
- Scope
- High-level project roadmap
- Workstreams
- Progress to date and future activities
- Risks

1. Voids performance overview



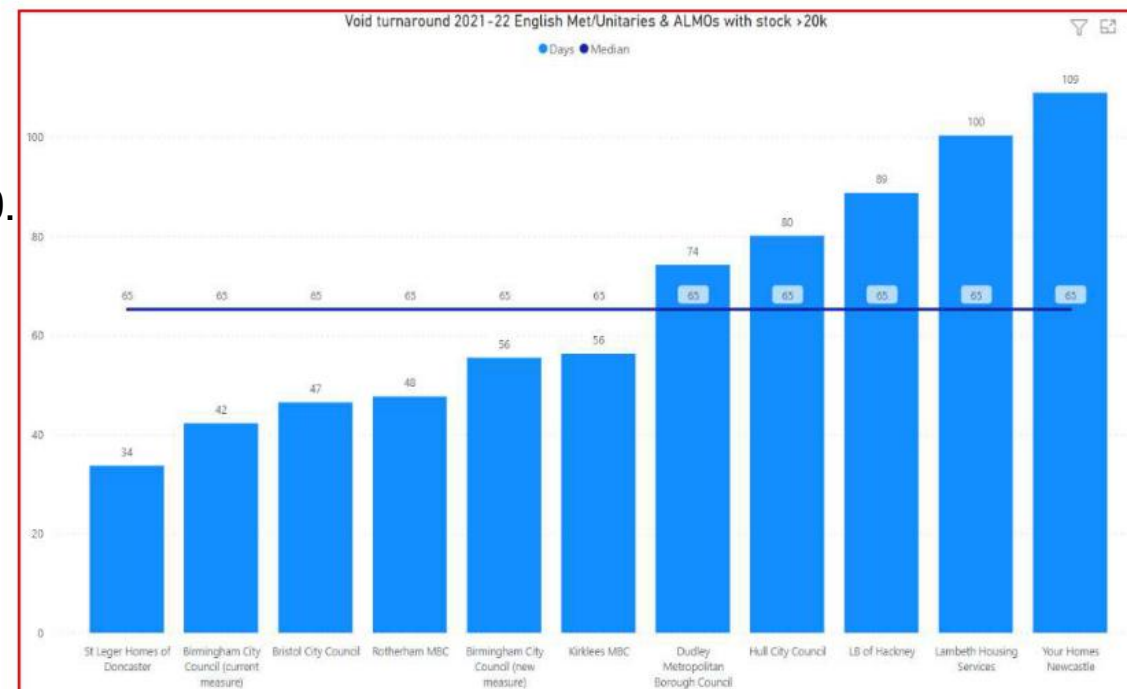
Void turnaround



Current voids performance

Voids turnaround, 2021-22

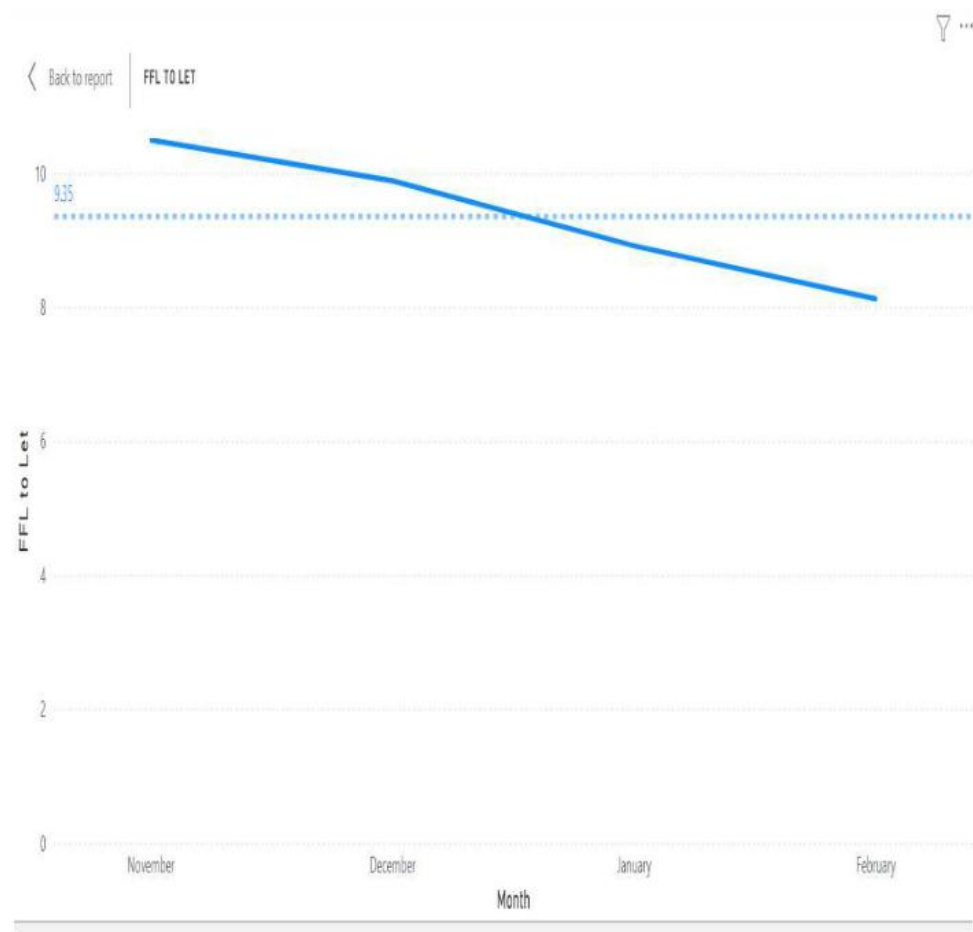
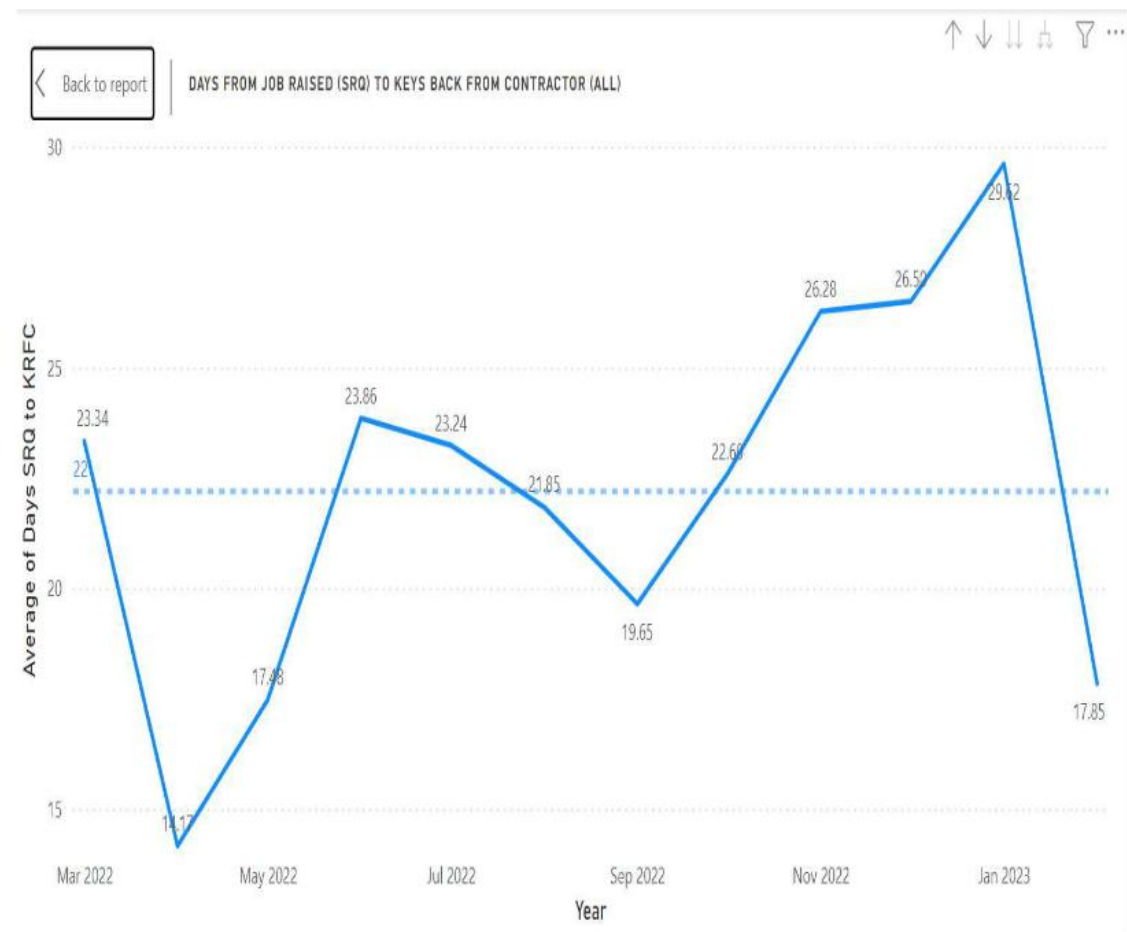
- The figure on the right shows Housemark benchmarking data for 2021-22 for peers with housing stock over 20,000.
- BCC returned a turnaround time of 42.3 days in line with how we currently measure void turnaround.
- A review of the Housemark definition is currently taking place to embed within future reports.
- Housemark definition below
- “Major repairs are works which could not reasonably be carried out with a tenant in occupation, and which need to be carried out in a property while it is vacant. They involve remedial works that are necessary for the property to remain habitable; they would include structural repairs, site works and service installations. If a tenant has been permanently decanted in order for works to be carried out, then these are major repairs for the purposes of CORE”



