

# additional papers 1



## Executive Committee

Tue 5 Dec  
2023  
6.30 pm

Council Chamber  
Town Hall  
Walter Stranz Square  
Redditch  
B98 8AH



[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

**If you have any queries on this Agenda please contact  
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# Executive

Tuesday, 5th December, 2023

6.30 pm

Committee Room 2 Town Hall

## Agenda

### Membership:

Cllrs:	Matthew Dormer (Chair)	Luke Court
	Gemma Monaco (Vice-Chair)	Lucy Harrison
	Joe Baker	Bill Hartnett
	Joanne Beecham	Craig Warhurst
	Brandon Clayton	

### **7. Proposal for a Public Space Protection Order (PSPO) in Redditch Town Centre (Pages 5 - 90)**

Due to the length of this report, only the covering report has been included in the main agenda for this meeting. The full length report, including appendices, has been published in this separate supplementary pack for the meeting.

### **13. Finance and Performance Quarter 2 Report 2023/24 (Pages 91 - 148)**

Due to the length of this report, only the covering report has been included in the main agenda for this meeting. The full length report, including appendices, has been published in this separate supplementary pack for the meeting.

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Relevant Portfolio Holder	Councillor Lucy Harrison
Portfolio Holder Consulted	Yes
Relevant Head of Service	Judith Willis, Head of Community & Housing Services
Report Author	Job Title: Bev Houghton, Community Safety Manager Contact email: <a href="mailto:bev.houghton@bromsgroveandredditch.gov.uk">bev.houghton@bromsgroveandredditch.gov.uk</a> Contact Tel: 01527 64252 ext. 3194
Wards Affected	Abbey Ward Batchley and Brockhill Central Lodge Park
Ward Councillors consulted	Yes
Relevant Strategic Purpose(s)	Communities which are safe, well maintained and green
Key Decision / <del>Non-Key Decision</del>	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**1. RECOMMENDATIONS****The Executive Committee RESOLVE that:-****A Public Space Protection Order to restrict Antisocial Behaviour related to Alcohol and Misuse of Psychoactive Substances, as outlined in Appendix 1, is implemented.****2. BACKGROUND**

- 2.1 Following increases in reported crime and ASB in Redditch town centre last year and complaints from local businesses and residents about the behaviour of a small number of individuals in public spaces, the Safer Redditch community safety group established a town centre operational group. This operational group was made up of local partners such as the West Mercia Police Safer Neighbourhood Team (SNT), the Business Improvement District (BID) Manager, Heart of Worcestershire (HOW) College, Kingfisher Centre and Redditch Borough Council (RBC) services such as Community Safety, CCTV, Environmental Services and Planning.
- 2.2 The operational group implemented a number of actions to address the issues in the town centre including increased police patrols,

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landscaping & cleansing and targeted enforcement against individuals and landlords. To compliment this on-going action to improve the town centre, the local SNT requested that the Council consider implementing a Public Space Protection Order (PSPO) to provide additional powers to tackle ASB in the area.

2.3 A PSPO would allow the Police and other officers with appropriate authorisation to intervene early and take action quickly against people causing trouble and behaving badly in public areas of the town centre. Following consultation with the District Inspector, the SNT, community safety partners and local stakeholders, the key issues to be addressed by a Town Centre PSPO were identified as:-

- Alcohol-related ASB in open spaces
- Possession and use of Psychoactive Substances e.g. Nitrous Oxide
- Public Urination, Defecation and other Offensive, Indecent or Threatening Behaviour
- Abusive, Obscene and Threatening Language

An area of restriction was proposed which incorporated the locations where the main ASB and nuisance issues were taking place. This is predominately within Abbey Ward, however the proposed PSPO area briefly crosses into Lodge Park Ward at Other Road, then enters Central Ward at Ipsley Street leading to Station Way, across the lower part of Plymouth Road leading into Bromsgrove Road and then across to Edward Street; and then finally into Batchley and Brockhill Ward at Elm Road and a short section of Hewell Road.

2.4 Under Sections 59-75 of the ASB, Crime and Policing Act 2014 local councils are responsible for making PSPOs, provided certain conditions are met and a series of statutory processes are followed. The Order can last for a maximum period of three years and must relate to a specified location within the Authority's area of operation. A full copy of the proposed PSPO, restricted area and a list of Frequently Asked Questions (FAQs) are attached at **Appendix 1**

2.5 This report details the processes followed to date in respect of the proposal to implement a PSPO in Redditch Town Centre.

**3. OPERATIONAL ISSUES**

3.1 The Community Safety Manager provides co-ordination, support and management of the corporate delivery of the Council's statutory duties and responsibilities under the Crime and Disorder Act 1998 (as amended). On receipt of the request for a PSPO from West Mercia

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Police and other local partners, briefings were provided outlining the requirements and considerations for implementing any order. A partnership briefing paper is attached at **Appendix 2**. Following discussions with partners and local stakeholders via the Town Centre Operational Group, it was agreed that an application for a PSPO was appropriate and the formal process was initiated.

- 3.2 Data and evidence of need – In order to make a PSPO, Members have to be satisfied that certain legal conditions have been met. These conditions are that the activities carried out in a public place in the Authority's area:-
- a) have or are likely to have a detrimental effect on the quality of life of those in the locality
  - b) are or are likely to be of a persistent and continuing nature
  - c) are or likely to be unreasonable and
  - d) justify the restrictions imposed.
- 3.3 A data report into ASB incidents and public order offences in the town centre over a three year period was commissioned in order to establish whether the above conditions had been met. The report was produced by West Mercia Police's Partnership Analyst Team and is attached at **Appendix 3**.
- 3.4 Within the report 12 months of combined public order crime and ASB data was analysed and a clear area of concern was identified around the town centre, a hot spot map was produced which aligned almost exactly with the proposed PSPO area.
- 3.5 In summary, the crime and ASB data report provides evidence that the area of the town centre identified for the proposed PSPO is an area of significant concern for public order crime and ASB. The types of offences and incidents taking place in the proposed restricted area would be addressed by the conditions of the PSPO. The proposed order would provide police officers and other authorised officers with additional tools and powers to intervene early and remove perpetrators of ASB before situations escalate.
- 3.6 Statutory Consultation – In 2018 delegated authority was given to the Head of Community and Housing Services to initiate a consultation process to accompany any proposal for a PSPO put to Council for a decision. A delegated officer decision was taken on 14<sup>th</sup> July and a PSPO consultation process was developed.

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3.7 PSPO statutory guidance is not prescriptive in what constitutes appropriate consultation; however it is specified that the local authority must consult with the following:

- Police and Crime Commissioner (PCC)
- Chief Officer of Police for the area
- Any community representatives the Council feels appropriate
- Owner or occupier of land within the restricted area, such as local businesses

3.8 Consultation surveys were sent to all of the above and a list of consultees is included at **Appendix 4**, alongside a full report of the consultation findings. In summary, there were a total of 124 responses to the online and paper survey. 108 were in support of the PSPO and 15 were against. There were also two statutory responses from the Office of West Mercia PCC and a Chief Officer of West Mercia Police.

**4. FINANCIAL IMPLICATIONS**

4.1 Costs associated with the implementation of the PSPO will be met from existing Community Safety budgets. Costs are largely associated with advertising and promoting the PSPO, for example statutory publication of any Order made and appropriate signage around the perimeter and within the restricted area. An example of a proposed PSPO sign is attached at **Appendix 5**.

**5. LEGAL IMPLICATIONS**

5.1 The ASB, Crime and Policing Act 2014 sections 59-75 allows the Borough Council to issue a PSPO as long as certain conditions are met and statutory processes have been followed.

5.2 The Crime & Disorder Act 1998 and subsequent amendments places a duty on the Borough Council to work in partnership with other agencies to reduce crime, disorder, ASB and fear of crime. It also places a duty on the Council to exercise its various functions with due regard to the likely effect of those functions on crime, disorder, ASB and re-offending and do all that it reasonably can to prevent crime, disorder ASB and re-offending in its area.

5.3 Use of the power to implement a PSPO must be compliant with the Human Rights Act 1998 and the Equality Act 2010 (specifically, the Public Sector Equality Duty pursuant to section 149) along with all other relevant legislation.



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**6. OTHER - IMPLICATIONS****Communities which are safe, well maintained and green**

- 6.1 PSPOs are intended to deal with a particular nuisance or problem in a specific public area that is detrimental to the local community's quality of life. The Order can impose restrictions, requirements or conditions on the use of that area which apply to everyone. The aim of a PSPO is to help ensure that the law-abiding majority can use and enjoy public spaces, safe from antisocial behaviour, nuisance and harassment.

**Climate Change Implications**

- 6.2 Not applicable

**Equalities and Diversity Implications**

- 6.3 An Equality Impact Assessment has been undertaken in relation to the proposed PSPO and it does not identify any groups covered by the Equalities Act that would be adversely affected by the introduction of the PSPO. However, it was identified that some of those who might be affected by the restrictions may also have mental health concerns that impact on their behaviour such as those street drinking or those who are homeless.
- 6.4 The wording of the PSPO restrictions and actions taken on breach aim to balance the needs of the individual, principally substance misuse and/or mental health concerns, with the need to tackle antisocial behaviour, respond effectively to complaints from the public and take action against illegal activities.
- 6.5 The PSPO has the potential to have a positive impact on advancing equality of opportunity between different groups by improving the safety of public spaces for people with protected characteristics who can often be directly targeted by perpetrators of ASB and crime and may avoid public spaces for this reason. A copy of the Equality Impact Assessment is available on request.

**7. RISK MANAGEMENT**

- 7.1 If the statutory process to introduce a PSPO is not followed correctly this could lead to challenge, which would mean the Council could face legal costs and reputational damage. Officers have followed the process as laid out in the ASB, Crime & Policing Act 2014 Statutory

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Guidance for Frontline Professionals (last revised March 2023) to ensure that all requirements for implementation have been met.

- 7.2 There is a risk that expectations will be raised by the Order, which agencies may not be able to meet. Discussions have been held and will be ongoing with the Police SNT who will be the primary agency for enforcement of the Order. The impact and effectiveness of the PSPO will be monitored via the Town Centre Operational Group and Safer Redditch, where any issues or adjustments will be discussed as part of a multi-agency problem solving approach.
- 7.3 There is a risk that the Order could displace ASB perpetrators to more residential locations outside of the proposed restricted area. This issue has been considered by the operational group and discussions have been held with support agencies and local charities to identify alternative, more appropriate spaces that people affected by the order can be directed toward. The proposed restricted area follows the footprint of previous Designated Public Places Orders (DPPO) and PSPOs and historically there have been no reported increases of ASB in residential areas as a result of an Order being in place.

**8. APPENDICES and BACKGROUND PAPERS**

Appendix 1 – Wording of proposed PSPO, map of restricted area and list of FAQs.

Appendix 2 – Partnership Briefing Paper on PSPOs

Appendix 3 – Data Report on ASB & Public Order Offences in Redditch Town Centre

Appendix 4 – PSPO Consultation Results

Appendix 5 – Example copy of a PSPO Sign

**Background Papers**

ASB Provisions Report to Executive Committee – 11<sup>th</sup> September 2018

Statutory Guidance for ASB, Crime & Policing Act 2014 (revised March 2023)

Delegated Officer Decision – 14<sup>th</sup> July 2023

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## Antisocial Behaviour, Crime and Policing Act 2014

### REDDITCH TOWN CENTRE PUBLIC SPACES PROTECTION ORDER 2023

Redditch Borough Council ("the Council") in exercise of the power under section 59 of the Antisocial Behaviour, Crime and Policing Act 2014 ("the Act"), being satisfied that the conditions set out in section 59 of the Act have been met make the following order. In that:

- *under s59(2a) the activities carried on in this public place within the authority's area have had a detrimental effect on the quality of life of those in the locality, and*
- *under s59(3a) the effect of these activities is, or is likely to be, of a persistent or continuing nature, and as such*
- *under s59 (3c) justifies the restrictions imposed by the notice.*

The land ("the restricted area") described by the map below, being land in the area of responsibility of the Council, is land to which the Antisocial Behaviour, Crime and Policing Act 2014 applies and will be protected by the making of this Order.

The Order may be cited as the Redditch Town Centre Public Space Protection Order and shall come into force on [DATE] for a duration of 3 years.

The effect of the Order is to impose the following conditions on the use of the land and any person, within the restricted area, who continues to carry out activities from which they are prohibited commits an offence namely:

#### 1. Alcohol Restriction

Within the restricted area, an Authorised Officer reasonably suspecting that a person is or has been drinking alcohol in the open air and is causing or is likely to cause a nuisance or disorder, can request that the person stop drinking; and/or surrender any container of alcohol in their possession or any container believed to have held alcohol, whether or not it has been opened and even if it is empty.

#### 2. Intoxicating Substances

- (a) Persons within the restricted area will not ingest, inhale, inject, smoke or otherwise use intoxicating substances. Intoxicating substances being defined as any psychoactive substances with the capacity to stimulate or depress the

central nervous system as defined by the Psychoactive Substances Act 2016, but does not include tobacco, nicotine, e-cigarettes or prescription medication.

- (b) Persons within this restricted area will not have in their possessions any open containers of intoxicating substances as defined in paragraph 2(a) nor will they have any item that can be used to assist in the taking of intoxicating substances. This includes any device used for taking, smoking, inhaling or ingesting these substances; including needles unless packaged and sealed by the manufacturer and stored in a hard case.
3. No person shall urinate or defecate in any public place; this does not include public toilets situated within the restricted area.
  4. No person shall use any threatening, abusive, obscene or offensive language or behave in a disorderly, indecent or offensive manner likely to cause harassment, alarm or distress within the restricted area.

Penalties:

5. A person commits an offence by failing to comply with any prohibition or requirement in a Public Spaces Protection Order. For the purposes of the Order an Authorised Officer is a Police Officer, a Police Community Support Officer or an Officer authorised by Redditch Borough Council to enforce the penalties of the Order.

Any person who fails to comply with the instruction of an Authorised Officer to undertake or cease an activity within the restricted area, including to leave the area and not return for a set period, also commits an offence, namely:

- a) Any person within the area who, without reasonable excuse, fails to comply with the request of an Authorised Officer to dispose of alcohol and/or surrender any containers of alcohol that are in their possession including any containers believed to have held alcohol.
  - b) Any persons within the area who, without reasonable excuse, fails to surrender any open containers of intoxicating substances in their possession and/or fails to surrender any item used to assist in the taking of intoxicating substances and fails to comply immediately with the reasonable request of the Authorised Officer to secure safe disposal of any needles in their possession, not sealed and stored as directed in Paragraph 2(b)
  - c) Any person failing to comply with the prohibitions stated at Paragraph 3 and Paragraph 4.
6. A person guilty of an offence under conditions (a) (b) or (c) above, under section 67 of the Act is liable on summary conviction to a fine not exceeding level 3 on the standard scale or fixed penalty notice of a maximum £100.
  7. An Authorised Officer may also issue a Community Protection Warning to anyone believed to have committed an offence under section 63 in relation to this Order. Subsequent offences will result in a further Community Protection Notice leading to a summary conviction on breach.

8. Under section 50 Police and Reform Act 2002, if a Constable in Uniform has reason to believe that a person has engaged, or is engaging, in antisocial behaviour, they can compel that person to provide their name and address. Failure to do so, or providing a false or inaccurate name or address, is an offence and that person shall be liable, on summary conviction, to a fine not exceeding level 3.

Exemptions:

9. For the purposes of paragraph 1, the restricted area does not include any premises or its curtilage (i.e. a beer garden or pavement seating area) that is licensed for the supply of alcohol (other than council operated licenced premises). Also exempt are locations where a temporary event notice has been given under Part 5 of the Licensing Act 2003, or where the sale or consumption of alcohol is permitted by virtue of permission granted under section 115E of the Highways Act 1980.
10. For the purposes of paragraph 2 (a) (b), legitimate substances such as tobacco, nicotine, caffeine and medical products are removed from the scope of the Order, as are controlled drugs, which are regulated under the Misuse of Drugs Act 1971.

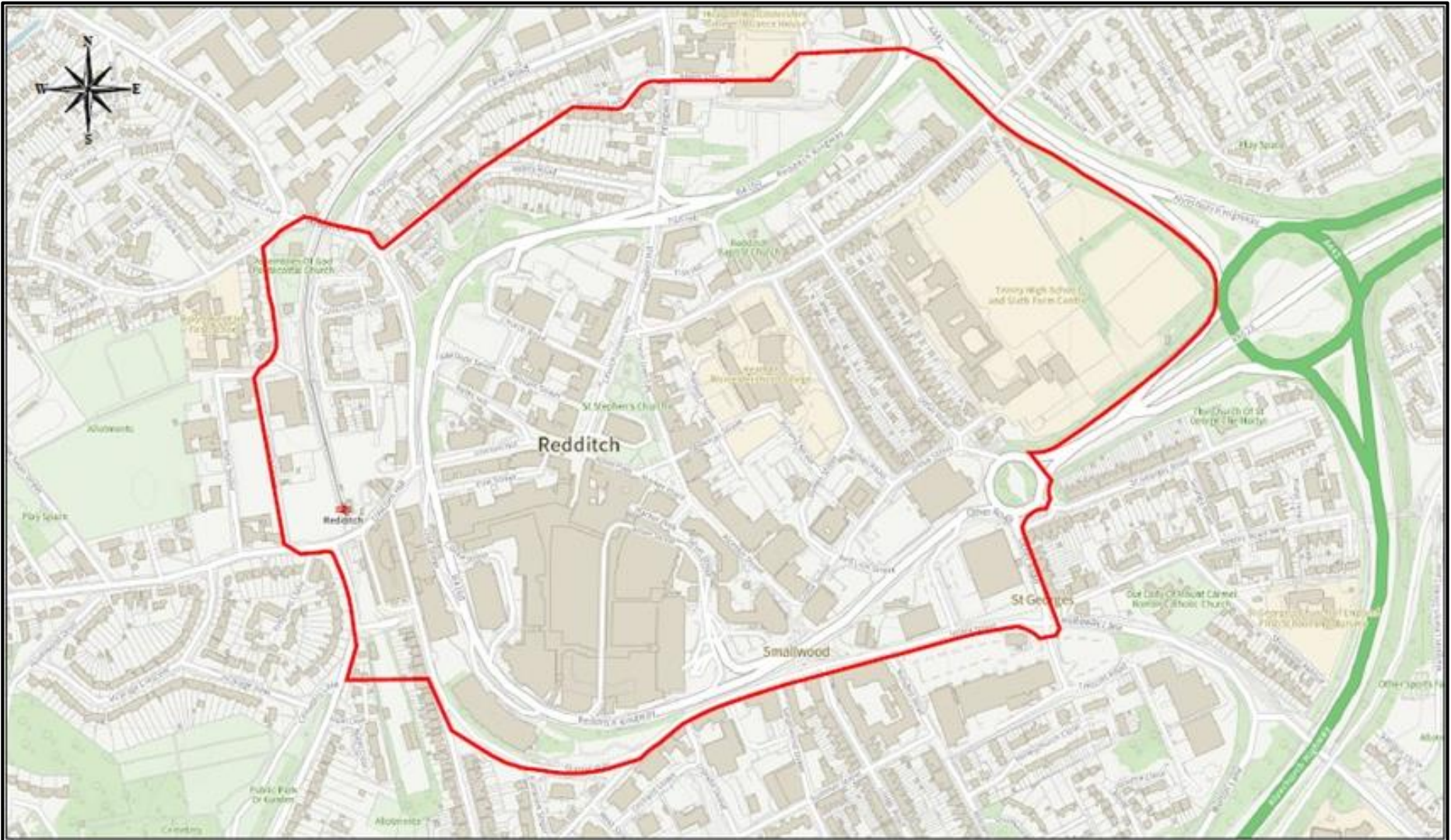
Appeals:

11. Under section 66 of the Act, an Interested Person may apply to the High Court to question the validity of a Public Space Protection Order. An "Interested person" means an individual who lives in the restricted area or who regularly works in or visits that area.

An application can be made on the following grounds:

- a) the local authority did not have the power to make the order or to include particular prohibitions or requirements imposed by the order, or;
- b) that the local authority did not comply with its duties under the Act in relation to the order (for example, failing to conduct consultation).

An application under this section must be made within the period of 6 weeks beginning with the date on which the order is made.



**Project**  
Public Space Protection Area

**Drawing:**  
Location Plan

**Drawing No:**  
P2030/338

**Drawn:** JH  
**Surveyed:** OS  
**Scale:** 1:6,000 @ A4  
**Date:** Jul 2023

**Engineering and Design Service**  
Town Hall  
Walter Stranz Square  
Redditch  
Worcs B98 8AH

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## **Proposal to Introduce a Public Space Protection Order in Redditch Town Centre**

### **Frequently Asked Questions**

#### **What are Public Space Protection Orders (PSPOs)?**

These are areas where if antisocial behaviour has been causing nuisance and disorder Redditch Borough Council can protect the public space. In these areas police officers, police community support officers and officers with authorisation from Redditch Borough Council will be given certain powers to help tackle such behaviour.

In this case, officers can request people to stop drinking alcohol in the restricted area and ask them to surrender their drink and all containers. Anyone using intoxicating psychoactive substances can have their items confiscated and anyone behaving in a threatening, abusive or offensive manner can be asked to leave the area for a set period of time. Breach of a PSPO is a criminal offence and if a person refuses to comply, they can be issued a fixed penalty notice of up to £100 or they could be arrested. On conviction, the fine for breach of a PSPO is up to maximum of £1000.

#### **Can I be stopped or arrested for drinking or carrying alcohol in this public space?**

No, a PSPO does not make it illegal to carry or to drink alcohol in a public place. As long as someone is drinking responsibly and is not affecting other users of the space this is acceptable. For example, public spaces are sometimes used for events, fayres and markets where alcohol could be sold and consumed in the area. This activity is not affected by the PSPO unless a person causes antisocial behaviour, nuisance or disorder. Under these circumstances authorised officers will have the power to stop people drinking alcohol within the designated area and seize or dispose of their drink. Failing to comply with an officer's request to stop drinking and/or hand over alcohol is the criminal offence and the person could face a range of penalties.

#### **Do the Police already have these powers?**

The Police have powers to deal with serious disorder and public order offences and drug offences under the Misuse of Drugs Act 1971. However, some ASB does not fit within these powers and a PSPO gives authorised officers additional tools to act early in certain situations before ASB escalates and becomes more serious disorder. Where there is no PSPO in operation, it is not an offence to refuse to surrender alcohol, to carry psychoactive substances and items used to take these substances or to refuse an instruction to leave an area for a set period of time. However, any antisocial behaviour or disorder in certain circumstances could give cause for an arrest to be made by a Police Officer.

#### **Will there be signs in Redditch Town Centre alerting people to the new PSPO?**

Yes, Protected Public Space signs will be located in multiple places around and within the boundary to show that a PSPO is in place.

**Will people still be able to drink or hold alcohol outside of pubs and clubs?**

Yes. The PSPO does not make it illegal to drink alcohol within the boundary of a licensed premise. It only relates to a public space so if a person is drinking outside of the boundary of the licensed premise and begins to commit ASB, and they do not comply with the requests of the authorised officer, then they could be at risk of enforcement action.

**Are licensed premises affected?**

No. A PSPO only relates to alcohol consumption in a public area or space if ASB, nuisance and disorder is present. The ASB, Crime and Policing Act 2014 clearly states that licensed premises are exempt from the restrictions of a PSPO

**What about street parties and events in the public space?**

Events within a public space authorised by a premises license or a Temporary Event Notice (TEN) are able to take place within a PSPO area. However, anyone committing ASB, disorder or nuisance in the area or breaching any of the other restrictions placed by the Order could be at risk of enforcement action.

**Is it already illegal to use drugs in public places?**

There are some new drugs and substances that are not covered by the Misuse of Drugs Act 1971. These are known as intoxicating or psychoactive substances with the capacity to stimulate or depress the central nervous system and are defined by the Psychoactive Substances Act 2016. At this time it is illegal to sell these substances but not to possess them. The Government is planning legislation to close this gap but, in the meantime, the PSPO will make it an offence to possess any containers of these substances in the restricted area or to have any item that could be used for taking, smoking, inhaling or ingesting these substances.

**Will there be any extra policing put in place to enforce the PSPO?**

No. The Police will continue to patrol and respond to incidents as part of their community response, supported by officers authorised by the council where available.

**Are there any time restrictions on a PSPO?**

No. The PSPO will be in force 24 hours a day, 7 days a week. The PSPO will last for three years and can be extended following a review and a further consultation period. The PSPO can also be reviewed within the three year period if any of the restrictions need adjusting or new restrictions need to be added. Again, this would require a further consultation period of the changes or additions.

**What are the benefits of a PSPO?**

The main benefits of this proposed PSPO are to help tackle antisocial behaviour associated with street drinking, misuse of psychoactive substances and offensive, threatening behaviour that negatively affects other people using public spaces. PSPO can contain many different restrictions or requirements and they aim to ensure that the law-abiding majority can continue to use and enjoy public spaces, safe from antisocial behaviour, nuisance and disorder.

**Other Information**

If you or someone you know has an alcohol or drug related problem, there is help available at:

Cranstoun Drug & Alcohol Service  
15 Alcester Street  
Redditch  
Worcestershire  
B98 8AE

<https://cranstoun.org/help-and-advice/alcohol-other-drugs/worcestershire/>

Opening times:

9:30am to 5pm Monday to Friday excluding Bank Holidays

Call 0300 303 8200 to make an appointment at the Redditch Hub

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North Worcestershire  
**Community Safety Partnership**

# PSPO – Public Space Protection Orders

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Bev Houghton  
Community Safety Manager  
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# Purpose of a PSPO



- Designed to stop people committing anti-social behaviour in a public space.
- Addresses behaviour having or likely to have a detrimental effect on quality of life
- Behaviour must be persistent or continuing in nature and;
- Unreasonable



# Who can make a PSPO

- Borough/District Councils in consultation with Police, PCC and other relevant bodies
- Restrictions are set by Council and enforced by a Police Officer, a PCSO or an officer authorised by the Council.
- Breach of a PSPO is a criminal offence, a fine of up to £100 can be issued and a fine up to level 3 (£1,000) can be imposed on prosecution.



# What can be tackled

- PSPO legislation replaced Designated Public Place Orders (DPPO), Gating Orders and Dog Control Orders
- A single order can include multiple restrictions and requirements within a specified area
- It can prohibit or restrict certain activities or place requirements on individuals carrying out certain activities (e.g. dogs must be kept on leads in a designated area)



# Where can a PSPO be used



- On any public space within the council's area of operation. The definition of public space is wide and can include any place to which the public or section of the public have access
- The council must consult with partners, stakeholders and community representatives, particularly any specific groups likely to have a particular interest such as resident's associations, regular users of a park or those involved in specific activities in the area e.g. buskers and other street entertainers.

# What to consider



- **Vulnerability** - Any use of these powers must be compliant with the Human Rights Act 1998 and the Equality Act 2010 (specifically, the Public Sector Equality Duty pursuant to section 149) along with all other relevant legislation. Consideration should be given to the needs and circumstances of the most vulnerable when applying any powers to ensure that they are not disproportionately and unreasonably impacted upon. Local agencies must be satisfied that the behaviour meets the legal tests
- **Risk Assessment** - Agencies should assess the risk of harm to the victims, and their potential vulnerability, when they receive a complaint about anti-social behaviour. This should be the starting point of a case-management approach to dealing with anti-social behaviour complaints. The welfare, safety and well-being of victims must be the main consideration at every stage of the process

# What to consider



- **Proportionality** – as PSPOs restrict what people can do or how they behave, the order must focus on specific behaviours and must be proportionate to the detrimental effect being caused; and must be necessary to prevent the behaviour continuing/recurring
- **Reasonableness** – The restrictions being introduced should be reasonable and designed only to prevent or reduce the detrimental effect of the behaviour taking place
- **Openness and accountability** – The council must consult on the draft order in accordance with Secretary of State regulations and ensure that the consultation is on the website as a minimum

# What to consider



- **Controlling the presence of dogs** – When making requirements or restrictions on dogs and their owners, local councils should consider whether there are suitable alternative public areas where dogs can be exercised without restrictions. Councils should also consider if the proposed restrictions will displace dog walkers onto other sensitive land, such as farmland or nature conversation areas
- Consideration must also be given to how any dog walking restrictions would affect those who rely on assistance dogs, ensuring that any prohibition or requirement is compliant with the provisions of Equality Act 2010 or consider what exemptions should apply for assistance dogs

# What to consider



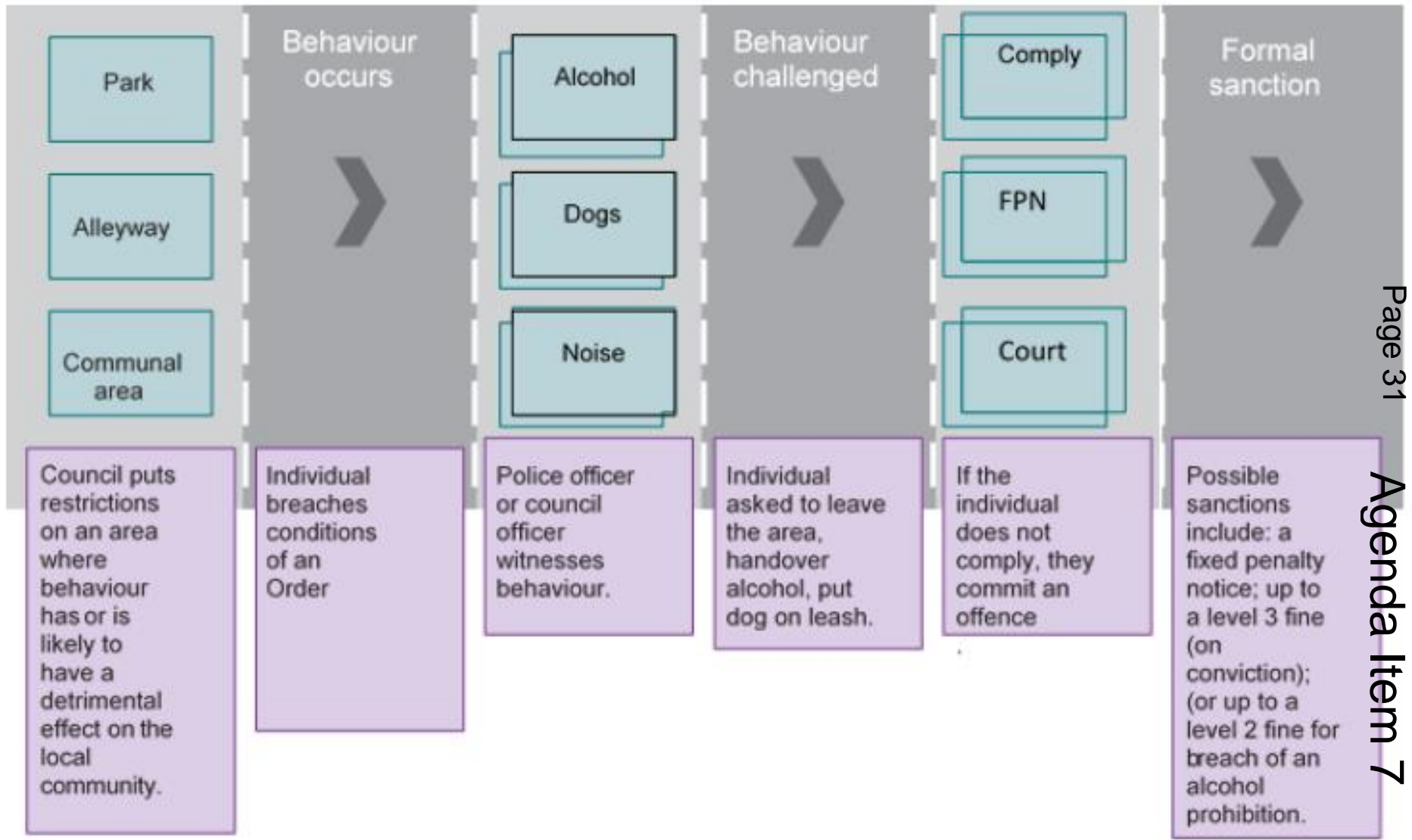
- **Homelessness and rough sleeping** – PSPOs should not be used to target people solely on the fact they are homeless/sleeping rough. Orders should only be used to address the specific behaviour that is causing a detrimental effect on the community in the area's quality of life
- **Group hanging around/standing in groups/playing games** - Councils should not inadvertently restrict everyday sociability in public spaces. A PSPO should target specifically the problem behaviour that is having a detrimental effect on the community's quality of life, rather than everyday sociability, such as standing in groups which is not in itself a problem behaviour

# What to consider



- **Young People** - Councils should think carefully about restricting activities that young people are most likely to engage in. Restrictions that are too broad or general in nature may force the young people into out-of-the-way spaces and put them at risk. In such circumstances, councils should consider whether there are alternative spaces that they can use.
- **Early and informal interventions** - Early intervention, especially through informal approaches, may often be all that is necessary to stop incidents of anti-social behaviour. Such interventions can establish clear standards of behaviour and reinforce the message that anti-social behaviour is not tolerated. It is recommended that the use of informal methods be considered first in most cases, and particularly when dealing with young people as a means of preventing poor behaviour from escalating

# Process



# Summary



Purpose	Designed to stop individuals or groups committing anti-social behaviour in a public space.
Who can make a PSPO	<ul style="list-style-type: none"> <li>Councils issue a Public Spaces Protection Order (PSPO) after consultation with the police, Police and Crime Commissioner, the owner or occupier of land in the restricted area and other community representatives they see fit.</li> </ul>
Test	<p>Behaviour being restricted has to:</p> <ul style="list-style-type: none"> <li>be having, or be likely to have, a detrimental effect on the quality of life of those in the locality;</li> <li>be persistent or continuing nature; and</li> <li>be unreasonable.</li> </ul>
Details	<ul style="list-style-type: none"> <li>Restrictions and requirements set by the council.</li> <li>These can be blanket restrictions or requirements or can be targeted against certain behaviours by certain groups at certain times.</li> <li>Can restrict access to public spaces (including certain types of highway) where that route is being used to commit anti-social behaviour.</li> <li>Can be enforced by a police officer and council officers.</li> </ul>
Penalty on breach	<ul style="list-style-type: none"> <li>Breach is a criminal offence.</li> <li>Enforcement officers can issue a fixed penalty notice of up to £100 if appropriate.</li> <li>A fine of up to level 3 on prosecution.</li> </ul>
Appeals	<ul style="list-style-type: none"> <li>Anyone who lives in, or regularly works in or visits the area can appeal a PSPO in the High Court within six weeks of issue.</li> <li>Further appeal is available each time the PSPO is varied by the council.</li> </ul>
The legislation	Sections 59 to 75 of the Anti-social Behaviour, Crime and Policing Act 2014.
Protecting the vulnerable	<ul style="list-style-type: none"> <li>Consideration should be given to how the use of this power might impact on the most vulnerable members of society.</li> <li>Consideration should also be given to any risks associated with displacement, including to where people may be dispersed to</li> <li>There is value in working in partnership to resolve ongoing problems and find long term solutions.</li> </ul>





North Worcestershire  
**Community Safety Partnership**

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# Antisocial Behaviour and Public Order in Redditch Borough

Providing a quality  
policing service,  
protecting  
people from harm.

