

Minutes of City Housing Involvement Board

Thursday 24th July 2025, 16:30 p.m. -18.30 p.m.

Microsoft Teams

Present: Members: Name	Surname	Housing Involvement Board
David	Wray	Selly Oak LHIB
Samantha	Vaughan	Perry Barr LHIB
Eric	Shipton	Sutton Coldfield LHIB
Patrick	Grinham	Northfield LHIB
Collette	Bailey	Ladywood LHIB
Andrea	Leon	Hodge Hill LHIB
Kavan	Hawker	TMO Representative
Officers		
Wayne	Davies	Service Director Asset Management
John	Jamieson	Head of Service Resident & Partnership Services
Christopher	Conner	Lease Officer
Carla	Bates	Resident Services and Partnerships Senior Service Manager
Firoza	Loonat	Tenant Engagement Policy and Monitoring officer
Winnie	Edwards	Tenant Engagement Policy and Monitoring officer
Colin	Hanno	Engagement Manager
Jean	Campbell	Tenant Engagement and TMO Support Assistant
Jennifer	Carter	Tenant Participation Officer
Apologies		
Paul	Langford	Strategic Director of City Housing
Dave	Ashmore	Director of Housing Management
Dadirai	Tsopo	Harborne LHIB
Lesley	Beresford	Erdington LHIB
Theresa	O'Leary	Yardley
Sheila	Devaney	Hall Green LHIB

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 minutes were checked for accuracy; the minutes were agreed.

David Wray asked why the issues raised on the CHIB Action Tracker dated May 2025, had not received a response.

Jean Campbell responded the officers have been informed of the enquiry. We are still waiting for a response. We continue to make further requests for a response.

David Wray expressed concerns regarding the length of time it is taking to receive answers to the issues raised by the CHIB reps outlined on the CHIB action tracker.

Wayne Davies responded a two-week time scale should be given to the officers to provide a response to the issues raised by the reps via the CHIB meetings.

Colin Hanno agreed to progress the issues raised in the action tracker further until complete.

0.3 **Chairs Comments**

David Wray asked the reps to check the CHIB meeting dates do not coincide with the LHIB meeting dates.

He also asked the tenant reps to become more involved with the presentations, and to question or challenge the contents and comment on them. The reps need to provide the BCC offices with feedback.

Those reps should be more involved in choosing the agenda items. The CHIB Reps should also be choosing some of the topics to be discussed at the CHIB meetings. Currently the BCC officers, meet with the chair and the vice chair and jointly agree the CHIB agenda. There are plans for a separate e-mail box where the LHIB chairs can communicate, to provide-feedback and responses to BCC.

0.4 **Selly Oak LHIB Presentation 2025 by David Wray**

The Selly Oak District Local Housing Involvement Board (LHIB) consists of eight members which represents Billesley, Bournville and Cotteridge, Brandwood and King Heath, Druids Heath & Monyhull and Stirchley wards.

Members

David Wray was elected as Chair in March LHIB meeting. The previous Chair resigned. The Selly Oak LHIB members are from a diverse background which include Block Inspectors, focus group members, HMO, leaseholder, and community volunteers. They possess a variety of skills which contribute to the tenant engagement movement within the city. Some of them also actively engaged with CHIB Subgroups and Tenant Focus Groups.

Walkabouts

The LHIB monthly walkabouts around the different areas are organised by our TPO. These walkabouts often highlight issues for the TPO or other agencies to deal with and try to resolve. This will also reveal areas where Community Improvement Budget can be used to fund projects. LHIB members are abundantly engaged with the TPO on these walkabouts, to address various issues within each area.

An example is, there were fly tipping hotspots identified on our monthly walkabout. with the situation worsening due to the impact of current bin strike. Members discussed the issues

with the TPO, and she was able to link in with Neighbourhood Service Team to resolve these challenging circumstances successfully.

LHIB Projects

With our TPO and LHIB members are actively involved to look at various projects within our areas for improvement. Site visits and walkabouts are carried out to ensure that annual budgets are utilised. Below is a list of projects which are intended to proceed in 25/26 financial year: -

- Install Digital Door Entry system at 116 and 118 Broadmeadow Lane
- Install nonslip flooring at Pitmeadow House and Warham House

Selly Oak District Empowerment Events

The Tenant Participation Officer, LHIB members and BCC officers are in partnership with various organisations in each area to promote awareness of tenant engagement through different events. These are: -

- Community Clean Up day.
- Community Fun day
- ABS Awareness week

These events are useful to engage with a wider range of tenants. In getting them involved at various levels give them an opportunity to have a say in the changes we make in the services.