Contractor performance

- BCC has had issues with performance in some areas which is due to:
 - High staff turnover rate.
 - Skills shortage.
 - Supply chain issues, post-Brexit and post-Covid pandemic, experienced nationwide.
- Solutions to improve performance and quality:
 - Collaborative working (workshop) with contractors to understand our standard and quality requirements.
 - 100% inspection rate.
 - Supply chain training.
 - Integrated working internally to improve communications, delivery and outcomes for customers.

Days with Contractor, and days to let (ALL across City)



Void Standard



Birmingham Empty Property Standard

CURRENT

Last revised 2012 to include BMHT
ensure the consistent quality of properties
clean and habitable standard
minimum acceptable standard defined as fit for
re-letting
applies to all properties to be relet on a
permanent basis.
Plans to bring properties up to Decent HOMES
Standard on a programmed basis.
Not current policy to undertake decent homes
work whilst properties are void

ASPIRATIONAL

Feedback from Customers
Housing Management / Colleagues

Include TA changes / TA cleaning

Streamlined / Less Handoffs

Basic Standard
Decent Homes Standard
EPC B and C Aspirational Standard

Fit for Let Definition (Approved policy to repair rather than renew defective items)

Fit to live in, Structurally sound and weatherproof , Free from disrepair
Free from rising or penetrating damp prejudicial to the health of the occupants
Safe and secure, Clean, with sanitised kitchen and bathroom

Electricity / Gas Supplies

Adequate provision for heating, lighting and ventilation
Satisfactory facilities for food preparation and cooking, including a supply of hot and cold water
Adequate storage space in the kitchen
Washable floor coverings to the kitchen, bathroom and toilet areas.
Appropriate washing and bathing facilities with hot and cold running water.
Effective drainage, Secure doors and windows



2. Voids management project overview



Project aim, purpose and anticipated benefits

Aim

The overall aim of the project is to improve quality and standards and to identify areas of efficiencies and enhanced ways of working for customers, Voids Management staff and other related stakeholders.

Purpose

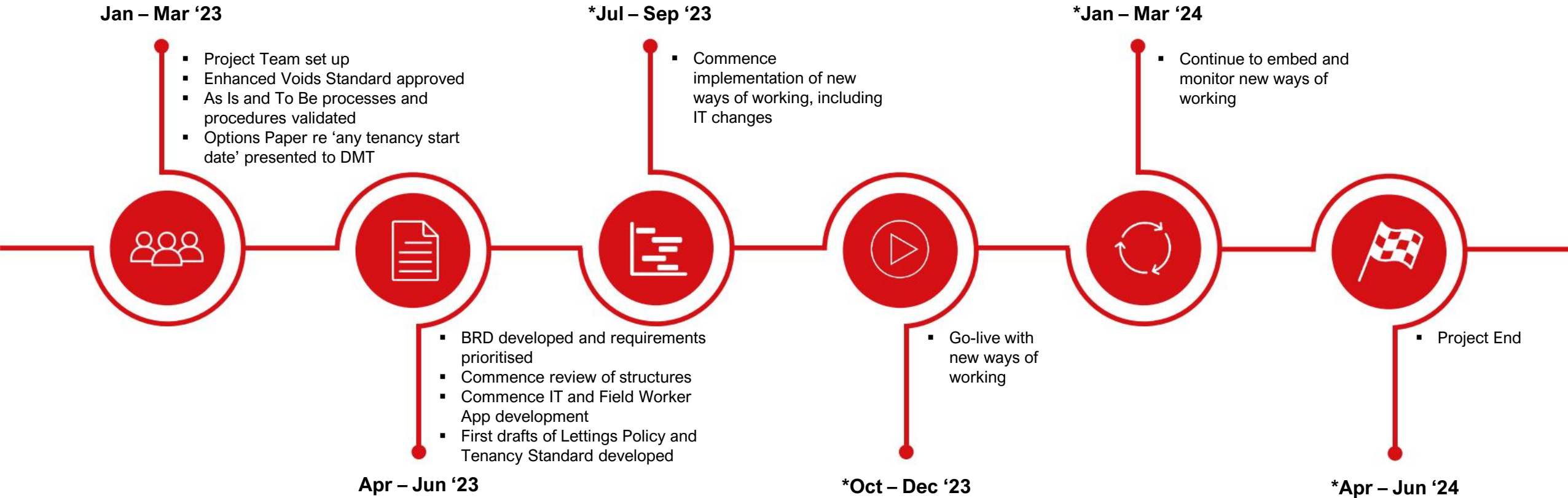
- To review processes which have not been reviewed for a number of years.
- Identify the opportunity to reduce void loss and ensure an integrated offer.
- Analysing trends to identify gaps.
- Developing the agile offer
- Increase HRA revenue by improving turnaround times.
- Include recommendations from the Root and Branch Service Review and Customer Service Programme to improve the customer journey.
- To ensure alignment with Corporate strategy and priorities.

