

Minutes of City Housing Involvement Board
Thursday 27 March 2025, 16:30 p.m. -18.30 p.m.
Microsoft Teams

Present: Members: Name	Surname	Housing Involvement Board
Dadirai	Tsopo	Harborne LHIB
Samantha	Vaughan	Perry Barr LHIB
David	Wray	Selly Oak LHIB
Ronald	Lees	Northfield KHIB
Collette	Bailey	Ladywood LHIB
Kavan	Hawker	TMO
Lesley	Beresford	Erdington LHIB
Jeff	Horton	Hall Green LHIB
Officers		
Dave	Ashmore	Director of Housing Management
Rishi	Spolia	Rishi Spolia Head of Housing Management – East Birmingham
Stephen	Philpott	Director, Housing Solutions and Support Service
Lia	Tomlinson	Lia Tomlinson Senior Service Manager – Leasehold and Home Ownership
Salim	Miah	Salim Miah Head of Housing Management Central and North Region
Wendy	O'Malley	Housing Manager
Colin	Hanno	Engagement Manager
Winnie	Edwards	Change Management Officer
Firoza	Loonat	Change Management Officer
Jean	Campbell	RI & TMO Support Officer
Amanda	Spurrier	Tenant Participation Officer
Jennifer	Carter	Tenant Participation Officer
Shyeene	Zaidi-Bere	Tenant Participation Officer
Apologies		
Guy	Chaundy	Strategic & Enabling • City Housing
Paul	Langford	Strategic Director of City Housing
John	Jamieson	Head of Service Housing Management
Arshad	Butt	Hall Green LHIB
Theresa	O'Leary	Yardley LHIB
Andrea	Leon	Hodge Hill LHIB
Eric	Shipton	Sutton Coldfield LHIB
Maria	Rawlins	Erdington LHIB
Louise	Fletcher	Senior Service Manager - Engagement Manager
Wayne	Davies	Service Director Asset Management

0.1 Introduction to the Meeting and Welcome

David Wray welcomed all to the meeting.

0.2 **Matters Arising**

David Wray asked have the members read the CHIB minutes?

The January CHIB minutes were checked for accuracy, the minutes were agreed.

David Wray informed the group of the updates/BCC Officer responses to CHIB January meeting Action Tracker.

- Regarding the progress on the repair issues relating to Holly Rise the matter is still ongoing Dave Ashmore and Wayne Davies are dealing with the contractors.
- The issue relating to the Contact Centre and the concerns raised by the tenant reps. Also to review the Contact Centre script.

Dave Ashmore informed the members a meeting has been arranged with the Seniors Officers from the Contract Centre to attend a CHIB meeting to update on the services provided by the Contact Centre. This will include a discussion on the Contact Centre script.

- Review senior housing manager non attendant at Perry Bar LHIB meetings.

Samantha Vaughan stated on 27 March 2026 Carla Bates Senior Service Manager attended the meeting. The LHIB members found it very helpful. They were pleased that Carla came to the meeting, Carla Bates was able to answer all the members questions that were raised.

0.3 **Chairs Comments**

Regarding the Arch conference which is held each year. Matthew Fox a CHIB member has agreed to continue as the Arch rep for the Birmingham area during 2025. CHIB would propose Matthew for one more year only, after this year we will consider making a change of the Arch rep. It is good to see so many reps from the LHIB's in attendance at the meeting today. There has not been a meeting where all the CHIB reps have been in attendance. If the main reps are unable to attend the meeting. It is stated in the Constitution the reserve rep should attend the CHIB meeting if possible. Additionally, it is important that the CHIB reps are more involved in choosing the CHIB agenda items that are of interest to the local residents to be discussed during the meeting These should be put forward to the board or sent to the Resident Involvement team for consideration as a future CHIB agenda item.

0.4 **Hate Crime Policy, Procedure and Standards by Salim Miah**

- **City Housing' approach to Anti-Social Behaviour is based on four strategic priorities:**
- Prevention & early intervention.
- Managing risk and supporting Victims.
- Work in partnership.
- Putting tenants first – building trust and relationships by increasing physical presence in our Localities
- **Addressing and Preventing Hate Crime**
- Firm and Proportionate Action: Interventions and Legal Tools: Address and report incidents effectively.
- Collaboration with Partnerships: Work with Local Neighbourhood Policing Teams and Birmingham Community Safety Partnership
- Provide multiple channels for residents to report incidents. Improve services and encourage more reporting.
- High-Quality Services: Staff Training and Early Intervention. Support for Victims: Risk-based approach to assess harm and vulnerabilities.

for full details see presentation slides

the chair said thank you to the presenter.