GS Classification	OFFICIAL
Reference number	SPI_2023_331
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Purpose	Evaluation of Antisocial Behaviour and Public Order offences within Redditch town centre as part of a PSPO application.
Author/s	Emma Amies, Partnership Analyst
Quality assurance	Julia Stiff, Senior Crime Intelligence Analyst
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Publication date	7 September 2023

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# Aims and Purpose

## Aims:

To provide details around antisocial behaviour (ASB) and public order offences in Redditch town centre.

## Purpose:

To increase awareness and understanding of ASB and public order offences amongst partners and to be used in support of decision making and the proposed intervention of the application of a Public Space Protection Order.

## Data parameters:

### 1 May 2020 to 30 April 2023 for public order

Most recent quarter: Q4 2022/23

Previous quarter: Q3 2022/23

Same quarter last year: Q4 2021/22

### 1 August 2020 to 31 July 2023 for ASB

Most recent quarter: Q1 2023/24

Previous quarter: Q4 2022/23

Same quarter last year: Q1 2022/23

Full details at the back of this product.



# Summary

- In the data period, public order offences comprised 10.1% of total crime in Redditch. This was 1,903 offences of 18,888 offences across the Borough.
- Within the recording period of Jan - Mar 2023, 45% (n=77) of Public Order offences in Redditch related to causing intentional harassment, alarm and distress and 14% (n=24) of offences were fear or provocation of violence.
- Between Apr – Jun 2023 there were 336 reports of ASB in Redditch, this was a 29% decrease compared to the same period last year (n=470). This decrease can be attributed to changes in recording practice which saw some ASB incidents reclassified as Public Order Offences from Feb 22 onwards.
- Analysis of twelve months of combined Public Order and ASB data indicated a clear area of concern around the Town Centre, a hot spot map was produced which aligned almost exactly with the proposed PSPO area.
- More than half of the 189 public order offences in the area (54%, n=102) were recorded at various locations on these five streets; Evesham Walk, Unicorn Hill, Market Place, Alcester Street and Kingfisher Walk. Offences on these five streets were primarily recorded at various shops and licensed premises (n=61). There were also 34 on-street records, 6 offences at the library, and one at the bus station.
- The log text from every public order offence in the focus area (n=189) over the past twelve months was examined to identify if the offence was linked to a licensed premise. Offences are only included if the premise name is specifically mentioned and details the offence being inside or outside of the premise, it is therefore likely to be an underestimate of the actual picture. If the offence details alcohol-related offending but does not identify a specific licensed premise, the street name of the location is included. It shows that 24 offences took place outside licensed premises and on the surrounding streets. These offences included affray, racially or religiously aggravated harassment, alarm or distress and violent disorder.
- Differences were identified when comparing the Public Order offence types within the focus area compared to across the Borough as a whole. For example, 20% of public order offences were for a breach of a criminal behaviour order compared to this offence being just 7% public order offences across the Borough as a whole. This indicates that a number of prior offenders operate within the focus area and as offending in the Town Centre is often the subject of Criminal Behaviour Orders, this increased proportion of offences within the focus area is understandable.

# Key Findings

## Recording changes

- There have been a number of recording changes issued by the Home Office which are active as of May 2023. As these changes directly affect public order offences and ASB, it is worth keeping this in mind when reading this product.
- The requirement to notify the Home Office about Section 5 Public Order Act crimes involving harassment, alarm or distress will cease. The power to use this crime will still exist and the Home Office will monitor charge and caution rates to display that, where necessary, the crime is still being prosecuted.
- Where a victim has been identified and feels under immediate threat or danger, that will be recorded as an offence under S4 (Intentional, harassment, alarm or distress) or S4.a (Fear or Provocation of Violence).
- Where the offence is racially aggravated, there is a requirement to record.
- At the time of reporting, only one month of data was available since the recording change. Therefore, the extent of the impact of this change is not yet known, however, a decrease in public order offences is likely or probable, along with a rise in ASB reporting.
- Offence categories most likely to be affected are the section 5 offence, Harassment, alarm or distress (S5 POA), but there may also be changes seen to intentional harassment, alarm or distress.
- In addition to this, there was a change in the local recording practice for ASB in February 2022, which resulted in reports being more frequently converted to public order offences. The result from this was an increase in public order and a decrease in ASB. This period is outlined on three-year trend graphs in this product for clarity.

## Redditch Borough

- Public order is gradually decreasing following a sharp increase after the February 2022 change in recording practice.
- Causing intentional harassment, alarm or distress comprised 45% (n=77) of public order offences for the most recent quarter, Q4 2022/23 (Jan-Mar 2023).
- ASB is decreasing, with reports being below the three-year average since November 2021. Part of this decrease is attributed to changes in recording practice which took place in February 2022, reclassifying some ASB as public order offences.
- The most recent quarter for ASB, Q1 2023/24 (Apr-June 2023) (n=336) shows a decrease of 29% (n=134) compared to the same quarter in the previous year.

## Focus area

### Location

- The focus area was identified from hotspot mapping of public order offences and ASB reports. This aligns with the proposed PSPO area.
- When zooming into this area, localised hotspots of activity are shown to be around Market Place and Unicorn Hill.
- More than half of the 189 public order offences in the area (54%, n=102) were recorded at various locations on these five streets; Evesham Walk, Unicorn Hill, Market Place, Alcester Street and Kingfisher Walk.
- When asked to describe the premise type, 30% (n=57) of the 189 public order offences in the focus area were described as taking place 'on the street' as in a public street or pathway location, rather than inside a house or premise.
- 23% of ASB reports were located on Unicorn Hill (n=53), at various locations including inside premises and on pathways.

# Key Findings (continued)

## Focus area (continued)

### Public order trends

- Reflecting the Borough-wide trend, public order showed a gradual decline following a sharp rise in offences since the change in recording practice in February 2022.
- The average volume of offences has doubled since the change in recording practice, rising from 8 offences per month to 16.
- Causing intentional harassment, alarm or distress was the dominant offence type, although it comprised a smaller proportion of offences in the focus area, 35% (n=67) compared to 50% Borough-wide.
- 20% of public order offences in the focus area were breach of a criminal behaviour order compared to a 7% Borough-wide proportion.
- 42% of harm was contributed by 37 breach of criminal behaviour order offences.
- The highest harm offence type in the focus area during the 12-month period was violent disorder, of which there were 3 offences recorded.
- Key times were Friday evenings/Saturday mornings between 01:00 – 04:59 and Tuesday afternoons between 15:00 – 17:59.
- 76% (n=91) of suspects were male and 53% (n=57) of victims were male.
- Younger people aged between 20-29 years were more commonly victims or suspects.

### ASB trends

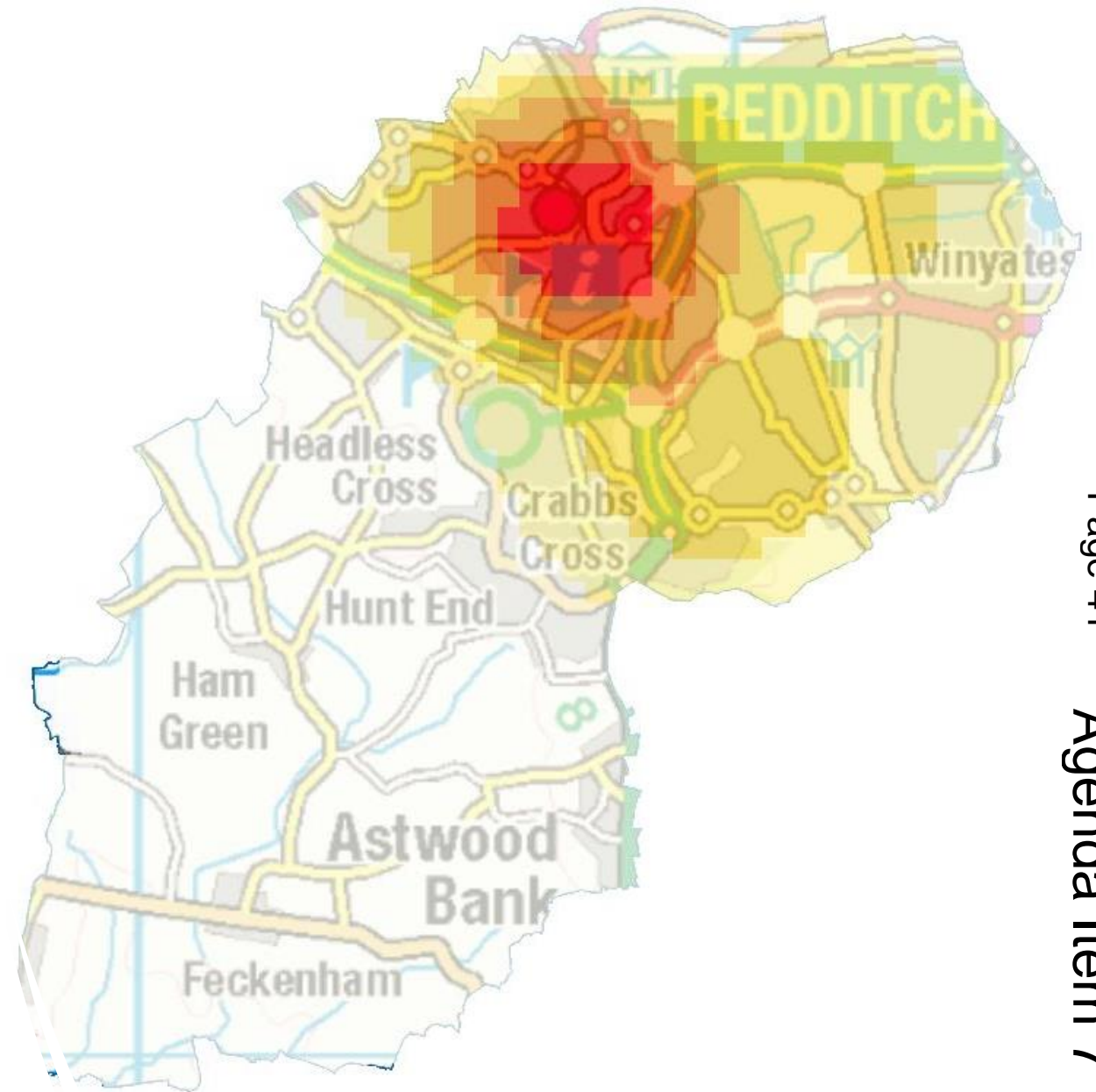
- ASB reporting across the Borough has decreased, which was reflected in the focus area, to a lesser extent.
- The three-year average was 26 reports per month, which reduces to 19 per month for the past 12 months.
- Periods of increased activity were Friday and Saturday nights, and Tuesday afternoons.
- Alcohol markers and licensing markers were most frequently applied.
- Fighting and problems associated with licensed premises comprised a significant proportion of reports.



# Borough Wide Trends

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- This section contains three-year trend analysis across Redditch Borough for public order offences and ASB reports.
  - Trends
  - Breakdown of offences
  - Combined public order and ASB
  - Borough-wide combined public order offences and ASB incidents hotspot map



# Trends in Public Order Offences

The change in recording practice in February 2022 is almost certainly a contributor to the increases in offences seen from this point on. This period is marked on the graph for clarity.

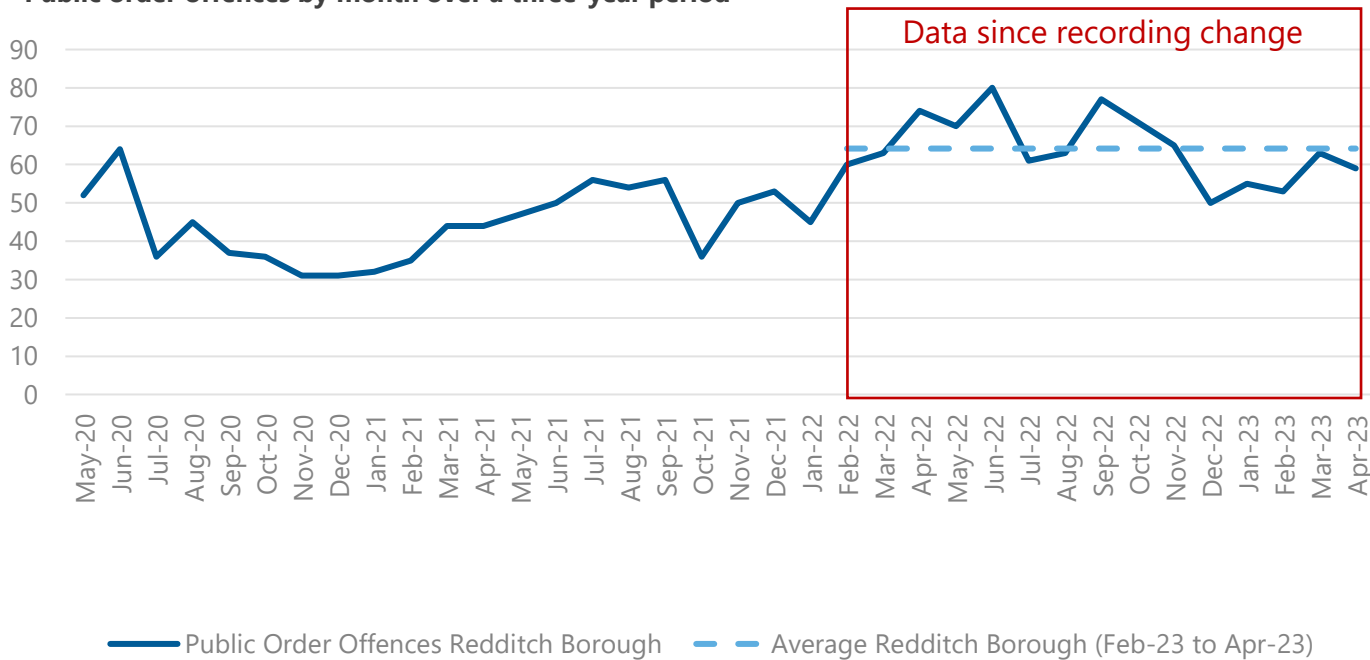
The average volume per month across the Borough shifted from 44 offences per month to 64 since the recording change. However, the line graph and quarterly chart illustrate a Borough-wide sharp rise after the recording change, followed by a gradual decline.

It is highly likely that these figures are in the process of stabilising and reverting towards the mean, however, the recent changes in recording are also expected to reduce the volume of public order offences.

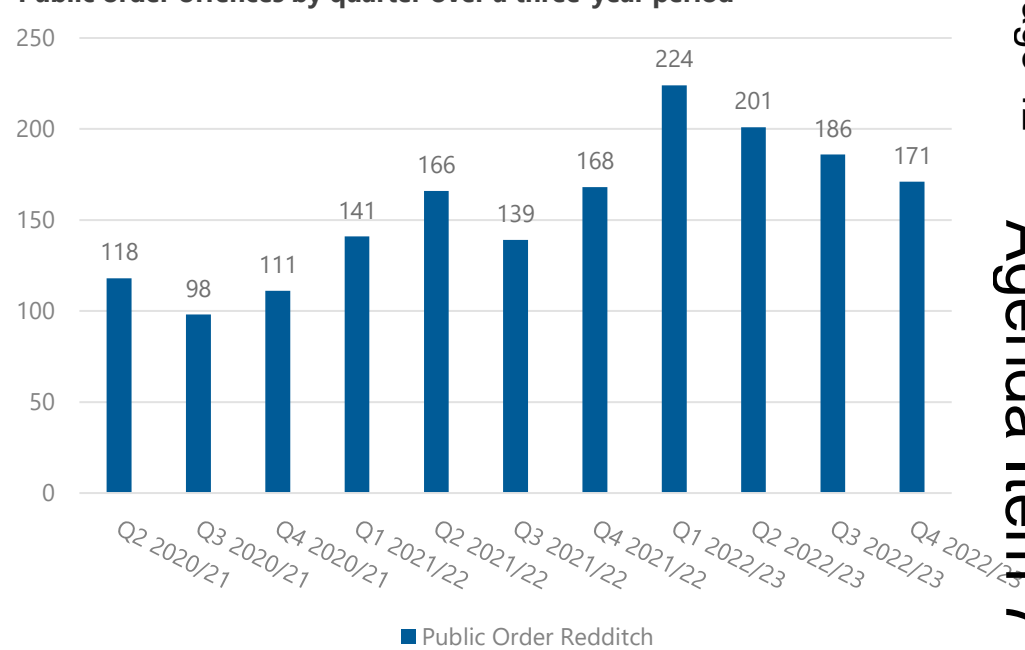
## Public order trends

<p><b>Three-year total:</b> 1,898</p>	<p><b>Monthly average since recording change:</b> 64</p> <p><b>Average before change:</b> 44</p>
<p><b>Trend:</b> Decreasing following a period of increased offences</p>	<p><b>Most recent quarter:</b> Q4 2022/23 171</p>

Public order offences by month over a three-year period



Public order offences by quarter over a three-year period



# Trends in Public Order Offences

Due to the change in recording practice in February 2022, increases cannot be put down as an organic growth in crime types. However, conclusions can still be drawn:

- Causing intentional harassment, alarm or distress comprised 45% (n=77) of public order in the most recent quarter Q4 2022/23.
- Fear or provocation of violence comprised the second greatest proportion of offence types in the most recent quarter Q4 2022/23 (14%, n=24).

## Public order trends



## Ten offence types with greatest volume within public order for Redditch Borough, by quarter

Public order offences	Q4 2022/23	Q3 2022/23	Q2 2022/23	Q1 2022/23	Q4 2021/22	Q3 2021/22	Q2 2021/22	Q1 2021/22	Q4 2020/21	Q3 2020/21	Q2 2020/21
Causing intentional harassment, alarm or distress	77	84	117	105	71	52	79	74	46	43	65
Fear or provocation of violence	24	22	24	29	23	14	20	17	18	16	14
Racially or religiously aggravated intentional harassment, alarm or distress	19	13	8	11	12	16	9	9	5	2	11
Breach of a criminal behaviour order	13	13	16	21	29	23	12	6	5	13	2
Affray	10	19	14	8	10	9	15	8	6	4	5
Harassment, alarm or distress (S5 POA)	10	13	7	22	3	7	9	8	10	6	7
Committing or conspiring to commit, an act outraging public decency	5	2	0	1	2	1	3	1		3	1
Breach of non-molestation order	4	7	2	11	7	8	7	6	11	4	6
Racially or religiously aggravated harassment, alarm or distress	4	4	4	6	8	3	6	8	4	2	4
Failure to comply with (Sexual Offence) notification order	3	2	1	7	0	0	0	0	2	0	0

# Trends in Antisocial Behaviour Reports

ASB is decreasing, with reports being below the three-year average since November 2021. Part of this decrease is attributed to changes in recording practice which took place in February 2022, reclassifying some ASB as public order offences.

Over the three-year period there were on average 192 reports per month, which reduced to 115 when only considering the past 12 months.

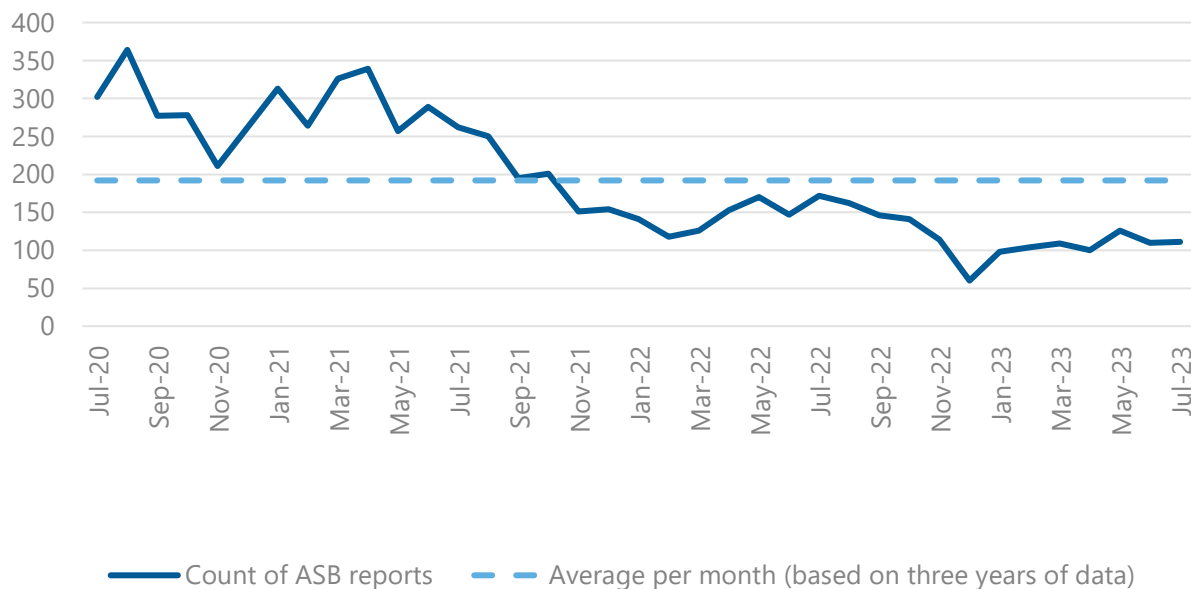
The most recent quarter, Q1 2023/24 (Apr-June 2023) (n=336) shows a decrease of 29% (n=134) compared to the same quarter in the previous year (Apr-June 2022).

The past three quarters have been relatively stable, however, recent changes to the Home Office notification policy for public order offences may result in an increase in ASB reporting.

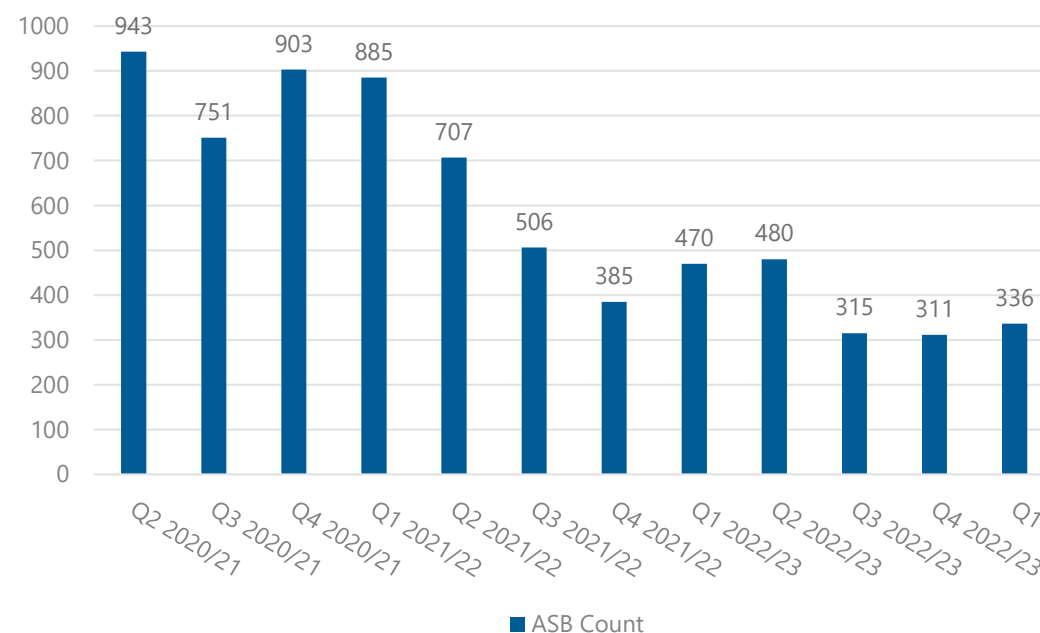
## ASB trends

<b>Three-year total::</b> 7,103	<b>Most recent quarter:</b> Q1 2023/24 336
<b>Trend:</b> Decreasing	<b>Monthly average:</b> 192 <b>Average for past 12 months:</b> 115

ASB reports by month over a three-year period



ASB reports by quarter over a three-year period



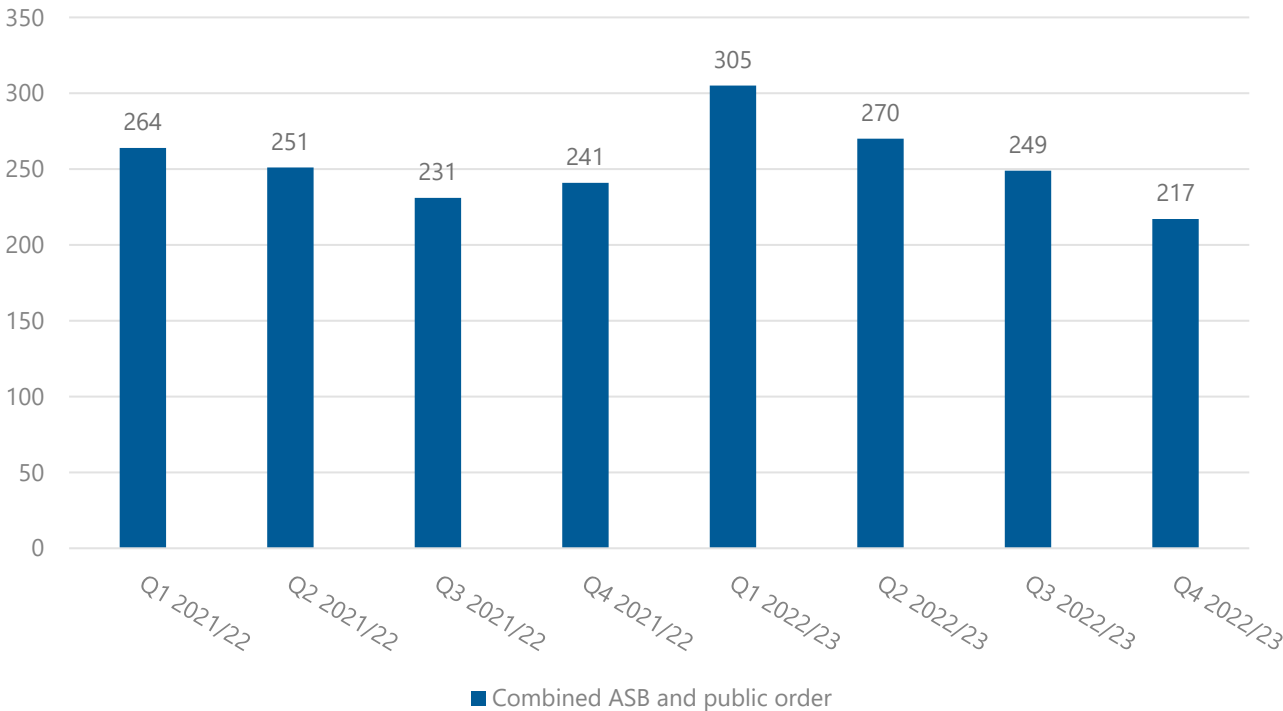
# Combined Public Order Offences and ASB Reports

The past twelve months of data across the Borough (1 May 2022 to 30 April 2023) for public order (n=767) and (1 August 2022 to 31 July 2023) for ASB (n=1,381) was analysed.

The hotspot map identifies one clear hotspot for the Borough around the town centre.

There were 217 public order offences and ASB reports in the most recent quarter, Q4 2022/23 (Jan-Mar 2023). This was a 10% decrease compared to the same quarter in the previous year, Q4 2021/22 (Jan-Mar 2022) (n=24).

Combined public order and ASB totals by quarter

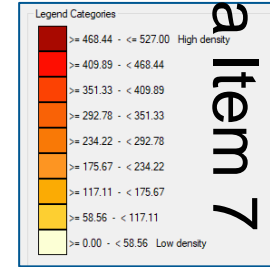
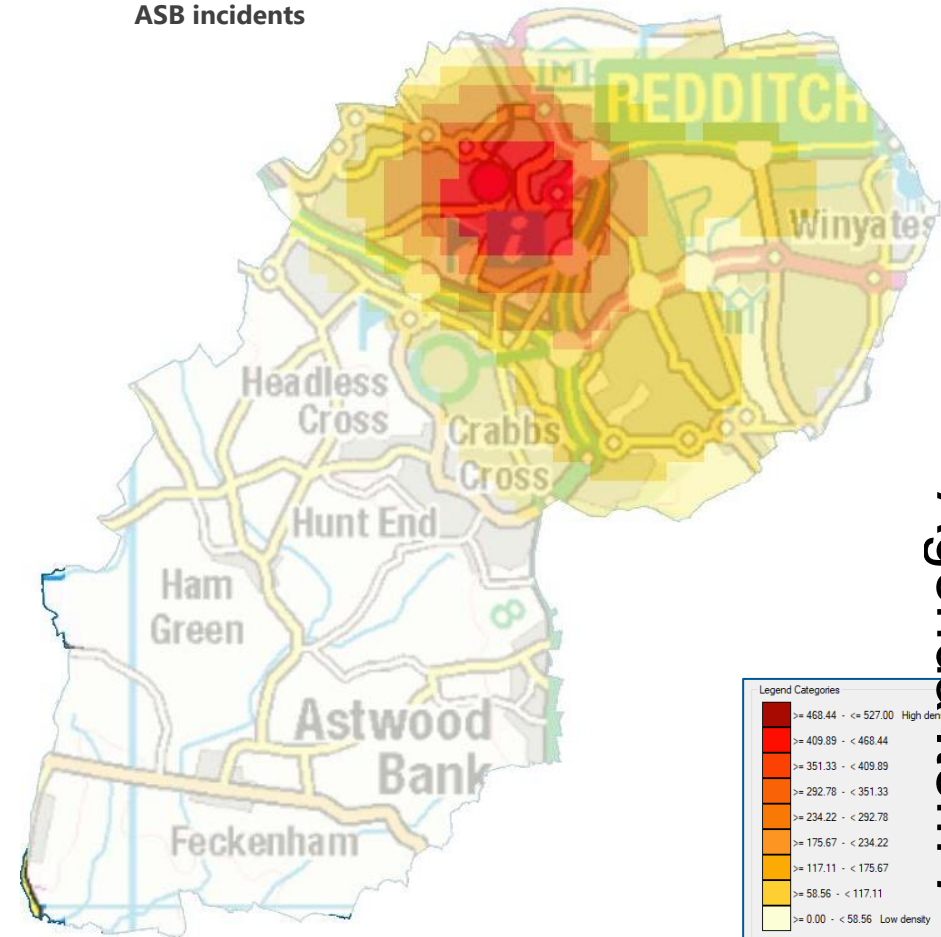


Public order and ASB trends combined

Combined data shows an overall decrease over time following a peak in Q1 2021/22.

