



Executive Committee

Tue 11 Jul
2017
7.00 pm

Committee Room Two
Town Hall
Redditch

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If you have any queries on this Agenda please contact

**Debbie Parker-Jones
Democratic Services Officer
Town Hall, Walter Stranz Square, Redditch, B98 8AH
Tel: (01527) 881411
Email: d.parkerjones@bromsgroveandredditch.gov.uk**

Executive

Tuesday, 11th July, 2017

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs:	Bill Hartnett (Chair)	Brandon Clayton
	Greg Chance (Vice-Chair)	John Fisher
	Joe Baker	Mark Shurmer
	Juliet Brunner	Pat Witherspoon
	Debbie Chance	

1. Apologies
2. Declarations of Interest

To invite Councillors to declare any Disclosable Pecuniary Interests and / or Other Disclosable Interests they may have in items on the agenda, and to confirm the nature of those interests.
3. Leader's Announcements
4. Minutes of the meeting of the Executive Committee held on 6th June 2017 (Pages 1 - 10)
5. Saturday Morning Opening Arrangements (Pages 11 - 16)
6. Write Offs April 2016 to March 2017 (Pages 17 - 22)
7. Strategic Intervention Update (Pages 23 - 38)
8. Redditch Sports and Physical Activity Strategy 2017/2022 (Pages 39 - 122)
9. Council Housing Allocations Policy 2017 (Pages 123 - 188)
10. Anti-Fraud and Corruption Policy (Pages 189 - 198)
11. Minutes of the meeting of the Overview and Scrutiny Committee held on 1st June 2017 (Pages 199 - 208)

There are no recommendations to consider from these minutes.
12. Minutes / Referrals - to receive and consider any outstanding minutes or referrals from the Overview and Scrutiny Committee, Executive Panels etc.

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13. Corporate Parenting Board - Verbal Update from Portfolio Holder for Community Safety and Regulatory Services (if applicable)

14. Advisory Panels - Update Report (Pages 209 - 210)

15. Exclusion of the Public

To consider excluding the public from the meeting in relation to the following items of business on the grounds that exempt information may / is likely to be divulged:

- (i) Item 16 – possible Minutes or Minute Extract of the meeting of the Shared Services Board (private meeting – relating to Item 15); and
- (ii) Item 17 – Shared Planning Policy and Conservation Service Business Case.

And if excluding the public, to move the following resolution:

“That under Section 100 1 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the above matters, on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 4 of part 1 of Schedule 12 (a) of the Act, as amended.”

(Paragraph 4: Subject to the “public interest” test, information relating to labour relations matters.)

16. Confidential Minutes / Referrals - may include either the Minutes or a Minute Extract of the meeting of the Shared Services Board held on 6th July 2017

17. Shared Planning Policy and Conservation Service Business Case (Pages 211 - 230)



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MINUTES

Present:

Councillor Bill Hartnett (Chair), Councillor Greg Chance (Vice-Chair – during Minute No's 3 to 17) and Councillors Joe Baker, Juliet Brunner, Debbie Chance, Brandon Clayton and Pat Witherspoon

Officers:

Ray Cooke, Clare Flanagan, John Godwin, Sue Hanley, Julie Heyes, Jayne Pickering, Deb Poole and Becky Talbot

Democratic Services Officer:

Debbie Parker-Jones

1. APOLOGIES

An apology for absence was received from Councillor Mark Shurmer.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. LEADER'S ANNOUNCEMENTS

Councillor Joe Baker

The Leader welcomed Councillor Baker to his first meeting of the Executive Committee following his appointment, at the Annual Meeting, as Portfolio Holder for Community Safety and Regulatory Services. Congratulations were also expressed to Councillor Baker on his recent marriage.

Additional Papers

It was noted that there were no Additional Papers for consideration, and that the 1st June 2017 Overview and Scrutiny Committee's pre-scrutiny of the Community Engagement Strategy at Agenda Item 6

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had not resulted in any urgent Minute extract and/or opposing recommendation for Members' consideration.

Work Programme

The following reports which were due to be considered, or possibly considered, at the meeting had been deferred to a later date:

- Anti-Fraud and Corruption Policy;
- Council Procedure Rules;
- Financial Regulations;
- Leisure Intervention Update (this report would combine with the previously listed separate 'Options for a Leisure Trust' report, to form a single report);
- Planning Fees;
- Planning Policy Review Business Case;
- Policy for HRA Gas Maintenance Service and Review of Service Delivery Options – HRA Gas Maintenance Service (these two reports would combine to form a single 'Service Delivery Options – HRA Gas Maintenance' report);
- Review of Saturday Opening Hours; and
- Write Offs April 2016 to March 2017 Annual Report.

The following reports had been removed from the Work Programme:

- Housing Business Case (removed pending work on Housing Locality Strategic Intervention); and
- Partnership with a Licensed Energy Company for the Provision of Energy (put on hold as a consequence of changes in national policy).

4. MINUTES OF THE MEETING OF THE EXECUTIVE COMMITTEE HELD ON 4TH APRIL 2017

RESOLVED that

the minutes of the meeting of the Executive Committee held on 4th April 2017 be agreed as a correct record and signed by the Chair.

5. HEALTH AND SAFETY POLICIES - STATUTORY INSPECTION, DRIVING AT WORK AND CORPORATE HEALTH AND SAFETY

Members considered three Health and Safety policies (the Policies), all of which had been updated in accordance with recent changes in legislation, with only minor changes being required to these.

It was noted that, as an employer, the Council had a legal duty to have these policies in place for its employees, and that whilst the Corporate Health and Safety Policy was an overarching policy, there was a requirement to also have specific (additional) policies in place.

Members supported the Policies and thanked Officers for their work on these, which set out the Council's commitment to its staff and the public. It was noted that all three Policies had been approved by the Council's Health and Safety Committee and trade unions.

RECOMMENDED that

the Statutory Inspection Policy and Table, Driving/Riding at Work Policy and Corporate Health and Safety Policy and Procedures Manual, as appended to the report, be approved.

6. COMMUNITY ENGAGEMENT STRATEGY

Members considered a new (updated) Community Engagement Strategy (the Strategy) for 2017-2020. It was noted that the Strategy had been considered and supported by the Overview and Scrutiny Committee at its meeting on 1st June 2017.

Officers advised that the Strategy addressed the legal standards surrounding consultation and would be reviewed every 4 years or sooner to comply with changes to the law or policy and practice. The Strategy would enable the community to be informed, involved and influential in the Council's decision-making process. The Strategy also supported the Council's approach to equality and diversity and would form overarching principles for how the Council engaged with all members of the community. Housing Services had been involved in the development of the Strategy, which had also been considered by the Housing Strategy Group. Officers advised that, in relation to Tenant Involvement and Engagement, the first survey would be going out to tenants shortly.

Members supported the Strategy and thanked all who had been involved with this. It was noted that this was a high level strategy which would be underpinned by an accompanying Action Plan, which Officers advised the Overview and Scrutiny Committee had asked to see. Members highlighted the importance of the Council continually seeking to find new ways of engaging with the community, particularly with hard to reach groups.

RECOMMENDED that

the Community Engagement Strategy, attached at Appendix 1 to the report, be approved and adopted.

7. EQUALITY STRATEGY

Members considered a new (updated) Equality Strategy (the Strategy) for 2017-2020.

Officers advised that the Strategy worked closely with the Community Engagement Strategy detailed under the previous agenda item. The Strategy contributed to how the Council met the Public Sector Equality Duty established under the Equality Act 2010, and also tied in with the current Council Plan. Officers highlighted an amendment under section 4 (The Protected Characteristics) of the updated draft Equal Opportunity Policy May 2017, as appended to the report, which related to a change in current trans/transgender accepted terminology.

Members supported the Strategy and thanked all who had been involved with this. It was noted that this was a high level strategy which would be underpinned by an accompanying Action Plan. Members requested that in light of recent events reference be made within the appropriate documentation to hate crimes, which it was agreed would be included in the resulting detail of the Strategy.

RECOMMENDED that

the Equality Strategy, attached at Appendix 1 to the report, be approved and adopted.

8. FINANCE MONITORING OUTTURN 2016/17

Members considered a report which detailed the Council's draft final financial position for 2016/17, for both the General Fund and Housing Revenue Account (HRA).

Officers advised that the figures before Members were draft as they were subject to external audit, with the draft accounts due to be issued to Grant Thornton (the Council's external auditors) later that week. Officers were pleased to report that the draft accounts had been produced a month earlier than usual, in anticipation of the earlier statutory deadline for submission of accounts which was due to be introduced from 2017/18.

Officers proceeded to highlight the key elements of the report, which included:

- additional income generated on the back of the Council's commercialisation agenda;

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- as a result of the savings made, additional 1 year reserves which had been set aside (if required) for specific projects to improve the services and community infrastructure; and
- a financial accounting error which had occurred in relation to the recharge calculation for the HRA. Members were advised that the error had been made, identified and reported/acted on by Officers. New processes had since been put in place by Officers to ensure that there would not be any repeat of this issue in the future. Officers had spoken with Grant Thornton on the error and Grant Thornton had stated that this had not impacted on the Council's general accounts. The related shortfall had been met by other savings in 2016/17 and Officers were currently addressing the impact of this for 2017/18, and would report back to Members on this in due course.

Officers acknowledged that certain of the variances were quite significant and that there had been some issues in predicting budgets. The online system for Managers to monitor their budgets direct was due to be rolled out later in the year which should help to address this issue. The loss of income in dwelling rents as a result of the Government's rent reduction and increased right to buys was noted, as were the measures which the Council was putting place to try and offset this.

Officers responded to Members' questions and in doing so agreed to provide further details to Members outside of the meeting on:

- the community safety underspend in relation to anti-social behaviour (a HRA saving); and
- the significant variation for the Repairs and Maintenance service, including the high demand for ad-hoc property repairs and unpaid past repair works on void properties – including numbers of properties involved, types of repairs undertaken and separate breakdown of costs for ad-hoc and void properties, set against the context of the overall budget.

RECOMMENDED that

- 1) the financial position on Revenue and Capital for the financial year 2016/17 as detailed in the report, and the transfer to balances of £348k as at 31st March 2017, be noted;**
- 2) the movements of £170k in existing General Fund Reserves as included in Appendix 4 which reflects the approval required for April 2016 to March 2017 be approved;**

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- 3) the addition of new General Fund Reserves of £557k as included in Appendix 4 which reflects the approval required for April 2016 to March 2017 be approved; and
- 4) the movements of £540k in existing HRA Reserves as included in Appendix 2 which reflects the approval required for April 2016 to March 2017 be approved.

9. **MINUTES OF THE MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE HELD ON 28TH MARCH 2017**

The Committee received the minutes of the meeting of the Overview and Scrutiny Committee held on 28th March 2017.

It was noted that there were no recommendations to consider as the recommendations from the Mental Health Services for Young People Task Group had been dealt with at the 4th April 2017 Executive Committee.

10. **MINUTES / REFERRALS - TO RECEIVE AND CONSIDER ANY OUTSTANDING MINUTES OR REFERRALS FROM THE OVERVIEW AND SCRUTINY COMMITTEE, EXECUTIVE PANELS ETC.**

There were no outstanding referrals to consider.

11. **CORPORATE PARENTING BOARD - VERBAL UPDATE FROM PORTFOLIO HOLDER FOR COMMUNITY SAFETY AND REGULATORY SERVICES**

It was noted that as Councillor Baker had only been appointed as the new Portfolio Holder for Community Safety and Regulatory Services at the Annual Meeting of the Council in May, he had not, at that point, attended any meetings of the Corporate Parenting Board and therefore had no update to give on this. Councillor Baker commented that he had met with Officers to discuss the various different bodies to which he had been appointed in his capacity as Portfolio Holder, and that he and Councillor Smith had also met for a handover briefing.

Members took this opportunity of expressing their thanks to Councillor Yvonne Smith for all of her hard work in carrying out the role of Portfolio Holder for Community Safety and Regulatory Services, which was much appreciated.

RESOLVED that

the position be noted.

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12. ADVISORY PANELS - UPDATE REPORT

Members received the regular update report on the work of the Executive Committee's Advisory Panels and similar bodies which reported via the Executive Committee.

A Member noted that the last meeting of the Constitutional Review Working Party (the Party) had taken place on 27th January 2015 and queried when the next meeting of this was due to take place. Officers confirmed their understanding that no future meeting date was currently planned. The Member responded that two items of business within the Party's remit currently remained outstanding, namely:

- the change of day on which the Overview and Scrutiny (O&S) Committee met; and
- an issue which had arisen some two years previously in relation to Members of the Council speaking during the pre-election period/'purdah'.

In relation to the change of O&S meeting day, Officers advised that it was their understanding that following the Notice of Motion which had been submitted to full Council in this regard earlier in this year – and which was duly declared lost at Council – the O&S Committee had subsequently re-considered this matter and had decided to change the day of the meetings where this was feasible, with the 2017/18 Calendar of Meetings having been amended by Officers accordingly. No comments were forthcoming in relation to the pre-election/purdah issue and Officers agreed to check the position in both regards and to report back to Members on this.

RESOLVED that

- 1) **the report be noted; and**
- 2) **Officers check the position in relation to the queries raised regarding possible outstanding business of the Constitutional Review Working Party, and report back to Members on the position with this.**

13. EXCLUSION OF THE PUBLIC

RESOLVED that

under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matters on the grounds that they involve the likely

disclosure of exempt information as defined in paragraph 4 of Part 1 of Schedule 12 (A) of the said Act, as amended:

- (i) Item 14 – Minutes of the meeting of the Shared Services Board (private meeting – relating to Items 16 and 17);**
- (ii) Item 15 – Legal, Equalities and Democratic Services Review Business Case;**
- (iii) Item 16 – Facility Management and Cleaning Services Review Business Case; and**
- (iv) Item 17 – Parks and Green Space Stewardship Services Review Business Case.**

14. CONFIDENTIAL MINUTES / REFERRALS - TO INCLUDE THE MINUTES OF THE MEETING OF THE SHARED SERVICES BOARD HELD ON 15TH MAY 2017

The Committee received the minutes of the meeting of the Shared Services Board held on 15th May 2017, which were considered with the Facility Management and Cleaning Services and Parks and Green Space Stewardship Services Business Cases at agenda items 16 and 17 respectively.

RESOLVED that

the minutes of the meeting of the Shared Services Board held on 15th May 2017 be received and noted.

15. LEGAL, EQUALITIES AND DEMOCRATIC SERVICES REVIEW - BUSINESS CASE

The Committee received a confidential report on the Business Case for the Legal, Equalities and Democratic Services (the Service) Service Review, which contained details of a proposed restructure within the Service in response to changed demands from within the organisation and the wider challenges facing the public sector. It was noted that the Business Case had not been referred to the Shared Services Board on 15th May 2017 as the Service was already shared between Redditch Borough Council and Bromsgrove District Council, with the Business Case relating to a restructure of the current shared service.

Officers advised that the Head of Service had met with all members of staff to show them the Business Case, and that informal discussions had taken place with staff in this regard. It was noted that the Council's trade unions had also been consulted on this. Formal consultation with staff would commence once the Business

Case had been considered by both Councils. Members sought confirmation that any responses received as part of the consultation would be fed back to them, which Officers confirmed would be the case. Members commented that full meaningful consultation was required with staff as part of the process.

Officers outlined the proposed changes detailed within the Business Case and the rationale behind these. Officers responded to Members' questions, in particular in relation to proposed staff changes within the Democratic Services Team and the future capacity within that team. Members also assumed that the Departmental Structure chart should include Redditch Borough Council in the title to make clear that this covered both authorities.

A Member raised a query in relation to the current stance on Overview and Scrutiny (O&S) joint working across the two authorities, which another Member commented had previously been considered and voted out by the Redditch O&S Committee. Officers advised that occasional cross authority working groups had been established. A request was made for Officers to provide clarity on the position with this outside of the meeting.

RECOMMENDED that

the Business Case for the Legal, Equalities and Democratic Services Service Review be approved.

16. FACILITY MANAGEMENT AND CLEANING SERVICES REVIEW - BUSINESS CASE

The Committee received a confidential report on the Business Case for a proposed shared Facility Management (Caretaking) and Cleaning service for Bromsgrove District Council and Redditch Borough Council. It was noted that the Business Case had been considered by the Shared Services Board at its meeting on 15th May 2017, the minutes of which Members considered along with the Business Case.

Officers provided an overview of the principles behind the Business Case and proposed structure. Officers felt that the proposed structure would deliver a more flexible, resilient and efficient service, provide for more effective use of resources and result in improved service standards. Officers proceeded to detail the timeline and process involved with implementation of the proposed Business Case.

Members supported the Business Case and commented that they looked forward to the formal staff consultation on this.

RECOMMENDED that**the Business Case for the Facility Management and Cleaning Service Shared Service be approved.****17. PARKS AND GREEN SPACE STEWARDSHIP SERVICES REVIEW - BUSINESS CASE**

The Committee received a confidential report on the Business Case for a proposed shared Parks and Green Space Stewardship service for Bromsgrove District Council and Redditch Borough Council. It was noted that the Business Case had been considered by the Shared Services Board at its meeting on 15th May 2017, the minutes of which Members considered along with the Business Case.

Officers advised that the Business Case had been trialed for approximately two years with Environmental Services. Officers proceeded to give an overview of the principles behind the Business Case and proposed structure, and the aims and objectives of the working trials and the main drivers for change within the existing services. Officers felt that the proposed format would provide for a completely flexible system which could be slotted into a variety of management operating models without negatively impacting on the customer or other service areas, and which aimed to future-proof service delivery as far ahead as practically possible. Officers detailed the timeline and process involved with implementation of the proposed Business Case, and gave an update on the current staffing element of this.

Members supported the Business Case and commented that they looked forward to the formal staff consultation on this.

RECOMMENDED that**the Business Case for the Parks and Green Space Stewardship Services Shared Service be approved.**

The Meeting commenced at 7.00 pm
and closed at 8.20 pm

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Chair

EXECUTIVE COMMITTEE11th July 2017**SATURDAY MORNING OPENING ARRANGEMENTS**

Relevant Portfolio Holder	Councillor John Fisher
Portfolio Holder Consulted	Yes
Relevant Head of Service	Amanda Singleton, Head of Customer Access and Financial Support
Ward(s) Affected	All
Ward Councillor(s) Consulted	N/A
Key Decision / Non-Key Decision	Non Key Decision

1. SUMMARY OF PROPOSALS

- 1.1 Opening hours on Saturday mornings were reduced in September 2016. This report details the outcome of this decision. In light of the current customer numbers Members are asked to consider further reducing the opening hours in order to enable the best use of resources at the times when customer demand is highest.

2. RECOMMENDATIONS

The Executive Committee is asked to RESOLVE that:

- 2.1 The Town Hall cease to open on Saturday morning for cashiering and basic enquiries with effect from September 2017.

3. KEY ISSUES**Financial Implications**

- 3.1 There would be no further saving in the Customer Services budget, but this move would help to ensure that we can maintain appropriate staff resources in the week, when demand is substantially higher.

Legal Implications

- 3.2 As Saturday opening arrangements form part of the staff contracts, formal staff consultation will be required before any changes could be implemented. However informal consultation indicates that staff are in favour of the proposal.

Service / Operational Implications

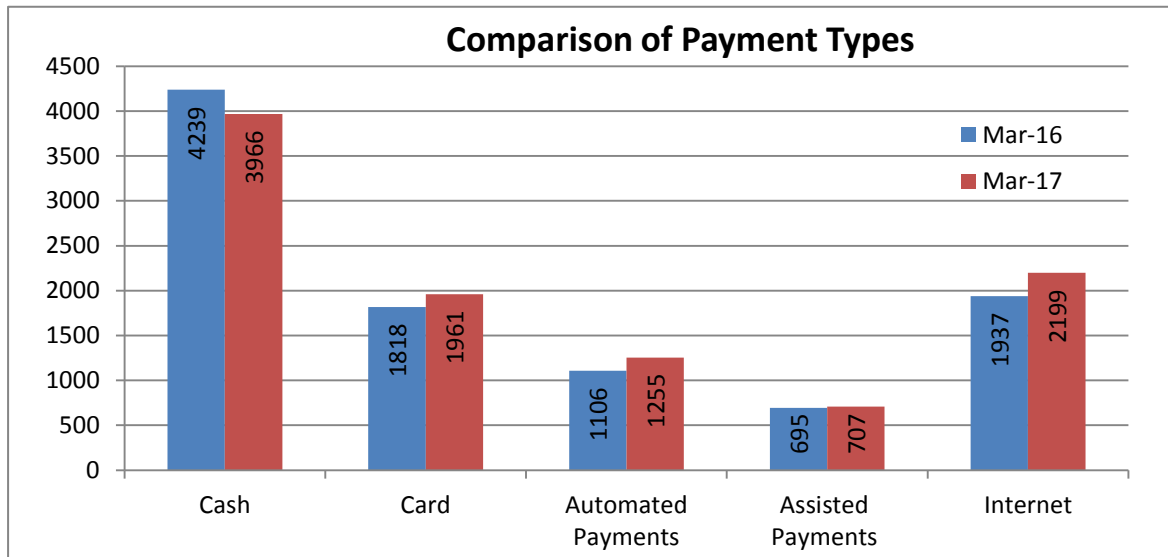
- 3.3 The Customer Service Centre is currently open Monday to Friday from 9am until 5pm, and provides a basic cash collection and enquiries service on the first Saturday mornings of each month, from 9am until 12 noon. On Saturdays the centre is open for face to face customers only and a limited service is provided, with the majority of customer making enquiries having to come back during the week to see a specialist.

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- 3.4 When the decision was made to reduce the opening hours staff worked with customers on Saturdays morning to establish alternative ways to do business with us. The vast majority of these customers were 'regulars' and whilst coming in on a Saturday morning was preferable there was no established need.
- 3.5 Since changing the opening hours in September 2017, data shows us that rather than their being an increase in customers on the first Saturday of each month as might have been expected, there has been a gradual reduction. On 1st April 2017 – the busiest Saturday of the year – there was a 33% reduction in customer numbers compared with 2nd April 2016.
- 3.6 Data for the period November 2016 to April 2017 compared to the 1st Saturdays in 15/16 shows that customer numbers on a Saturday are continuing to reduce as previously reported.

Nov 15	157	Nov 16	95
Dec 15	166	Dec 16	80
Jan 16	140	Jan 17	69
Feb 16	123	Feb 17	47
Mar 16	73	Mar 17	38
Apr 16	153	Apr 17	103

- 3.7 Analysis of our data shows that our customer base on Saturdays is made up of regular customers, who generally come in monthly. The data for April 2017 includes customers who pay annually and who may not have been aware that we have reduced our Saturday opening hours.
- 3.8 Throughout the trial period customers were offered help to move to a different payment method. Officers carried out a simple survey each month to understand the reasons why those customers were coming in on a Saturday. 153 people responded to this and the results are attached at Appendix 1.
- 3.9 The customers tend to be of working age and 58% were in full time employment.
- 3.10 When asked the overwhelming reason for paying on a Saturday was personal preference. Customers told us that it was convenient for them to come in on a Saturday morning as they were coming into town anyway. There were no barriers identified for moving to another payment method, other than personal preference. 69% said that they had not considered changing their payment methods and 92% did not want any help to change their payment method.
- 3.11 Comparing data to March 2017 with data to March 2016, we can see that there has been a decrease overall in cash and card payments and an increase in internet and automated payment line payments. Although 64% of customers paying on a Saturday morning chose to pay in cash.

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- 3.12 Customers have been encouraged to set up direct debits which has been further improved with the increased functionality of our eforms to set up direct debits.
- 3.13 Customers may be disadvantaged by not being able to make payments on a Saturday but there is no evidence to suggest that they cannot make other arrangements and assistance would be provided to ensure a smooth transition to alternative payment methods, if the decision was made to cease Saturday opening entirely. Encouraging a move away from cash payments is a positive move both for the Council to reduce costs, and for the customers to increase security.
- 3.14 For security purposes we have maintained 2 staff on duty regardless of customer numbers. Those staff who work on Saturdays take the commensurate time off in the week reducing the resources available at busier times, and thus reducing the level of service that can be provide when it is most needed. Caretaking staff are also required for the duration of the morning and there will be a reduction in overtime that could lead to a small saving moving forward.
- 3.15 We have a wide range of payment options for customer to pay their bills, including a face to face cashiering function at 4 locations during the week and 24/7 telephone and online payment facilities. Whilst we want to make it as easy as possible for customers to pay the Saturday morning facility is being used by a very small number of residents.

Customer / Equalities and Diversity Implications

- 3.16 Closing the face to face service on a Saturday may disadvantage a relatively small number of customers in the short term. However it would enable us to make better use of our resources at the times needed by the majority of our customers.

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3.17 There is no evidence to suggest that any group of customers would be unfairly disadvantaged. Monitoring of the customers using the service suggests no specific vulnerable group is more likely to use the service on a Saturday. Furthermore, we have a wide range of options available to customers to ensure that they can still do their business with us in a timely fashion, ensuring fair access to services.

3.18 Appropriate out of hours cover is place in the event of any emergencies.

4. RISK MANAGEMENT

4.1 In order to ensure customers have time to make other arrangements an implementation date of the end of August is proposed.

4.2 Appropriate publicity of any change would be put in place giving alternative methods of payments and contact arrangements, and regular customers would be talked through their options for making payments in future.

5. APPENDICES

Appendix 1 – Survey results

6. BACKGROUND PAPERS

Held by Customer Services

AUTHOR OF REPORT

Name: Amanda Singleton

email: a.singleton@bromsgroveandredditch.gov.uk

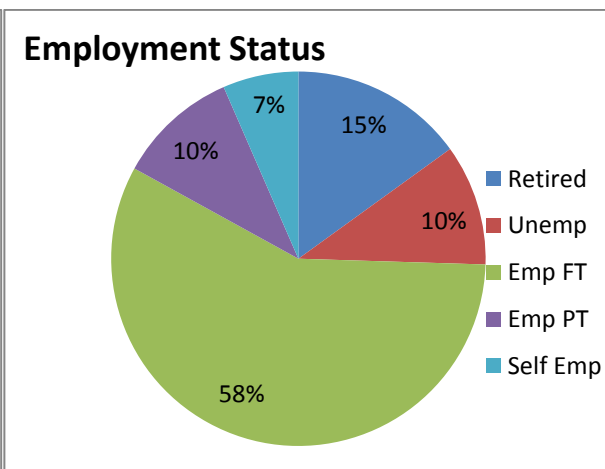
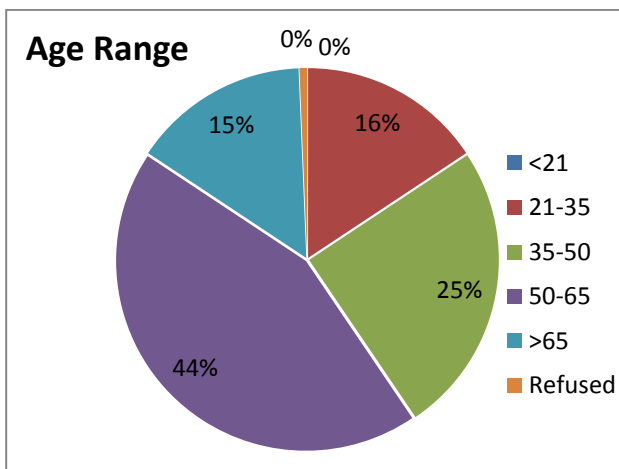
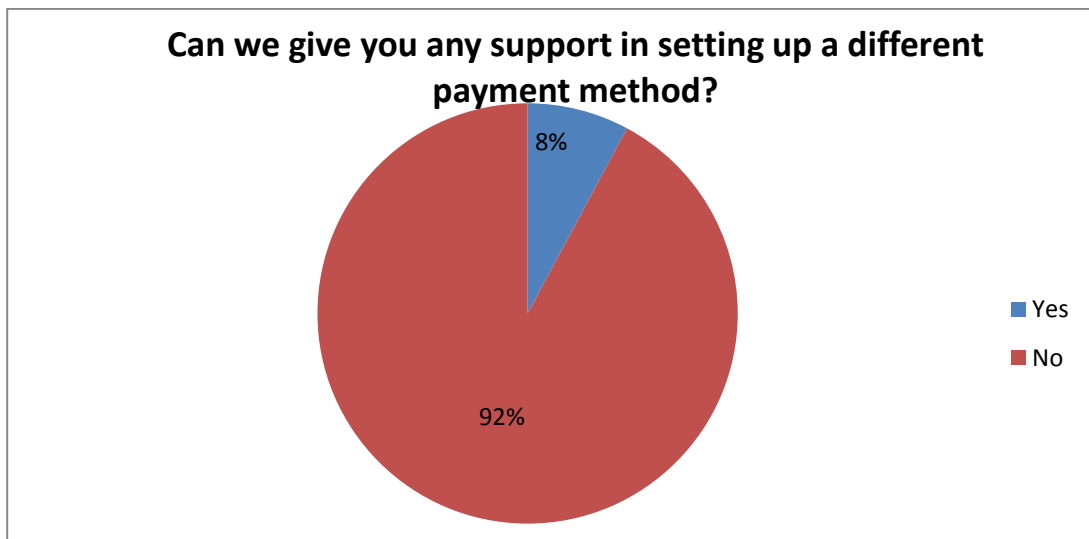
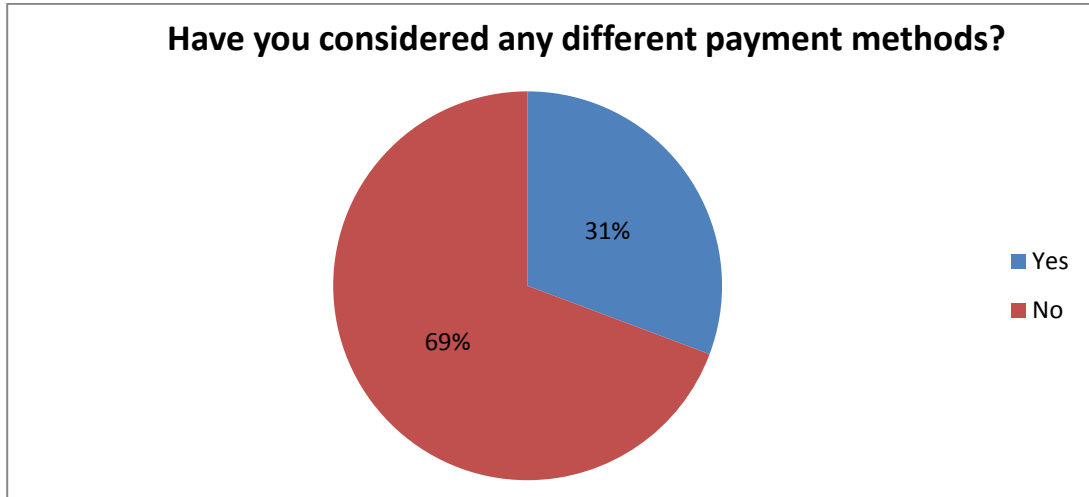
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EXECUTIVE COMMITTEE

11th July 2017

Appendix 1

Customer Survey Results



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**EXECUTIVE
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Relevant Portfolio Holder	Councillor John Fisher
Portfolio Holder Consulted	Yes
Relevant Head of Service	Amanda Singleton - Head of Customer Access & Financial Support
Wards Affected	All

1. SUMMARY OF PROPOSALS

- 1.1 The report sets out data in respect of the write off of unrecoverable debts in 2016/17.

2. RECOMMENDATIONS

The Executive is requested to note the report.

3. KEY ISSUES**Financial Implications**

- 3.1 Provision is made within the Council's budget to allow for bad debts to be written off. The value of write off is well within the existing provisions. The current bad debts provisions are as follows:

	£'s
Council Tax	263,126
NDR	666,057
Housing Benefits Overpayment	1,090,814
Sundry Debtors	167,816
Housing Rents	469,093

The provisions above are set aside to reflect the costs associated with RBC element of the debt. The figures as provided within the Appendices show the total debt including that funding by the precepting partner agencies. Bad debt provisions are calculated each year based on total value and age of debt raised and are agreed by external auditors.

- 3.2 Details of written off debts during the period for Council Tax, Non Domestic Rates, Former Tenant Arrears and Overpaid Housing Benefit are attached at Appendix 1. A total of £597k of unrecoverable debt was written off during this financial year. This compares with £452k in 2015/16.

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- 3.3 Fluctuation in the value of write offs is due to the timing of write off action being taken and does not indicate a trend. A debt is only written off when officers are confident that there is no further economical action that can be taken to recover the debt, and as such there is no timetable for the write off of debt.
- 3.4 Due to challenges presented by the introduction of a new finance system there was no write off of sundry debts during 2015/16. Once it was possible to review the accounts officers established those where write off was appropriate and therefore there was a higher value of sundry debts written off during 2016/17. For comparative purposes £255,013 was written off in 2016/17 compared with £44,397 in 2014/15 which was the last full year of normal practice. As much of the debt written off in 16/17 related to the previous year for which there was a bad debt provision of £348,250 the provision was more than sufficient.
- 3.5 All Sundry Debtor accounts now been reviewed. The data conversion highlighted many very old debts on which further recovery action would not have been cost effective. Some of these had been carried forward for many years in the hope of recovery and have therefore been written off in accordance with the Council's policy.
- 3.6 The value of Aged Debt in the Sundry Debts system as at 31st March 2017 was £562,025 compares with a total debt recovered of over £10.3m. The Income Team are concentrating resources on collecting overdue debts. The team have reviewed all bad debts and in this coming financial year all process are to be reviewed to ensure we are using the most efficient method to collect outstanding debts
- 3.7 It is important to note that officers write back debts where information later comes to light that enables further recovery action to be taken.

Legal Implications

- 3.8 Legal advice is sought where appropriate in respect of the recovery of outstanding debts and action taken in accordance with procedures dependent on the debt in question.

Service / Operational Implications

- 3.9 All possible recovery action is taken in respect of debts before write off of the debt is considered.
- 3.10 The vast majority of write offs are agreed by officers of the Council, at a level appropriate to the value and nature of the debt.

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- 3.11 Two accounts with amounts outstanding of £538 and £2,095 were agreed for write off by the Director of Finance and Corporate Resources, in conjunction with the Portfolio Holder for Finance and Financial Support due to the customers suffering from extreme hardship.

Customer / Equalities and Diversity Implications

- 3.12 The Council's Write Off Policy makes provision for customers to be treated fairly and equally.
- 3.13 Officers endeavour to provide support to help the individual to become financially independent. Where a customer is identified as being in debt officers try to work with them to provide budgeting, money management and debt advice.

4. RISK MANAGEMENT

- 4.1 Failure to authorise the write off debts results in unrecoverable debts remaining on our financial systems. This is not in accordance with audit requirements

5. APPENDICES

Appendix 1 – Write offs April 2016 – March 2017

6. BACKGROUND PAPERS

There are no background papers in relation to this report.

AUTHORS OF REPORT

Name: Amanda Singleton, Head of Customer Access and
Financial Support
E Mail: a.singleton@bromsgroveandredditch.gov.uk
Tel: (01527) 64252 ext 1241

**EXECUTIVE
COMMITTEE****11th July 2017**

Appendix 1

Write Offs of Council Tax - April 2016 – March 2017

Reason	
Gone away	2,113.63
Deceased no funds in estate	4,932.38
Bankruptcy	35,766.37
Uneconomical to pursue	3,514.77
Admin Order/IVA*	15,168.16
Automatic w/o +1/-1p	0.03
Balance under £5.00	20.42
Other	1,627.66
Credits - unable to refund	-9,488.98
Total	53,654.44

*IVA – Individual Voluntary Arrangement

Write Offs of Non-Domestic Rates - April 2016 – March 2017

Reason	
Gone away	1,177.78
Liquidation/Winding up	175,097.24
Uneconomical to pursue	6,028.12
CVA**	417.80
Credits - unable to refund	-6,040.58
TOTAL	176,680.36

** CVA – Company Voluntary Arrangement

**Write Offs of Former Tenant Arrears (HRA)
April 2016 – March 2017**

Reason	£
Gone away	25,552
Uneconomical to pursue	42,986
Tenant deceased	18,084
Total	86,623

**EXECUTIVE
COMMITTEE****11th July 2017****Write off of Sundry Debts – April 2016 to March 2017**

Reason	Amount £
Gone Away	19,259
Deceased	8,769
Under £5.00	285
Bankruptcy	46,617
Hardship	2,633
Uneconomic to recover	94,537
In Prison	716
Out of our Jurisdiction	18,611
Out of time (6 years)	63,583
Total	255,013

Write off of Overpaid Housing Benefit – April 2016 to March 2017

Reason	Amount £	No. of cases
Deceased	1,603.02	2
Not reasonable to recover	22,398.00	99
Uneconomic to recover	4.11	2
No prospect of recovery	862.20	1
Compassionate	512.62	2
Totals	25,379.95	106

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EXECUTIVE COMMITTEE11th July 2017**STRATEGIC INTERVENTION UPDATE**

Relevant Portfolio Holder	Councillor Pat Witherspoon
Portfolio Holder Consulted	Yes
Relevant Head of Service	Jayne Pickering , Director of Finance and Resources
Wards Affected	All
Ward Councillor Consulted	No
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 To advise Members on the Strategic Intervention that has been undertaken in relation to the Purpose of “Provide Good Things to See, Do and Visit and the proposals for next steps.

2. RECOMMENDATIONS

- 2.1 It is recommended that Executive consider the update and request that officers undertake the following:
- 2.1.1 Undertake survey work with residents to understand why members of the community do not use our facilities and identify services that would encourage more use
- 2.1.2 Undertake a feasibility of the Palace Theatre to establish the cost benefit of altering the venue to provide more seating and improved access to the box office. This is to include the benefits of retaining VAT on the cultural income
- 2.1.3 Undertake a review of the Redi Card/ concessions to ensure this best meets the needs of the vulnerable members of the community
- 2.1.4 Undertake soft market testing with external providers to understand future provision with reference to community activities and influence
- 2.14 Provide a detailed external feasibility of the options available for both in house company and external market appraisal
- 2.15 Present an options report back to Executive to include a comprehensive appraisal on each of the 3 options; maintain in house provision, establish an in house delivery model or outsource to an external company

EXECUTIVE COMMITTEE**11th July 2017**

3. KEY ISSUES**Financial Implications**

- 3.1 The Medium Term Financial Plan includes £480k to be delivered by 2019/20 in relation to the provision of an alternative model of delivery within Leisure Services. Over the last 18 months officers have been identifying and delivering ways to reduce the costs of the leisure provision to ensure that should an alternative delivery model be approved then the service is at its most efficient. This report details work that has been undertaken and proposes next step to ensure that prior to any final decision all relevant information is available.
- 3.2 Subject to Executive decision on the proposed recommendations, the further report in November will identify any funding shortfalls and options for meeting any financial gaps. It is worth reminding members that balances of £2m are available to support any short term funding issues whilst further work is being undertaken to ensure the right opportunity is made to provide the best service to residents.

Legal Implications

- 3.3 There are no direct legal implications as a result of this report or the ongoing review of the Leisure Offer. The options appraisal will include the relevant legal and governance details to ensure members can make an informed decision on the future model of delivery.

Service / Operational Implications

- 3.5 As members are aware a number of reports have been presented over the last 12-15 months to enable an understanding of the services provided within the Cultural and Leisure department. These services form a small element of those that support the Council's Purpose of 'Provide good things to see, do and visit'. Over the last 6-12 months the Council Plan has been developed and approved and the aim of officers is to ensure that the delivery of services best meets the aims of the Council Plan. The key actions to deliver are:
- Create flourishing town and district centres
 - Provide well maintained community parks and green spaces
 - Support the provision of leisure opportunities for the whole Borough
 - Provide a culturally diverse programme of events and arts activities

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- 3.6 A key action within providing leisure opportunities for the whole Borough is to ensure leisure facilities are fit for purpose and engage with residents to understand their needs. This is an important element when assessing a new delivery model for service provision.
- 3.7 In previous reports members have requested that officers look to improve revenue to the Council through leisure services but to also continue to intervene to improve efficiency and reduce costs. This is an area where much of the work has been undertaken to ensure that any model for future delivery is supported by efficient and, where possible, commercial activities to enable the council to benefit from any saving or additional revenue generated prior to any transfer. The outcomes of this work is detailed later in this report.
- 3.8 Previously officer have identified 3 options for the delivery of leisure and cultural services across the Borough . These are :
- Continued in-house management
 - External Delivery via an external leisure operator
 - Creation of a new leisure trust

3.9 **Continued In House Management and Delivery**

Within the option of in house management the Council would continue to be responsible for the operation of the facilities and services. The staff would remain employed by the Council and the in house support services would continue to be utilised. All control and influence would remain with the Council. Officers would continue to drive through efficiencies and increase income to ensure that the Council reduces its subsidy to support the services provided.

There are no financial benefits from Business Rates or VAT savings from this continued model. It is worth noting that the Business Rates are currently approximately £220k per annum.

Advantages :

- Retention of strategic and operational control
- Ability to change and influence services provided to the community
- Ability to link across strategic purposes with other Council services
- Avoids set up costs

Disadvantages:

- No NDR or VAT savings
- All risk retained with Council
- Councils have other priorities to align scarce financial resources

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3.10 Creation of In house trust/company

There is the opportunity for the Council to establish its own company to undertake the operation of the facilities and services. This would be either a Teckal company or other social enterprise model (trust) . These both offer the opportunity for the Council to retain greater influence and control the Council over the service delivery. Both models would benefit from VAT and Business rate savings. Whilst both would also require staff to TUPE across as they would be standalone entities, the governance arrangement at the Trust would have less members on the Board and may lead to a dilution of control and influence. The Teckal company would only have council members as its decision making body.