Ongoing Proposals

A proposal to invite local ward Councillors to attend the LHIB meetings, to have their input and to understand, if possible, the wider problems that they face. This should give the LHIB members a better understanding of their ward area and a closer working relationship.

An overarching need is to be given to meet more than once every 2 months, we agreed to meet informally if necessary to move some items forward and to make a real impact for our LHIB.

Both Housing Officers and LHIB members are unhappy with the difficult change with the Housing Management Redesign. That the repair contractor did not change into the new quadrant. Making it easier for all to manage.

For full details see presentation. Presentation previously distributed.

Andrea Leon asked who provides the funding for the events. How are the events advertised, which location/area are the events held in.

David Wray said the Druids Heath ward are supported by Fortem and BCC officers when organising events for the groups. At the end of the year, we hold a joint meeting where the groups review what has happened in the area during the year. The groups will share the knowledge that has been gained.

Carla Bates said, the Engagements team are working on a calendar of events. A variety of organisations will hold different types of events which involve various activities that we could deliver across Birmingham. This could be delivered in different wards based on what type of events the LHIB groups would like in their areas, for example Public Health are leaders in

mental health talks/events. The LHIB groups would benefit from the information supplied by a variety of organisations at events.

Firoza Loonat said the team will gather information on the range of events provided by other organisations. We will ask if they hold events in the Birmingham area. For example, events such as money management and scam awareness.

Kavan Hawker comments the list of events that has taken place at Selly Oak constituency, is very good the events such as dealing with scam prevention, money management will be helpful to other LHIB groups.-He would be interested to find out the contact details of the organisation who provides some of the events.

Christopher Conner said, the Trading Standard's; team will deliver talks relating to scams. The contact e-mail address is:

Scam Contact at Trading Standards: Naseem.Shamas@birmingham.gov.uk

David Wray said Seven Trent hold social engagement events for residents. Previously Seven Trent have held workshops for residents who have difficulty paying the water bills.

0.5 Northfield LHIB Presentation 2025 by Patrick Grinham

Northfield LHIB is a lively group. We meet bi-monthly at Millfield Sheltered Scheme have recently alternated the venue by meeting at Campion and Saffron Sheltered Scheme in Kings Norton. Our TPO is Nadeen Justice who serves tea, coffee, and chocolate biscuits. The local managers send a report and attend whenever they can, or substitute for each other. Danny Kilbride (Manager) was a regular attendee until he moved on. Fortem, attend on a regular basis and we extend invitations to Ward Councillors.

The group is supported by the Senior Service Manager – Jayne Owen. We have just had a new Vice Chair and CHIB Rep/PMG.

Walkabouts

We undertake monthly walkabouts in our group. Nadeen, gets out and about on the bus with her backpack and meets us on site for the walkabout with reps. The outcomes are reported and recorded on the minutes. Improvement Projects are often identified through the walkabouts and as for Weoley, issues around damaged fencing, fly tipping, abandoned property have been reported and actioned. The walkabouts are effective as I can see the results and feedback through the minutes and updates are consistent.

Community Improvement Projects

There have been a lot of ongoing aesthetic improvements around the elderly services, for this financial year. For example, Campion and Saffron is still developing their communal garden. Grizedale Scheme is exploring more painting of railings and a wall that is looking a bit scruffy. The LHIB support some areas with aerial budget by part funding and some of the environmental budget support other areas with larger financially demanding community improvement works.

The key theme for the Northfield LHIB is to improve on previous best; to try and engage more young people and to extend membership to the diverse community.

Fortem & Partnership Work

- Frankley in Balaam's wood. Installing benches that were donated by Parkes in an orchard that was put together by volunteers.
- Kings Norton Ward. Benefitted last financial year from work with Fortem apprentices.
- Grizedale Sheltered. Scheduled for tidy up of trip rails around the properties and communal gardens.

Recruitment Drive to Extend Membership

LHIB recruitment is ongoing. Recommendations are done mostly by 'word of mouth' and displays, via the blocks notice boards and community notice boards. Various other interests are received via housing officers and especially at the start of tenancy. Walkabouts are used also as an opportunity to talk about the LHIB as well as events, such as roadshows and carnivals taking place to engage.