Hotspot mapping focusses activity around the town centre

Combined hotspot map of public order offences and ASB incidents



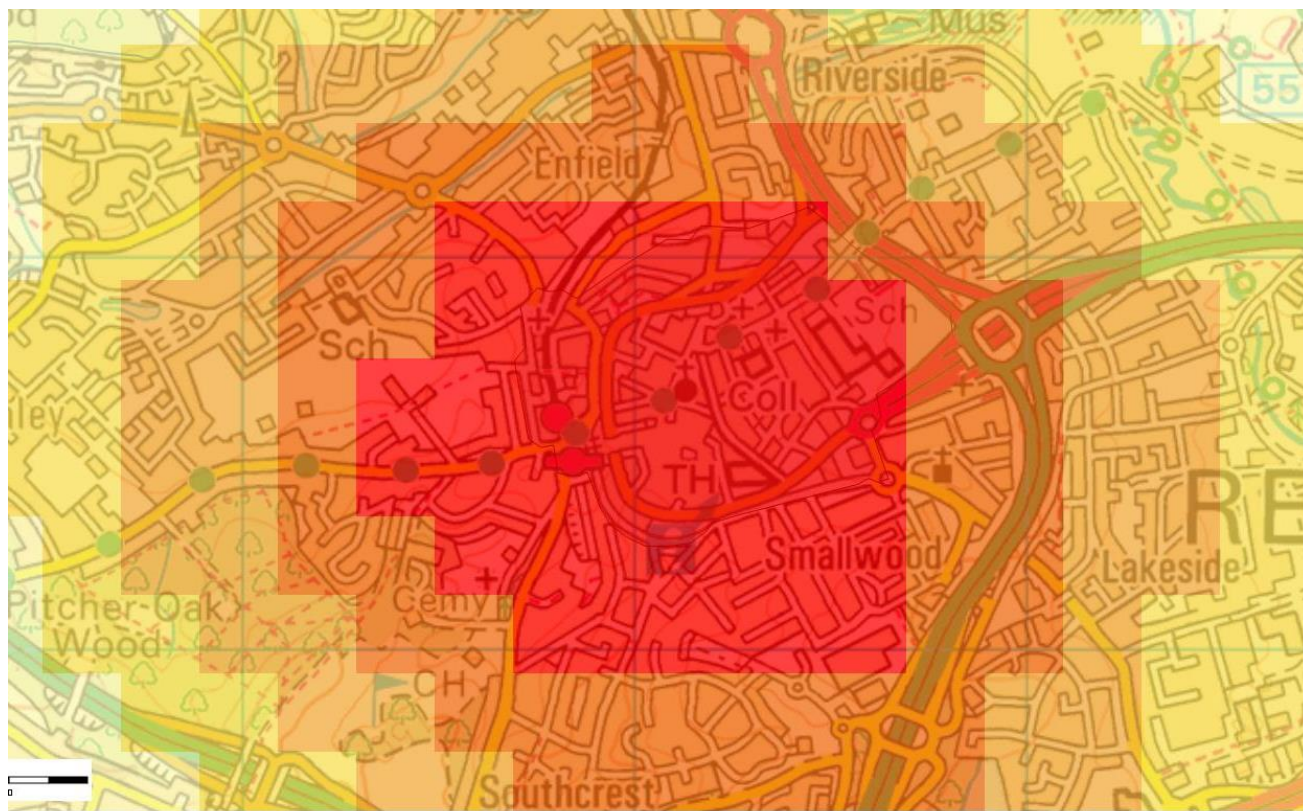
# Combined Public Order Offences and ASB Reports

The hotspot area aligns with the proposed PSPO area, which will be used for the remaining analysis in this report.

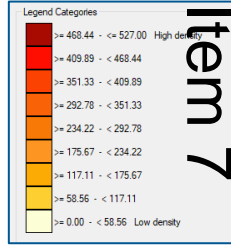
## Public order and ASB trends combined

The hotspot area is around the town centre and proposed PSPO area.

Combined hotspot map of public order offences and ASB incidents



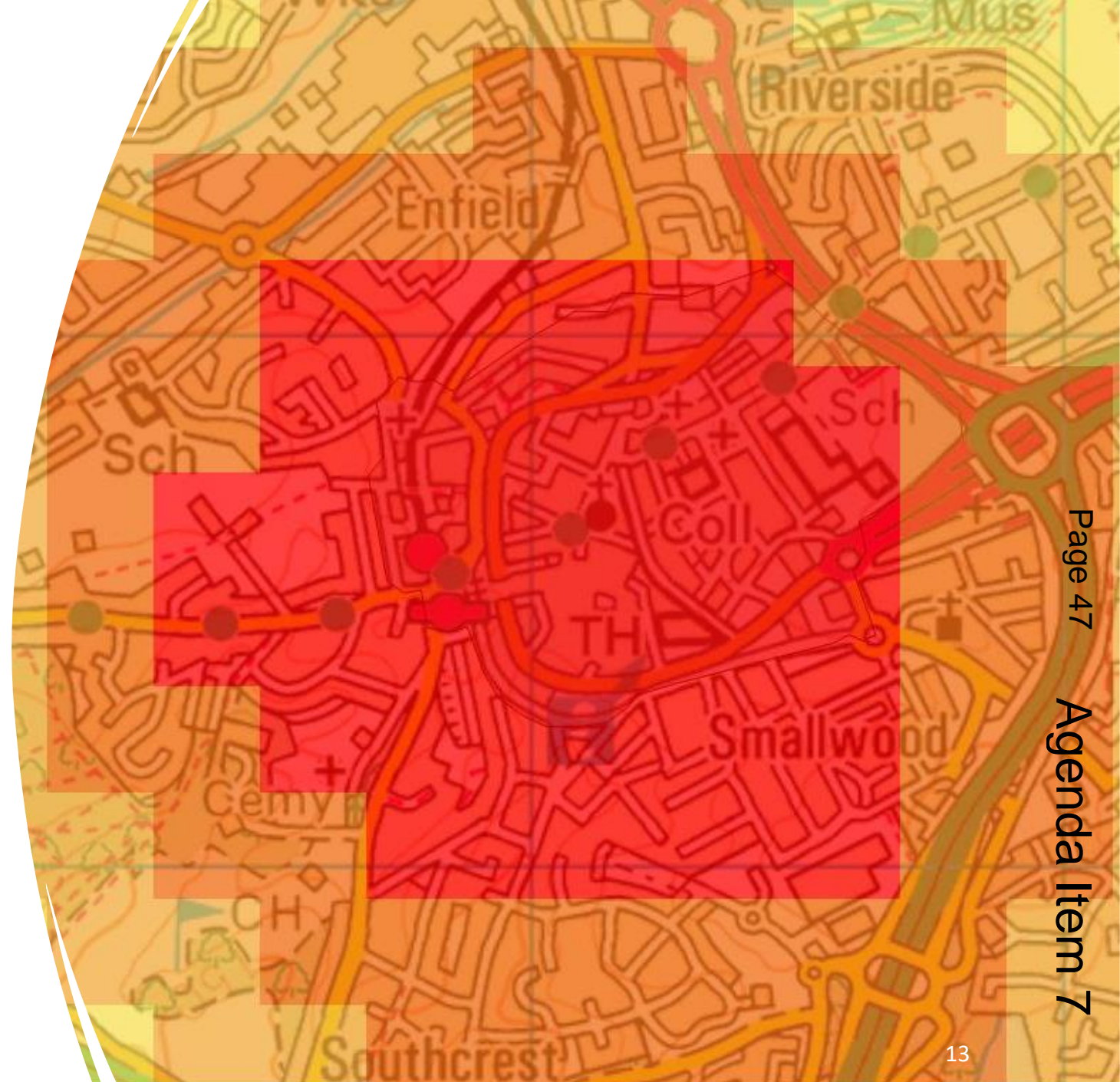
Proposed outline of area for further analysis



# Focus Area Analysis

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- This section contains specific analysis of ASB and public order in the focus area over the past twelve months.
  - Combined hotspot maps of public order offences and ASB incidents
  - Point maps
  - Trends
  - Breakdown of offences
  - Temporal analysis
  - Nominal analysis



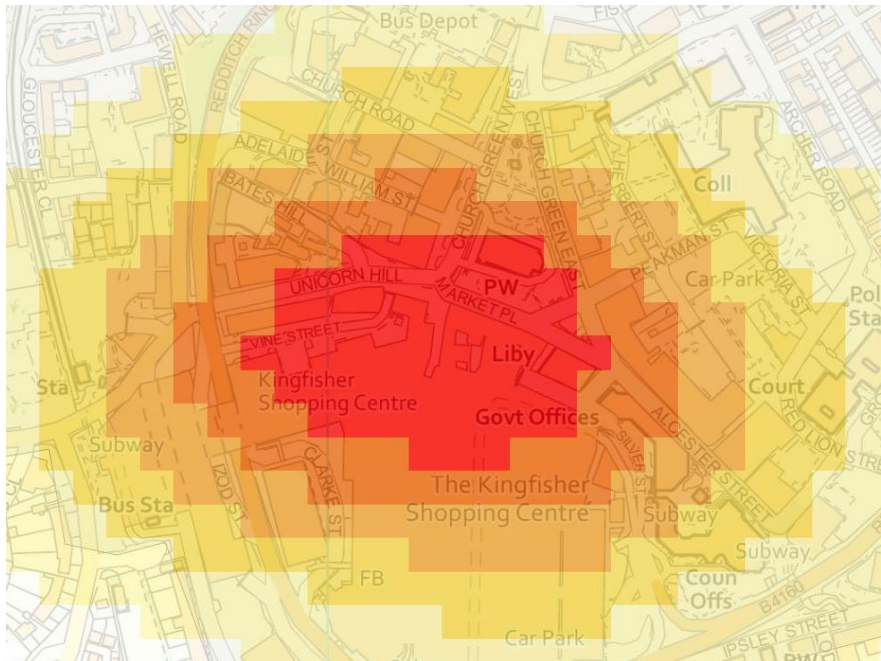
# Hotspot Maps

When zooming into this area, localised hotspots of combined public order offences and ASB incidents are shown to be around Market Place and Unicorn Hill.

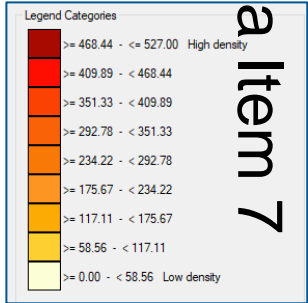
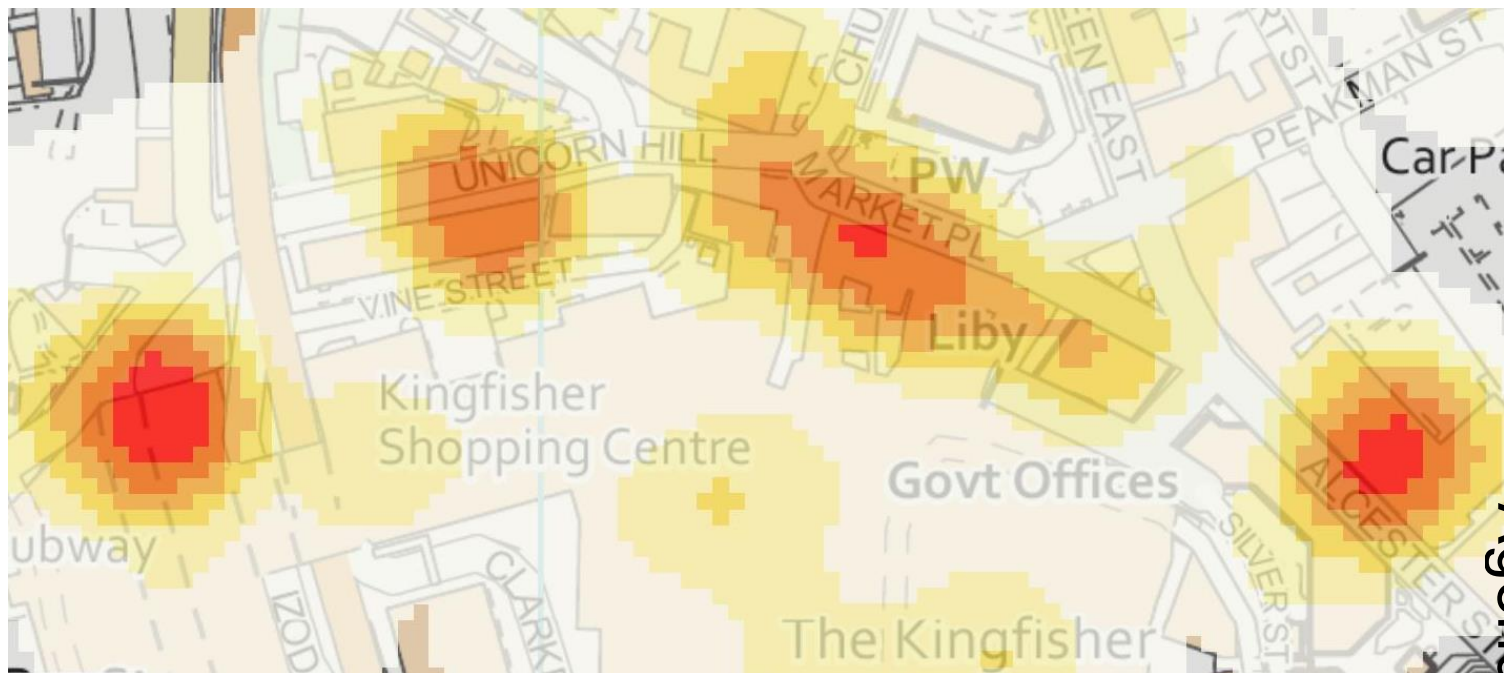
Public order and ASB trends combined

**Locations:**  
Market Place and Unicorn Hill are key areas of activity

Combined hotspot map of public order offences and ASB incidents



Combined hotspot map of public order offences and ASB incidents





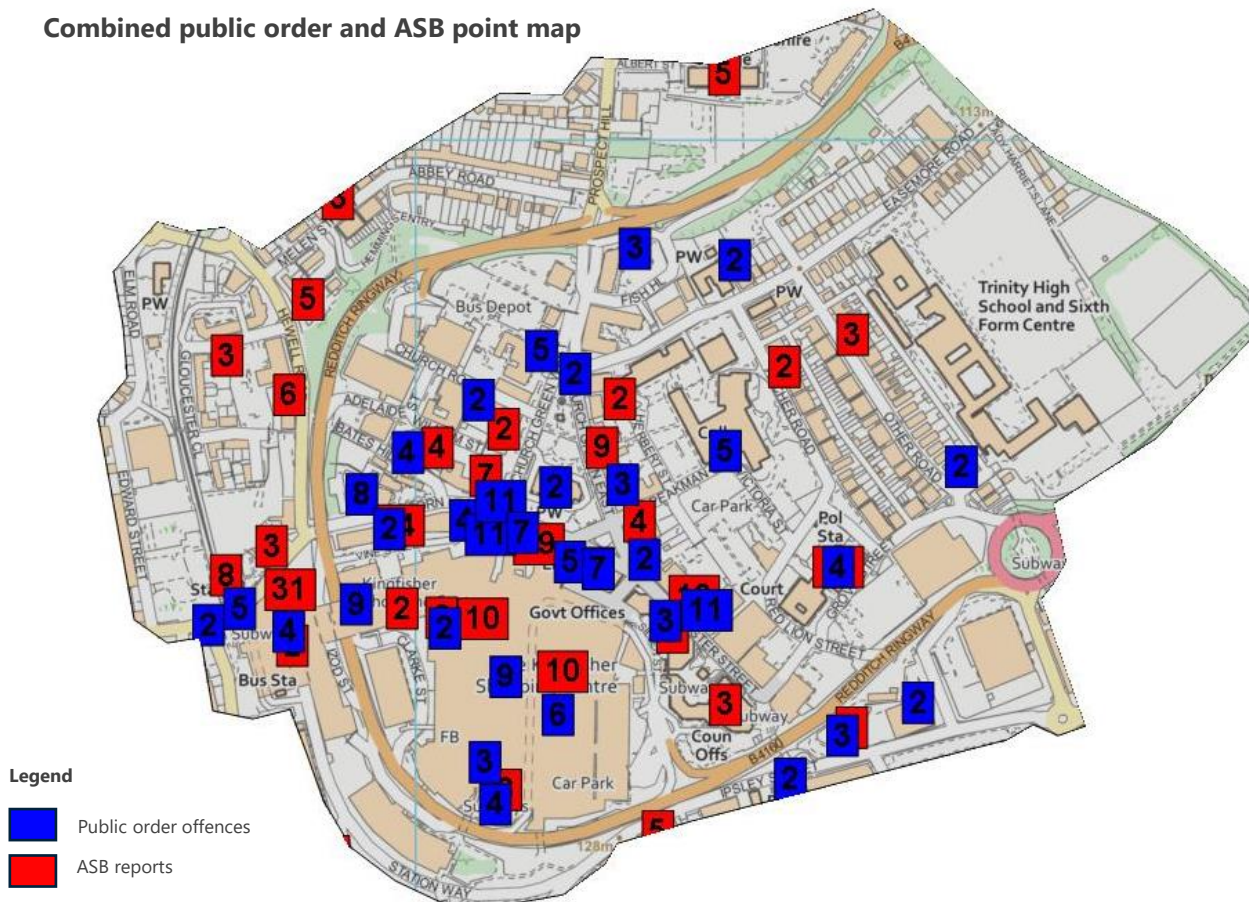
# Point Map and Locations

Combined public order offences and ASB reports for the past twelve months identify key locations for repeated reporting/offending.

It should be noted that ASB is currently mapped to a central coordinate based on the associated postcode so points may not reflect the exact location of the incident.

The area covers Redditch town centre, primarily comprising shops and food/drink establishments, although there are also some residential properties.

Combined public order and ASB point map



## Public order and ASB trends combined

**Public order offences in the focus area over 12 months:**

189

**ASB reports in the focus area over 12 months:**

231

**Public order offences in Abbey Ward over 12 months:**

193

**ASB reports in Abbey Ward over 12 months:**

251

### Public Order Offences

More than half of the 189 public order offences in the area (54%, n=102) were recorded at various locations on these five streets:

- Evesham Walk (n=23)
- Unicorn Hill (n=23)
- Market Place (n=22)
- Alcester Street (n=17)
- Kingfisher Walk (n=17)

Offences on these five streets were primarily recorded at various shops and licensed premises (n=61). There were also 34 on-street records, 6 offences at the library, and one at the bus station.

When asked to describe the premise type, 30% (n=57) of the 189 public order offences in the focus area were described as taking place 'on the street' as in public street or subway location, rather than inside a house or premise.

### ASB Reports

- 23% of ASB reports were located on Unicorn Hill (n=53), at various locations including inside premises and on pathways. Other key streets:
  - Alcester Street (14%, n=32)
  - Market Place (11%, n=26)
  - Evesham Walk (6%, n=14)
  - Kingfisher Square (6%, n=14)

# Licensed Premises

The log text from every public order offence in the focus area (n=189) over the past twelve months was examined to identify if the offence was linked to a licensed premise.

Offences are only included if the premise name is specifically mentioned and details the offence being inside or outside of the premise and is therefore likely to be an underestimate of the actual picture. If the offence details alcohol-related offending but does not identify a specific licensed premise, the street name of the location is included.

It shows that 24 offences took place outside licensed premises and on the surrounding streets. These offences included affray, racially or religiously aggravated harassment, alarm or distress and violent disorder.

## Public order offences inside licensed premises

Over the 12 months to Apr 2023, there were 19 public order offences committed inside licensed premises. Six of these offences were inside The Royal Enfield Pub, and six were inside The Rising Sun Pub.

## Outside licensed premises

There were 24 offences outside licensed premises and on the surrounding streets. The greatest volume of offences outside a specific licensed premise occurred outside Popworld Nightclub (n=4).

There were eight offences on Unicorn Hill but no specific licensed premise was linked to these.

## Nature of offending

Seven of these offences were affray, three offences were racially or religiously aggravated harassment, alarm or distress and three offences were violent disorder.

Combined public order and ASB point map

Location	Inside	Outside	Total
Rising Sun	6	2	8
Royal Enfield	6	2	8
Unicorn Hill		8	8
Popworld	1	4	5
Alcester Street		3	3
Easemore Social Club	2		2
Bar Fever	1		1
Church Green East		1	1
Church Green West		1	1
Fisherman's Catch	1		1
Holiday Inn Express Redditch	1		1
Pepinos	1		1
The Warwick		1	1
Trescott Road		1	1
Evesham Walk		1	1
Not related			146
<b>Total</b>	<b>19</b>	<b>24</b>	<b>189</b>

# Trends in Public Order Offences

The change in recording practice in February 2022 is almost certainly a contributor to the increases in offences seen from this point on. This period is marked on the graph for clarity.

The average volume per month across the Borough shifted from 44 offences per month before the recording change to 64 per month. Within the area of focus, the average volume of offences has doubled, rising from 8 offences per month to 16.

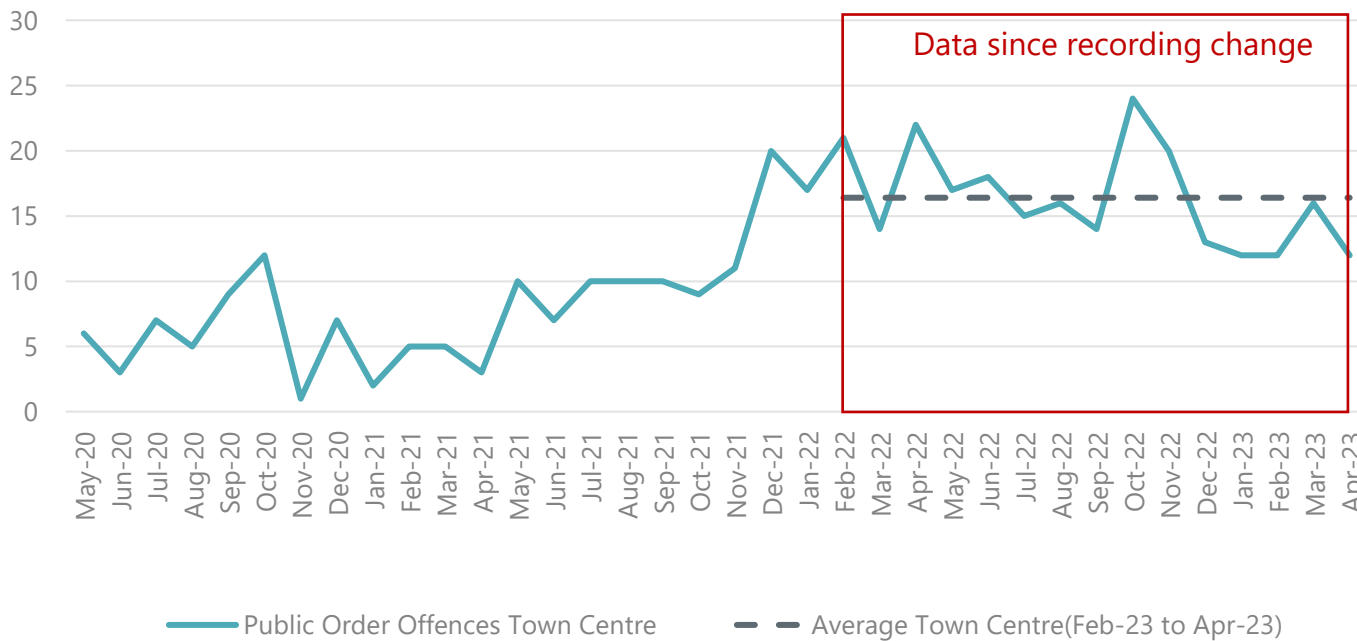
The quarterly chart shows the focus area reflecting the Borough-wide trend, a gradual decline following a sharp rise in offences around February 2022,

Given additional changes to the Home Office notification policy around public order as of May 2023, it is difficult to predict if these declines will continue going forward.

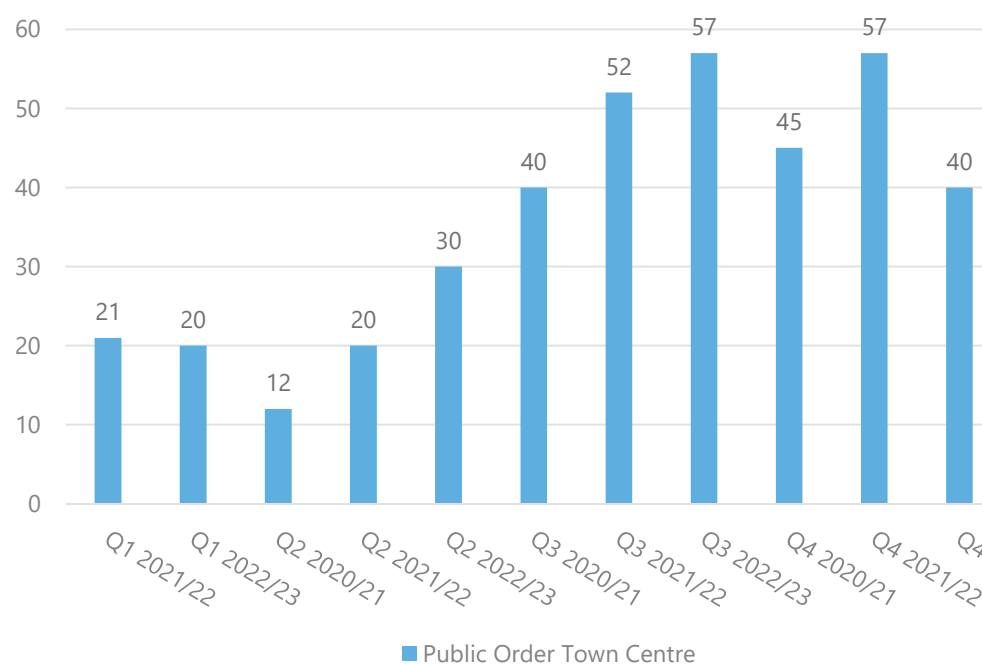
## Public order trends in focus area

<b>12-month total:</b> 189	<b>Monthly average since recording change:</b> 16
<b>Trend:</b> Decreasing following a period of increased offences	<b>Average before change:</b> 8
	<b>Most recent quarter:</b> Q4 2022/23 40

Public order offences by month over a three-year period



Public order offences by quarter over a three-year period



# Trends in Public Order Offences

Regardless of the impact of recording changes, it can be concluded that two key offence types comprise 55% of all public order offending in the area over the past 12 months:

- **Causing intentional harassment, alarm or distress** (n=67, 35%).
- **Breach of a criminal behaviour order** (n=37, 20%).

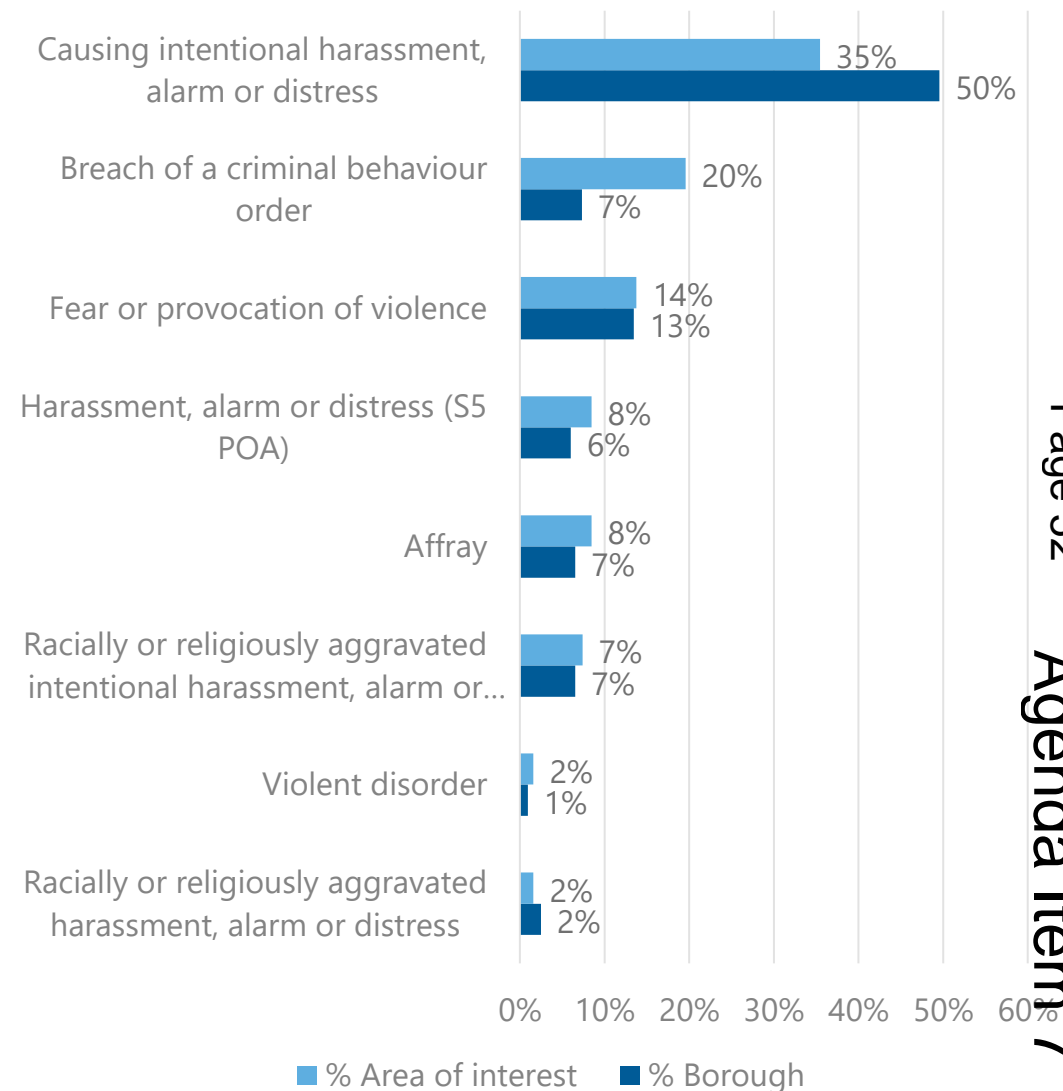
Comparison of the proportion of offence types across the Borough with the focus area identified differences in the nature of offending in the area:

- **Breach of criminal behaviour order** - 20% of public order offences in the focus area were breach of a criminal behaviour order compared to a 7% Borough-wide proportion. This indicates that a number of prior offenders operate within the focus area and as offending in the Town Centre is often the subject of Criminal Behaviour Orders, this increased proportion of offences within the focus area is understandable.
- **Harassment, alarm or distress** – 8% compared to 6% across the Borough
- **Affray** – 8% compared to 7% across the Borough

## Public order offence types in the area of focus over the past 12 months

Public order offence types	Volume of offences	% of total
Causing intentional harassment, alarm or distress	67	35%
Breach of a criminal behaviour order	37	20%
Fear or provocation of violence	26	14%
Affray	16	8%
Harassment, alarm or distress (S5 POA)	16	8%
Racially or religiously aggravated intentional harassment, alarm or distress	14	7%
Racially or religiously aggravated harassment, alarm or distress	3	2%
Violent disorder	3	2%
Committing or conspiring to commit, an act outraging public decency	2	1%
Failure to comply with (Sexual Offence) Notification Order	2	1%
Breach of non-molestation order	1	1%
Public Nuisance	1	1%
Racially or religiously aggravated fear or provocation of violence	1	1%
<b>Total</b>	<b>189</b>	<b>100%</b>

**Comparison of proportions of key offence types for public order**  
Redditch Borough vs area of focus over last 12 months



# Trends in Public Order Offences

Breaches of criminal behaviour orders, affray and violent disorder offences are the highest contributors of harm in the focus area.

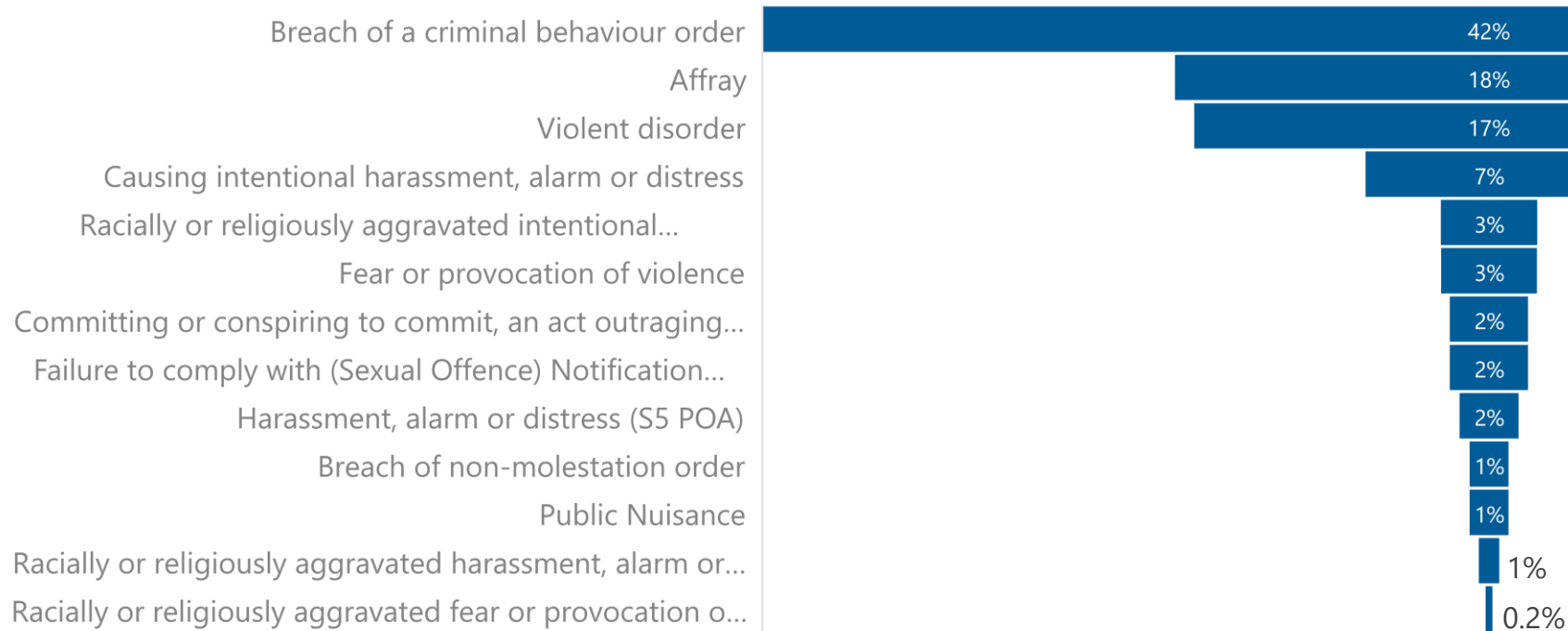
- Breach of criminal behaviour recorded 37 offences and accounts for 42% of the total severity score
- Affray offences account for 18% of the total severity score in 16 offences.
- Three offences of violent disorder accounts for 17% of the total severity score, this was the highest scoring individual offence type. Broad detail of the nature of these offences:
  - Fight between door staff and a male at a licensed premise in the town
  - Several groups unknown to each other engaged in violent conduct on the streets in the town centre
  - Fight amongst a group in town centre

**Public order in focus area**

**Greatest proportion of harm:**  
Breach of criminal behaviour order (42%, n=37)

**Highest harm scoring offence type:**  
Violent disorder (17%, n=3)

Proportion of total severity for public order offence types in the focus area over the past 12 months



# Trends in Public Order Offences

Cells in the table are colour coded according to comparative volume for each hour of each day. As offences logged without a time are recorded at 00:00 by default, offences occurring at this time are excluded from comparative analysis but are included in the table for context.