Teckal:

It should be noted that whilst the new leisure company will be wholly owned by the Council, the company must meet the requirements relating to independence as set by HMRC in order to achieve the VAT savings identified and to meet the NNDR relief tests. At the same time the company must also remain 'Teckal' compliant in that the Council must be able to exercise a similar level of control over the company's activities as it does over its 'in-house' functions and activities. For clarification 'Teckal' is a term derived from a European precedent that enables a public body to set up a company for which at least 90% of its activities are on behalf of that public body. This enables the Authority to set up the company and award it a contract to provide council services without undertaking the normal procurement process. Whilst there is clearly a tension between securing the requirement for control (Teckal compliance) on the one hand, and demonstrating sufficient independence (for HMRC's requirement) on the other, there are precedents where other authorities have achieved leisure companies which meet these requirements.

Having considered a recent creation of a Teckal arrangement for Newark and Sherwood officers have identified the cost of setting up this model is approximately £30k-£50k.

Advantages :

- Retain greater influence on the operation
- Close relationship with partner organisations
- Benefit from NDR and VAT savings
- More responsive to local needs

Disadvantages:

- Retain potentially high overheads from the Council
- All risk retained with Council

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3.11 Outsourcing to the Market

This would be undertaken by a European Procurement exercise. Any supplier could bid for the contract based on the specification drafted by the Council which would be informed in part by the Sports and Physical Activity Strategy as presented to this meeting. Any organisation could bid for the tender, national organisations through to smaller local independents. In general terms these organisations are not for profit organisations and they can therefore benefit from tax exemptions and business rate relief. They are not necessarily a trust in its purest form (eg mutual) but still benefit in the same way a charitable trust can. These organisations are generally specialists in the provision of leisure services and can often provide greater savings and efficiencies due to this specialist knowledge of the market.

Specification would be at the Councils discretion as to what is required in relation to control and influence. This would also have to be clear around the asset maintenance responsibility to ensure that any savings accrue back to the council.

The bid would be assessed by council officers on the basis of the tender specification. The savings to the council would reflect the freedom given to the suppliers in carrying out the contract in the open market.

The support services within the Council would no longer be required and further savings could therefore be made.

Advantages :

- Benefit from NDR and VAT savings therefore lower cost to the Council
- Income and cost risk transfer from the Council
- Single focus on the service provided
- Faster decision making
- No reliance on council support services

Disadvantages:

- Reduction in influence and control
- Potential additional cost to provide community activities
- Initial funding and set up costs
- Council locked in to formal contract agreement

3.12 The options appraisal presented to members was at a high level and included Bromsgrove District Council services together with Redditch. It is worth noting that Bromsgrove Council are not looking to explore further any opportunities as they have recently retendered for their outsourced Leisure contract. In addition over the last 2 years councils have looked to be more commercial in their approach and there are a

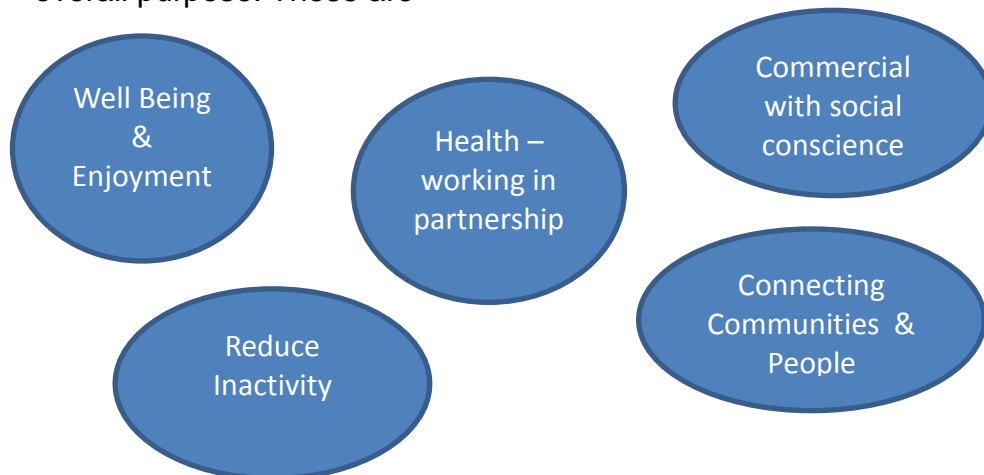
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number of other ways that companies can be set up by Councils to support the delivery of services whilst attracting financial benefits that an internal council service cannot achieve.

- 3.13 As mentioned previously, members requested that further work be undertaken to ensure that the most efficient services are provided to the community prior to any decision being made on the future delivery option and to ensure that the focus is to meet the strategic purpose for all members of the community rather than what is advantageous and of interest to the “market”. The most appropriate way to understand the community and ensure that services best fit customer need is to undertake a Strategic Intervention which would inform the model of delivery for the future.
- 3.14 To undertake a strategic intervention within a service or across a purpose it is important to have a framework in place to ensure that the outcomes can be measured in delivery of the services to our communities. The framework that we have used to develop and gain knowledge for the intervention is attached at Appendix 1.

Purpose

- 3.15 The initial element to understand is the purpose of the system that is being considered. The purpose of “Good things to see, do and visit” encompasses a number of themes that together would achieve the overall purpose. These are



- 3.16 These themes underpin the delivery and achievement of the strategic purpose.

In addition officers have looked to understand

- What we are responsible for providing
- What do we need to influence

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- What are people's needs and are they being met by us / anyone else

3.17 Limited surveys have been undertaken outside of the general Worcestershire viewpoint or Mosaic analysis that may be attributable to our communities. There is significant information available from our own customers but officers have identified a gap in our understanding of non users and why they do not use our facilities. It is important to be aware of this prior to providing services in an alternative model to enable the Council to be certain that it is meeting the needs of all members of the community. It is therefore proposed that further work be undertaken to identify and survey non users of the service to enable their views to be considered as part of the wider model of delivery.

Other facilities/ services / partnerships

3.18 With the ever increasing financial pressures that the Council faces it is important to understand what else is provided for residents that may compliment the work we do. There are many other sports/ leisure activities provided by different organisations across the Borough. Officers have identified that in addition to the activities provided by the Council, residents have the opportunity to be involved in at least;

- 29 football clubs
- 7 gymnastic clubs
- 6 dance clubs
- 5 cricket activities
- 4 Angling, fitness and table tennis

3.19 Whilst not exhaustive this demonstrates that there are a significant amount of other organisations that are meeting the residents needs and these may be areas that the Council wishes to work in partnership with to facilitate more activities to further enhance the well being and enjoyment of the residents. The Council has an important role to play in the delivery of the Strategic Purpose but it is clear that working with partners, particularly around the health and well-being and preventative work is key to improving the lives of our residents. It is proposed that further work be undertaken to understand how the linkages can work between the CCG,GPs and the development of the leisure provision.

3.20 The services provided within the framework of Leisure services are diverse with a number generating income in a commercial way to the Council and others providing services to the more vulnerable members of the community. Over the last 2 years a significant number of initiatives have been set up or facilitated by the Council. These include;

- Sports development provision in special schools to deliver bespoke disability sessions

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- Holiday camps to ensure residents have appropriate, low cost safe environments for their children during the school holidays
- Support to Couch to 5k initiative. 1800 people now take part in this event and there are regular park run activities in the Borough parks and open spaces.
- Increased number of health interventions and programmes at a lower/ subsidised cost to residents
- Learning on line supporting adults with one to one employment skills with a 84% success rate for local unemployed adults engaging with the scheme
- Learning on line worked with partners to develop a leaning strategy to support residents in the search for skills and employment

3.21 As mentioned previously much work has been undertaken to reduce costs and improve income within the area. This work has been focused on 3 main themes.

- Income
- Efficiencies
- Assets (work currently has been focused on making the Councils assets more efficient)

3.22 Income*Palace Theatre*

Overall there has been an increase in revenue generated of over £200k over the last couple of years. This has been as a direct result of :

- On Line booking has significantly increased the share of income received with a 65% increase in on line sales
- Focused marketing and marketing officer in place to promote the events to the widest audience
- New bar system has enabled orders to be transferred between tills so users can sell and serve faster and improving income. In addition a more diverse range of products is on sale. Secondary spend last financial year hit over £115k the highest ever with an increase of £9k on the previous year's surplus
- The theatre has been promoted to filming companies with this being a increasing market for hiring over the last year
- By growing the business to the current levels it increases demand from event managers and therefore additional fee can be claimed from the events and the team are able to negotiate better financial deals for the Council.
- Promotion of the small gallery for local artists to sell their work. Minimal income generated at present by well regarded by those who use it.

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- Refit of “ the room upstairs” - Improvement of the space and better seating for performances has enabled growth in the smaller touring market and increase community access by offering the space at a very respectable rate to attract new audiences and different shows.

Abbey Stadium

Overall there has been a £9k increase in income the first quarter of 2017/18 to 2016/17 demonstrating the work the team have undertaken on increasing income. This relates to the increase in gym membership following the opening of the new facilities and a general increase in usage of the centre. The key actions implemented include :

- Changing gym membership to a 12 month contract. This was introduced in April 17 as part of the new fees and charges as agreed by members. The business case for this evidences that this will increase the average life of membership thus improving retention and income received per gym member.
- The recent review of swimming lessons has allowed officers to provide additional swimming lessons to cope with the demand from the waiting list. Also from October a number of clubs/ schools will be programmed into the pool as officers have been able to share the space more efficiently with existing clubs using the facility. As a whole the programme allows a balance for all community groups to be able to access the facilities'.
- The £85k investment in gym equipment has improved the fitness membership. The new investment into new state of the art equipment will reduce the number of complaints received as some of the equipment was dated, needed repair and was in some cases out of use for long periods.
- The £300k investment into 3 new dance studios has significantly introduced the overall health and fitness offer and is already helping to attract new members and retaining existing. Since the studios have opened the membership has grown from 2148 members to 2478. The attrition rate (how many members we lose each month) is down to 3.2% , before the studios were built we were at 4.5%. Secondly retention (how long members have stay for) has grown from an average stay of 13.4 months to 19.7 months. The additional capacity created has already meant more members and non members are able to access the classes they want at a time that suits them. This will improve the overall satisfaction with services.
- Virtual cycling :This will aid with retention and attrition rates as customers will be able to get onto a class anytime of day without booking. Also if an instructor fails to turn up customers can access the Virtual so a class does not have to be cancelled.

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- Admission control has improved the admission control at the venue reducing the possibility of non members using the health and fitness facilities' on an unauthorised basis.

Community Centres

- A Strategic marketing plan was developed with an emphasis on securing new sales at point of enquiry. Ensuring the customer experience is positive and commercial throughout the journey of calls/emails/centre tour/booking/payment/access/feedback. Trialling special offers at quiet times of the year. Income targets were overachieved for 16-17 by over £6k for the commercial centres.
- A consultation plan was created in summer 2016 to gain a broad range of data and feedback on the community centres service in order to ensure the marketing plan was specific and relevant, to improve customer satisfaction, gain an idea of non user needs and interests and how effective the existing marketing has been. The results provided a wealth of information which has supported the strategic marketing plan and helped to build up new business at three out of four of our centres. It has acknowledged a support need from customers regarding their own personal group marketing to ensure retention of existing bookings. It inspired officers with new group/ class ideas that the local community would like to engage in. It further provided feedback and areas for improvement at both asset standards and staffing standards levels.
- Installing vehicle trackers to create a streamlined and efficient courier/post run. This has freed up 4hours per week which at present can be dedicated more to the customers and service standards but in future could be made as an efficiency to the service.
- The conversion/transformation of disused store rooms at each centre has been free and near completion. By storing cleaning materials more efficiently; it has freed up space at centres which is potentially hireable. Winyates Green office has been taken on by the preschool on an hourly rate. Oakenshaw has two external business opportunities exploring the possibility of a long term hire agreement. Batchley office is converted and is being hired for a number of hours per week but still has capacity. Windmill store is still to be converted.
- An electronic booking system is being explored to reduce barriers to making bookings, increase income, free up management time and improve the customer experience. A

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number of providers have been explored but have not been suitable so far. In the meantime, the current paper system has been streamlined.

- Following the results of the consultation in summer 2016 an overwhelming majority thought that the charges for room hire were extremely good value for money. For this reason officers proposed to increase our F&C's by 5.5% instead of the suggested 3% as there was enough evidence to suggest the council retain existing customers. 100% of our customers have continued to use the facilities since the new charges came into effect.
- To improve standards of the environment and encourage more use of the facility there has been a complete internal redecoration and new flooring at Winyates Green and external redecoration at Batchley.

Other services

- Commercial activities in the parks are now chargeable, with a lower rate for charitable organisations
- Opening of the driving range at Pitcheroak golf course
- There has been a £19k reduction in the Council subsidy for Sports Development activities
- Increase in sales at Forge Mill Museum shop of £4k
- There has been an increase of £20k to £154k for the community centres due to increased marketing and promotion of the facilities.

3.23 Efficiencies*Palace Theatre*

- Closing the box office when demand is low and enabling the team to focus on marketing and promotion when less resource needed at the box office due to on line bookings
- Investment of £26k into upgrading one major element of the stage lighting, taking down 30,000 watts of old equipment and replacing with 2000 watts which produce 16 million colours of light at the touch of a button and no lamps to change saving around £1k pa together with savings in staff time not having to change colours in lights. The manager also re designed the system to be more efficient and accessible and savings realised in electricity.

Abbey Stadium

- The £100k investment into LED lighting will reduce the spend on utilities by over £28k pa.

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- Electric car charging facility - the introduction of this helps to improve the environmental offer provided at the site which has the potential to attract new users to Abbey Stadium
- Solar panels on the stadium - This investment has yielded £4.5k in additional income.
- New phone system installed so customers can be called back rather than waiting for long periods in the queue. It also offers a number of message options signposting customers to the web site for simple enquiries and stating where they are in the queue. Also the system provides management reports which have allowed the management to identify demand coming into the site down to a half hourly basis. This has been used in the recent service review which has helped to determine the overall hours that need to be deployed on reception to satisfy demand presenting itself.

Community Centres

- A task group has been set up to look at the staffing structure for the community centres service. This will include a full review of job title, duties and hours. The aim is to improve the customer experience, make efficiencies to the system where we have identified waste, to build the business, maintain our assets to a high standard and have the correct job roles to meet customer and service demands.
- The tracker system on the caretaker van has provided a wealth of data regarding mileage, staff efficiency, route planning and waste in the service. The tracker data has been used to support two service reviews (cleaner review and post/courier review) which has led to more efficient working.

- 3.24 As can be demonstrated from the details above there has been a significant amount of work undertaken by the teams to increase income and reduce cost.
- 3.25 In considering the Strategic Purpose and the future delivery of the element relating to Leisure it is also important to refer to the Sports and Physical Activity Strategy. This strategy is a vehicle for the Council to set out its key objectives in supporting the community of the Borough to improve health and fitness. Whilst the Council aims to be more commercial in its approach it is mindful of the social conscience and providing activities for those more vulnerable.
- 3.26 There is an ambition within the Strategy to target inactive communities in Redditch by providing activities that are inclusive for all abilities and:
- Encourage family participation
 - Develop grassroots sessions

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- Create social networks and opportunities
 - Target local communities
 - Free park events
 - Work with partners
 - Subsidise activities
 - Support vulnerable / low income families to become active
 - Enable Cycle routes
 - Support Disability Training opportunities
- 3.27 It is important that any model of future delivery supports the strategy and those more vulnerable members of the community.
- 3.28 Within the current delivery there are a number of aspects that officers feel require further exploration to enable an informed decision on the future model of delivery can be made by members. These include:
- How well is the current delivery meeting purpose
 - Why do non users not use the services
 - What other leisure services do residents use
 - What do residents think about what is provided
 - What can external providers offer the Council in the delivery and achievement of the strategic purpose
- 3.29 This will enable officers to compare the options to identify which best meets the delivery of the Council Plan. In order to understand the above officers propose that further survey work is carried out to identify non users and to assess why services are not used and what would encourage them to participate in the activities provided. In addition it is proposed that soft market testing is undertaken with a number of external suppliers to explore how future models of delivery could support the Councils aims to improve health, well being and enjoyment whilst ensuring the services are provided at a lower cost. This will also identify the potential costs associated with the influence that the Council may still wish to have on any outsourced model of delivery.
- 3.30 Due to the changes in the available models that may benefit the Council in supporting the strategic purpose it is also proposed that a detailed external options appraisal be commissioned utilising a proportion of the funding already identified as part of the medium term financial plan. A summary options report has been presented to members in the past but this included Bromsgrove Council and all of the services provided by the Borough. Due to the considerations and opportunities identified above it is proposed that the options appraisal is commissioned to focus on the councils facilities (excluding parks and open spaces) .

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Customer / Equalities and Diversity Implications

- 3.31 By continuing the work to identify customer need and demand the Council will ensure that all of the community are supported by the Leisure offer.

4. RISK MANAGEMENT

- 4.1 The shortfall in the financial plan will be addressed as part of the budget pressures to be funded by savings across the Council

5. APPENDICES

Appendix 1 – Strategic Intervention Framework

6. BACKGROUND PAPERS

Financial outturn and schedules from managers available from Finance and Leisure and Culture

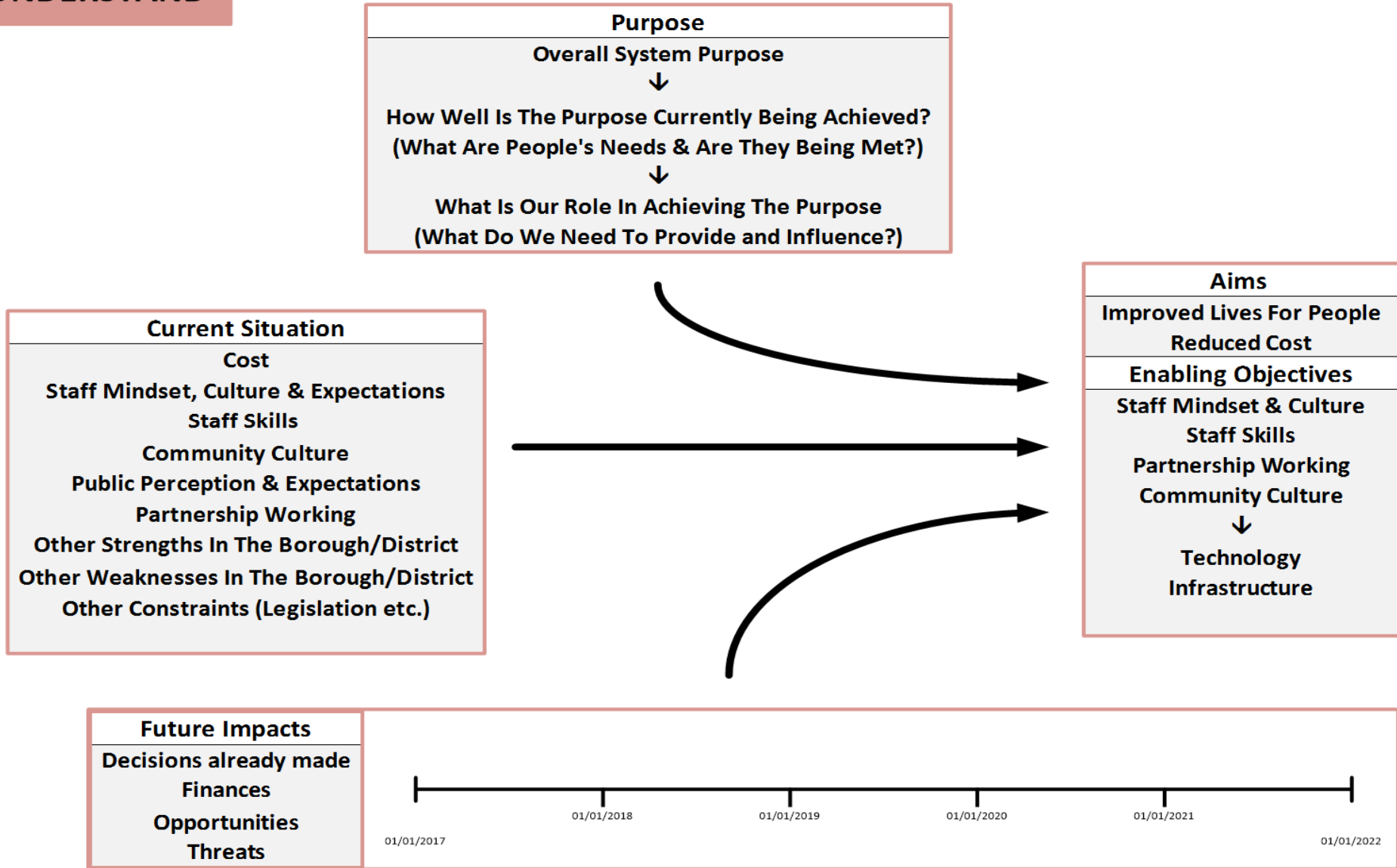
7. KEY

None

AUTHOR OF REPORT

Name: Jayne Pickering – Exec Director Finance and Resources
E Mail: j.pickering@bromsgroveandredditch.gov.uk
Tel: 01527 881400

UNDERSTAND



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REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

11th July 2017

Redditch Sports and Physical Activity Strategy 2017-2022

Relevant Portfolio Holder	Councillor Pat Witherspoon
Portfolio Holder Consulted	Yes
Relevant Head of Service	John Godwin
Ward(s) Affected	All
Ward Councillor(s) Consulted	No

1. SUMMARY OF PROPOSALS

1.1 This report presents the draft Sports and Physical Activity Strategy 2017-2022 and seeks agreement in its adoption.

2. RECOMMENDATIONS

2.1 The Executive Committee is asked to **RESOLVE** that the Redditch Sports and Physical Activity Strategy 2017-2022 be approved.

3. KEY ISSUES**3.1 Background:**

3.1.1 The Sports and Physical Activity strategy is directly influenced by two of the Council's strategic purposes:

- Give me good things to see, do and visit
- Help me to live my life independently

3.1.2 The Redditch Council Plan (2017-2020) contains a number of actions related to sport, physical activity and mental health under the following headings:

- Support the provision of leisure opportunities for the whole Borough (Good things to see, do and visit)
- Understand and support the additional needs of residents (Live independently)
- Promote independence and reduce social isolation (Live independently)
- Help people to active bodies and active minds (Live independently)
- Strengthening and supporting families and individuals (Live independently)

3.1.3 The actions detailed in the Council Plan align to the priorities highlighted in the strategy

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3.1.4 The final version of the strategy will be visually presented in a manner which makes it inviting, attractive and easy to read

3.1.5 An executive summary will be available to give a short insight into the strategy aims and objectives

3.1.6 What is the purpose of the strategy?

To provide a strategic vision for the provision of Sport and Physical Activity in Redditch over the 5 year life cycle of this strategy. It will be used as a tool by Council internal departments and external organisations to identify physical activity, health and wellbeing priorities for the town as well as decreasing health inequalities.

3.1.7 Why have we done it?

To have a robust method of aligning priorities and delivery to positively impact the Redditch community.

3.1.8 What is it aiming to achieve?

It will be used as a tool to direct and inform partners of priorities in the area. The actions in Council and Departmental delivery plans will help to support the implementation of these priorities.

3.1.9 What are the desired outcomes?

A more cohesive approach to gaining desired outcomes for Redditch. It will promote partnership working and help to reduce duplication of work and the sharing of joint resources.

3.1.10 How are we going to achieve it?

The Council Plan is the delivery plan which aims to achieve and work towards the strategic aims and priorities of the strategy. These actions involve internal partners and will be reflected in departmental and team action plans which will be reviewed on a regular basis.

3.2 FINANCIAL IMPLICATIONS

None

3.3 LEGAL IMPLICATIONS

None

3.4 SERVICE / OPERATIONAL IMPLICATIONS

3.4.1 The Sports and Physical Activity Strategy identifies the key sports and physical activity priorities for the Redditch Community. It is based on national, regional, local trends and insight data from a variety of sources, such as Local Health Profiles, Active People Survey and Market Segmentation. It has been produced with the

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involvement of a variety of key stakeholders including the CSP (County Sports Partnership), Education, Local Strategic Partners and the Community Safety Partners. The Strategy will help to inform grant funding applications from voluntary sector organisations to grow and sustain their organisations.

(See pages 5-26 of the strategy for overview and background information)

3.4.2 The Strategy will inform local groups, organisations and key stakeholders to deliver programmes and projects which directly contribute to the themes defined. This will result in a coordinated and consistent approach, along with a greater impact in the delivery of sport and physical activity and health outcomes in Redditch.

(See page 28 of the strategy for themes and underpinning principles)

3.4.3 There is an intrinsic link between the themes in the strategy and the objectives in the Council Plan 2017-2020. Each objective in the Council Plan has a number of actions that, when delivered, will address and support the aims and priorities within the strategy. Leisure and Cultural Services Officers are responsible for facilitating and delivering on this strategy in partnership with external organisations and groups. These officers sit on the strategic purpose groups and will ensure a consistent link between the documents is achieved.

3.4.4 The recommendations from the Strategy will help to shape future service delivery. This will help to inform the Councils specification if looking to procure a future operator for Leisure and Cultural Services. Equally it will help influence the services that are retained by the Council in future years.

3.4.5 Redditch Borough Council will both deliver and facilitate by supporting groups and organisations to achieve outcomes. Community activity is more successful and sustainable when driven by local ambassadors. Redditch Borough Council can help to upskill and support these ambassadors to drive and achieve outcomes.

3.5 CUSTOMER / EQUALITIES AND DIVERSITY IMPLICATIONS

3.5.1 The strategy aims to ensure that residents from all backgrounds are included in the design of future facility and activity provision. This can be within the physical operation of facilities as well as the future planning and implementation of activity programmes within the communities. The strategy highlights the need to provide opportunities for residents suffering from physical disability and those with learning difficulties.

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3.5.2 The strategy reflects the need to engage with families in highest need. These families are at a higher risk of being inactive and thus not engaging with community activities, but by breaking down barriers by encouraging them to participate in sports and physical activity, this will support them to increase self-efficacy, influence positive behaviour change and create local support networks to improve activity levels within the wider communities. Working closely with Connecting Families and Family and Parenting Services will help to determine the target population for these interventions.

3.5.3 Other under-represented groups such as older people, women and girls, ethnic minorities and people suffering from mental health issues are addressed within the strategy and link to the priorities within each of the themes identified.

4 RISK MANAGEMENT

4.1 There are a number of risks that are currently in place in relation to the current and future provision of Sport and Physical Activity. Should this Strategy not be in place then there is a danger that the priorities for the Town are not recognised and as such there is a lack of strategic direction from all of the key partners involved.

4.2 The strategy will enable control measures to be put in place which will reduce the overall risks identified. These risks include lack of available funding, transport, facilities, qualified coaches, number of volunteers, level of awareness and apathy amongst residents, being able to effectively engage with non-users including those in areas of highest need.

4.3 Control measures include ensuring effective communication between groups, organisations, and the local community, the ability to share resources i.e. knowledge, research data and insight into best practise, identify available funding streams, work with local education organisations to promote and enhance training and development opportunities and ensure accessibility to facilities for all users.

5 APPENDICES

- Appendix 1 – Sports and Physical Activity Strategy 2017-22

6 BACKGROUND PAPERS

- The Council Plan 2017-2020
- Demographic Tables
- Measures Snapshot
- Redditch Activity Profile

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- DCMS Strategy 2015
- Sport England Strategy: Towards an Active Nation
- UK Sport Business Plan
- Youth Sports Trust Manifesto
- Joint Health and Wellbeing Strategy 2016
- Redditch Health Profile
- 2015 Briefing on Physical Activity
- 2015 Briefing on Mental Health
- Housing Land Supply 2016
- Redditch AGP FPM Report 2015
- Redditch Halls FPM Report 2015
- Redditch Pools FPM Report 2015

7 **KEY**

n/a

AUTHOR OF REPORT

Name: Dave Wheeler/dave.wheeler@bromsgroveandredditch.gov.uk/01527 64252
ex: 1377

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SPORTS AND PHYSICAL ACTIVITY STRATEGY: 2017-2022



REDDITCH BOROUGH COUNCIL

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FOREWORD

This strategy highlights Redditch's priority to encourage active participation in sports and physical activity which contributes to healthy lifestyles, promotes social inclusion, supports independent living, ensures equity of access and helps to tackle physical and mental health issues. The Council Plan underpins and supports the delivery of health, wellbeing and physical activity throughout the Redditch community in partnership with voluntary sector groups, sports clubs, health partners and other organisations.

In order to build on this and contribute towards the health and activity levels in Redditch, this strategy outlines the contribution and ambition that key stakeholders who have a vested interest in sports and physical activity wish to achieve with regard to support, promotion and delivery of sports and physical activity. This strategy is guided by the Council's strategic purposes, local, regional and national strategies, and from feedback through consulting with key stakeholders.

Over the next five years, local government will face challenges both nationally and locally which may impact on the health and well-being of our residents. This provides both challenges and opportunities for Redditch. We are committed to maximising the opportunities to increase physical activity by utilising parks and open spaces, leisure centres and community facilities. Robust partnerships with community groups, voluntary sector organisations, sports clubs and schools will ensure consistency of delivery and enable us to work together to achieve a shared vision.

In order to meet what Redditch sees as its 'well-being' challenge, a change in approach from the traditional structured sports and facility service offer is required. More opportunities for informal and family based activities will come to the fore, steering away from traditional provision. Equally the Town, with its partners, also wants to be ambitious and become synonymous with excellence, innovation and success.

The key for us now and moving forward over the next five years will be strengthening partnerships and the customer experience we are able to provide. As a collective of key partners, the way we use our major resource, people, to deliver added value, engagement, community leadership, encouragement and motivation that will make the real difference.

Bill Hartnett, Leader of Redditch Borough Council.

This strategy sets out to inform, direct and facilitate a range of relevant decision makers, practitioners and agencies involved in Sports and Physical Activity. It will identify key sports and physical activity priorities for the Redditch Community; taking into consideration national and regional trends and data SETS. Shared practise between comparable local authorities and Health and Leisure organisations, as well as researching intervention case studies will shape our approach to delivery and influence how we support and facilitate the community to become more active. In addition to this, local knowledge and experience will contribute to action plans, assisting in the Council, partner organisations and community to support and achieve improved health, more active communities, better mental wellbeing and increased social cohesion within wards across Redditch.

Key partners including community groups, sports clubs, voluntary sector organisations and health agencies will use this strategy as a tool for future planning, delivering ideas and local initiatives, empowering communities to implement projects within their areas. The Council can help to facilitate and advise on local initiatives as well as support on funding applications, supply insight and data to inform local projects. Partner development plans should consider the Council's role and how it can assist in future planning and funding opportunities.

These stakeholders are as follows (but not exclusive to);

- Educational establishments, including local schools/academies, Heart of Worcestershire (HOW) College, Worcester University and University of Birmingham
- National and Regional Agencies such as Sport England, CSP (County Sports Partnership) and NGB's (National Governing Bodies), B&RCCG (Bromsgrove & Redditch Clinical Commissioning Group), Public Health Worcestershire, Worcestershire Health and Wellbeing Board, Children's services and the Police.
- Sports clubs – this includes both accredited and non-accredited clubs in the local area
- Voluntary Organisations and Community Groups that have an interest in working with the Council to deliver Sports and Physical Activity development priorities such as BARN (Bromsgrove and Redditch Network), YMCA and Parish Councils. Also any other groups that meet the following criteria:
 - *organisations currently in receipt of Council investment*

- *organisations wishing to apply for investment*
- *organisations working independently of Council investment*
- Council Departments including Leisure and Cultural Services, Planning, Community Safety, Early Help, Housing and Environmental Services

Redditch is committed to providing high quality services in the most effective and efficient way to understand and meet the needs of local residents. Through listening to what really matters to residents and assessing what demand is placed upon services, local organisations can come together to deliver and facilitate a range of opportunities to enhance community activities. **The Redditch Local Strategic Partnership (LSP)** brings together key groups from the public, private, business, community, and voluntary sector backgrounds to work together effectively to deliver a range of local projects, services and initiatives. It provides an overarching co-ordination role in ensuring that resources are better allocated at the local level and effectively meet the needs and aspirations of local communities. The LSP hold quarterly meetings for all partners to update on current or upcoming projects, as well as discussing ideas or concerns, funding opportunities and changes to national or regional priorities.

The Vision:

“Redditch will be successful and vibrant with communities that have access to good job opportunities, good education, and good health and are communities that people will be proud to live and work in.”



Membership of Redditch Partnership is open to any organisation that provides services in Redditch and wishes to support the aims and work of the Partnership. The work of the Redditch Partnership is overseen and guided by the Redditch Partnership Executive Group (RPEG) which consists of representatives from the following organisations:

Redditch Borough Council	Bromsgrove and Redditch Network (BARN)
Worcestershire County Council	West Mercia Constabulary
Department for Work and Pensions (DWP)	YMCA Worcestershire
Worcestershire Health and Care Trust	NHS Redditch and Bromsgrove Clinical Commissioning Group (RBCCG)

Priorities of Redditch Community Trust Group:

	Topic	Issues	Link to Physical Activity
Priority One	Health Inequalities	Focus is on three issues: smoking, alcohol, drugs; obesity / healthy lifestyles; and mental health and wellbeing.	Increasing activity levels will promote healthier lifestyles, decreasing levels of smoking, alcohol and drug intake. Improved mental health through activity enables people to make better choices and increases confidence and self-efficacy
Priority Two	Education attainment, school readiness and raising aspirations of young people.	Focus is on three issues: improving literacy and numeracy; raising aspirations; and improve statistical levels of attainment particularly for Early Years and Key Stage 2.	Being physically active from an early age will reduce health issues in later life and create healthy behaviours. Working with schools to address physical inactivity will improve student engagement and self-esteem, therefore contributing to better attainment levels
Priority Three	The economy of Redditch with a focus on providing a larger and more diverse job offer.	Focus is on three broad issues: promotion of Redditch as a business location; jobs and worklessness; and fostering economic ambition in young people.	Support local businesses to have an active workplace which reduces sickness absence and improves motivation, morale and productivity. Work with employability organisations to include physical activity as part of a person’s mental and physical health and wellbeing
Priority Four	Lead on transformational change of services for citizens in Redditch	Focus is on leading and implementing the Connecting Families programme which is being piloted in Redditch.	Supporting Connecting Families with physical activity and health and wellbeing initiatives, enhancing opportunities for development, education and family cohesion

The LSP creates a greater impact to the community through joined up working and has the flexibility to adapt its priorities depending on current topics or services. It also promotes joint partnership bids encouraging groups to work together, which helps to bring organisations together and realise resources within the local community. Silos are broken down and best practice and lessons learnt can be shared, improving delivery by all partners. Insight, data and knowledge can be discussed within the network, shaping priorities and justifying decisions for future interventions.

Strategic Purposes and Implementation Plans

Redditch Borough Council works to the priorities within the Council Plan to deliver the overarching six strategic purposes. To achieve this, the Council are reliant on services working together internally within the Council as well as external partnerships from local organisations:

Help me to live my life independently (including health and activity)	Provide good things for me to see, do and visit	Help me to find somewhere to live in my locality	Help me to be financially independent (including education and skills)	Help me run a successful business	Keep my place safe and looking good
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Sports and Physical Activity directly contribute to two of the six strategic purposes.

These purposes have been designed to prioritise the needs of the Borough and how, together with key partners, the lives of residents and the prospects for Redditch as a whole, can be improved. They are based on customer demands and evidence related to the needs and issues affecting the people of Redditch. To better understand the two strategic purposes directly related to Sports and Physical Activity, actions have been agreed to keep a focus on achieving outcomes. These are reflected on pages 11-13.

Each purpose has an action plan which determines how the purpose will be achieved over the next 3 years. A strategic group agrees actions from relevant council departments in order to achieve and influence the strategic purpose. The group is forward thinking and identifies opportunities as well as barriers, enabling lead officers to plan appropriately in order to achieve the desired outcomes of 3 years. Each department links their team action plans to these actions; this ensures delivery remains focussed and relevant to the strategic purposes.

Provide me with good things to see, do and visit

We will do what matters	How we will do it
Help create flourishing town and district centres	<ul style="list-style-type: none"> » Review the best use of buildings in the town centre area » Progress the redevelopment of Matchborough and Winyates » Work with Town Centre Partnership to promote and enhance the Town Centre » Improve the vibrancy and variety of the outdoor market » Develop and manage a targeted town centre arts and events offer
Support the provision of leisure opportunities for the whole Borough	<ul style="list-style-type: none"> » Develop a Sports and Physical Activity Strategy » Ensure leisure facilities are fit for purpose and engage with residents to understand their needs » Review concessions to best support the vulnerable and those on lower incomes » Deliver the best option for the provision of leisure services » Promote healthy lifestyle by utilising our parks and green spaces and our leisure facilities
Provide well maintained community parks and green spaces	<ul style="list-style-type: none"> » Review allotment provision to ensure it is sustainable and meets customer need » Develop a Parks Strategy to ensure parks and green spaces meet resident and visitor needs » Ensure play areas and parks meet the needs of all ages of the community » Provide appropriate and well maintained facilities in parks
Provide and support high quality, culturally diverse events and arts activities	<ul style="list-style-type: none"> » Engage with communities to review the events programme » Work with communities and partners to develop a diverse range of arts and cultural activities and promote Redditch as a location of choice for arts professionals and organisations » Develop an Arts and Events Strategy to reflect community need » Work with partners to develop a programme to address social isolation through the arts and social activities

(Information taken from Redditch Council Plan, 2017-2020. See appendix A.)

Good things to see, do and visit: Sports and Physical Activity directly benefits health and wellbeing. This encompasses recreational activities such as walking or attending community exercise classes, right the way through to joining a sports club or purchasing a leisure centre membership. To understand if there are good things to see, do and visit in the Borough, attendance is monitored and measured to evaluate any gaps in provision. This will mean close partnership working with all groups, to ensure that a variety of provision is catered for. Providing clean, accessible and well maintained parks and open spaces also contributes to this purpose. Physical activity trends have shifted from formal, competitive participation to a more informal approach. The Parks and Open Spaces strategy will link into this document to support actions and

decisions based on community provision, ensuring the environment is fit for purpose and maximising its potential to deliver access to the community by supplying the demand presented.

To achieve this purpose, Leisure and Culture have developed the following operational purposes:

- » Entertain and educate me at a time and place that I want
- » Provide me with opportunities to live an independent, active and healthy lifestyle that suits me
- » Provide me with local, safe, clean facilities within my park which meet my needs
- » Give me a venue that has what I need and is available when I want it

Help me to live my life independently (including health and activity)

Help me to live my life independently (including health & activity)	
We will do what matters	How we will do it
Understand and support the additional needs of our residents	<ul style="list-style-type: none"> » Work with health and other partners to reduce hospital admissions and hospital stays » Work with partners to support victims of domestic abuse » Work with partners to support people with mental health needs » Support people to access to appropriate housing » Work with partners including the voluntary sector to raise awareness of available services » Engage people in the design and delivery of the services we provide » Continue to promote Redditch as a Dementia Friendly Community
Promote independence and reduce social isolation	<ul style="list-style-type: none"> » Enable people to be able to stay in their homes and communities » Work with partners to support and promote access to clubs and services » Enable residents to access appropriate and sustainable transport and mobility schemes
Help people to have active bodies and active minds	<ul style="list-style-type: none"> » Work with partners to promote and deliver appropriate mental wellbeing support » Support and promote the delivery to the Five Ways to Wellbeing » Support residents to be physically active
Strengthening and supporting families and individuals	<ul style="list-style-type: none"> » Work with partners within localities to deliver preventative services/family support » Support people into sustainable work, education and training » Provide diversionary sports and activities in targeted areas

(Information taken from Redditch Council Plan, 2017-2020. See Appendix A.)

Live my life independently: Being independent is essential to quality of life and can negatively impact on ability to access services due to health, disability or isolation. This purpose works to identify sports and physical activity opportunities which can enable people to live independently and reduce the need for residential care, decrease NHS admissions and utilise resources from other support services. Key partners include Worcestershire County Council, NHS, CCG, County Sports Partnership, Charities, Community and Voluntary sector groups, all of which provide the most appropriate support to our communities. By capturing information on the health issues affecting Redditch (social care, independent living, NEET data, benefits distribution, levels of deprivation) the need of residents will be captured and evaluated, influencing action plans and priorities. This will help the Council and its partners to plan effectively for the future needs of our residents, whether in terms of home adaptations or numbers of suitable and accessible properties, community activity groups and health specific interventions.

To achieve this purpose, Leisure and Culture have developed the following operational purposes:

- » Inspire and support me to improve my health and wellbeing
- » Give me access to green spaces which let me enjoy the benefits of being outdoors in a way that makes me proud of where I live
- » Help me to be healthy and active in my later life

Actions to deliver the strategic purposes are supported by operational measures to ensure consistent monitoring and evaluation of services is achieved. These measures are available to Councillors and Council Officers with detailed commentary to explain progress against the data. They are analysed on a frequent basis and recommendations are made to improve service delivery.

How will these themes be delivered?

