

# additional papers 1



## Council

Mon 29 Jan  
2024  
7.00 pm

Council Chamber  
Town Hall  
Redditch

**REDDITCH** BOROUGH COUNCIL



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

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

Monday, 29th January, 2024

7.00 pm

Council Chamber, Redditch  
Town Hall, Walter Stranz  
Square, Redditch B98 8AH

## Agenda

### Membership:

Cllrs:

Salman Akbar  
(Mayor)  
Karen Ashley  
(Deputy Mayor)  
Imran Altaf  
Joe Baker  
Juliet Barker Smith  
Joanne Beecham  
Juma Begum  
Brandon Clayton  
Luke Court  
Matthew Dormer  
James Fardoe  
Peter Fleming  
Alex Fogg  
Andrew Fry  
Lucy Harrison

Bill Hartnett  
Sharon Harvey  
Chris Holz  
Joanna Kane  
Sid Khan  
Anthony Lovell  
Emma Marshall  
Kerrie Miles  
Gemma Monaco  
Timothy Pearman  
Jane Spilsbury  
Monica Stringfellow  
Craig Warhurst  
Ian Woodall

## 9. Executive Committee

### 9.1 Finance and Performance Quarter 2 Report 2023/24 (Pages 5 - 62)

Due to the length of this report, only the covering report has been included in the main agenda for this item. The full length report can be accessed in a supplementary pack for the meeting.

NOTE: Appendices C – E of this report contain exempt information and have only been made available to Members and relevant Officers. Should Members wish to discuss this minute extract in any detail, a decision will be required to exclude the public and press from the meeting on the grounds that exempt information is likely to be divulged, as defined in paragraph 3 of Schedule 12 (a) of Section 100 1 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006.

(Paragraph 3: Subject to the “public interest” test, information relating to the financial or business affairs of any particular person (including the authority holding that information).)

## 10. Regulatory Committees

### 20231127 Licensing Minutes Extract (Minute No22)

#### 10.1 Street Trading - Designation of Streets (Pages 65 - 100)

Due to the length of this report, only the covering report was included in the main agenda for this item. The full length report can be accessed in this supplementary pack for the meeting. An extract from the minutes from the Licensing Committee meeting held on 17<sup>th</sup> July 2023, when Members considered the report prior to consultation, has also been attached to the supplementary pack as background information to this item.

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**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-

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	Approve d budget date	Original approved Budget	durati on (years)	Department	2122 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	2122	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	2122	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 £	df	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	Wheellie 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.

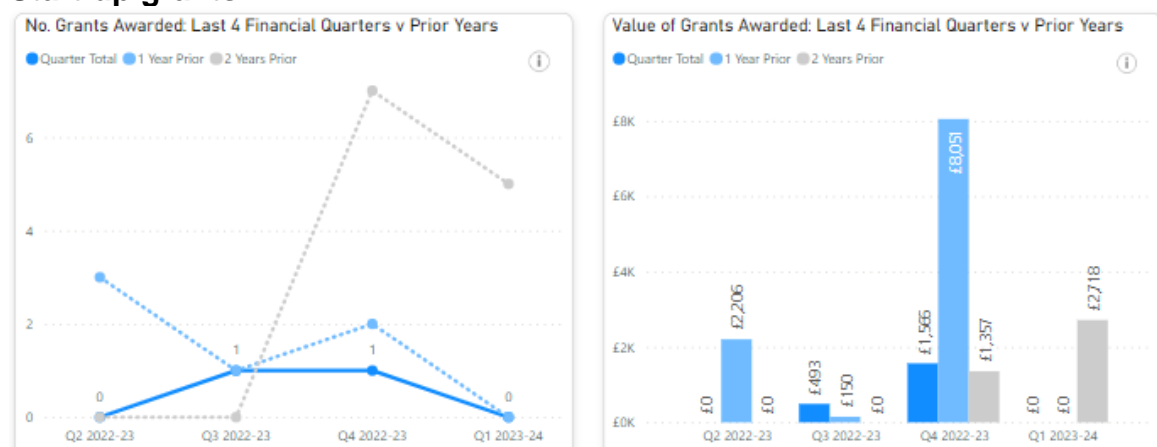
##### 3.1.1 Supporting businesses to start and grow.