Dadirai Tsopo asked are the procedures in place? We need a timeline for when the policy & procedures will be in place. The LHIBs will need to inform the residents if they are affected by hate crime there will be policies and procedures to assist them.

Salim Miah responded the new policy, procedure and service standard have not been adopted at this stage. There are some improvements that need to be made. The policy, procedure and service standards will need to go through CHIB members for their feedback. The new policy & procedure will need to be agreed with DMT.

Dave Ashmore the whole policy document should be sent to the CHIB members. The members will be able to provide their feedback. Councillor Jane Francis will also agree the document.

David Wray asked there is currently a hate crime policing & procedure standard. In place. What are the improvements?

Salim Miah responded the team are currently receiving reports relating to hate crime, we are dealing with hate crime as part of the Anti-Social Behaviour policy. The Hate Crime policy is a standalone policy which will emphasise the need for the team to develop a different approach to hate crime. This will allow the team to understand what is happening in our neighbourhoods in relation to Hate Crime. There are specific issues within a neighbourhood that may give us more scope to develop an approach with BCC partners. Organisations such as the Police, also

other third sector partners regarding how we deal with a specific issue in the neighbourhood. Each Housing Officer will contact the tenant (victim) more frequently. The hate crime case will be reviewed every two weeks. The victim will be provided with contact details of the organisations where Victim Support can be obtained.

David Wray asked how long it is expected to take for a case to be investigated. Is there a timeline for completing each case? In the past we have raised possible hate crimes cases which have taken the ASB team six months to process. When my team contacted the ASB team about the progress of the hate crime case, they were informed the case was closed.

Salim Miah responded we have made improvements to the service standards there are clear expectations of how staff should deliver the service. The tenant will be given the name, telephone number, e-mail address of a, dedicated Housing Officer, assigned to the case. Regarding closing the cases the victim will be informed when the case is completed and closed. Residents, who are victims, who may be subject to violence this should be supported by Police reports. There are some actions that the team can take such as mediation. Cases that result in neighbour disputes we need to understand the cause and offer mediation to the tenants. Part of the service standards there are response times which tenants should be informed about when a hate crime is reported to the team.

0.5 Acquisition of Properties /Homelessness reduction &Temporary accommodation update by Stephen Philpott

- St Basil's work with young people under 25 years that are homeless and provide accommodation.
- SIFA Fireside, Digbeth, Birmingham day centre for homeless people over 25 years
BCC outreach workers going out on the streets of Birmingham to count how many rough sleepers each night.
- BCC duty to protect children and vulnerable adults from Homelessness.
- find accommodation for family's each week
High numbers of families in temporary accommodation.
- High numbers of applications for social housing waiting on the housing register

- Assist families move into the private rented sector.
- Government grants for Acquisitions (BCC purchase) properties
- Block 9 at Parry Barr Regeneration scheme - one and two-bedroom flats
- Allow exiting tenants to downsize.
- over 55 years, sheltered or other type of older persons accommodation.
- Find Accommodation for households with larger families.
- Reduce the use of temporary accommodation such as bed and breakfast.

the chair said thank you to the presenter.

Dadirai Tsopo asked single people who present themselves at housing neighbourhood offices as being homeless. What are the criteria and process to find accommodation. We understand people who are single do not have access to BCC accommodation.

Stephen Philpott responded the team looks at the law relating to homelessness whether the person has a priority need or does not have a priority need. The law would allow a single person who is disabled to have a priority need. The family with children, elderly or disabled people will have a priority need. The local authority must provide accommodation to people with a priority need.

Single people under 25 years BCC have commissioned St Basil's, Birmingham to provide accommodation for young people. The young person can phone or attend at St Basils in person. For people over 25 years, the day centre called SIFA Fireside in Digbeth, Birmingham. Open Monday to Friday the single person who presents as homeless the staff will work with the person to find them accommodation.