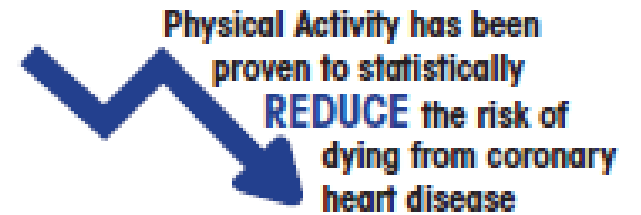
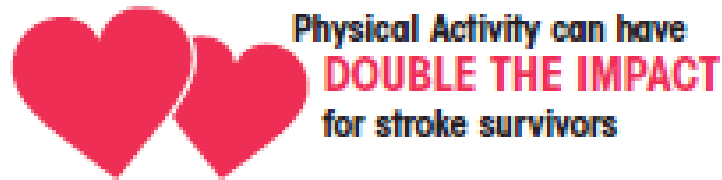
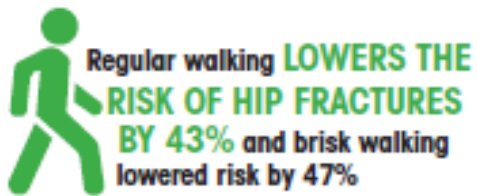
- » There is an intrinsic link between the themes in the strategy and the objectives in the Council Plan
- » Each objective in the Council Plan has a number of actions that, when delivered, will address the aims and priorities in the strategy
- » Leisure and Cultural Services Officers are responsible for facilitating and delivering on these actions which will contribute to achieving the aims and priorities of this strategy
- » Close partnership working will establish a consistent approach and work to achieve desired aims and objectives set within the strategy
- » Partnership groups will drive the actions with a joined up approach

WHAT IS PHYSICAL ACTIVITY?

Physical activity is defined as “any bodily movement produced by skeletal muscles that requires energy expenditure and is a fundamental means of improving people's physical and mental health” (WHO, 2016). This includes sports, exercise, and other activities such as playing, walking, household chores, gardening, and dancing. Any activity, be it for work, to walk or cycle to and from places, or as part of leisure time, has a health benefit.

BENEFITS OF PHYSICAL ACTIVITY

Being active is one of the most beneficial ways to improve a person’s health and wellbeing. Maintaining good health and wellbeing throughout life enables a better quality of life in later years, and reduces the risk of many co-morbidities and ill health. It improves mental and physical health which helps people to become more resilient and able to cope with everyday stresses.



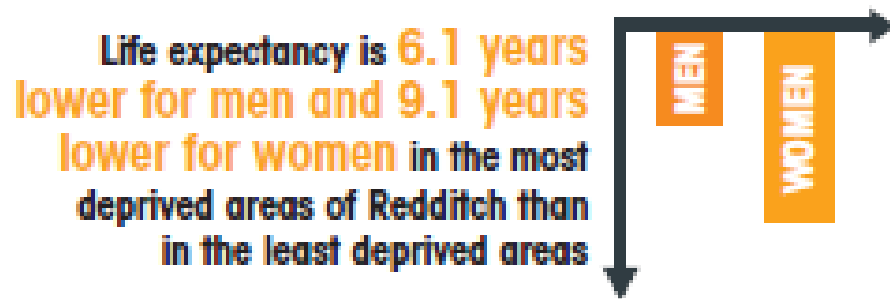
CURRENT NATIONAL TRENDS

National focus has shifted from a target of 3 x 30 minutes of activity per week, to 1 x 30 minutes. This has evolved from the statistics showing an increase in already active people becoming more active, but fewer people are moving from 0 x 30 minutes per week to 1 x 30 minutes. The inactive population are where the biggest health risks lie, and this has been realised within the Department of Culture, Media and Sport (DCMS) strategy and Sport England strategy, featured later in this document.

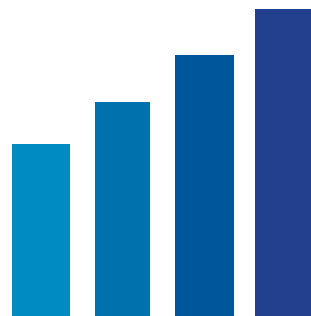
FACTORS AFFECTING PHYSICAL ACTIVITY AND INACTIVITY

Trends of activity have changed over the past 10 years with many factors attributing to the choices made by adults regarding physical activity. Opportunities for physical activity are decreasing from daily life, and more enticements to be physically inactive have been introduced. Pressures of maintaining a healthy work-life balance can impact on the level of physical activity a person does. Sedentary lifestyles are becoming increasingly common and this is linked to a more pressured work life, poor diet, decreased motivation, and poor mental health. However, by being active, these can often be improved, leading to a more balanced lifestyle. The current environment favours an imbalance between food intake and physical activity, therefore, contributing to obesity and chronic diseases. WHO (2011) states “Adults aged 18–64 should do at least 150 minutes of moderate-intensity aerobic physical activity throughout the week or do at least 75 minutes of vigorous-intensity aerobic physical activity throughout the week or an equivalent combination of moderate- and vigorous-intensity activity” and this is also the Chief Medical Officer’s (CMO) recommendation. This measure is also the total duration of activity can be split into shorter durations i.e. 10 minutes of activity would contribute to the 150 minutes of total activity, becoming more realistic to achieve the recommended target. This makes it more feasible for physical activity to become part of a person’s daily life and influence positive behaviour change. National activity trends show more people taking part in recreational sports such as running (Couch 2 5k, Parkrun), cycling (Get into cycling) and park activities (Outdoor physical training, multi-sport games, recreational tennis leagues). Informal activities, such as playing after school with neighbours or a group of friends, are also being physically active. Realising that informal activity can be as (if not more) beneficial compared with formal activity contributes to shaping the way physical activity interventions are delivered. This knowledge will help to inform deliverers which activities are the most appropriate for the local community.

WHO recommends 150 minutes of activity per week, but trends have shown more people are staying or becoming inactive. 150 minutes of activity is a big step for people who have been completely inactive, so Sport England have identified the need to increase activity levels within this population by smaller increments in order to achieve the 150 minutes eventually.



Individuals living in a deprived area are **TWICE AS LIKELY** to be physically inactive than those living in the least deprived areas



Physical Inactivity is the **4th LARGEST CONTRIBUTOR** to disease and disability in the UK



KEY CONSIDERATIONS

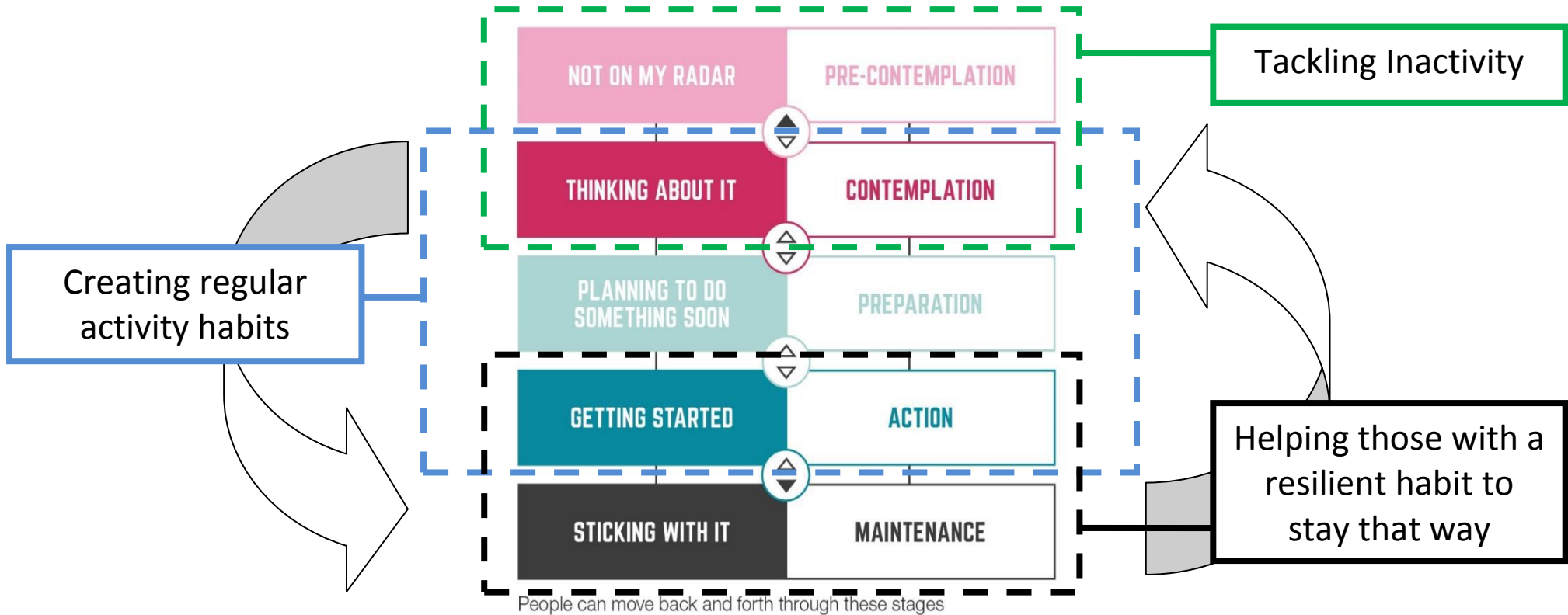
PHE's "Everybody active, every day"¹ highlights the need to close the gap in regards to health inequalities to ensure all communities, especially vulnerable groups, are considered in relation to the Equality Act 2010. The current trend in physical activity illustrates populations that are already active becoming more active, whilst inactive populations are staying the same or growing². This trend is contributing to the widening gap in health inequalities between the active and less active, so future planning should be targeting the inactive rather than the active populations. Where previous funding streams targeted people to get **more** active, funding is now largely available for inactive populations as a priority. It is notoriously difficult to engage effectively with inactive populations as many individuals require a significant behaviour change to take the first steps to becoming more active. A good first experience for each customer is one of the most important factors when wanting to change behaviour. This includes support and advice before, during and after the activity, a positive first experience, an accessible and appropriate environment for the activity, a high quality provision and sustainable exit routes for progression if required. Under-represented groups are the priority focus for physical activity interventions as they are the most likely to be inactive. Redditch has pockets of deprivation and these communities are less likely to participate in physical activity and lead healthy lifestyles. **Redditch has high levels of inactivity (56%) and 25% of people live in the most deprived quintile. This lends itself to unhealthy living and the widening gap of health inequalities (see appendix H)**

Sport England has identified the need for a different approach in order to target inactive communities. Changing a person's behaviour is a key factor when creating habits to become more physically active on a daily basis as well as encouraging them to making healthier choices.

The diagram below (Trans theoretical Model of Behaviour Change) illustrates the various stages a person may go through before being able to carry on a daily habit:

¹ PHE, 2014

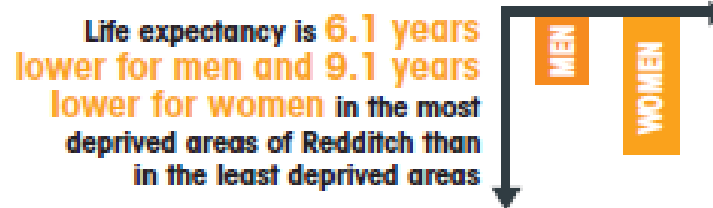
² UK Active, 2014



Redditch Borough is within the County of Worcestershire and borders Warwickshire County to the East and South-East. It is surrounded by Bromsgrove District to the West and North, Stratford District to the East and South-East and Wychavon District to the South-West. The Borough is situated at the outer edge of the Green Belt boundary for the West Midlands. Redditch offers easy access to the countryside and prominent local areas, including culturally rich areas such as Stratford upon Avon and naturally rich areas such as the Cotswolds. The Borough lies 15 miles south of the Birmingham conurbation and Birmingham airport is approximately 25 minutes' drive time away. Redditch Borough consists of the main town of Redditch, several districts that are in close proximity to each other and the rural villages of Astwood Bank and Feckenham as well as several other hamlets. The current population of Redditch Borough is more than 84,600 (2011 Census) and this is projected to rise to significantly by 2030 largely due to the new housing developments that will be built over the next 13 years . The population of Redditch has increased from 78,813 (2001 Census).

Redditch has a large black and ethnic minority population compared to Worcestershire, as well as considerable Eastern European community at present. These groups contribute to the diversity and culture of Redditch.

Redditch has some areas where families are living on low incomes and with poor levels of health which leads to lower life expectancy levels. A significant amount of investment has been invested into one of these areas, Winyates, which has helped to regenerate this area.



3

³ Redditch Health Profile, 2016
19

Overall, the district of Redditch has a younger **age profile** than Worcestershire County, but is similar to regional and national participation profiles. Redditch has a higher proportion of those aged 25 to 34 and lower proportions of those aged 65 and over compared to Worcestershire. Nearly two-thirds (66%) of those aged 16 and over were classified as **overweight or obese** in Redditch (2012), the same rate as Worcestershire and similar to the national rate of 64%. Some 20% of children in Redditch were overweight or obese in 2013-14, higher than the national and county rate.

PARTICIPATION RATES

Active People's Survey 2015/16 has reported the following data: The **sports participation rate** in Redditch has increased from 35% to 37.1% in 2015/16 compared to the previous year. The rate is now slightly higher than the national rate. The participation rates for people aged 14 years and over show a similar increase to 36.7% in 2015/16, also similar to the county and national rate. One in five people are participating in some sport but **less than three times a week** which is lower than the county and national rates. One in four people are participating in sport **three or more times a week**, which is higher than regional and national levels.

Participation rates by gender in Redditch show a significantly higher rate for men aged 16 and over participating in sport (45.6%) compared with a much lower rate (28.6%) of women in 2015/16. The gap is wider than the national and regional rates and has increased since 2005. **More men are participating in physical activity but the number of women participating has reduced. Sports participation rates for people with children** in Redditch (35 per cent) is slightly lower than for those who do not have children (38 per cent), although this difference is not statistically significant. **Participation rates by socio-economic groups are fairly similar across Redditch (37-39%). In NS-SEC 5-8 (the lowest socio-economic group) Redditch has a participation rate of 40% which is higher than Worcestershire at 29% and England at 25% and this has increased from**

28% in 2005.⁴ More information can be found in the demographic tables (Appendix B) and the RBC Sports Development Measures Data (Appendix C). The Redditch Activity Profile data can be found in Appendix D.

LATENT DEMAND

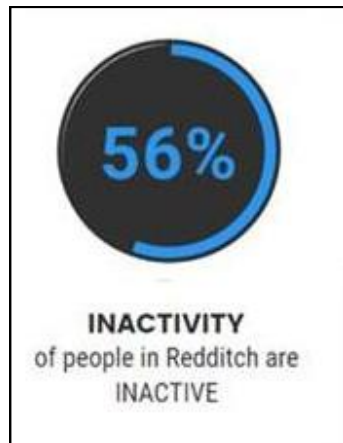
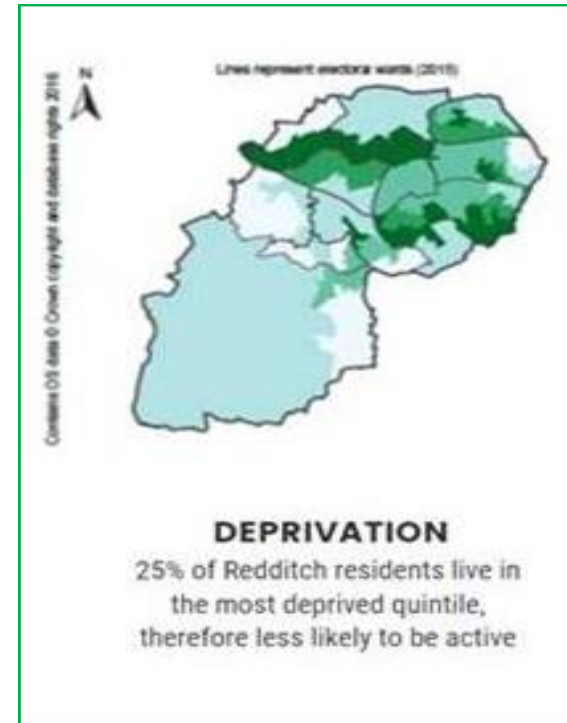
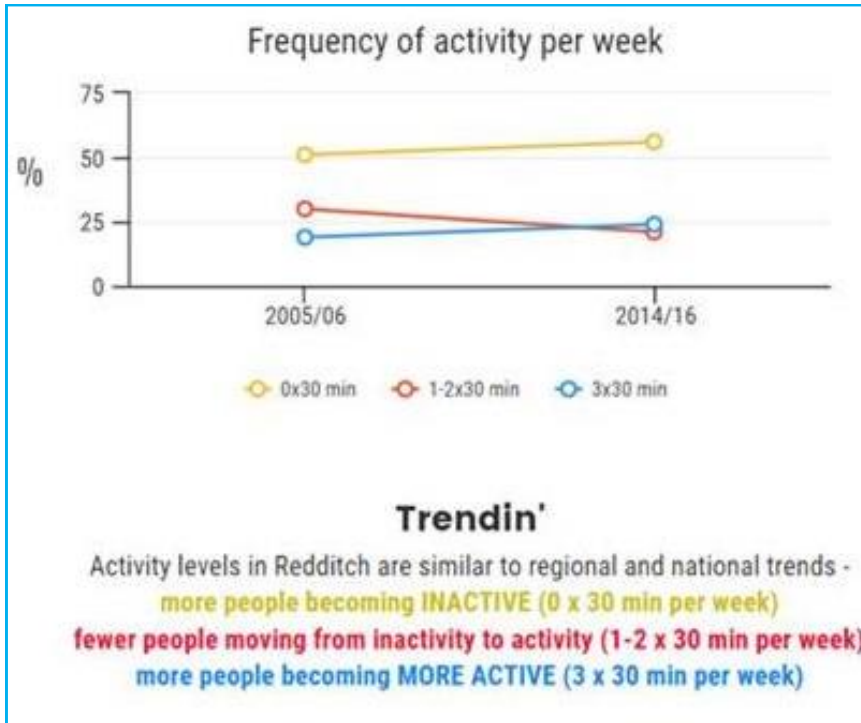
The **latent demand** of people aged 16 and over in Redditch who would like to do more sport has increased to 60.5% in 2015/16. 29% of inactive adults and 31.5% of active adults want to do more sport. Both of these figures are higher than the county and national average.

An analysis of the area's market segments and participation rates shows the type of people to target to improve participation rates:

- » **Women:** half the population, but considerably lower participation rates and significantly higher latent demand compared with men.
- » **Families:** Redditch has slightly lower participation rates for those with children in contrast to comparator areas. This indicates an opportunity to encourage families with children to participate more in sport.
- » **Low income areas:** there are lower participation rates in some of the most deprived areas, where there are also lower life expectancies. However, Redditch has a consistent participation rate across socio-economic groups.
- » **Particular types of people** can be targeted to encourage participation rates as described in the section on market segments. Swimming and cycling is an area of focus for this so people who may be interested in this activity, or have participated in the past would be an ideal target.

⁴ Active People Survey, 2015/16

Local Sports and Physical Activity Profiles - REDDITCH



Factors such as geography, age, disability, race, gender and sexual orientation and gender identity (PHE, 2014) contribute to levels of physical inactivity. These groups are less likely to participate in physical activity and are often under-represented in the UK within sport and physical activity settings. Overcoming barriers to participation is crucial to get more people in Redditch active and reduce health inequalities. The table below details the main barriers to physical activity and actions specific to how to overcome them:

	Keep costs low	Accessible environment	Informal activity	Social Cohesion
BARRIERS TO PARTICIPATION IN REDDITCH	<ul style="list-style-type: none"> » Price levels depending on circumstance » Supply specialist equipment to the users » Maximise parks and open spaces 	<ul style="list-style-type: none"> » Local to participant » Good transport links » Disability Discrimination Act compliant » Welcoming and friendly 	<ul style="list-style-type: none"> » Focus on taking part » Inclusive for all abilities » Encourage family participation 	<ul style="list-style-type: none"> » Create social networks » Offer opportunity to chat » Utilise local action to achieve success » Partnership working to maximise resources
REDDITCH ACTIONS	<ul style="list-style-type: none"> » A concessionary pricing scheme is available » External funding contracts enable subsidised activities » Free park events run by RBC, sports clubs and local groups during the holidays » Maximising shared spaces to minimise facility costs, keeping session costs reasonable » Dial-a-ride subsidised service available 	<ul style="list-style-type: none"> » Borough-wide spread of activities » Some leisure facilities are DDA compliant » Sports Clubs are signposted to disability training opportunities and funding to work towards DDA compliance » Parks have accessible paths and play areas » Cycle routes » Good transport links 	<ul style="list-style-type: none"> » Community groups, RBC and clubs offer fun activities » Recent projects have steered away from traditional sports » Family focussed activities in the parks » Schools and colleges are linking with NGB's to provide developmental, grassroots sessions e.g. street cricket 	<ul style="list-style-type: none"> » Running sessions where there are refreshments to encourage socialising after the activity » Mindfulness sessions have been offered in partnership with Couch 2 5k » Community groups have run sessions targeting their local community » Community action and cohesion

The national focus of sports and physical activity is determined by extensive data, research, knowledge and experience. This research has been pulled into an overarching cross-governmental strategy (DCMS, 2015), detailing priority outcomes for sports and physical activity. This strategy has a broad focus which allows other organisations to focus on different elements of the strategy and work to achieve its outcomes. Sport England, UK Sport and Youth Sports Trust have differing priorities and work towards the DCMS strategy in different ways. Sport England has a wider focus on inactivity than past strategies have seen, UK Sport is principally driving elite sport, and the Youth Sports Trust is focused on driving sports and physical activity throughout schools and education.

The national strategies and their key outcomes are as follows:

1. **Department for Culture, Media and Sport (DCMS) - “A Sporting Future: A new strategy for an active nation” 2015 (see Appendix E)**
 - a. Improved physical health
 - b. Improved mental health
 - c. Improved social and community development
 - d. Individual Development
 - e. More economic development
2. **Sport England (SE) – “Towards an active nation”, 2016-2121 (see Appendix F)**
 - a. More money and resources on **tackling inactivity** – this is where individual and society gains are the greatest
 - b. To invest more money in **children and young people from the age of five** to build positive attitudes
 - c. To help those who are **already active to carry on**, but at a lower cost to the public purse
 - d. To help the sector to become more **welcoming and inclusive, especially to under-represented groups**
 - e. To keep pace with **digital expectations** of customers
 - f. To encourage **stronger local collaboration** to deliver a more joined up experience of sport and activity
 - g. To work with a **wide range of partners** including the private sector
 - h. To encourage **innovation and share best practice particularly through behaviour change** principles

3. **UK Sport – 2013-2017 Business Plan Summary (see Appendix G)**

- a. To become the first nation to be more successful in both Olympic and Paralympic Games
- b. Establish the UK as a leading host of major international sports events
- c. For National Governing Bodies to be recognised within sport nationally and internationally as beacons of good practice in leadership, governance and commitment to continuous improvement

4. **Youth Sports Trust Manifesto (see Appendix H)**

- a. **Education:** More time for higher quality PE to ensure all children are physically literate and can move competently and confidently.
- b. **Health:** Physical activity opportunities embedded into every school day to ensure every child has the opportunity to live a healthy active lifestyle.
- c. **Sport:** Sustained competitive sport in schools to ensure sport remains at the heart of a young person's life.

The national strategies dictate the priorities for regional and local plans – available funding streams will reflect the national priorities so local action plans should be geared towards achieving these objectives. The next section will highlight regional strategies, and the impact of these on local Redditch provision.

The national strategies highlighted in the previous section inform regional agencies where priority funding pots are available. This, in turn, shapes the regional strategies for Worcestershire. By using the national strategies as a guide, regional strategies can focus on the need and wants of the local areas using data and insight to shape appropriate delivery mechanisms for sports and physical activity. In Worcestershire, there are key partners who have a priority focus and impact on sports and physical activity. National Governing Bodies have Regional Development Managers tasked with delivering Regional Development Plans and they work with local authorities, sports clubs, schools and other community organisations and partner with The County Sports Partnership for Herefordshire and Worcestershire. They work together to create opportunities to deliver sporting activities across Worcestershire. Worcestershire County Council has recently released their Health and Wellbeing Strategy for Worcestershire and the Redditch and Bromsgrove Clinical Commissioning Group (CCG) Strategy is also now in place.

The regional strategies and their key outcomes/objectives are:

1. Sports Partnership Herefordshire and Worcestershire (SPHW):

- a. Making it simple to discover and take part in sport and physical activity
- b. Increasing and upskilling the workforce to meet the need of target audiences
- c. Use sport and physical activity to positively impact local communities
- d. Positioning ourselves as a key partner and influencer
- e. Scoping new opportunities for growth

2. Redditch and Bromsgrove CCG:

- a. Improve the quality of care for patients and reduce system waste using integrated models of care wherever possible (working across organisational boundaries wherever necessary)
- b. Apply a population-based approach to commissioning – using Public Health needs assessment to support future commissioning intentions
- c. Empower patients with the active engagement and participation of local patients in the commissioning agenda
- d. Apply a systematic and proactive approach to the management of chronic (long lasting) disease.

3. Worcestershire Health and Wellbeing Board: Joint Health and Wellbeing Strategy (see Appendix I):

- a. Good mental health and wellbeing throughout life
- b. Being active at every age
- c. Reducing harm from alcohol at all ages

4. NGB Regional Development Plans are specific to region and sport, but contribute to the national objectives:

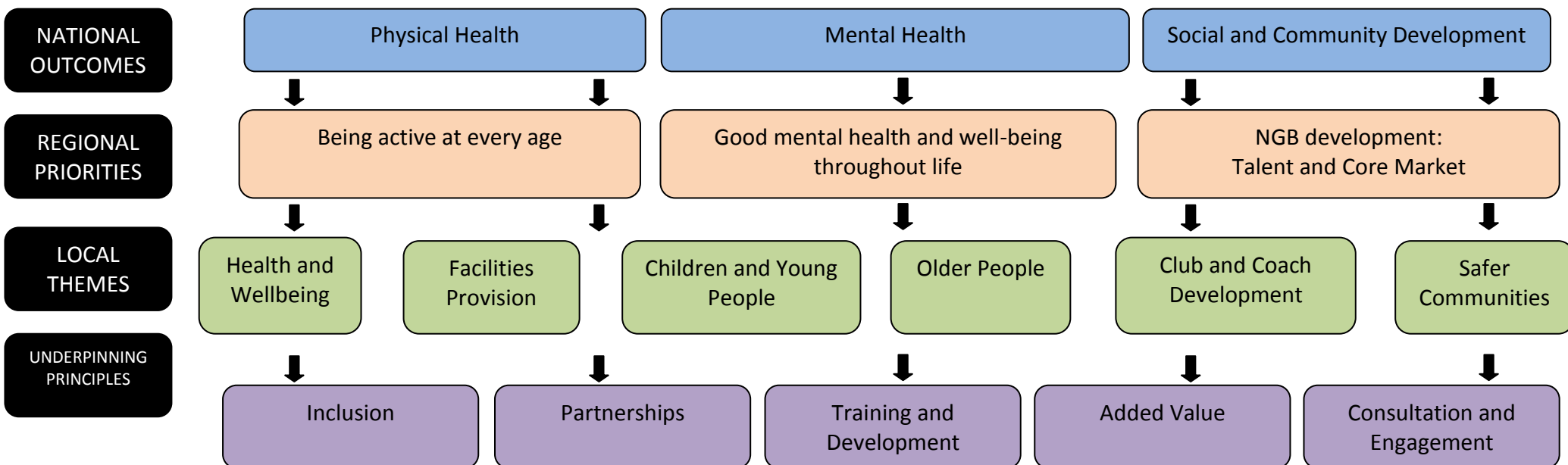
- a. Develop a talent system in England that produces higher quality athletes throughout the entire pathway, including performance foundations, while delivering a positive experience that retains those athletes in the sport system
- b. Helping people in the core market navigate periods of disruption as well as making it easier for people in the core market to build habits and to switch between activities. Protecting people in the core market who come from underrepresented groups and getting the right balance between value to the customer and cost of provision for people in the core market

The regional strategies dictate the priorities for regional and local plans – available funding streams will reflect the national priorities so local action plans should be geared towards achieving these objectives. The next section will highlight regional strategies for Redditch, and the impact of these on local Redditch provision and opportunities.

THEMES

LOCAL THEMES AND UNDERPINNING PRINCIPLES

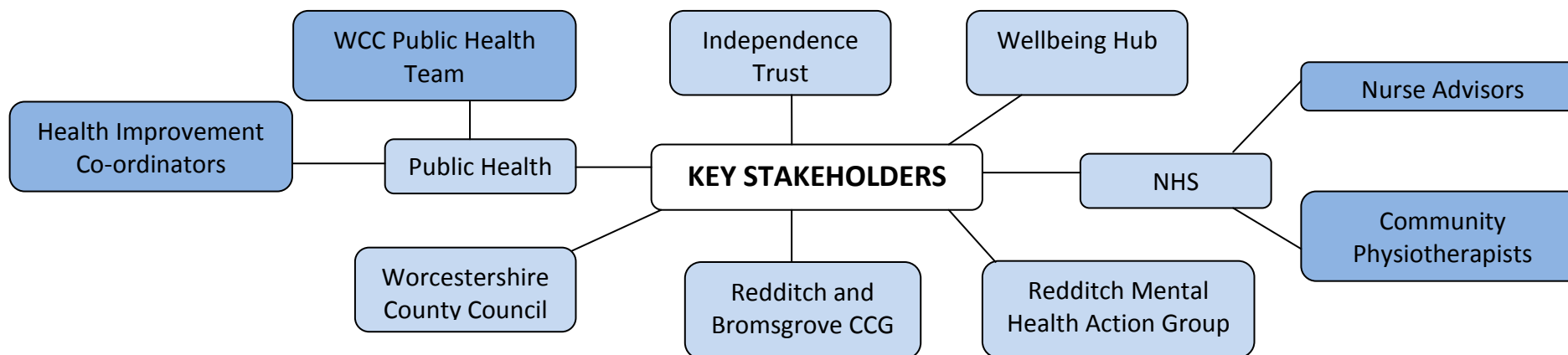
The themes have been developed to help to achieve national outcomes and regional priorities at a local level. The needs of the community are continuously researched and insight into the area through health and activity profiles shape local action and themes. The diagram below overviews the links from National Outcomes to Local Themes/Actions.



The themes for the strategy are underpinned by principles which aim to improve the health and lifestyle of Redditch residents. They focus on upskilling local people, working in partnership with organisations and groups, bringing added value to physical activity opportunities, ensuring inclusion for all activities with focus on under-represented groups, as well as continually consulting and engaging with local residents. Each theme has its own section and a standard approach delivering the purpose, local picture and key considerations.

PURPOSE

Good health and wellbeing can be subjective, and often means different things to different people. A community has varying levels of health and wellbeing and an individual’s priority can be different to a community priority. The importance of having good health and wellbeing is a priority for Redditch. The need to address both physical and mental health challenges is increasing at an alarming rate, therefore increasing the demand for provision of services to meet this need. The Health Intervention Officer (HIO) is responsible for assessing the need and providing opportunities for people to improve their health and wellbeing.



Redditch Community and Wellbeing Trust is a sub group of the Redditch Partnership Executive Group, which discusses health priorities and issues and has implemented actions to achieve better health. Some of these actions include an Older People’s Activity directory, Digital Inclusion week for people who can’t access the internet, Diabetes awareness week, Mental Health and wellbeing events run within the Kingfisher Shopping Centre and regular updates on the Redditch Health Profile. Representatives from the above groups attend the partnership meeting which enables a well-rounded approach to delivery in Redditch.

LOCAL PICTURE:

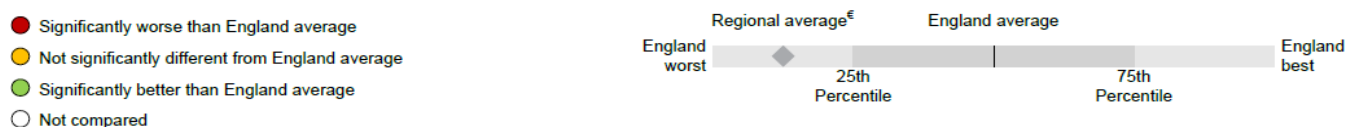
Health Priorities: Redditch has the following health concerns (as taken from the Redditch Health Profile 2016 in Appendix J):

- Emergency hospital admissions for Asian, Black and Chinese ethnic groups: Redditch has a high number of hospital admissions for Asian, Black and Chinese groups. Evidence shows these groups are more likely to be inactive, therefore more at risk of leading an unhealthy lifestyle. Being physical inactive contributes to poor health and can lead to other health issues such as diabetes, coronary heart disease, poor bone health and other contraindications. As these groups tend to be less physically active, there are ways physical activity can help and contribute to better health, therefore reducing health inequalities. A minority group network has been set up locally and this focuses on priorities and actions for the targeted Redditch community. Redditch Borough Council has a Diversity and Minorities Group Officer (DMO) who attends this network and works closely with community groups to encourage these “at-risk groups” to engage with physical activities and improve their health and wellbeing.
- Under 18 year old conceptions: With a high percentage of young people in Redditch living in pockets of deprivation, under 18 year old conceptions are more prevalent. Diversionary activities target young people and encourage them to participate in physical activity, occupying their time and providing help and guidance through local youth workers. Utilising parks and multi-use games areas (MUGAs) and working in partnerships with YMCA, Community Safety and other community groups will aim to improve this statistic by offering more opportunities to engage with young people within their environments. Utilising Parks and Open Spaces across Redditch will identify available spaces that can be used for activities such as walking and running, cycling, rounders and other outdoor sessions.
- Self harm and alcohol related admissions: Activities that promote social inclusion and healthy lifestyles will help to improve this statistic. Mental health support in schools and signposting services such as the Wellbeing Hub (Community First/NHS) aim to reduce this statistic and support the needs of people at risk. Working with Children and Young Peoples Emotional Wellbeing and Mental Health will identify people at risk and work with families who may be struggling with this issue.
- Diagnosed diabetes: A higher % of people are being diagnosed with diabetes in Redditch – the breakdown between Type I and Type II is not available. Diabetes is strongly linked to unhealthy lifestyles. Redditch has average levels of excess weight in adults and average levels of physical activity. An assumption can be made that if excess weight decreases and physical activity increases, the prevalence of diabetes will decrease.

Worcestershire County Council have developed briefings on Physical Activity and Mental Health which inform areas of concern for Worcestershire, key performance indicators for health and physical activity and links to useful documents. The JSNA briefing on Physical Activity can be found in Appendix K and JSNA briefing on Mental Health 2015 can be found in Appendix L. Below is a snapshot of the Health Summary for Redditch:

Health summary for Redditch

The chart below shows how the health of people in this area compares with the rest of England. This area's result for each indicator is shown as a circle. The average rate for England is shown by the black line, which is always at the centre of the chart. The range of results for all local areas in England is shown as a grey bar. A red circle means that this area is significantly worse than England for that indicator; however, a green circle may still indicate an important public health problem.



Domain	Indicator	Period	Local No total count	Local value	Eng value	Eng worst	England Range	Eng best
Our communities	1 Deprivation score (IMD 2015) #	2015	n/a	21.2	21.8	42.0		5.0
	2 Children in low income families (under 16s)	2013	2,790	16.8	18.6	34.4		5.9
	3 Statutory homelessness†	2014/15	19	0.5	0.9	7.5		0.1
	4 GCSEs achieved†	2014/15	510	56.0	57.3	41.5		76.4
	5 Violent crime (violence offences)	2014/15	n/a	12.1	13.5	31.7		3.4
	6 Long term unemployment	2015	204	3.8	4.6	15.7		0.5
Children's and young people's health	7 Smoking status at time of delivery	2014/15	105	11.4	11.4	27.2		2.1
	8 Breastfeeding initiation	2014/15	737	67.6	74.3	47.2		92.9
	9 Obese children (Year 6)	2014/15	190	20.0	19.1	27.8		9.2
	10 Alcohol-specific hospital stays (under 18)	2012/13 - 14/15	23	40.9	36.6	104.4		10.2
	11 Under 18 conceptions	2014	49	34.0	22.8	43.0		5.2
Adults' health and lifestyle	12 Smoking prevalence in adults†	2015	n/a	21.5	16.9	32.3		7.5
	13 Percentage of physically active adults	2015	n/a	58.8	57.0	44.8		69.8
	14 Excess weight in adults	2012 - 14	n/a	67.0	64.6	74.8		46.0
	15 Cancer diagnosed at early stage #	2014	167	52.4	50.7	36.3		67.2
Disease and poor health	16 Hospital stays for self-harm	2014/15	211	249.2	191.4	629.9		58.9
	17 Hospital stays for alcohol-related harm	2014/15	588	726	641	1223		374
	18 Recorded diabetes	2014/15	4,929	7.0	6.4	9.2		3.3
	19 Incidence of TB	2012 - 14	48	18.9	13.5	100.0		0.0
	20 New sexually transmitted infections (STI)	2015	447	811	815	3263		191
	21 Hip fractures in people aged 65 and over	2014/15	80	618	571	745		361
Life expectancy and causes of death	22 Life expectancy at birth (Male)	2012 - 14	n/a	78.8	79.5	74.7		83.3
	23 Life expectancy at birth (Female)	2012 - 14	n/a	83.2	83.2	79.8		86.7
	24 Infant mortality†	2012 - 14	19	5.6	4.0	7.2		0.6
	25 Killed and seriously injured on roads	2012 - 14	46	18.1	39.3	119.4		9.9
	26 Suicide rate†	2012 - 14	36	16.2	10.0			
	27 Deaths from drug misuse #	2012 - 14	7	x ²	3.4			
	28 Smoking related deaths	2012 - 14	329	271.1	274.8	458.1		152.9
	29 Under 75 mortality rate: cardiovascular	2012 - 14	164	76.6	75.7	135.0		39.3
	30 Under 75 mortality rate: cancer	2012 - 14	302	140.9	141.5	195.6		102.9
	31 Excess winter deaths	Aug 2011 - Jul 2014	48	7.8	15.6	31.0		2.3

Indicator notes

1 Index of Multiple Deprivation (IMD) 2015 2 % children (under 16) in low income families 3 Eligible homeless people not in priority need, crude rate per 1,000 households
 4 5 A*-C including English & Maths, % pupils at end of key stage 4 resident in local authority 5 Recorded violence against the person crimes, crude rate per 1,000 population
 6 Crude rate per 1,000 population aged 16-64 7 % of women who smoke at time of delivery 8 % of all mothers who breastfeed their babies in the first 48hrs after delivery
 9 % school children in Year 6 (age 10-11) 10 Persons under 18 admitted to hospital due to alcohol-specific conditions, crude rate per 100,000 population 11 Under-18 conception rate per 1,000 females aged 15-17 (crude rate) 12 Current smokers, Annual Population Survey (APS) 13 % adults achieving at least 150 mins physical activity per week 14 % adults classified as overweight or obese, Active People Survey 15 Experimental statistics - % of cancers diagnosed at stage 1 or 2 16 Directly age sex standardised rate per 100,000 population 17 The number of admissions involving an alcohol-related primary diagnosis or an alcohol-related external cause (narrow definition), directly age standardised rate per 100,000 population 18 % people on GP registers with a recorded diagnosis of diabetes 19 Crude rate per 100,000 population 20 All new diagnoses (excluding Chlamydia under age 25), crude rate per 100,000 population 21 Directly age and sex standardised rate of emergency admissions, per 100,000 population aged 65 and over 22, 23 The average number of years a person would expect to live based on contemporary mortality rates 24 Rate of deaths in infants aged <1 year per 1,000 live births 25 Rate per 100,000 population 26 Directly age standardised mortality rate from suicide and injury of undetermined intent per 100,000 population (aged 10+) 27 Directly age standardised rate per 100,000 population 28 Directly age standardised rate per 100,000 population aged 35 and over 29 Directly age standardised rate per 100,000 population aged under 75 30 Directly age standardised rate per 100,000 population aged under 75 31 Ratio of excess winter deaths (observed winter deaths minus expected deaths based on non-winter deaths) to average non-winter deaths (three years)

† Indicator has had methodological changes so is not directly comparable with previously released values.
 # New indicator for Health Profiles 2016. x² Value cannot be calculated as number of cases is too small

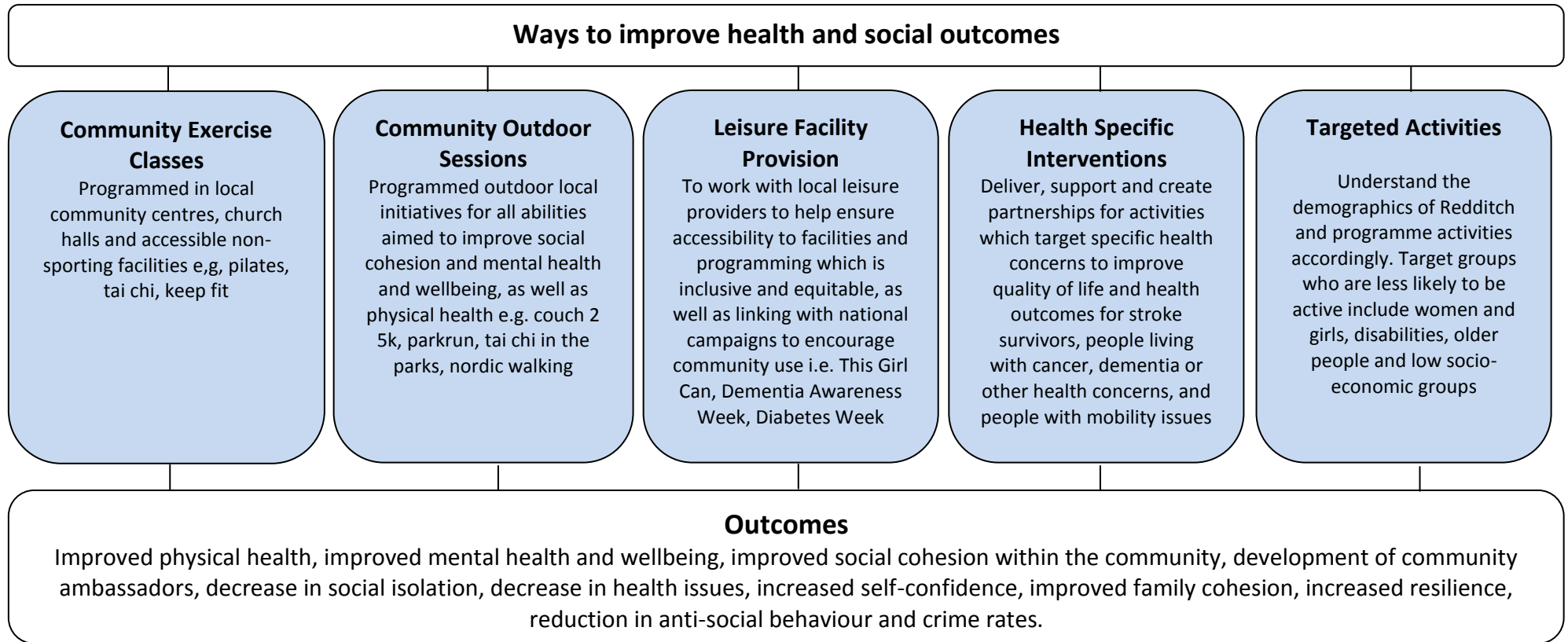
€ "Regional" refers to the former government regions.