Project aim, purpose and anticipated benefits

Anticipated benefits

- Improve the customer journey / experience, delivering the right information at the right time.
- Reduce void turnaround time.
- Set and manage realistic customer expectations.
- Capture data to analyse trends and contribute to service change.
- Create efficiencies within the process, optimising effective communication across all services.
- Improve void standard
- Ensure Value for money

High-level project roadmap



* These are **indicative dates only** as they will be influenced primarily by resource availability and IT development timeframes.

The Service Offer- What does it mean?

Current

- Split across three teams
- Pre-vacation visits not integrated
- Lack of digital/agile solutions
- Inability for self-service
- Limited pro-active management throughout the life of the tenancy
- Customer satisfaction not captured
- Information for customers on expectations not clear



Aspired

One consistent void team across all functions

Agile IT solutions

Increased online capability

- Robust Housing Management offer- New Model
- Satisfaction to be captured and data utilised for improvements
- 28-day notice period utilised- pre-vacation expanded
- Improved customer information to be available
- New improved void standard




Project workstreams

Six project workstreams:




1. Operational Voids Process Improvement.
2. Voids Digital Development.
3. Voids functionality on Field Worker App.
4. Voids Standard.
5. Lettings Policy and Tenancy Standard.
6. Tenant Start and End Recommendations ('Any Tenancy Start Date').

An overview of each workstream is provided on the following slides.

Project workstreams

Workstream	Summary	Key Activities
 Operational Voids Process Improvement	To review and update operational processes and procedures, implementing improvements across all functional areas impacting voids management.	<ul style="list-style-type: none"> ▪ A review of the end-to-end voids process and procedures to identify current process and system failings, inefficiencies and pain points for customers and staff. ▪ Designing new voids management processes and supporting documentation. ▪ Creating improved working standards and practices. ▪ Reducing the large number of manual processes and converting these to more efficient and mostly digitised ways of working. ▪ Developing new voids management KPIs (benchmarked against external organisations). ▪ Recommendations on structure and roles (where not addressed by Target Operating Model proposals).
 Voids Digital Development	To automate voids processes and procedures, where possible, in order to enhance and make more efficient the customer experience.	<ul style="list-style-type: none"> ▪ Gathering IT requirements and producing a prioritised requirements log. ▪ Creating a Business Requirements Document (BRD) to identify IT system changes and improvements. ▪ Developing automated forms and documentation to support new voids processes (subject to IT&D BRD sign-off). ▪ Developing self-service capability and enabling customer visibility via online access.
 Voids functionality on Field Worker App	To build functionality within the Field Worker App to support the voids management process.	<ul style="list-style-type: none"> ▪ Developing automated forms and documentation on a handheld device to be used in the field to enable agile working.

Project workstreams

Workstream	Summary	Key Activities
	Voids Standard	<p>To conduct a review and make recommendations on the voids standard based on customer requirements, feedback and benchmarking against other comparable social landlords.</p> <ul style="list-style-type: none"> Is the current standard appropriate and how does it compare to others? What would be the benefits of improving the voids standard? What would be the impact of raising the voids standard? The timing of making a change to the voids standard (impact on existing contracts). Production of a fully costed Voids Standard with recommendations for change.
	Lettings Policy and Tenancy Standard	<p>To create a Lettings Policy and Tenancy Standard.</p> <ul style="list-style-type: none"> Research with other local authorities to find examples of 'good' Lettings policies. Creating a Lettings Policy. Creating a new Tenancy Standard.
	Tenant Start and End Recommendations ('Any Tenancy Start Date')	<p>To consider and make recommendations on service improvements for tenant start and end.</p> <ul style="list-style-type: none"> Development of a Recommendations Paper, including a project scope for implementation.