###### 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



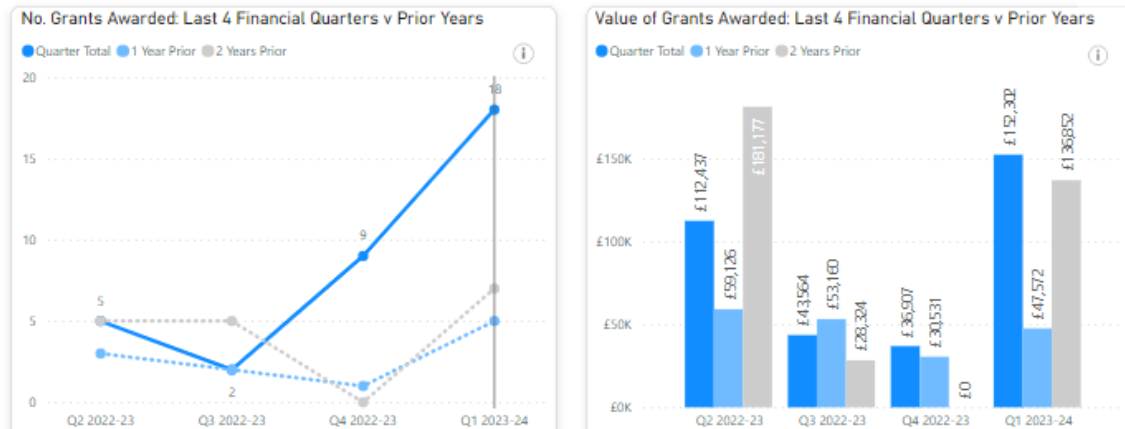
##### Update

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.**

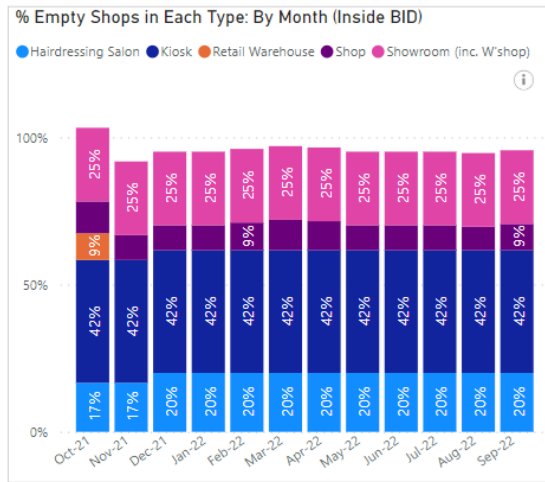
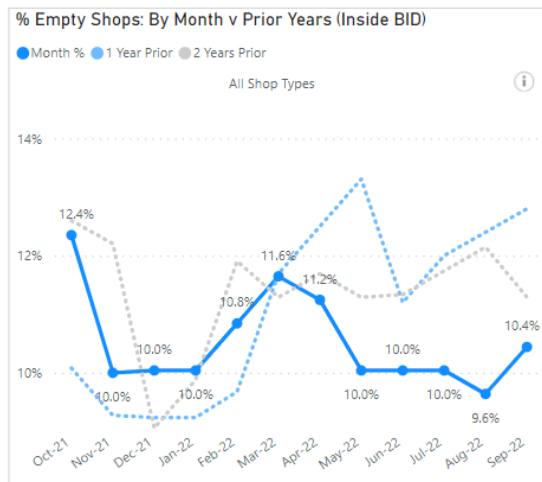
The past two years have emphasised the economic and wellbeing importance of local (a sense of place) and connection (information networks). To support this we have secured Town Investment Plan (TIP) funding for Redditch Town Centre.

**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

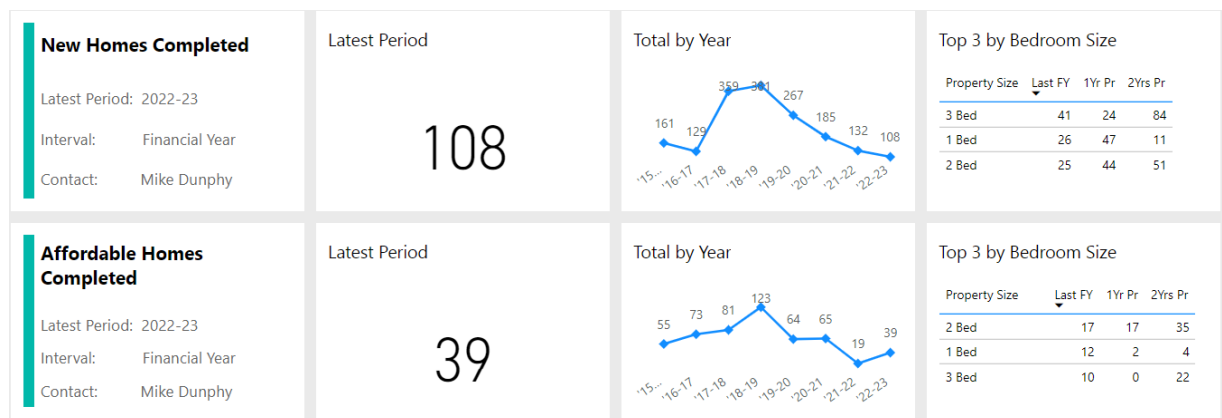
The Level of Funding secured is 15.2m.

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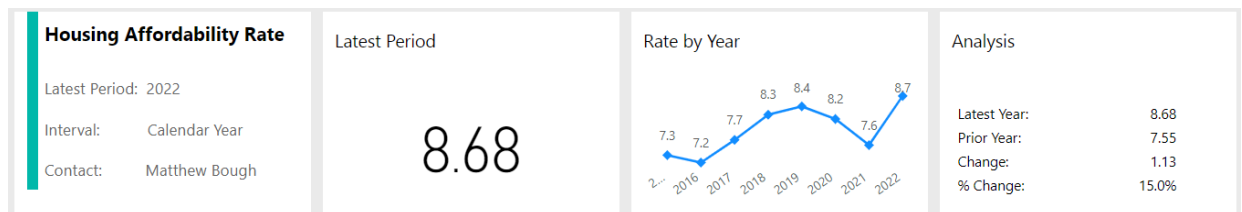
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assessments in line with HRA guidance, and alternatives where the opportunity allows.

- 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.

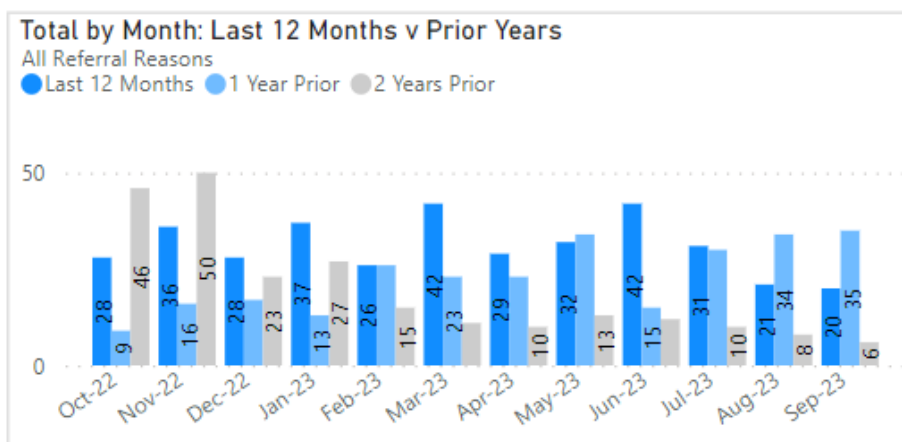
We will provide quality services that help to empower residents through good financial advice, the effective coordination and signposting of services, and partnership working.

**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**

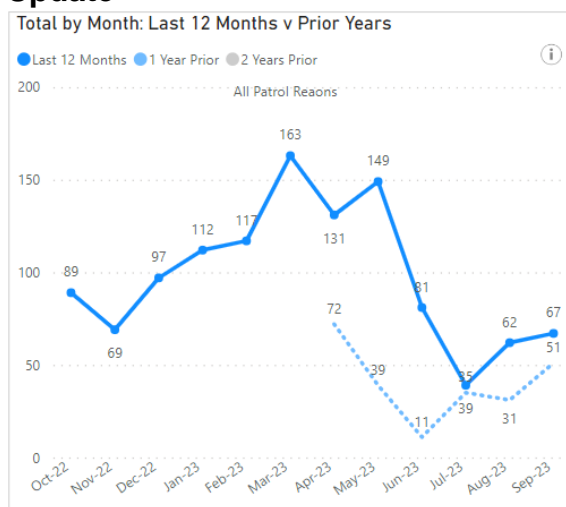
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Working with Community Safety partners we will implement crime prevention projects and promote community safety services to reduce the hazards and threats that result from the crime, violence, and anti-social behaviour. We will also promote and support 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.