The greatest volume of offences were recorded on Saturdays (n=37) and Tuesdays (n=35). The hours with the greatest volume were 15:00-15:59 (n=18), 16:00-16:59 (n=13) and 17:00-17:59 (n=14).

Periods of greatest activity were identified as:

- **Tuesday afternoons** between 15:00 and 17:59 (n=16).
- **Friday evenings/Saturday mornings** between 04:00-04:59 (n=5), although activity was increased from 01:00 on Saturday mornings through to 04:59.
- **Friday mornings** between 10:00-10:59 (n=5). Further investigation identified one incident generated three offences during this time-period, which removes it as key time period.

## Public order offences in the area of focus by hour and day over a 12-month period

Day	00:00 default	00:01 - 00:59	01:00 - 01:59	02:00 - 02:59	03:00 - 03:59	04:00 - 04:59	05:00 - 05:59	06:00 - 06:59	07:00 - 07:59	08:00 - 08:59	09:00 - 09:59	10:00 - 10:59	11:00 - 11:59	12:00 - 12:59	13:00 - 13:59	14:00 - 14:59	15:00 - 15:59	16:00 - 16:59	17:00 - 17:59	18:00 - 18:59	19:00 - 19:59	20:00 - 20:59	21:00 - 21:59	22:00 - 22:59	23:00 - 23:59	Total
Monday	9												2	1	1	2	1			1	1	1				16
Tuesday	4	1		1							2		1	1	3		6	4	6	2		1	1	1	1	35
Wednesday	7								1	1		1	1	1	1		2	4	1	1		1			1	24
Thursday	8		1										1		1	3	2	1	3			1				21
Friday	11											5	2	1	1		2	1		2	1					26
Saturday	11	1	2	2		5			1	1	1			3	1	3	1	1		1	1	1	3			37
Sunday	5	2	1				1		1		1		1		3	2	2	2	3	1		3		1		27
<b>Total</b>	<b>55</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>18</b>	<b>13</b>	<b>14</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>189</b>

**Public order in focus area**

**Periods with greatest volume of public order offences: Friday evenings/Saturday mornings 01:00 – 04:59**

Links to the night-time economy.

**Periods with greatest volume of public order offences: Tuesday afternoons 15:00 – 17:59**

- Six of these offences were breach of criminal behaviour orders, four of which were in the Kingfisher Shopping Centre.
- Three offences generated from an arranged access visit between parent and child.
- Remaining offences linked to misconduct in local shops, stealing items or aggressive/unwelcome behaviour.

# Trends in Public Order Offences

Periods with greatest volume in public order offences

## Friday evenings/Saturday mornings:

01:00 – 04:59

(n=9)

### Specific hour:

04:00-04:59 (n=5)

## Tuesday afternoon:

15:00 – 17:59

(n=16)

### Specific hours:

15:00-15:59 (n=6) and 17:00-17:59

(n=6)

In the focus area, on afternoons, the most common public order offence types are breach of a criminal behaviour order (n=16) and causing intentional harassment, alarm or distress (n=11).

Both of these offence types occur at a disproportionate rate on Tuesdays. The reason for this is not understood and as this is a small sample size, it would require more in-depth analysis on a wider scale.

### Locations:

- Unicorn Hill (n=2), Ipsley Street (n=1), Market Place (n=2), Alcester Street (n=1) and Church Green East (n=1).
- Two offences inside the Royal Enfield Pub

### Offence categories

- Racially or religiously aggravated intentional harassment, alarm or distress (n=3)
- Fear or provocation of violence (n=2)
- Affray (n=3)
- Violent disorder (n=1)

### Nature of offences:

- Violence from a door security staff member towards a customer
- Fighting in the street between individuals and groups
- Racist behaviour
- Throwing bottles
- Threats

### Locations:

- Fifteen offences involving shops or the Kingfisher shopping centre, one on the street on Prospect Hill

### Offence categories

- Breach of a criminal behaviour order (n=6)
- Fear or provocation of violence (n=3)
- Causing intentional harassment, alarm or distress (n=6)
- Racially or religiously aggravated intentional harassment, alarm or distress (n=1)

### Nature of offences:

- Entering shopping centre whilst on CBO
- Theft from a store and aggressive behaviour when challenged

### Public order offences on afternoons 15:00 – 17:59 by day over the past 12 months

Offence Type	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
Affray				1	1			2
Breach of a criminal behaviour order	1	6	2	1		1	5	16
Causing intentional harassment, alarm or distress		6	3		1	1		11
Committing or conspiring to commit, an act outraging public decency						1		1
Fear or provocation of violence		3	1	1	1	1	1	8
Harassment, alarm or distress (S5 POA)				1		1	1	3
Racially or religiously aggravated harassment, alarm or distress				1				1
Racially or religiously aggravated intentional harassment, alarm or distress		1	1	1				3
<b>Total</b>	<b>1</b>	<b>16</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>45</b>

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Agenda Item 7

# Trends in Public Order Offences

Nominal data for public order offences by age and role – past 12 months

Age	% of Nominals		% of Offences	
	Suspects	Victims	Suspects	Victims
0-9 Years	0%	0%	0%	0%
10-19 Years	19%	17%	29%	16%
20-29 Years	31%	33%	28%	33%
30-39 Years	27%	32%	20%	32%
40-49 Years	13%	7%	13%	9%
50-59 Years	7%	6%	6%	7%
60-69 Years	2%	3%	3%	3%
70+ Years	1%	1%	1%	1%

## Suspects

31% of suspects were aged 20-29 years (n=38)

76% (n=91) of suspects were male and 24% (n=29) were female.

23 suspects were 10-19 years old, which represents 19% of all suspects and committed 29% of all public order offences.

One 17 year-old female had 26 public order offences, mainly related to a three-year criminal behaviour order to not enter the Kingfisher Shopping Centre. There were also offences where she had caused problems in the Rising Sun Pub on more than one occasion.

A 48 year-old female was a suspect for four offences, also for breach of a criminal behaviour order.

Two other females and 17 males were suspects twice or more in the last twelve months for public order offences.

## Public order in focus area

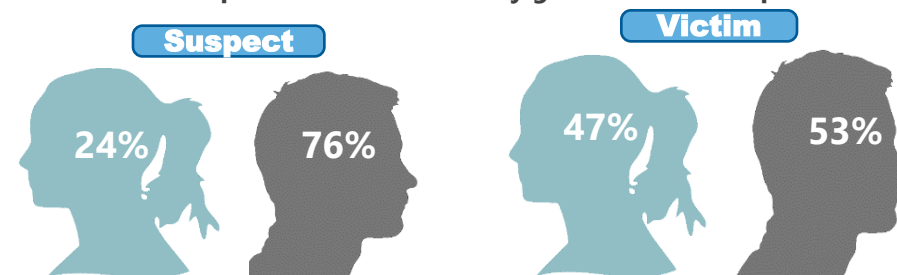
### Age and gender trends for suspects and victims:

76% (n=91) of suspects were male

53% (n=57) of victims were male

The greatest proportion of victims and suspects were aged between 20-29

Nominal data for public order offences by gender and role – past 12 months



## Victims

33% of victims were aged 20-29 years (n=38) and 32% were aged 30-39 years (n=37).

53% (n=57) of victims were male and 47% (n=50) were female.

Female victims were more likely to be repeat victims. Five females and one male were victims of a public order offence twice or more in the past twelve months.

One 47 year-old female was a victim of intentional harassment, alarm or distress offences four times in the past 12 months. These offences relate to people making threats or being verbally abusive towards her. Two of these offences occurred outside of the library.



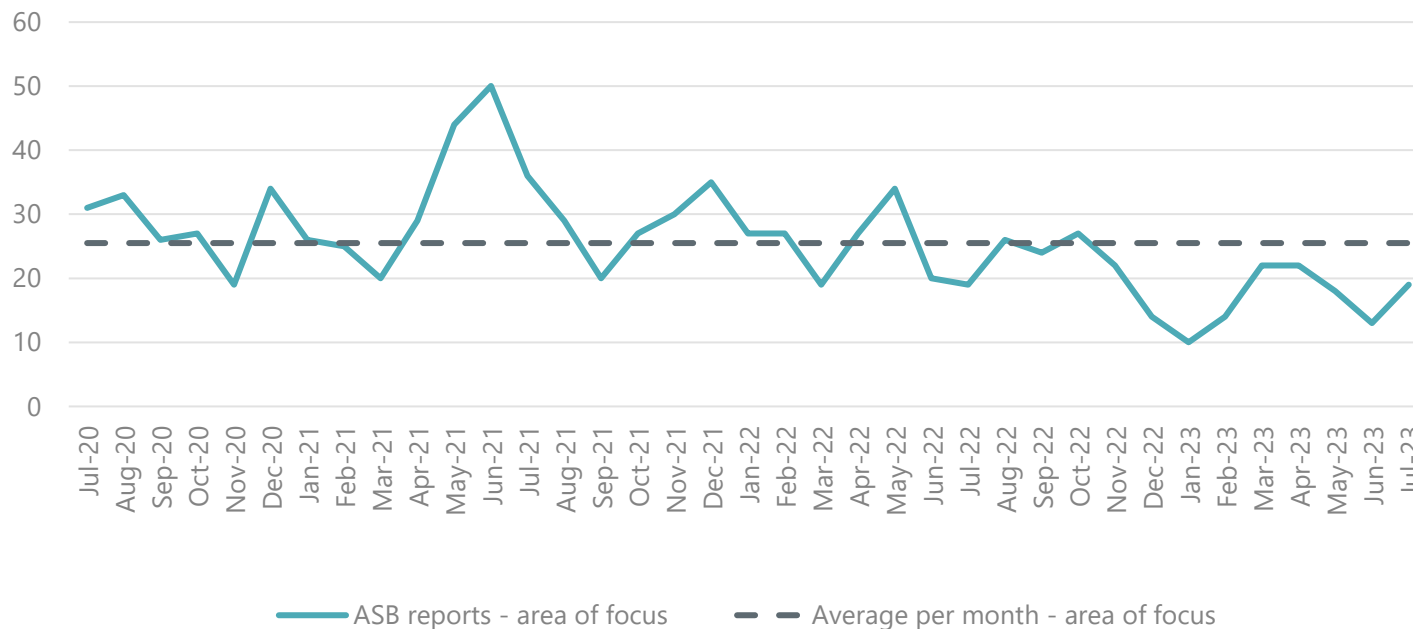
# Trends in Antisocial Behaviour Reports

- ASB reporting across the Borough has decreased, which was reflected in the focus area, to a lesser extent.
- Part of the decrease across the Borough is attributed to changes in recording which took place in February 2022, reclassifying some ASB as public order offences.
- The three-year average was 26 reports per month, which reduces to 19 per month for the past 12 months.
- Given additional changes to the Home Office notification policy around public order as of May 2023, it is difficult to predict future trends.

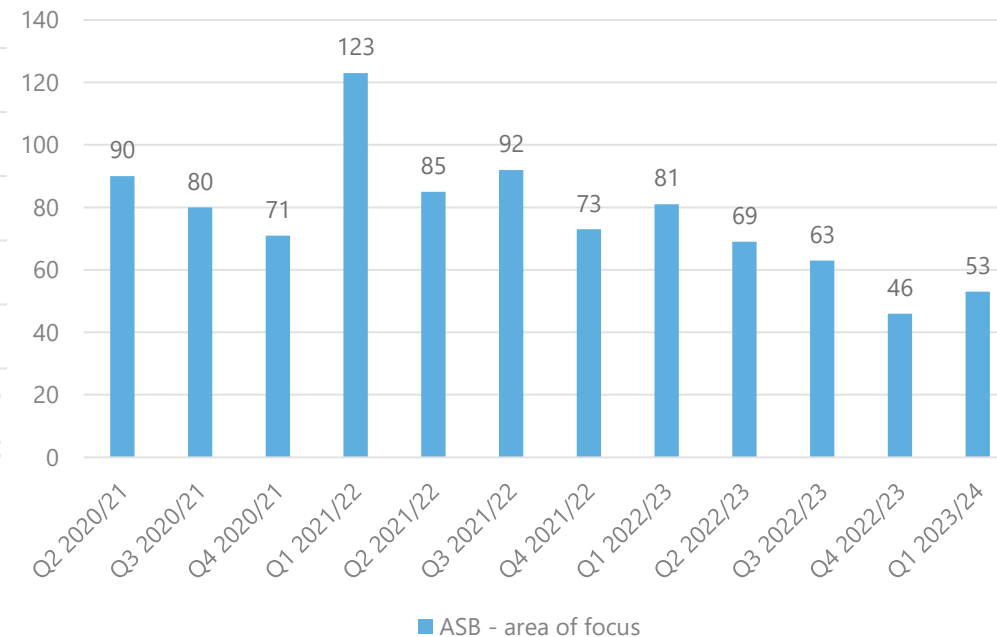
## ASB in focus area

<b>12-month total:</b> 231	<b>3-year average:</b> 26
	<b>12-month: average:</b> 19
<b>Trend:</b> Decreasing	<b>Most recent quarter:</b> Q1 2022/24 53

ASB reports by month over a three-year period



ASB reports by quarter over a three-year period



# Trends in Antisocial Behaviour

Cells in the table are colour coded according to comparative volume for each hour of each day.

More reports were made on Saturdays (n=41) and Sundays (n=45) than other days.  
Hours of greatest volume were 23:00-23:59 (n=24), 16:00-16:59 (n=21), and 17:00-17:59 (n=22).

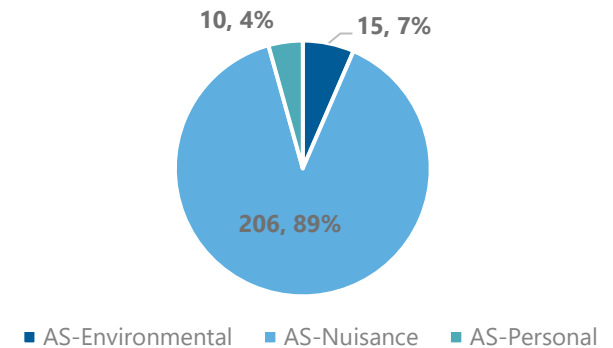
Periods of greatest activity were identified as:

- **Tuesday afternoons** between 17:00 and 17:59 (n=7), although activity was increased from 15:00 onwards.
- **Friday nights/Saturday mornings** between 23:00-23:59 (n=9) which continued into the early hours of Saturday morning, with activity finishing around 05:00.
- **Saturday nights/Sunday mornings**, building from 23:00-23:59 (n=6) and peaking again between 04:00-04:59 (n=9).

## ASB in focus area

**Periods with greatest volume of public order offences:**  
 Friday evenings/Saturday mornings 21:00 – 05:59  
 Saturday nights/Sunday mornings 21:00-05:59  
 Tuesday afternoons 15:00 – 15:00-17:59

ASB reports by type over a 12-month period



ASB reports in the area of interest by hour and day over a 12-month period

Day	00:00 - 00:59	01:00 - 01:59	02:00 - 02:59	03:00 - 03:59	04:00 - 04:59	05:00 - 05:59	06:00 - 06:59	07:00 - 07:59	08:00 - 08:59	09:00 - 09:59	10:00 - 10:59	11:00 - 11:59	12:00 - 12:59	13:00 - 13:59	14:00 - 14:59	15:00 - 15:59	16:00 - 16:59	17:00 - 17:59	18:00 - 18:59	19:00 - 19:59	20:00 - 20:59	21:00 - 21:59	22:00 - 22:59	23:00 - 23:59	Total	
Monday			1		1						1	1	2	1	1	1	5	1	1	1	4	1	2	1	25	
Tuesday		1		1						1	2			1		4	3	7		3			1		1	25
Wednesday	2									2	2			2	2	1	2	4	1	1	2	1	3	4	29	
Thursday	2	1						2	1	2	3	1		1	2	3	3	3	1	1	2	1	3		32	
Friday			1	1						1	1	1		2	3	2	3	2	2	4	1		1	9	34	
Saturday	7	4		2	4	1	1			1		1	2	1		1	2	3	2				3	6	41	
Sunday	2	2	1	4	9	2					1	2			3	2	3	2	2		3	3	1	3	45	
<b>Total</b>	<b>13</b>	<b>8</b>	<b>3</b>	<b>8</b>	<b>14</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>11</b>	<b>14</b>	<b>21</b>	<b>22</b>	<b>9</b>	<b>10</b>	<b>12</b>	<b>7</b>	<b>13</b>	<b>24</b>	<b>231</b>	

# Trends in Antisocial Behaviour Reports

## Periods with greatest volume in antisocial behaviour reports

### Friday nights:

21:00 – 05:59  
(n=27)

**Specific hour:**  
23:00-23:59 (n=9)

#### Locations:

- Market place (n=7)
- Alcester Street (n=6)
- Unicorn Hill (n=9)

#### Qualifiers:

- Alcohol (n=12)
- Licensing (n=14)

#### Details from log text:

- Intoxicated people being aggressive to staff at licensed premises, refusing to leave when asked to, causing fights with door staff
- Fighting on streets
- Threatening behaviour
- Setting off fireworks
- Cars gathering and racing

### Saturday nights:

21:00 – 05:59  
(n=27)

**Specific hour:**  
04:00-04:59 (n=9)

#### Locations:

- Market place (n=9)
- Alcester Street (n=3)
- Unicorn Hill (n=12)

#### Qualifiers:

- Alcohol (n=4)
- Licensing (n=8)
- Drugs (n=1)
- Repeat victim (n=1)

#### Details from log text:

- Intoxicated people being aggressive to staff at licensed premises, refusing to leave when asked to, causing fights with door staff
- Fighting on streets

### Tuesday afternoon:

15:00 – 17:59  
(n=14)

**Specific hour:**  
17:00-17:59 (n=7)

#### Locations:

- Easemore Road (n=2)
- Kingfisher Shopping Centre (n=2)
- Unicorn Hill (n=4)

#### Qualifiers:

- Youth related (n=2)
- Repeat victim (n=1)
- Drugs (n=1)

#### Details from log text:

- Youths knocking on doors
- Drug use
- Tampering with cars, leaving cones and litter on them, drawing in dirt on them
- Neighbour disputes
- Nuisance behaviour in shopping centre
- Fighting and aggressive behaviour
- Intoxicated female refusing to leave premise

# Data Sources

**Location**

Redditch Borough

**Period**

1 May 2020 to 30 April 2023 for public order and 1 August 2020 to 31 July 2023 for ASB

**Data Sources**

- All crime data was extracted from Athena using BI4.2 – date range 1 May 2020 to 30 April 2023
- Incident data was extracted from Saab SAFE using BI4.2 – date range 1 August 2020 to 31 July 2023

**Caveats**

- The findings of this report are based on public order offences committed between 1 May 2020 and 30 April 2023 as the most current period available due to technical issues with data extraction. Offences committed within this period but recorded later are not included in the analysis. The date range is set due to technical issues with data extraction at the time of reporting.
- The ASB data is based on incidents reported between 1 August 2020 and 31 July 2023, as the most current three-year period available at the time of reporting.
- Geographic locations of ASB reports are based on the centralised to the postcode of the report details. This is the most precise mapping available using the current systems.
- Crime and incident data is reliant on public reporting of offences, and it is likely that some offence groups are under-reported which will affect the volume of crimes.
- Markers applied to data vary in their usage and are reliant on the quality of recording of offences and incidents.
- When a committed time is not entered upon recording an offence, the field reverts to an automatic time of 00:00. As to not skew results, offences recorded as 00:00 were excluded from temporal analysis.

# Methodology

Where possible, the report references financial quarters, as the date ranges for public order and ASB differ, these are defined as follows:

Quarters	ASB Reports
Most recent quarter	Q1 2023/24
Previous quarter	Q4 2022/23
Same quarter last year	Q1 2022/23

Quarters	Public Order Offences
Most recent quarter	Q4 2022/23
Previous quarter	Q3 2022/23
Same quarter last year	Q4 2021/22

A custom geographical focus area was created to most accurately encapsulate the hotspot area of public order offences and ASB incidents in Redditch town centre. Offences and incidents were mapped and extracted for further analysis based on their location within these boundaries.

## Probability Yardstick

Throughout this product, the 'probability yardstick', as defined by the Professional Head of Intelligence Assessment or PHIA, has been used to ensure consistency across the different threats and themes when assessing probability. The following defines the probability ranges considered when such language is used.

Qualitative Statement	Remote Chance	Highly Unlikely	Unlikely	Realistic Possibility	Likely or Probable	Highly Likely	Almost Certain
Probability Range	0-5%	10-20%	25-35%	40-50%	55-75%	80-90%	95-100%

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# PSPO Consultation Report

## Survey results for the proposal to Introduce a Public Space Protection Order in Redditch Town Centre

- Two responses were received from statutory consultees – Office of the West Mercia Police and Crime Commissioner and a Chief Officer of Police for the area. These responses are included at the end of the report.
  - A total of 124 responses to the online survey were received during the consultation period 28/09/23 to 29/10/23
  - The results for each question are shown in the report. A separate table is shown for responses from residents who live within the boundary of the proposed restricted area.
  - Full responses from the 10 residents who stated that they ‘Live in Boundary’ area are also shown separately at the end of the report.
  - A full list of consultees is shown at the end of the report. The consultation survey was also promoted in the press, on the council’s website, via council and partner social media accounts, at the Town Hall reception area and in the Library.
-

Question 1. Which of the following applies to you? Please tick all that apply			
Answer		Response %	Response Total
1	I live in Redditch Town Centre, as shown on the map within the red boundary line.	8.1%	10
2	I live In Redditch but outside of the Town Centre	76.4%	94
3	I am a Business Owner / Employee in the Town Centre	20.3%	25
4	I am a Representative / Employee in the Alcohol Licensing Trade	0.0%	0
5	I am a Redditch Ward Councillor	5.7%	7
6	I am a Redditch County Councillor	3.3%	4
7	I represent a Charity, Voluntary Organisation or Community Group *	4.9%	6
8	I represent a Religious Establishment *	0.8%	1
9	I represent a different organisation or group *	0.8%	1
10	Other (please specify):	5.7%	7
* Please provide the name of your group/organisation/establishment			26
		<b>answered</b>	<b>124</b>
		<b>skipped</b>	<b>0</b>

<b>Other (please specify)</b>
Bentley Close Neighbourhood Watch Scheme
I live 50m from the line.
Work in Redditch
Rail station user
Resident
Restaurant Owner



<b>* Please provide the name of your group/organisation/establishment</b>
Worcestershire County Council
Emmanuel Church The Ecumenical Centre Redditch
The Dow Surgery
Redditch BID
Friends of Isaac's Food Bank
Bentley Close Community Association
Bentley Close Community Assoc
Kingfisher Centre
HSBC
HSBC
HSBC
HSBC
HSBC
Threadneedle House
Jumbo Chinese Restaurant

<b>Question 2. Please let us know where in Redditch Borough you live?</b>		
<b>Answer</b>		<b>Response Total</b>
Abbeydale		1
Astwood Bank		2
Batchley		8
Brockhill		4

Callow Hill	1
Church Hill North	6
Church Hill South	4
Crabbs Cross	5
Enfield	1
Feckenham	0
Greenlands	5
Headless Cross	8
Hunt End	1
Ipsley	1
Lakeside	2
Lodge Park	3
Matchborough East	1
Matchborough West	4
Oakenshaw	1
Oakenshaw South	1
Riverside	4
Smallwood	1
Southcrest	9
St. Georges	0
Town Centre	7
Walkwood	7
Webheath	4
Winyates East	2
Winyates Green	2

Winyates West	0
Wirehill	2
Woodrow North	5
Woodrow South	2
	<b>answered 104</b>
	<b>skipped 20</b>

Question 3. Have you witnessed Anti-Social Behaviour (ASB) in public areas in Redditch Town Centre in the last 12 months?			
Answer		Response Percent	Response Total
1	Yes	71.5%	88
2	No	29.3%	36
			<b>answered 124</b>
			<b>skipped 0</b>

Living Within Boundary Only	
Yes 80.0%	8
No 20.0%	2
<b>Answered</b>	<b>10</b>

**Question 4. Did you report the Anti-Social Behaviour (ASB) you witnessed in Redditch Town Centre?**

Answer		Response Percent	Response Total
1	Yes	31.8%	28
2	No	69.3%	61
			<b>answered</b> 89
			<b>skipped</b> 35

**Living Within Boundary Only**

Yes 50.0%	4
No 50.0%	4
<b>Answered</b>	<b>8</b>

**Question 5. Who did you report the Anti-Social Behaviour (ASB) you witnessed to?**

Answer		Response Percent	Response Total
1	Police	89.3%	25
2	Redditch Borough Council	3.6%	1
3	Other (please specify):	7.1%	2
<b>Comments:</b>			11
			<b>answered</b> 28
			<b>skipped</b> 95

**Other (please specify):**

Crime stoppers

Kingfisher security and police

**Comments:**

Police and Community support Officer

Was with friends / friend called police when a fight was breaking out

Shop lifting from my business in the Kingfisher reported to centre who brought in the police

Reported to BOTH the Police AND Redditch Borough Council.

THIS question No. 5 does not allow me and others to select more than one response! Why is this?

I didn't, I just wanted to get away

To officers on foot in town

Member of staff assaulted

We have had 5 years of non-stop hard drug abuse on the premises of Threadneedle house (small walkway at the rear of the building directly outside our window), we have reported this countless times to the police. In the last 2 years there has been a definite increase in homeless people in Redditch town centre and with that an increase in alcohol and drug abuse.

There are groups of teenagers constantly in the town centre harassing people and there's nothing that can be done towards them but just walk quicker.

Overall our safety feels greatly compromised in Redditch town centre currently so we would fully stand behind something being done about that

We have numerous records or reports to the police noting drug misuse outside of our bedroom window, urination outside of the front of our home and antisocial behaviour from people on the public footpath outside our home

Police and Redditch Borough Council

I reported it to both Police and Redditch Borough Council.

A CCTV camera when it was there, it did deter A.S. Behaviour and criminal activity

Living Within Boundary Only		
Police	75.0%	3
Crimestoppers	25.0%	1
<b>Answered</b>		<b>4</b>

Question 6. Please tell us why you did not report the Anti-Social Behaviour (ASB) you witnessed?		
Answer	Response Percent	Response Total
1	100.0%	54
<i>answered</i>		<b>54</b>
<i>skipped</i>		<b>70</b>

Comments
I tend to mind my own business. I consider that behaviour should be monitored by the authorities.
I was alone and as a female felt intimidated
Unlikely that police would be able to attend
I have seen groups of people drinking around the war memorial adjacent to St. Stephens Church on many occasions, but there doesn't ever seem to be any PCSO's around to report this too.
Had no confidence that police would attend in good time to stop the fight
It was already reported
There are never any police around and the response is slow anyway
What's the point, nothings ever done. The police are massively understaffed and don't have the powers/freedom to do a proper job.
Because I did not think my complaint would be taken seriously.
It was adult drinking in the area near the church - they appear to be homeless and are often there, so were not actually causing a

disturbance as such
To many and they can get aggressive
I didn't know who to report it to.
Police will not attend low level ASB and the council do not have officers available to enforce ASB.
nothing ever gets done about it. Its a regular occurrence in certain areas of the town centre. Police are aware but are either not bothered or don't have the man power to sort it out.
I'm in town every Tuesday night waiting for my daughter to finish a group she goes to it's awful and unsafe in the town pointless to report
don't know who to report it to and it is happening daily on the band stand next to the church
The offenders are around the church pretty much all day long. The police are aware of this and visit quite often but don't appear to do anything, therefore I see no point in wasting their time or mine.
I did not want to get involved.
Work in a office. They are all alcoholics and hang around the bandstand by the Church and are very loud, swearing and arguing amongst themselves. It is very noisy during the summer.
No action will be taken. Numerous alcoholics drunk, shouting & disrupting the local area.
The company i work for has reported this on multiple instances with no action taken
The company that I work for has reported it numerous times with no action taken.
Seemed pointless
I was harassed for money by a drug addict in Gloucester Close, but it would have been pointless reporting it as nothing would be done about it.
That would be a waste of my time: * If I were to report using the 101 service, I would be waiting an excessive length of time for the call to be answered. I have given up twice after waiting more than 15 minutes. That is not a service. * If I were to report it online then I have to give a lot of my personal details. I call that unnecessary data harvesting. The service wants to know more about the person reporting the incident than the incident itself.
Fear of repercussions
I felt that no one was in danger and the people involved were walking through the town centre
No point- police don't care
I see anti-social behaviour on a daily basis and do not have time to report everything I see every day
As we are busy with customer every day and this antisocial behaviour happens every day
Because a friend I was with did report it.

Who would I report it to. No police station open. No police presence in Redditch town centre. Today Saturday 14 October at Church Green Redditch. At least 8 people drinking by the bus stop. Even a grill on a portable table had been set up. They were actually cooking food and drinking alcohol. Very intimidating. Police nowhere to be seen.
It had already been reported
Did not think anything would be done .
Didn't know where and how
Because I see community officers around town centre, police cars driving past and people are in the Church Green area drinking or smoking drugs, also police have other more urgent priorities so feel this is time wasting. If someone was being hurt then I would report this.
Time consuming and quite a few instances
Because there were already police dealing with the problem as another person reported it.
Because someone else should be monitoring this.
Not sure who to report to
Someone else reported them
Because it happens a lot and a waste of time reporting anything
It was already attended by police.
Nothing would get done
Drunks in the bandstand. They're always there and never moved on. What's the point of reporting?
Who do I report it to?
What about all the homeless people?
Was being dealt with
Police already there
With the lack of police resources I did not want to report it. It was relating to people drinking alcohol excessively during the day and drug users
Not sure how to report it.
No one obvious to report to, and probably will have moved on by the time investigated by authorities. Didn't want to waste emergency services time phoning it in.
Reported by others also there
The security guards from the Kingfisher Centre were dealing with it.



**Question 7. Do you support the introduction of a Town Centre PSPO to deal with the problems below:**

**Alcohol related anti-social behaviour  
 Misuse of Psychoactive Substances (e.g. Nitrous Oxide)  
 Public Urination, Defecation and other Offensive, Indecent or Threatening Behaviour  
 Abusive, Obscene and Threatening Language**

Answer		Response Percent	Response Total
1	Yes	88.6%	108
2	No	12.2%	15
<b>Comments:</b>			52
		<b>answered</b>	<b>124</b>
		<b>skipped</b>	<b>0</b>

<b>Comments:</b>
I believe many residents don't feel safe in the TC and therefore do not use it. If these issues were sorted perhaps more businesses would come to Redditch and more people would go out.
As an older person, I will not willingly visit the Town Centre in the evening due to the threatening atmosphere caused by the above problems. This precludes me from attending performances at the Palace Theatre, for example
The businesses in the town centre which I have spoken to are getting more and more frustrated with the ASB in the town centre. When I speak to residents it acts as a deterrent. If we want to increase patronage to our town centre we must make it safer and more inviting.
Yes, definitely to ensure the safety for everyone and the right to live a clean peaceful life
Town centre sometimes feels unsafe
I have not witnessed it int he last 12 months because I no longer go into the Town Centre in the evenings - too violent!
In a lot of cases it's the same offences being committed by the same perpetrators in the same place. Police are aware but it doesn't seem to make much difference

Redditch wants to attract people to visit its night time economy and stopping jobs and those who feel its ok to behave like idiots can only help
I appreciate the issues above but a PSPO is not dealing with issues and problems all it is doing is pushing it away from the town centre. The police need to deal with the crimes that are happening at that time. The police need to be more proactive. The council and police need to provide the right support and guidance and safe places for people to go.
Not all alcohol drinkers are being anti social but it's important that residents feel safe in town.
Not only in the Town Center but other centers around Redditch in particular Arrow Valley Lake
This is absolutely essential. We spend a lot of time fundraising in the town centre and the levels of antisocial behaviour put us off doing further fundraising there
Residents and visitors to the town centre should be able to go about their business without feeling threatened or at risk from others who choose to act in an anti social and disruptive manner. Everyone has a right to feel safe
People smoking weed in public areas should be addressed too.
As a town centre business owner we are fiercely aware of how antisocial behaviour negatively impacts business, customers and staff often feeling at risk approaching the centre. Being approached for money, shouted and swore at.
We just need more police officers, the law is there already.
It needs something to stop this sort of behaviour
Incidents which have been reported don't get dealt with. Residents who actually did (in the past) take the trouble of reporting incidents now sadly do not bother. The view which many residents have is that RBC's 'Safer Redditch' Team is hopeless and ineffective.
Too much of above problems going on inside and just outside of boundary
For one seems pretty arbitrary to cut it off just before Clive Road if you were to include the other half of the housing block. For another how rigorously would this be enforced? Would this extend to people coming out of the nightclub who are already engaging in arguably 'Alcohol-related anti-social behaviour'?
I would like to see our Town Centre return to the standards of 1985 when we decided to move here and raise our family.
I have to listen to, and watch them drinking and shouting every day while I am working during the summer months it is very loud with the windows open
There's nothing worse than feeling uneasy walking to & from the office, in fear of encountering someone who is either drunk or high on illegal substances. I'm not convinced a Town Centre PSPO will work but it's certainly worth trying.
I do not feel this is required. I have been living in Redditch for may years and feel that not much has change. you will always get one or two people making a fool of themselves.
Not needed.
I support the PSPO, however I doubt it will have any effect on the constant stink of weed that blights the whole town centre.