Events:

The LHIB members have hosted events and attended Frankley Carnival to engage with tenants; some of the other events included:

- ASB Surgery; Cyber Fraud workshops; Green Doctor, Keeping Warm tips from Fortem; Tenant Litter pick sessions, ad hoc walkabouts to visit sites and explore potential projects; coffee mornings.

Conclusion

The Group in general have proposed projects in advance each year to ensure that the community improvement budget is spread widely and strategically across each area. The work is visible for the community to see what is being achieved.

The TPO keeps a log of our achievements as evidence in case we are required to showcase our work at an event to promote resident engagements and outcomes.

For full details see presentation. Presentation previously distributed.

David Wray said thank you for the presentation.

Eric Shipton wished the Northfield LHIB group well in the future.

Wayne Davies commented it is good to see active Localised Housing Involvement Board groups, raise issues that affects the residents in the area. The strategic Asset Management team can determine whether the issues could be considered for an improvement programme.

0.5 The Illegal Money Lending Team - Loan Sharks by Christopher Conner

The team are an organisation hosted by Birmingham City Council, the funding is through the Financial Conducts Authority, the team's role is to go out, investigate, arrest and to prosecute people who are loan sharks.

Legal lenders are governed by the Financial Conducts Authority there are collection guideline. There are rules and regulations about what lenders can and what they cannot do when they try to collect people's debts. Any reports about legal lenders if a resident is worried about a lender. Report the lender to the local Trading Standards team.

Remember loan sharks often:

- Offer you a cash loan but do not give you any paperwork.
 - Take your benefit or Bank card as security on the loan.
 - Threaten or use violence to get money from you.
 - If you think you may have borrowed from a loan shark, phone the England. Illegal Money Lending Team hotline and talk to us in complete confidence.
 - We can discuss with you any worries you may have and will listen, give information, and offer advice on your situation.
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- Phone us on 0300 555 2222.
 - Text: 07860022116 with your message.
 - Email: reportaloanshark@stoploansharks.gov.uk
 - Report a loan shark online at: stoploansharks.co.uk.

For full details see presentation. Presentation previously distributed.

David Wray said thank you for the presentation.

Christopher Conner explained he has previously worked with Fortem and would be willing to work with the other contractors.

Wayne Davies commented there is information available at Middle Park regarding the Illegal Money Lending teams' involvement with BCC's contractors Fortem. Wayne suggested an introduction to BCC contractors, Equans. The service provided by Christopher would be beneficial to the residents if Christopher were able to work with Equans.

Eric Shipton asked if the internet is a way for people to get involved with loan sharks.

Christopher Conner said, the team recently prosecuted a loan shark who was lending money by using Snapchat. Snapchat is on the internet and used by children. There are adverts relating to lending money on Facebook, loan sharks are informally offering people loans. We need residents to report this internet activity by taking a screenshot and send it through to the team. The team will investigate the case.

David Wray asked Is there a particular age group, that accessing money from loan sharks?

Christopher Conner said, people who are at the point of desperation, the team deal with individuals in their teenage years also people who are elderly. There are a variety of age groups who are willing to borrow money from loan sharks. People who are unable to secure a loan from other lenders.

Kavan Hawker asked are there issues with loan sharks in the city? Is it possible to promote Credit Unions? Also, would the Credit Unions be able to go out to hold events in different areas of the city, the residents have been affected? The residents need to be aware that there is a legal way to borrow money.

Christopher Conner said, the team regularly work with City Save and other organisations to try and encourage people to save money. The team will attend a variety of financial type events; this will advertise the services provided by City Save to the Birmingham residents. The main problem is persuading people to join a Credit Union to save money.

The residents would need to have been a member of the Credit Union for a period of time and have saved some money.

Housing Management Service Re-Design Update by Carla Bates

Functions of Housing Management

- Tenancy Management & Support to 60,000 council homes, this included
- 6,000 Leaseholders.
- Estate & Neighbourhood Management.
- Sheltered Housing.
- Careline Services for vulnerable and older adults.

Summary of HM Redesign

- Significantly increase our local presence, visibility, and engagement.
- Improve our Estates and Neighbourhoods.
- Ensuring we meet the new regulatory standards.
- Improve performance of our Tenant Satisfaction Measures.