Progress to date

Area	Progress
Performance Reports (Power BI)	<ul style="list-style-type: none">▪ New reports have been developed and to be embedded within the service – these factor in true key to key figures and key milestones and highlight void times based on property type.▪ Voids broken down into routine and major.
Data Cleanse (Voids over 12 months)	<ul style="list-style-type: none">▪ HM team has undertaken a data cleanse on voids over 12 months that were being charged with debit.▪ This has led to a 70% drop in voids over 12 months.▪ New process in place for debit related to voids pending demolition.
Decant Process	<ul style="list-style-type: none">▪ New decant process implemented in November 2022 to ensure void teams work closer with asset management.▪ This has resulted in an overall reduction of decants and there is now a report and focus on managing timescales and delays.
RAPS / Sheltered (Longstanding voids)	<ul style="list-style-type: none">▪ At the start of April 2022 there were 55 hard to let voids in sheltered. A working group was set up with TA and voids team to ensure utilisation of RAPS.▪ This has resulted in 0 hard lets.

Progress to date

Area	Progress
Translations	<ul style="list-style-type: none"> ▪ Issue with translation service translator which resulted in a 3-day impact. ▪ New service offer for translation has been developed utilising language line
Pre-Vacation Visits	<ul style="list-style-type: none"> ▪ Conversations with contractors to view the void and plan works in the notice period –developing this approach and ascertaining what work can be done on occupation, with a key focus on inspecting electrics and boilers ▪ The team are developing a pilot to ensure that when a tenant applies for a transfer they are visited to ensure the property is not neglected or damaged. Any neglect, willful damage will result in the inability to move unless rectifications completed.
Audits	<ul style="list-style-type: none"> ▪ 100% of voids are audited. ▪ Improving turnaround on audits through internal process improvement.
Resources	<ul style="list-style-type: none"> ▪ There has been a review of budgets and an additional manager has been created. ▪ An additional housing officer and moving out team have also been agreed in recruitment phase.

Progress to date

Area	Progress
Key Collection	<ul style="list-style-type: none">▪ The moving out team now collect keys and this has had a positive impact on the notice period.▪ This will be extended across all areas and support performance.
Lettings	<ul style="list-style-type: none">▪ Pre-tenancy workshops have been relaunched and we also conduct pre-lets with people ensuring benefits and payments are all in place – we monitor housing benefit and universal credit within the first 12 weeks to measure the success of this. 12 days HB, UC 44 days.▪ Feedback from those who have attended pre-tenancy workshops has been positive and they have found the information useful.
Voids Standard	<ul style="list-style-type: none">▪ Improved Standard has been included as part of tender documents for contract 2024 (published 16th January 2023).
Housing Management (Proactive Visits)	<ul style="list-style-type: none">▪ Housing have increased their visits to properties, and this is highlighting issues earlier than the moving out phase.

Future activities

Area	Progress
IT / Online Processes / Customer Journey	<ul style="list-style-type: none">▪ A review is underway on all process.▪ This will result in online notices, customer updates, automated workflow and an agile solution.
TOM	<ul style="list-style-type: none">▪ The Tom has identified the need to develop a locality housing model, focusing on a robust Housing Management offer that will be ensuring a focus from move in to move out and will enable an enhanced pro active service.

Risks

- Resource constraints – capacity and capability.
- IT&D team capacity constraints.
- Competing demands across the business – high level of change activity underway.
- Financial implications – ie, increased investment vs potential increase void time

Mitigation

- Robust governance and process prioritisation
- Aligned and visibility to corporate priorities and programmes

Thank you for your time

END OF PRESENTATION





Housing and Neighbourhoods O&S Committee: Work Programme 2022/23

Chair:	Cllr Mohammed Idrees
Deputy Chair:	Cllr Marje Bridle
Committee Members:	Cllrs: Kerry Brewer, Marje Bridle, Ray Goodwin, Roger Harmer, Saqib Khan, Lauren Rainbow and Ken Wood
Officer Support:	Overview and Scrutiny Manager: Amelia Wiltshire (07825 979253) Scrutiny Officer: Jayne Bowles: (07928 506172) Committee Manager: Mandeep Marwaha (303 5950)

1 Introduction

- 1.1 The remit of the Housing and Neighbourhoods O&S Committee is 'to fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning housing; waste management; neighbourhood management; parks and allotments; localisation; bereavement services and community safety'.
- 1.2 This Committee shall be the Crime and Disorder Committee (Police and Justice Act 2006).
- 1.3 This report provides details of the proposed scrutiny work programme for 2022/23.