Why aren't the police dealing with these issues anyway? We shouldn't need another acronym to sort this out.
Most definitely support the pspo
Need a visible deterrent at all times
As long as it is sensibly and calmly enforced. However all of these items are already covered by varying existing laws which can be and hopefully are enforced.
If you are looking to be able to ban people from the town centre completely then I understand this.
this is about education as well. the wearing of hoodies also need to be addressed, these allow offenders to mask their appearance. Clamp down on the wearing of them and people will soon realise that they can't hide.
We have customers who now refuse to visit Redditch and will travel further to different towns because of the anti social behaviour in church green west, many customers have commented that they feel intimidated and no longer safe to visit Redditch
They are disturbing customers as they gather outside our premises.
As a senior citizen I do not wish to go anywhere where it is likely that I am required to witness offensive behaviour by word or action. In conversation with other seniors it appears that if they have to go to the town centre evening or night they go do what is necessary and leave. I believe the threat is not as serious as others perceive but avoiding the Town centre is unlikely to assist the local economy.
And only for these problems. I do hope there is going to be some accountability or review to make sure that these powers are not being exceeded. Steps also need to be taken to make sure vulnerable people are protected, for example the homeless and people with mental health conditions.
Police support we feel will be used for alternative use & it's time to question what the council are actually doing they are not listening to the residents of Redditch & constantly pushing agenda's which no one voted for.
I hate going into the town now, especially on a Saturday. Where are the police. It's a joke.
I work in the town centre and often see people opening drinking and drunk, those who frequent the band stand and Church Green openly cross the road and use the bushes at the top of Easemore /Prospect Road to urinate, we can see that from our office. I have seen all sort of people including young people with college badges smoking weed which seems to carry far and wide, sometimes the smell of drugs carries across the road and to the pedestrian area - each to their own but smoke it at home!
Before the bushes were removed from corner of Church Green it was a regular drop off and exchange spot. I have been approached and asked for money so now walk into town using the pavement now the nicer way across by the Church. In the summer I would like to sit and enjoy the Church Green seating and do see others enjoying the area but avoid because of those drinking/high, often I have seen parents/children sat on the grass or next to fountain in the summer which shows if this area was safer and in the banned area lots of people would and could enjoy this. The area down the the Palace Theatre and underpass is something I now avoid - I used to park over near retail park. It would be lovely to feel safe, not to have to smell weed and enjoy what is a lovely town centre and spoilt by a few people.
I have concerns that the problem will just move out of the town to local centre areas.

Absolutely. Redditch town centre is very intimidating day or night.

As in my previous statement Redditch town centre does not feel safe because of the things outlined above but above all the amount of hard drug usage

I do agree however, I wonder what the response would be. We have previously been told that our reports were not an emergency and had no follow up to our concerns.

I don't think it's as black or white as yes or no this will criminalise some of the most vulnerable individuals

We do need some public toilets ,for use when Kingfisher closed

There is also smoking of weeds found at many places in Redditch Town Centre

Because if you let a pro-Palestinian march to go ahead , but stop decent Redditch citizens from enjoying themselves .....then NO !

People who (repeatedly) exhibit the behaviours you mention need help, not punishment or exclusion. What measures are being put in place by the Council or other agencies to help people experiencing homelessness or addiction? There are adequate laws in place allowing Police to deal with Night Time Economy problems without additional Civil Liberties rules.

I support it if it is used correctly with compassion. I do not support it being used to move on the homeless unless there is a positive outcome for them. With how little nightlife there is in the town now I am surprised this is happening now and not when it was really busy with bars. If bringing this in helps attract business and a nightlife back to Redditch that's great but please don't use it to kill off the little economy already there.

Providing we have the police manpower to cover and enforce it. They are stretched as it is.

As long as it is actually enforced

Always see people hanging around the church

I have witnessed ASB in other cities and towns. It is a useful tool to have in place to maintain peaceful law and order.

Living Within Boundary Only	
Yes 90.0%	9
No 10.0%	1
<b>Answered</b>	<b>10</b>

**Question 8. Please tell us anything else you think we should know about ASB in Redditch Town Centre:**

Answer Choice	Response Percent	Response Total
1	100.0%	62
	<i>answered</i>	<b>62</b>
	<i>skipped</i>	<b>62</b>

**Comment**

Hopefully, such an order would deter people from outside Redditch from travelling to the town centre, with intent to cause problem with ASB and drug dealing etc.

There is an issue with drug dealing, it is possible that they are coming in on the train.

We need more cameras and Police patrolling, drug dealing in the alleyway between Other Rd & Archer Rd still happens at all hours of the day & night

I feel intimidated by a lot of the smoking of cannabis within the town Centre and by the begging from the rough sleepers or apparent rough sleepers during the day

ASB takes many forms including use of foul language, drunken behaviour, confrontations and noise. I would like help to tackle ASB of my neighbour in Easemore Road.

It makes the town centre an unpleasant place to be

Would be better to see more foot patrols. The bandstand and church green is not a space i would frequent at certain times due to intimetating behaviour of some people.

People are getting stabbed when going shopping. That should tell you all you need to know about the viciousness experienced in our town these days. Security int he Town Centre are ineffective and the police are nowhere to be seen.

I'm seeing Antisocial behaviour on a daily basis from the same people who are alcohol and drug depent

Littering, graffiti and vandalism how ever minor by all ages should be included in ASB.

There should be a visible police presence in the town at all times, residents should never feel afraid to be out or for their children to be

out after a certain time
There's small gatherings of drunks/drug users in the town every single day and they are never moved on, they are clearly drunk but nothings ever done.
There is ASB all over Redditch and this is not being dealt with. Police need to take action and arrest and charge and for persistent offenders take long term action. It should not be the responsibility of the council to do the police's job. This is not addressing the ASB this action is trying to brush the issues that Redditch has under the carpet and move it to other areas. This will then impact on neighborhoods and their homes. Young people have to be able to go out and enjoy themselves and without the fear of a criminal record if they do something wrong.
I think a town centre police prescribe is important as there will be less ASB if police are visible and nearby.
No respect is shown to the church area and the surrounding area of it. Litter, smoking etc.
I want my family to feel safe when in the town centre and therefore this order should hopefully help to reduce anti-social behaviour and make the town a nicer place to use - as long as there are enough police officers to be available to enforce the order?
A group of drunk people are always by the church ,drunk at 8 in the morning calling ambulance to take them home. It's always the same ones , urinating in alley opposite church
The police need more powers to arrest and more visibility
My only concern is that this order will push ASB out of the town centre into other local communities who have smaller shopping centres. Who will deal with ASB in these areas and what are the council doing about it? Areas such as Salters Lane in Batchley where individuals who use alcohol and drugs are housed in close proximity.
Nothing, but this should cover the whole of the borough not just the town centre
its getting worse. there are areas I don't want to walk through as a single woman day or night. just don't feel safe.
The opening hours are too late. 2am is plenty
Groups of teens accessing the kingfisher after hours detract security from necessary work and are committing theft and vandalism on the open concessions stands.
Homeless around the centre intimidate customers
ASB behaviour can be currently handled under the law. There needs to be more police officers however.
I tend to sit on a bench sometimes on my own I'm a woman and the amount of times I've been approached by drunks and this is only 6 until 7 if you walk through the church there are bottles lay on the ground from methadone and groups hanging about every where
The area covered by this proposed PSPO needs to be extended. 1. It should include Ludlow Road and the footpath from Oakly Road which goes to Plymouth Road through Bentley Close. This footpath is called by some as 'Cannabis Alley' and/or 'Druggies' Exchange'. On this footpath, (adjacent to Sandpitts Allotment

<p>site), has experienced incidents of anti-social behaviour.</p> <p>2. AND the area to be enlarged should also include the Plymouth Road Cemetery and The Garden of Remembrance.</p> <p>+++=++ It is really hoped that these comments will be acted on, and that completing this 'Consultation Questionnaire' has not been an absolute waste of time!!</p>
<p>Boundary map should include pathway from Bentley Close to Oakley Rd ,as this is area of ASB which always gets ignored</p>
<p>No comment.</p>
<p>Urinating in Church Green. In appropriate language causing offence to business customers and staff. Fighting in church green. Sexual activity by those under influence</p>
<p>as stated before I do not feel this is required. I have been living in Redditch for many years and feel that not much has change. you will always get one or two people making a fool of themselves.</p>
<p>Gathering in the bus station</p>
<p>Sick of getting verbal abuse from people sitting drinking in Church Green/ the Bandstand. Makes me not want to visit the town centre.</p>
<p>The stink of weed is rife, especially in Gloucester Close.</p>
<p>Smoking of cannabis is regularly noticed. Use of e-scooter and similar still goes on. Regular meetings of vehicles on the Enfield Industrial estate in hidden zones late evenings is a suspicious activity and usually ends with litter being left in the area.</p>
<p>There is sufficient provision for the police to take action against any issue</p>
<p>I think a Police presence (beat bobbies)in the town centre would do more to deter bad behaviour rather than make a PSP area which in itself leaves much to interpretation by any given authority. We need more community policing not more restrictions in order to improve the relationship we have with our brilliant town.</p>
<p>It's particularly bad in the evenings especially at weekends</p>
<p>Open drug dealing now moved outside Hsbc</p>
<p>The area around the church seems to attract people who are drinking or standing in groups which intimidating</p>
<p>Aggressive begging needs to stop</p>
<p>Make sure it's policed effectively. When we lived in Solihull near JLR they put parking restrictions but did not monitor them so the muppets that worked there just parked there anyway.</p>
<p>There is also asb carried out regularly in the hsbc car park which is private property, (we cannot lock the gate as it's a fire escape route for our neighbours) when asked politely to move on, they can then become very aggressive</p>
<p>As employee of hsbc I hear from customer complaining about ASB in front of our branch and saying that they avoid coming to this branch due to this behaviour</p>

Nothing else to add.

We can live in hope the police will start to do the job they are supposed to do. I won't hold my breath.

I THINK THAT YOUR OVER REACTING IT NEVER USED TO BE A PROBLEM TRY TO USE A BIT OF GOOD OLD POILCE WORK LET THE BOBBY MAKE HIS OWN CHIOCE ON WHAT HE RECKONS WHEN HE OR SHE DEALS WITH A PROBLEM. YOUR NEVER GOING TO STOP IT SO A BIT OF COMMONSENCE YOUR JUST WASTING MONEY IVE BEEN THERE AND I KNOW THE POILCE USED TO SIT AND CHAT WITH US AND THEY EARNED SOME RESPECT EASY FOR MPS ITS NOT THERE MONEY . GO AND CHAT TO SOME OF THE PEOPLE WHO DO DRINK AND ASK THEM IF THEY HAVE ANY IDEAS. THESE PEOPLE ARE HUMANS NOT RATS THE WAY YOU SPEAK ABOUT THEM. BUT FAIR PLAY FOR ASKING PEOPLE TO HAVE A SAY

If introduced it needs to be policed and action taken at all times of day.

Needs policing constantly

This is a good start so well done to those who have implemented

I do feel that we need to understand more about how the PSPO will be actioned by the police and what changes we can expect. Often when Police have followed up our concerns there has been a fair delay in them getting out to us which often leads to those causing issues no longer being present.

Will there be any increase in surveillance within the town centre to support with the implementation of the PSPO?

Will there be an increase in police presence within the town centre?

I agree that there a few individuals that cause a problem but most are vulnerable suffering with mental health or addictions who need help on fines they can't pay

perhaps should cover the whole town as the offenders will probably move out of the center

Does this include PROTESTS ? or is it just for alcohol ? ,

It's not just the town centre this needs to cover the districts as church hill south is overcome with ASB

Drug dealers use the alleyways in between buildings on Church Green. Specifically by Lloyd's Bank and down by Instabarber.

I definitely think the known dug users and alcohol users should be constantly moved away from the town centre.

I have more of a problem with charity representatives than I do with homeless/vulnerable. I believe that current Police action around the railway station and town centre should be maintained and increased to discourage drug dealing and people travelling to Redditch for this purpose. This can be dealt with under existing laws.

It's not as bad as other places. Resources being few is what is making it seem that way.

It should be conserved to widen the geographical area in to other suburbs where it is identified as an issue to local residents.

ASB destroys the sense of comfort, safety and security when considering visiting the town centre - therefore internet shopping is preferable.



Drug smoking. Drinking at memorials and churches. Groups loitering. Littering. Shouting and abusive language within groups in shopping centre/bus station.

Make the area bigger. Include the footpath which goes from Oakly Road to Bentley Close

It is very sacary when I walk in the street and someone shouting bad language behind me. Once I walked at the traffic lights and a stranger came towards me asking to give him £20. I refused and he tried to hold my hand, I run away from him

## Responses from people who 'Live in Boundary' only

<b>Looking at just those who responded 'I live in Redditch Town Centre, as shown on the map within the red boundary line' to Question 1</b>	
<b>Total living within boundary</b>	10
NB. Question 2 related to which Ward people lived in, so hasn't been included here	
<b>Responses to Q3 - Q7</b>	
<b>Q3 - Have you witnessed Anti-Social Behaviour (ASB) in public areas in Redditch Town Centre in the last 12 months?</b>	
Yes	8
No	2
<b>Q4. Did you report the Anti-Social Behaviour (ASB) you witnessed in Redditch Town Centre?</b>	
Of the 8 who said they had witnessed ASB:	
Yes	4
No	4
<b>Q5. Who did you report the Anti-Social Behaviour (ASB) you witnessed to?</b>	
4 responded to this question:	
Police	3
Crimestoppers	1

<u>Comments:</u>	
Police and Community support Officer	
We have had 5 years of nonstop hard drug abuse on the premises of Threadneedle house (small walkway at the rear of the building directly outside our window), we have reported this countless times to the police. In the last 2 years there has been a definite increase in homeless people in Redditch town centre and with that an increase in alcohol and drug abuse.	
We have numerous records or reports to the police noting drug misuse outside of our bedroom window, urination outside of the front of our home and antisocial behaviour from people on the public footpath outside our home	
<b>Q6. Please tell us why you did not report the Anti-Social Behaviour (ASB) you witnessed?</b>	
4 people responded to this question:	
To many and they can get aggressive	
Fear of repercussions	
Someone else reported them	
It was already attended by police.	
<b>Question 7 : 'Do you support the introduction of a Town Centre PSPO to deal with ....'</b>	
Yes, I support ...	9
No, I don't support ...	1
<u>Comments:</u>	
For one seems pretty arbitrary to cut it off just before Clive Road if you were to include the other half of the housing block. For another how rigorously would this be enforced? Would this extend to people coming out of the nightclub who are already engaging in arguably 'Alcohol-related anti-social behaviour'?	
As in my previous statement Redditch town centre does not feel safe because of the things outlined above but above all the amount of hard drug usage	
I do agree however, I wonder what the response would be. We have previously been told that our reports were not an emergency and had no follow up to our concerns.	
There is also smoking of weeds found at many places in Redditch Town Centre	

**Q8. Please tell us anything else you think we should know about ASB in Redditch Town Centre:**

Comments:

We need more cameras and Police patrolling, drug dealing in the alleyway between Other Rd & Archer Rd still happens at all hours of the day & night

ASB takes many forms including use of foul language, drunken behaviour, confrontations and noise. I would like help to tackle ASB of my neighbour in Easemore Road.

A group of drunk people are always by the church ,drunk at 8 in the morning calling ambulance to take them home. It's always the same ones , urinating in alley opposite church

Gathering in the bus station

It's particularly bad in the evenings especially at weekends

I do feel that we need to understand more about how the PSPO will be actioned by the police and what changes we can expect. Often when Police have followed up our concerns there has been a fair delay in them getting out to us which often leads to those causing issues no longer being present.

## Responses from Statutory Consultees

From: Nicola Lowery on behalf of John Campion, West Mercia Police and Crime Commissioner

I provide a formal response to the Redditch Public Space Protection Order (PSPO) Consultation from the West Mercia Police & Crime Commissioner (PCC) John Campion.

In summary, the PCC is **in support** of the PSPO application Redditch Borough Council is proposing for Redditch Town Centre. It is felt by the PCC that the PSPO will provide additional tools for the Police act early in certain situations before ASB escalates and will hopefully provide reassurance on police and partnership commitment to tackling localised issues.

Should Redditch Borough Council formally make the PSPO the PCC acknowledges the impact enforcement and administration of the PSPO has on local authority resources and is open to a discussion on collaboration to support the administration of the order.

The PCC is aware that local business owners, residents and councillors have raised concerns around ASB incidents at the Safer Redditch Meeting. It is felt by the PCC that the PSPO will provide a clear commitment to addressing localised problems including:

- Anti- Social Behaviour linked to alcohol, drugs, and Nitrous Oxide
- Drug misuse and supply.
- sexual activity in the Church yard
- Alcohol related public order / assaults.
- Seasonal summer increase in street robbery. OP Calix was our local operational response following a supported funding bid through Force Tasking.
- Increase in cross border offending in particular shop theft.

The PCC has sought reassurance from West Mercia Police on local issues and what work has taken place and understands that there has been proactive inter-agency work between Redditch Council, Redditch BID, Kingfisher Shopping Centre, drug and alcohol services, local businesses and the public.

In summary the PCC fully supports the PSPO proposed for Redditch Town Centre and welcomes further discussion on collaboration to the administration of the PSPO to ensure its effectiveness in reducing anti-social behaviour in Redditch.

**Nicola Lowery**  
Policy Officer



[www.westmercia-pcc.gov.uk](http://www.westmercia-pcc.gov.uk)

[Twitter](#) [Facebook](#) [Instagram](#) @WestMerciaPCC

From: Superintendent Edward Hancox – Chief Officer of Police, West Mercia Police

I have been asked to provide a formal response to the PSPO consultation from West Mercia Police. I have copied in Nicola Lowery from the Office of Police & Crime Commissioner for West Mercia, and I have liaised with local policing command for North Worcestershire. Inspector Richard Field informs me that there has been close consultation through Safer Redditch.

Redditch Town Centre has experienced a combination of localised problems including:

- Anti- Social Behaviour linked to alcohol, drugs, and Nitrous Oxide misuse
- Drug misuse and supply
- Public sexual activity in a localised area
- Seasonal summer increase in street robbery
- Increase in cross border offending in particular shop theft.

I am satisfied that there is evidence of activities that have taken place and had a detrimental effect on the quality of life of those in the locality. The activities are likely to be persistent or continuing in nature, and by their very nature they are unreasonable and they do justify the consideration of a PSPO.

In terms of the partnership approach, the following has been undertaken:

- Increased use of Anti-social Behaviour, Crime and Policing Act 2014 powers such as dispersal powers
- A Task and Finish group established under Safer Redditch
- Increased use of outreach support to people with addiction.
- Improved engagement through the Kingfisher Shopping Centre and Redditch BID.
- An EVA and consideration for further environmental works.
- Proposals for additional support through Safer Streets 5 funding

I am assured that has been significant positive inter-agency work between Redditch Borough Council, Redditch BID, Kingfisher Shopping Centre, drug and alcohol services, local businesses, and the public who either work, live or visit the area.

In principle, West Mercia Police is supportive of the application for a PSPO in Redditch town centre, in the area indicated in the consultation papers. The PSPO would enable appropriate early intervention and provide evidence towards preventing anti-social behaviour. Police are aware local business owners, residents and councillors have raised concerns around anti-social behaviour incidents at the Safer Redditch Meeting, through community consultation and reports to statutory agencies. A PSPO aims to tackle the issues encountered and has been presented so as not to impact legitimate community or business events.

We would strongly urge the use of preventative conditions being included within the PSPO, such as dispersal powers for those causing anti-social behaviour and the surrendering of alcohol, rather than being entirely punitive. This would give individuals the opportunity to change their behaviour through engagement and education, with the option to move to enforcement if required.

The Local Policing Commander believes that Redditch Borough Council are proposing that if the PSPO is granted, primary enforcement would be undertaken by Police as the council do not have resource authorised to do this. Whilst the Police will be 'authorised officers' and will act if the PSPO is granted, there is a benefit in a joint response which would be likely to assist in the effectiveness of the order. We would welcome a further discussion of this point and clear enforcement protocols being drawn up.

You will be aware that local authorities must have regard to the freedoms permitted under articles 10 and 11 of the Human Rights Act 1998 when drafting a PSPO. These cover freedom of expression, and freedom of assembly and association, respectively. Local Authorities must also consider existing legislation. I have not seen the proposed wording for the PSPO in Redditch but would welcome a collaborative approach in drafting prohibitions.

I have also signposted Redditch Borough Council to colleagues within Shropshire Council who are having significant issues with the enforcement and administration of their PSPO in Shrewsbury town centre. Whilst notices are being issued under the PSPO, very few are being prosecuted. In some cases this is appropriate; the individual is requested to leave the specified area and does so, in other cases, there have been individuals receiving several notices and no prosecution to follow due to poor evidence and/or the significant cost to local authorities. I feel that there is some learning to be had from Shropshire, to avoid any loss of confidence in Redditch Borough Council or West Mercia Police should the PSPO not be effective in reducing anti-social behaviour. We would be open to a conversation regarding administration of the PSPO.

Please do let me know if you require any further information,

Kind regards,

**Superintendent Edward Hancox**  
**Head of Prevention | West Mercia Police**



## Full List of Consultees

Type / Organisation	Role
Police and Crime Commissioner, West Mercia	Police and Crime Commissioner
West Mercia Police	Superintendent
	Chief Inspector for Redditch
	District Inspector for Redditch
Worcestershire County Council	Worcestershire County Council, Public Health Team
Worcestershire County Councillors for Redditch	All Worcestershire County Councillors

Type / Organisation	Role
Redditch Borough Councillors	All Redditch Borough Councillors
Feckenham Parish Council	Parish Clerk
Redditch Borough Council	Chief Executive Deputy Chief Executive Executive Director S151 Senior Management Team
Other organisations (such as community interest groups)	Members of North Worcestershire Community Safety Partnership
	Redditch Business Improvement District Members
	Palace Theatre
	North Worcestershire Economic Development and Regeneration
	Redditch New Deal Group
	North Worcestershire Community Safety Partnership
	Safer Redditch CSP Group
	Members of Redditch Housing First/Homelessness Group
	All Licensed and Off-License Premises
	All Businesses with Proposed Restricted Area

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You are now in an area controlled by a  
**Public Space Protection Order**

**Authorised Officers can ask you to stop  
any of the activities below**

If you do not comply, you could receive a

**£100**

Fixed Penalty Fine or face prosecution



Commit, or be likely to commit, alcohol-related antisocial behaviour



Consume, inhale, inject or smoke any intoxicating or psychoactive substance



Urinating or defecating in public



Behaving in a violent, aggressive or indecent manner or using foul and abusive language likely to cause harassment, alarm or distress



To report any ASB issues contact 101 | [www.westmercia.police.uk](http://www.westmercia.police.uk)  
In an emergency always call 999

Further details of this Public Space Protection Order can be found on the  
Redditch Borough Council website: [www.redditchbc.gov.uk/TownCentrePSPO](http://www.redditchbc.gov.uk/TownCentrePSPO)

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**Executive  
2023**

5 December

**Quarter 2 2023-24 – Financial and Performance Report**

Relevant Portfolio Holder	Councillor Court
Portfolio Holder Consulted	Yes
Relevant Head of Service	Michelle Howell Deborah Poole
Report Authors	Head of Finance and Customer Services <a href="mailto:michelle.howell@bromsgroveandredditch.gov.uk">michelle.howell@bromsgroveandredditch.gov.uk</a> Head of Business Transformation, Organisational Development and Digital Strategy d.poole@bromsgroveandredditch.gov.uk Contact Tel:
Wards Affected	All Wards
Ward Councillor(s) consulted	No
Relevant Strategic Purpose(s)	All
Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	
This report contains exempt information as defined in Paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972, as amended	

**1. 1. RECOMMENDATIONS****The Executive is asked to RESOLVE that:**

- The current overspend position in relation to Revenue and Capital Budgets for the period April to September and the full year overspend position of £39k after applying £557k from the Utilities Reserve as approved at Quarter 1 be noted.
- The present status of the Asset Strategy.
- There is one additional contract added to the procurements over £200k due to be delivered during 2023/4 from the Quarter 1 list.
- The Q2 Performance data for the Period April to September 2023 be noted.

**That Executive is asked to Recommend to Council**

- Changes to the Capital Programme in relation to ICT are actioned, bringing forward Cyber Security linked Tape Drive replacements from 2024/5 into 2023/4.

**2. BACKGROUND**

- 2.1 This report presents at Quarter 2 (April – September) 2023/24
- the Council's forecast outturn revenue monitoring position for 2023/24 based on data to the end of Quarter 2.
  - the Council's quarterly Asset Strategy update at Quarter 2.
  - Procurement pipeline projects (over £200k).
  - The organisations performance against the strategic priorities outlined in the Council Plan Addendum, including operational measures to demonstrate how the council is delivering its services to customers.

**3. DETAILED PERFORMANCE****Financial Performance**

- 3.1 As part of the monitoring process a detailed review has been undertaken to ensure that issues are considered, and significant savings and cost pressures are addressed. This report sets out, based on the position at the end of Quarter 2, the projected revenue outturn position for the 2023/24 financial year and explains key variances against budget.
- 3.2 The £11.1m full year revenue budget included in the table below is the budget that was approved by Council in February 2023.

	2023/24 Approved Budget	2023/24 Forecast Outturn	2023/24 Forecast Variance to Budget
Business Transformation and Organisational Development	1,767,562	1,748,748	(18,814)
Community and Housing GF Services	1,576,893	1,991,955	415,062
Corporate Budgets	344,037	344,037	-
Corporate Services	(1,558,136)	(1,637,151)	(79,015)
Environmental Services	2,615,992	2,741,394	125,402
Financial and Customer Services	1,777,749	1,993,962	216,213
Legal, Democratic and Property Services	2,071,581	2,111,634	40,053
Planning, Regeneration and Leisure Services	1,282,538	1,181,594	(100,944)
Regulatory Client	451,038	449,435	(1,603)
Rubicon Client	764,746	764,746	-
<b>Net Budget</b>	<b>11,094,000</b>	<b>11,690,354</b>	<b>596,354</b>
Corporate Financing	(11,094,000)	(11,094,000)	-
<b>Overall Total</b>	<b>-</b>	<b>596,354</b>	<b>596,354</b>
Utilities Reserve		(557,000)	(557,000)
<b>Overall Total</b>	<b>-</b>	<b>39,354</b>	<b>39,354</b>

*Budget Variances*

- 3.3 During August and September 2023, budget managers were invited to budget monitoring training which focused on how to predict their financial position for the 2023/24 financial year, as well as how to input

that forecast into the TechOne financial system. This is the first time that budget managers have been asked to directly input their forecast financial positions into the system since the implementation of TechOne, and budget managers have been supported by the Finance Team throughout this process. This is the start of a journey for budget managers, but one that we hope in time will form part of regular financial monitoring reported to Members. A detailed review of the financial position input to TechOne has been undertaken by the Finance management team with some adjustments to assumptions reflected. This has included updating forecasts where they have been inadvertently omitted, updating signage, reviewing the forecast position per nominal code and verifying the salary costs including pay award included in the financial position.

3.4 Overall, the Council is currently forecasting a revenue overspend for 2023/24 in the region of £596k, before the application of £557k from the Utilities Reserve as approved at Quarter 1. This forecast overspend is predominantly due to:

- the implications of the 2023/24 pay award - £1,925 level per pay point plus on costs has been offered by the Employers and was agreed on 1<sup>st</sup> November 2023. This will be paid in the December payroll and backdated to 1<sup>st</sup> April 2023.
- temporary and interim staff requirements - whilst there are a number of vacancies within teams across the Council, some posts are being covered by temporary staff and this has therefore resulted in some cost pressures.
- the impact of homelessness and the cost of temporary accommodation costs. A review of grants available to offset the cost pressures is taking place.

This overspend is offset in part by:

- a forecast underspend against the utilities budget provision due to utilities inflation running at 70%. In the 2023/24 budget we assumed a 100% increase in budget and also set up a reserve for the same amount.
- anticipated additional income across various services.

3.5 This position will continue to be reviewed particularly given the impact of the increasing costs linked to inflation, and further updates will be provided to Members throughout 2023/24.

3.6 This in-year budget forecast reflects the best information available at the present time, however it is important to note that there are a

number of key factors that may impact upon the financial position which are not yet reflected fully within the forecast, including:

- The present cost of living crisis and the impact that this may have upon demand for council services throughout the winter period, including the impact of homelessness and the cost of bed and breakfast temporary accommodation costs.
- Inflationary increases – general inflation is coming down but is still running at 6.8% and will impact upon transport costs, utilities and contracts in particular.

3.7 The full year effect of a £596k overspend will be mitigated in part by the application of £557k from the Utilities Reserve as approved at Quarter 1. **This leaves a £39k overspend position.** The ongoing 2023/24 pay increases position has been reflected as a budget pressure in the 2024/25 MTFP process.

3.8 As previously reported, it is important to note that the Council is yet to close its accounts for the 2020/21, 2021/22 and 2022/23 financial years. This could therefore result in adjustments to the actual expenditure/income and forecast outturn positions as reported in the table above. Further updates will be provided to Members throughout the financial year (this work is being led by the Audit Standards and Governance Committee).

### **Additional Funding Requirements**

3.9 There are no revenue based additional funding requests in Q2.

### **Capital Monitoring**

3.10 A capital programme of £10.6m was approved in the Budget for 2023/24 in March 2023. Many of these schemes are already in partial delivery in the 2022/23 financial year. By approving this list, the Council also agreed sums not spent in 2022/23 (and 2021/22 by default if schemes originated earlier than 2022/23 as sums have been carried forward through to the 2021/22 MTFP Report) to be carried forward into 2023/4. The table also splits amounts by funding Source, Council or third party.

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<b>Financial Year</b>	<b>Total Budget £000</b>	<b>Council Funded £000</b>	<b>External Funded £000</b>
2021/22	5,671	2,243	3,428
2022/23	5,431	2,033	3,398
2023/24	12,651	2,015	10,636
2024/25	16,185	5,255	10,930
2025/26	4,863	1,915	2,948

3.11 Included in this funding the Council also have the following Grant Funded Schemes which are being delivered in 2023/24:

- The three Towns Fund schemes – Innovation Centre, Public Square, and Public Realm which are funded via £15.2m of Government Funding, an application will need to be made to Birmingham and Black County LEP once Innovation Centre plans are more detailed for a further funding of £1.9m, and the Council is funding £0.4m of works.
  - We have passed the deep dive review on our application with limited action points, including updating our Subsidy Policy and ensuring Towns Board Member Register of Interest Forms are up to date. This was confirmed at the start of August and has been reported to the August Towns Board meeting. We now have the Completion Statement.
  - Innovation Centre – Present estimated costs £10.1m (no change from last quarter)
    - £8m from the Towns Fund
    - Additional requirement of £2.1m – Greater Birmingham and Solihull LEP funding being sought through detailed business case. Initial application has been made by NWedR.
    - Police will vacate the site in October 2023.
    - Very tight timescales for delivery – must be delivered by 31st March 2026.
  - Public Realm – £3.4m
    - £3,0m from Towns Fund, Section 106 - £0.176m, Council funding £0.224m
    - Specification was delivered to the County Council by the end of March for them include in their Capital Programme.
  - New Town Square - £4.2m
    - Scheme expected to be to budget, with Library moving from present location to the Town Hall.