More information is available at www.healthprofiles.info and <http://fingertips.phe.org.uk/profile/health-profiles>

Please send any enquiries to healthprofiles@phe.gov.uk

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Physical activity can positively impact the health priorities by improving both physical and mental health and wellbeing. The challenge is educating the whole community to understand the wider benefits of physical activity. Instilling a behaviour change within the community will see improved self-confidence, better decision making, increased resilience and the ability to make lifestyle changes which impact the individuals as well as their family/friends. This can link to employability, social cohesion, and reduction in anti-social behaviour and crime. The diagram below highlights the various ways health and social outcomes can be improved:



Referral Programmes: For those within the community who require a more focussed activity, referral programmes can work as an entry route. Evidence suggests that people are more likely to attend sessions and activities with a community or voluntary setting if a healthcare professional refers or advises them to attend. Evidence also shows that it can improve health and well-being outcomes and reduce inappropriate use of GP time and patients' reliance on prescription medication. Other benefits include reducing social exclusion and improving health inequalities through the increased uptake in community activities and support. Redditch has 3 referral programmes:

- » Strength and Balance: This is a 33 week falls prevention course suitable for people who are at risk of falling or who have already experienced a fall. The course can be referred into through a medical professional (GP, Nurse Advisor, Physio) or a self-referral from the participants themselves. It is currently run in partnership between Redditch Borough Council and Sports Partnership Herefordshire and Worcestershire, and has been commissioned through Worcestershire County Council and 2017-18 will be the final year of the contract (Year 3). Strength and Balance classes are currently run out of a range of facilities including Church Halls, Community Centres and Sheltered Housing complexes.
- Activity Referral: This is a medical referral scheme where residents who meet the criteria can be referred into the scheme by a medical professional. It is a 6 week programme within a sports centre setting and consists of an initial assessment and a final assessment, with 30 minute optional contact points every week. The contract has been commissioned by Worcestershire County Council, Public Health. It currently is run out of Abbey Stadium and participants have access to the pool, gym, track, exercise classes and their bespoke programme can include a combination of these activities. Once the 6 weeks is completed, the participant can join the gym and pay for membership without having to pay the joining fee.
- Social prescribing: Social Prescribing is a mechanism to refer patients from primary care with social, emotional or practical needs to non-clinical and non NHS sources of support within the community provided by Voluntary and Community Sector (VCS) and other statutory agencies. It has been run in Redditch as a pilot and will be rolled out across Worcestershire in 2017/2018.

The below table shows the organisations linked to Social Prescribing:

Topic	Organisation	Summary of support
Benefits, Debt, Employment, Legal or Housing Support	Bromsgrove Citizens Advice Bureau (CAB)	Free, confidential, independent, information and advice on all subjects. For people living or working in Redditch. Please note that Bromsgrove CAB are providing this service for Redditch
Low Mental Wellbeing Support	The Sandycroft Wellbeing Centre	Sandycroft in Redditch provide mental health and family services delivered through an array of support services including 1: 1 support sessions, counselling, wellbeing courses including confidence, stress and anxiety as well as Domestic Abuse support and programmes.
Support for Older People	Age UK Redditch	An Age UK Well check can signpost to a range of support such as dementia support, social support, a handyperson, exercise, help at home, safety at home, occupational therapist For over 50s who do not have a social services care plan in place
Getting Active	Redditch Sports Development Team	Increase activity levels with options such as mobility classes, walking groups, local events, active volunteering, parks, gyms and fitness, sports clubs, exercise classes, dance (not personal training)
Getting Creative	Redditch Arts Team	Opportunities to socialise, attend arts classes, drama and performance, theatre, local events, places to go, musical groups, festivals.
The Living Well Service	The Independence Trust	The Living Well Service aims to support individuals in the most deprived areas of Worcestershire in changing their behaviour. The aim is to support them to improve and strengthen their physical and emotional wellbeing.
Bereavement	Primrose Hospice	A bereavement service for adults, young people & children, post bereavement. Family Support services are available to all affected by a loved one's death and offer support to those who require psychosocial and practical help, or just a "listening ear".
Support for Carers	Worcestershire Association of Carers	The GP Carer Support Service is designed to reach out to carers via GP practices, telling them about the support available to them and looking at numerous issues including social isolation, accessing correct benefits, and respite care.
Dementia Advice and Support	The Alzheimer's Society Worcestershire	The Alzheimer's Society in Worcestershire can provide a range of advice and support for people affected by dementia (Including carers, partners and family members).

To ensure the delivery meets the needs of the community, continuous engagement and consultation should be happening with both users and non-users.

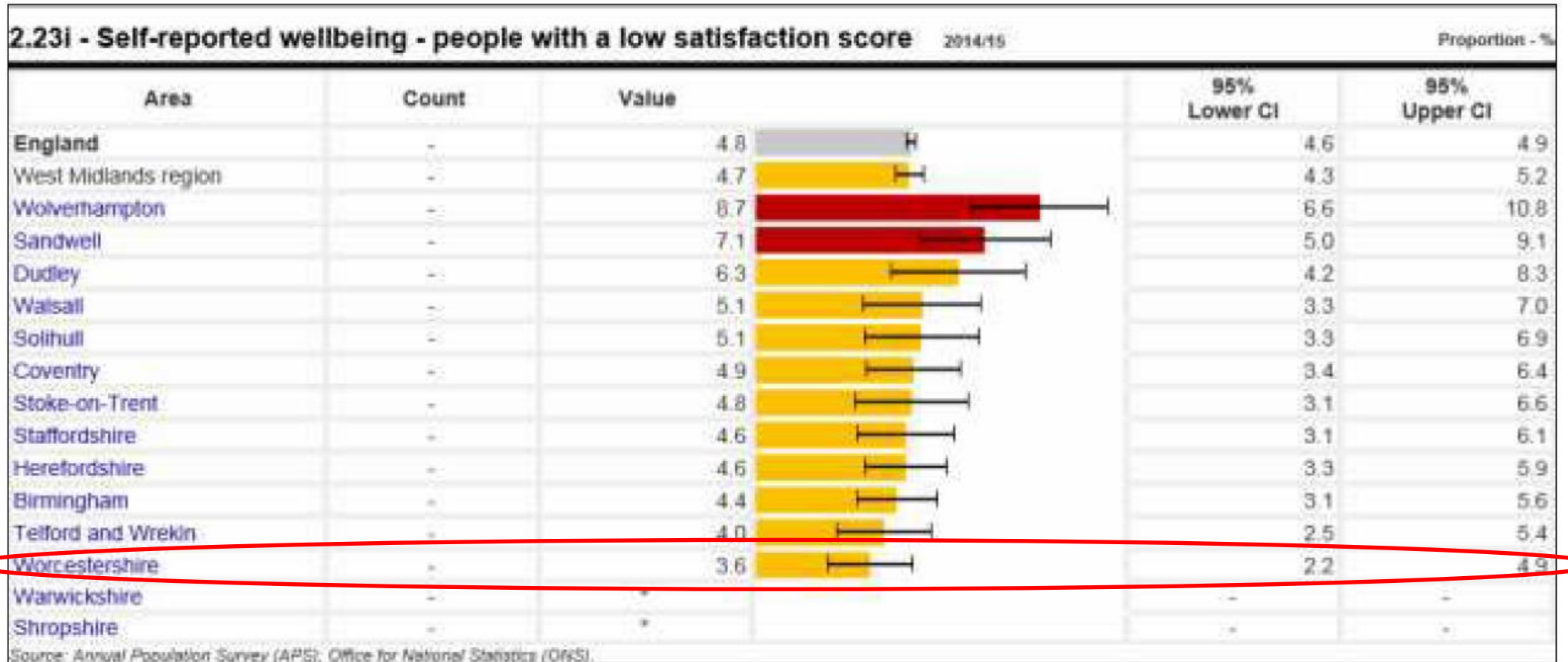
Satisfaction surveys are conducted regularly to ensure quality of delivery and satisfaction levels of participants. It is more difficult to engage with non-users as they are not currently engaging with community activities, but events in shopping centres, parks and community centres should target these groups and get a rounded view of what they would like and how they would like it delivered. Social media communication, newsletters, newspaper adverts and information stands in public places are the best way to engage with the community as a whole, and partners linking together to strengthen this delivery is the key to success. Partners can retweet and share posts, showing a joined up approach to delivery.

MENTAL HEALTH AND WELLBEING:

JSNA briefing of Mental Health highlights the complexity of the wider determinants of health, mostly caused by the fact that these wider determinants are not limited to individual attributes but also include social, economic and environmental factors such as working conditions, living standards and social support networks (or lack of them). Mental health can also be affected by sudden difficult life events or transition points which can reinforce socio-economic inequalities in health; including relationships breakdown, job loss or eviction.

“Good mental health and well-being throughout life” is a priority for Worcestershire Health and Wellbeing Board. Physical activity has a direct, positive impact on low level mental health issues and can be used as an alternative to other health services. Higher level mental health issues also benefit from physical activity, however this would need to be support by other health services to provide support or medical advice. Good mental health can have a considerable impact on a community; building confidence, increasing motivation, positive lifestyle changes and a healthier, more active outlook. Residents are able to improve their own mental health by accessing green spaces across Redditch such as Arrow Valley Lake, Morton Stanley Park, Terry’s Playing Field, Forge Mill, Overdale Park and other wooded areas. The Parks and Outdoor Spaces team maintain these areas to ensure safety and ease of access to all residents. Greater emphasis is being put on outdoor activities such as outdoor boot camps, mother and baby walks, health walks, rounder’s, play parks and family fun as the benefits of being active outside can improve both physical and mental health, as well as addressing perceived barriers such as dislike of leisure facilities, cost and formalised activity.

The available data for mental health and wellbeing is countywide (Worcestershire) which can make it difficult to dig deep into the levels and factors contributing to mental health and wellbeing within Redditch. However, we can use this as an indicator. Self-reported well-being (data from the national wellbeing survey) shows that fewer people in Worcestershire have low satisfaction with life than the national and West Midlands average (see figure below):



Overarching themes to improve mental health and wellbeing include prevention, protective factors and early intervention/recovery:

- » **Prevention:** We know much more about the causes of common mental disorders and how to prevent them. The effects of vascular dementia can be minimised through a healthy lifestyle. Much mental ill health starts by age 14 - more emphasis is needed on building resilience and wellbeing amongst children and young people.

- » **Enhancing protective factors:** Protective factors such as access to green spaces, meaningful employment and regular physical activity are key to building resilience and promoting well-being. Caring for a sick relative can have a serious negative impact on health and well-being with two thirds of older carers having their own health problems.
- » **Focus on early intervention and recovery:** Early intervention and access to the right services and support can assist people with dementia live well with the condition for many years. Focusing on 'at-risk groups and intervening early for children and young people with mental health problems has been shown to reduce health costs and improve educational outcomes.

Wider determinants of mental health: These factors directly influence a person’s mental health and should be considered when implementing an intervention or programme geared towards improvements in this area.

SOCIETY	COMMUNITY	FAMILY	INDIVIDUAL
Inequality	Personal Safety	Family Structure	Lifestyle (diet, exercise, alcohol)
Unemployment	Housing and open spaces	Family Functioning	Gender
Social Coherence	Economic Status	Genetic Makeup	Debt/Lack of debt
Education	Isolation and loneliness	Intergenerational Contact	Physical Health
Health and social care provision	Neighbourliness	Parenting	Relationships

KEY CONSIDERATIONS:

It is notoriously difficult to have a successful impact on a person’s health and lifestyle, unless they are prepared to make changes themselves. Creating habits and enabling a change in behaviour will have a longer term benefit. Delivering and creating opportunities within the community can be very beneficial and offer people the ability to engage and participate, therefore improving activity levels. Ensuring there are a variety of activities to get involved with helps to keep people in activity i.e. more choice to prevent boredom, more exit routes to increase intensity and sustainability (community clubs), and more opportunities to exercise with friends and family who have different activity levels/abilities. However, for those who may find it difficult to integrate into a community activity, a more supportive approach through a referral programme would be more suitable. One of the challenges is how people in need of a change of lifestyle and improved health can be identified and supported, and the

mechanisms available for this to be delivered. A whole community approach and partnership working is required to market and advertise opportunities which retain and signpost the participants. Redditch GP surgeries are a key driver to refer people into referral schemes and the challenge is to ensure they have all the relevant information to effectively refer. This is reliant on good communication and understanding from both the GP network and partner agencies that are delivering activity and referral schemes.

Worcestershire County Council established a Health and Wellbeing Board in 2013 which oversees the system for local health commissioning. It leads on the strategic planning and co-ordination of NHS, Public Health, Social Care and related Children's Services. The board is an important vehicle which can be used to assess health priorities, strategic vision and local health agendas and it links into partnership groups across Worcestershire, in particular Redditch Community Wellbeing Trust Group.

SUMMARY

A partnership approach to delivering activities across Redditch ensures shared knowledge and reduces gaps in provision which means higher quality delivery with less risk of competing for the same population with the same activity. Joint funding applications can add more value to a project so resources can be pooled and a high quality project can be delivered. It is also important to deliver targeted programmes to reduce barriers to participation for those in need of extra support and confidence with a suitable exit route.

Data gathered from Redditch Health Profile and Worcestershire County Council Health and Wellbeing Board is useful to understand the needs of the community and priority areas. This will inform the needs of the community and help to shape future projects.

PHYSICAL HEALTH AND MENTAL WELLBEING AIMS

- To help and support residents to self-refer into targeted schemes
- To work closely with Medical Professionals in order to increase referrals and signposting opportunities
- To assess the needs of the Redditch community and implement programmes to service the need
- To help promote and increase participation in active lifestyles for all residents
- To partner with local community groups and voluntary sector organisations to achieve a collective outcome

PHYSICAL HEALTH AND MENTAL WELLBEING PRIORITIES

- Work with Redditch and Bromsgrove CCG to improve communication across GP surgeries and increase referrals into specialist programmes
- Link physical activity opportunities to the benefits for mental health – all deliverers to actively promote the 5 ways to wellbeing
- Align delivery to the Worcestershire priorities for Mental Health, Alcohol and Physical Activity
- Provide communities with the means to become more active: assess needs and implement interventions which align with the health priorities for Redditch.

THEME

FACILITY PROVISION

PURPOSE

Providing good quality facilities are vital in order to support residents to participate in Sports and Physical Activity. As previously highlighted within earlier sections of this Strategy, in order to persuade the inactive populations to participate the experience needs to be right and to achieve these facilities need to be accessible, adaptable, clean, safe and presentable.

Our supply of facilities needs to be in the right locations and have facilities which can cater for a range of different activities, particularly those where demand and latent demand can be evidenced. There needs to be considerations given to ensuring buildings are designed to factor this in and to ensure they are efficient enough to reach the end of their expected lifecycle. Parks and open spaces need to include both formal and informal provision to encourage residents to participate in activities to improve health and wellbeing. Formal provision is defined as a space which is usually provided for structured activity, for example that used by Sports Clubs for structured training or competitive matches. Usually this facility is booked through an operator responsible for hiring facilities. These facilities are sometimes secured; for example an AWP (All Weather Pitch) that it is within a fenced area and secured when not in use. In terms of informal space these are spaces that are provided for unstructured play. For example, open space where young people play sport and take part in physical activity. An example of this could be a MUGA (Multi Use Games Play Area) where young people can use this facility to participate in unstructured sport. This doesn't need to be booked or supervised and usually the young people provide their own equipment to use.

KEY STAKEHOLDERS

There are a number of different facility operators in the area. These include the Local Authority, Academies, Colleges, Sports Clubs and Private Sector provider of Health and Fitness Facilities. Each of these is self-sufficient in terms of financing and resourcing their own facilities. Sports Clubs though rely on support from external bodies to help to grow and sustain their buildings and outdoor provision. An example of this is through use of Section 106 funding provided from housing development. This is often combined with contributions from National Governing Bodies of Sport to enable larger scale projects to be implemented. The Redditch Playing Pitch Strategy helps to identify the needs of local Sports Clubs through consultation and engagement. For the life of this Strategy this will be resourced with support from funding from large scale housing schemes, listed in the 5 year delivery schedule (see Appendix M).

In addition to the PPS the Sport England Facilities Model 2015, run by Sport England, defines the number of Sports facilities that are over and under subscribed in relation to demand and latent demand, both in 2015 and in 2025 factoring in projected population increases. This data will be vital when considering the development of provision in future years. The key headlines from each of these documents are contained within the next section of this theme which looks at the local picture for Redditch.

LOCAL PICTURE

The outcome of the research and consultation carried out as listed above has defined a number of potential areas where investment into provision has resulted in increases in participation and opened up opportunities for inactive people to take part in activity. The Abbey Stadium has recently invested into their Health and Fitness facilities where latent demand determined the need to do this. This has already helped to increase participation for both active and inactive residents. Redditch United has invested into a 3G facility which has enabled them to provide quality all year round provision for both junior and adult teams to play football. This builds on the success of the junior club which already boasts over 50 teams including some targeted towards girls and children and young people with physical and learning difficulties. The Redditch Rugby Club is a hub for local Sport and the Rugby section in particular has seen a sharp rise in the amount of juniors playing the Sport. The Town benefit from a large amount of parks and open space, and centrally the Arrow Valley Park offers excellent opportunities for residents to walk, run and cycle safely and accessibly. To compliment this there are a number of activity programmes which have supported the increases in physical activity levels particularly those aged 16 and above. These include Couch to 5k, Park Run, and a number of running clubs.

The National Planning Policy Framework NPPF 2012 Supports and promotes healthy communities to facilitate social interaction and creating healthy inclusive communities. It encourages Local Authorities to have a shared vision within communities. Local Authorities should plan positively for the provision and use of shared space, community facilities (such as local shops, meeting places, sports venues, cultural buildings, public houses and places of worship) and other local services to enhance the sustainability of communities and residential environments. Access to high quality open spaces and opportunities for sport and recreation can make an important contribution to the health and well-being of communities. Existing open space, sports and recreational buildings and land, including playing fields, should not be built on unless: the development is for alternative sports and recreational provision, the needs for which clearly outweigh the loss in turn, protecting all activities within existing open space and associated sports uses etc.

PLANNING IN SPORT

At a more local level all applications including those in relation to sport and physical activity will be determined in line with national planning and all other relevant policies within the development plan. Policy 12 of Redditch Local Plan 4 aims to maintain minimum standards of open space provision as identified in the Open Space Needs Assessment and Playing Pitch Strategy. New development will be required to make provision for new and/or improvements to open space, sports and recreation facilities in accordance with the Borough Council's Adopted Open Space Provision Supplementary Planning Document (SPD) or any other form of planning obligation the Borough Council adopts. The Borough Council will support, in principle, the development of new open space, sports and recreation facilities.

The Borough Council will also negotiate with applicants to establish the appropriate amount and location of open space provision based on the Open Space Provision SPD, Open Space Needs Assessment, Playing Pitch Strategy and any other relevant evidence.

NPPF Obligations/ S106 Agreements are legally enforceable obligation entered into under section 106 of the Town and Country Planning Act 1990 to mitigate the impacts of a development proposal.

There are 3 tests to planning Obligations which are as follows:

- Necessary to make the development acceptable in planning terms;
- Directly related to the development; and
- Fairly and reasonably related in scale and kind to the development.

SPORTS FACILITIES PLANNING MODEL

In 2015 Redditch Borough Council commissioned Sport England to carry out a report to look at the demand for Sports Halls, Swimming Pools and All Weather Pitches. This looks at the demand for these 3 facilities at the time (2015) and then projected in time to 2025. It then looks at the supply of facilities in those two different time periods factoring in the projected population increases and the age of the facilities and their ability to meet the expectations of users.

The reports highlight the following;

- There was a shortfall of pools in 2015. This could result in demand being displaced outside of the Town to Bromsgrove, Studley and South Birmingham. This shortfall may impact in particular in some residents who find it difficult to travel to Abbey Stadium and to venues outside of the Borough and may mean

participation rates decline in swimming related activities. However there are a number of considerations which if implemented could address the impact of the shortfall. For example the use of public and community transport could be utilised to transport residents to the Abbey Stadium to access sessions. Also the continued creation of alternative activities that are accessible and affordable such as Couch 2 5k, running and walking can help to offer suitable alternative to swimming related activity.

- There is a need to invest into sand dressed pitches as the current pitches at Redditch Hockey Club, Trinity and RSA Academy are in need of replacement as they are all of a similar age. However to help to address these issues investment is earmarked for a replacement 3G pitch at Woodfield School and also a new 3G surface has been provided at Redditch United’s Valley Stadium. In addition discussions are progressing with the Redditch Hockey Club investigating funding opportunities to replace the current pitch. Should these projects be implemented then the supply will cater for the demand both now and in 2025.
- In respect of Sports Halls in 2015 there was a significant over supply of Halls. However since then a decision has been made to cease the Councils involvement in the Dual Use sites at Tudor Grange and RSA Academy. It is likely that one of these Academies will still operate the provision of Sports Halls although not guaranteed. This will effectively mean that the over-supply will reduce and then meet the demand for activities in this facility type. (See Appendix N.1, N.2, and N.3).

LOCAL PLANNING

There are a number of proposed developments within the Redditch district and surrounding areas of the next 5 years (see appendix I). These developments and the wider need to increase housing provision in the district will eventually lead to a sizeable population increase. The developments are also likely to prompt a demographic change, with the new housing developments attracting high numbers of young families. The 5 year delivery schedule contained within the Housing Land Supply Schedule reports a total of 2573 new houses/units are proposed across 37 different sites. The most significant developments are outlined in the table below;

Site Ref	Proposed Development	Area/Location	Total No. of Houses / Units	Timescale	Potential Schemes *– investment in Sports Provision
210	RO Alexandra Hospital	Greenland’s, Woodrow, Lodge Park	131	2017/18-2019/20	Investment into Greenland’s Playing Pitches and associated Ancillary provision

211	A435 ADR		130	2018/19-2020/21	
212	Brockhill East (Weights Lane)	Batchley, Brockhill	200	2016/17-2020/21	Investment into outdoor pitch provision at Abbey Stadium Investment into outdoor health and fitness provision at Abbey Stadium
212	Brockhill East (ADR)	Batchley, Brockhill	276	2016/17-2020/21	As above
213	Webheath ADR	Webheath	316	2016/17-2020/21	Investment into Playing Pitch and ancillary provision at Morton Stanley Park
XBDY	Foxlydiate	Webheath	690	2017/18-2020/21	Investment into Playing Pitch and ancillary provision at Morton Stanley Park

- All Schemes need to be approved by elected members prior to monies being allocated to invest into any future schemes
- Priorities may change through the life of this strategy which may impact on the schemes identified in the table above

KEY CONSIDERATIONS

The outcome of the research and consultation carried out as listed above has defined a number of potential areas where investment is required in order to ensure there are suitable and sufficient places to participate in Sports and Physical Activity. An example of this is the current condition of Outdoor Playing Pitches for Hockey. There is a need to replace the surface at Redditch Hockey Club and this is predicated on investment from both the club and the National Governing Body of Sport. Another example is the need to provide safe and accessible cycling routes in the Town. The popularity of this activity is significant and as such needs to be focused on in terms of investment so that

the momentum is sustained and hopefully continues to build. As previously mentioned the continued success of football at Redditch United FC may mean that supply outweighs demand and as such there will be a need to ensure that quality facilities in satellite areas such as local schools with suitable sets of sports facilities are considered for growth. The same can be said of Redditch Rugby facilities where should demand for the Sport continue to grow; there will be pressures on the need to provide pitches both for training and matches, as well as ancillary provision such as floodlighting, car parking and changing facilities.

The projected growth in population will bring its own set of complex challenges. The demand for Sports facilities will need to be factored in by planners and can be resourced through Section 106 investment. Our residents will be living longer and this will mean demand for facilities such as those targeted towards this age group such as outdoor gyms, and as previously highlighted cycle and walking routes.

As a vision for future years Redditch needs to be a place where everyone has the opportunity for people from all backgrounds to participate in Sport and Physical Activity. It is key for people to be able to access high quality Sports provision in their locality. Not everyone has access to their own transport so activities where possible should be in walking distance or accessible from bus and cycle routes. At present large scale venues are located near to the Centre of the Town (Abbey Stadium, Batchley Sports Club) but there will be a need to ensure that other areas of the Town are considered such as the west of the Town where pockets of deprivation and high levels of inactive populations reside. The infrastructure of open space can really support with this, in particular the provision of Arrow Valley Park where there are major opportunities to enhance Sports provision, cycle, walking and running routes.

SUMMARY

The continued investment into facilities needs careful consideration as they are often the exit routes for community activities. Good quality facilities are fundamental to providing the right experience particularly for those that are contemplating taking part in Sport and Physical Activity. As government funding reduces there is a need to work closely in partnership with different agencies to share resources to grow and maintain facilities. When planning new facility provision these need to be located in the right places for example close to cycle, walking and public transport routes. Facility stock needs to be well designed so that it is energy efficient and cost effective to run throughout its lifecycle. The provision of open space is critical to supporting communities to be fit and active, and as such need to include facilities for all age groups which are contained within safe, accessible and presentable environments.

AIMS

- To identify investment into facilities to make them fit for purpose and to a standard that supports residents to enjoy their experience
- To use parks and open spaces to provide physical activity programmes to support increases in participation
- Support open spaces to continue to provide informal play opportunities to local communities
- To work with community transport to allow residents without access to transport the opportunity to utilise activities at sports venues
- To use research data to identify activities where demand is sufficient to provide activity programmes. Align this to the facilities that are available and appropriate in the areas where demand is

PRIORITIES

- Work with NGB's to support investment into Sports Clubs facilities to help support increases in teams, enhance player pathways and improve the overall experience in sport.
- Work in partnership with Academies, Sports Clubs and Voluntary sector organisations to make facilities accessible to residents so they can participate in sport and physical activities.
- Continue to engage with a variety of stakeholders to capture the demand and latent demand for different Sports and Physical Activities.
- Work with Planning Departments to agree where planning gain investment should be allocated. This should be predicated on a number of factors to include the demand for different activities and ensure locations are accessible in different areas of the community.
- Continue to review different operating models to ensure these are cost effective but also cater for the needs of local residents.

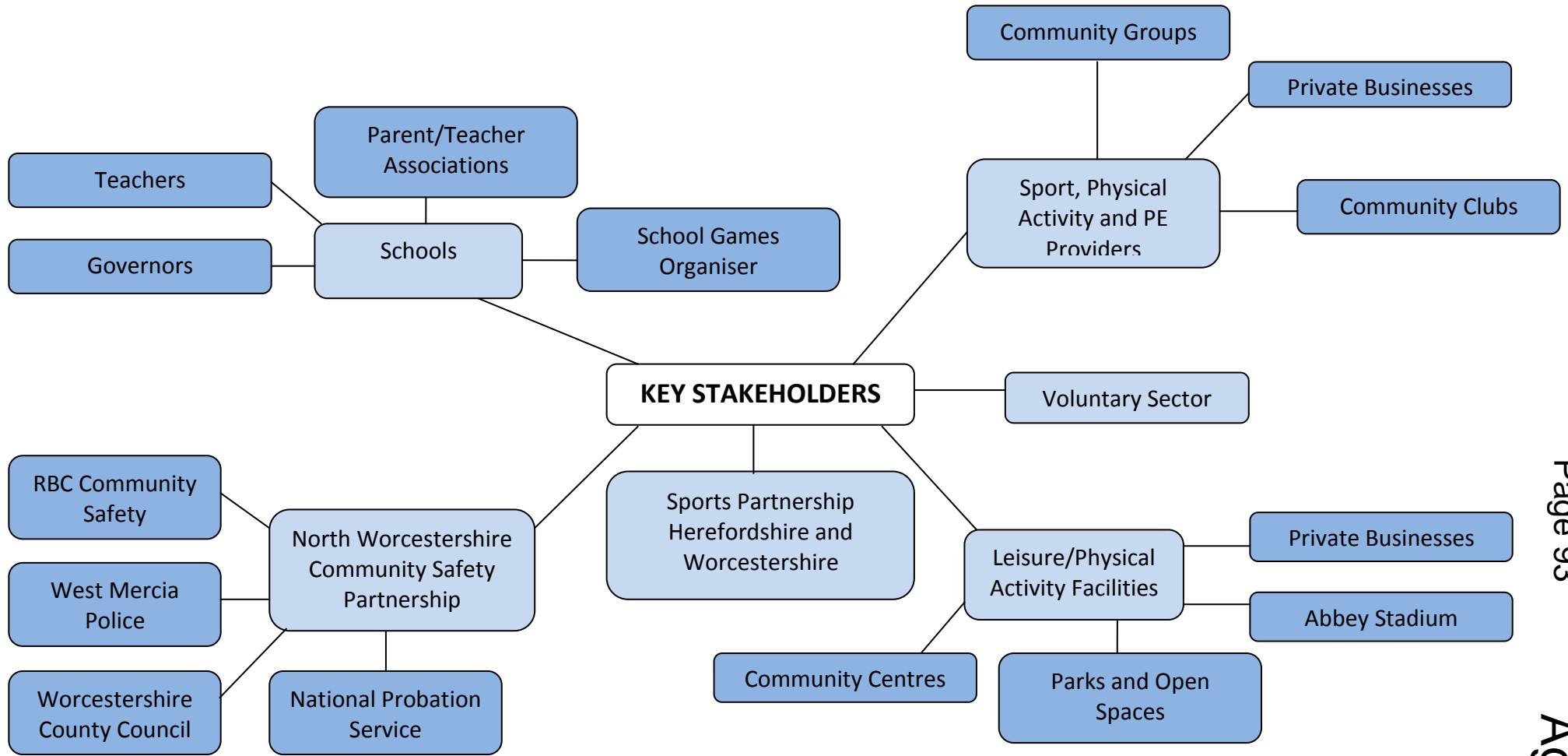
PURPOSE

Schools have become one of the most important vehicles to encourage physical activity amongst children and young people. Research has shown that physical activity is more likely to be part of an adult's later life if they have been introduced to it at school age. However, a bad experience such as being picked last for a team or being constantly relegated to the side-lines, can put a child off sport and physical activity for life. Girls drop out of sport and physical activity at a faster rate than boys. From year 4 to year 6 in primary school, the proportion of girls participating in the recommended amount of sport and physical activity drops sharply, whilst the proportion of boys increases. By age 14, only 1 in 10 girls are doing enough physical activity to benefit their health, compared with roughly twice the number of boys of the same age. With Redditch having a large percentage of children and young people, this would impact on activity level statistics across the Borough.

The age range for this theme is 0-25 year olds; children and young people face many life changes that may cause a drop in physical activity levels during these years. Changes in circumstance, such as the factors listed below, can mean physical activity levels drop and then re-entry into activity can be difficult:

- School – transitions between years, changing schools, peer groups, activity levels within the school
- Further Education – fewer hours in education, more focus on independence, may be in part time work
- Higher Education – potential relocation, finance worries, stress and pressure to succeed
- Training / Part-Time students – focus on gaining qualifications and experience, working to fund education
- Employment – commuting, perception of a reduction in free time, more focus on earning money
- NEET (a person who is Not in Education, Employment or Training) – lack of confidence, lack of money and transport, de-motivated, low aspirations

It is important to understand these barriers to physical activity to ensure delivery across Redditch for this sector is relevant, appropriate and offers something that the target group is looking for. Taking these barriers into consideration will help to ensure the success of an intervention with a view to it becoming a sustainable activity and improving activity levels within this demographic.



LOCAL PICTURE

There is currently a good level of physical activity provision for school aged children within curriculum time, lunchbreaks and after school. These differ between schools and can be dependent on school priorities, staff ability and facilities available. Sportivate funding, which is specific to 11-25 year olds has enabled a number of projects to be run across the Town, incorporating Roller-skating, Bumps and Babies, Cheerleading, Netball, Back to Hockey (Redditch Hockey Club), Couch to 5k at Tudor Grange Academy and Badminton. The redesigned Sport England priority moving forward is a new focus from the age of five and Sportivate funding (11-25 yr. olds) as it currently stands will cease, which means there will be more joined up projects targeting families and under-represented groups. A new Youth Sports Club has also been set up and links with local PCSO's and Batchley Support Group. Sport England will be releasing various funding themes which include Active Ageing, Families, Children and Young People and Volunteering. As these funds are released, projects can be shaped around specific projects

Activities during school holidays engage with children during a time when they are likely to be less active. This also has an additional impact on anti-social behaviour levels in local communities, especially in more deprived communities such as Matchborough and Winyates. Sports clubs and private providers book facilities and run sports specific camps which are accessible to the local community through convenient locations and competitive pricing. Multi sports camps have previously been run through council leisure facilities and regularly engage 30+ children per day. An increase in partnership work has enabled local sports clubs to run camps with the Council's support, focussing on delivering opportunities utilising local coaches with a pathway into regular activity.

Redditch predominantly follows a three tiered schooling system, with over 30 schools in Redditch conforming to this system and catering for around 12,000 pupils. Approximately 31% of the Borough's population is under the age of 19 which is the highest in Worcestershire. Some **56% of students attending schools in Redditch achieved 5 A* - C grades at GCSE in 2014/2015**, which is close to the Worcestershire average of 60%. In most schools, effective communication between the tiers enables good practice and ideas to be shared. Young leaders who are training as part of a vocational course can attend the middle and primary schools to gain experience and help with activities. OFSTED require a set amount of extracurricular activities within a school, and some schools in Redditch achieve this target with a variety of activities and more, however there are schools where there is minimum delivery. This lack of consistency has a direct impact on the activity levels in the school's catchment area, creating and contributing to inactive communities. The high school is a key factor in this structure and more can be done to share best practice between high performing schools

and lower performing schools. An aim for Redditch is to make additional and sustainable improvements to the quality of PE and sport that all schools offer. This offer includes teacher training, equipment, coaches, competitions and new sports/activities with an emphasis on creating healthy and active lifestyle habits.

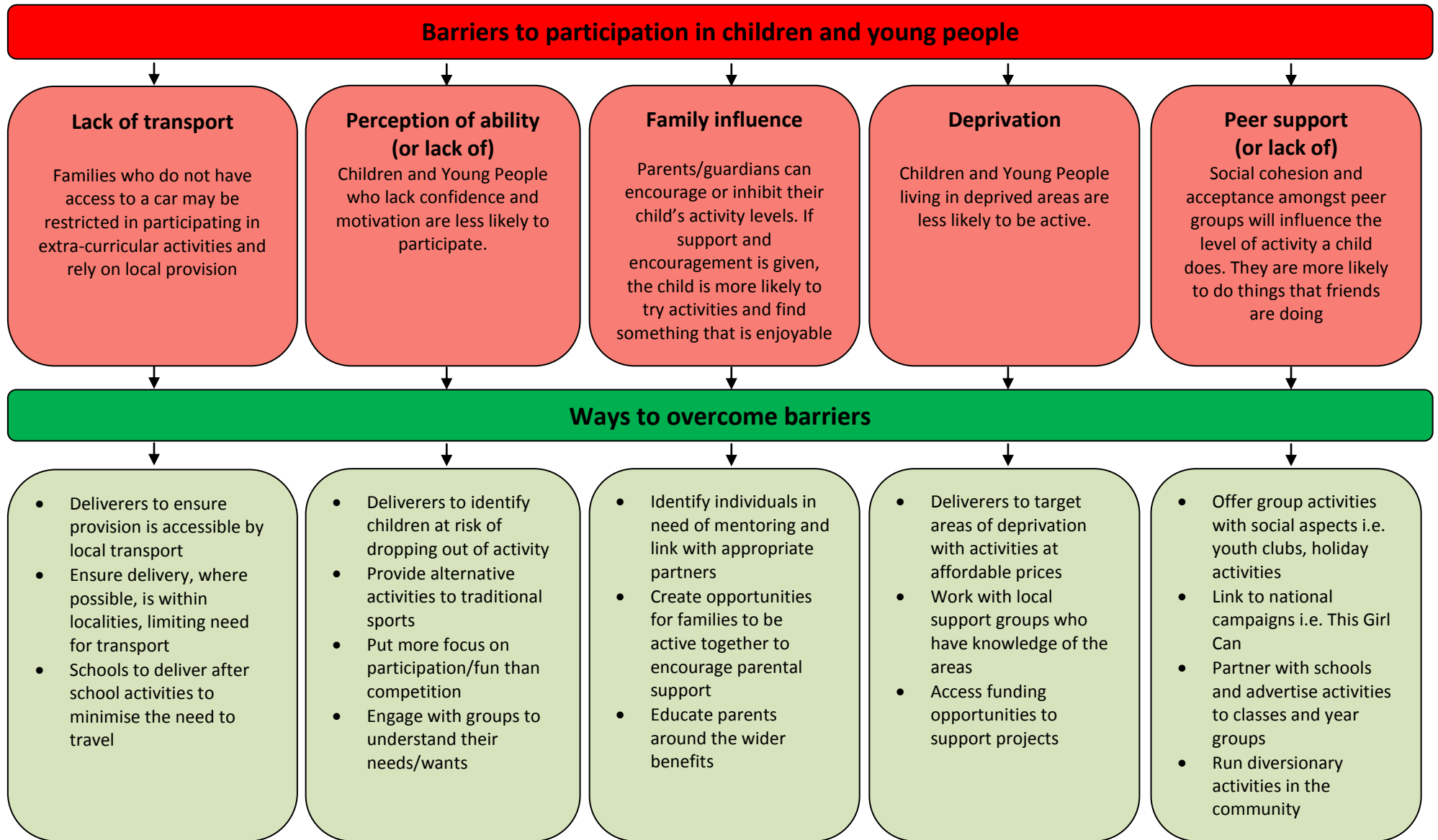
Primary PE and Sport Premium Fund

Through the Department of Education, the Government is investing more than £150bn per year to primary schools in the form of the Primary PE and Sport Premium Fund. This is available to most schools with primary-age pupils: schools with 16 or fewer eligible pupils receive £500 per pupil, and schools with 17 or more eligible pupils receive £8000 and an additional payment of £5 per pupil.

How to use the fund	<ul style="list-style-type: none"> » Hire qualified sports coaches to work with teachers » Provide existing staff with training or resources to help them teach PE and sport more effectively » Introduce new sports or activities and encourage more pupils to take up sport » Support and involve the least active children by running or extending school sports clubs, holiday clubs and Change4Life clubs » Run sport competitions » Increase pupils' participation in the School Games » Run sports activities with other schools
How not to use the fund	<ul style="list-style-type: none"> » Employ coaches or specialist teachers to cover planning preparation and assessment (PPA) arrangements - these should come out of the school core staffing budgets » Teach the minimum requirements of the national curriculum - including those specified for swimming (or, in the case of academies and free schools, to teach existing PE curriculum)

This scheme needs to be driven by the schools with partnership support from School Games Organisers, Redditch Borough Council and Sports Partnership Herefordshire and Worcestershire (SPHW).

The following diagram highlights the local barriers to participation and how best to overcome these:



DID YOU KNOW...