Dadirai Tsopo asked a resident who was in temporary accommodation in Birmingham has been offered Housing in Hull. Does the Council accept people from outside of Birmingham to be placed on the housing register. This will affect the allocation of properties to people who are in temporary accommodation in Birmingham.

Stephen Philpott responded the accommodation finding team has helped families move into the private rented sector. The team will look outside the Birmingham area for private landlords who are willing to provide housing for families. To be accepted onto the Birmingham housing register the person must have a local connection to Birmingham. A person can present as homeless if fleeing from domestic abuse and will not need to have a local connection.

David Wray asked the block of flats where I live, the tenants found a person who was a rough sleeper. The residents chased the person away, how do we resolve this type of situation?

Stephen Philpott responded the website called www.streetlink.org.uk use the drop-down arrows to complete the form for example: Fill-in which town are you are reporting the rough sleeper in, click Birmingham and then you can type into the form. I live in XY and Z block and there is a person rough sleeping in the stairwell, and they are usually here between the hours. Also add a description for example: A male person aged about 40 years with a blue bag.

The streetlink notification will go through to the Outreach team in Birmingham, which operates 24 hours a day, seven days a week service. A BCC Homeless Officer will visit the site to investigate. The Officer will talk to the residents and ask for the resident's name and address. The public can notify the Outreach team if people are in visible areas who are begging or rough sleeping on the streets of Birmingham.

0.6 Erdington Housing Involvement Board Update read by Amanda Spurrer

Erdington LHIB has ten members. It is made up of BCC tenants and two home-owners. The board members find the meetings are now more effective with a manager in attendance, to give an overview of what is happening in the wider area and to be able to answer questions and queries directly.

Recruitment

During 2024, there was a ward-by-ward recruitment exercise for vacant positions on the board. The recruitment will continue this year and start again, ward by ward.

Attendance

The Erdington LHIB has excellent attendance from the Police and our Contractors, Equans, each making a contribution to every meeting, giving updates.

Projects

The LHIB has funded projects to make improvements to the local community and to make a difference to where they live.

- Installed road signs where there had been new builds properties.
- LHIB funded a project to have very large raised wooden beds removed from behind low-rise flats.
- Widened a very narrow pathway on one of our sheltered schemes.
- Beach Dean sheltered scheme, the lights were rusting, they have all been cleaned up and replaced with new decking and new lights.

Walkabouts

The board holds monthly walkabouts, taking each ward in turn. Litter picks will start again when the weather gets warmer. This makes board members visible and gives them the opportunity to talk to our residents.

Events

The LHIB members have hosted events, most recently an event for Money Talks week, where they invited representatives from Severn Trent, Green Doctor, and Money Matters, to give advice to tenants and tips how to save money.

for full details see presentation

the chair said thank you to the presenter.

Kavan Hawker stated there are some good ideas also, the LHIB demonstrates real community engagement. This will empower the residents to improve the area where they live. The decision to re-place lights on the sheltered scheme was a good idea. The estate where I live, the lights are in poor condition. During 2025 a similar project would be helpful to the residents of Edgbaston LHIB.

Dave Ashmore comments it is good to see that residents are making local decisions relating to the funds from the budget. This should be published more widely. Capital works relating to the fabric around the buildings, BCC look to fund from the existing capital programme.

Dadirai Tsopo stated we are having problems with litter picking in the Edgbaston area. The report is something to share with our local residents, other communities and LHIB groups. This would help to encourage the group members to be more involved also, ensure the group members are joined by BCC officers or estate staff during the walkabouts.

0.7 Services for older people update by Rishi Spolia & Wendy O'Mally

High Rise Sheltered Tower Blocks

- Allocations to these High-Rise blocks can occasionally be relaxed in special circumstances meaning tenants below the age of 55 may be allocated a property.
- tenant's individual choice as to whether they wish to opt in to receive care line support.

Background and Reasons for Change

- Improve the quality of customer service and improve the use of technology.

Intended Benefits

- Promote Health and Safety: this aspect focuses on the health and safety needs of tenants living in sheltered accommodation and careline requirements.

for full details see presentation slides

the chair said thank you to the presenters.