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- The County Council approved the move of the Library in July 2023.
  - There are very tight timescales for delivery – despite the points raised earlier, we must still deliver the projects by 31st March 2026. Confirmation is required from DLUHC that if their funds are not fully drawn down by 31<sup>st</sup> March 2026, that if following the right process, they will be available in 26/7 and it will **not** be the Councils responsibility for fund any shortfall.
- The refurbishment of the Town Hall for £6.2m. This is being funded via Capital Receipts and debt funding (paid for by additional income being generated). This is now at RIBA Stage 3 and an Officer Decision Notice for the Approved Contractor Seddon Construction Limited was issued on the 26<sup>th</sup> October.
  - UK Shared Prosperity Schemes totalling £2.5m (although it should be noted that these grant funded schemes are a mix of capital and revenue).
- 3.12 The spend at Quarter 2 is £1.267m (£0.583m Q1) against the overall 2023/24 capital budget totalling £12.651m is detailed in Appendix B. It should be noted that as per the budget decision carry forwards of £3.292m will be added to this figure to take account of slippage from 2022/23.
- 3.13 The following changes are requested for approval (allowing for slippage as set out in 3.11 above:
- ICT have a capital bid for £177,500 at each council in 2024-25 for Server Replacement. We would like to bring £50k of that money forward to this year if possible, as our Tape Backup server/library is beginning to fail quite often and this is the most important part of the Cyber Security attack response, as well as providing day to day backups of our data.

RBC Capital Bid										
Department	Strategic Purpose	Description	Funding Source	Bid/Saving	Reference as	2022-23	2023-24	2024-25	2025-	2022-
ICT	Enabling the Authority	Cisco Network U	Borrowing	Y	ICT09	53,561	5,463	0	47,339	0
ICT	Enabling the Authority	Server	Borrowing	Y	ICT11	83,250	2,000	177,500	18,500	0
ICT	Enabling the Authority	Replacement	Borrowing	Y	ICT13	5,000	25,000	150,000	5,000	0
		Laptop Refresh								
<b>TOTAL</b>						<b>141,811</b>	<b>32,463</b>	<b>327,500</b>	<b>70,839</b>	<b>0</b>

- 3.14 Capital Programmes (21/22 and 22/23) are set out in **Appendix A**.



**Earmarked Reserves and their application**

- 3.15 The position as reported to Council in February 2023 as per the 2023/24 – 2025/26 Medium Term Financial Plan is shown in **Appendix B**.
- 3.16 As was noted in paragraph 3.7 above, £557k of the Utilities Reserve was approved by Council to mitigate the impact of the increased costs arising from the 2023/24 pay award. However, this still leaves £39k to be funded from the general fund to bring the overall position back to break even.

**Asset Strategy Update**

- 3.17 The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 set out the minimum level of energy efficiency required to let non-domestic properties in England and Wales.
- 3.18 The Property Services Team continue to undertake various works across our property portfolio to contribute to improvements in the energy rating and performance of our buildings. Works are necessary at various sites to meet Part 3 of the Regulations, which contains the minimum level of energy efficiency provisions, which is currently set at an energy performance certificate (EPC) rating of at least band E. The Authority recognises the significant increases in energy costs and must act, as Landlord, to install energy efficiency improvements above the current requirement to make energy savings.
- 3.19 Recent works have been undertaken at various sites within the Public Building property portfolio. These include the full LED lighting upgrades at Greenlands Business Centre and Crossgates House. As part of recent refurbishment works at Arrow Valley Visitor Centre, all lighting was upgraded to LED fittings and the connection of Solar PV panels for electric supply were reinstated. There is also a bid for Grant moneys to upgrade the Solar PV installations at this site.
- 3.20 The minimum level of energy efficiency provisions will mean that, subject to certain requirements and exemptions, from 1 April 2023, as Landlord, we must not continue letting a non-domestic property which is already let if that property has an EPC rating of band F or G. Where a landlord wishes to continue letting property which is currently sub-

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standard, they will first need to ensure that energy efficiency improvements are made which raise the rating to a minimum of E.

- 3.21 When an EPC is lodged on the EPC register it is then valid for a ten-year period. A new EPC is not required each time there is a change of tenancy, provided it is no more than ten years old. As Landlord, we have the option to have an EPC renewed, which is beneficial where we have undertaken or implemented significant energy saving measures.
- 3.22 The rolling programme of Condition Surveys and Energy Improvement Audits of the Council property portfolio is in progress and is in progress and will continue over the next 2 years. The findings of these surveys are providing essential data to enable us to fully evaluate the extent of works and investment required.
- 3.23 As previously identified, Winyates Craft Centre have poor energy performance within the units. While individually the units fall below the 50m<sup>2</sup> requirement for EPC surveys, data that we have indicates that all these units fall within the Grade G category rating for energy performance. This site forms part of the consultation for the redevelopment of Winyates Centre, therefore little work has currently been undertaken to improve these ratings due to the required indicative 115k spend that was identified in the condition survey for this site. The 115k relates to spend required over the next 5-year period to bring these premises up to a decent standard, with a further 22.3k in years 5-15. The level of investment required to bring these up to a lettable standard far outweighs the rental income RBC will receive over this interim / future period.
- 3.24 Work continues on the asset register to identify properties that no longer meet the objectives identified in the Asset Management Strategy.
- 3.25 Planning permission has been granted on Far Moor Lane and as a result the costs are now being validated with a view to determining the actual abnormal and the consequential capital receipt that will be achieved on this site as a result. This will need to be completed within 20 weeks of the JR period expiring.
- 3.26 Negotiations continue with interested parties on Upper Norgrove and Easemore House.
- 3.27 Work continues to determine the most effective use of community centres across the Borough.

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- 3.28 Work has already commenced on the Town Hall hub with NHS Children and Adult Mental Health Service and Talking Therapies already occupying part of the ground and first floors – officially opened on 20th October 2023. More services are to join the hub with contractors due onsite late 2023 to start the build for the new Library, DWP Job Centre and our own Council services. These services will occupy the lower ground, ground, first and second floors with the project due for completion in December 2024
- 3.29 Reinforced autoclaved aerated concrete (RAAC)  
The Property Services team are conducting a desktop study to rule out the presence of RAAC within RBC / BDC properties. Using construction drawings where available and historic knowledge of the buildings we are working through the portfolio; to date, no areas of concern have been identified. The process should be completed shortly and finding will be presented at the next CMT meeting. If any issues are identified, these will be flagged, and the senior management team notified immediately.
- 3.30 If the team suspect the presence of RAAC planks we will seek guidance from a competent structural engineer to assess it and develop a management plan.
- 3.31 Reinforced autoclaved aerated concrete (RAAC) is a lightweight material that was used mostly in flat roofing, but also in floors and walls, between the 1950s and 1990s and it is believed that prominent use was within school construction in these periods.
- 3.32 It is less durable than traditional concrete and there have been problems as a result, which could have significant safety consequences, that is, its liable to collapse.
- 3.33 It is a cheaper alternative to standard concrete, is quicker to produce and easier to install, but has a typical lifespan of 30 years. It is an aerated product and has a ‘bubbly appearance’, and when exposed to moisture or polluted air over a prolonged period, the strength of the materials can be compromised. The aeration allows the moisture to penetrate the material, which in turn rusts the steel and compromises the integrity of the reinforcing bars. Concern also relates to the internal reinforcement steel, as it does not span the full length of the panels / planks, insufficient to withstand the weight and any additional load.
- 3.34 Because of this, RAAC is often coated with another material, such as bitumen on roofing panels. But this material can also degrade, further compromising the strength and performance of the RAAC.

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- 3.35 The Health and Safety Executive states RAAC is now beyond its lifespan and may "collapse with little or no notice".

### Procurement

- 3.36 The Q1 Finance and Performance Report set out the initial set of procurements to be delivered by the Council over the next year. Following this initial report:
- On a quarterly basis a "Approval to Spend Report" will be provided to Executive which sets out the Council's Procurement Pipeline for approval to be included on the forward plan and an analysis of spending over the past 4 years.
    - This report will also identify spending with suppliers over the £200k limit to ensure this spending is converted to properly contracted expenditure.
  - That the Council investigate and put in place processes that allow local businesses to access Council procurements more easily, following the passage of the Procurement Bill.
  - The "Approval to Spend Report" report also provides a list of all procurement between £50k and £200k, which Executive can request further detail and subject to additional scrutiny where they see fit.
  - That items from the initial pipeline report at the appropriate Key Decision level are added to the forward plan.
- 3.37 The table in **Appendix C** sets out the latest list of procurements (Capital and Revenue) over £200k which are delegated for approval to Executive or Officers over the next year with new ones highlighted. It is proposed that these new items are added to the forward plan. There are 16 contracts listed.
- 3.38 A list of all procurement between £50k and £200k are set out in **Appendix D**. Executive can request further detail and subject to additional scrutiny where they see fit. There are 11 contracts listed here.
- 3.39 As the Council runs a shared service, a number of procurements that impact on Redditch will be procured through Bromsgrove. For reference these are also included in **Appendix E**.

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### Housing Revenue Account

3.40 The table below details the financial position for the Housing Revenue Account (HRA) for the period April - September 2023. The major variances are due to the following:

- Repairs & Maintenance - vacancies pending restructure of service areas.
- Supervision & Management - the variance is predominantly due to vacant posts.

<b>REVENUE 2023/24 PROVISIONAL OUTTURN Q2</b>							
		2023/24 Full Year Budget £'000	2022/24 Budget Apr - Sept £'000	2022/24 Actual Apr - Sept £'000	2023/24 Variance Apr - Sept £'000	2023/24 Projected Outturn £'000	2023/24 Projected Variance £'000
<b>INCOME</b>							
Dwelling Rents	DR	-25,658	-13,363	-12,714	650	-25,633	25
Non-Dwelling Rents	NDR	-572	-298	-439	-141	-573	-0
Tenants' Charges for Services & Facilities	CSF	-618	-309	-320	-10	-618	0
Contributions towards Expenditure	CTE	-53	-27	-75	-48	-93	-40
<b>Total Income</b>		<b>-26,902</b>	<b>-13,997</b>	<b>-13,547</b>	<b>450</b>	<b>-26,917</b>	<b>-15</b>
<b>EXPENDITURE</b>							
		6,528	3,264	4,016	752	6,425	-103
Repairs & Maintenance	R&M						
Supervision & Management	S&M	8,690	4,345	1,713	-2,632	8,424	-266
Rent, Rates, Taxes & Other Charges	RRT	259	130	119	-11	571	312
Provision for Bad Debts	BDP	538	269	0	-269	538	0
Depreciation & Impairment of Fixed Assets	DEP	6,259	3,129	0	-3,129	6,259	0
Interest Payable & Debt Management Costs	INT	4,179	2,090	-135	-2,224	4,179	0
<b>Total Expenditure</b>		<b>26,453</b>	<b>13,227</b>	<b>5,713</b>	<b>-7,513</b>	<b>26,396</b>	<b>-57</b>
<b>Net cost of Services</b>		<b>-449</b>	<b>-771</b>	<b>-7,834</b>	<b>-7,063</b>	<b>-522</b>	<b>-73</b>
<b>Net Operating Expenditure</b>		<b>-449</b>	<b>-771</b>	<b>-7,834</b>	<b>-7,063</b>	<b>-522</b>	<b>-73</b>
Interest Receivable	IR	-234	0	0	0	-234	-0
Revenue Contribution to Capital Outlay	RCCO	0	0	0	0	0	0
Planned use of Balances	UB	682	0	0	0	756	73
Transfer to Earmarked Reserves	TER	0	0	0	0	0	0
<b>(Surplus)/Deficit on Services</b>		<b>-0</b>	<b>-771</b>	<b>-7,834</b>	<b>-7,063</b>	<b>-0</b>	<b>-0</b>

In capital terms

We are presently forecasting a £174k underspend on the £11.275m programme.

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HRA Capital Provisional Outturn 2023-24 Q2								
Project	Project	Project Description	2023/24 Full Year Budget £	2023/24 Budget to Date Apr - Sept £	2023/24 Actuals + Comm Apr - Sept £	2023/24 Variance Apr - Sept £	2023/24 Projected Outturn £	2023/24 Projected Variance £
100050 - Housing 1-4-1 p	100050	- Housing 1-4-1 p	3,000,000	1,500,000	1,225,886.52	-274,113	1,500,000.00	-1,500,000
100053 - Asbestos	100053	- Asbestos Genera	100,000	50,000	81,120.11	31,120	100,000.00	0
100054 - Structural Repa	100054	- Structural Repa	75,000	37,500	96,399.16	58,899	150,000.00	75,000
100055 - Electrical Upgr	100055	- Electrical Upgr	100,000	50,000	69,078.90	19,079	100,000.00	0
100056 - Boiler Replacem	100056	- Boiler Replacem	850,000	425,000	749,342.93	324,343	850,000.00	0
100058 - Window Replacem	100058	- Window Replacem	-	-	540,804.79	540,805	750,000.00	750,000
100059 - Disabled Adapta	100059	- Disabled Adapta	500,000	250,000	423,516.82	173,517	600,000.00	100,000
100060 - Environmental E	100060	- Environmental E	250,000	125,000	114,032.07	-10,968	150,000.00	-100,000
100061 - FRA Works	100061	- FRA Works	-	-	40,226.38	40,226	40,000.00	40,000
100062 - Stock Condition	100062	- Stock Condition	150,000	75,000	125,000.00	-	125,000.00	-25,000
100063 - Housing Managem	100063	- Housing Managem	-	-	137,805.96	137,806	336,000.00	336,000
100066 - Design and Supe	100066	- Design and Supe	500,000	250,000	-	-250,000	600,000.00	100,000
100067 - Door Entry/CCTV	100067	- Door Entry/CCTV	100,000	50,000	535,908.08	485,908	300,000.00	200,000
100068 - HRA Hard Wire S	100068	- HRA Hard Wire S	300,000	150,000	150,440.49	440	300,000.00	0
100074 - Balcony Replace	100074	- Balcony Replace	100,000	50,000	541.00	-49,459	100,000.00	0
100083 - HRA Compartment	100083	- HRA Compartment	1,000,000	500,000	1,269,542.90	769,543	1,500,000.00	500,000
100084 - Major Voids wor	100084	- Major Voids wor	500,000	250,000	689,667.56	439,668	750,000.00	250,000
100085 - Fencing Renewal	100085	- Fencing Renewal	-	-	-	0	-	0
100098 - HRA-Energy Effi	100098	- HRA-Energy Effi	750,000	375,000	440,346.60	65,347	750,000.00	0
100115 - HRA Stock Remod	100115	- HRA Stock Remod	100,000	50,000	48,981.24	-	100,000.00	0
100116 - HRA Estates Gar	100116	- HRA Estates Gar	150,000	75,000	-	-	150,000.00	0
110001 - INTERNAL REFURB	110001	- INTERNAL REFURB	2,500,000	1,250,000	763,681.24	-486,319	1,500,000.00	-1,000,000
110003 - HIGH TREES PROJ	110003	- HIGH TREES PROJ	350,000	175,000	406,307.97	231,308	400,000.00	50,000
110004 - DISREPAIR CASES	110004	- DISREPAIR CASES	50,000	25,000	17,475.03	-7,525	100,000.00	50,000
110005 - External Improvements	110005	External Improvements	300,000	150,000	312,757.89	162,758	300,000.00	0
110006 - Community Safety	110006	- Community Safety	-	-	67,368.15	-67,368	-	0
			<b>11,725,000</b>	<b>5,862,500</b>	<b>8,171,495.49</b>	<b>2,335,014.25</b>	<b>11,551,000.00</b>	<b>- 174,000.00</b>

**Performance Report**

3.41 The first section of this report shows the organisations performance against the strategic priorities outlined in the Council Plan Addendum. Additional comments and updates have been provided for the success measures to explain progress/activity. The final section of the report includes some operational measures to demonstrate how the council is delivering its services to customers.

3.42 The process of performance reporting will develop iteratively, however this document is a snapshot in time and very much a temperature check of the organisation, the layout comprises:

- Strategic Priorities – success measures
- Operational Measures – by service area
- Financial Data (separate report on this occasion)
- Corporate Projects (by exception)

3.43 The Council has an approved Council Plan in place that was completed before the Covid-19 outbreak., the Council then developed the Council Plan Addendum to take the potential shift in priorities bought about by the pandemic into consideration. The current key priorities are:

1. Economic Development and Regeneration

2. Housing Growth
3. Work and Financial Independence
4. Improved Health and Wellbeing
5. Community Safety and Anti-Social Behaviour
6. Green Thread
7. Financial Stability
8. Organisational Sustainability
9. High Quality Services

3.44 **Appendix F** sets out the Strategic Priorities and Performance Measures in detail. For the 9 priorities there is data contained in the Appendix on:

- The Performance Measure being used.
- An update on how it is being used.
- Where relevant, contextual information.

3.45 In addition, **Appendix F** also sets out Operational Service Measures.

#### **4. FINANCIAL IMPLICATIONS**

4.1 The financial implications are contained in the body of the report.

#### **5. LEGAL IMPLICATIONS**

5.1 There are no direct legal implications arising as a result of this report.

#### **6. STRATEGIC PURPOSES - IMPLICATIONS**

##### **Relevant Strategic Purpose**

6.1 The Strategic purposes are included in the Council's corporate plan and guides the Council's approach to budget making ensuring we focus on the issues and what are most important for the district and our communities. Our Financial monitoring and strategies are integrated within all of our Strategic Purposes

##### **Climate Change Implications**

6.2 The green thread runs through the Council plan. The Financial monitoring report has implications on climate change and these will be addressed and reviewed when relevant by climate change officers to ensure the correct procedures have been followed to ensure any impacts on climate change are fully understood.

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**7. OTHER IMPLICATIONS****Equalities and Diversity Implications**

- 7.1 There are no direct equalities implications arising as a result of this report.

**Operational Implications**

- 7.2 Managers meet with finance officers to consider the current financial position and to ensure actions are in place to mitigate any overspends.

**8. RISK MANAGEMENT**

- 8.1 The financial monitoring is included in the corporate risk register for the authority.

**9. APPENDICES and BACKGROUND PAPERS**

Appendix A – Capital Programme

Appendix B – Reserves Position

Appendix C – Procurement Pipeline (over £200K)

Appendix D – Procurements between £50k and £150k

Appendix E – Procurements undertaken by Bromsgrove on behalf of Redditch

Appendix F - Strategic and Operational Performance Measures

**10. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillor Luke Court,	
Lead Director / Head of Service	Peter Carpenter, Interim Director of Finance	
Financial Services	Michelle Howell, Head of Finance and Customer Services	



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Legal Services		
Policy Team (if equalities implications apply)		
Climate Change Officer (if climate change implications apply)		

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**Appendix A – Capital Programme**

Cap Proj	Description	Approved budget date	Original approved Budget	duration (years)	Department	21/22 Spend £	2022/23 Total £	22/23 Spend £	c/f	2023/24 Total £	22/23 Spend Q1 £	2024/25 Total £	2025/26 Total £
	<b>Large Schemes</b>												
	<b>Towns Fund</b>		<b>17,587,000</b>										
200053	- Innovation Centre		8,000,000		Planning, Regeneration & Leisure		500,000	71,000	429,000	2,500,000		4,000,000	1,000,000
	- Innovation Centre		1,948,000		Planning, Regeneration & Leisure Services				0				1,948,000
200054	- Library		4,200,000		Planning, Regeneration & Leisure		500,000	90,611	409,389	2,000,000		1,700,000	
200055	- Public Realm		3,000,000		Planning, Regeneration & Leisure		500,000	-796,500	1,296,500	1,500,000	234,119	1,000,000	
	- Public Realm		439,000		Planning, Regeneration & Leisure				0			439,000	
100102,1 00108-11	Town Hall Redevelopment		5,200,000		Legal, Democratic and Property Services		400,000	210,822	189,178	3,000,000	294,693	1,800,000	
									0				
									0				
100100	UK Shared Prosperity		2,522,050						0				
	- Capital Element				Planning, Regeneration & Leisure		108,500		108,500		153,306		
	- Revenue Element				Planning, Regeneration & Leisure		195,147		195,147				
	- Remainder (to be				Planning, Regeneration & Leisure		20,000		20,000	607,294		1,591,109	
									0				
									0				
									0				
	<b>Schemes Agreed to Continue in Tranche 1</b>												
100004	Car Park Maintenance				Environmental Services	0	25,000	3,055	21,945	150,000	26,248	150,000	150,000
110038	Footpaths					0			0	75,000	66,444	75,000	75,000
100007	Disabled Facilities Grant	21/22	839,000	4	Community & Housing GF Services	765,000	839,000	850,979	-11,979	839,000	99,389	839,000	0
100008	Energy & Efficiency	21/22	110,000	1	Community & Housing GF Services	19,000	110,000	305	109,695	0		0	0
100009	GF Asbestos	2020/21	40,000	3	Finance & Customer Services	82,000	40,000	1,770	38,230	0	412	0	0
100014	Improved Parking Scheme ( includes locality funding)				Environmental Services	-5,000	400,000	0	400,000	0		0	0
100005	Camera Replacement programme				Planning, Regeneration & Leisure Services	0	0		0	0	1,361	0	0
100016	Improvement to Morton Stanley Open Space				Planning, Regeneration & Leisure Services	24,000	0	256	-256	0		0	0
100017	Improvement to Morton Stanley -Play Area for toddler and junior play				Planning, Regeneration & Leisure Services	35,000	0		0	0		0	0
100021	Improvements at Business Centres				Planning, Regeneration & Leisure Services	88,000	0	17,861	-17,861	0		0	0
100023	Locality Capital Projects - Woodrow Footpath Work				Environmental Services	3,000	0	0	0	0		0	0
100026	Morton Stanley Play, Sport and Open Space Improvements (General)				Planning, Regeneration & Leisure Services	217,000	0	40,022	-40,022	0	4,578	0	0

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Cap Proj	Description	Approved budget date	Original approved Budget	duration (years)	Department	21/22 Spend £	2022/23 Total £	22/23 Spend £	diff	2023/24 Total £	22/23 Spend Q1 £	2024/25 Total £	2025/26 Total £
100027	New Finance Enterprise system	2019/20	455,000	1	Finance & Customer Services	233,000	0	228,991	-228,991	0	4,187	0	0
100032	Public Building	2019/20	250,000	4	Finance & Customer Services	266,000	250,000	336,260	-86,260	250,000	34,194	250,000	250,000
100035	Fleet Replacement new	New				275,000	450,000	12,750	437,250	843,000		3,848,000	1,204,000
100037	Removal of 5 weirs through Arrow Valley Park			0	Planning, Regeneration & Leisure Services	3,000	20,000	93,143	-73,143	414,000		0	0
100040	Sports Contributions to support improvements to Outdoor facilities at Terry			0	Planning, Regeneration & Leisure Services	19,000	0	6,781	-6,781	0		0	0
100043	Wheelie Bin purchase			0	Environmental Services	88,000	85,000	53,579	31,421	100,000	11,500	100,000	100,000
100044	New Digital Service	2020/21	86,450	0	Community & Housing GF Services	19,000	50,502	149,270	-98,768	50,502	90,340	0	0
100047	Environmental Services Computer System	2020/21	38,200	1	Environmental Services	84,000	0	80,793	-80,793	0	11,851	0	0
100049	Café and Infrastructure Morton Stanley Park	2020/21	100,000	1	Planning, Regeneration & Leisure Services	49,000	0	61,464	-61,464	0		0	0
100064	Green Lane Studley										3,513		
100069	Locality Capital Projects - Capital Landscape Improvement			0	Environmental Services	8,000	0	0	0	0		0	0
100071	Salix	20/21	250,000	1	Legal, Democratic and Property	1,111,111	0	431,367	-431,367	0		0	0
100088	Improvement Holly trees childrens centre	2020/21	15,000	0	Community & Housing GF Services	9,000	0	0	0	0		0	0
100092	Passing bay at main access AVCP	2020/21	6,000	1	Planning, Regeneration & Leisure Services	6,000	0	0	0	0		0	0
100089	Greener Homes	20/21	150,000	2	Community & Housing GF Services	-81,000	0	-69,444	69,444	0		0	0
100095	Bomford Hill Pathway					32,000		31,272	-31,272				
100010	Grassland Mitigation measures- recreating and monitoring grassland habitats in MS and AVCP				Planning, Regeneration & Leisure Services	0	0		0	0		0	0
100011	Hedgerow Mitigation measures by restoration and hedge laying with associated fencing and gates at AVP SHM and				Planning, Regeneration & Leisure Services	0	0		0	0		0	0
100012	HMD Grants	21/22	25,000	4	Community & Housing GF Services	0	25,000		25,000	25,000	13,500	25,000	25,000
100013	Home Repairs Assistance	21/22	40,000	4	Community & Housing GF Services	0	40,000		40,000	40,000		40,000	40,000
100018	Improvement to original Pump Track at AVCP				Planning, Regeneration & Leisure Services	0	0		0	0		0	0

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Cap Proj	Description	Approved budget date	Original approved Budget	duration (years)	Department	2022 Spend £	2022/23 Total £	2023 Spend £	df	2023/24 Total £	2023 Spend Q1 £	2024/25 Total £	2025/26 Total £
100045	Replacing 3 fuel pumps and upgrading tank monitoring equipment				Environmental Services	0	0		0	0		0	0
100046	Fleet Management Computer System	2020/21	16,600	1	Environmental Services	0	0		0	0		0	0
110018	Cisco Network Update	22/23		3	Business Transformation and Organisational Development	0	53,561	53,090	471	5,463		0	47,339
110019	Server Replacement Est(Exact known Q2 2022)	22/24		4	Business Transformation and Organisational Development	0	83,250	0	83,250	2,000	78,451	177,500	18,500
110020	Laptop Refresh	22/25		4	Business Transformation and Organisational Development	0	5,000	4,961	39	25,000	7,273	150,000	5,000
110021	Ipsley Church Lane	22/23	195,000	1	Environmental Services	0	195,000		195,000	125,000		0	0
New	Provide the Crossgate Depot site with a new and Compliant Deisel Fuel	22/23	56,000	1	Environmental Services	0	56,000		56,000	0		0	0
100097	Widen access road to Arrow Valley Country park	2021/22	25,000	1	Planning, Regeneration & Leisure Services	0	25,000	366	24,634	0		0	0
110007	Forge Mill and Bordelsey Open Space	22/23	18,684	1	Planning, Regeneration & Leisure Services	0	18,684	15,787	2,897	0		0	0
110008	Arrow Valley Entrance Improvements 18/10/149	22/23	10,000	1	Planning, Regeneration & Leisure Services	0	10,000		10,000	0		0	0
110009	MUGA at Greenlands Sports Pitches.	22/23	137,649	1	Planning, Regeneration & Leisure Services	0	137,649	0	137,649	0	115,571	0	0
110010	Play Area (£26,777.32) and POS (£6055.22) improvements at Birchfield Road/Headless Cross Rec Ground. 2014/31/FUL	22/23	32,833	1	Planning, Regeneration & Leisure Services	0	32,833	0	32,833	0		0	0
110011	Play Area (£26,079.84) and POS (£5,191.82) improvements at Batchley and Brockhill Park.	22/23	32,379	1	Planning, Regeneration & Leisure Services	0	32,379		32,379	0		0	0
110012	Play Area improvements at Birchfield Road/Headless Cross Rec Ground. 17/00737/FUL	22/23	7,575	1	Planning, Regeneration & Leisure Services	0	7,575	0	7,575	0		0	0
110013	Play area (£34,583.39), Open space (£12,001.36) and Sport (£8,516) improvements at Mayfields	22/23	55,101	1	Planning, Regeneration & Leisure Services	0	55,101	53,379	1,722	0	550	0	0

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Cap Proj	Description	Approved budget date	Original approved Budget	duration (years)	Department	2022 Spend £	2022/23 Total £	2023 Spend £	df	2023/24 Total £	2023 Spend Q1 £	2024/25 Total £	2025/26 Total £
110014	Play Area and POS improvements at Winyates. 2018/2020/FUL	22/23	40,449	1	Planning, Regeneration & Leisure Services	0	40,449	49,749	-9,300	0		0	0
100001	Arrow Valley Country Park - Play, Open Space and Sports Improvements.				Planning, Regeneration & Leisure Services	-1,000	0	2,269	-2,269	0		0	0
100001	Arrow Valley Country Park - Play, Open Space and Sports Improvements.				Planning, Regeneration & Leisure Services	0	0		0	0		0	0
100020	Improvement to Sports Pitches infrastructure in Morton Stanley Park				Planning, Regeneration & Leisure Services	0	0	51,666	-51,666	0	15,788	0	0
100022	Investment into Health and Fitness Facilities				Planning, Regeneration & Leisure Services	0	0		0	0		0	0
100042	Upgrade hardwired lifeline schemes				Community & Housing GF Services	0	0		0	0		0	0
100087	Localilty Capital Projects - Garage Condition Survey (Housing)				Environmental Services	0	0		0	0		0	0
100091	Digital Screens	2020/21	15,000	1	Planning, Regeneration & Leisure	0	0		0	0		0	0
100122	Fire compartmentation works in Corporate	22/23	100,000	1	Legal, Democratic and Property Services	0	120,000		120,000	100,000		0	0
	<b>Total</b>		218,000			3,348,111	5,430,629	2,137,674	3,292,955	12,651,259	1,267,268	16,184,609	4,862,839

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**Appendix B – Reserves Position**

	Balance at 3W3/22	Transfers In 2022/23	Transfers out 2022/23	Re-baseline 2022/23	Balance at 3W3/23	Transfers in 2023/24	Transfers out 2023/24	Balance at 3W3/24	Transfers in 2024/25	Transfers out 2024/25	Balance at 3W3/25	Transfers in 2025/26	Transfers out 2025/26	Balance at 3W3/26
General Fund	2,069		(1,424)	1,584	2,229	200	(311)	2,118	0	(67)	2,051	63		2,114
<b>General Fund Earmarked Reserves:</b>														
Business Rate grants	0				0			0			0			0
Business Rates Retention Scheme	2,832			(1,500)	1,332	(200)		1,132			1,132			1,132
Support for Commercialism	0				0			0			0			0
Community Development	74				74			74			74			74
Community Safety	232				232			232			232			232
Corporate Services	149		(150)		(1)			(1)			(1)			(1)
Customer Services	93			(93)	0			0			0			0
Economic Growth	330				330			330			330			330
Electoral Services	49				49			49			49			49
Environmental Vehicles	29				29		(15)	14		(14)	0			0
Equalities	0				0			0			0			0
Equipment replacement	25			(25)	0			0			0			0
Financial Services	87				87			87			87			87
General Risk reserve	45			(45)	0			0			0			0
Housing Benefit Implementation	270			(130)	140			140			140			140
Housing Support	978				978			978			978			978
Land Charges	9				9			9			9			9
Land Drainage	129				129			129			129			129
Leisure	0				0			0			0			0
Mercury Emissions	0				0			0			0			0
Parks & Open spaces	8				8			8			8			8
Planning Services	516				516			516			516			516
Public Donations - Shop mobility	0				0			0			0			0
Sports Development	9				9			9			9			9
Town Centre	7				7			7			7			7
Warmer Homes	16				16			16			16			16
Transformational Growth	100				100			100			100			100
Pensions	200			(200)	0			0			0			0
Regeneration Income	273				273			273			273			273
Utilities Reserve				1,710	1,710		(570)	1,140		(570)	570		(570)	0
Covid-19 (General)	941			(941)	0			0			0			0
Covid-19 Sales Fees and Charges	100			(100)	0			0			0			0
Covid-19 (Collection Fund)	2,955		(1,478)		1,478		(1,478)	0			0			0
<b>Total General Fund</b>	<b>10,456</b>	<b>0</b>	<b>(1,628)</b>	<b>(1,324)</b>	<b>7,504</b>	<b>(200)</b>	<b>(2,063)</b>	<b>5,242</b>	<b>0</b>	<b>(584)</b>	<b>4,658</b>	<b>0</b>	<b>(570)</b>	<b>4,088</b>

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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## Appendix F - Strategic and Operational Performance Measures

### Quarter 2 2023-24 Strategic & Operational Performance Report

#### 1. Introduction

The process of performance reporting will develop iteratively, however this document is a snapshot in time and very much a temperature check of the organisation.

#### 2. Background

The performance measures for the current key priorities are shown in the next section.

#### 3. Strategic Priorities and Performance Measures

##### 3.1 Economic Development and Regeneration

We will set up a catalyst for local economic growth and strengthen two critical elements of our infrastructure and Redditch Town Centre.

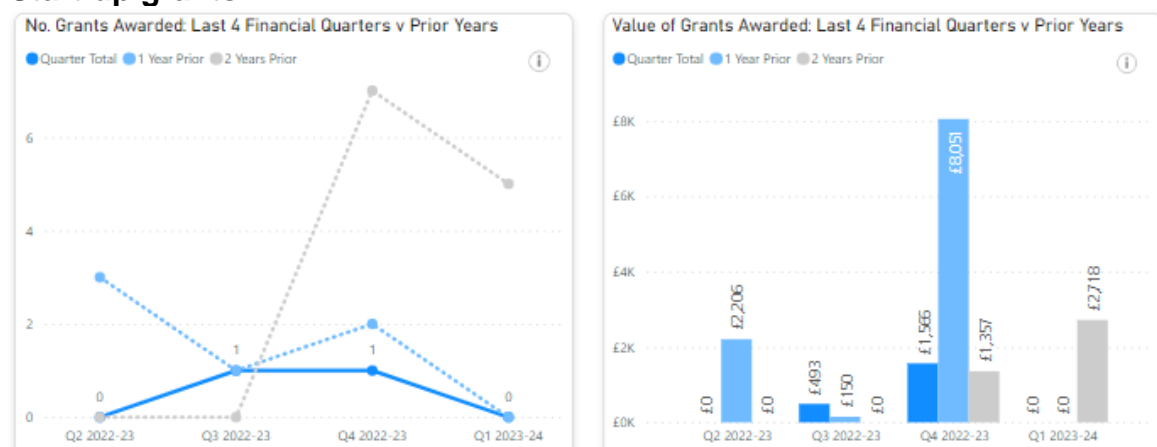
##### 3.1.1 Supporting businesses to start and grow.