Redditch has a **HIGHER LEVEL OF OBESITY IN 4 - 5 YR OLDS** than Worcestershire and the England average at **24.5%** (no significant change)

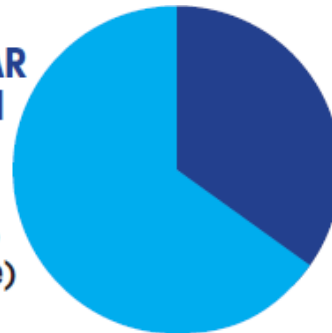


Redditch has a **HIGH LEVEL OF ABSENCE** from school (**5.11%**) - more than in England, West Midlands and Worcestershire average (improving)

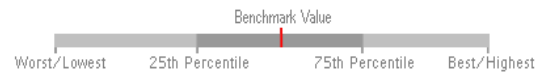
22% of the population in Redditch are **UNDER 18**



Redditch has a **SIMILAR LEVEL OF OBESITY IN 10 - 11 YR OLDS** than Worcestershire and the England average at **34.4%** (no significant change)



Compared with benchmark ● Better ● Similar ● Worse ● Lower ● Similar ● Higher ○ Not Compared



Indicator	Period	Redditch		Region England		England			
		Recent Trend	Count	Value	Value	Value	Worst/Lowest	Range	Best/Highest
1.01i - Children in low income families (all dependent children under 20)	2014	↓	3,435	17.7%	23.2%	19.9%	41.9%		6.5%
1.01ii - Children in low income families (under 16s)	2014	↓	2,985	17.9%	23.5%	20.1%	39.2%		6.6%
1.03 - Pupil absence	2014/15	↓	183,688	5.11%	4.63%	4.62%	5.79%		3.44%
1.08i - Gap in the employment rate between those with a long-term health condition and the overall employment rate	2015/16	–	–	12.1	9.8	8.8	23.5		-12.3
1.08iv - Percentage of people aged 16-64 in employment (Persons)	2015/16	↓	37,700	69.1%	70.4%	73.9%	60.4%		88.2%
1.08iv - Percentage of people aged 16-64 in employment (Male)	2015/16	↓	20,500	76.4%	76.5%	79.2%	64.6%		95.6%
1.08iv - Percentage of people aged 16-64 in employment (Female)	2015/16	↓	17,200	62.0%	64.4%	68.8%	53.6%		94.4%
1.09i - Sickness absence - the percentage of employees who had at least one day off in the previous week	2012 - 14	–	–	1.3%	2.2%	2.4%	7.3%		0.3%
1.09ii - Sickness absence - the percent of working days lost due to sickness absence	2012 - 14	–	–	0.5%	1.4%	1.5%	4.8%		0.1%
1.10 - Killed and seriously injured (KSI) casualties on England's roads	2013 - 15	–	51	20.1	33.9	38.5	103.7		10.4
1.12i - Violent crime (including sexual violence) - hospital admissions for violence	2013/14 - 15/16	–	102	39.4	44.2	44.8	133.4		6.8
1.12ii - Violent crime (including sexual violence) - violence offences per 1,000 population	2015/16	–	–	18.7	17.0	17.2	4.5		36.7
1.12iii - Violent crime (including sexual violence) - rate of sexual offences per 1,000 population	2015/16	–	–	1.9	1.7	1.7	0.7		3.7
1.13i - Re-offending levels - percentage of offenders who re-offend	2014	→	144	23.0%	25.0%	25.4%	9.4%		35.0%
1.13ii - Re-offending levels - average number of re-offences per offender	2014	→	513	0.82	0.82	0.82	0.25		1.38
1.14i - The rate of complaints about noise	2014/15	→	490	5.8*	5.7*	7.1*	72.9		0.5
1.15i - Statutory homelessness - Eligible homeless people not in priority need	2015/16	→	11	0.3	1.0*	0.9	–	Insufficient number of values for a spine chart	–
1.15ii - Statutory homelessness - households in temporary accommodation	2015/16	–	12	0.3	0.9*	3.1	35.0		0.0
1.17 - Fuel poverty	2014	–	3,146	9.0%	12.1%	10.6%	16.4%		5.6%

The table above shows the current profile for Redditch and young people. Whilst pupil absence is much worse than the Worcestershire and England average, it has improved

KEY CONSIDERATIONS

A Children and Young people network would benefit all partners involved in this theme. Bringing key partners together would enhance delivery and provide more opportunity for joint working. Larger projects with more resource can target more people and consider longer term delivery, instilling behaviour change and ensuring sustainability for the future. There needs to be more of a focus on providing opportunities for families to participate together in a variety of activities as this breaks down many of the barriers that have been highlighted previously. Children are more likely to be active if the parents are, and attend sessions if parents are going with them (either driving, walking or using local transport).

Providing a positive experience in a child's early years can positively benefit their physical activity levels in later life. Understanding negative influences can help to overcome barriers to participation. This can be done by providing activities for varied ability levels, offering non-competitive fixtures i.e. not keeping score during games, making each activity as inclusive as possible, positively reinforcing effort over winning/scoring, offering community activities outside of school time (after school and holidays) to engage children who may lead a sedentary life, and helping to educate parents on the importance of being active.

Traditional sports can be a barrier for many children and young people, especially if they have had a bad experience. Moving forward, there needs to be more focus on less traditional and more inclusive sports e.g. archery, boccia, curling and tri-golf. This will make the activity more inclusive and should target the under-represented groups such as children with disabilities, girls and ethnic minority groups. However, local sports clubs still have a pivotal role in engaging children sport and physical activity. Not all Redditch Sports Clubs have a developed junior section and this is both a weakness and an opportunity. Redditch United Football Club have a high number of junior members and a flourishing junior section, however this is not the case for other clubs in the area. A better infrastructure within clubs to develop a pathway from junior to adult sections would increase physical activity levels in children and young people. This can be done by linking with the local NGB development officer and RBC's Club and Coach Development Officer.

SUMMARY

Redditch aims to maintain and improve activity levels in children and young people by giving them positive experiences at an early age research demonstrates that they will be more likely to participate in physical activity in adult hood. By understanding the work of local organisations and their priorities, and building a network for sharing ideas

and joined up projects, this will enable a platform to be developed to improve levels of participation. It is clear that there is a need to target girls and both girls and boys living in deprived areas.

To achieve this a number of challenges exist not least ensuring facilities are available and accessible, teachers, coaches and volunteers are qualified, competent and experienced to deliver sessions and activities are financially sustainable. Activities provided should be in formal and informal settings encouraging families and friends to take part together.

CHILDREN AND YOUNG PEOPLE AIMS

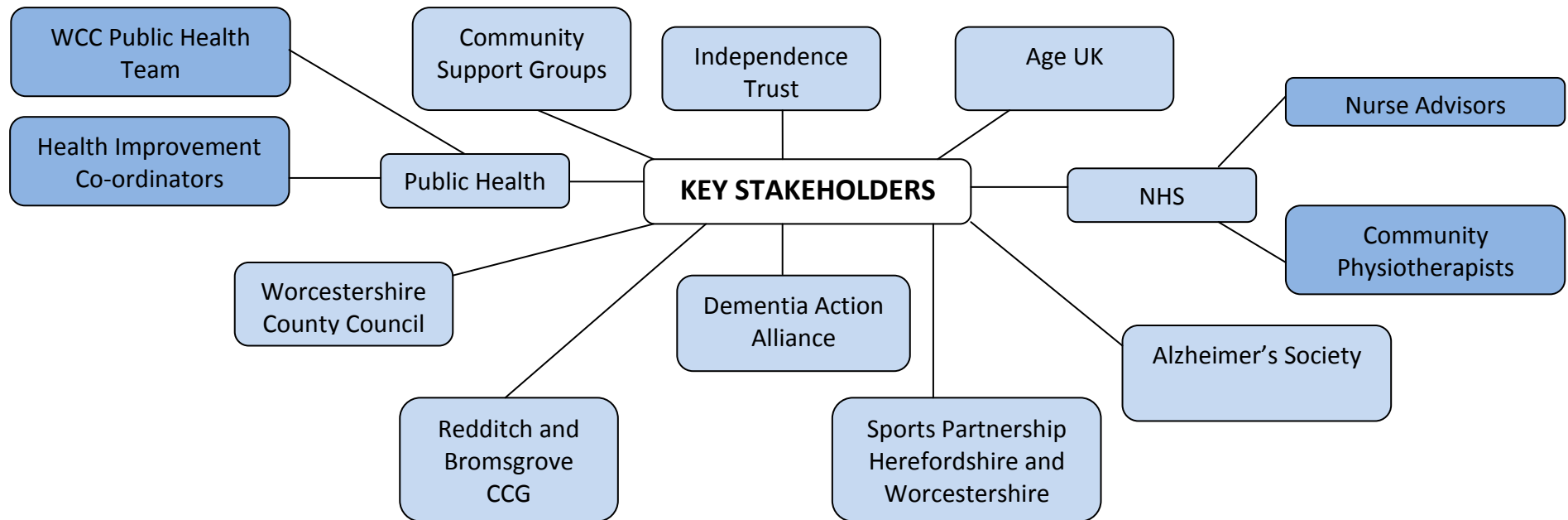
- Work in partnership with Clubs to provide competitions to increase participation and strengthen school to club links and create/develop junior sections in clubs
- Maintain and increase existing level of schools sport delivery across Redditch
- Recruit more schools to deliver physical activity opportunities in both curriculum and after school time
- Increase awareness and importance of leading a healthy lifestyle through physical activity delivery to all children and young people
- Increase the focus on the health of children and young people and their families
- Create a Redditch Children and Young People network
- Map available facility space to plan after school provision for families and children/young people

CHILDREN AND YOUNG PEOPLE PRIORITIES

- Bring together key partners to establish priority actions to target Children and Young People across Redditch
- Reduce health inequalities within families by overcoming barriers to participation
- Capitalise on national campaigns which promote physical activity and good mental health and wellbeing for children and young people
- Increase participation rates across Redditch by improving quality and choice of provision

PURPOSE

Nationally, there is an ageing population which is largely a result of people having fewer children and living longer lives. This is a priority for the Government to address and ensure there are opportunities to maintain and improve the health of this population by making adaptations for how we work, how we care for, communicate and interact with each other; the built environment we live and work in; the way we live our lives; how we learn; and how we use technology (Future of an Ageing Population, 2016). This theme will focus on how the ageing population in Redditch can benefit from physical and mental health initiatives, and the opportunities for this population to engage with local groups and organisations.



LOCAL PICTURE

As highlighted in the Redditch Health Profile, the indicators show the following factors to be a priority for Redditch:

- » Number of hip fractures in people aged 65 and over:
- » Excess winter deaths
- » Recorded diabetes
- » Excess weight in adults
- » Dementia

The above factors are all below the England average and contribute to levels of poor health and increased need for health and social care services across the Borough. The impact of these factors is community wide – families, carers, local communities, support groups, local organisations and charities all have a part to play in improving these factors. The resource required to improve these statistics ranges from funding streams, man power, access to appropriate health services and being able to address the need of this community. It is important to address both the prevention and treatment of these factors, however this strategy will mainly focus on how to help prevent ill-health and improve existing health levels, rather than treating conditions.

Prevention is crucial to improve a community's health. Being active in later life helps to strengthen the body and enable people to live independently for longer. Statistics from Active People's Survey show the latest levels of activity within 55+ community in Redditch:

Participation

Adult (16+) Participation in Sport (at least once a week), by year, and demographic breakdown

Indicator	Redditch		Worcestershire		West Midlands		England	
	2005/06	2015/16	2005/06	2015/16	2005/06	2015/16	2005/06	2015/16
55+	19.10%	23.00%	20.60%	21.00%	17.40%	18.80%	18.90%	21.50%

This data shows that the 55+ community is becoming more active which is encouraging. As a Borough, we need to ensure this increase continues by providing physical activity opportunities to this group. Being active throughout later life can reduce the risk of hip fractures, diabetes, excess weights and diabetes, as well as delaying the onset of symptoms of dementia. These outcomes would reduce the impact on local health services as people may be more able to live independently for longer, and negate the need for extra support from family, friends or local organisations.

Locally, there are many ways for older people to engage with activities. Redditch has an Older People's Forum which brings together people aged 55+. The group is supported by Redditch Borough Council, Worcestershire County Council and Age UK, and its main focus is to extend information to the older population in Redditch regarding activities, community updates, events and health information which may be useful. There are also group outings held periodically.

Activities across Redditch for older people include:

- » **General Social groups:** coffee mornings, pensioner's clubs, friendship groups, café and charity shop drop ins, Women's institute and Redditch Contact the Elderly
- » **Support Groups:** dementia cafes, bereavement groups, widow's friendship clubs, Parkinson's UK friendship group, Asian older people's outreach, cancer support, carers groups and counselling support.
- » **Arts/Creative Groups:** tea dance, crafts, dances, tea and coffee mornings, sing-a-long groups
- » **Games and Activity Groups:** bingo, scrabble clubs, card games, social multi games, arts
- » **Luncheon Clubs:** groups where meals are provided, day trips, Asian women's Group Lunch Club, Redditch Association for the Blind

Whilst these groups are not exclusively designed around sport and physical activity, the additional benefits these groups bring can improve physical and mental health. Being able to use public transport to access classes could be a deciding factor on whether a person is able to leave the house. By having a robust transport infrastructure, more people are likely to be able to leave their house and socialise with others, promoting not only the physical aspect but also improve mental health and wellbeing. Increased social cohesion and decreased isolation can be a stepping stone to becoming more involved in local community groups and potentially physical activity.

KEY CONSIDERATIONS

There are differing needs across the Borough in terms of physical activity provision for older people.

Those that are already active: This group will want to maintain their current activity levels and will need opportunities to stay active. Consideration should be given to how they currently access the sessions, which sessions these are, are there other activities which may interest them to offer variety and keep them motivated, and their personal motivation as to why they are physically active. Facilities such as leisure centres, community centres, church halls, community spaces and community group facilities are should be maintained and available for ongoing and new sessions to enable Redditch residents to access. Any changes in facilities would have an impact on delivery and physical activity provision.

Those that are currently inactive but able to be active: It is challenging to engage with this group and gather insight into why they are not currently active. Consultation and engagement would be a priority with this group to understand any potential barriers they may face or other reasons why they are inactive. Close partnership working may help to gather insight into areas this group may already engage in, therefore allows the ability so signpost into other areas that may be of interest. There could lack of knowledge around benefits of physical activity or even awareness of existing sessions which are available. A partnership approach to advertising and marketing opportunities may encourage more people from this group to become more active.

Those that have health issues affecting their level of activity: Initially this group may have to be assessed to ascertain which activity is most suitable or if they need extra support before entering a physical activity session. However, a health issue may not prevent a person being able to partake in a physical activity class, other considerations such as confidence, transport, peer support and motivation could also contribute to improving health issues perceived as a barrier to physical activity. Health partners such as NHS, Living Well Service, GP Practices, Redditch and Bromsgrove CCG are key to disseminating information to this group and encouraging people to engage.

SUMMARY

There is a diverse population of older people in Redditch with a variety of needs. It is important to ensure delivery across the Borough target these different populations and encourage as many to be as active as possible. A joined up approach with key partners and sharing insight into different population groups is invaluable to this theme, especially health partners. Community groups are key to achieving a more active older population, whether that is physically or mentally. Arts, crafts and physical activity classes can improve a person's health and wellbeing considering, enabling them to live independently for longer, with more confidence and less burden on family, friends and the health services.

OLDER PEOPLE AIMS

- To help maintain and improve older people's physical activity levels and mental health and wellbeing
- To work closely with health services and Medical Professionals in order to increase referrals and signposting opportunities
- To improve communication between all deliverers across Redditch to ensure a joined up approach
- To improve health priorities for the older population
- To help promote and increase participation in active lifestyles for all older people

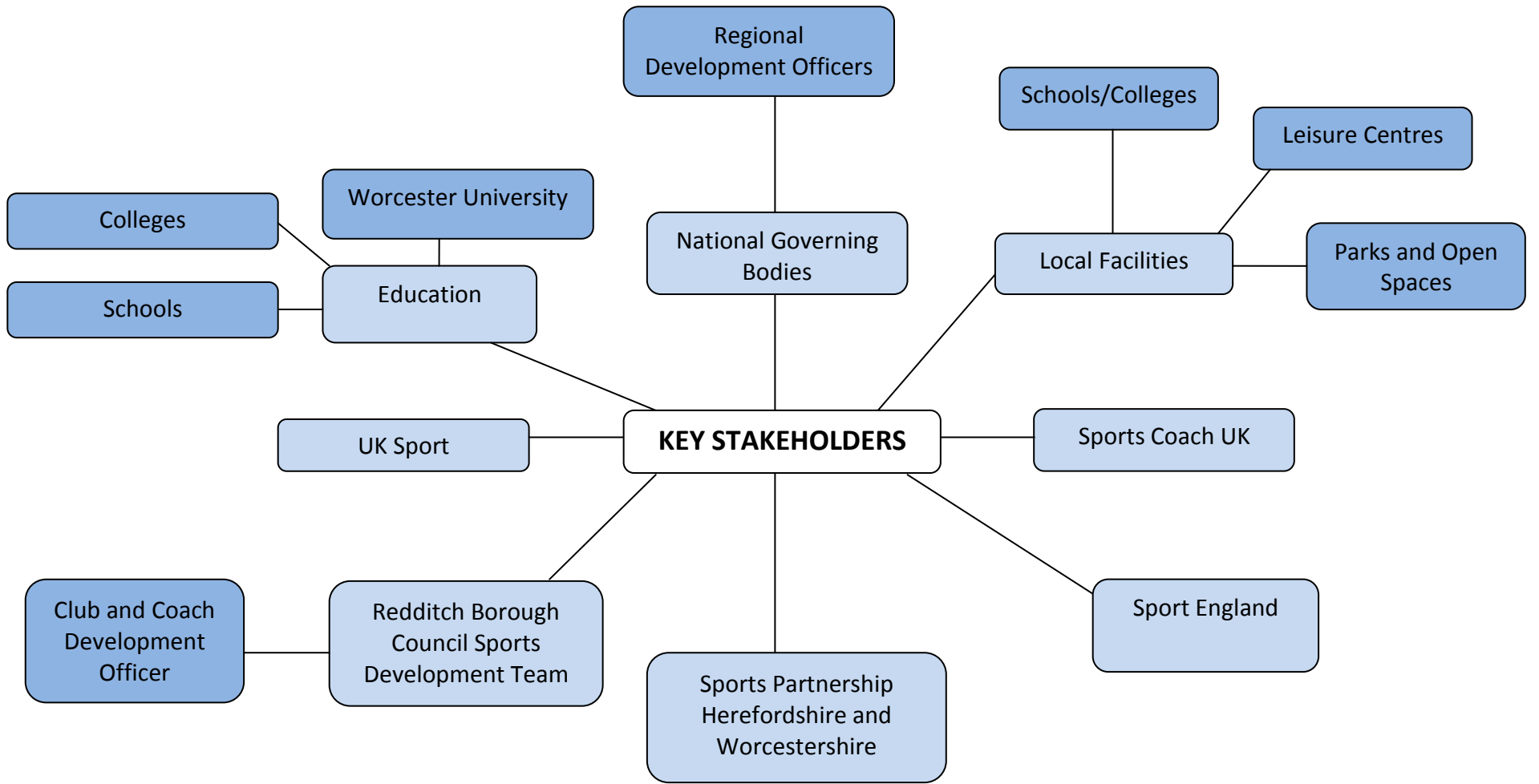
OLDER PEOPLE PRIORITIES

- Work with Redditch and Bromsgrove CCG to improve communication across GP surgeries and increase referrals into specialist programmes
- Link physical activity opportunities to the benefits for mental health with particular focus on social cohesion, living independently, increasing motivation
- Provide communities with the means to become more active: assess needs and implement interventions which align with the health priorities for Redditch
- Consult and engage with residents to understand barriers to participation

PURPOSE

A sports club is defined as a group of people who come together with the shared purpose of playing sport(s). Sports Clubs are crucial for sports and physical activity delivery across the Borough. Redditch Sports Clubs offer invaluable opportunities for all populations to be physically active and involved in sport. Sports Clubs are generally managed by committed volunteers who have a dedicated interest in the running of the sport. Redditch has 104 sports clubs in total, with 26 achieving accreditation (20%) however not all clubs are working towards accreditation as the needs of each club are different. “Accreditation” is a quality assurance mark which means the club has a robust infrastructure with diligence around member and participant welfare, equality, coaching and management. The accreditation also certifies that safeguarding policies for children and young people are in place – this includes ensuring all coaching and volunteering staff are qualified and that relevant safeguarding checks are in place (DBS). It confirms that anyone leading a session or in charge of a group is equipped to deal with any safeguarding issue that may present itself.

The community relies on local Sports Clubs and other key partners to engage with people and encourage them to participate in a sport. They can drive participation numbers throughout Redditch with some clubs offering player development from grass roots level through to performance, and can be responsible for improving facility infrastructure. Not all clubs will have a constitution or have achieved club mark, but the contribution they make to the community is invaluable and any avenue that is in place to contribute towards the improvement of sports and physical activity levels can help to achieve a healthier and more active community. Sports Club provision can range from traditional sports such as Hockey, Rugby and Football, to more non-traditional sports such as Keep Fit, Cheerleading and Skipping. Sports Clubs also offer opportunities for personal development such as volunteering experiences, coaching and officiating courses and receive help and resource from the regional National Governing Bodies and achieve these.



LOCAL PICTURE

There are a number of opportunities in place which clubs currently benefit from and contribute to. RBC Sports Development Team runs a quarterly Club Forum which all local clubs are invited to. The attendance at the forum has steadily grown and the level of engagement has been beneficial to clubs and partners. The agenda's include volunteering, workforce development, funding opportunities, sharing best practice and marketing. Clubs rarely come together to share best practice or ideas, so the forum is a helpful tool when starting, developing or changing a club. There has been local success in funding bids with many clubs receiving funding for facility development, kit, equipment, delivering tournaments and satellite club projects. Clubs have been proactive in applying for available funding streams which improves delivery across the community and offers more opportunities. Under-represented groups are often the target of project bids and this aims to improve activity and health levels within the community. Some of these applications have been supported by council departments, National Governing Bodies and the Herefordshire and Worcestershire County Sports Partnership. The links with NGB's is positive across Redditch and some Regional Development Officers have created local development groups which aim to increase participation and engagement in their sport. Not all NGB's have the resource for this approach. There has been a good level of engagement from Sports Clubs in Redditch – this has included partnering with the Sports Development Team and providing activities in parks, leading on holiday activities, running community events, implementing NGB schemes, and attending schools activities. There has been more sharing of resource with volunteers and coaches doing more in the community and supporting external sessions which has improved cross-working and overall engagement. There are increased levels of participation across Redditch in sports clubs with memberships increasing from 16% in 2014/15 to 22% in 15/16. This is consistent with the national trend.

In consultation with Sports Partnership Herefordshire and Worcestershire, and with consideration of the resources available from the Council's Sports Development Team, three levels of support have been identified. This is to ensure all clubs regardless of the make-up, size, accreditation level and future plans, have the option of receiving support from partner organisations to help them grow and sustain. The Club and Coach Development Officer (CCDO) employed by Redditch Borough Council will be a point of contact for all clubs across Redditch. Clubs will be able to seek support in the various areas as stipulated in the table below, depending on the level of the club's engagement with Redditch Borough Council and the support required. The development of Clubs across Redditch is integral to maintaining and increasing physical activity levels, as well as creating opportunities for local people to engage in a specific sport at any level. A strong club will also have an education pathway for volunteers to gain experience, achieving coaching and officiating qualifications. The table below summarises the level of support from the Council's Sports Development Team that is available to local clubs – this may change depending on how the club is performing or developing, and links to accreditation criteria:

Support	Who is this for?	What is it?
Foundation	All Clubs	*Invite to Club Forum *Recipient of Club Newsletter *General promotion *Basic funding advice *Partnership signposting *Basic support with strategic and development plans *Invite to Club Matters Workshops *Sharing best practice
Intermediate	All club mark accredited clubs (or significantly working towards)	All Foundation support plus: *Bid writing support *Coach/Volunteer development *Facility development *Links to external facilities *Multi-club programming support *Satellite Club support *Accessibility guidance (IFI, DDA)
Advanced	High priority clubs as detailed in Playing Pitch Strategy and/or highlighted in the Development Opportunities section of this strategy	All Foundation and Intermediate support plus: *Joint funding bids *Research and statistics *Playing pitch strategy resources *Partnership Liaison (Sport England, NGB's, CSP, VCS, Education)

For Sports Development to be able to support the clubs with the above areas, clubs will be asked to work with the team and provide information on various aspects of their club structure. Any support at “Intermediate level” is where the Club and Coach Development Officer would check accreditation status, development and strategic plans, evidence of constitution, membership numbers and trends and communicate with the relevant NGB to gauge the clubs priority level. In addition to this, clubs who fall into the “Advanced level” would need to provide the evidence required for “Intermediate level” as well as proof of land ownership/lease for facility developments

KEY CONSIDERATIONS

There is a risk that clubs can be reluctant to put new ideas in place or change their processes, but with the support network of NGB's role, Sports Development Team and CSP, these changes can be made fairly seamlessly. There are more ideas and insight into what works so any changes that are implemented are at lower risk but have a higher potential for success. Another risk is the level of support an NGB is able to offer, and this can differ depending on the structure and the strength of the NGB. However, between NGB's, CSP and Sports Development, clubs can access a variety of opportunities and support.

For clubs to develop, it is important to link and work with local organisations as this can drive participation and increase the ability to recruit new members as well as increasing activity levels in the community. School sessions lead by local clubs can enhance physical activity levels in schools and participants can create positive links with the club enabling a sustainable exit route to be achieved. Clubs also have the opportunity to deliver local programmes for the community through holiday activity schemes, funding projects such as Back to Netball and Back to Hockey, and community open days. This extends the reach of the club and opens itself up to development opportunities, funding and awareness which help to increase levels of physical activity. Clubs can contribute a lot to the local community and create opportunities to develop aspects of their clubs. National trends show that people are taking part in more recreational activities rather than formal sport which can create challenges for clubs. This has had an impact on club memberships and as such challenges the clubs to look at innovative ways to retain existing members as well as recruiting new members. Partnerships with community groups and focusing on outreach work will help clubs to get them seen and heard in the community, and positively engage with potential new members.

SUMMARY

Clubs are a key part of the local community and offer opportunities for participation on many levels: playing sport, volunteering, coaching, and officiating. They can develop facilities through funding bids and investment, and link with community groups and schools to deliver outreach programmes. There is a wealth of knowledge within these clubs which is extremely valuable to the community. Identifying opportunities to drive participation and growth will help to keep the community active and healthy. New Club need to be supported to be set up in an effective manner and existing clubs need help to grow and sustain. To achieve this clubs need to have a number of resources in place, they need to be financially sustainable, have quality facilities and sufficient numbers of qualified and experienced coaches and volunteers.

Key partners involved in this strategy should recognise the importance of clubs providing traditional sports but also those who are involved in less popular activities that may help to attract those participants that have been disengaged with traditional sport and want to try something different. To be effective clubs need to develop pathways into and out of their clubs so that membership levels are maintained. This means working together with key agencies such as schools, NGB's and the Local Council to achieve this outcome.

CLUB AND COACH DEVELOPMENT AIMS

- Help and support clubs to achieve accreditation
- Support clubs to retain or achieve a higher level of accreditation
- Encourage clubs to increase participation levels within clubs including under-represented groups and target populations (e.g. BME, disability, girls and women)
- Deliver opportunities for club members to gain qualifications, and develop volunteering and work experience opportunities
- Support clubs to successfully bid for grant funding to improve club delivery and opportunities for facility development
- Support clubs to develop the participation continuum within the club with focus on entry routes and retention

CLUB AND COACH DEVELOPMENT PRIORITIES

- Bring together key partners to identify priorities for Sports Club provision across Redditch
- Proactively chase funding opportunities to develop Sports Club provision and facilities
- Upskill residents to improve employability through coaching, volunteering and mentoring schemes
- Maintain and improve links with key partners including Sports Partnership Herefordshire and Worcestershire, National Governing Bodies and Sport England

PURPOSE

Keeping the communities in Redditch safe and active is a key theme in this strategy. Residents should be able to engage in activities with their family and friends in a safe, friendly and attractive environment. This theme considers the link between physical activity and safe locations for activity across Redditch, as well as highlighting target areas for focus. The important link between community safety and physical activity offers a more targeted approach so activities can be planned to deliver sessions where there may be high incidence of antisocial behaviour and other related issues. Strong partnerships between community groups and organisations will enable expertise to be brought together and link to deliver successful interventions.

LOCAL PICTURE

North Worcestershire Community Safety Partnership (NWCSP) covers the districts of Bromsgrove, Redditch and Wyre Forest and provides a strategic and co-operative approach between agencies and communities to address local community safety issues. It works to achieve the Partnership's vision of 'Keeping North Worcestershire a safe place to live, work and visit' and aims to ensure that crime and anti-social behaviour (ASB) are reduced and North Worcestershire is a place where residents are safe and feel safe. The partnership delivers a range of community safety initiatives aimed at keeping towns and villages in Bromsgrove, Redditch and Wyre Forest safe places to live, work and visit. Partners have a responsibility to work together, and in co-operation with other local organisations, to develop and deliver activity to reduce re-offending, tackle crime, anti-social behaviour, and behaviour that adversely affects the local environment.

NWCSP priorities for 2017-2020 are:

- » **To reduce anti-social behaviour, damage and nuisance:**
- » **To reduce theft and acquisitive crime:**
- » **To reduce violence and abuse:**

The key to delivering North Worcestershire's priorities is effective and strong partnership working, as no individual agency alone can deliver against the objectives of the CSP. As a partnership, annual performance indicators are agreed that reflect the priorities and outcomes to be delivered. The targets set will be challenging and will be measured four times a year to check that progress is being made. Effective crime reduction relies on understanding what and where the problems are. This enables the partnership to direct resources efficiently and effectively – to the right place at the right time. Crime trends are consistently monitored and the NWCSP (Strategy Group) will receive regular reports from key officers to enable them to monitor actions, outcomes and performance.

The Safer Groups are the delivery arm of the CSP where much of the core work is undertaken. These groups direct partnership activity at an operational district level to solve current and emerging local problems.

Redditch has pockets of ASB (Anti-Social Behaviour) which can leave residents feeling unsafe and apprehensive within their communities. There have been two football inclusion projects running in Matchborough using the all-weather pitch on Wednesday and Friday evenings. However, the poor quality of the pitch has meant the sessions had to stop for a short while. In this time there were more incidences of ASB reported, so alternative activities were put in place: an indoor football session on a Friday evening and a dance session on a Tuesday – both run at RSA Academy. These sessions are run jointly between the Local Police and Councils Sports Development Unit. The outcome of these sessions has seen a positive reduction in ASB related incidents in the area and will be used as good practise to influence future projects. It is clear that this project could be expanded to other areas of the Town where similar problems occur such as the Trinity High School and Batchley Sports Club. There are also opportunities to extend this to other Sports. Local organisations have various activities set up in Redditch to support diversionary activities: some of these include Batchley Youth Club, Youth Sports Club, The Up Foundation football inclusion project, Wickets programme, YMCA Youth Clubs and Positive Activities Consortium (which includes RYCE, What's your Point?, Your Ideas, Arrow Vale Youth Club, Wheels Project).

Examples of diversionary projects:

- Youth Sports Club: An opportunity for young people to come together and take part in a variety of sports in a safe environment. It has been an amalgamation of street cricket and handball which started in the community to reduce anti-social behaviour and bring communities together. The age group is 9+ years and has been marketed through schools and community groups. This is run in partnership with Batchley Support Group, West Mercia Police and the YMCA.
- Street Cricket: Designed for local communities to be able to play cricket in a social setting without joining a cricket club. Targeted at young people (aged 8-25 years old)

- Handball: Designed for local communities with a specific aim to integrate the diverse community groups across Redditch. Targeted at young people (aged 9-25 years old) and based in community areas. Multi-Use Games Areas (MUGAs) were used to facilitate this as they were identified as 'hang out' spots for teenagers.
- Youth Sports Club: A multisport club offering tasters in sports and physical activities to engage young people in a safe, social setting. This is run out of Birchensale School which is located in Batchley. This is supported by Batchley Support Group and local PCSO's.

KEY CONSIDERATIONS

Physical activity can be a key driver in improving community cohesion and encourage a safer, healthier and more vibrant community. Positive diversionary projects including sports and physical activity, and arts or cultural sessions for young people can assist the police and key partners by playing an important role in developing resilience to tackle youth offending and risky or anti-social behaviour as well as building both understanding and positive relationships between young people and the police. Those young people who the police and local authority find difficult to connect with can be more easily engaged through such positive projects. These activities have also been proved to increase educational attainment, reduce substance misuse and unauthorised school exclusions, as well as delivering broader objectives which can prevent criminal behaviour in the long term. The benefits include building self-discipline, improving personal experiences and skills, interacting with other local young people, and reduce personal prejudices.

By offering diversionary activities to young people, there is likelihood this will positively impact the person's wider family by improving communication, reducing stress, and easing family pressures.

Partnership funding is available through the Police Crime Commissioner (PCC), Sport England, Community Safety Partnership, charitable trusts, Local Authority and Worcestershire County Council. Joint partnership bids enable a better quality delivery by pooling resources and utilising insight from key organisations.

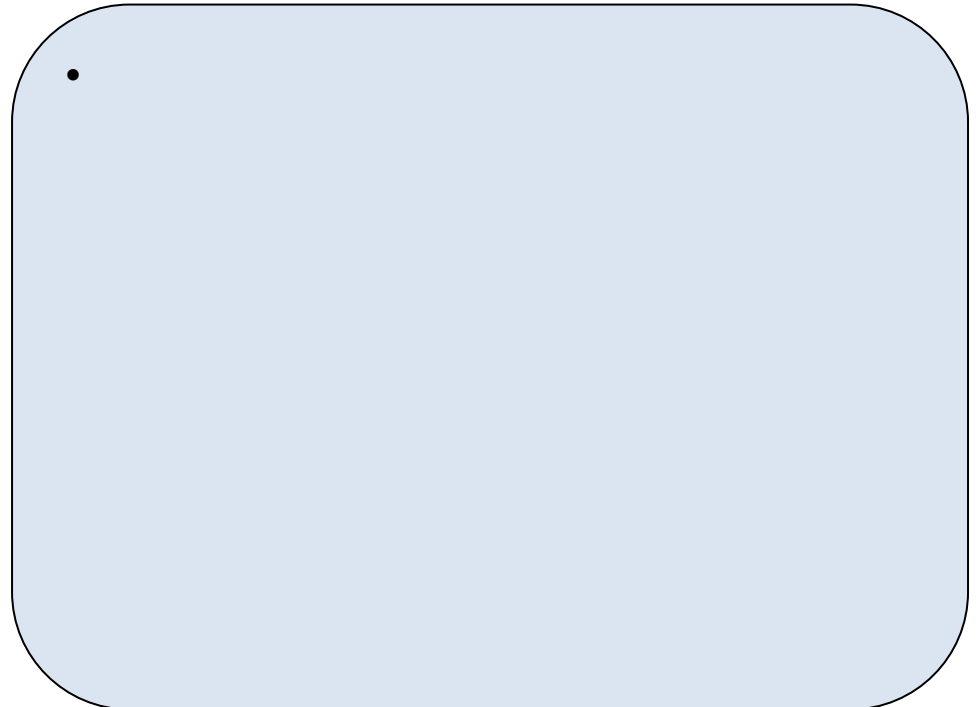
SUMMARY

Working to achieve a safe, healthy and active community will improve lifestyle and health inequalities. Areas of deprivation that are more at risk of crime and ASB need to be targeted by providing diversionary activities, as the opportunity to be active has been proven to reduce ASB and crime levels, as well as improving community cohesion. A range of activities should utilise both indoor sports facilities but also outdoor parks and open spaces using informal space to create opportunities for informal activity to take place. Activities are often more effective if located in the areas that young people and those committing ASB reside.

Insight into available funding streams and partnership resource will enable more activities to be run in the highest need areas and during periods where ASB are more prevalent. Working with the local police and community safety partnership will help dictate the areas for demand and where delivery is most needed. Most importantly is the engagement with the young people themselves as they need to be at the heart of decision making shaping where local delivery takes place and at the right time with the right type of activities to keep them engaged and on board.

SAFER COMMUNITIES AIMS

- Facilitate the Positive Activities consortium to monitor and evaluate provision across the Borough
- Deliver and support sports inclusion projects in areas where there are high levels of ASB
- Deliver outreach work in parks during school holiday periods
- Use the parks and open spaces environment to facilitate non-active participation and target young people who access the spaces
- To work closely with community safety partnership and other key partners to utilise data and information



THEME

UNDERPINNING PRINCIPLES

The themes are underpinned by the following principles which help to ensure a consistent approach to each theme. These principles should be considered when delivering activities to ensure best practise is achieved.

INCLUSION

There are some groups in society who are less likely to take part in regular physical activity. These groups include women and girls, low socio-economic groups, older people, disabilities, ethnic and minority groups and those with long term health conditions. Whilst these groups are not excluded from general community activities they do not tend to engage as readily as other groups so they may require further understanding, and deliverers should gather insight into how to engage effectively. A whole community approach is a priority to enable people to feel included and to achieve this, there should be a focus on the following areas:

- » Available funding streams: Work with partners who regularly offer funding streams such as Sport England, CSP, Supermarkets, Landfill Trusts, Sports Coach UK, Governing Body Foundations, Charities, and Local Authorities. Projects can be made inclusive by offering incentives to target specific groups as well as the general community.
- » Accessibility of activities: Consideration of the physical building where an activity is taking place, whether the activity can be accessed by public transport, is reasonably priced, and open to all abilities. There will be some activities which target specific populations with a view to signposting into existing community activities
- » Training and upskilling of staff, volunteers and deliverers: Identifying local residents who are keen to develop and lead community activities, and provide courses and work experience to help facilitate this. Working with partners to upskill volunteers from local schools and colleges and partnering with course deliverers such as Sports Coach UK and NGB's.
- » Marketing methods: Determine the most appropriate communication method for each activity considering who is being targeted, how they prefer to receive communication, whether a marketing mix is best and understand what the desired outcomes are
- » Measures: Monitor and evaluate attendance and demographics through activities using feedback, registers, measures dashboard and local insight.

PARTNERSHIPS

There are many different types of partnerships, and many different reasons that it is productive and beneficial to develop them. Some partners will help to generate ideas, or develop content; others will help to design or deliver engagement activity; some will be able to share their skills and knowledge to ensure that activities are successful and others may be prepared to put resources into the activity. Partners can also help to develop relationships with different audiences.

Working in partnership with organisations has been a priority throughout this strategy, and numerous partners have been mentioned within each theme. Building on and maintaining these partnerships will continue to be a principle which underpins all delivery across Redditch. Partners include Worcestershire Health and Wellbeing Board, Public Health, B&R CCG, NGB's, Sport England NWCSP, County Sports Partnership, Local Strategic Partnership, Education sector, Charities, Voluntary Sector Groups, local sports clubs, local communities, parish councils and West Mercia Police.

TRAINING AND DEVELOPMENT

Upskilling and providing opportunities to develop people within the local community is a crucial part of being able to deliver and sustain activities. This can be done through work experience and volunteering, as well as gaining coaching and officiating qualifications. Offering these opportunities to local people can work to develop sports clubs and community groups, as well as making existing sessions and activities more sustainable.

Apprenticeships within local businesses may have available funding so working with the local education establishments and the job centre can work to offer experience to those who require it, as well as aiding delivery within local businesses.

ADDED VALUE

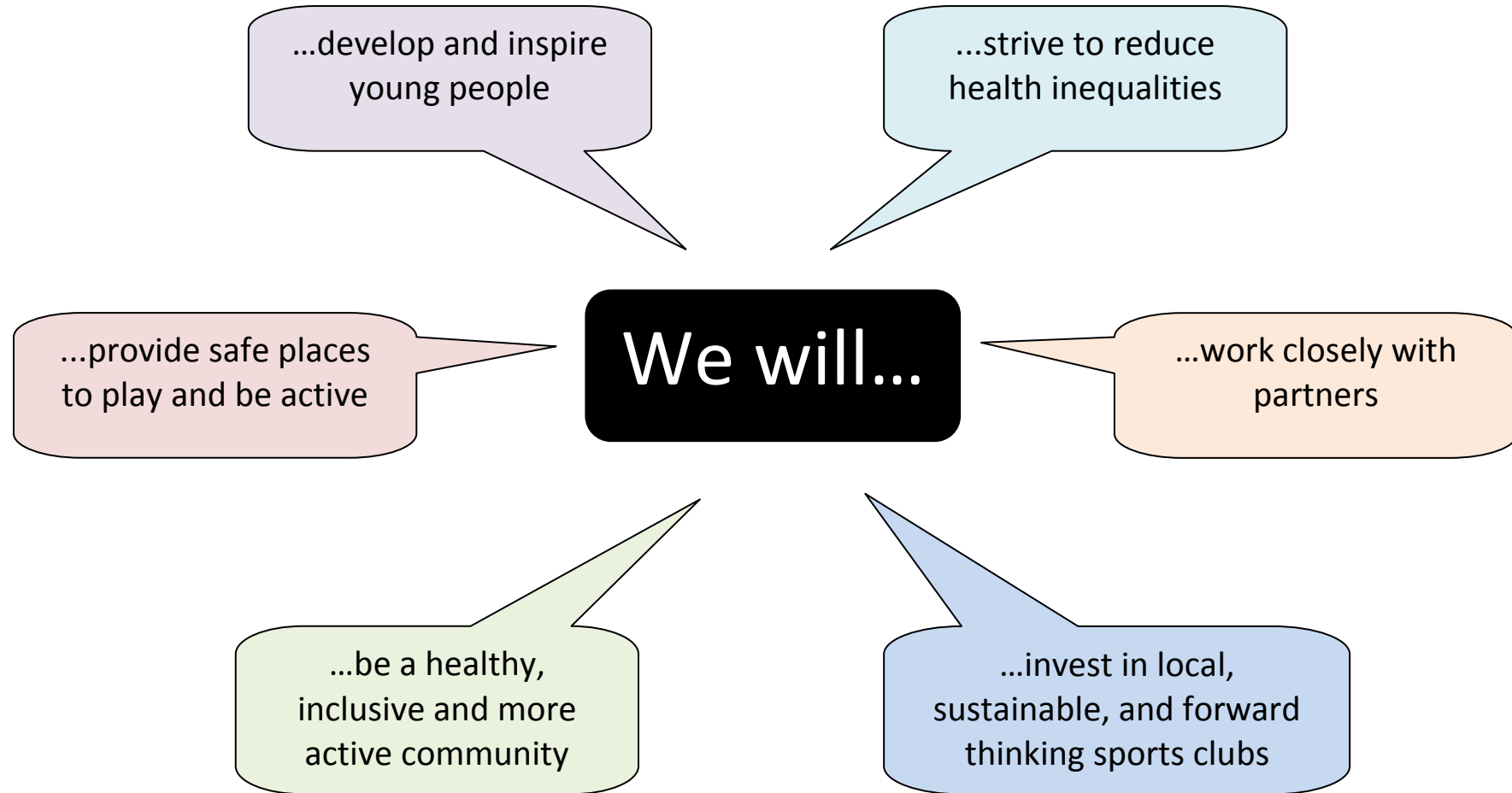
Understanding the value that sports and physical activity has for the communities of Redditch helps to justify decisions on delivery and projects. Physical activity is a beneficial prevention tool to many health conditions, and can help to reduce costs on the NHS and local health providers. This can be difficult to quantify, and a few tools that can measure this include Return on Investment, Health Impact Assessments, Sport England MOVEs Tool and Cost vs Demand Analysis. Effective monitoring and evaluation of projects and services ensures a consistent high quality delivery. Being able to modify and change projects to address demand is crucial, so available funding streams and data/research should be kept up to date and relevant to the project being delivered.