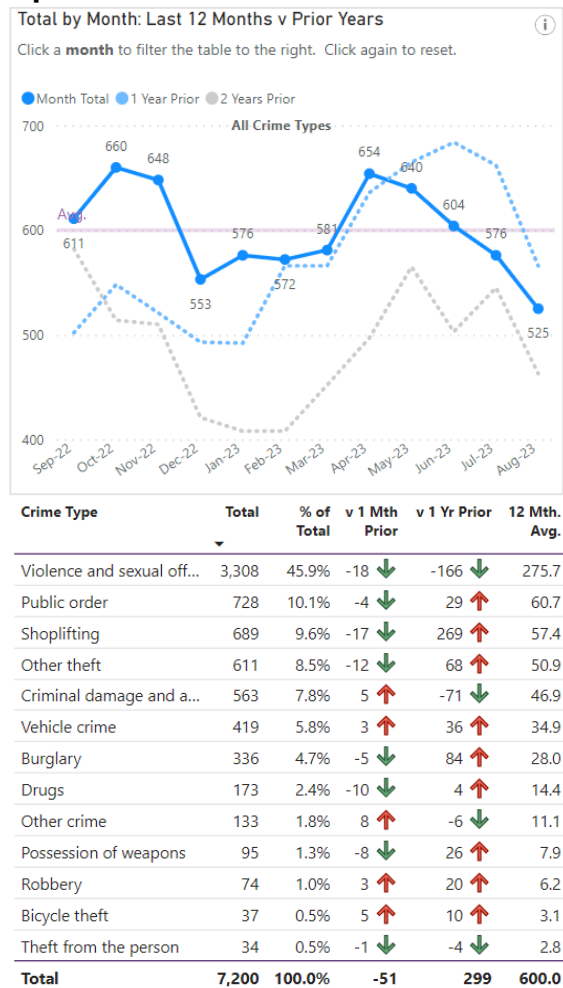
Sep 2023 – Routine patrols were carried out in Town Centre, Smallwood and Batchley. Discussions during patrols included a lack of options for young people after leaving school, lack of evening activities for young people, concerns about young people from other areas like Birmingham and perceptions about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

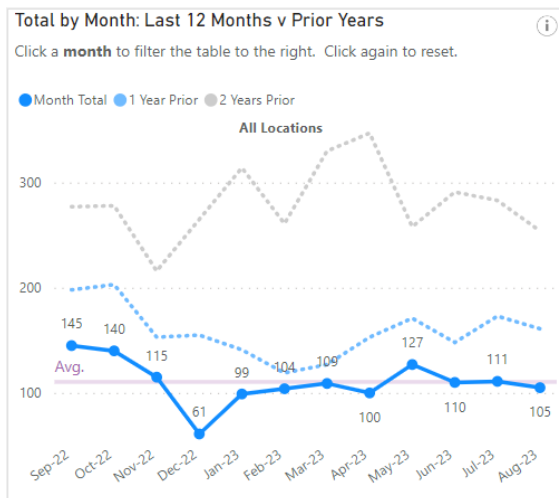
- **ASB** (Data extracted from 'data.police.uk' below – there is a lag in data reporting.)

**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**

	<b>No. Surveys 2022/23</b>	<b>No. Surveys 2023/24</b>
<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

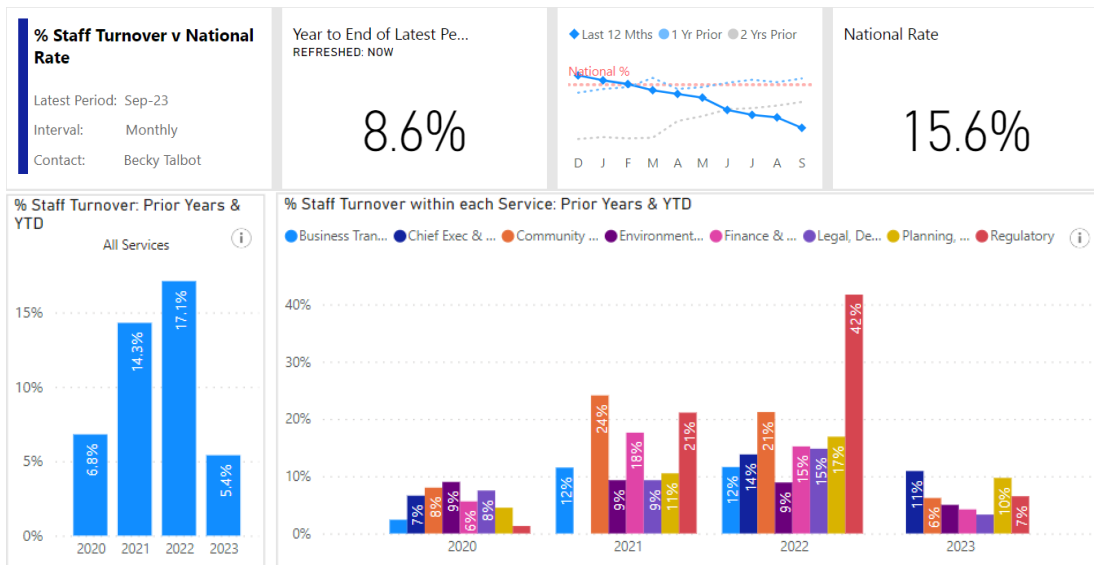
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NB – Not all 5<sup>th</sup> tier posts have line management responsibility and there are staff below 5<sup>th</sup> tier who do have line management responsibility. There is currently no easy way of identifying these roles from CHRIS21.