###### Performance measure:

- Take-up of start-up business grants and creativity grants programme.

Detailed below are the grants which have been awarded up to quarter 1 2023/24 including two prior years, and the total value.

##### Start-up grants



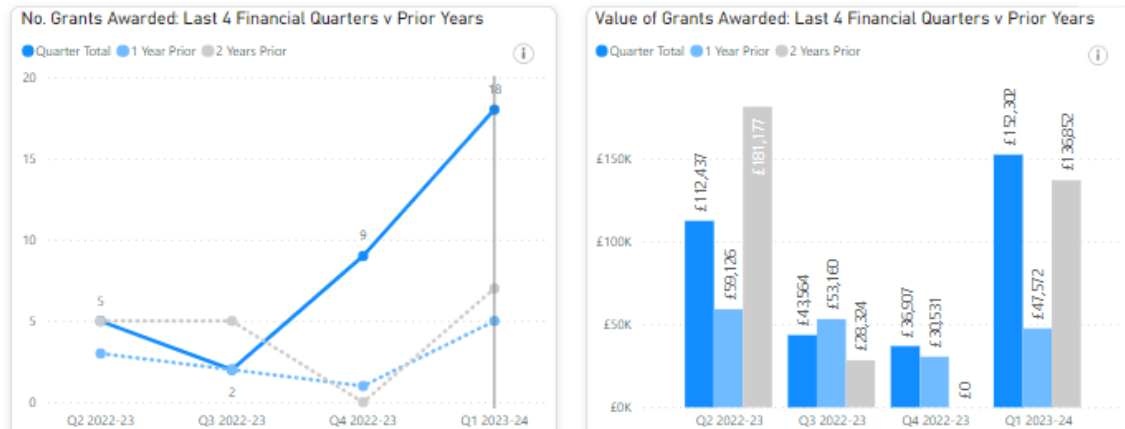
##### Update

The data for the grants measures are currently supplied by a 3<sup>rd</sup> party and is not yet available for quarter 2. All grants are now funded by the UK Shared

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Prosperity Fund. The new grants were launched in September 2023 and there is a pipeline of businesses waiting to access them. It is anticipated that the first grant payments will be made in Q3 of 2023/24.

**Grants to Established Businesses****Update**

The data for the grants measures are currently supplied by a 3<sup>rd</sup> party and is not yet available for quarter 2. All grants are now funded by the UK Shared Prosperity Fund. The new grants were launched in September 2023 and there is a pipeline of businesses waiting to access them. It is anticipated that the first grant payments will be made in Q3 of 2023/24.

**3.1.2 Regenerating our Infrastructure.**

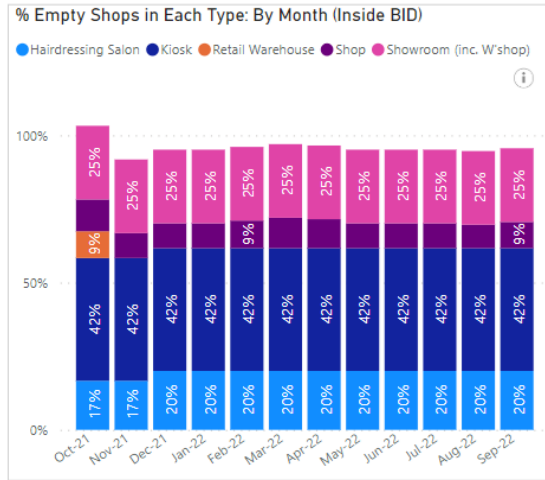
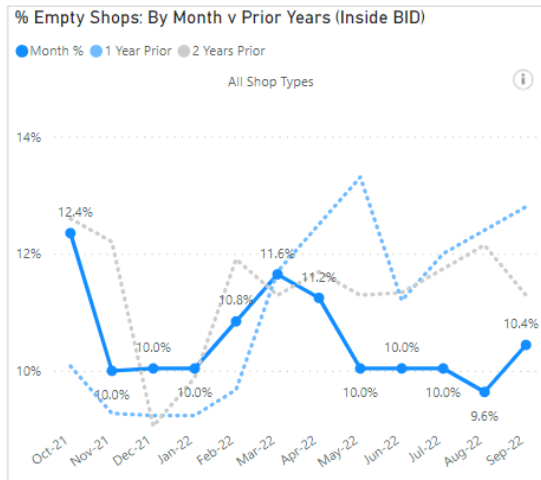
The past two years have emphasised the economic and wellbeing importance of local (a sense of place) and connection (information networks). To support this we have secured Town Investment Plan (TIP) funding for Redditch Town Centre.

**Performance measure**

- % Of empty shops

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**Redditch Annual Monitoring**

Annual monitoring of vacancy rates are a good indicator for monitoring the health of town centres. At the time of the survey, there were 44 vacant units within the Redditch Town Centre boundary. This equates to 12% of the total units surveyed, which is lower than the National vacancy rate of 13% (British Retail Consortium, 2023). The vacancy rates in the town have continued to decrease from 2019-2022 which is a good sign. **Data for 2023 will be updated at the end of 2023 for a more recent picture.**

Redditch Town Centre	2019	2022
Commercial Units	348	353
Vacant Units	50	44
	14.3678160	12.4645892
Vacancy Rate	9	4

*Please note that there was an increase in the number of units from 348 to 353 due to a miscount in the 2019 survey.*

**National Trends and challenges**

The COVID-19 pandemic and associated lockdowns have resulted in a significant impact on high streets and town centres across the UK, although the challenge of vacancy has been apparent for a number of years. Combined with long-term trends affecting retail, such as increases in online sales and a growing focus on the 'experience economy', the impact is that many high street businesses are reducing their presence in town centres or closing altogether, leaving vacant property in their wake with negative long-term consequences for these places.<sup>[1]</sup>

The British Retail Consortium expects the growth rate of retail sales to pick up in the second half of 2023 reaching 3.6% to 4.7%.<sup>[2]</sup> GDP is projected to contract in 2023, as tighter financial conditions weigh on consumer spending - which accounts for

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around two-thirds of the economy. This will see unemployment rise throughout 2023, but labour market participation is set to remain below pre-pandemic rates, impacted by long-term sickness and more students. Escalating energy and commodity prices pushed inflation to a 41-year high of 11.1% in October 2022, but it's expected to fall sharply in 2023, albeit remaining at high levels/ Double-digit food and energy inflation has hit spending power, with disposable income set to fall further by 3.4% in 2023. Least-affluent households are hit hardest, given they spend a disproportionate amount of income on essentials. [BRC: Retail sales "challenging" for first half of 2023 - Retail Gazette](#) <sup>[1]</sup> [Dealing with empty shops | Local Government Association](#) <sup>[2]</sup> [BRC: Retail sales "challenging" for first half of 2023 - Retail Gazette](#)

**Performance measure**

- Level of funding secured

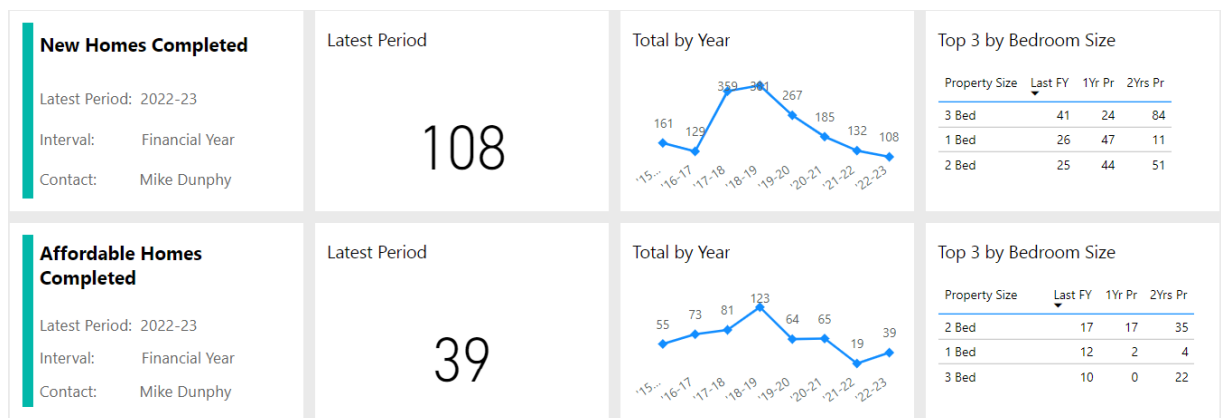
The Level of Funding secured is 15.2m.

**3.2. Housing Growth**

During 2023/24 we will accelerate the pace of affordable housing development. We will deliver on the Housing Revenue Account (HRA) Housing Growth programme as a priority and, where possible, enable the building of market housing on our own land and the creation of additional income for the Council.

**Performance measure**

- Number of new homes - total and affordable (annual)

**Update**

Total number of homes built in 22/23:

- Total Homes Built (including affordable) - 108 (net)
- Total affordable homes built - 39 (net)

Housing completions which contribute towards meeting the Borough's housing requirement come from several sources including newly built properties, change of use to a dwelling from another use such as an office,

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conversions (for example from a barn to a dwelling) or sub-division (for example from a house to flats). In addition, dwellings are also either private for the open market or affordable for rent through Registered Providers, which meet the needs of those on the Council's housing waiting list. The supporting measure records all new build dwellings by size (number of bedrooms) but makes no distinction between tenure.

**Performance measure**

- Number of new council houses (HRA) projected to be built during 22/23.

**Update**

There have been no new council houses built in Q2, however the properties in Edgeworth Close will be completed for handover in October 2023.

**Performance measure**

- Number of homeless approaches
- Number of threatened with homelessness preventions.
- Number of homeless applicants housed.

	<b>Number of homeless approaches</b>	<b>Number of threatened with homelessness preventions</b>	<b>Number of homeless applicants housed</b>
<b>July</b>	52	3	32
<b>August</b>	48	3	17
<b>September</b>	44	0*	0*

Please Note \*

The figures of 0 in September are not representative, as we will still have households withing the statutory 56 days under either prevention or relief, this figure would change if we reviewed in a couple of months' time.

Where we are working to a statutory framework, there will always be that issue so close to the previous month.

\*\*However, 30 households were signed up into RBC tenancies in September: a further 3 with RSL's – total 33

*This will include homeless households as a majority.*

*The figure however will not include those housed into the PRS / supported housing/referred out of area etc ...*

**Update:**

- The financial situation in the UK continues to affect the housing market, which creates unavoidable pressure on homelessness services.
- There are and continue to be many private sector landlords issuing 'with' and 'without fault' S.21 notices on their tenants.

- Many are selling their portfolios, due to cost of living rises and subsequent rent arrears of tenants already affected by rent affordability and cost of living. Many professional landlords must increase the rent cost in their properties to ensure that they are able to successfully remain in the rental market, and this simply isn't within reach of many residents in Redditch whom inadvertently present as homeless. This is further exacerbated by the local housing allowance remaining at the former rates, with no up-lift. The gap is such that many low paid working applicants and those not in employment cannot access the private sector. The gap continues to grow,
- Homelessness approaches are as a result of the cost-of-living crisis, private rent affordability and economic struggles. The impending introduction of the banning of 'no fault' evictions by private landlords is likely to further exacerbate this situation, as landlords continue to sell or re-let in the competitive rental market.
- A recent report suggests an average of 30 + applicants apply for private rented properties when they are advertised, allowing agents and landlords to 'cherry-pick' and this often forces homeless households further away from consideration due to lower earnings, or credit checking. Where we were previously able to negotiate, these opportunities are rare.
- Demand continues to outweigh supply in the social housing sector, and we as other local authorities need to identify and commit to increased build programmes.
- The pressure on resources and limited exit options continues to put pressure on temporary accommodation, and the staff within homelessness services.

***Our Actions:***

- The Homelessness and Housing Solutions (HHS) Manager is committed to upskilling the housing officers to identify more innovative temporary accommodation arrangements, with friends/family where possible. Well trained staff and stable teams in terms of staff retention are starting to offer a more consistent service offer.
- The Voids, Allocation and Lettings Manager and HHS Manager are meeting with the young people's providers; and other bespoke supported facilities to create a better move-on policy.
- Conversations pertinent to a single point of access arrangement are taking place with the supported providers that we have in our district, in the hope that this will afford more spaces offered to homeless individuals, and limit the pressure from alternative local authority areas, This should provide a better streamlined through-put, with less bed blocking and increased availability.
- We are in discussions with providers who are keen to discuss what they can offer in Redditch, however the crisis in neighbouring Birmingham offers lessons to avoid pitfalls in exempt accommodation and as such it is crucial to understand what Redditch needs as well as to apply safe commissioning.
- Property leasing is a consideration to develop alternative offers to households, at a more affordable rent. It is early days, but consideration is being given to all appropriate tenures to relieve the pressure on our service. We continue to discuss these opportunities with approved landlords.
- We are committed to reduce the use of bed and breakfast and looking at all viable options that we can use to facilitate this. We are committed to rigorous



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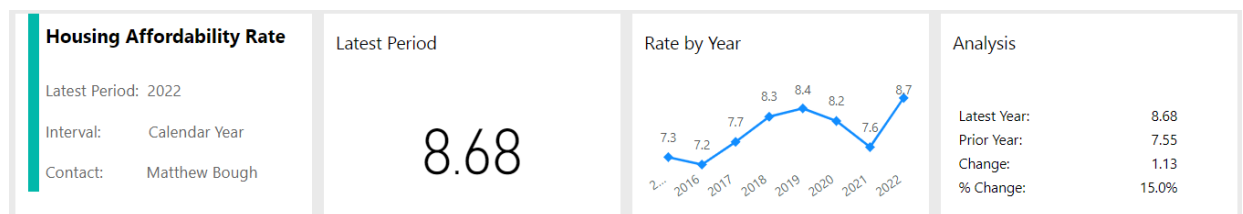
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assessments in line with HRA guidance, and alternatives where the opportunity allows.

- This winter we are working towards a ‘communal cold weather provision –it is Severe weather emergency protocol (SWEP) led, and I understand that this may not directly affect the B&B usage per se, it does offer more available spaces from our usual providers and negate the costly impact experienced, where pressure has forced us to source hotels outside of our usual providers which have been less favourable cost-wise.
- The personal benefits of a communal SWEP are ten-fold as clients experiencing multiple complex needs which include street homelessness are offered quality support alongside accommodation.
- We continue to look at ways to reduce costs, reduce reliance on B&B for temporary accommodation and identify appropriate solutions for our households. We also look to create a fit for purpose service, with staff who feel confident to offer innovative ideas and suggestions.

**Performance measure**

Local housing affordability rate (annual, calendar year, 1 year lag)



Data extracted from Officer for National Statistics (ONS) – House Price Statistics for Small Areas, Annual Survey of Hours, and Earnings.

**Update**

The affordability ratio in England is currently 9.05.

There are a number of affordability ratios and the above relates to workplace-based income so looking at the median earnings of those employed in Redditch.

	Median House Price (Year ending Sept)	Median Earnings
2018	£200,000	£24,254
2019	£215,000	£25,472
2020	£220,000	£26,984
2021	£239,250	£31,692
2022	£235,000	£27,062

As the rate continues to rise this will push more households into needing affordable housing. We are working with developers to secure the maximum provision of affordable housing on developments and RP's to bring forward affordable housing. A “First Homes” policy with a local connection criterion was approved by Council in September 2022 to ensure these discounted homes are provided for local applicants in the first instance

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**3.3 Work and Financial Independence**

In 2023/24, we will find ways to further support, engage, and empower our residents to maintain / achieve financial independence.

Our Financial Independence Team will continue to help residents to gain financial independence both through short and long-term solutions. This includes advising our residents on how to manage fuel and utility costs, maximise their income, manage their personal finances, and access other specialist agency support.

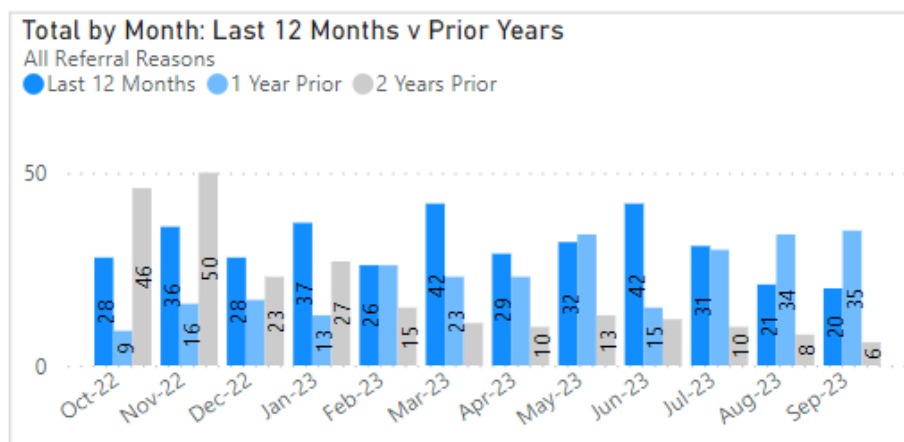
We will provide quality services that help to empower residents through good financial advice, the effective coordination and signposting of services, and partnership working.

**Performance measure**

- Number of Financial Independence Team client contacts. The chart relates to the number of FI Team cases opened.

The top 5 referral reasons (where a value has been provided) for the last 12 months are:

- 'Under occupancy charge' (69)
- 'Debt' (56)
- 'Other' (33)
- 'No value' (28) - excluded from top 5 reasons.
- 'Loss of Employment' (26) and
- 'Rent advance/deposit' (23)



For quarter 2, the top 3 referral reasons were:

- 'Debt' (10)

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- 'Under occupancy charge' (10)
  - 'Loss of Employment' (8)
  - 'Rent advance/deposit' (8)

The Financial Inclusion Team continue to assist residents in the current cost of living crisis. We are always looking for the best way to support residents, be this through internal work or signposting to partners to help maximise income and budgets.

**Performance measure**

- Number of eligible children accessing nursery funding across the borough.

**Update**

Although data is shared termly (with a lag) from Worcestershire County Council, this has been inconsistent. Work is ongoing to improve the regularity of the supply of data.

<b>Term</b>	<b>% 2-year-olds accessing funding</b>
Summer 2019/20	56%
Summer 2020/21	59%
Summer 2021/22	70%
Spring 2022/23	84.3%
Summer 2022/23	76.6%

Redditch performance has decreased by approximately 7% in comparison to Spring 2023. The County average has decreased for Summer term from 77.3% to 75.8%.

We received a list from WCF to contact families who had applied for 2 year old funding but had not processed their application – due to the delay in receiving this list by the time we contacted families they had already accessed the funding or there were not nursery places available. We used to receive a list from DWP of all eligible children, but due to a change in an information sharing agreement we no longer receive this list to enable us to proactively contact all eligible families. We continue to promote the Childcare Choices on our social media pages and respond to families who contact the service regarding childcare funding. We promote nursery funding at all events and are recently supporting DWP at their childcare events to promote the funding for eligible parents looking to return to work.

**3.4 Improved Health and Wellbeing**

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In 2023/24, we will work with communities to help them identify and develop their strengths. We will look at ways to encourage physical movement into part of people's normal routines. We will also look to catalyse an integrated approach to care.

**Success measures:**

- Number of Community Builders in post.

**Update:**

Three community builders remain in post:

- o Abbeydale
- o Woodrow
- o Focussing on BME across the District

Asset Based Community Development (ABCD) is an approach built on tried and tested methods from sustainable community development practice. The aim of ABCD approaches is to create the conditions that will enable both place and people to flourish, reduce inequalities, improve quality of life that supports communities to thrive and to reduce or delay the need for long term care and support.

The Bromsgrove and Redditch Shared Learning Network continues to meet, supported by Public Health at Worcestershire County Council, which includes community builders, the voluntary and community sector hosts, relevant BDC and RBC officers. The purpose of the Network is to provide a forum to support and encourage the development of ABCD good practice locally. The most recent meeting fed back on very successful community events including a parent led Stay & Play in Abbeydale; community led events in Woodrow Centre and the Abbeydale and BME Community Builders expanding their area to include the South and South West of Abbeydale - around St George's School. This area is used a lot by Abbeydale residents, and St George's catchment includes Abbeydale, so is a great way to engage Abbeydale residents. It also has a lot of minority communities living there, so it would be a great way for the BME Community Builder to do some delivery at the same time.

Community Builders are on fixed term contracts, but funding has been confirmed to extend the posts until end of March 2025. The longer-term aim remains for the voluntary sector services to source other funding by evidencing impact through community stories and Ripple Effect Mapping.

Action: As above as well as embedding the understanding of the approach through the district collaboratives and continuing to evidence outcomes and impact on communities.

**3.5 Community Safety and Anti-Social Behaviour**

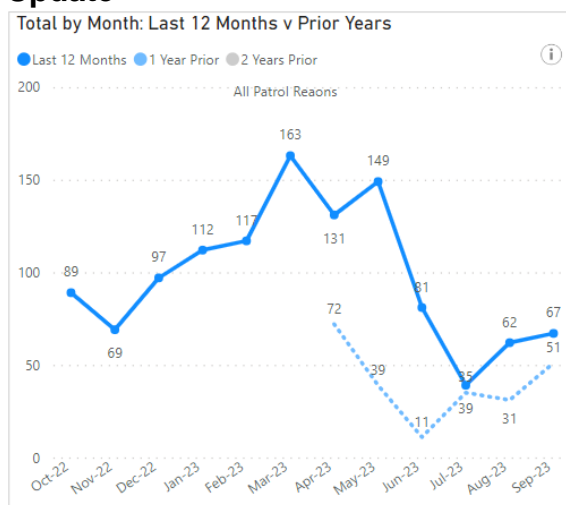
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Working with Community Safety partners we will implement crime prevention projects and promote community safety services to reduce the hazards and threats that result from the crime, violence, and anti-social behaviour. We will also promote and support victim services that are in place to help and encourage recovery from the effects of crime.

**Performance measure**

- Number of young people engaged through Detached/Outreach youth work

**Update**

Jul 2023 – Young people were engaged during routine patrols in Winyates and Woodrow. Discussions included signposting to existing youth provision and deterring a group of young people from accessing an unsafe, empty building. Boarding up of the building was requested immediately.

Aug 2023 – Routine patrols were carried out in Greenlands, Town Centre, Lodge Park, Smallwood, Abbeydale and St Georges. Discussions with the young people included post exam plans, risks associated with substance misuse, signposting to existing youth provision and the perception that there is a lack of entertainment for young people in the town.

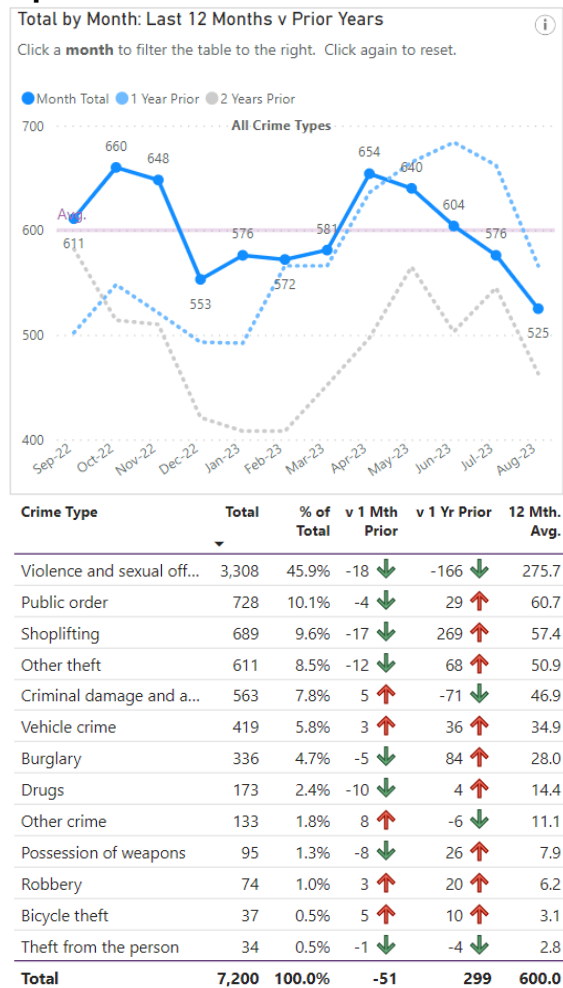
Sep 2023 – Routine patrols were carried out in Town Centre, Smallwood and Batchley. Discussions during patrols included a lack of options for young people after leaving school, lack of evening activities for young people, concerns about young people from other areas like Birmingham and perceptions about the amount of drug use in the town.

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**Performance measure**

- Levels of crime. (Data extracted from 'data.police.uk' below – there is a lag in data reporting.)

**Update**

At the time of report creation, the Police.UK website included data up to and including August 2023, as shown in the chart/table above.

Unfortunately, NWCSP analysis of Crime data for Quarter 2 (July-Sept) is not available due to a system issue.

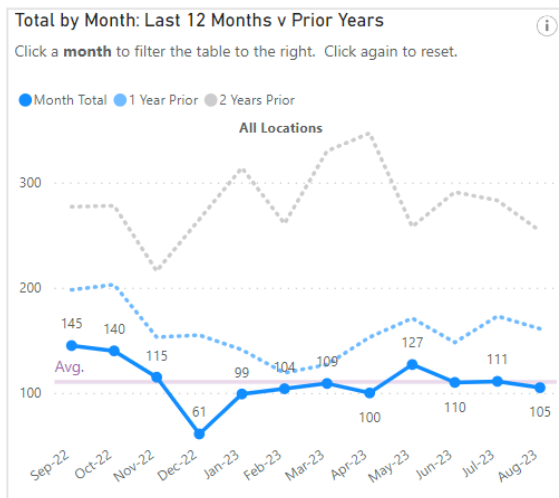
**Performance measure**

- ASB** (Data extracted from 'data.police.uk' below – there is a lag in data reporting.)

**Update**

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At the time of report creation, the Police.UK website included data up to and including August 2023, as shown in the chart/table above.

Unfortunately, NWCSA analysis of Crime data for Quarter 2 (July-Sept) is not available due to a system issue.

**Performance measure**

- Number of crime risk surveys carried out

**Update**

	No. Surveys 2022/23	No. Surveys 2023/24
<b>Q1</b>	<b>10</b>	<b>28</b>
<b>Q2</b>	<b>14</b>	<b>12</b>
<b>Q3</b>	<b>11</b>	
<b>Q4</b>	<b>15</b>	

Jul 2023 – Detailed crime prevention recommendations were provided for a Planning Application for 8 new units in Greenlands. Crime prevention surveys were completed following reports of ASB in Batchley and in Woodrow. Crime prevention advice provided following reports of a neighbour dispute in Lodge Park.

Aug 2023 – Crime prevention advice was provided following a request for designing out crime options in an area of Woodrow. DA Sanctuary Assessments were completed for vulnerable residents in Batchley and Webheath. Detailed crime prevention recommendations were provided for a Planning Application for a Change of Use in Headless Cross.

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Sep 2023 – Crime prevention surveys were carried out following reports of Neighbourhood Disputes, ASB and Environmental concerns. Locations included Lakeside, Headless Cross, Winyates, Church Hill, Matchborough.

**3.6 Rubicon Leisure**

			Apr	May	Jun	Jul	Aug	Sep
<b>Abbey Stadium</b>	Total Health and Fitness Memberships	<b>23/24</b>	3416	3369	3384	3452	3499	3504
		<b>22/23</b>						
		<b>Var</b>						
	Total Swimming Lesson Enrolment	<b>23/24</b>				1200	1223	1282
		<b>22/23</b>						
		<b>Var</b>						
<b>Palace Theatre</b>	No. of performance	<b>23/24</b>	18	19	23	16	2	13
		<b>22/23</b>	17	18	16	16	2	16
		<b>Var</b>	6%	6%	44%	0%	0%	-19%
	Seats sold	<b>23/24</b>	5521	4735	5592	3925	326	3277
		<b>22/23</b>	4839	5979	3968	3890	264	3307
		<b>Var</b>	14%	-21%	41%	1%	23%	-1%
	Secondary Spend per head	<b>23/24</b>	£4.24	£4.55	£3.63	£3.04	£2.47	£5.65
		<b>22/23</b>	£3.84	£2.68	£2.96	£2.21	£1.57	£3.82
		<b>Var</b>	11%	70%	23%	37%	57%	48%
<b>Forge Mill</b>	No. of Museum visits	<b>23/24</b>	536	380	331	431	608	476
		<b>22/23</b>	298	283	235	383	468	338
		<b>Var</b>	80%	34%	41%	13%	30%	41%
<b>Pitcheroak Golf Course</b>	Total Membership	<b>23/24</b>	118	120	129	130	132	155
		<b>22/23</b>						
		<b>Var</b>						
<b>Arrow Valley Visitor Centre</b>	Average Transaction Value	<b>23/24</b>	£6.42	£6.67	£6.37	£6.32	£6.58	£6.17
		<b>22/23</b>	£5.20	£5.34	£5.30	£4.98	£5.17	£5.03
		<b>Var</b>	23%	25%	20%	27%	27%	23%



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**3.7 Green Thread**

We continue to focus on innovation as we play our part in the response to climate change and biodiversity challenges. Working with partners across the region, including the LEPs and the Waste Partnership, we will explore the possibilities of modern technologies to our fleet but also how innovative technology can help us deliver greener and more efficient systems internally. We also need to maintain work around waste minimisation and maximising recycling, particularly around recycling quality and the implications of the new Environment Act.

**Performance Measure:**

- Have an agreed and funded plan and capital replacement programme for the Council's fleet subject to any budget constraints.

**Update**

Nottingham City Council, through their government funding grant to undertake a review of its fleet, has provided external consultancy services to the council. Officers have been working with Nottingham City Council and received a copy of their findings. As a consequence, these have been applied to create a funded Capital replacement programme which is subject to ongoing financial review. It is anticipated that, within the fleet replacement programme, small volumes of the Housing Fleet will switch to all electric based on the feasibility of infrastructure being installed at the Crossgates House/Redditch Depot site. This is part of a review to be shortly commenced by our new partner that is reviewing our car parks and depots to provide Electric Vehicle Charging points.

**Performance Measure:**

- Introduce vegetable derived diesel into the councils' vehicles to reduce carbon emissions subject to any budget constraints.

**Update**

Whilst the cost of Hydrogenated Vegetable Oil (HVO) has seen a severe increases due to external influences such as the war in Ukraine these costs have stabilized. As part of the 'Greening the Fleet' review which seeks to reduce the Carbon Footprint created by the Council's fleet finances are being reviewed to allow use of HVO more widely across Environmental Services Fleet.

**Performance measure**

- Households supported by the Council's energy advice service.

Period	Households
2019/20 (09/19-03/20 only)	21

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2020/21	26
2021/22	6
2022/23 (part year)	57

Period	Households
Q1 2023/24	250
Q2 2023/24	176

**Update**

The energy advice service is provided by Act on Energy on behalf of the council. In the 2nd quarter of 2023/24 a total of 176 households received energy advice and guidance from Act on Energy. In addition to home visits due to vulnerability a number of referrals were made to other agencies including Step Change Debt Management Advice and Severn Trent Big Difference Scheme.

**3.8 Financial Stability**

The Councils resources continue to be constrained. To address this, we will continue to work to ensure our people, assets and financial resources are focused on the priorities and activities that most effectively deliver wellbeing and progress for our local population.

**Success measures:**

- Financial performance – actuals consistent with budget (earlier section of this report)
- Increased levels of General Fund Balances over medium term.
- Towns Fund Project delivered within budget.

**3.9 Organisational Sustainability**

The Council will work to maximise the use of digital infrastructures, including cloud technologies, to enhance its support for customers. We will encourage residents and businesses to access high speed fibre and wireless technologies to deliver growth in the local economy. Ensuring the Councils infrastructure can securely process the increased demand placed on it by the expanding use of Internet of Things devices will be key to its digital success. Any new delivery models, utilising technology, must deliver improved customer service at a lower cost.

**Performance measure**

- Number of corporate measures accessible through the dashboard.

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The organisation continues to move from the current legacy dashboard to a new Power BI dashboard. Power BI is an interactive data visualisation software product with a primary focus on business intelligence. There are currently 33 strategic measures available via the dashboards. Work is also being undertaken on a number of operational measures with accident data being the most recent to be in the testing phase.

**Performance measure**

- % of staff able to work in an agile way.

**Update**

This new measure is aligned with the ongoing agile project; we are continuing to work to devise an effective method of data capture. The Agile Policy has now been launched across the organisation but is currently unable to be reported on

**Action:** Review is needed moving forward on how this can be reported and tracked as part of the establishment review/CHRIS21

**3.10 High Quality Services**

The Council's people are key to its long-term success. We aim to recruit, retain, and motivate the right employees, with the right knowledge, skills, and attitude to deliver excellent services and customer care.

**Performance measure**

- % of employees who undertake management training.

This is a new measure and the first time it has been included in this report in any meaningful way. The mandatory manager training is targeted at staff with management responsibility and therefore staff generally wouldn't undertake it.