CONSULTATION & ENGAGEMENT

It is important to consult and engage with both the physically active groups and the physically inactive groups in order to capture their needs and demands. This should be consistent and measurable to reflect changes in trends of both active and inactive people to ensure an accurate approach to delivery is offered. This can be done through local events, partnership communication and national/regional consultations. Insight into what activities people currently participate in, why, when and where, as well as why people don't engage can positively impact health and wellbeing. Focus groups within the community can help to shape activity provision, and is a great way to understand the thoughts and feelings of the local community from a qualitative perspective.

The feedback and insight gathered through consultation and engagement will shape project focus, funding bids and activity delivery across Redditch which makes it a crucial principle.

“To create a healthy and active community within Redditch by providing access to a range of opportunities which increase levels of participation, reduce health inequalities; enhance health and wellbeing, resulting in an improved quality of life.”



To ensure this strategy remains current and specific to the community needs, a variety of tools will be used to measure the success. This will need a joined up approach between the various stakeholders involved in the key themes. The tools listed below can be used as part of organisational business plans to ensure resources are being applied to interventions that have a beneficial impact on the population's health and wellbeing.

Tools used to measure success:

- » **Redditch Borough Council's Measures Dashboard:** A council system which analyses trends and provides commentary against key measures for Sports and Physical Activity. It is a robust way of measuring a variety of activity and informs decisions for existing and future projects. They are measured at regular frequencies and a report is written at quarterly intervals to inform members and officers of progress and future actions to improve performance. (Refer to appendix C as before)

- » **Return on Investment (ROI):** The ROI tool has been supported by Public Health England as a way of supporting initiatives within the local community which will have a positive impact health wise, but also be cost-effective to partners. The ROI tool has been specifically targeted at local government to help influence councillors and commissioners

- » **Sport England MOVEs Tool:** This tool enables organisations and individuals to calculate the impact of their own physical activity on health services and non-communicable diseases, as well as being used as a business tool to justify interventions and a way to predict success. A key limitation is that specific demographics cannot be highlighted through this tool as the focus is the general population. It is important to highlight this as a limiting factor as the model could under or over estimate benefits, depending on the group or demographic.

- » **Health Impact of Physical Inactivity (HIPI) Tool:** The HIPI tool has been developed to estimate how many cases of certain diseases could be prevented in each local authority in England; if the population aged 40-79 were to engage in recommended amounts of physical activity. HIPI uses estimates of local levels of physical activity from the Sport England Active People survey. It models the potential benefit from increased levels of physical activity for each local authority. This is pre-calculated to show the health impacts if 100%, 75%, 50% or 25% of the local population undertake the UK Chief Medical Officers' recommended levels of physical activity.

- » **Review, Monitor and Evaluate:** A combination of the measures dashboard, ROI, MOVEs and HIPI will be used to monitor and evaluate the success of projects and interventions. The consultation and engagement strategy will be influential in gathering feedback from the community and understand wants, needs and gaps in provision
- » **Action Plans:** An overarching action plan for delivery will support the strategy and link to local delivery projects and outcomes, as well as detailing partnership working.

STAKEHOLDER CONSULTATION AND PROJECT PLAN

To ensure this strategy meets the needs of the community, partners and other organisations included in this strategy will be consulted for comment. The table below details who will be consulted and how the consultation will be carried out:

Consultee	Consultation
Corporate Management Team	CMT Meeting
Elected Members	Portfolio Holder Briefings / Executive Committee Report
County Sports Partnership	Strategy sent by Catherine Aldridge (Sport and Wellbeing Manager) to Stephen Brewster (Sports Partnership Chief Executive)
National Governing Bodies	Stephen Brewster to distribute to NGB's
<ul style="list-style-type: none"> • Bromsgrove and Redditch Network (BARN) • Worcestershire County Council • West Mercia Constabulary • NHS Redditch and Bromsgrove Clinical Commissioning Group (RBCCG) • Department for Work and Pensions (DWP) • Hereford and Worcester Fire and Rescue Service • YMCA Worcestershire • Worcestershire Health and Care Trust 	Strategy sent by Catherine Aldridge to Helen Broughton (Redditch Partnership Manager) for distribution to group members
Schools / Colleges	Strategy sent by Elisabeth Cottam (Children and Young People Officer) to School Games Organisers and Sports Premium Facilitator
Community Safety Partnership	Strategy sent by Catherine Aldridge to Bev Houghton (Community Safety Manager) and Mark Chappell (Temporary Safer Neighbourhood Inspector Redditch)

EXECUTIVE COMMITTEE11th July 2017**COUNCIL HOUSING ALLOCATIONS POLICY 2017**

Relevant Portfolio Holder	Councillor Mark Shurmer
Portfolio Holder Consulted	Yes
Relevant Head of Service	Liz Tompkin
Wards Affected	All
Ward Councillor Consulted	No

1. SUMMARY OF PROPOSALS

- 1.1 The Council's Allocations Policy was last updated in 2012 and there have been legislative changes to the allocation of social housing that have been incorporated in to this new revision of the Allocations Policy.
- 1.2 The Council have been undertaking a trial of new ways of allocating properties following a transformational approach and this new method has been incorporated into the revised policy.
- 1.3 This report seeks the approval from members to implement a revised allocations policy which incorporates the legislative changes and new methods of working.

2. RECOMMENDATIONS

The Committee is asked to RECOMMEND that

subject to Members' comments and consultation responses, the revised Housing Allocations Policy 2017 be adopted.

3. KEY ISSUES**Financial Implications**

- 3.1 There are no direct financial costs to the revised Allocations Policy.

Legal Implications

- 3.2 Housing Act 1996 Part 6 (as amended by the Homelessness Act 2002 and the Localism Act 2011) governs the allocation of local authority housing stock in England.
- 3.3 Housing Authorities may only allocate accommodation to people who are defined as 'qualifying persons' (s.160ZA (6)(a)) with the exception for members of the Armed and Reserve Forces. Whatever classes of persons who do not qualify for social housing, it is important to consider exceptional circumstances where it may be necessary not to apply these criteria in the case of individual applicants.

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- 3.4 The Government introduced the Allocation of accommodation: guidance for local housing authorities in England 2012) and The Allocation of Housing (Qualification Criteria for armed forces) (England) Regulations 2012 and the Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 which sets out how local authorities should respond to the housing needs of ex-servicemen and Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015) after the Allocations Policy was introduced.
- 3.5 This revision to the Housing Allocations Policy 2009, updated 2012 reflects and incorporates the changes provided by the Localism Act 2011 and other relevant legislation and regulation.

Service / Operational Implications

- 3.6 Officers have undertaken the revision of the Allocations Policy 2009, updated 2012 (Appendix 2), to update it in line with the new procedures for allocating accommodation and incorporate legislative changes which the policy must have.
- 3.7 The Housing Service has carried out trials relating to the allocation of accommodation, putting the customer at the heart, through Transformation and Systems Thinking. The current policy requires all properties to be advertised and customers 'bid' on a property with the allocation going to the applicant with the highest banding. The transformation trials have identified a new method of allocating of accommodation
- 3.8 This Allocations Policy provides a sophisticated approach to those with higher housing needs. Applicants have an interview with a Housing Options or Locality Officer so that these needs are fully understood. Applicants in higher housing needs will be placed into the Gold Band with the approval by a Senior Officer and then directly matched with a home in a locality that provides a sustainable long term solution to meeting those needs.
- 3.9 The changes to the Allocations Policy 2009, updated 2012 are:
- Relevant legislation updated (p3)
 - Included Strategic Purposes (p4)
 - Introduced new Purpose of the Allocations Policy section (p5)
 - Introduced a new section Statement of Choice (p6), this explains how applicants will be prioritised for housing and when bidding will not be used.

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- Refined the eligibility and reasonable preference section (p7) and included the requirement of the armed forces regulations for access to housing register.
 - Introduced in Applying to go on the Housing Register (p8) that all applicants to have an interview with a Housing Options Officer to discuss their housing needs and the available housing options, to come to a housing decision together before accessing the housing register.
 - The current 'Priority' and 'Gold' bands to be amalgamated into a single 'Gold' band (p13).
 - Introduced in the Allocations section (p16) that all applicants in the 'Gold' band to be directly matched to a suitable offer of accommodation, rather than going on to bid on properties.
 - Included regulations on Armed Forces applicants and additional preferences(p15)
 - The ability to identify properties for transfers only (p16).
 - Applicants for whom the council has accepted a duty under homelessness legislation to be made a single offer of suitable accommodation instead of the current two offers (p21).
 - In The Right to A review decision (p29) the option of a 2nd stage appeal has been removed as this is not provided for in legislation.
 - Deleted section 20 Tolerated Trespass as no longer relevant
 - Deleted section 28 Forces as no longer relevant and included in other sections.
 - Deleted section 35 Monitoring included in section 10 Redditch Home Choice Banding
- 3.10 The trial introduction of direct matching has seen a decrease of 80% in the number of 1st offers refused. This is due to collaborative working by Locality and Housing Options Teams leading to a clearer understanding of housing needs and preferences

Customer / Equalities and Diversity Implications

- 3.11 A strong and proactive housing options approach will ensure that households are offered support to access the housing solution which best meets their needs (this might be private rented housing, low cost home ownership or help to stay put), in addition expectations about accessing social housing will be properly managed, and social housing will be focussed on those who need it most.
- 3.12 Better use of housing stock will result in more families being housed in appropriately sized accommodation and free up other access level accommodation for households who may otherwise becoming socially excluded.

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- 3.13 Consultation will take place with applicants, residents and relevant stakeholders and responses will be considered prior to the final policy being approved.
- 3.14 In framing the Allocations Policy the council has had regard to its duties under the equalities legislation.

4. RISK MANAGEMENT

- 4.1 There are risks to not implementing the updated Allocations Policy 2017 which are in the table below:

Risk	Consequence	Mitigation
Not allocating social housing in accordance with the allocations policy	<ul style="list-style-type: none"> Judicial review Housing ombudsman complaint 	<ul style="list-style-type: none"> Introduction of the revised Allocations Policy 2017 that incorporates new working methods.
Increase in the number of reviews of suitability of offers.	<ul style="list-style-type: none"> Increase in staff resources to deal with reviews Delays in providing housing 	<ul style="list-style-type: none"> Better understanding of applicants needs following system thinking principals. Allocation of stock provided through locality with a better understanding of the property and the customer.

5. APPENDICES

- Appendix 1 – Draft Housing Allocations Policy 2017
Appendix 2 – Housing Allocations Policy 2009, updated 2012

6. BACKGROUND PAPERS

- Housing Allocations Policy 2009, updated 2012
Housing Act 1996
Localism Act 2011
Allocation of accommodation: guidance for local housing authorities in England 2012

AUTHOR OF REPORT

Name: Matthew Bough
E Mail: matthew.bough@bromsgroveandredditch.gov.uk
Tel: 01527 64252 ext: 3120

REDDITCH BOROUGH COUNCIL HOUSING ALLOCATIONS POLICY

DRAFT FOR CONSULATION
JUNE - JULY 17



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1. INTRODUCTION

Redditch Borough Council is an area of high housing demand and need. Property prices and private sector rents are high in comparison to incomes, resulting in additional pressures on affordable housing. Allocations of Council owned property and nominations to Housing Associations will be made using the guidelines set out in this Policy.

This Allocations Policy complies with the requirements of the Housing Act 1996 (as amended) and takes into account the relevant code of guidance Allocation of Accommodation Code of Guidance 2012 which replaced the previous codes of guidance. All of these documents can be obtained through the DCLG website. The Policy also complies with the Localism Act 2011, Welfare Reform legislation and Equalities Act 2010 where applicable.

The Housing Act 1996 (as amended by the 2002 Homelessness Act) requires local authorities to make all allocations and nominations in accordance with an Allocations Policy. A summary of the Allocations Scheme and general principles is available through the Redditch Home Choice website www.redditchhomechoice.org.uk and at the Council's offices.

The Housing Act 1996, (as amended) requires local authorities to give Reasonable Preference in their allocations policies to people with high levels of assessed housing need. This includes homeless people, those who need to move on welfare or medical grounds, people living in unsatisfactory housing and those who would face hardship unless they moved to a particular locality within the local authority's area.

The Allocations Policy is also framed to ensure that it is compatible with the Council's equality duties including the duty to eliminate unlawful discrimination and to promote good relations between different racial groups, as well the duty to promote equality between disabled persons and other persons and between men and women.

This Policy has considered:

- The Council's statutory obligations and discretion as to who is eligible for housing allocation
- The Council's statutory obligation to provide Reasonable Preference to certain categories of applicants set down by law i.e. those who must be given a greater priority under the Allocations Policy.
- The Council's statutory discretion to grant "additional preference" and/or to determine priority between applicants with Reasonable Preference.
- The general and specific statutory discretions the Council can exercise when allocating housing.

2. PRIORITIES AND AIMS

The Council Plan focuses on delivering services which meet the needs of residents through six strategic purposes of which three directly relate to its approach to the allocation of affordable housing as follows:

- **Help me find somewhere to live in my locality**
- **Help me to live my life independently**
- **Help me to be financially independent**

Redditch Home Choice enables people with a housing need to look for a home in an area of preference within Redditch Borough. Households registered with Redditch Home Choice will be banded according to the suitability of their current accommodation to meet their needs, their current situation and their local connection.

Redditch Borough Council has set a number of objectives for its Allocations Policy in order to provide good quality, well managed social housing in Redditch. The policy is transparent and easy to understand, regular monitoring and reviewing will take place ensuring all targets are met and the best use is made of the available housing stock, and applicants are kept updated of all their Housing options.

- **Objective 1** Ensure that anyone in housing need has advice on access to affordable Housing, and that this advice is easily available to disadvantaged, vulnerable and ethnic groups.
- **Objective 2** Make Social Housing available to those who cannot afford to purchase property of their own, or to rent privately.
- **Objective 3** That there is equality of opportunity within the Allocations Policy and the allocations scheme is fair, consistent and accountable which reflects the values of the Council.
- **Objective 4** Incorporate the Council's Housing Strategy, Private Sector Renewal Strategy and Homelessness Strategy.
- **Objective 5** To build and sustain diverse and balanced communities and promote social inclusion.
- **Objective 6** To work with other agencies and housing providers to make the best use of affordable housing to meet current and future needs.
- **Objective 7** To ensure customers are given an opportunity to make an informed choice about where to live.
- **Objective 8** To create a safer & cleaner environment; reduce crime, disorder, substance misuse and anti-social behaviour, and to address the causes and fear of crime.

3. THE PURPOSE OF THE ALLOCATIONS POLICY

This policy sets out in detail, those who can or cannot be accepted under the policy and how this assessment is made. It also sets out how applicants can apply for and access housing.

It describes how applicants qualify for the Redditch Home Choice scheme and how the Council identifies their housing need with regard to the legal definition of Reasonable Preference and other categories of housing need that the Council has recognised and how it prioritises housing applicants.

Whilst all applicants are assessed in accordance with the Policy, the allocation of Housing Association properties will be subject to the allocation policies of those individual Housing Associations, where they have one, who will assess applicants on the Housing Register according to their stated priorities. They may have different rules about the number of people who can live in a home of a particular size. This will be made clear when a property is advertised. For more information regarding the letting of properties please see the Redditch Home Choice website.

What are Allocations under this Scheme?

Allocations under the scheme include where an applicant is nominated or where an existing tenant transfers to be a tenant of the Council or a Housing Association.

The allocation may be an 'Introductory Tenancy' with the Council or 'Starter Tenancy' with a Housing Association which will be for a set period, usually 12 months. Provided the tenant successfully completes the probationary period the Council/Housing Association will grant a Secure/Assured Tenancy or a fixed term tenancy (please see individual Housing Association / Registered Provider's tenancy policies).

The Redditch Home Choice scheme may also be used to advertise intermediate market rent, shared ownership and private rented properties. Please contact the relevant landlord for their eligibility criteria and more details regarding allocation of these types of properties.

4. EQUALITY AND DIVERSITY

The Council has clear policies and procedures which promote equal opportunity, diversity and respect for the needs of everyone in our community. This includes:

- Equal treatment of all regardless of race, gender, age, disability, sexual orientation, religion or belief, with reasonable adjustments where necessary in line with the Disability Discrimination Act.
- Working to eliminate unlawful discrimination.
- Promoting equal opportunities.

- Promoting community cohesion, including good relations between people from different ethnic groups.
- Providing reasonable access to interpretation or support on request.
- Responding to the needs of all and working to engage all sections of the community.

5. STATEMENT ON CHOICE

Redditch Council allocations policy provides a sophisticated approach to those with higher housing needs so that these needs are fully understood. Applicants in higher housing needs will be placed into the Gold Band with the approval of a Senior Officer and then directly matched with a home in a locality that provides a sustainable long term solution to meeting those needs.

Pressure on the Council's affordable housing stock means we have introduced qualification criteria covering who is and isn't eligible to join the waiting list. Whilst keen to encourage and facilitate mobility within housing, Redditch Borough Council recognises that provision of choice has to be balanced along with local needs and demand.

In determining priority for housing within the banding structure, a higher degree of preference will be awarded to applicants who have the greatest need and have a local connection to Redditch Borough.

Applicants, with the exception of Gold band, have the opportunity to view details of all properties that are advertised, but can only 'bid' for properties that they are eligible for. Those applicants in the Gold band will be directly matched to properties.

The Council has identified that in order to provide sustainable housing solutions there will be a number of exceptional situations where bidding may not be possible, for instance;

- Where the applicant does not meet the eligibility criteria for the scheme or the vacant property.
- Where a Local Lettings Plan has been agreed and the applicant does not meet the criteria.
- Where there is a legal agreement restricting who can be offered the property. Exceptional circumstances will be made clear when the applicant receives their banding award, or the property is advertised, unless the exceptional circumstance concerns the individual specifically (who has bid for the property) in which case it will be discussed with the applicant at the point of allocation.

Applicants who bid on and subsequently refuse properties for no reason or without what the Council considers a valid reason will have their priority reduced by changing their application effective banding date to the date of refusal.

6. ELIGIBILITY AND REASONABLE PREFERENCE

Who is, and who is not, eligible to apply to register on Redditch Home Choice

Any United Kingdom resident aged 16 years or over may apply to the council for allocation of housing. However, housing will only be allocated to applicants who are registered on the council's housing register for social housing and to be registered an applicant must be:

- eligible for social housing in England (that is, not ineligible due to their immigration status); and
- a qualifying person for social housing in Redditch Borough.

Persons from abroad

A person from abroad (or two or more persons jointly if any of them is an ineligible person) is ineligible for an allocation of housing accommodation if he is subject to immigration control within the meaning of the Asylum and Immigration Act 1996, or is excluded from entitlement to housing benefit by s.115 of the Immigration and Asylum Act 1999 (c 33) (exclusion from benefits) unless he is of a class prescribed by regulations made by the Secretary of State. Persons who are subject to immigration control and eligible for housing assistance are;

- Refugee status
- Exceptional leave to remain
- Indefinite leave to remain
- Nationals of a country that has ratified the European Convention on Social and Medical Assistance (ECSMA) or the European Social Charter provided they are habitually resident in the CTA and are lawfully present in the UK

This does not apply to a person who is already a secure or introductory tenant, of the Council or housing association. If an applicant has any further questions regarding their status they should contact the Council or seek independent legal advice. Households who are living abroad and therefore not habitually resident will not be eligible to register.

Applicants who were considered as ineligible due to immigration status can re-apply at any time.

Anybody can make joint applications including married couples, civil partners, cohabiting couples, same sex couples. In such cases, it is usual for a joint tenancy to be granted in the event of an offer of accommodation being made. The eligibility of applicants to be on the Housing Register will also be checked at the point of allocation.

Age Eligibility Criteria - Young people aged 16 to 18

Young people aged 16 to 18 can apply to Redditch Home Choice and will be registered. For young people under the age of 18 years the Council or Housing

Association partner may grant permission to allow the occupation of a property by way of an "Equitable Tenancy" however the Council or Housing Association (Registered Provider) will not normally grant a tenancy to anyone under the age of 18 years unless they are also able to provide a guarantor to cover rent. Please refer to individual Housing Association and Registered Providers policies for more details.

Unacceptable behaviour

Where the applicant, or a member of their household, has been guilty of unacceptable behaviour serious enough to make him unsuitable to be a tenant of the authority, the Council may decide they will be ineligible for registration.

Unacceptable behaviour is defined as behaviour which would, if an applicant or member of their household was a secure tenant, entitle a landlord to outright possession under any of the Grounds 1 to 7, Schedule 2 of the Housing Act 1985.

Unacceptable behaviour can include but not limited to:

- Owing significant rent arrears and/or failing to comply with a current tenancy condition with a Council, Housing Association or private landlord to such an extent that a Court would grant a possession order.
- Conviction for using the property for an illegal or immoral purpose.
- Causing nuisance and annoyance to neighbours or visitors, for example anti-social behaviour.
- Being convicted for offences in or near the home and still posing a threat to neighbours or the community.
- Being violent towards a partner or members of the family.
- Being violent or abusive to Council Officers
- Allowing the condition of the property to deteriorate.
- Allowing any furniture or fixtures provided by the landlord to deteriorate due to ill treatment.
- Obtaining a tenancy by deception, for example by giving untrue information.
- Paying money to illegally obtain a tenancy.
- Having lost tied accommodation provided in connection with employment due to conduct making it inappropriate for the person to reside there.

In determining whether an applicant is ineligible due to unacceptable behaviour, the Council, will consider:

- Has the applicant or a member of the applicant's household been guilty of unacceptable behaviour?
- Was the unacceptable behaviour serious enough to have entitled the Landlord to obtain an order for possession?
- At the time of the application, is the applicant still unsuitable to be a tenant by reason of that behaviour, or the behaviour of a member of their household who wishes to reside with them?

Should the Council exclude the applicant from the housing register they have the

right to have this decision reviewed. An applicant may become ineligible at any time during the process should the Council become satisfied that they are ineligible due to unacceptable behaviour.

Applicants considered as being ineligible for any reason can make an application for accommodation in the future if their circumstances have changed for any reason. It is for the Council to consider behaviour, at the point of application to the housing register, and whether they are now eligible under the Policy.

Each application will be assessed on its merits and a decision regarding eligibility will be made accordingly. Anyone deemed ineligible for the register will be provided with a full written explanation for the decision and will have a right of review of the decision.

Please see the section on Reviews below.

Applicants who are not eligible to join the housing register

At the point of registration all applicants are asked for information about their housing history and legal status to establish eligibility to join the housing register under the relevant legislation and this allocations policy. Applicants are not assessed or placed into a Band until a decision has been made regarding their eligibility.

Armed Forces applicant

Members of the UK armed forces stationed abroad will be considered as living in the United Kingdom for the purposes of applying for social housing.

The Localism Act 2011 amends the Housing Act 1996 to give local housing authorities in England the power to decide what classes of persons are or are not qualifying persons under s.160ZA(7) of the Housing Act 1996, for an allocation of housing accommodation.

The Secretary of State has the power to prescribe in Regulations criteria that may not be used by local housing authorities in deciding what classes of persons are not qualifying persons (s. 160ZA(8)(b)). These Regulations require that local housing authorities do not use local connection (within the meaning of s. 199 of the Housing Act 1996) as a criterion in deciding whether the following are not qualifying persons:

- a) persons who are serving in the regular forces or have done so in the five years preceding their application for an allocation of housing accommodation.
- b) bereaved spouses or civil partners of those serving in the regular forces where their spouse or partner's death is attributable (wholly or partly) to their service and the bereaved spouse or civil partner's entitlement to reside in Ministry of Defence accommodation then ceases.
- c) seriously injured, ill or disabled reservists (or former reservists) whose injury, illness or disability is attributable wholly or partly to their service.

The Council recognises the contribution that armed forces personnel have made and will award a local connection to those applicants as described above.

Social housing tenants

The Secretary of State has the power to prescribe in Regulations criteria that may not be used by local housing authorities in deciding what classes of persons are not qualifying persons (s. 160ZA(8)(b)). These Regulations require that local housing authorities do not use local connection (within the meaning of s. 199 of the Housing Act 1996) as a criterion in deciding whether social housing tenants are a “relevant person”.

A relevant person has a need to move because the relevant person—

- a) works in the district of the local housing authority, or
- b) has been offered work in the district of the local housing authority; and
- c) the authority is satisfied that the relevant person has a genuine intention of taking up the offer of work.
- d) This regulation does not apply if the need to move is associated with work or the offer of work which is—
 - (a) short-term or marginal in nature,
 - (b) ancillary to work in another district, or
 - (c) voluntary work.

In this regulation “voluntary work” means work where no payment is received by the relevant person or the only payment due to be made to the relevant person by virtue of being so engaged is a payment in respect of any expenses reasonably incurred by the relevant person in the course of being so engaged.

Specifically a local connection criteria may not be applied to existing social housing tenants seeking to transfer from another local authority district in England who have a reasonable preference under s.166 (3)(e) because of a need to move to the local authority’s district to avoid hardship where they need to move because the tenant works in the district, or need to move to take up an offer of work

In considering registering applications the Council will take into account the Right to Move Statutory Guidance March 2015 (or any relevant successor document).

7. REASONABLE PREFERENCE CATEGORIES

Redditch Home Choice is required by law to assess the relative priority that housing applicants are awarded. This is particularly important as in the Borough, the demand for social housing is greater than the availability of homes.

The law, as it applies to local housing authorities, requires that Reasonable Preference for housing must be given to those in the categories set out in the Housing Act 1996 (as amended). The statutory Reasonable Preference categories cover:

- All homeless people as defined in Part VII of the Housing Act 1996
- People who are owed a duty under the Housing Act 1996 because they have a priority need but are intentionally homeless (under s190 (2)), because they are not in priority need and not homeless intentionally 193 (2) or because they are threatened with homelessness, in priority need and not intentionally homeless (195 (2) of the 1996 Act (or under s. 65 (2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any housing authority under s. (192 (3)).
- People occupying unsanitary, overcrowded or otherwise unsatisfactory housing;
- People who need to move on medical or welfare grounds (including grounds relating to a disability);
- People who need to move to a particular locality within the district to avoid hardship to themselves or others.

Specific details and examples of how Reasonable Preference and priorities are determined and applied are detailed in Section 10: Redditch Home Choice Banding.

Determining priority between applicants with Reasonable Preference

Redditch Home Choice allocations policy determines priority between applicants with Reasonable Preference by taking into account various factors including:

- Any local connection – as defined in s199 Housing Act 1996 (as amended) – that an applicant has with the Borough.
- The length of time the applicant has been waiting within their current band

8. APPLYING TO GO ON THE HOUSING REGISTER

In most instances anyone who wishes to apply for affordable housing through Redditch Homes must first attend a housing options interview or an interview with their locality officer and complete a registration form. The housing options interview will enable the applicant to discuss their housing circumstances with the Council and explore their housing options such as the private rented sector.

Where an applicant needs assistance to complete an application form an advocate (for example, a family member, friend or support agency) can complete the registration form on behalf of an applicant who is requesting assistance.

If the applicant is not eligible to register they will be notified in writing giving the reason for the decision and informing them of their right to request a review.

The application must be accompanied by two proofs of residency, one of which

must be within four weeks of the application date, and also one form of identification. The same information is required for any member of the household, over the age of 18, who is to be included on the application.

The Council may ask for updated proof and identification to be provided at the point of housing allocation.

All applications once received will be assessed and placed in the appropriate band. This assessment will, in most instances, involve an interview to discuss housing options.

Where additional information is required to confirm that a higher band is appropriate, the application may be placed in a lower band until the circumstances of the applicant have been confirmed.

Once registered with the Redditch Home Choice scheme the applicant will be given a membership number.

Applicants to the scheme are entitled to request details from the Council about information that has been used to make a decision on their registration.

9. OWNER OCCUPIERS

Owner Occupiers will be accepted onto the Housing Register and placed in the bronze band. Owner Occupiers will only receive additional consideration should they be deemed to have reasonable preference under section 167(2) Housing Act 1996 and they have demonstrated that they have no financial means of helping themselves. In such instances they would be placed in the appropriate band for their circumstances.

10. REDDITCH HOME CHOICE BANDINGS

Allocations will be made in line with the Councils Allocations Policy based on housing need and time waiting.

The Council will ensure that reasonable preference is given to the following categories of people, as set out in S167 (2) of the 1996 Act:

- a) People who are homeless (within the meaning of part 7 of the 1996 act); this includes people who are intentionally homeless, and those who are not in priority need;
- b) People who are owed a duty by any housing authority under section 190 (2),

193 (2) or 195 (2) of the 1996 Act (or under section 65 (2) or 68 (2) of the (Housing Act 1985) or

- c) who are occupying accommodation secured by any housing authority under section 192 (3);
- d) People occupying unsanitary or overcrowding housing or otherwise living in unsatisfactory housing conditions;
- e) People who need to move on medical or welfare grounds, including grounds relating to a disability; and
- f) People who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or to others).

In order to do this the Councils Choice Based Lettings scheme will distinguish between three broad levels of priority:

- a) GOLD BAND.
- b) SILVER BAND
- c) BRONZE BAND.

The three core bandings have been decided by the categories below:

Gold: Applicants will be Directly Matched to a suitable property – (Bidding Blocked)

Statutory Homeless with a duty to re-house

Gold band is awarded by the Council where it has accepted a full duty under Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002) to provide accommodation for an applicant.

When the Council accepts a duty under homelessness legislation, the Council will directly match applicants to a property. Only **one** offer of suitable accommodation will be made. Should an applicant refuse an offer of suitable accommodation, the Council will have discharged its housing duty.

Applicants have the right to request a review of certain decisions made by the Council in respect of their homeless application. This includes the decision to bring to an end the full homeless duty by making a suitable offer of settled accommodation. The applicant has this right whether they refuse or accept the offer of accommodation. If the review finds in favour of the homeless applicant, the applicant will retain their Gold band (provided they are still homeless). However, if the reasonableness and suitability of the offer is upheld, the homeless duty will be ended and the applicant's banding will be reassessed. Homeless applicants are therefore advised to accept an offer and then request a review if they believe it to be unsuitable.

High Medical Need or Disability

Medical priority will only be granted where the current property has a direct adverse effect on the health of the applicant or a member of their family, and when it is unreasonable or uneconomical to adapt the current property. The Council will attempt to directly match applicants to a suitable property in the first instance.

Officers will gather sufficient information to understand the impact of the property on the health of the applicant or their family. The final decision for medical priority will be made by the Housing Services Manager or the Housing Options Manager in conjunction with the Council's medical advisors and Occupational Therapist if required. An example would be someone with severe mobility problems requiring ground floor accommodation.

If an offer of suitable accommodation be refused the Council will review the priority given to the applicant, which may result in the applicant having their banding reduced.

In certain circumstances the case may be referred to an external body e.g. Now Medical for assessment.

Living in exceptional circumstances

This will only be awarded in those instances where the applicant's living circumstances are considered by the Council to be exceptional given the prevailing housing conditions in the Borough and where no other banding criteria reflects or addresses the problem(s).

In reaching a decision to award this banding, account will be taken of the suitability of the current accommodation and the location of the accommodation in relation to the applicant's needs. The final decision for this access to this banding will be made by the Housing Services Manager or the Housing Options Manager

Examples are given below of potential situations where this banding may be granted – the list is not exhaustive and the decision lies with the Council.

- The applicant is adequately housed but needs to give or receive support on the grounds of disability or illness that is substantial and ongoing and it is not possible for the person giving care to use public transport or their own transport to provide assistance.
- The applicant needs to move on welfare grounds e.g. hardship.
- The applicant's household is overcrowded, coupled with medical issues that do not accrue medical priority e.g. ADHD, autism.
- The applicant needs to take up or continue employment, education and/or training that is not available elsewhere and they do not live within reasonable commuting distance

If an offer of suitable accommodation be refused the Council will review the priority given to the applicant, which may result in the applicant having their banding reduced.

Supported Accommodation 'Move on' scheme.

This status is awarded where an agreement between the Council and the Supported Housing provider, is in place for applicants to move on from supported accommodation in the Borough.

This status will only be awarded to applicants in supported accommodation or care-

leavers where the following criteria have been met:

- The applicant is ready to move to independent settled social housing on the recommendation of the support provider
- An ongoing support package has been assessed and where required, is in place.

Silver:

This band includes applicants with a single non urgent need. It also includes applicants assessed as having an urgent Medical or Social need but who have deliberately worsened their housing circumstances to improve their chances of obtaining social housing.

Allocations will be made to applicants who have expressed an interest in a property and in order of highest points, followed by the earliest application date. Should two applicants have the same number of points, and the same application date, the allocation will be made to the applicant who expressed an interest first.

Bronze:

This band will include all applicants who are deemed to be adequately housed and as such have no entitlement to reasonable preference e.g. Owner occupiers.

Members of the Armed Forces

By Armed Forces, we mean the “regular forces” and the “reserve forces” as defined by s. 374 of the Armed Forces Act 2006(a). The “regular forces” means the Royal Navy, the Royal Marines, the regular Army or the Royal Air Force. The “reserve forces” means the Royal Fleet Reserve, the Royal Navy Reserve, the Marine Reserve, the Army Reserve, the Territorial Army, the Royal Air Force Reserve or the Royal Auxiliary Air Force.

Members of the Armed Forces who have been served with a cessation to occupy accommodation will be given housing advice and the appropriate banding and, if required, considered under Homelessness legislation (Housing Act 1996, Part VII and other relevant legislation).

The Housing Act 1996 (Additional Preferences for Armed Forces) (England) Regulations 2012 require Local Authorities to give additional preference to a person with an urgent housing need and are in one of the reasonable preference categories.

The regulations are;

That local housing authorities must frame their allocation scheme to give additional preference to the following persons if they fall within one or more of the statutory reasonable preference categories and are in urgent housing need:

- a) serving members of the regular forces who are suffering from a serious injury, illness or disability which is wholly or partly attributable to their service

- b) former members of the regular forces
- c) bereaved spouses or civil partners of those serving in the regular forces where
 - (i) the bereaved spouse or civil partner has recently ceased, or will cease to be entitled, to reside in Ministry of Defence accommodation following the death of their service spouse or civil partner, and (ii) the death was wholly or partly attributable to their service
- d) existing or former members of the reserve forces who are suffering from a serious injury, illness, or disability which is wholly or partly attributable to their service

If an “Armed Forces” applicant is able to meet the local connection criteria (or is exempt from this), the Policy will award the applicant an additional six months in waiting time at the point that need has been assessed or date of registration (if need hasn’t changed over time).

Allocations to bandings

As a starting point 60% of properties will be awarded to the Gold banding and 40% to Silver and Bronze. A proportion of allocations will be specifically utilised for transfers only, at the discretion of the Head of Housing and Housing Service Manager and allocated in accordance with the banding structure. The Head of Housing will at their discretion vary the percentage of properties given to each banding depending on the number of applicants in each band on the housing register.

The Head of Housing will review the percentage target on a quarterly basis to ensure that the best use is being made of the housing stock, and that government guidelines for using temporary accommodation for Homeless cases are being met.

11. ALLOCATIONS

Housing need will be used to determine the banding of each applicant.

A proportion of allocations will be through direct matching to those applicants on Gold band. Properties not directly matched will be advertised for either all applicants or just Transfers who will be able to bid and allocations will be made to the applicant who has expressed an interest in a property and who:

- a) Has the highest band and,
- b) Has the highest number of points and,
- c) Has the earliest application date

The Council determines priority for housing by a banding system and points within the banding based on the housing need of the applicant and the time waiting:

The housing register is made up of:

- Homeless Cases
- Applicants
- Transfers

The scheme is designed to be easy to understand, to give priority to those in most housing need and to be open and accountable.

12. POINTS EXPLANATION

Points Scheme Summary

- | | |
|---|------------|
| • Residency (12 months) or parents | 30 Points |
| • Bedroom deficiency/per room | 50 Points |
| • Children in flat points | 15 Points |
| • Studio Flats | 5 Points |
| • Property is Under Occupied / Per room | 50 Points |
| • Leaving Special needs property | 250 Points |

Residency Points

Applicants who have lived in Redditch for the past 12 months or who have parents currently living in Redditch. Residency points will be awarded to applicants leaving the armed forces who would have qualified for them prior to commencing their service. These are the only points that are applicable in the Gold Band.

Bedroom Deficiency

The policy states all members of the application household require a room except those living as couples. Applicants will be awarded 50 points for each bedroom that their current property is deficient of. The Policy states these points will be awarded to children regardless of age or sex; however this does not reflect the size of the property to be offered. These points are not applicable to individuals in the Gold Band and are not awarded to households that are considered to have deliberately worsened their circumstances by moving into smaller or unsuitable accommodation.

Children in Flats

These are awarded if there are any children under the age of 10 living in a flat. These points are not applicable to applicants in the Gold.

Studio Flats (Transfers only)

Applicants who have lived in a studio flat for at least twelve months will receive 5 points to help facilitate them moving on if applying for a transfer.

Under Occupancy Points:

Under Occupancy Points will be awarded to all applicants in Council or Housing Association stock provided that it can be demonstrated that prioritising the applicant for smaller housing would free up housing stock which is both suitable and accessible for other applicants solely on the Redditch Borough Council Waiting List.

Points awarded for under occupancy of rooms would be awarded in line with the existing Landlords occupancy policy. In cases where no occupancy policy exists, points will be awarded in line with the Redditch Borough Council occupancy policy.

In cases where an under-occupied property is required for a family in Urgent Housing Need then the Head of Housing has the authority to place the household that are under-occupying into the gold band to allow the property to be freed up for the family in Urgent Housing Need as quickly as possible.

Leaving Special Needs Property

Points will be awarded to applicants living in properties with the following:

- a) A vertical lift moving between Floors
- b) Properties where building adaptations have been made totalling over £1,000 and
- c) The property would be suitable for occupation by another individual or family with a Special Need

These points are not applicable to applicants in the Gold Band.

Property Size

The size of the property that an applicant may express an interest in is in line with the property size matrix (Appendix 1). The Council will only allocate accommodation to households where they have demonstrated that it is affordable to them (based on their income either through employment or benefit entitlement).

Applicants being housed under the Council's homelessness duty with one child under the age of 2 will only be considered for one bedroom accommodation.

Property Type

All accessible properties (i.e. housing which has been designed or adapted to meet the needs of disabled people) will be advertised through the Redditch Home Choice scheme. Priority for accessible accommodation will be given to those people those who have appropriate levels of need and this will be clearly stated in the adverts.

PROPERTY TYPE	SINGLE	COUPLE	S/C + 1 CHILD UNDER 2 (H/LESS ROUTE)	S/C + 1 CHILD UNDER 2	S/C + 1 CHILD OVER 2	S/C +2	S/C +3	S/C +4	S/C +5
STUDIO FLAT	X	X							
1 BED FLAT	X	X	X						
1 BED HOUSE	X	X	X						
2 BED FLAT				X	X	X			
2 BED HOUSE				X	X	X			
3 BED FLAT						X	X	X	
3 BED HOUSE						X	X	X	
4 BED HOUSE							X	X	X
5 BED HOUSE									X

N.B. Size eligibility subject to affordability

13. CHANGE OF CIRCUMSTANCES

Under Section 171 of the Housing Act 1996, it is a criminal offence for applicants to knowingly give false information or to withhold information relevant to their application. A fine of up to £5,000 may be imposed by the courts if the applicant is found guilty. An offence may be committed if an applicant knowingly gives false information, or knowingly withholds information which Housing Services has reasonably requested on the housing application form. An offence is also committed if the applicant allows a third party to provide false information on their behalf or at their instigation.

Changes of circumstances should be notified to the Housing Options Team as soon as possible, using the Change of Circumstances Form. The form should be fully completed and be used for the following:

- Any confirmed pregnancy
- Any member of the family or any other person on the application who has

left the accommodation

- Any changes of name
- Any additions to the family-(Proof of residence and ID will be required)
- Any change in income or savings
- Changes in status of accommodation (e.g. Notice to Quit)

If an applicant has changed address a new application form should be completed. Providing that there is no break in the timescale, the date of application will be taken from the first application that was accepted by the Council; however, the housing need points may be adjusted accordingly.

In cases where there is a change in an applicant's medical situation, the Council should be notified.

Where a register entry is amended following receipt of a completed change of circumstances form, the Council will notify the person concerned in writing. Before removing a person from the register, the Council will give him/her notice of this action. Where an applicant is removed from the housing register other than at his/her request, the Council will inform them in writing of its decision, the reason for it and the right to request a review.

If evidence is obtained that an applicant has gained a tenancy through providing false information or withholding relevant information, the Council will take possession proceedings against the tenant.

14. REMOVAL/AMENDMENT TO ENTRY ON REGISTER

Redditch Borough Council reserves the right to remove an applicant from the Housing Register if there is evidence that the applicant or a person acting on the applicant's request, has given false information or withheld information relevant to their application.

The Council will remove a person's application if he/she requests it (provided they are not owed a duty as homeless) or is no longer deemed to be eligible. The Council may also remove a person from its register in other appropriate circumstances as it sees fit. This will include:

- Failure to renew application when requested by Redditch Borough Council.
- Any applicant seeking to obtain accommodation by making false or misleading statements, or by withholding information that has been reasonably requested, or by failing to inform the Council of any material change of circumstances, is liable to have their application cancelled. It is also an offence under section 171 of the Housing Act 1996 to take any such action. A person guilty of an offence under this section is liable on summary conviction to a fine.