**Performance measure**

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



**Update**

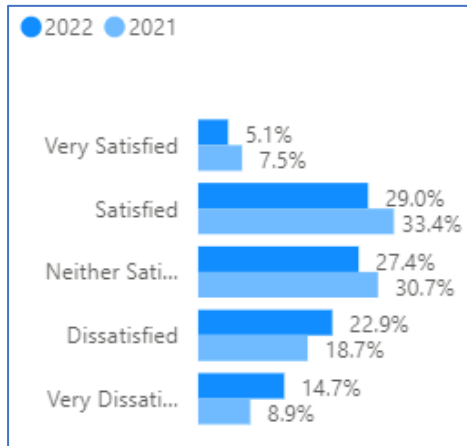
Since January 2023, it can be seen there has been a continued improvement in turnover rates which brings the authority under the national average. We will be launching a process for exit interviews before the next quarterly report cycle. We will utilise this data to further understand context and undertake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

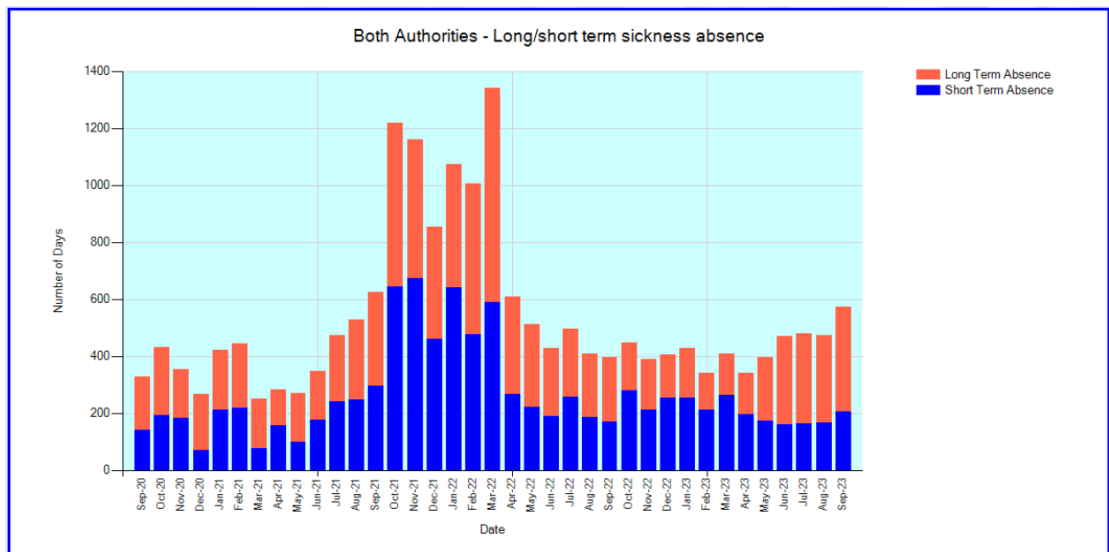
The 2022 survey was carried out in October/November 2022. The 2023 survey is live as at the time of this report creation.

**4. Operational Measures**

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

**Performance measure**

- Sickness absence



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**Update**

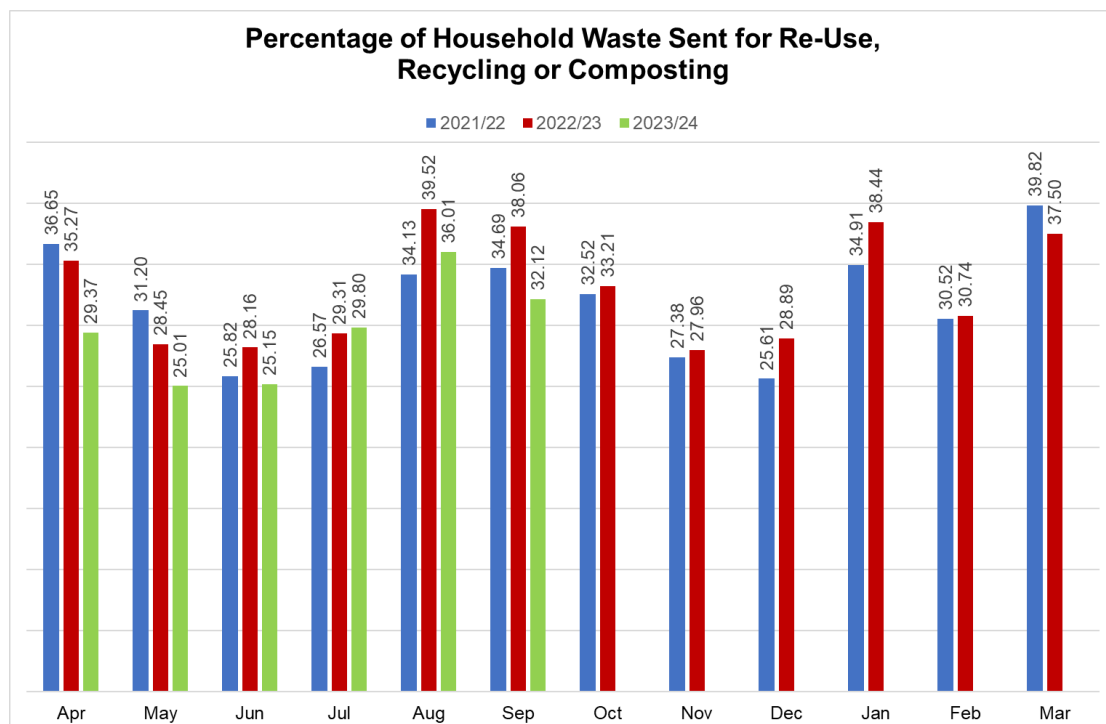
We are undertaking a fundamental review of the data source, data capture and data calculation, to utilise the increased functionality of PowerBI which will enhance both the overview and more in-depth analysis for this measure and in turn enable actions from the understanding gained. System issues have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