Ron Lees stated there are tenants in the sheltered housing accommodation where I live. Some of the tenants are drug addicts or alcoholics have been allocated a place in the sheltered scheme. The other tenants who live in the sheltered scheme are concerned about going outside because there are people who stand outside near the scheme building who are known drug dealers and drug addicts. The residents of the sheltered scheme paid for CCTV Cameras to be installed around the scheme this included the computers. The residents of the scheme need to have the cameras

covering the car parks, the front doors entrance and the rear doors. Birmingham City Council removed the CCTV cameras and equipment.

Wendy O'Mally responded the sheltered schemes use the same allocation policy that BCC use for social housing applications. People who meet the required criteria and are placed on the housing register can apply for a place in the sheltered schemes. The team assess the information provided in the persons application form. We are working with the Allocations team to try and prevent unsuitable people gaining a place in the sheltered schemes.

Rishi Spolia responded regarding CCTV around the sheltered schemes, the team have received cabinet approval to reinstall, CCTV cameras in some of the sheltered schemes. On the list for phase one there are 20 blocks that will have CCTV installed back. Phase two CCTV to be installed in other schemes across the city. This will help to identify the perpetrators that are causing ASB issues around the blocks.

Wendy O'Mally stated regarding the issues the residents are experiencing at the scheme; we need the residents to report the Anti-Social Behaviour issues. The options are to phone the Police or the hub to report the issues. Residents can contact the Housing Officer or the staff at the sheltered scheme.

Kavan Hawker regarding Metchley House the sheltered housing scheme on the Four Towers estate. Is there a planned programme of refurbishment or redecoration for the common rooms? Also, some of the residents have teenage grandchildren living with them. The children's behaviour has caused problems with the other residents. Is there a plan to manage the tenancies of residents with grandchildren living with them.

Wendy O'Mally responded tenant are responsible for the visitors. The staff at the scheme will need to have a discussion with the named tenants to inform them of the type of behaviour that is acceptable from visitors while on the premises. The Housing Officers can discuss the concerns relating to anti-social behaviour with the residents. We are in the process of producing a handbook, which will provide information for the residents regarding the communal facilities. Regarding the common rooms we are in discussions with BCC Capital Works team about the refurbishment and redecoration of the common rooms.

0.8 Leaseholder Payment Policy by Lia Tomlinson

- The Council will recover the cost incurred from leaseholders for major works to a block,
- Leaseholders are able to take up a payment arrangement.
- The policy offers multiple payment options.

- The new payment policy has four payment options.
- The new policy has taken into consideration residents who are affected by the Cost-of-Living crisis.
- There is a Discretionary Loan option.
- The payment policy will be reviewed every 3 years to ensure it is suitability.
- leaseholder's policy payment information is available on the BCC website.

for full details see presentation
the chair said thank you to the presenter.

Kavan Hawker asked a leaseholder on the estate has caused Anti-Social Behaviour in order to deal with this, is there anything that can be done to strengthen the ASB terms on leaseholders. The ASB incident was reported to the Homeownership team.

Lia Tomlinson responded the team are planning to work more collaboratively with the housing teams regarding enforcement with leaseholders.

Dadirai Tsopo stated we will review the policy document and provide feedback.

Any Other Business

Dadirai Tsopo informed the members Wayne Davies who represents BCC visited the Welsh House Farm estate and met some of the residents. Dadirai stated this is the first time a BCC officer from top management has visited the estate to walk around to see and talk to residents. Dadirai said thank you to Wayne. Also, some of the issues were raised such as looking at how a plan can be put in place to clean the gutters, especially on the low-rise blocks.

Dadirai stated the new engagement framework can only work when residents are able to talk and engage with BCC officers.

Kavan Hawker stated regards BCC officers visiting the communities it is important that the officers see what is happening on the estates. They will be able to see the Issues raised by the residents also, to be aware of what residents need the BCC officers to deliver.

Dave Ashmore comments regarding the City Operations waste dispute. The members can contact Dave to inform about the impact of the dispute in their local area.

For a copy of the presentations e-mail: ResidentInvolvement@birmingham.gov.uk

David Wray thanked everyone for attending the meeting.

The next meeting of the City Housing Involvement Board will be held on:
Date: Thursday, 29th May 2025: Time: 4:30pm - 6:30pm