15. HARASSMENT

Redditch Borough Council defines harassment/Anti-Social behaviour as:
'Any behaviour by an individual or a group which makes another person or group feels harassed, alarmed, threatened or distressed. It includes a variety of behaviour that can blight the quality of community life and is based on individual perception. Anti-social behaviour may constitute a nuisance and annoyance, harassment or criminal activity'.

The Council will follow its Anti-Social Behaviour procedure in responding to requests for assistance if experiencing threats of, or actual violence, intimidation, nuisance, harassment, racial harassment or other forms of antisocial behavior.

Wherever possible appropriate remedies will be taken to resolve the situation. Redditch Borough Council will always attempt to deal with the perpetrator, rather than move the victim. Staff in Housing Services will liaise with appropriate agencies and advise applicants, to achieve this. Officers must be satisfied that the applicant has not caused or contributed to the situation where a dispute has escalated. Evidence will usually be required from the applicant and/or independent agencies to support allegations of antisocial behavior.

If an applicant reports repeated experiences of threats, intimidation, nuisance, harassment or other forms of antisocial behavior during their housing history, Officers must consider whether the applicant has provoked this behavior, or whether they are unusually sensitive to or liable to misinterpret others' behavior. In these circumstances a move is unlikely to resolve the issues.

Housing Officers will liaise with the Community Safety Officer, Police, Probation, victim support and other agencies to ensure that housing policies and procedures support community safety. Redditch Borough Council prefers to resolve problems relating to threats, harassment, antisocial behavior and other forms of nuisance by co-operative and partnership working.

16. HOMELESSNESS

Once it has been established that all options to prevent your homelessness have been exhausted and the Council has accepted a full duty to you as homeless under the terms of the Housing Act 1996 (as amended) your application will be placed on the Housing register, in the gold band. You will be directly matched to a property and blocked from bidding. You will receive one offer of suitable accommodation. If you refuse this offer the Council will have discharged its duty towards you.

17. YOUNG PERSONS AND RE-HOUSING

The term “young person” refers to a person who is aged between 16 to 18 years old.

Applicants under 18 years of age but over 16 years and single will be registered onto the Housing Register. The application will be deferred until the applicant reaches 18 years of age. The application will attract ‘time waiting points’ only.

If the circumstances change and the applicant becomes homeless, Redditch Borough Council will assess the applicant under homelessness legislation to consider whether the authority has a duty to secure accommodation for the applicant. If the Council accepts it has a duty towards the applicant it will consider them for housing in line with the Council’s ‘Homelessness Protocol for Young 16 and 17 years olds’.

If the applicant is under 16 years old the Council will liaise with Worcestershire County Council Social Services, on your behalf for help and assistance.

18. SHARED OWNERSHIP

Qualification for Shared-ownership and any other affordable housing scheme will be in accordance with the guidelines of the Homes and Communities Agency.

You can buy a home through shared ownership if your household earns £80,000 a year or less and any of the following apply:

- you’re a first-time buyer
- you used to own a home, but can’t afford to buy one now
- you’re an existing shared owner

19. HOUSING ASSOCIATION PROPERTIES

There are various Housing Associations with properties within the Redditch area. A full list is on the Redditch Home Choice website:

<http://www.redditchhomechoice.org.uk/Data/ASPPages/1/31.aspx>

Allocations for Housing Association properties may be made from the Councils Housing Register.

Applicants must indicate their willingness to accept Housing Association Homes on

their application form. Housing Association properties will be allocated through the Choice Based Letting scheme; however, applicants may also need to satisfy the requirements of the policy of the individual Housing Association.

Applicants must indicate that they wish to be considered for a Housing Association property on their application form.

20. CO-OPERATIVES HOMES SCHEME

Co-Operative Housing is a form of housing that requires the involvement of the tenants in the management of their own homes. You must first register on the Council's Housing Register in respect of your housing need and must also satisfy the Co-operative Homes requirement on their suitability for living in a co-operative environment.

Consideration will be given to any one in housing need, on a low income and capable of living independently in his or her own home or with support if required.

21. MUTUAL EXCHANGE

A mutual exchange is where two or more Council or Social Registered Landlord tenants swap their homes. It does not involve any property becoming empty. As the housing register becomes longer a mutual exchange is often the quickest way of moving.

Secure tenants of Redditch Borough Council have the right to exchange their property with other secure tenants of any other Council or Housing Association.

Mutual Exchange is now administrated via the Homeswapper website at:
<http://www.homeswapper.co.uk/>

The Council agrees to mutual exchanges in line with the Councils Allocation Policy.

- The tenant must receive written consent from the landlord before any exchange takes place.
- Any exchanges carried out without written permission may be made to move back.

The Council may withhold consent on the following grounds

1. There is a valid possession order with a date for the tenant to leave the

- property.
2. Possession proceedings have been started.
 3. The property is not of a suitable size (one extra bedroom is allowed).
 4. The property has been adapted or is specifically built for people with special needs.
 5. The property is within a sheltered scheme and the incoming tenant does not require the facilities.

Rent arrears or other breach of tenancy conditions are not grounds for refusal, but any breach must be rectified in advance of any exchange.

22. JOINT TENANCIES

Redditch Borough Council will consider offering existing tenants a joint tenancy to adult members of the household who have been living in the same home for a minimum of twelve months, prior to the application for a joint tenancy being made. Proof of residency and ID will be required (Appendix 2).

Redditch Borough Council will offer a joint tenancy to new tenants who have made a joint application unless:

- One prospective joint tenant is excluded from or is ineligible to join the Housing Register.

Where one of the joint tenants terminates the tenancy, the Housing Services Manager of Housing Options Manager may at their discretion, grant the remaining tenant a tenancy in their sole name. In making this decision, consideration will be given to property size and making the best use of the Councils housing stock.

23. DECANTS

Decants relate to tenants requiring a temporary move to allow major refurbishment to their current property.

Tenants will be offered temporary moves, at the discretion of the Housing Services or Housing Options Manager.

Properties identified as being suitable for decants will be offered outside of the Choice Based Lettings scheme but where possible Officers will make use of vacant Temporary Accommodation.

24. SOCIAL HOUSING TENANTS WISHING TO MOVE TO ALTERNATIVE AREAS

Homeswapper is a scheme which allows social housing tenants to move to alternative areas for example if:

- You are taking up employment which is too far away to commute.
- You need to live closer to relatives to receive or give support.
- There are other special reasons

The Council pays each year for a subscription to all its tenants to register at no cost to them. The scheme can be accessed via the internet at the following address:

<http://www.homeswapper.co.uk/>

If you are unable to access the internet or require assistance due to disability please contact your Tenancy Officer or the Housing Options Team for help.

25. SHELTERED ACCOMMODATION

Sheltered schemes with Home Support Officers visiting are suitable for mature people over the age of 60, (in the case of couples one partner needs to be 60 years or over), with no children living at home. Certain schemes will accept applicants over the age of 50; however, priority will be given to applicants over 60.

When a ground floor flat becomes vacant priority will be given to those tenants already living in the scheme on the first floor or above who require ground floor accommodation.

Council tenants wishing to move into sheltered accommodation will be offered assistance to help them with their move.

26. VERY SHELTERED SCHEMES

The Council has access to two very sheltered schemes, St David's House, Batchley and Terry Spring Court, Smallwood.

The allocation of these properties will be made in accordance with the Very Sheltered Scheme allocations policy. To be eligible for this type of accommodation applicants will need to satisfy the following conditions:

- Be eligible for inclusion on the Housing Register.
- Be aged 60. (a younger person may in exceptional circumstances be accepted by the Extra Care Operational Director, Social Services and the Council).
- Need help with personal care, such as washing dressing or getting in and out of bed, either now or in the future.
- Have housing needs because your home is unsuitable. This may be because there is lack of basic amenities, or you may find it difficult to move around your home, or your home makes your medical condition worse. There may be other reasons that your current home may be unsuitable for you.

27. SPECIAL NEEDS ACCOMMODATION

There are a number of properties which have adaptations and are suitable for applicants with special needs. All accessible properties will in the first instance be considered for direct matching to applicants in the Gold band. If there is no requirement for the property through direct matching, the property will be advertised through the Choice Based Lettings scheme. Priority for accessible accommodation will be given to those people those who have appropriate levels of need and this will be clearly stated in the adverts. Consideration of the suitability of the property will be agreed by the Housing Options Manager or Housing Services Manager.

Applicants currently living in homes which are adapted, and no longer need specialist accommodation will be placed in the Silver banding and receive 250 points, to facilitate a move to free up the accommodation.

28. LOCAL LETTINGS PLAN / SENSITIVE LETS

The Council believes that some locations and/or property types are more suited to particular residents. Temporary local lettings plans will be agreed by the Housing Services Manager or Head of Housing in consultation with local ward members to resolve Housing Management issues or to allow for the allocation of difficult to let properties. Any properties subject to a local lettings plan will be clearly explained in the Choice Based Letting advert.

Where a local lettings plan is in place the allocation will be made following an interview process of applicants to ensure the suitability of the applicant to the

property.

In certain circumstances the Council will be required to sensitively let a specific property for ongoing management reasons. These allocations will also be made following an interview process to ensure the suitability of the applicant.

29. STAFF/ELECTED MEMBER APPLICATIONS

Staff members, Elected Members, or relatives of either, will have their application approved by the Housing Options Manager or the Head of Housing, in accordance with the Councils equal opportunity policy.

Any offers of accommodation to members of staff or Elected Members will be agreed by the Chief Executive. In the absence of the Chief Executive this decision will be delegated to the Deputy Chief Executive & Executive Director for Leisure, Environment & Community Services In the absence of the Deputy Chief Executive & Executive Director for Leisure, Environment & Community Services this decision will be delegated to the Executive Director of Finance and Corporate Resources.

30. TIED OR SERVICE TENANTS

Tied or service tenants refer to local authority employees (a local schools employee) who occupy their home in order to do their job.

The applicant must be resident in their service tenancy in Redditch for at least six months.

On receiving notification of retirement the applicant will be given priority by placing into the gold banding.

Applicants not retiring but required to leave their service or tied tenancy will be placed onto the waiting list without priority and may approach the Council under homeless legislation.

31. FOSTER CHILDREN

Foster children are not automatically accepted on an application for housing as

fostering is often a short-term arrangement. Social Services can provide advice where they believe the family requires larger accommodation and if evidence shows that a family will be fostering a child on a long-term basis consideration will be given to the housing need of that young person and they may be allowed on the application.

32. DEBT TO THE COUNCIL OR HOUSING ASSOCIATIONS

Applicants can apply to go on the housing register if they owe monies to the Council or any Housing Association, however:

No offer of accommodation will be made until the total debt is clear. Debt can include:

- Rent arrears / Former Tenancy Arrears
- Over-allowed Housing Benefit
- Council Tax
- Court Costs
- Repair re-charge

In exceptional circumstances the Housing Services Manager or Head of Housing may agree to an allocation being made.

33. PROVIDING INFORMATION TO APPLICANTS

Section 166 of the Housing Act 1996, as amended, requires a housing authority to ensure advice and information is available free to everyone in its district about the right to apply for housing accommodation. Section 166 requires housing authorities to inform an applicant he has the right to certain general information, such as:

- Information that will enable him to assess how his application is likely to be treated under the scheme, and in particular, whether he is likely to fall within the reasonable preference categories; and
- Information about whether accommodation appropriate to his needs is likely to be made available and, if so, how long it is likely to be before such accommodation becomes available.

At the time an application for housing is made, the Council will provide full Housing Options information, which will enable the applicant to make an informed choice about the type of accommodation they are likely to be considered for and the likelihood of them being made an offer within a reasonable timescale.

Information regarding the allocations will be available on a weekly basis, and information on numbers of properties, numbers of voids and allocation targets will be updated quarterly.

Assistance will be provided by the Housing Options Team or One Stop Shops to help with the completion of housing register application.

A guide to Applying for Housing will be completed and reviewed annually for those who request it.

34. THE RIGHT TO INFORMATION ABOUT DECISIONS AND THE RIGHT TO REVIEW A DECISION

Applicants will be notified in writing of decisions taken on their application.

The notification will give clear grounds for the decision, which are based firmly on the relevant facts of the case. The applicant also has the right, on request, to be informed of any decision about the facts of the applicant's case which has been, or is likely to be, taken into account in considering whether to make an allocation to him. Under section 167 of the 1996 Act, an applicant has the right to request a review on certain decisions. This right will be made clear in such decision letters.

A request for a review must be made within 21 days of the applicant being informed in writing of the Council's decision. The review will be carried out by a senior officer who was not involved in the original decision.

The applicant will be invited to submit any new information they would like the reviewing officer to consider.

The following decisions have a right to request a review:

- To treat an applicant as ineligible due to immigration status or persons from abroad who have failed the habitual residence test;
- Not to accept an applicant on to housing register or give an applicant any preference because of unacceptable behavior serious enough to make him unsuitable to be a tenant;
- Not to give an applicant any preference because of the financial resources available to him;
- Not to make an allocation to an applicant, when it has been considered he would not be capable of independent living;
- As to the suitability of accommodation offered to an applicant in discharge of the Council's duty under the provisions of Part VII of the Housing Act 1996 (Housing the Homeless);
- The outcome of a request for living in exceptional circumstances or medical priority.

A person will be notified in writing of the outcome of a review, with details of the reasons for the decision.

35. Equalities Statement

This policy is intended to operate within the Council's commitment to equalities and diversity including:

- Equal treatment regardless of race, gender, age disability, sexual orientation, religion or belief, with reasonable adjustments where necessary in line with the Disability Discrimination Act.
- Working to eliminate *unlawful* discrimination
- ***Promoting equal opportunities.***
- Promoting community cohesion, ***including good relations between people from different racial groups.***
- Providing reasonable access to interpretation or support on request.
- Responding to the needs of all and working to engage all sections of the community.

This policy will be assessed as part of a rolling programme of reviews to ensure that it does not have a detrimental or disproportionate effect on any group.

Any concerns that the policy is operating in a way that could be construed as discriminatory should be passed to the responsible Manager and will be dealt with as part of the official Complaints Procedure, in line with the Council's Equality Schemes.

HOUSING ALLOCATIONS POLICY

March 2009

(updated 2012)



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REDDITCH BOROUGH COUNCIL ALLOCATION POLICY

1. INTRODUCTION

- 1.1 Redditch Borough Council is an area of high housing demand and need. Property prices and private sector rents are high, resulting in additional pressures on affordable housing. Allocations of Council owned property and nominations to Housing Associations will be made using the guidelines set out in this Policy.
- 1.2 The Allocations Policy aims to give clear criteria setting out who is eligible to apply for social rented housing in the Borough and how applicants' priority is assessed. The Policy is based upon the Council's statutory duties contained in the Housing Act 1996 (as amended by the Homelessness Act 2002), the accompanying Code of Guidance issued by the Secretary of State issued in November 2002 and Allocation of Accommodation: Choice Based Lettings - Code of Guidance for Local Housing Authorities published on 27 August 2008.

2. OBJECTIVES

- 2.1 Redditch Borough Council has set a number of objectives for its Allocations Policy in order to provide good quality, well managed social housing in Redditch. The policy is transparent and easy to understand, regular monitoring and reviewing will take place ensuring all targets are met and the best use is made of the available housing stock, and applicants are kept updated of all their Housing options.

- **Objective 1** Ensure that anyone in housing need has advice on access to affordable Housing, and that this advice is easily available to disadvantaged, vulnerable and ethnic groups.

The Housing Act 1996 Section 166 and 179 requires Local Authorities to provide housing advice and information about homelessness and the prevention of homelessness to people in their area. Staff in the Housing Options Team, One Stop Shop's and Housing Strategy Section of Redditch Borough Council will provide advice and information about housing issues relating to the Borough free of charge. This advice and information may cover issues relating to owner occupation, shared ownership, private sector tenancies, Housing Association tenancies and exchanges, as well as advice relating to eligibility for and priority on the Councils Housing Register. Staff will also seek to reduce under occupation in affordable rented housing, by encouraging tenants in this situation

to transfer to smaller accommodation. Where specialist advice is necessary, for example if there are complex legal or financial problems, customers will be referred to specialist agencies which can help them. Where appropriate, referrals will be made to agencies providing support for vulnerable people.

- **Objective 2** Make Social Housing available to those who cannot afford to purchase property of their own, or to rent privately.

The Allocations Policy sets out the framework by which the Council will house customers from the Register. The principles that are set out in this policy are guidelines and not absolute rules. The composite housing need of the customer must be undertaken when making a judgment on the level of housing need, and when letting a property. To assess the composite need, all relevant needs will be considered. To ensure that the Council lets homes to those most in need it will:

- Continue to develop a greater understanding of housing needs throughout the Borough.
 - Monitor the performance of its procedures.
 - Take customer feedback into account.
- **Objective 3** That there is equality of opportunity within the Allocations Policy and the allocations scheme is fair, consistent and accountable which reflects the values of the Council.

The Council will seek to ensure that there is equality of opportunity and fair treatment for all persons. The Council wishes to ensure that all sections of the community have equal access to services and that all services are delivered in a way that takes into account the specific needs of disadvantaged groups. The Council is committed to policies and action to ensure that the people it serves are not discriminated against on the basis of disability, race, colour, ethnic origin, religion, age, sexuality or gender. The Council will not discriminate on grounds of age, colour, disability, ethnic origin, gender, HIV status, marital status, social or economic status, nationality or national origins, race, religious beliefs, responsibility for dependants, sexuality or trade union membership. The Council will promote equality of access and opportunity for citizens who suffer from unfair treatment on any of these grounds or through multiple forms of discrimination. The Council has zero tolerance toward any racist incidents. A racist incident is any incident, which is perceived by the victim or by any other person as racist.

The Council will strive to make the Allocations process as transparent as possible and to reduce bureaucracy, wherever this can be done, within the confines of our legislative duties under the Housing Act, the Data Protection Act and the Human Rights Act. An applicant has the rights in s167 (4A) of the, Housing Act 1996, as amended, which, so far as are relevant to this policy, are:

The right to request general information to enable him/her to assess how the application is likely to be treated under this policy, and whether housing accommodation appropriate to his/her needs is likely to be made available to

him/her, and if so how long it is likely to be before such accommodation becomes available for allocation to him/her:

- The right to request the Council to inform him/her of any decision about the facts of his/her case which are likely to be, or has been, taken into account in considering whether to allocate housing accommodation to him/her;

The right to request a review of such decision, or a decision as to eligibility or suitability, and to be informed of the review decision and the reasons for it

- **Objective 4** Incorporate the Council's Housing Strategy, Private Sector Renewal Strategy, Sheltered Housing Strategy and Homelessness Strategy.

The Council's Housing Strategy is the Council's overarching Strategy which the other strategies mentioned above feed into. It maps out how we want to achieve first class housing in the borough and work to provide more affordable housing for those who need it. In order to achieve this, the Strategy has four priorities:

- 1) Meeting affordable housing needs
- 2) Tackling homelessness and providing housing options
- 3) Council housing
- 4) Improving conditions in the private sector

The Allocations Policy and its processes will link strongly with the Housing Strategy and the goals listed in its Action Plan.

- **Objective 5** To build and sustain diverse and balanced communities and promote social inclusion.

The Allocations Policy plays a key part in contributing to the aims identified in the Redditch Borough Council's Corporate Plan. The Allocations Policy will also emphasis the close links between creating and maintaining sustainable communities and the sustainable Community Strategy vision of 'Redditch to be successful and vibrant, with sustainable communities built on partnerships and shared responsibility. We want people to be proud that they live or work in Redditch'.

The Allocations Policy will work in parallel with the Homelessness Strategy and the Worcestershire Supporting People Strategy to ensure that appropriate support is given to customers so that they may continue to live independently. The Allocations Policy aims to ensure that, as a result of new lettings, communities are sustained. This will be achieved by ensuring that unsuitable customers are not housed or re-housed and extensive monitoring will be undertaken to ensure that this is achieved.

- **Objective 6** To work with other agencies and housing providers to make the best use of affordable housing to meet current and future needs.

Registered Social Landlords (RSL's) are providers of social rented housing in Redditch and represent an increasingly important resource in meeting the

borough's housing need. They are independent non-profit making organisations. There are over 20 different RSL's working in Redditch, providing a range of housing for a variety of client groups (general and special needs) through a variety of tenures (social rented or shared ownership). The Council is committed to working in partnership with registered social landlords who own or manage property in the borough and has nomination rights to a proportion of their accommodation, which becomes available for letting. Nominations to registered social landlords are made using the priorities as determined by the bandings. When considering a nomination from the local authority, RSL's are expected to accept the Council's prioritisation of housing need and re-housing standards.

- **Objective 7** To ensure customers are given an opportunity to make an informed choice about where to live.

At the time an application for housing is made, the Council will provide full Housing Options information, which will enable the applicant to make an informed choice about the type of accommodation they are likely to be considered for and the likelihood of them obtaining accommodation within a reasonable timescale. Information regarding the allocations will be available on a weekly basis, and Information on numbers of properties, numbers of voids and allocation targets will be updated quarterly.

- **Objective 8** To create a safer & cleaner environment; reduce crime, disorder, substance misuse and anti-social behaviour, and to address the causes and fear of crime.

3. EQUALITY AND DIVERSITY

The Council has clear policies and procedures which promote equal opportunity, diversity and respect for the needs of everyone in our community. This includes:

- Equal treatment of all regardless of race, gender, age, disability, sexual orientation, religion or belief, with reasonable adjustments where necessary in line with the Disability Discrimination Act.
- Working to eliminate unlawful discrimination.
- Promoting equal opportunities.
- Promoting community cohesion, including good relations between people from different ethnic groups.
- Providing reasonable access to interpretation or support on request.
- Responding to the needs of all and working to engage all sections of the community.

4. APPLICANTS FOR HOUSING

The Housing Act 1996 as amended by the Homelessness Act 2002 repeals Sections 161 to 165, which relate to housing registers. There is no longer a requirement for local housing authorities to keep a housing register. However, there is nothing to prevent a local housing authority maintaining a register, if it so wishes. It has therefore been decided that the Council will maintain a Housing Register and anyone who is over the age of sixteen, and who is eligible, may apply to go onto the register.

5. WHO IS EXCLUDED FROM JOINING THE REGISTER?

5.1 Section 166 (3) of the Housing Act 1996 as amended by the Homelessness Act 2002, states that local housing authorities need to consider all applications made in accordance with the authority's allocation scheme. However, an allocation of housing accommodation cannot be made to a person who is statutorily excluded or deemed to be ineligible as defined in Section 160A. Therefore, all persons who are eligible are entitled to join the housing register, with certain exceptions which include:

- Persons under 16 years of age;
- Persons subject to immigration control within the meaning of the Asylum and Immigration Act 1996 unless of a class prescribed by regulation;
- Persons from abroad, prescribed by regulations, who are not subject to immigration control, whose only right to reside in the UK, Channel Islands, Isle of Man or Irish Republic (Common Travel Area) derives from the Council Directives relating to employees and self-employed persons who have ceased their occupational activity, and persons whose right to reside in the UK is conditional on them not becoming an unreasonable burden on the social assistance system;
- All other persons from abroad who are not habitually resident in the Common Travel Area unless they come within one of the four exceptions which are as follows:-
 - (i) Worker under Council Regulation 1612/68 or 1251/70;
 - (ii) Qualified Accession State Worker;
 - (iii) Persons with a right to reside under the Immigration (European Economic Area) Regulations 2000;
 - (iv) Persons who left Montserrat after 1 November 1995 because of the effect of a volcanic eruption on that territory.
- Persons from abroad cannot be treated as habitually resident if he has no right to reside in one of those CTA countries.
- Persons not deemed to be eligible for an allocation of accommodation also include the following:

- A person who is in the UK illegally, or who has overstayed his/her leave.
- A8 nationals seeking work in the UK (other than those who are exempt from the Worker Registration Scheme).
- A visitor to this country including an overseas student, who has limited leave to remain or enter, granted on the basis he/she will have no recourse to public funds.
- A person who has a valid leave to enter or remain in the UK, which includes a condition that there shall be no recourse to public funds.
- A person who has a valid leave to enter or remain in the UK and who is not habitually resident in the Common Travel Area (CTA).
- A sponsored person who has been in this country less than five years and whose sponsor is still alive.
- A person who is a national of a non-EEA country that is a signatory to the European Convention on Social and Medical Assistance (ECSMA) and/or the Europe Social Charter (ESC) but has ratified neither.
- A person who is a national of a non-EEA country that has ratified the ECSMA and/or the ESC but is not lawfully present in the UK and/or is not habitually resident in the CTA.
- EEA Nationals who are not habitually resident in the Common Travel Area (and a person cannot be treated as habitually resident if they have no right to reside in the Common Travel Area). This group includes EEA nationals seeking work in the UK (other than A8 nationals who are subject to the Worker Registration Scheme) and students.
- EEA nationals whose sole right to reside in the UK derive from Council Directive 90/364/EEC. This will apply to EEA nationals who have the right to reside in the UK but conditional on them having sufficient resources so as to avoid becoming an unreasonable burden on the social assistance system.
- EEA nationals whose sole right to reside in the UK derive from Council Directive 90/365/EEC. This will apply to EEA nationals who have retired from employment or self-employment in an EEA state other than the UK, but this right is conditional on them having an adequate pension or other benefits so as to avoid being an unreasonable burden on the social assistance system.
- If you are applying jointly with someone who falls into any of the above categories.

5.2 Any applicant identified as falling under the Asylum and Immigration Act 1996 will be assessed in accordance with the Act. If an applicant wishes to appeal against the decision the Council may take independent advice to resolve the issue of eligibility.

5.3 The Head of Housing in consultation with the Council's Legal Department and Community Safety Department may determine that an applicant is to be treated as ineligible for an offer of housing accommodation and therefore will be excluded from the housing register if satisfied that:

- (a) the applicant, or a member of their household has been guilty of unacceptable behavior serious enough to make him unsuitable to be a tenant of the authority; and
- (b) in the circumstances at the time the application is considered, the applicant is unsuitable to be tenant of the authority by reason of that behavior.

- 5.4 The only behavior which may be regarded by Redditch Borough Council as unacceptable for this purpose is:
- (a) behavior of the person concerned which would (if they were a secure tenant of the authority) entitle the authority to a possession order under Section 84 of the Housing Act 1985 on any ground mentioned in Part 1 of Schedule 2 of that Act (other than ground 8); or
 - (b) behavior of a member of his household which would (if they were a person residing with a secure tenant of the authority) entitles the authority to such a possession order.
- Unacceptable behaviour includes behaviour such as: -
- Non payment of rent
 - Breaking or not performing an obligation of a tenancy
 - Conduct likely to cause a nuisance or annoyance to others
 - Domestic violence
 - Using a dwelling or allowing it to be used for immoral or illegal purposes
 - Committing a serious arrestable offence in or in the vicinity of a dwelling
 - Deliberate damage to home
 - Knowingly or recklessly giving false statements in relation to a housing application
 - Harassment
 - Racial Harassment
 - Where a person has a record of current or previous serious offending.
- 5.5 Applicants considered to be ineligible for an allocation and excluded from the register will be notified in writing, explaining the information considered and the reasons for the decision. The letter will also advise there is a right to review the decision.

6. REASONABLE PREFERENCE CATEGORIES

Section 167(2) Housing Act 1996 requires local housing authorities to give reasonable preference to the following categories of applicant:

- People who are homeless (within the meaning of part 7 of the 1996 act); this includes people who are intentionally homeless, and those who are not in priority need;
- People who are owed a duty by any housing authority under section 190 (2), 193 (2) or 195 (2) of the 1996 Act (or under section 65 (2) or 68 (2) of the (Housing Act 1985) or who are occupying accommodation secured by any housing authority under section 192 (3);
- People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
- People who need to move on medical or welfare grounds or grounds relating

to disability;

- People who need to move to a particular locality in the district of the local housing authority, where failure to meet that need would cause hardship to themselves or others.

7. APPLYING TO GO ON THE HOUSING REGISTER

- 7.1 Everyone who wishes to apply to go on the Housing register is required to complete an application form and may also be required to have an interview with a housing officer. This applies to new applicants seeking housing and existing tenants wishing to apply for a transfer.
- 7.2 The application must be accompanied by two proofs of residency, one of which must be within four weeks of the application date, and also one form of identification (see Appendix 2). The same information is required for any member of the household, over the age of 18, who is to be included on the application. The Council may ask for updated proof and identification to be provided at the point of housing allocation.

8. OWNER OCCUPIERS

Owner Occupiers will be accepted onto the Housing Register and placed in the bronze band. Owner Occupiers will only receive additional consideration should they be deemed to have reasonable preference under section 167(2) Housing Act 1996 and they have demonstrated that they have no financial means of helping themselves. In such instances they would be placed in the appropriate band for their circumstances

See Points – Owner Occupiers Page 14

9. . REDDITCH HOME CHOICE / CHOICE BASED LETTINGS

- 9.1 Allocations will be made in line with the Councils 'Choice Based Lettings' policy based on housing need and time waiting.
- 9.2 The Council will ensure that reasonable preference is given to the following categories of people, as set out in S167 (2) of the 1996 Act:
- a) People who are homeless (within the meaning of part 7 of the 1996 act); this includes people who are intentionally homeless, and those who are not in priority need;
 - b) People who are owed a duty by any housing authority under section 190 (2), 193 (2) or 195 (2) of the 1996 Act (or under section 65 (2) or 68 (2) of the (Housing Act 1985) or
 - c) who are occupying accommodation secured by any housing authority under section 192 (3);
 - d) People occupying unsanitary or overcrowding housing or otherwise living in unsatisfactory housing conditions;
 - e) People who need to move on medical or welfare grounds, including grounds relating to a disability; and
 - f) People who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or to others).
- 9.3 In order to do this the Councils Choice Based Lettings scheme will distinguish between four broad levels of priority:
- a) People with no entitlement to reasonable preference – BRONZE BAND.
 - b) People with entitlement to reasonable preference on single, non urgent basis – SILVER BAND.
 - c) People entitled to additional preference (being persons with urgent housing needs) – GOLD BAND
 - d) People entitled to reasonable preference on a cumulative basis – PRIORITY BAND.
- 9.4 The four core bandings have been decided by the categories below:
- Priority Band:**
- Applicants will only be placed into the Priority Band following agreement by the Head of Housing. This will only be agreed in cases where individuals are entitled to reasonable preference on more than one of the grounds in Section 167(2) and the cumulative effect of their needs is such that the Head of Housing considers that they should be given preference.
- This band will also be used for those cases which are particularly sensitive and warrant the Council giving reasonable preference to the applicant, in view of

their circumstances.

Priority within the Priority band will be determined by the date of the application. Allocations to the priority band will be made to applicants who have expressed an interest in a property, in date order from the time their application was registered.

If two applicants have the same registration date, the allocation will be made to the applicant who expressed an interest first.

Residency points are the only points that can be carried into the Priority band.

Gold:

This band will include all applicants who have been assessed as

a) Unintentionally homeless and in priority need

or

b) having a 'Medical priority' or 'Social priority' but are not considered to have deliberately worsened their housing circumstances by moving to unsuitable accommodation.

See 'Medical Need' and 'Social need'

Priority within the gold band will be determined by the date of the application. Allocations to the gold band will be made to applicants in date order from the time their application was registered.

If two applicants have the same registration date, the allocation will be made to the applicant considered to be most suitable for the property.

Medical cases will be agreed based on the suitability of the accommodation for each household and/or time waiting.

Residency points are the only points that can be carried into the Gold band.

Silver:

This band includes applicants with a single non urgent need (see 9.3b). It also includes applicants assessed as having an urgent Medical or Social need but who have deliberately worsened their housing circumstances to improve their chances of obtaining social housing. Allocations will be made to applicants who have expressed an interest in a property and in order of highest points, followed by the earliest application date. Should two applicants have the same number of points, and the same application date, the allocation will be made to the applicant who expressed an interest first.

Bronze:

This band will include all applicants who are deemed to be adequately housed

and as such have no entitlement to reasonable preference e.g. Owner occupiers.

- 9.3 As a starting point 60% of properties will be awarded to the Priority and Gold banding and 40% to Silver and Bronze. The Head of Housing and Community Services will at their discretion vary the percentage of properties given to each banding depending on the number of applicants in each band on the housing register.
- 9.4 The Director of Housing, Leisure and Customer Services and Head of Housing and Community Services will formerly review the percentage target on a quarterly basis to ensure that the best use is being made of the housing stock, and that government guidelines for using temporary accommodation for Homeless cases are being met.

10. THE BANDING SCHEME

- 10.1 Housing need will be used to determine the banding of each applicant.
- 10.2 Allocations within the bandings will be made to the applicant who has expressed an interest in a property and who:
- a) Has the highest band
 - b) Has the highest number of points
 - c) Has the earliest application date
 - d) Who satisfies the requirements of the Councils eligibility for housing
- 10.3 The Council determines priority for housing by a points system based on the housing need of the applicant and the time waiting:
- The housing register is made up of:
- Homeless Cases
 - Applicants
 - Transfers
- 10.4 The scheme is designed to be easy to understand, to give priority to those in most housing need and to be open and accountable.

Scheme Summary	
• Cases with Exceptional Circumstances	Priority Band
• Agreed Homeless Cases	Gold Band
• Social Priority-Discretionary	Gold Band
• Medical Priority-Discretionary	Gold Band
• Residency (12 months) or parents	30 Points
• Bedroom deficiency/per room	50 Points
• Children in flat points	15 Points
• Studio Flats	5 Points
• Property is Under Occupied / Per room	50 Points
• Leaving Special needs property	250 Points

11. POINTS EXPLANATION

Homeless Priority

All applicants which the Council has accepted a duty to house under homelessness legislation will be placed in the gold band and allocations will be made based on the earliest application date.

Social Priority

This will be assessed by the Housing Services Manager and the Housing Options Manager. Social priority will only be granted in exceptional circumstances. For example:

- To provide support to a family member where no alternative support is available. Supporting documentation must be provided.

Medical Priority

Medical priority will only be granted where the current property has a direct adverse affect on the health of the applicant or a member of their family, and when it is unreasonable or uneconomical to adapt the current property. Medical priority will be assessed by the Housing Services Manager and the

Housing Options Manager in conjunction with the Councils medical advisors and Occupational Therapist. Examples are:

- Severe mobility problems requiring ground floor accommodation
- Health problems which need specialist equipment.

Residency Points

Applicants who have lived in Redditch for the past 12 months or who have parents currently living in Redditch. Residency points will be awarded to applicants leaving the armed forces who would have qualified for them prior to commencing their service. These are the only points that are applicable to the Priority or Gold Band.

Bedroom Deficiency

50 points will be awarded to each member of the household, requiring their own room. These points will be awarded to children regardless of age or sex; however they do not reflect the size of the property to be offered. These points are not applicable to individuals in the Gold or Priority Band and are not awarded to households that are considered to have deliberately worsened their circumstances by moving into smaller or unsuitable accommodation

Children in Flats

These are awarded if there are any children under the age of 10 living in a flat. These points are not applicable to applicants in the Gold or Priority Band.

Leaving Special Needs Property

Points will be awarded to applicants living in properties with the following:

- a) A vertical lift moving between Floors
 - b) Properties where building adaptations have been made totalling over £1,000
- and
- c) The property would be suitable for occupation by another individual or family with a Special Need

These points are not applicable to applicants in the Gold or Priority Band.

Studio Flats

Applicants who have lived in a studio flat for at least twelve months will receive 5 points to help facilitate them moving on if applying for a transfer.

Under Occupancy Points:

Under Occupancy Points will be awarded to all applicants regardless of tenure provided that it can be demonstrated that prioritising the applicant for smaller housing would free up housing stock which is both suitable and accessible for

other applicants solely on the Redditch Borough Council Waiting List.

Points awarded for under occupancy of rooms would be awarded in line with the existing Landlords occupancy policy. In cases where no occupancy policy exists, points will be awarded in line with the Redditch Borough Council occupancy policy.

In cases where an under-occupied property is required for a family in Urgent Housing Need then the Head of Housing and Community Services or the Director of Housing, Leisure and Customer Services has the authority to place the household that are under-occupied into the gold band to allow the property to be freed up for the family in Urgent Housing Need as quickly as possible.

Property Size

The size of the property that an applicant may express an interest in is in line with the property size matrix (Appendix 1). The Council will only allocate accommodation to households where they have demonstrated that it is affordable to them (based on their income either through employment or benefit entitlement).

Applicants with one child under the age of 2 will only be considered for one bedroom accommodation.

Property Type

All accessible properties (i.e. housing which has been designed or adapted to meet the needs of disabled people) will be advertised through the Redditch Home Choice scheme. Priority for accessible accommodation will be given to those people those who have appropriate levels of need and this will be clearly stated in the adverts.

12. CHANGE OF CIRCUMSTANCES

- 12.1 Under Section 171 of the Housing Act 1996, it is a criminal offence for applicants to knowingly give false information or to withhold information relevant to their application. A fine of up to £5,000 may be imposed by the courts if the applicant is found guilty. An offence may be committed if an applicant knowingly gives false information, or knowingly withholds information which Housing Services has reasonably requested on the housing application form. An offence is also committed if the applicant allows a third party to provide false information on their behalf or at their instigation.
- 12.2 Changes of circumstances should be notified to the Housing Options Team as soon as possible, using the Change of Circumstances Form. The form should be fully completed and be used for the following:

- Any confirmed pregnancy
- Any member of the family or any other person on the application who has left the accommodation
- Any changes of name
- Any additions to the family-(Proof of residence and ID will be required)
- Any change in income or savings
- Changes in status of accommodation (e.g. Notice to Quit)

12.3 If an applicant has changed address a new application form should be completed. Providing that there is no break in the timescale, the date of application will be taken from the first application that was accepted by the Council; however, the housing need points may be adjusted accordingly.

12.4 In cases where there is a change in an applicant's medical situation, the Council should be notified.

12.5 Where a register entry is amended following receipt of a completed change of circumstances form, the Council will notify the person concerned in writing. Before removing a person from the register, the Council will give him/her notice of this action. Where an applicant is removed from the housing register other than at his/her request, the Council will inform them in writing of its decision, the reason for it and the right to request a review.

12.6 If evidence is obtained that an applicant has gained a tenancy through providing false information or withholding relevant information, the Council will take possession proceedings against the tenant.

13. REMOVAL/AMENDMENT TO ENTRY ON REGISTER

13.1 Redditch Borough Council reserves the right to remove an applicant from the Housing Register if there is evidence that the applicant or a person acting on the applicant's request, has given false information or withheld information relevant to their application. The Council will remove a person's application if he/she requests it (provided they are not owed a duty as homeless) or is no longer deemed to be eligible. The Council may also remove a person from its register in other appropriate circumstances as it sees fit. This will include:

- Failure to renew application when requested by Redditch Borough Council.
- Any applicant seeking to obtain accommodation by making false or misleading statements, or by withholding information that has been reasonably requested, or by failing to inform the Council of any material change of circumstances, is liable to have their application cancelled. It is also an offence under section 171 of the Housing Act 1996 to take any such

action. A person guilty of an offence under this section is liable on summary conviction to a fine.

14. HARASSMENT

- 14.1 Redditch Borough Council defines harassment/Anti-Social behaviour as: 'Any behaviour by an individual or a group which makes another person or group feel harassed, alarmed, threatened or distressed. It includes a variety of behaviour that can blight the quality of community life and is based on individual perception. Anti-social behaviour may constitute a nuisance and annoyance, harassment or criminal activity'.
- 14.2 The Council will follow its Anti-Social Behaviour procedure in responding to requests for assistance if experiencing threats of, or actual violence, intimidation, nuisance, harassment, racial harassment or other forms of antisocial behavior.
- 14.3 Wherever possible appropriate remedies will be taken to resolve the situation. Redditch Borough Council will always attempt to deal with the perpetrator, rather than move the victim. Staff in Housing Services will liaise with appropriate agencies and advise applicants, to achieve this. Officers must be satisfied that the applicant has not caused or contributed to the situation where a dispute has escalated. Evidence will usually be required from the applicant and/or independent agencies to support allegations of antisocial behavior. If an applicant reports repeated experiences of threats, intimidation, nuisance, harassment or other forms of antisocial behavior during their housing history, Officers must consider whether the applicant has provoked this behavior, or whether they are unusually sensitive to or liable to misinterpret others' behavior. In these circumstances a move is unlikely to resolve the issues. Housing Officers will liaise with the Community Safety Officer, Police, Probation, victim support and other agencies to ensure that housing policies and procedures support community safety. Redditch Borough Council prefers to resolve problems relating to threats, harassment, antisocial behavior and other forms of nuisance by co-operative and partnership working.

15. HOMELESSNESS

- 15.1 Once it has been established that all options to prevent your homelessness have been exhausted and the Council has accepted a full duty to you as homeless under the terms of the Housing Act 1996 (as amended) your application will be placed on the Housing register, ***in the gold band.***

16. YOUNG PERSONS AND RE-HOUSING

- 16.1 The term “young person” refers to a person who is aged between 16 to 18 years old.
- 16.2 Applicants under 18 years of age but over 16 years and single will be registered onto the Housing Register. The application will be deferred until the applicant reaches 18 years of age. The application will attract ‘time waiting points’ only. If the circumstances change and the applicant becomes homeless, Redditch Borough Council will assess the applicant under homelessness legislation to consider whether the authority has a duty to secure accommodation for the applicant. If the Council accepts it has a duty towards the applicant it will consider them for housing in line with the Council’s ‘Homelessness Protocol for Young 16 and 17 years olds’.
- 16.3 If the applicant is under 16 years old the Council will liaise with Worcestershire County Council Social Services, on your behalf for help and assistance.