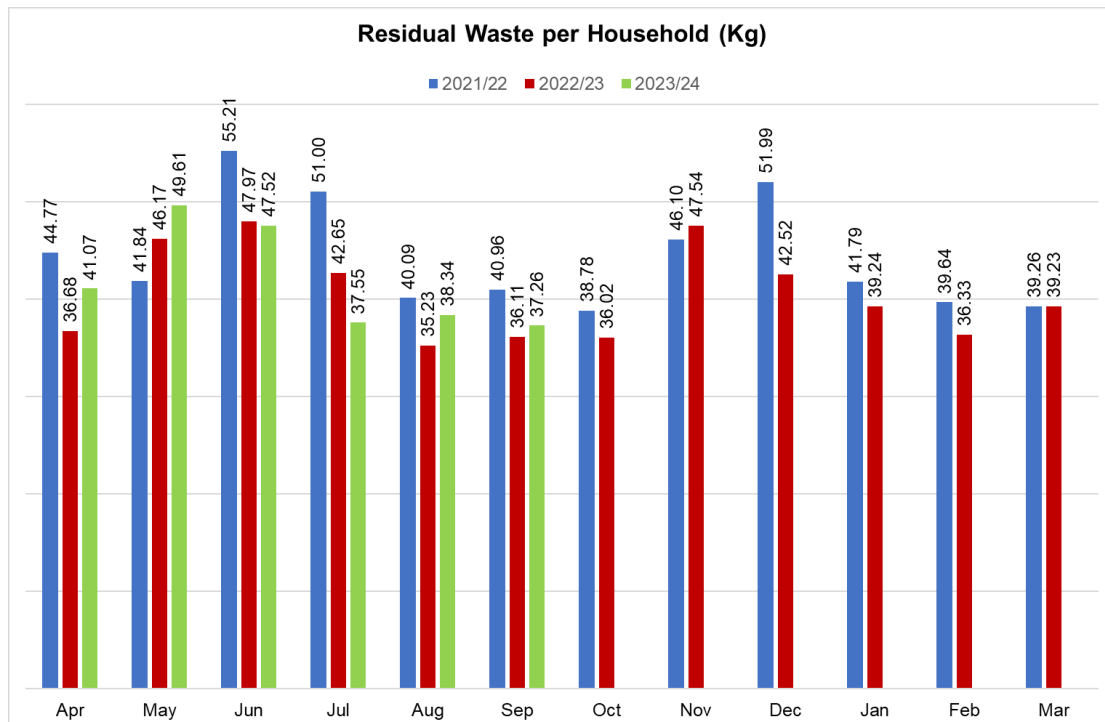
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composting, and is used in the national league tables ranking Local Authority performance. In 2021/22 Redditch was ranked 309th in the national league tables – Up from 315th in 2020/21. This ranking is currently limited due to the lack of a widespread 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> .

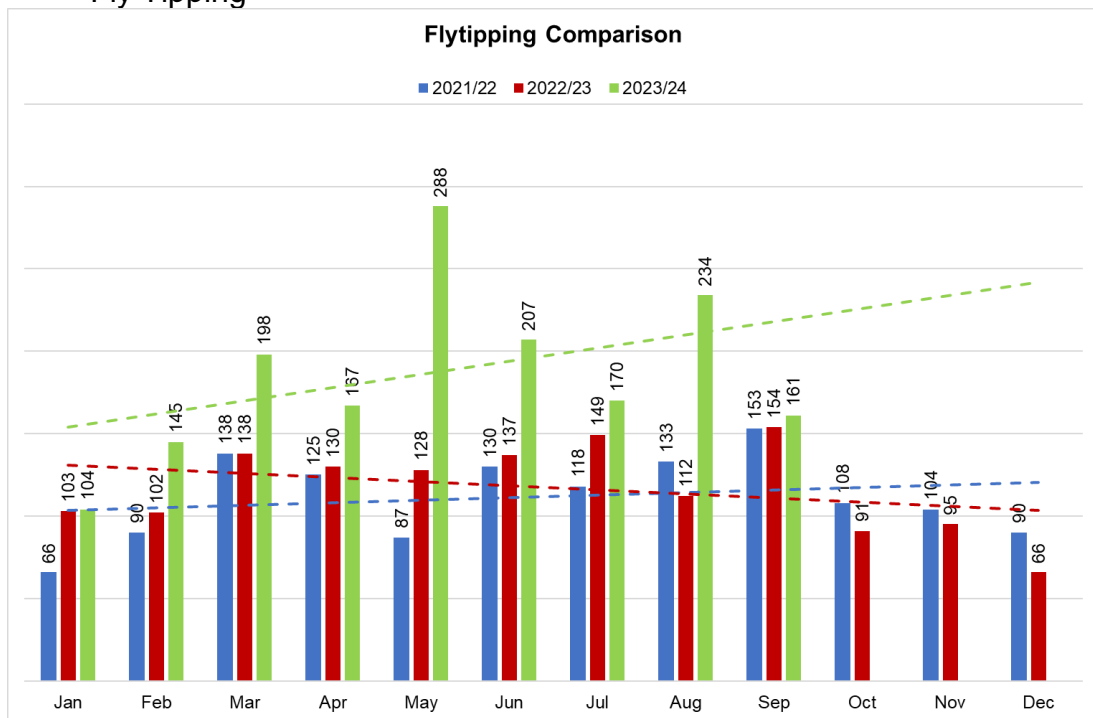
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Given the on-going lack of information from Central Government to support wider changes to the waste collection service, we are exploring options and costs to support consideration of a dedicated garden waste service to start in Redditch from 2024/2025, 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



**Update**

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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**

**Executive  
2023**

5 December

- 
- **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**

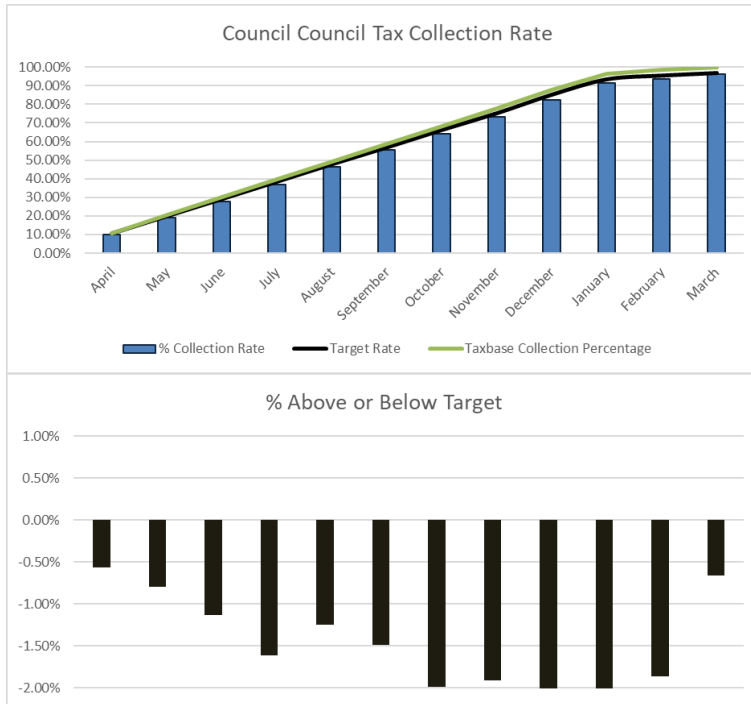
- Council Tax Collection Rate

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.