Housing Management Priorities 2025-2028

- Deliver a good housing management services to our residents and be a good landlord, representing the communities we work in.
- Neighbourhoods that are environmentally safe, clean, and green.
- Be financially viable and ensure value for money to all our residents.

For full details see presentation previously distributed

David Wray said thank you for the presentation.

David Wray asked Billesley has moved from the south area to the east. One Caretaker remained on the south area to look after the properties. What is the timeline for more staff to be employed and increase the number of Caretakers.

Carla Bates said, because we have to request permission to recruit new staff. We are preparing to advertise the job vacancies and are going through the process to fill the job vacancies. For no loss of service to the residents the job role could be filled with agency staff as a temporary measure. Please inform the team if there is a loss of service.

Samantha Vaughan asked regarding the attendance of Senior Service Managers and Housing staff at the LHIB meetings. Will the attendance levels improve.

Carla Bates said, the LHIB meeting dates were sent out to all the Senior Service Managers. There should be regular attendance of Senior Service Managers at the LHIB meetings. On a rota basis, Housing Officers or Housing Managers should attend the LHIB meetings.

Kavan Hawker asked will the Caretakers and Cleaners be required to clean the blocks to specified standard? Will there be a random inspection scheme to make sure that blocks are kept clean for the residents?

Carla Bates said, the block cleaning schedules should be displayed in the blocks for all the residents to see. An inspection is carried out each morning by the onsite Caretaker, who will check every floor and identify and addresses any immediate issues. This will cover the

health and Safety issues in the block. There is an inspection regime where the Housing Officer will carry out a monthly inspection. The Building Safety team carry out block inspections on a regular basis. This will cover hygiene issues and will be raised with the local teams. The Engagement team are promoting Block inspectors to the residents who are interested in taking on this role.

Eric Shipton asked regarding the Housing staff there are frequent changes of job roles by the staff. The residents are not informed of the changes, or the staff who replace them. The residents need confirmation of the name of the person in the job role, the job title, and their work location.

Carla Bates said, many staff have now moved into their new job roles, I understand there are no plans for further large-scale staff moving to different job roles. New staff who join Housing Management may wish to develop their career prospects and move on into different job roles. The housing staff may wish to change their job roles when higher grade jobs become available. Staff can gain work experience by moving into an act-up job role. This will affect the residents, who will, need to meet new staff on a regular basis. There are staff who have found different job roles externally or have moved to jobs in different departments within BCC. Recently there has been increased staff movement many staff who worked as Caretakers have moved into Building Safety team job roles.

John Jamieson said, Housing Management is currently going through a period of change. Within Housing Management there are still vacant job roles. This has provided opportunities for people to progress in their job roles. The resident can use the Post Code Checker to search for the name and work location of their Housing Officer or Housing Manager. Housing Management should be moving into a period of much greater stability where the BCC Officers get to know their work area and the communities within them.

Patrick Grinham asked regarding Saffron House sheltered scheme: There is not enough Housing Support Staff to cover two sheltered schemes. Each scheme needs more Housing Support staff working in the schemes. There is one Housing Support Officer working one day a week across the two sheltered buildings. Are there any plans to increase the number of Housing Support Officers for each building?

John Jamieson said, Housing Management have received approval to increase the resources within the sheltered Schemes. It is our intention to provide additional resource, as a result the staff will be able to spend more time to care for the residents.

Collette Bailey asked if it is the Caretakers responsibility to inform the residents who live in the block, to remove their waste (black bags) and footwear which has been placed outside the door? There is also the issue relating to rodents' and cockroaches in the block.

Carla Bates said, a team members will contact you for more details, we can raise the issues with the Caretaker for the block.

Any Other Business

Kavan Hawker asked to ensure the residents of the block have a good clean environment to live in, will there be random inspections to check the standard of cleaning done by the Caretaker?

John Jamieson said, this will be reviewed by the Estates team who will consider the program of inspections to be carried out in the blocks. The team would like to hear from the residents who are interested in volunteering to become tenant block inspectors.

Wayne Davies commented, the Local Housing Involvement Boards have a representation of residents involved in the local area. The residents can provide feedback to BCC officers regarding issues on the estates. The team will be able to produce a schedule to carry-out the work required. The work may be the responsibility of BCC officers or the BCC contractors.

David Wray thanked everyone for attending the meeting.

The next meeting of the City Housing Involvement Board will be held on:

Date: Thursday, 2nd October 2025: Time: 4:30pm - 6:30pm