17. SHARED-OWNERSHIP, HOMEBUY AND INTERIM-OWNERSHIP SCHEMES

- 17.1 Qualification for shared-ownership, ‘Homebuy’ and Interim-Ownership Schemes and any other affordable housing scheme will be in accordance with the guidelines of the Homes and Communities Agency.
- To qualify:
- 1 Applicants must be ‘first-time’ buyers
 - 2 Must have a Social Housing need, i.e.: would not be able to purchase a property without financial assistance
 - 3 Be registered on the Councils housing register
 - Be eligible under the Allocations Policy of the RSL involved

18. HOUSING ASSOCIATION PROPERTIES

- 18.1 There are various Housing Associations with properties within the Redditch area. A full list is on the Redditch Home Choice website:
- <http://www.redditchhomechoice.org.uk/Data/ASPPages/1/31.aspx>
Housing

Allocations for Housing Association properties may be made from the Councils Housing Register.

Applicants must indicate their willingness to accept Housing Association Homes on their application form. Housing Association properties will be allocated through the Choice Based Letting scheme; however, applicants may also need to satisfy the requirements of the policy of the individual Housing Association.

- 18.2 Applicants must indicate that they wish to be considered for a Housing Association property on their application form.

19. CO-OPERATIVES HOMES SCHEME

- 19.1 Co-Operative Housing is a form of housing that requires the involvement of the tenants in the management of their own homes. You must first register on the Council's Housing Register in respect of your housing need and must also satisfy the Co-operative Homes requirement on their suitability for living in a co-operative environment.

Consideration will be given to any one in housing need, on a low income and capable of living independently in his or her own home or with support if required.

20 TOLERATED TRESPASS

The term "tolerated trespasser" is applied to a person who was a tenant but whose tenancy has come to an end following a Court Order for possession but who remains in occupation in circumstances tolerated by the former landlord.

The allocations policy will be operated in line with best practice and in accordance with any decision on Council policy in respect of Tolerated Trespassers.

21. MUTUAL EXCHANGE

- 20.1 A mutual exchange is where two or more Council or Social Registered Landlord tenants swap their homes. It does not involve any property becoming empty. As the housing register becomes longer a mutual exchange is often the quickest way of moving.
- 20.2 Secure tenants of Redditch Borough Council have the right to exchange their property with other secure tenants of any other Council or Housing Association.
- 20.3 Mutual Exchange is now administrated via the Homeswapper website at: <http://www.homeswapper.co.uk/>.
- 20.4 The Council agrees to mutual exchanges in line with the Councils Allocation Policy.
- The tenant must receive written consent from the landlord before any exchange takes place.
 - Any exchanges carried out without written permission may be made to move back.
- 20.5 The Council may withhold consent on the following grounds
1. There is a valid possession order with a date for the tenant to leave the property.
 2. Notice of seeking possession has been issued and is still in force or repossession proceedings have been started.
 3. The property is not of a suitable size (one extra bedroom is allowed).
 4. The property has been adapted or is specifically built for people with special needs.
 5. The property is within a sheltered scheme and the incoming tenant does not require the facilities.
- 20.6 Rent arrears or other breach of tenancy conditions are not grounds for refusal, but any breach must be rectified in advance of any exchange.

22. JOINT TENANCIES

- 21.1 Redditch Borough Council will consider offering existing tenants a joint tenancy to adult members of the household who have been living in the same home for a minimum of twelve months, prior to the application for a joint tenancy being made. Proof of residency and ID will be required (Appendix 2).
- 21.2. Redditch Borough Council will offer a joint tenancy to new tenants who have made a joint application unless:
- One prospective joint tenant is excluded from or is ineligible to join the Housing Register.
- 21.4 Where one of the joint tenants terminates the tenancy, the Housing Services Manager of Housing Options Manager may at their discretion, grant the remaining tenant a tenancy in their sole name. In making this decision, consideration will be given to property size and making the best use of the Councils housing stock.

23. DECANTS

- 22.1 Decants relate to tenants requiring a temporary move to allow major refurbishment to their current property.
- 22.2 Tenants will be offered temporary moves, at the discretion of the Housing Services or Housing Options Manager.
- 22.3 Properties identified as being suitable for decants will be offered outside of the Choice Based Lettings scheme but where possible Officers will make use of vacant Temporary Accommodation.

23. SOCIAL HOUSING TENANTS WISHING TO MOVE TO ALTERNATIVE AREAS

Homeswapper is a scheme which allows social housing tenants to move to alternative areas for example if:

- You are taking up employment which is too far away to commute.
- You need to live closer to relatives to receive or give support.
- There are other special reasons

The Council pays each year for a subscription to all its tenants to register at no cost to them. The scheme can be accessed via the internet at the following address:

<http://www.homeswapper.co.uk/>

If you are unable to access the internet or require assistance due to disability please contact your Tenancy Officer or the Housing Options Team for help.

24. SHELTERED ACCOMMODATION

- 24.1 Sheltered schemes with community wardens visiting on a daily basis are suitable for mature people over the age of 60, (in the case of couples one partner needs to be 60 years or over), with no children living at home. Certain schemes will accept applicants over the age of 50; however, priority will be given to applicants over 60. Applicants requesting this type of housing will have an appointment arranged for the applicant to visit one of the Sheltered Schemes. This will give the Community Warden an opportunity to explain the support provided and gives customers an opportunity to experience the scheme before moving in.
- 24.2 When a ground floor flat becomes vacant priority will be given to those tenants already living in the scheme on the first floor or above who require ground floor accommodation.
- 24.3 Council tenants wishing to move into sheltered accommodation will be offered assistance to help them with their move.

25. VERY SHELTERED SCHEMES

- 25.1 The Council has access to two very sheltered schemes, St David's House, Batchley and Terry Spring Court, Smallwood.
- 25.2 The allocation of these properties will be made in accordance with the Very Sheltered Scheme allocations policy. To be eligible for this type of accommodation applicants will need to satisfy the following conditions:
- Be eligible for inclusion on the Housing Register.
 - Be aged 60. (a younger person may in exceptional circumstances be accepted by the Extra Care Operational Director, Social Services and the Council).
 - Need help with personal care, such as washing dressing or getting in and out of bed, either now or in the future.
 - Have housing needs because your home is unsuitable. This may be because there is lack of basic amenities, or you may find it difficult to move around your home, or your home makes your medical condition worse. There may be other reasons that your current home may be unsuitable for you.

26. SPECIAL NEEDS ACCOMMODATION

- 26.1 There are a number of properties which have adaptations and are suitable for applicants with special needs. All accessible properties (i.e. housing which has been designed or adapted to meet the needs of disabled people) will be advertised through the Choice Based Lettings scheme. Priority for accessible accommodation will be given to those people those who have appropriate levels of need and this will be clearly stated in the adverts. Consideration of the suitability of the property will be agreed by the Housing Options Manager Housing Services Manager.
- 26.2 Applicants currently living in homes which are adapted, and no longer need specialist accommodation will be placed in the Silver banding and receive 250 points, to facilitate a move to free up the accommodation.

27. LOCAL LETTINGS PLAN

- 27.1 The Council believes that some locations and/or property types are more suited to particular residents. Temporary local lettings plans will be agreed by the Head of Housing in consultation with local ward members to resolve Housing Management issues or to allow for the allocation of difficult to let properties. Any properties subject to a local lettings plan will be clearly explained in the Choice Based Letting advert.

28. FORCES

- 28.1 Applications from serving members of Her Majesties Forces will be considered on an individual basis by the Head of Housing or the Housing Options Manager. Priority will be given to those considered to be in urgent housing need or with severe medical conditions. Applicants that would have qualified for residency points prior to joining the armed forces will be given these points to ensure that they are not disadvantaged by leaving the area whilst undertaking their professional duties.

29. STAFF/ELECTED MEMBER APPLICATIONS

- 29.1 Staff members, Elected Members, or relatives of either, will have their application approved by the Housing Services Manager or the Head of Housing and Community Services, in accordance with the Councils equal opportunity policy.
- 29.2 Any offers of accommodation to members of staff or Elected Members will be agreed by the Director of Housing, Leisure and Customer Services prior to the offer being made.

30. TIED OR SERVICE TENANTS

- 30.1 Tied or service tenants refer to local authority employees (a local schools employee) who occupy their home in order to do their job.
- 30.2 The applicant must be resident in their service tenancy in Redditch for at least six months.
- 30.3 On receiving notification of retirement the applicant will be given priority by placing into the gold banding.
- 30.4 Applicants not retiring but required to leave their service or tied tenancy will be placed onto the waiting list without priority and may approach the Council under homeless legislation.

31. FOSTER CHILDREN

- 31.1 Foster children are not automatically accepted on an application for housing as fostering is often a short-term arrangement. Social Services can provide advice where they believe the family requires larger accommodation and if evidence shows that a family will be fostering a child on a long-term basis consideration will be given to the housing need of that young person and they may be allowed on the application.

32. DEBT TO THE COUNCIL OR HOUSING ASSOCIATIONS

- 32.1 Applicants can apply to go on the housing register if they owe monies to the Council or any Housing Association, however:
- 32.2 No offer of accommodation will be made until the total debt is clear. Debt can include:
- Rent arrears / Former Tenancy Arrears
 - Over-allowed Housing Benefit
 - Council Tax
 - Court Costs
 - Repair re-charge
 -
- 32.3 In exceptional circumstances the Head of Housing may agree to an allocation being made.

33. PROVIDING INFORMATION TO APPLICANTS

- 33.1 Section 166 of the Housing Act 1996, as amended by the Homelessness Act 2002, requires a housing authority to ensure advice and information is available free to everyone in its district about the right to apply for housing accommodation. Section 166 requires housing authorities to inform an applicant he has the right to certain general information, such as:
- Information that will enable him to assess how his application is likely to be treated under the scheme, and in particular, whether he is likely to fall within the reasonable preference categories; and
 - Information about whether accommodation appropriate to his needs is likely to be made available and, if so, how long it is likely to be before such accommodation becomes available.
- 33.2 At the time an application for housing is made, the Council will provide full Housing Option information, which will enable the applicant to make an informed choice about the type of accommodation they are likely to be considered for and the likelihood of them being made an offer within a reasonable timescale.
- 33.3 Information regarding the allocations will be available on a weekly basis, and Information on numbers of properties, numbers of voids and allocation targets will be updated quarterly.
- 33.4 Assistance will be provided by the Housing Options Team or One Stop Shops to help with the completion of housing register application.

33.5 A guide to Applying for Housing will be completed and reviewed annually for those who request it.

34. THE RIGHT TO INFORMATION ABOUT DECISIONS AND THE RIGHT TO REVIEW A DECISION

34.1 Applicants will be notified in writing of decisions taken on their application.

34.2 The notification will give clear grounds for the decision, which are based firmly on the relevant facts of the case. The applicant also has the right, on request, to be informed of any decision about the facts of the applicant's case which has been, or is likely to be, taken into account in considering whether to make an allocation to him. Under section 167 of the 1996 Act, an applicant has the right to request a review on certain decisions. This right will be made clear in such decision letters.

34.3 A request for a review must be made within 21 days of the applicant being informed in writing of the Council's decision. The review will be carried out by a senior officer who was not involved in the original decision.

34.4 The applicant will be invited to submit any new information they would like the reviewing officer to consider.

34.5 The following decisions have a right to request a review:

- To treat an applicant as ineligible due to immigration status or persons from abroad who have failed the habitual residence test;
- Not to accept an applicant on to housing register or give an applicant any preference because of unacceptable behavior serious enough to make him unsuitable to be a tenant;
- Not to give an applicant any preference because of the financial resources available to him;
- Not to make an allocation to an applicant, when it has been considered he would not be capable of independent living;
- As to the suitability of accommodation offered to an applicant in discharge of the Council's duty under the provisions of Part VII of the Housing Act 1996 (Housing the Homeless);
- The outcome of a request for social or medical priority.

34.6 A person will be notified in writing of the outcome of a review, with details of the reasons for the decision.

34.7 The applicant may request a second stage appeal held by elected members. This request is to be put in writing to the Head of Housing and Community Services within 21 days of the review decision being made.

35. Monitoring

Allocations will usually be made in accordance to the following targets:

60% of properties will be awarded to Priority and Gold banding and 40% to Silver and Bronze Banding.

The Head of Housing may vary the percentage of properties given to each banding depending on the number of applicants in each band.

These targets will be formally reviewed by the Housing Options Manager and reported to the Head of Housing quarterly to ensure that the best use is being made of the housing stock and that government guidelines for using temporary accommodation for Homeless cases are being met.

36. Equalities Statement

This policy is intended to operate within the Council's commitment to equalities and diversity including:

- Equal treatment regardless of race, gender, age disability, sexual orientation, religion or belief, with reasonable adjustments where necessary in line with the Disability Discrimination Act.
- Working to eliminate *unlawful* discrimination
- ***Promoting equal opportunities.***
- Promoting community cohesion, ***including good relations between people from different racial groups.***
- Providing reasonable access to interpretation or support on request.
- Responding to the needs of all and working to engage all sections of the community.

This policy will be assessed as part of a rolling programme of reviews to ensure that it does not have a detrimental or disproportionate effect on any group.

Any concerns that the policy is operating in a way that could be construed as discriminatory should be passed to the responsible Manager and will be dealt with as part of the official Complaints Procedure, in line with the Council's Equality Schemes.

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REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

11th July 2017

ANTI-FRAUD AND CORRUPTION POLICY

Relevant Portfolio Holder	Councillor John Fisher
Relevant Head of Service	Jayne Pickering, Executive Director Finance and Corporate Resources
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To present to Executive the updated Anti-Fraud and Corruption Policy for the Council.

2. RECOMMENDATIONS

- 2.1 **The Executive Committee is asked to RECOMMEND that the Anti-Fraud and Corruption Policy be approved.**

3. KEY ISSUE

- 3.1 Redditch Borough Council, like every Local Authority, has a duty to ensure that it safeguards the public money that they are responsible for. This policy provides a robust framework to ensure there are processes in place to identify and prevent fraud and corruption across the Council.
- 3.2 The Council expects the highest standards of conduct and integrity from all that have dealings with it including staff, members, contractors, volunteers and the public. It is committed to the elimination of fraud and corruption and to ensuring that all activities are conducted ethically, honestly and to the highest possible standard of openness and accountability so as to protect public safety and public money.

Legal Implications

- 3.3 This policy has been created with due regard to the CIPFA better Governance Forum's Red Book 2 'Managing the Risk of Fraud', the CIPFA 2014 Code of practice on managing the risk of fraud and corruption and the TEICCAFF Publication 'Protecting the English Public Purse'.

Service/Operational Implications

- 3.4 The identification and prevention of fraud and corruption will ensure that all services are provided within a secure and legal environment.

Customer / Equalities and Diversity Implications

- 3.5 Identification and prevention of fraud and corruption will ensure that customers have access to secure and effective services.

REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**11th July 2017

4. RISK MANAGEMENT

- 4.1 Prevention of fraud and corruption provides mitigation against potential issues that may occur in financial and operational terms

5. APPENDICES

Appendix 1 – Corporate Anti-Fraud and Corruption Policy

AUTHORS OF REPORT

Name: Jayne Pickering – Executive Director Finance and Resources
Email: j.pickering@bromsgroveandredditch.gov.uk
Tel: (01527) 881400

Anti-Fraud and Corruption Policy



REDDITCH BOROUGH COUNCIL

1.0 INTRODUCTION

Redditch Borough Council, like every Local Authority, has a duty to ensure that it safeguards the public money that they are responsible for.

The Council expects the highest standards of conduct and integrity from all that have dealings with it including staff, members, contractors, volunteers and the public. It is committed to the elimination of fraud and corruption and to ensuring that all activities are conducted ethically, honestly and to the highest possible standard of openness and accountability so as to protect public safety and public money.

All suspicions or concerns of fraudulent or corrupt practise will be investigated. There will be no distinction made in investigation and action between cases that generate financial benefits and those that do not. Any investigations will not compromise the Council's commitment to Equal Opportunities or the requirements of the Human Rights Act or any other relevant statutory provision.

This policy has been created with due regard to the CIPFA better Governance Forum's Red Book 2 'Managing the Risk of Fraud', the CIPFA 2014 Code of practice on managing the risk of fraud and corruption and the TEICCAFF Publication 'Protecting the English Public Purse'.

2.0 OVERVIEW

This policy provides an overview of the measures designed to combat any attempted fraudulent or corrupt act. For ease of understanding it is separated into four areas as below:-

- Culture
- Responsibilities & Prevention
- Detection and Investigation
- Awareness & Monitoring

Fraud and corruption are defined as:-

Fraud

'Wrongful or criminal deception intended to result in financial or personal gain'

Corruption

"The offering, giving, soliciting or acceptance of an inducement or reward which may influence the action of any person"

Bribery

The Council also abides by the Bribery Act 2010 which covers, amongst other things, the offences of bribing another person, of allowing to be bribed and organisational responsibility. Such offences include:

- The offer, promise or giving of financial or other advantage to another person in return for the person improperly performing a relevant function or activity
- Requesting, agreeing to receive or accepting a financial or other advantage intending that, in consequence a relevant function or activity should be performed improperly.
- Commercial organisation responsibility for a person, associated with the organisation, bribing another person for the purpose of obtaining or retaining business for the organisation

In addition, this policy also covers “the failure to disclose an interest in order to gain financial or other pecuniary benefit.”

3.0 CULTURE

The prevention/detection of fraud/corruption and the protection of public money are responsibilities of everyone, both internal and external to the organisation. The Council’s elected members and employees play an important role in creating and maintaining this culture. They are positively encouraged to raise concerns regarding fraud and corruption, immaterial of seniority, rank or status, in the knowledge that such concerns will, wherever possible, be treated in confidence. The public also has a role to play in this process and should inform the Council if they feel that fraud/corruption may have occurred.

Concerns must be raised when members, employees or the public reasonably believe that one or more of the following has occurred, is in the process of occurring or is likely to occur:

- A criminal offence
- A failure to comply with a statutory or legal obligation
- Improper or unauthorised use of public or other official funds
- A miscarriage of justice
- Maladministration, misconduct or malpractice
- Endangering an individual’s health and/or safety
- Damage to the environment
- Deliberate concealment of any of the above

The Council will ensure that any allegations received in any way, including by anonymous letter or telephone call, will be taken seriously and investigated in an appropriate manner. The Council has a whistle blowing policy that sets out the approach to these types of allegation in more detail. The Council will deal firmly with those who defraud the Council or who are corrupt, or where there has been financial malpractice. There is, of course, a need to ensure that any investigation process is not misused and, therefore, any abuse (such as employees/members raising malicious allegations) may be dealt with as a disciplinary matter (employees) or through Group procedures (members).

When fraud or corruption has occurred due to a breakdown in the Council’s systems or procedures, Directors / Heads of Service will ensure that appropriate improvements in systems of control are implemented in order to prevent a re-occurrence.

4.0 RESPONSIBILITIES & PREVENTION

4.1 Responsibilities of Elected Members

As elected representatives, all members of the Council have a duty to protect the Council and public money from any acts of fraud and corruption. This is done through existing practice,

compliance with the National and Local Code of Conduct for Members, the Council's Constitution including Financial Regulations and Standing Orders and relevant legislation. Conduct and ethical matters are specifically brought to the attention of members during induction and include the declaration and registration of interests. Officers advise members of new legislative or procedural requirements.

4.2 Responsibilities of the Monitoring Officer (*Head of Legal, Equality & Democratic Services*)

The Monitoring Officer is responsible for ensuring that all decisions made by the Council are within the law. The Monitoring Officer's key role is to promote and maintain high standards of conduct throughout the Council by developing, enforcing and reporting appropriate governance arrangements including codes of conduct and other standards policies.

4.3 Responsibilities of the Section 151 Officer (*Director of Finance & Corporate Resources*)

The Director of Finance has been designated with the statutory responsibilities of the Finance Director as defined by s151 of the Local Government Act 1972. These responsibilities outline that every local authority in England & Wales should: "make arrangements for the proper administration of their financial affairs and shall secure that one of their officers has the responsibility or the administration of those affairs"

'Proper administration' encompasses all aspects of local authority financial management including:

- Compliance with the statutory requirements for accounting and internal audit;
- Managing the financial affairs of the Council
- The proper exercise of a wide range of delegated powers both formal and informal;
- The recognition of the fiduciary responsibility owed to local tax payers.

Under these statutory responsibilities the Section 151 Officer contributes to the anti-fraud and corruption framework of the Council.

4.4 Responsibilities of the Senior Management Team

Managers at all levels are responsible for the communication and implementation of this policy. They are also responsible for ensuring that their employees are aware of the Council's personnel policies and procedures, the Council's Financial Regulations and Standing Orders and that the requirements of each are being met. Managers are expected to create an environment in which their staff feel able to approach them with any concerns they may have about suspected irregularities. Special arrangements may be applied from time to time for example where employees are responsible for cash handling or are in charge of financial systems and systems that generate payments, for example payroll or the Revenues & Benefits computer system. These procedures will be supported by relevant training.

The Council recognises that a key preventative measure in dealing with fraud and corruption is for managers to take effective steps at the recruitment stage to establish, as far as possible, the honesty and integrity of potential employees, whether for permanent, temporary or casual posts and agency staff. The Council's formal recruitment procedure contains appropriate safeguards in the form of written references, the verification of qualifications held and employment history. Disclosure and Barring Service (DBS) checks are undertaken for employees working with or who may have contact with children or vulnerable adults.

4.5 Responsibilities of Employees

Each employee is governed in their work by the Council's Standing Orders and Financial Regulations, and other policies on conduct and IT usage. Included in the Council policies are guidelines on Gifts and Hospitality, and codes of conduct associated with professional and personal conduct and conflict of interest. These are issued to all employees when they join the

Council. In addition, employees are responsible for ensuring that they follow any instructions given to them, particularly in relation to the safekeeping of the assets of the Council. Employees are expected always to be aware of the possibility that fraud, corruption and theft may exist in the workplace and be able to share their concerns with management.

4.6 Role of Internal Audit (*Worcestershire Internal Audit Shared Service*)

Internal Audit plays a preventative role in trying to ensure that systems and procedures are in place to prevent and deter fraud and corruption. Internal Audit may be requested to investigate cases of suspected financial irregularity, fraud or corruption, in accordance with agreed procedures. Within the Financial Procedure Rules in the Constitution, representatives of Internal Audit are empowered to:

- enter at all reasonable times any Council premises or land
- have access to all records, documentation and correspondence relating to any financial and other transactions as considered necessary
- have access to records belonging to third parties such as contractors when required
- require and receive such explanations as are regarded necessary concerning any matter under examination
- require any employee of the Council to account for cash, stores or any other Council property under his/her control or possession

Internal Audit liaises with management to recommend changes in procedures to reduce risks and prevent losses to the Authority.

4.7 Role of the Fraud & Compliance Team

As of 01/02/2016, the responsibility for investigating Housing Benefit (and any other welfare benefits) lies with the Department for Work and Pensions (www.gov.uk/benefit-fraud)

The Fraud and Compliance Team within Redditch Borough Council is responsible for the investigation of any discounts that may have been awarded, including business rates, empty property relief, and any false applications/late reporting of changes within the Council Tax Reduction Scheme (CTRS). More information can be viewed at redditchbc.gov.uk/fraud or

4.8 Role of the External Auditors

Independent external audit is an essential safeguard of the stewardship of public money. This is currently carried out by Grant Thornton through specific reviews that are designed to test (amongst other things) the adequacy of the Council's financial systems and arrangements for preventing and detecting fraud and corruption. It is not the external auditors' function to prevent fraud and irregularities, but the integrity of public funds is at all times a matter of general concern. External auditors are always alert to the possibility of fraud and irregularity, and will act without undue delay if grounds for suspicion come to their notice. The Council contributes to the bi-annual Audit Commission led National Fraud Initiative which is designed to cross match customers across authorities too highlight areas where there are potential fraudulent claims.

4.9 Role of the Public

This policy, although primarily aimed at those within or associated with the Council, enables concerns raised by the public to be investigated, as appropriate, by the relevant person in a proper manner.

4.10 Conflicts of Interest

Both elected members and employees must ensure that they avoid situations where there is a potential for a conflict of interest. Such situations can arise with externalisation of services, internal

tendering, planning and land issues etc. Effective role separation will ensure decisions made are seen to be based upon impartial advice and avoid questions about improper disclosure of confidential information.

4.11 Official Guidance

In addition to Financial Regulations and Standing Orders, due regard will be had to external and inspectorate recommendations.

The Council is aware of the high degree of external scrutiny of its affairs by a variety of bodies such as Government Inspection bodies, the Local Government Ombudsman and HM Revenues and Customs. These bodies are important in highlighting any areas where improvements can be made.

5.0 DETECTION & INVESTIGATION

Internal Audit plays an important role in the detection of fraud and corruption. Included within the audit plans are reviews of system controls including financial controls and specific fraud and corruption tests, spot checks and unannounced visits.

In addition to Internal Audit, there are numerous systems and management controls in place to deter fraud and corruption but it is often the vigilance of employees and members of the public that aids detection. In some cases frauds are discovered by chance or “tip-off” and the Council will ensure that such information is properly dealt with within its whistleblowing policies.

5.1 Disciplinary Action

The Council’s Disciplinary Procedures will be used to facilitate a thorough investigation of any allegations of improper behaviour by employees. Theft, fraud and corruption are serious offences which may constitute gross misconduct against the Council and employees will face disciplinary action if there is evidence that they have been involved in these activities, including Benefit fraud or falsely claiming a discount or exemption. Disciplinary action will be taken in addition to, or instead of, criminal proceedings depending on the circumstances of each individual case.

Members will face appropriate action under this policy if they are found to have been involved in theft, fraud and corruption against the Authority. Action will be taken in addition to, or instead of criminal proceedings, depending on the circumstances of each individual case but in a consistent manner. If the matter is a breach of the Code of Conduct for Members then it will be dealt with in accordance with the Arrangement agreed by the Council in accordance with the Localism Act 2011.

5.2 Prosecution

In terms of proceedings the Council will endeavour to take action in relevant cases to deter others from committing offences against the Authority.

5.3 Publicity

The Council will optimise the publicity opportunities associated with anti-fraud and corruption activity within the Council. Wherever possible, where the Council has suffered a financial loss action will be taken to pursue the recovery of the loss. All anti-fraud and corruption activities, including the update of this policy, will be publicised.

6.0 AWARENESS & MONITORING

The Council recognises that the continuing success of this policy and its general credibility will depend in part on the effectiveness of training and awareness for members and employees and will therefore take appropriate action to raise awareness levels.

The Internal Audit Service Manager will provide an annual report to senior management and members outlining investigations undertaken during the year.

This policy and associated procedures will be reviewed every 2 years and will be reported to senior management and the Audit & Governance Committees at each council.

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Overview and Scrutiny Committee

Thursday, 1st June, 2017

MINUTES

Present:

Councillor Tom Baker-Price (Chair), Councillor Jane Potter (Vice-Chair) and Councillors Gay Hopkins, Paul Swansborough, David Thain, Jennifer Wheeler and Nina Wood-Ford

Officers:

Helen Broughton, Kevin Dicks and Deb Poole

Democratic Services Officers:

J Bayley and Amanda Scarce

1. APOLOGIES AND NAMED SUBSTITUTES

Councillor Baker-Price welcomed Members to the first meeting of the new municipal year and explained that he was trying a new seating plan and room layout in line with best practice.

Apologies for absence were received from Councillors Matthew Dormer, Andrew Fry and Paul Swansborough, with Councillor David Thain in attendance as a substitute for Councillor Dormer.

2. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest nor of any party whip.

3. MINUTES OF THE MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE HELD ON 28TH MARCH 2018

RESOLVED that

the minutes of the meeting held on 28th March 2017 be confirmed as a correct record and signed by the Chair.

.....
Chair

Overview and Scrutiny Committee

Thursday, 1st June, 2017

4. REDDITCH LOCAL STRATEGIC PARTNERSHIP - MONITORING UPDATE REPORT

The Redditch Partnership Manager provided Members with a brief overview of the Partnership and its various theme groups, together with details of how these groups fed into the Redditch Partnership Executive Group (RPEG). Details of the Partnership's four current priorities were also provided. At its most recent meeting, following an away day which had aimed to refocus the Partnership, it had been agreed that RPEG should concentrate on one particular area per meeting. There was also a recently established sub group, the Suicide Prevention Task Group, which had been created following discussions between Worcestershire County Council (WCC) and Redditch Borough Council amid concerns being raised about the number of suicides from a particular site, and this would be added to the structure. An electronic Directory of Services was also being worked on, together with the Bromsgrove Partnership Manager, and it was hoped that this would be launched by September 2017.

Following presentation of the report Members raised a number of points, which were discussed in detail:

- Whether the directory would include information about different mental health organisations and it was confirmed that Primary Care had put together a directory and these would be incorporated within the new one.
- Whether the directory would give clear information about the work each group carried out and the age range that it catered for. It was confirmed that there might be some signposting within the directory as to where more detailed information could be found.
- Concerns were raised in respect of the directory only being available online, as it was acknowledged that there were still a number of residents who did not have access to the internet. The Redditch Partnership Manager provided Members with information about a recent initiative from one of the partners which was aimed at assisting those people through various means, whether it be by providing training or signposting to the library for example where help could be given in accessing the internet.
- Representatives from the Council, Redditch and Bromsgrove Clinical Commissioning Group (CCG), Worcestershire Health and Care Trust, the Police and Fire Authorities, Bromsgrove and Redditch Network (BARN), Worcestershire County Council, Public Health, Children's Services and Connecting Families all sat on the partnership.

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- However, it had proved harder to engage with representatives from the Education and the Private Sectors, though it was confirmed that representatives from local businesses sat on the Economic Development Theme Group.
- It was confirmed that there was an action plan in place in respect of the four priorities of the Economic Development Theme Group. Members discussed how the actions would be monitored in order to ensure that the work was focused within the right areas. It was acknowledged that this was difficult to quantify in many cases and needed to be looked at as a whole, although there were a number of measures in place within the action plan. This work was ongoing and cost benefit analyses for some areas were being carried out.
- Members discussed the need for joined-up working to ensure that work was not being duplicated, but equally the right areas were being focused on.

The Chief Executive explained to Members that the West Midlands Combined Authority was carrying out a large piece of work in respect of mental health issues, but the concern was that it would still remain an issue for the Council.

RESOLVED that

the Redditch Local Strategic Partnership – Monitoring Update Report be noted.

5. ENGAGEMENT STRATEGY - PRE-SCRUTINY

The Head of Business Transformation and Organisational Development presented the Community Engagement Strategy and explained to Members that it addressed the legal standards surrounding consultation and was designed to help the Council ensure that services met the needs of its residents. The strategy had been created following consultation with a number of residents and community organisations in order to ensure that it worked for everyone. It clearly stated what the Council meant by engagement and the principles that it would work to. It was explained that an action plan would now be formulated to ensure the strategy was put in place. Members requested sight of that plan to understand better its purpose and to ensure that the strategy was implemented appropriately and in a timely manner.

Following presentation of the strategy Members discussed a number of areas including:

Overview and Scrutiny Committee

Thursday, 1st June, 2017

- The use of a Citizens' Jury and how this had been successful in the past. Officers confirmed that something similar had been used previously and currently a group of tenants were being consulted for feedback. Although they did not necessarily meet in person, they were asked for their views on a variety of subjects on a regular basis.
- Members questioned how consultation would work across the Council. Officers confirmed that different approaches were used by different departments and some subjects were easier to engage residents in than others. This ranged from online surveys to people going out and about in the community with a clipboard.
- The use of social media and text messaging in order to get feedback quickly on a particular subject.
- The strategy was not designed as an operational tool and officers would be expected to speak to the Policy Team and work with them to determine how best to engage with residents on a particular issue.
- Consultations which had been undertaken in respect of the Council's Leisure facilities were also discussed and whether the principles had been followed sufficiently.
- The Chief Executive reiterated that the Council needed to consult and engage more with its residents moving forward in light of the challenges it faced and advised that the Overview and Scrutiny function had a role to play in that process.
- Members discussed ways in which measureable outcomes could be demonstrated in order to ensure that the appropriate groups of people had been consulted.
- Officers confirmed there were national benchmarking percentages for the return of surveys which were normally between 25 and 28 per cent. Some subject matters would always be of more interest to people than others, although the Council was keen to get as many responses as possible. It was anticipated that key benchmarks would be included within the action plan.
- Various types of electronic surveys were discussed and officers advised that a piece of software had recently been purchased which allowed the Council to create its own online surveys and also provided a detailed analysis of the responses received.
- The difficulty in engaging with younger age groups and ways in which this could be undertaken, for example Facebook and Twitter.

After further general discussion it was

RESOLVED that

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the Community Engagement Strategy be noted, subject to consideration of the Action Plan at a future meeting.

6. PERFORMANCE SCRUTINY - RESPONSE FROM BROMSGROVE DISTRICT COUNCIL

Officers provided background information and reminded Members that this item had been discussed at the Committee's previous meeting in relation to recommendations from the Performance Scrutiny Working Group, who had proposed joint working with the Measures Dashboard Working Group which had been established at Bromsgrove District Council.

The proposals had been considered at the Bromsgrove Overview and Scrutiny Board meeting held on 24th April 2017 when it had been agreed that the Measures Dashboard Working Group would, in the first instance, be interested in informal meetings being arranged biannually with the Performance Scrutiny Working Group. However, Bromsgrove Members did not feel at this stage that it would be appropriate for joint performance scrutiny meetings to be held as they were at a different stage with reviewing the measures dashboard.

7. OVERVIEW AND SCRUTINY RECOMMENDATIONS - MONITORING UPDATE REPORT

Officers introduced the report and in so doing highlighted that a separate sheet had been tabled which included the dates when each of the recommendations listed in the monitoring update had been made by this Committee.

There remained two outstanding items which had been made prior to 2016. In respect of the recommendation from the Voluntary and Community Sector Task Group it was noted that a Grants Officer had now been appointed and that work was in progress to recruit an apprentice, however as this had been outstanding for a number of years, Members requested that a definitive date be given as to when this would be completed.

Members also discussed the following:

- The recommendation from the Budget Scrutiny Working Group in respect of consideration being given to ways to manage the Town Hall and other property assets. Within the response reference was made to the "One Public Estate" exercise currently being undertaken and Members asked for

Overview and Scrutiny Committee

Thursday, 1st June, 2017

further information in respect of this exercise. The Chief Executive undertook to ensure that this was put on the Executive Work Programme in order for the Committee to have the opportunity to pre-scrutinise it at a later date if it so wished.

- There were a number of responses which Members agreed needed further detail in order to establish whether the recommendations had been completed and the Chief Executive supported the need for further detail, particularly in respect of the re-charging process recommendation from the Budget Scrutiny Working Group.
- Reference was also made to the marketing of the Lifeline service, which was from a recommendation by the Performance Scrutiny Working Group and Members discussed the proposed introduction of a Business Development post which would be included in the overall review of the service. It was acknowledged that a large amount of business would need to be generated to justify such a post being created.
- The general use of apprenticeships throughout the Council was discussed and Officers explained that full details could be made available to Members outside of the meeting if required.
- Attention was brought to the recommendations from the Mental Health Services for Young People Task Group and whilst it was accepted that these had only recently been approved, it was understood that in respect of recommendation 4 “the Leader of the Council to write to the Secretary of State for Education” a detailed response had been received. However, as this made greater reference to Sex and Relations Education (SRE) than to Personal, Health, Social and Economic Education (PSHE) lessons, which had been the subject of the group’s recommendation, Members requested a written update to the next meeting of the Committee in respect of this matter.

RESOLVED that

subject to the actions detailed in the pre-amble above, the report be noted.

8. EXECUTIVE COMMITTEE MINUTES AND SCRUTINY OF THE EXECUTIVE COMMITTEE'S WORK PROGRAMME

Officers highlighted to Members that reference was made to the recommendations from the Mental Health Services for Young People Task Group final report. Two recommendations had been

Overview and Scrutiny Committee

Thursday, 1st June, 2017

endorsed by the Executive Committee and one, in respect of the addition of a new theme to the Grants Programme had been rejected. The remaining recommendations had been noted as they were for the consideration of organisations outside of the Council's jurisdiction.

In respect of the Executive Committee Leader's Work Programme an updated version was tabled at the meeting and was considered by the Committee. Officers confirmed that the Leisure Intervention Work and Option for a Leisure Trust was already scheduled in to the Committee's Work Programme for pre-scrutiny.

RESOLVED that

the Executive Committee Minutes of 4th April and the latest edition of the Executive Committee Leader's Work Programme be noted.

9. OVERVIEW AND SCRUTINY WORK PROGRAMME

Officers confirmed that a presentation on the Herefordshire and Worcestershire Sustainability and Transformation Plan update would be received at the next meeting from representatives of the Worcestershire Health and Care Trust and Worcestershire Acute Hospitals NHS Trust. It was agreed that, as previously, all Members would be invited to attend this meeting.

Members discussed the potential to include a presentation in respect of the work of the Lifeline Team. However the Chair highlighted that the Performance Working Group had recently considered this area as part of its work and it was therefore agreed that this should not be considered until that work had been completed.

RESOLVED that

the Overview and Scrutiny Work Programme be noted.

10. WORKING GROUPS - UPDATE REPORTS

Budget Scrutiny Working Group – Chair, Councillor Jane Potter

It was confirmed that the next meeting of the Budget Scrutiny Working Group would take place at 4.00 p.m. on 27th June 2017 and that Councillor Potter would again be Chair of this group.

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Performance Scrutiny Working Group – Chair, Councillor Tom Baker-Price

It was confirmed that the next meeting of the Performance Scrutiny Working Group, which would be chaired by Councillor Baker-Price, would be held on 21st June 2017 commencing at 6.30 p.m.

It was confirmed that the membership for both groups remained the same as in the previous year.

11. TASK GROUPS - PROGRESS REPORTS

a) Homelessness Short, Sharp Review

It was confirmed that this Short sharp Review would be chaired by Councillor Nina Wood-Ford supported by Councillors Natalie Brookes, Anita Clayton, Pattie Hill and Antonia Pulsford. Its first meeting would take place at 10.30 a.m. on 14th June 2017.

b) Staff Survey Joint Scrutiny Task Group

The membership remained the same for this Joint Task Group and it was confirmed that a meeting had not been held since the last update was received by the Committee.

12. HEALTH OVERVIEW AND SCRUTINY COMMITTEE - VERBAL UPDATE (COUNCILLOR WOOD-FORD)

Councillor Wood-Ford, as the Council's representative on the HOSC (Worcestershire Health Overview and Scrutiny Committee), highlighted a number of areas which had been discussed at its most recent meeting. This included:

- Access to Primary Care - a presentation had been received which outlined the current context, local and national developments and what the future might hold for access to Primary Care, including GPs and the importance of their inclusion within any future plans. The role of pharmacists within any future plans was also discussed, together with the potential to upskill nursing staff, a volunteer programme and the availability of apprenticeships.
- Changes to commissioning policies affecting hip and knee replacement surgery – it had been reported that a review of this was required as part of the need to make savings from the combined Worcestershire CCGs' budget for 2017/18. During a budget consultation in 2016, the general public had not been supportive of restricting joint replacement surgery. However,

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the three Worcestershire CCGs had different clinical activities, resulting in unexplained variations in this type of surgery, with Redditch and Bromsgrove CCG having a higher level when benchmarked nationally. Discussions had covered how treatment varied between the north and south of the County.

The Chair thanked Councillor Wood-Ford for her comprehensive update.

13. WEST MIDLANDS COMBINED AUTHORITY OVERVIEW AND SCRUTINY COMMITTEE - VERBAL UPDATE

It was confirmed that whilst there had not been a meeting of the West Midlands Combined Authority Overview and Scrutiny Committee since the last meeting of the Overview and Scrutiny Committee, Councillor Nina Wood-Ford had been appointed as the Council's representative on the Committee for the municipal year and Councillor Jennifer Wheeler would act as the substitute. However, the next meeting was due to take place on 4th July 2017 and unfortunately Councillor Wood-Ford was unable to attend and so Councillor Wheeler would attend in her place.

The Meeting commenced at 7.00 pm
and closed at 8.25 pm

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REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

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ADVISORY PANELS, WORKING GROUPS, ETC - UPDATE REPORT

Relevant Portfolio Holder	Councillor John Fisher, Portfolio Holder for Corporate Management
Relevant Head of Service	Claire Felton, Head of Legal, Equalities and Democratic Services
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To provide, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels, and similar bodies which report via the Executive Committee.

2. RECOMMENDATIONS

The Committee is asked to **RESOLVE** that

subject to Members' comments, the report be noted.

3. UPDATES**A. ADVISORY PANELS**

	<u>Meeting</u>	<u>Lead Members / Officers</u> (Executive Members shown <u>underlined</u>)	<u>Position</u> (Oral updates to be provided at the meeting by Lead Members or Officers if no written update is available)
1.	Planning Advisory Panel	Chair: <u>Cllr Greg Chance</u> Vice-Chair: <u>Cllr Bill Hartnett</u> Ruth Bamford	Meeting date: Last meeting – 20th June 2017 (postponed) Next meeting – 11th July 2017

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B. OTHER MEETINGS

2.	Constitutional Review Working Party	Chair: <u>Cllr Bill Hartnett</u> Vice-Chair: <u>Cllr John Fisher</u> Claire Felton	Last meeting – 27th January 2015 Next meeting – to be arranged
3.	Member Support Steering Group	Chair: <u>Cllr John Fisher</u> Vice-Chair: <u>Cllr Bill Hartnett</u> Claire Felton	Last meeting – 23rd January 2017 (cancelled) Next meeting – 10th July 2017
4.	Grants Assessment Panel	Chair: To be confirmed Vice-Chair: <u>Cllr Greg Chance</u> Judith Willis	Last meeting – 28th June 2017 (moved at Chair's request) Next meeting – 13th July 2017

AUTHOR OF REPORT

Name: Debbie Parker-Jones
 Email: d.parkerjones@bromsgroveandredditch.gov.uk
 Tel: (01527) 881411

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