**Executive  
2023**

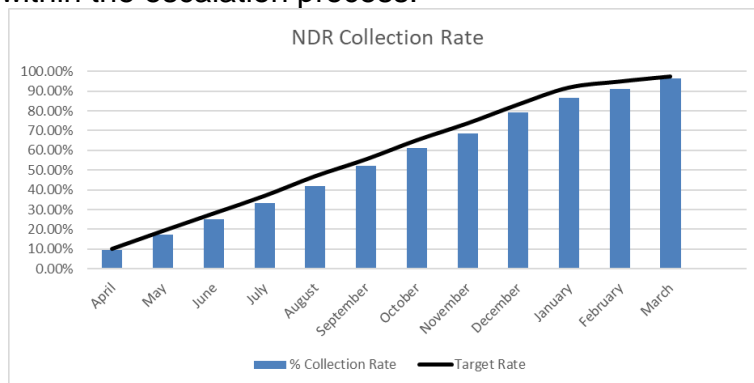
5 December

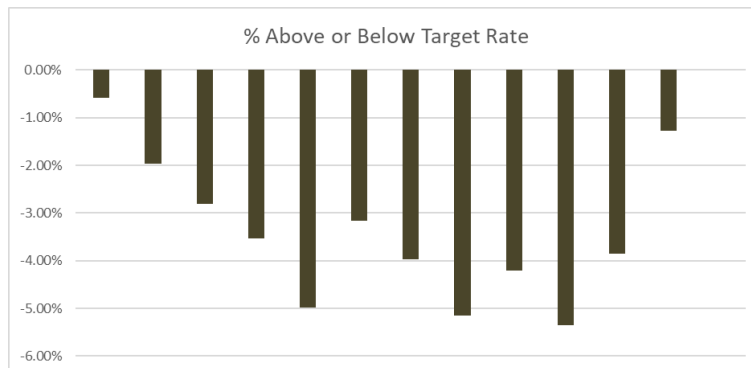


**Performance measure**

- 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****Executive  
2023****5 December****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.

**Executive  
2023**

5 December

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
------	--------------------



**Executive  
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5 December

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)

**Executive  
2023**

5 December

- 
- 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.

**Executive  
2023**

5 December

**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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5 December

**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%



## Licensing Committee

Monday, 27th November,  
2023

### MINUTES

#### Present:

Councillor Karen Ashley (Chair), and Councillors Salman Akbar, Joe Baker, Juliet Barker Smith, Sharon Harvey, Chris Holz, Joanna Kane, Emma Marshall and Jane Spilsbury

#### Also Present:

Councillor Imran Altaf

#### Officers:

Vanessa Brown, Mamta Patel and Dave Etheridge

#### Democratic Services Officers:

Gavin Day

#### 22. **CONSIDERATION OF RESPONSES TO PUBLICATION OF PUBLIC NOTICE OF PROPOSAL TO DESIGNATE STREETS FOR THE PURPOSE OF CONTROLLING STREET TRADING IN REDDITCH**

The Principal Licensing Officer, Worcester Regulatory Services (WRS), presented the report to Members. The purpose of the report was to ask Members to review the consultation responses and to recommend that the resolutions be passed at full council.

Members considered the designation of streets at the Licencing Committee in July. During that Committee Members agreed to designate all current and future streets as consent streets. However, Members had concern with the 6 highways within the Borough and decided to designate those highways as prohibited streets for the purposes of street trading applications.

Subject to the aforementioned changes, Members agreed to publish the public notice. Officers detailed that the notices were published, however, no responses were submitted in support or objection. Officers further detailed that it was not usual to have very few or no responses to notices of this nature, the notice did not affect a great deal of people, therefore, there would be little interest.

Chair

# Licensing Committee

Monday, 27th November, 2023

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The Principal Licensing Officer detailed the draft resolution as detailed on page 41 of the Public Reports pack.

## **Draft Resolution**

Redditch Borough Council resolves, with effect from 1st September 2024:

- To rescind all existing designations of streets under Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982
- To designate the following streets as prohibited streets – Alvechurch Highway, Alcester Highway, Bromsgrove Highway, Coventry Highway, Redditch Ringway and Warwick Highway
- To designate all other streets in the District (as existing at the time of the making of the resolution and in the future) as consent streets.

On being put to a vote it was

## **RECOMMENDED to Council that**

1. the draft resolution detailed in the Pre-amble above be agreed.
2. should the draft resolution be passed, Officers be authorised to publish notice that the resolution has been passed in accordance with the requirements of Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982.

The Meeting commenced at 7.00 pm  
and closed at 9.14 pm

REDDITCH BOROUGH COUNCIL**LICENSING COMMITTEE****27<sup>th</sup> November 2023****STREET TRADING – DESIGNATION OF STREETS**

Relevant Portfolio Holder	Councillor L Harrison
Portfolio Holder Consulted	No
Relevant Head of Service	Simon Wilkes – Head of Worcestershire Regulatory Services
Wards Affected	All Wards
Ward Councillor Consulted	N/A
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

- 1.1 The Licensing Committee has previously authorised officers to carry out the necessary process to advertise the Council's intention to pass resolutions to amend the current designation of streets for the purposes of controlling street trading in the Borough.
- 1.2 Members are now asked to recommend to Council that the resolutions required to make these amendments are passed.

**2. RECOMMENDATIONS**

- 2.1 That Members **RECOMMEND TO COUNCIL** that the draft resolution shown at Appendix 2 be passed.
- 2.2 That Members **RECOMMEND TO COUNCIL** that, should the draft resolution shown at Appendix 2 be passed, officers be authorised to publish notice that the resolution has been passed in accordance with the requirements of Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982.

**3. KEY ISSUES****Financial Implications**

- 3.1 The costs associated with publishing the required notices will be met from existing budgets held by Worcestershire Regulatory Services.

**Legal Implications**

- 3.2 Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982 defines street trading as the selling or exposing or offering for sale of any article (including a living thing) in a street.
- 3.3 Schedule 4 also defines street as including:
- (a) any road, footway, beach or other area to which the public have access without payment; and
  - (b) a service area as defined in section 329 of the Highways Act 1980,
- 3.4 Paragraph 2 of Schedule 4 states that a district council may by resolution designate any street in their district as—
- (a) a prohibited street;
  - (b) a licence street; or
  - (c) a consent street.
- 3.5 “Prohibited street” means a street in which street trading is prohibited.
- 3.6 “Licence street” means a street in which street trading is prohibited without a licence granted by the district council.
- 3.7 “Consent street” means a street in which street trading is prohibited without the consent of the district council.