**Update**

82.5% of 4<sup>th</sup> and 5<sup>th</sup> Tier Managers who have undertaken some mandatory training

86.87% of 4<sup>th</sup> and 5<sup>th</sup> tier managers who have some or all mandatory training still to do

14.63% of staff who are 4<sup>th</sup> or 5<sup>th</sup> tier managers

12.07% of staff who have undertaken mandatory manger training

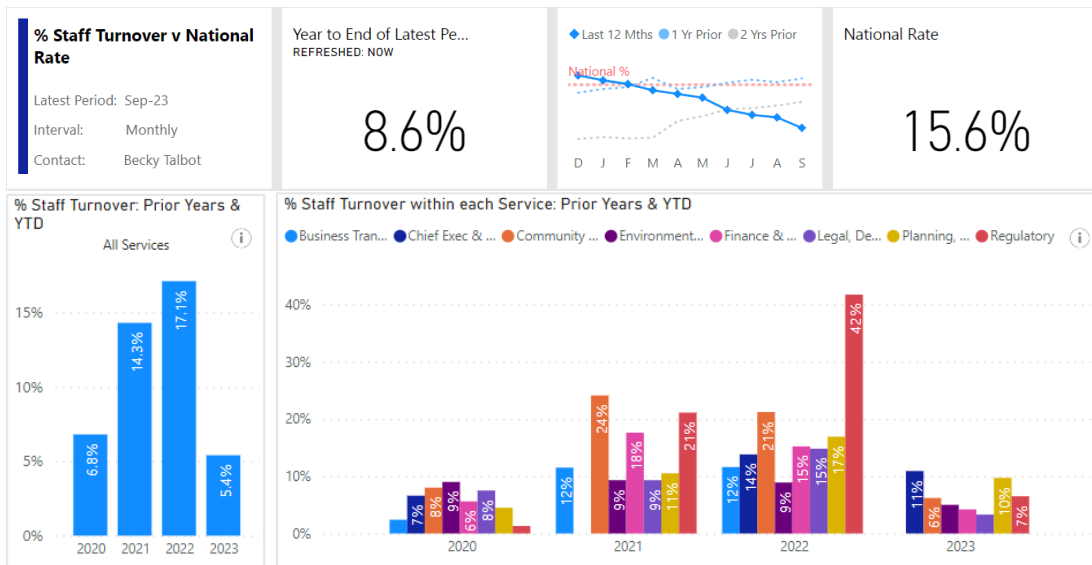
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NB – Not all 5<sup>th</sup> tier posts have line management responsibility and there are staff below 5<sup>th</sup> tier who do have line management responsibility. There is currently no easy way of identifying these roles from CHRIS21.

**Performance measure**

- **Staff turnover rates in relation to national rates**



**Update**

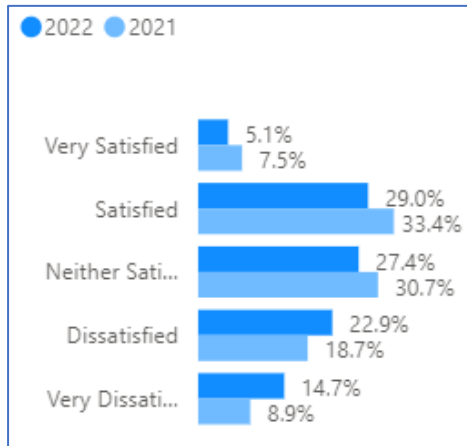
Since January 2023, it can be seen there has been a continued improvement in turnover rates which brings the authority under the national average. We will be launching a process for exit interviews before the next quarterly report cycle. We will utilise this data to further understand context and undertake necessary actions.

**Performance measure**

- Customer satisfaction with service delivery, measured through the Community Survey.

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**Update**

This is an annual measure. Data is extracted from the annual community survey. 2021 was the first year the public were asked about their level of satisfaction with the way the council delivers its services. National satisfaction with LA's, according to the Local Government Chronicle is currently at 40%.

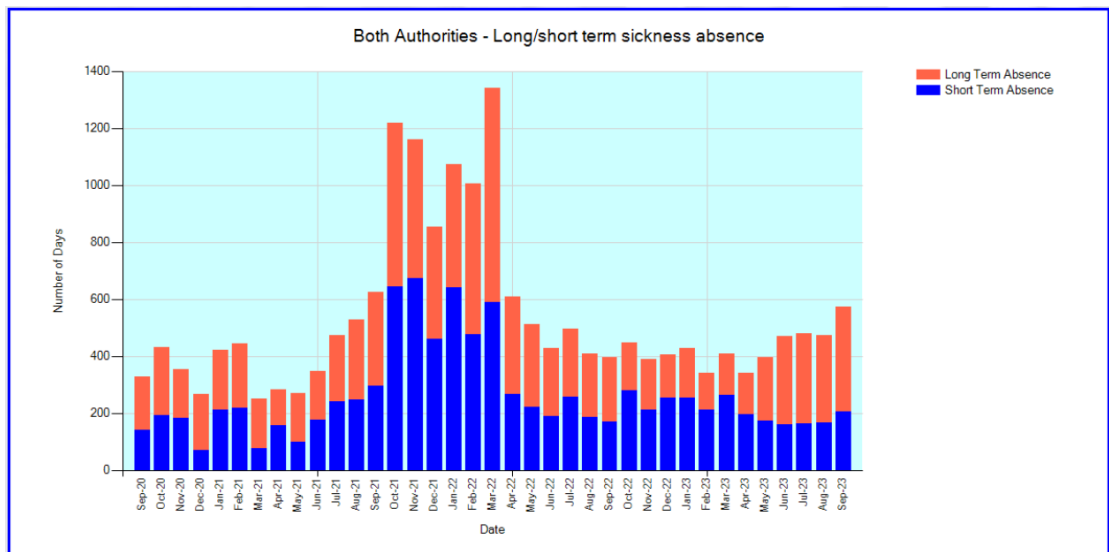
The 2022 survey was carried out in October/November 2022. The 2023 survey is live as at the time of this report creation.

**4. Operational Measures**

**4.1 Business Transformation, Organisational Development & Digital Services**

**Performance measure**

- Sickness absence



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**Update**

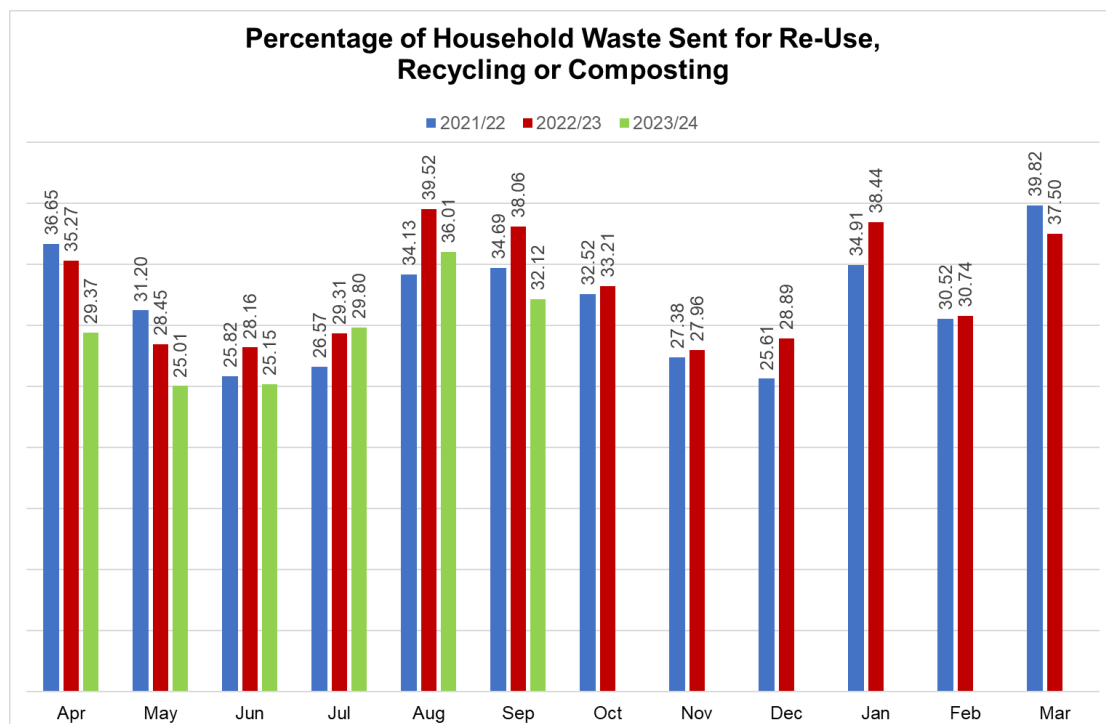
We are undertaking a fundamental review of the data source, data capture and data calculation, to utilise the increased functionality of PowerBI which will enhance both the overview and more in-depth analysis for this measure and in turn enable actions from the understanding gained. System issues have hindered the speed of progress; however, progress is being made.

**Actions:**

- Review data source, to include training where needed.
- Review of the absence reasons reported under in comparison to national data.
- Review of how the data is analysed and presented to managers.

**4.2 Environmental and Housing Property Services****Environmental Services - RBC Domestic Waste Collection  
Performance measure**

- Percentage of household waste sent for reuse, recycling and composting.

**Update**

This is a National Indicator measuring the percentage of household waste arisings which have been sent by the Authority for reuse, recycling, and

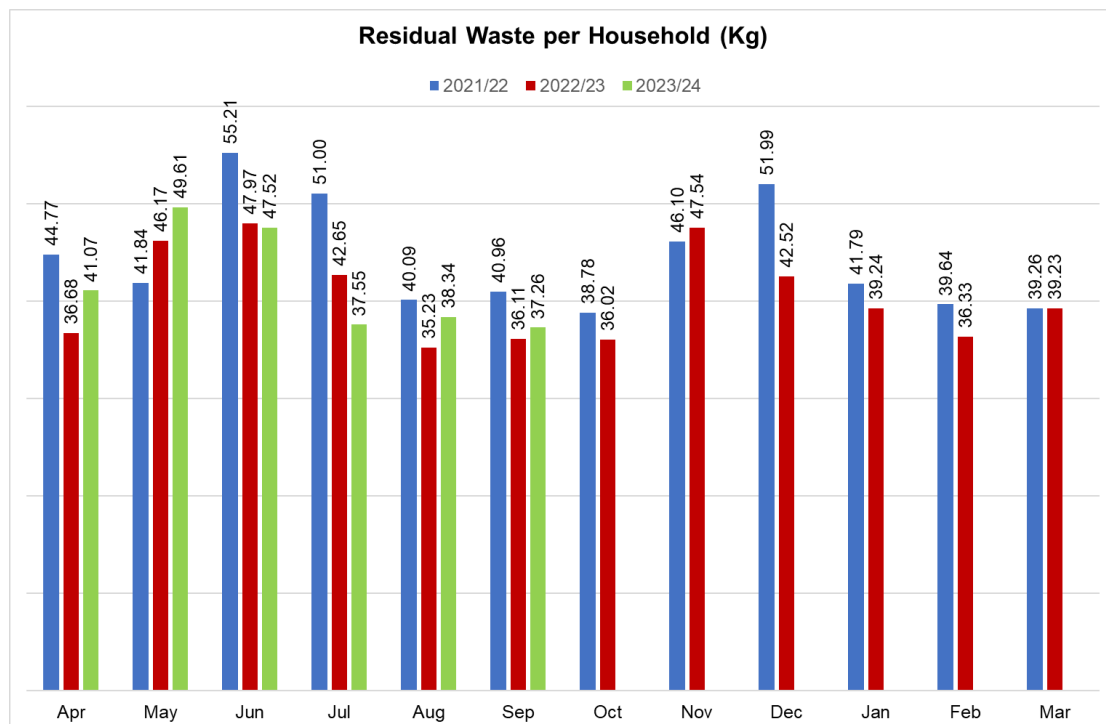
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composting, and is used in the national league tables ranking Local Authority performance. In 2021/22 Redditch was ranked 309th in the national league tables – Up from 315th in 2020/21. This ranking is currently limited due to the lack of a widespread garden waste service in Redditch, with approximately 8% of residual waste collected being garden waste based on recent sampling.

**Actions:**

Discussions are being had with our neighbouring Worcestershire Authorities about how we can increase our resources collectively to support more proactive engagement with residents to educate on waste reduction and effective use of our services, as we still have regular contamination of our recycling with non-recyclable items. Work is also on-going to consider the future of waste collection services alongside new legislative requirements that will see the introduction of a weekly food waste collection and potential changes to how we manage both residual waste and dry recycling. We are also fitting new banners to the side of our refuse collection fleet during July/August to highlight the issue of food waste as part of a joint campaign with Worcestershire County Council, and have resources available via our website to support households in using our services and reducing waste: <https://www.worcestershire.gov.uk/lets-waste-less>.

**Performance measure: Residual Waste per household (kg)****Update**

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This measures non-recyclable waste thrown away per household. The increase in tonnages for April and May is believed to be partly due to the inclusion of garden waste in the grey bins, and the increased growth rate this year in comparison with 2022. Approximately 8% of residual waste in Redditch was identified as garden waste in analysis carried out during 2022.

During Qtr 2, we saw increases linked to the Summer period, that may be linked to more people staying at home rather than taking holidays, as the same trend of increased residual waste was seen across all the Worcestershire LA's, although this was less marked in Redditch than our neighbouring authorities.

DEFRA are revising some of the details relating to proposed changes to waste legislation, with the new policy direction being labelled as "Simpler Recycling" as opposed to the Consistency title used as part of the waste consultations carried out to date. This is not expected to bring significant changes, but we are still waiting on precisely what is required of us as the Waste Collection Authority under the Environment Act 2021, which is limiting our ability to plan for any significant change to our Residual and Recycling services.

**Actions**

Waste Composition Analysis was carried out across the Borough to sample waste during 2022, and identify what is being thrown away in our residual waste to support discussions on the future of our services, and any communication/education campaigns we may need to implement to support further recycling. In the samples taken, up to 20% of the residual waste put out for collection could have been collected as recycling, with nearly 8% of that being garden waste. Up to 35% of the residual waste was food waste (47% of that was still in its packaging unused). This information is being considered as part of the wider Task and Finish project to consider future options for how we collect our residents waste in the future.

Discussions are being had with our neighbouring Worcestershire Authorities about how we can increase our resources collectively to support more proactive engagement with residents to educate on waste reduction and effective use of our services, as we still have regular contamination of our recycling with non-recyclable items. Work is also on-going to consider the future of waste collection services alongside new legislative requirements that will see the introduction of a weekly food waste collection and potential changes to how we manage both residual waste and dry recycling.

New banners have been affixed to the side of our refuse collection fleet to highlight the issue of food waste as part of a joint campaign with Worcestershire County Council, and have resources available via our website to support households in using our services and reducing waste: <https://www.worcestershire.gov.uk/lets-waste-less> .



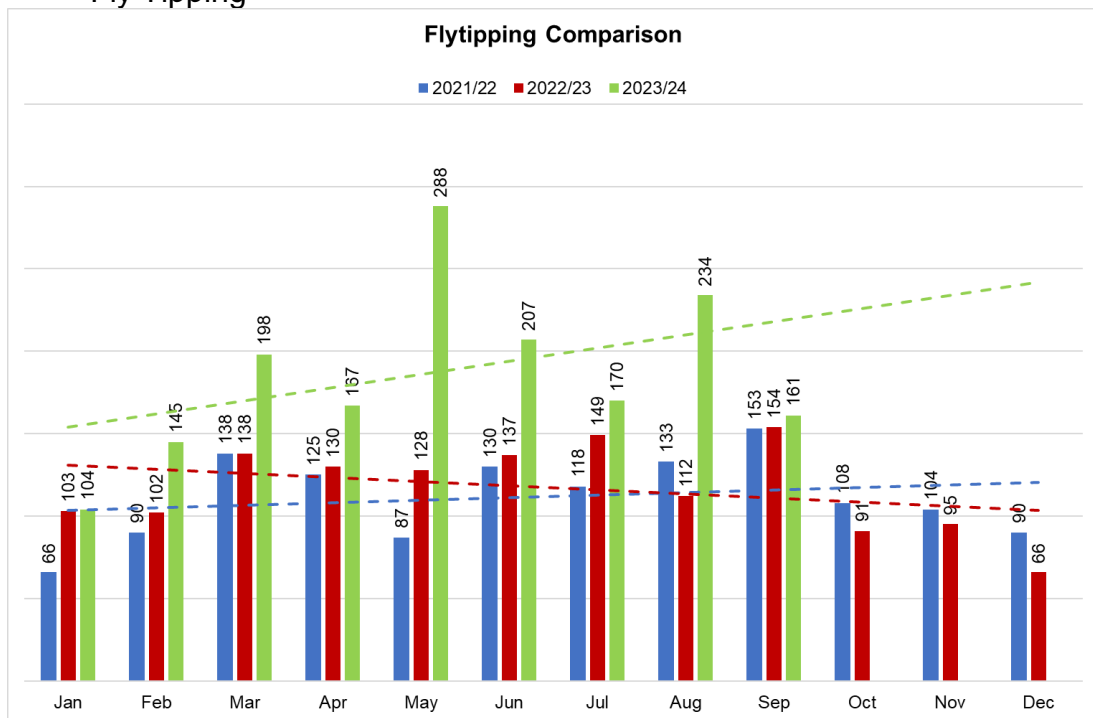
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Given the on-going lack of information from Central Government to support wider changes to the waste collection service, we are exploring options and costs to support consideration of a dedicated garden waste service to start in Redditch from 2024/2025, as the current service only supports a small proportion of Redditch Households, and this would support a reduction in residual waste as well as support the Borough’s Climate Emergency aims. This is being considered at the next Full Council.

**Performance Measure:**

- Fly Tipping



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The type of fly-tips is unchanged and is mainly small domestic fly-tips. The trendlines included for the last 3 years show significant divergence this year to previous years in the volume of cases. This is attributable mainly to an increase in the various crew's ability to both record and report fly tips as they are undertaking their duties within the regions.

**Housing Property Services**

The initial Operational KPIs for Housing Property Services are shown below. The Housing Property Services Manager has established several KPIs to provide both Operational and Strategic monitoring of Services delivered. These are supplemented by the 22 KPIs created by the Regulator of Social Housing (RSH), of which 10 are the responsibility of the Landlord to provide and 12 of which are as a result of Tenant Perception Survey, the format of which is dictated by the RSH. In the interim however please see below:

**Performance measure**

- **Third Party Gas Audit Compliance (Target 85%)**

**Update**

The Performance Indicator is a measure of the compliance with Gas Regulations and Codes of Practice for the work undertaken by the in-house Gas Team. An Independent external company undertakes a random sample of Audits across several properties to assess the standard of workmanship and compliance and reports their findings monthly.

The maintained compliancy score can be attributed to the ongoing improvements within the Gas Team. These improvements include regular Toolbox Talks, coupled with regular manufacturer appliance training to ensure the Gas Engineers have the knowledge and confidence to carry out the tasks at hand effectively and efficiently.

<b>Quarter 1 2023/24</b>		<b>Quarter 2 2023/24</b>		<b>Quarter 3 2023/24</b>		<b>Quarter 4 2023/24</b>	
Apr 2023	87.18%	Jul 2023	95.56%	Oct 2023		Jan 2024	
May 2023	93.22%	Aug 2023	94.12%	Nov 2023		Feb 2024	
Jun 2023	92.00%	Sep 2023	94.59%	Dec 2023		Mar 2024	

**Performance measure**

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- **Average time taken to complete repairs to standard voids (target 20 Calendar days)**

**Update**

The performance indicator is a measure of the number of calendar days taken on average to complete works to standard voids. (This does not include properties requiring major works, decant properties, insurance claims following fire damage and currently dispersed units of accommodation).

Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24		Quarter 4 2023/24	
Apr 2023	21.50	Jul 2023	21.87	Oct 2023		Jan 2024	
May 2023	25.17	Aug 2023	22.84	Nov 2023		Feb 2024	
Jun 2023	18.06	Sep 2023	16.14	Dec 2023		Mar 2024	

There were a number of issues in both July and August that led to performance being in excess of target. A handful of properties required full upgrades to the kitchen at a time that leave was being taken amongst the team. This was exacerbated by performance issues with the kitchen supplier with delays in deliveries. This has now been remedied and has led to increased levels of performance throughout September.

**4.3 Finance & Customer Services (inc Revenues & Benefits)****Performance measure**

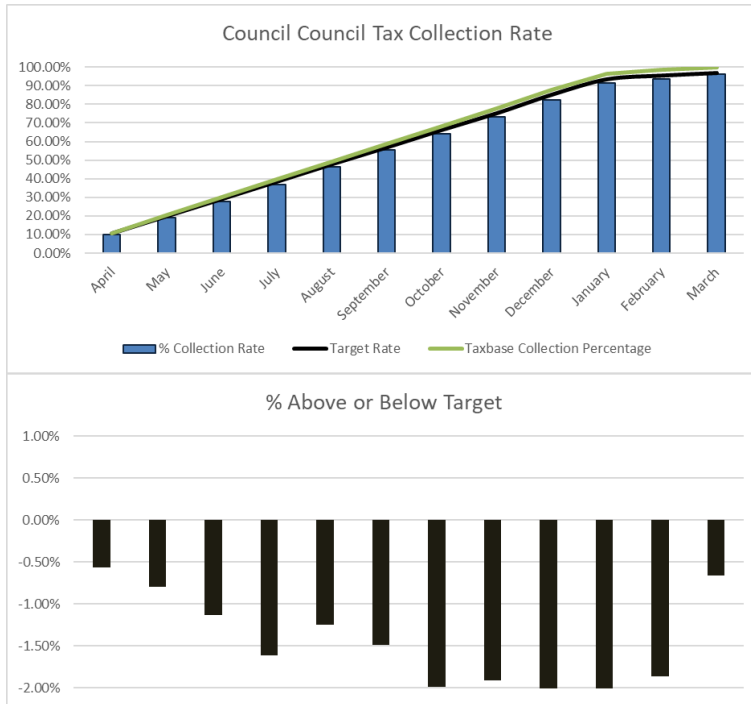
- Council Tax Collection Rate

The data remains as Quarter 4 2022/23 data. Revenues cannot accurately produce the updated information due to batch scheduling having stopped working within Civica-OpenRevenues; this issue is being progressed and is within the escalation process.

The OpenRevenues system includes software titled "Civica Automation" - which is batch scheduling tool that is able to automate linear tasks. There was an issue with one of the process maps in April and the process maps have been switched off by systems admin/internal ICT. This remains a priority and currently progressing with ICT and third party system provider.

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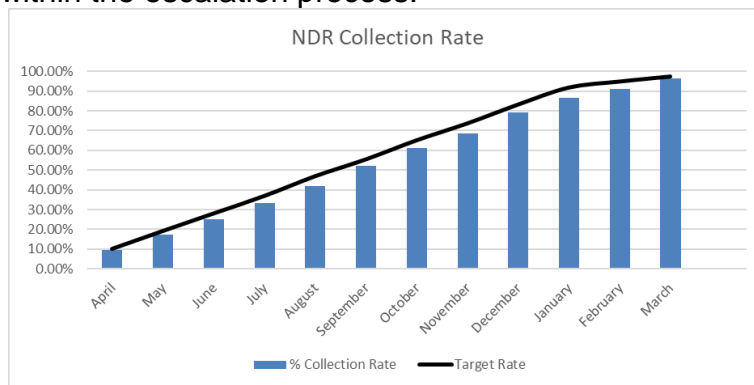
5 December



**Performance measure**

- NDR Collection Rate

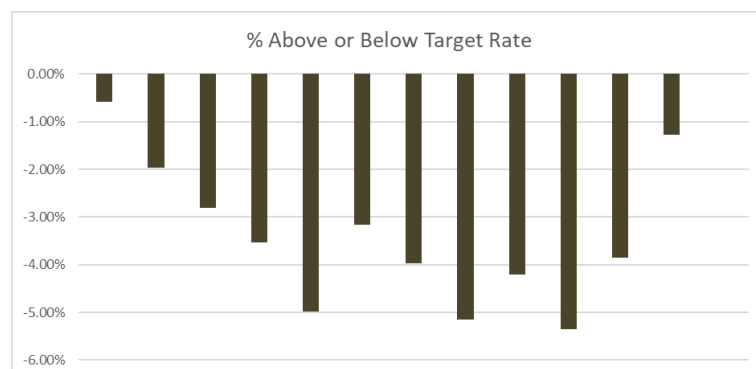
The data remains as Quarter 4 2022/23 data. Revenues cannot accurately produce the updated information due to batch scheduling having stopped working within Civica-OpenRevenues; this issue is being progressed and is within the escalation process.



REDDITCH BOROUGH COUNCIL

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**Performance measure**

- Revenues Processing

Month	Completed Items	Completed < 7 Days	Completed < 14 Days	Completed < 21 days	Completed < 28 Days	Completed > 28 days	Outstanding Documents
Apr-22	2083	588	301	308	517	368	1869
May-22	1659	409	230	138	75	807	2044
Jun-22	2115	442	239	152	201	1081	2031
Jul-22	2107	393	253	202	293	966	1605
Aug-22	1340	325	182	148	429	256	1421
Sep-22	2408	692	402	222	445	647	1430
Oct-22	3324	1070	675	338	537	704	1402
Nov-22	2778	1052	546	232	192	756	1399
Dec-22	2150	879	350	135	114	672	1270
Jan-23	3231	1391	361	234	215	1030	928
Feb-23	3376	1848	289	202	273	764	895
Mar-23	4357	2611	635	435	209	467	862
Apr-23	2764	1346	459	284	359	316	651
May-23	2368	1451	254	133	175	355	769
Jun-23	2321	1393	190	120	86	532	891
Jul-23	2735	1451	287	171	172	654	938
Aug-23	3106	1591	370	525	138	482	689
Sep-23	2915	1608	479	395	91	342	616

**Update**

The Covid-19 Business Support Grants, Council Tax Energy Rebates, and Energy Bill Support Scheme – Alternative Funding schemes is no longer impacting on the workload for the Revenue Service. Some reconciliation work remains to be completed for these schemes, but there is no longer any day-to-day processing impact. This has enabled a reduction to the outstanding work items.

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It is anticipated that the impact of inflation and rising interest rates will cause an increase in customer contact with regards to the payment of their council tax.

**Actions**

Available resources will be reviewed to ensure that they are sufficient to meet the ongoing demand on the service.

**Performance measure**

- Online Customer Interactions

Due to a server migration in early October, the report is not able to be produced due to the settings having to be re-established.

**Customer Service****Performance measure**

- Revenues Calls (shared service)

Date	Calls Answered	Avg in Queue	Avg Wait (mm:ss)	Avg Logged in	Avg call length (mm:ss)
Jul 2023	2671	0.63	05:20	5.7	08:43
Aug 2023	2759	0.41	04:41	6.7	08:29
Sep 2023	2594	0.33	04:03	6.4	08:11

**Update**

The service met expectations with regards to answering calls during the quarter with an average queue fewer than 1 person and an average call answering time between 4-6 minutes.

**Performance measure**

- Number of Web Payments

Date	Number of Payments
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Jul 2023	3991
Aug 2023	3408
Sep 2023	3660

**Performance measure**

- Customer Service calls (Switchboard)

Date	Calls Answered	Avg in Queue	Avg Wait (mm:ss)	Avg Logged in	Avg call length (mm:ss)
Jul 2023	3910	0.13	00:57	1.34	00:36
Aug 2023	3852	0.07	00:43	1.74	00:42
Sep 2023	3647	0.07	00:44	1.79	00:38

**Switchboard** - The service met expectations with regards to answering calls during the quarter. 2 FTE officers that provide switchboard service across both Bromsgrove and Redditch Switchboard. We have requested an automated single option for the welcome message for all areas of housing (locality, housing options and repairs/gas) to reduce demand on operators on switchboard, however we are awaiting Housing to progress this which would improve the service provided to the customer.

**4.4 Planning, Regeneration & Leisure Services****Performance measure**

- **Deliver improved outcomes from the actions in the Leisure Strategy**

The health outcomes programme in line with Leisure and Culture strategy recommendations is ongoing. The service is currently focusing on key priorities and to build and develop its resources within the team. This will start to take more shape as we move into 2024 and increase our delivery outcomes.

In 2022/23 we worked with communities to help them identify and develop their strengths. We continue to look at ways to encourage physical movement, creative activities, and increased engagement with parks and open spaces as part of people's normal routines. We will also look to catalyse an integrated approach to care.

**Update – Development Services**

Delivery of endorsed Leisure Strategy Recommendations 40, 41 and 42 a) and b)

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- Cultural Compact delivery: Heritage Open Days Festival in September 2023 (25 local events)
  - Launch of ReNEW scheme 27<sup>th</sup> October 2023 with all accompanying branding collateral
  - £33,000 Small Grants process for ReNEW campaign launch scheduled for 27<sup>th</sup> October 2023
  - £32,000 Digital Storytelling commissions scheduled for procurement in November 2023
  - Creative People and Places projects delivery with new freelance producer recruited: "A Brand New Redditch", "Beach on the Green", the "Art of Storytelling" and the introduction of the "Have a Go" programme
  - Changing Places toilet facility proposal given the green light to be built by Muscular Dystrophy UK
  - Management and delivery of Holiday Activity and Food, disability short breaks and multiple health intervention programmes

**Update – Parks and Events Services - Delivery of endorsed Leisure Strategy:**

**Recommendation:** Develop an environmental management strategy for parks and environmental services.

- Project lead identified to progress strategy. Working towards April 2025 completion.

**Recommendation:** Develop a volunteer plan and a clear approach to working with Friends groups tied to its aspirations for Green Flag Award across its priority parks.

- Green flag award achieved for Morten Stanley and scheduled awards over the next 4 years. Plan will be created when officers in post. First Draft April 2024.

**Recommendation:** Develop a rolling programme of applications to the Green Flag Award.

- Awarded to Morton Stanley Park and now working towards Arrow Valley Park, Batchley Pond and Brockhill Park, Overdale Park.

**Recommendation:** Engage more regularly with potential partners at a county wide level.

- Officers working with partners to maximise potential of offers within parks and open spaces.

**Recommendation:** Develop a better understanding of the biodiversity value of the borough's green assets.

- Biodiversity plan established, focus and priorities, developing a Biodiversity network with Planning, County Council and 3<sup>rd</sup> Sector. Commencement February 2024.

**Recommendation:** Develop an application to the Levelling Up Parks Fund by October 2022.

- Levelling up scheme complete Reddi fox trail development, Orchard development investment in AVCP achieved. Additional £5000 for chess tables in Arrow Valley and Morton Stanley Parks.



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**Recommendation:** Develop a clear marketing plan for green spaces that includes new web pages, social media, and targeted work with key audiences.

- Work started on website development and modernisation. Social media use improved to promote, biodiversity, events, and mental health in respect of Parks and Green Spaces.

**Recommendation:** Carry out a feasibility study to establish a roadmap for the self-management of allotment sites across the borough.

- Action plan implemented, work carried out in the background to move this forward, new tenancy agreements with legal, service level agreements for new formed associations, website information, management of day-to-day issues, bills.

**Performance measure**

- Total number of applications determined in quarter (all types)

Period	Number Determined
Quarter 1, 2022/23	63
Quarter 2, 2022/23	77
Quarter 3, 2022/23	49
Quarter 4, 2022/23	46
Quarter 1, 2023/24	52
Quarter 2, 2023/24	50

**Update**

Determination rates have been stable for 4 months, all be it they are lower than this time last year.

**Performance measure**

- Speed of decision making for 'major applications' (over a rolling 2-year period) (Governmental targets for determining applications in time (or within an agreed extension of time) on major applications is 60%)

Period	% Determined 'on time'
Quarter 1, 2022/23	94.7%
Quarter 2, 2022/23	95.0%
Quarter 3, 2022/23	100%
Quarter 4, 2022/23	100%
Quarter 1, 2023/24	100%
Quarter 2, 2023/24	75%

**Update**

Whilst performance reduced relative to the excellent preceding months, this related to just one major application being out of time (20/011640/out Land at Hilltop). The 2-year rolling performance for speed remains well excess of government targets.

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**Performance measure**

- Speed of decision making for 'non-major applications' (over a rolling 2-year period) (Governmental targets for determining applications in time (or within an agreed extension of time) on non-major applications is 70%)

Period	% Determined 'on time'
Quarter 1, 2022/23	82.6%
Quarter 2, 2022/23	83.3%
Quarter 3, 2022/23	84.3%
Quarter 4, 2022/23	85.7%
Quarter 1, 2023/24	87.3%
Quarter 2, 2023/24	88.1%

**Update**

The speed assessment shows another relative improvement this quarter and remains well in excess of government targets.

**5. Corporate Project Oversight & Monitoring**

The table below provides a summary as of 20<sup>th</sup> October 2023. The focus point being that the overall RAG status has moved from 50% Green as stated in the Q1 report to 35%, this is partially due to officer time being focused on Levelling Up activities as well as other uncertainties within projects.

A full review of current projects, project sponsors and leaders will be undertaken at Q3 to ensure accurate monitoring moving forward.

All Projects (Number)	Overall Status RAG		Time Status RAG		Scope Status RAG		Budget Status RAG	
	No.	%	No.	%	No.	%	No.	%
<b>Red</b>	1	5%	1	5%	1	5%	1	5%
<b>Amber</b>	12	60%	11	55%	9	45%	4	20%
<b>Green</b>	7	35%	8	40%	10	50%	7	35%