2 Recommendations

- 2.1 That the Committee considers its work programme, attached at Appendix 1, and considers whether any amendments are required.

3 Background

- 3.1 *"Scrutiny is based on the principle that someone who makes a decision...should not be the only one to review or challenge it. Overview is founded on the belief that an open, inclusive, member-led approach to policy review...results in better policies in the long run."* (Jessica Crowe, former Executive Director, Centre for Governance and Scrutiny).
- 3.2 Developing an effective work programme is the bedrock of an effective scrutiny function. Done well, it can help lay the foundations for targeted, inclusive and timely work on issues of local importance, where scrutiny can add value. Done poorly, scrutiny can end up wasting time and resources on issues where the impact of any scrutiny work done is likely to be minimal.



- 3.3 As a result, the careful selection and prioritisation of work is essential if the scrutiny function is to be successful, add value and retain credibility.

4 Work Programme

- 4.1 Appendix 1 sets out the future work programme for this Committee. This provides information on the aims and objectives, together with lead officers and witnesses, for each item. The attached work programme also includes items to be programmed where dates are still to be confirmed, and any outstanding items including the tracking of previous recommendations.
- 4.2 As the work programmes for the Committees have developed, a number of cross cutting issues have been identified. To avoid duplication, Members will be invited to attend different Overview and Scrutiny Committee meetings for relevant reports. There are no existing cross-cutting issues of relevance to this Committee.

5 Other Meetings

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

Call in Meetings:

None scheduled

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

6 Forward Plan for Cabinet Decisions

- 6.1 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.
- 6.2 The following decisions, extracted from the CMIS Forward Plan of Decisions, are likely to be relevant to the Housing and Neighbourhoods O&S Committee's remit. Members may wish to consider whether any of these issues require further investigation or monitoring via scrutiny. The Forward Plan can be viewed in full via Forward Plans (cmis.uk.com).



ID Number	Title	Portfolio	Proposed Date of Decision
011199/2023	Update Report on Unauthorised Encampments	N/A	15 Mar 23
011074/2023	Disposal of Land at Langley Sustainable Urban Extension to Homes England	Leader	21 Mar 23
010451/2022	Affordable Housing – sites for disposal	Leader	25 Apr 23
009213/2021	BMHT Dawberry Fields Road, Passivhaus Development	Housing and Homelessness	25 Apr 23
010906/2023	P0599: Tyseley Energy Recovery Facility, Waste Transfer Stations and Household Waste Recycling Centres – Operate, Maintain & Renewal	Leader	25 Apr 23
010984/2023	Homelessness Prevention Grant Allocation 2023-2025	Housing and Homelessness	25 Apr 23
007349/2020	Waste Vehicle Replacement Programme	Environment	16 May 23
010589/2022	Ladywood Regeneration Estate	Leader	16 May 23
010634/2023	Ladywood Regeneration Estate: CPO Authority in Principle	Leader	16 May 23
009489/2022	Pool Farm/Shannon Road Contract Award and Revised FBC	Housing and Homelessness	27 Jun 23
010625/2023	Bromford Housing Development, Open Space Improvement, Procurement Strategy and Revised FBC	Housing and Homelessness	27 Jun 23
010707/2023	Stockfield Road Housing Development	Housing and Homelessness	27 Jun 23
011085/2023	Three Cities Whole House Retrofit Pilot – Interim Progress	Housing and Homelessness	27 Jun 23
010770/2023	Investment Plan – Housing Rent Account	Housing and Homelessness	05 Sep 23
010840/2023	Asset Management Strategy – 5 Year Strategy	Housing and Homelessness	05 Sep 23

7 Legal Implications

7.1 There are no immediate legal implications arising from this report.

8 Financial Implications

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



9 Public Sector Equality Duty

- 9.1 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.
- 9.2 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.
- 9.3 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.