**Service / Operational Implications**

- 3.8 Council's usually control street trading so that they can decide where to allow street trading and can properly manage the environmental and safety implications that the street trading creates. Controlling street trading also allows Councils to manage the impact street trading has on the local economy.
- 3.9 The control of street trading can also be of benefit to traders who can obtain greater security over their "pitch" if they are the only person who has the Council's consent to trade there.
- 3.10 The Council has adopted a Street Trading Policy which took effect on 1<sup>st</sup> September 2018. Chapter 2 of the Policy sets out which streets have been designated as consent streets and which have been designated as prohibited streets. A copy of the Council's current Street Trading Policy can be seen at **Appendix 1**.
- 3.11 Under the current designations there are a number of named "prohibited streets" with all other streets in the Borough being designated by the Council as "consent streets."
- 3.12 On 17<sup>th</sup> July 2023, the Licensing Committee considered a report in which officers recommended that the Council should take the required steps to change its current designation of streets so that all streets in the Borough were designated as "consent streets" and that "prohibited streets" are removed.
- 3.13 The rationale behind this suggestion was that such a change would allow every application to be considered on its merits and would enable street trading to be permitted in what are currently the prohibited streets, where it was felt appropriate to allow it. This could be for example to facilitate a short-term community event or other similar event where the ability to allow street trading would enhance the event and provide a benefit to the wider community.
- 3.14 However after consideration of the report and debate, Members ultimately felt that some prohibited streets needed to be retained.

REDDITCH BOROUGH COUNCIL

## LICENSING COMMITTEE

27<sup>th</sup> November 2023

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- 3.15 Therefore Members resolved to authorise officers to publish notice of the Council's intention to pass resolutions which would take effect on 1st September 2024 and would rescind all existing designations of streets under Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982 and designate all streets in the Borough (as existing at the time of the making of the resolution and in the future) as consent streets, with the exception of the following streets which are to be designated as prohibited streets:
- Alvechurch Highway
  - Alcester Highway
  - Bromsgrove Highway
  - Coventry Highway
  - Redditch Ringway
  - Warwick Highway
- 3.16 Officers were also authorised to serve a copy of the notice on the Chief Officer of Police and the highway authority for the area.
- 3.17 A public notice advertising the Council's intentions was published in the Redditch Advertiser on 27<sup>th</sup> September 2023.
- 3.18 A copy of the public notice has also been served on the Chief Officer of Police and the highway authority for the area, Worcestershire County Council.
- 3.19 No representations or objections in relation to the Council's intentions have been received since the public notice was published and sent to the Chief Officer of Police and the highway authority.
- 3.20 The remaining steps that need to be taken in order to change the street trading designations would be for Council to pass a resolution to designate the streets. This resolution must state when it will take effect.
- 3.21 After any resolution is passed it is then necessary to publish two further public notices to advertise the making of the resolution. The first such public notice must be published at least 28 days before the resolution takes effect.
- 3.22 As no representations or objections in relation to the Council's intentions have been received, Members are now asked to recommend to Council that the draft resolution shown at **Appendix 2** be passed.

**LICENSING COMMITTEE****27<sup>th</sup> November 2023**

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**4. RISK MANAGEMENT**

4.1 None

**5. APPENDICES**

Appendix 1 – Current Street Trading Policy

Appendix 2 – Draft Resolution

**AUTHOR OF REPORT**Name: Dave Etheridge – Principal Officer (Licensing)  
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[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

# Street Trading Policy



Approved to take effect on 1<sup>st</sup> September 2018

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## 1.0 INTRODUCTION

### 1.1 Redditch Borough

- 1.1.1 Redditch Borough Council is situated in the County of Worcestershire, which contains six District Councils in total. The Borough of Redditch is approximately 15 miles south of Birmingham. The Borough has a population of 84,500 with a higher percentage of young people (age 0-15 years) compared with the rest of the County.
- 1.1.2 There is a very diverse population within the Borough and there are four areas that are within in the top 10% most deprived in England.
- 1.1.3 Redditch Borough has many open spaces; there are six Sites of Special Scientific Interest, 24 Special Wildlife Sites and numerous local nature reserves.
- 1.1.4 There are a number of international companies established in the Borough and the Kingfisher Shopping Centre boasts many big name department stores.
- 1.1.5 Through North Worcestershire Economic Development and Regeneration and the Local Enterprise Partnership, the Council continues to support new and established businesses within the Borough to grow.
- 1.1.6 Through considering what really matters to residents, the Council has produced a set of six strategic purposes to guide us; they are based on customer demands and data and evidence about the needs of and issues affecting the people of Redditch Borough. The strategic purposes are:
- Keep my place safe & looking good.
  - Help me run a successful business
  - Help me to be financially independent
  - Help me to live my life independently
  - Help me find somewhere to live in my locality
  - Provide good things for me to see, do & visit
- 1.1.7 This policy statement aims to help further these strategic purposes.



## 1.2 The Policy

- 1.2.1 This document states Redditch Borough Council's Policy on Street Trading, as defined by the Local Government (Miscellaneous Provisions) Act 1982 (Section 3 and Schedule 4).
- 1.2.1 In exercising its discretion in carrying out its regulatory functions, Redditch Borough Council will have regard to this Policy document and the principles set out therein.
- 1.2.2 Notwithstanding the existence of this Policy, each application will be considered on its own merits, with reference to the principles and procedures that are detailed in this Policy.

## 1.3 The Objectives of this Policy

- 1.3.1 This Policy recognises the important service that is provided by street traders and the contribution they make to the local economy.
- 1.3.2 The objective of this Policy is to create a trading environment in which street trading complements existing premises-based retailing activities, is sensitive to the needs and concerns of residents and provides diversity in terms of consumer choice.
- 1.3.3 The Policy aims to ensure that street trading does not undermine safe and efficient passage along public highways.
- 1.3.4 This Policy aims to balance the needs of the wider community, local community and street traders, against the needs of those who may be adversely affected by the street trading activities.
- 1.3.5 The Policy aims to provide consistency and transparency in the way in which the Council deals with street trading and to ensure that street trading is fairly, appropriately and proportionately controlled, in line with the Regulator's Code.