10 Use of Appendices

Appendix 1 – Work Programme for 2022/2

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

Date of Meeting: 14th 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 8th meeting. This will ensure an achievable work programme for 2022-23.</i>
--	--	---	--	--	--	---

Final Deadline: Tuesday 5th July 2022

Publication: Wednesday 6th 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 th 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 th June 2022. Further to this, it follows on from previous related updates: 10 th March 2022 and 21 st November 2019

Final Deadline: Tuesday 6th September 2022

Publication: Wednesday 7th September 2022

Housing and Neighbourhoods O&S Committee, March 2023 - Appendix 1

Date of Meeting: **Monday 26th September 2022 (Agenda Items re-scheduled from 15th 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 th 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 th June 2022. Further to this, it follows on from previous related updates: 10 th March 2022 and 21 st November 2019
--------------------------------------	---------------	---	--	--	---------------	---

Publication: Wednesday 16th September 2022

Date of Meeting: Thursday 13th 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 th 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	<p>Cllr Ian Ward, Leader of the Council</p> <p>Chris Jordan, Assistant Director, Neighbourhoods</p>	None Required	Working Together in Neighbourhoods White Paper: Working Together in Birmingham's Neighbourhoods (White Paper) Birmingham City Council
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		
--	--	--	--	---	--	--

Final Deadline: Tuesday 4th October 2022

Publication: Wednesday 5th October 2022

Date of Meeting: Thursday 10th 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	<p>Paul Langford, Interim Director of Housing Management</p> <p>Gary Messenger, Assistant Director, City Housing Services & Support</p> <p>Steve Wilson, Project Director, Asset Management</p> <p>Stephen Philpott, Acting Head of Housing Solutions and Support Service</p> <p>Natalie Smith, Head of Service for Housing Management</p>	None Required	This will pick up the action from Item 5 (Customer Services and Complaints) at Co-ordinating OSC (23 September 22)
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	<p>Sajeela Naseer, Assistant Director, Regulation and Enforcement</p> <p>Darren Share, Assistant Director, Street Scene</p>	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	Cllr Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	Further information has been requested in relation to the progress of these recommendations at the meeting in March 2022. For background, this Inquiry was approved at Full Council on 2 nd February 2021.
Cleaner Streets	Evidence-gathering	Understand what best practice looks like in other Local Authorities and how this is achieved Explore how Cleaner Streets services are delivered, in particular in relation to localisation. Consider how this could inform future service delivery in Birmingham	Amelia Murray, Overview and Scrutiny Manager	Local Authority presentation (Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	This is part of a series of closed sessions to be held immediately after the Overview and Scrutiny Committee

Final Deadline: Tuesday 1st November 2022

Publication: Wednesday 2nd November 2022

Date of Meeting: Thursday 15th 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	

Informal Session

Cleaner Streets	Evidence-gathering	<p>Understand what best practice looks like in other Local Authorities and how this is achieved.</p> <p>Explore how Cleaner Streets services are delivered, in particular in relation to localisation.</p> <p>Consider how this could inform future service delivery in Birmingham</p>	Amelia Murray, Overview and Scrutiny Manager	<p>Local Authority presentation</p> <p>(Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment</p> <p>Darren Share, Assistant Director, Street Scene</p>	None Required	This is part of a series of informal sessions to be held immediately after the Overview and Scrutiny Committee
-----------------	--------------------	--	---	---	---------------	--

Final Deadline: Tuesday 6th December 2022

Publication: Wednesday 7th December 2022

Date of Meeting: Thursday 12th January 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Inquiry: Reducing Fly-tipping	Tracking	Provide further clarification on Recommendation, R01. Consider if the Inquiry is concluded.	Darren Share, Assistant Director, Street Scene	Councillor Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	Further information has been requested in relation to the progress of these recommendations at the meeting in November 2022. For background, this Inquiry was approved at Full Council on 2 nd February 2021.
Inquiry: Reducing Fly-tipping	Tracking	Provide further clarification on Recommendation, R03. Consider if the Inquiry is concluded.	Darren Share, Assistant Director, Street Scene	Councillor Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	Further information has been requested in relation to the progress of these recommendations at the meeting in November 2022. For background, this Inquiry was approved at Full Council on 2 nd February 2021.
Community Safety – Re-deployable CCTV Cameras	Follow-up Report	To provide further information on the Community Safety re-deployable CCTV cameras, to include the process and its timescales.	Waqar Ahmed, Assistant Director, Community Safety and Resilience	Pam Powis, Senior Service Manager, Community Safety Team	None Required	Requested at the 15 th December 2022 meeting when Members considered the Birmingham Community Safety Partnership Annual Report.

Informal Session

Cleaner Streets	Evidence-gathering	<p>Understand what best practice looks like in other Local Authorities and how this is achieved.</p> <p>Explore how Cleaner Streets services are delivered, in particular in relation to localisation.</p> <p>Consider how this could inform future service delivery in Birmingham.</p>	Amelia Murray, Overview and Scrutiny Manager	<p>Local Authority presentation</p> <p>(Birmingham City Council) Cllr Majid Mahmood, Cabinet Member for Environment</p> <p>Darren Share, Assistant Director, Street Scene</p>	None Required	This is part of a series of informal sessions to be held immediately after the Overview and Scrutiny Committee
-----------------	--------------------	---	---	---	---------------	--

Final Deadline: Friday 23rd December 2022

Publication: Wednesday 4th January 2023

Date of Meeting: Thursday 16th February 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Performance	Performance Management	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	Paul Langford, Interim Director of Housing Management	None Required	This will pick up the action from Item 5 (Customer Services and Complaints) at Co-ordinating OSC (23 September 22). It will also pick up the request agreed in Item 7 at the OSC on 15 December to include Housing Ombudsman decisions against the Council, amounts paidn and a commentary from Housing on the causes.
Performance	Performance Management	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	
Cleaner Streets	Policy Development	To propose recommendations following the informal sessions with Derby,	Amelia Murray, Overview and Scrutiny Manager	Cabinet Member for Environment, Councillor Majid Mahmood	None Required	This follows the three previous informal sessions and the

		Rochdale and Wigan Councils on Cleaner Streets, specifically litter, street cleansing and graffiti		Darren Share, Assistant Director Street Scene		recommendation setting meeting on 16 January.
--	--	--	--	---	--	---

Final Deadline: Tuesday 7th February 2023

Publication: Wednesday 8th February 2023

Date of Meeting: Thursday 16th March 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Voids – Improving Standards	Policy Review	<p>To understand the current position of void standards for Birmingham City Council including a description of the current standard and how the service is performing.</p> <p>To outline the transformation plan for voids and its objectives. What will this transformation look like? What progress has been made to date and what impact has it made? What will be happening in the future? What are the challenges the service faces to realise its transformation plan?</p>	Paul Langford, Interim Strategic Director, City Housing	<p>Councillor Sharon Thompson, Cabinet Member for Housing and Homelessness</p> <p>Asha Patel, Repairs & Maintenance Project Lead</p> <p>Natalie Smith, Head of Service, Housing Management</p>	Members have participated in visits to Birmingham City Council properties in advance of this session	This is the first of a two part item. The second part will follow in April.

Final Deadline: Tuesday 7th March 2023

Publication: Wednesday 8th March 2023

Date of Meeting: Thursday 13th April 2023

Item/ Topic	Type	Aims and Objectives	Lead Officer	Witnesses	Visits	Additional Information
Voids – Improving Standards	Policy Review	To understand how other Housing providers deliver better performance on void standards and how this is achieved.	Other Housing providers are being identified	Councillor Sharon Thompson, Cabinet Member for Housing and Homelessness Paul Langford, Interim Strategic Director of City Housing	Visits to other providers may take place following this item	This is the second of a two part item. The first part takes place in March.
Localisation	Holding the Executive to Account	Provide progress on delivery of the Working Together in Neighbourhoods White Paper, to include case studies from the Neighbourhood Action Co-ordinator Programme pilot in the 22 wards.	Chris Jordan, Assistant Director, Neighbourhoods	Cllr Ian Ward, Leader of the Council Karen Cheney, Head of Service, Neighbourhood Development and Support Unit	None Required	Working Together in Neighbourhoods White Paper: <u>Working Together in Birmingham's Neighbourhoods (White Paper) Birmingham City Council</u> Progress Report presented in October: <u>Localisation Update 13 October 2022</u>
Inquiry: Reducing Fly-tipping	Follow-up report	To provide further information in relation to Cameras and Prosecution Strategies	Darren Share, Assistant Director, Street Scene	Cllr Majid Mahmood, Cabinet Member for Environment	None Required	Tracking was completed in January 2023, however Members requested that further reports be brought back

				Darren Share, Assistant Director, Street Scene		to a future meeting to address outstanding points in relation to Cameras and Prosecution Strategies. Legal Services have also been invited to attend.
Cleaner Streets	Policy Development	To provide a formal response to the Committee's recommendations and "What does success look like" with a step-by-step implementation plan and timescales	Jon Lawton, Cabinet Support Officer	Cllr Majid Mahmood, Cabinet Member for Environment Darren Share, Assistant Director, Street Scene	None Required	The report and recommendations were agreed by Committee at the February meeting.

Final Deadline: Friday 31st March 2023

Publication: Monday 3rd April 2023

TO BE SCHEDULED:

1. Tenant Engagement Strategy – this item has been deferred to next year
2. Affordable Housing Plan
3. Final Nature Recovery Strategy to be brought back to committee (following debate on Petition: Ban Use of Pesticides on 26th September 2022)
4. Selective and Additional Licensing Schemes for Private Rented Sector
5. Flats above shops
6. Further Update on Bereavement Services – as requested in September 2022 Committee