## 1.4 The Law

- 1.4.1 The Local Government (Miscellaneous Provisions) Act 1982 (Section 3 and Schedule 4) provides the legal framework for the control of street trading in England and Wales. This activity is defined as "*the sale and exposing or offering for sale any article, including a living thing, in a street.*" Streets are further defined as to include any road, footway, beach, or other area to which the public have access without payment.
- 1.4.2 The main purpose of this legislation is to establish an appropriate regulatory regime which prevents undue nuisance, interference or inconvenience to the public brought about by street trading. This legislation provides local authorities with the power to designate specific areas within their administrative boundaries as either:



- Prohibited Streets: those which are not open to street traders
- Consent Streets: where street trading is prohibited without Local Authority consent
- Licence Streets: where trading is prohibited without a Local Authority licence

1.4.3 Local authorities can place conditions on any Consent or Licence granted. The Act also creates offences associated with trading in Consent or Licence streets without the necessary authority: the person guilty of such an offence may be liable, on conviction, to a fine of up to £1000.

1.4.4 There are, however a number of exemptions provided in the Act, which are not considered to be street trading. These are detailed in Section 10 below (definition of 'Street Trading'). However it is important to note that exempted traders are still controlled by other regulatory legislation.

## **1.5 Licensing Act 2003**

1.5.1 It should be noted that should a street trader wish to sell alcohol or provide late night refreshment, additional authorisation will be needed under the terms of the Licensing Act 2003.

1.5.2 Late night refreshment is the supply of hot food or drink between the hours of 11pm and 5am on any day of the week.

1.5.3 Licensing Officers will be able to provide further information on the requirements of the Licensing Act 2003.

## 2.0 DESIGNATION OF STREETS FOR THE PURPOSES OF STREET TRADING

### 2.1 Consent Streets

- 2.1.1 The Council has designated all streets within the Borough as consent streets except those that it has designated as prohibited streets and the Town Centre used for Market purposes.

### 2.2 Prohibited Streets

- 2.2.1 The following streets have been designated by the Council as prohibited streets:

Alders Drive	Lower Common Lane
Alvechurch Highway	Middle Piece Drive
Alcester Highway	Moons Moat Drive
Battens Drive	Old Forge Drive
Birmingham Road	Papermill Drive
Birchfield Road	Redditch Ringway
Bromsgrove Highway	Rough Hill Drive
Callow Hill Lane	Salters Lane/Hewell Road
Coldfield Drive	Warwick Highway
Coventry Highway	Washford Drive
Claybrook Drive	Windsor Road/Middle House Lane
Dagnell End Road	Woodrow Drive
Evesham Road	Windmill Drive
Far Moor Lane	
Greenlands Drive	Droitwich Road, Feckenham
Headless Cross Drive	Alcester Road, Feckenham
Holloway Drive	Saltway, Feckenham
Icknield Street	High Street , Feckenham
Icknield Street Drive	Church Road, Astwood Bank.

### **3.0 APPLICATIONS FOR A STREET TRADING CONSENT**

#### **3.1 Advice for New Applicants**

- 3.1.1 New applicants are advised to contact the Council at their earliest opportunity, preferably before an application is made. This allows Officers to provide advice, as well as clarifying any areas of uncertainty.
- 3.1.2 It is the responsibility of the applicant, in the first instance, to identify the location(s) in which they wish to trade as there is no designated list of street trading “pitches” that can be traded from.
- 3.1.3 The Council can also provide advice in relation to other legal requirements of a new Consent Holder, for example, planning permission or food safety requirements.

#### **3.2 Applications**

- 3.2.1 All applications for grant or renewal of a Street Trading Consent must be made on the Council’s prescribed application form.
- 3.2.2 Each application must be accompanied by the prescribed application fee. An application will not be considered as duly made until the prescribed application fee has been received.
- 3.2.3 The following will also be required to be submitted with the application form:-
- Where the proposed trading is from a fixed location, a copy of a plan at a minimum scale of 1:2000, unless an alternative scale has been specified by a Licensing Officer. This plan should clearly identify the proposed site location by marking the site boundary with a red line.
  - Where the trading is proposed to take place on a mobile basis, a list of the relevant Towns/Parishes in which trading is proposed to take place providing details where possible about specific areas.
  - Confirmation that an adequate level of third party public liability insurance is, or will be, in place during street trading activity.
  - Where the trading is to take place from private land, documentary evidence that the landowner has given their consent to the applicant to trade from their land.
  - Two passport sized photographs of the applicant and any person who will be assisting with the trading on a regular basis. One of the photographs of each person must be endorsed with a statement verifying the likeness of the photograph to the applicant by a solicitor, notary, a person of standing in the community or any individual with a professional qualification.
  - A colour photograph of any trailer, stall or other vehicle from which the street trading activities are proposed to take place.

- Food hygiene certificates (where relevant)
- Proof of registration as a food business (where applicable)
- Satisfactory certificates confirming the safety of any gas or electrical installations within the trailer, stall or vehicle from which the street trading activities are proposed to take place.
- Certificates to confirm that any fire fighting equipment within the trailer, stall or vehicle from which the street trading activities are proposed to take place have been appropriately serviced and maintained.
- If a vehicle is to be used as part of the street trading activities, registration details of the vehicle including confirmation of the registered keeper of the vehicle and their address.
- Proof of the applicant's address and of their right to live and work in the United Kingdom.

3.2.4 Applications cannot be considered from anyone under the age of 17.

### **3.3 Processing an Application**

3.3.1 Applications for grant or renewal of a Street Trading Consent will be notified by the Council to the following:-

- West Mercia Police
- Worcestershire County Council (Highways)
- Highways England
- Any relevant Parish Council
- The Borough Councillor(s) for the Ward(s) concerned
- Environmental Health Officers at Worcestershire Regulatory Services
- The Planning Authority
- Safer Redditch
- Redditch Borough Council Environmental Services
- North Worcestershire Economic Development and Regeneration (NWEDR) team
- Trading Standards
- The owners / occupiers of any residential and/or business properties in the vicinity of the proposed location of any static trading site.
- Any other relevant organisation

3.3.2 Additionally, where the application is for grant of a new Consent in respect of a fixed location, the applicant must also advertise their application by displaying the prescribed Public Notice at the relevant location for not less than 21 days beginning with the day after the application for Consent is made to the Council. The form of the Public Notice required is shown at **Annex A** to this Policy.

3.3.3 The Council will allow 28 days from the date that the application is received and confirmed as valid, for people to make representations or objections in relation to the application.

3.3.4 Representations or objections will be accepted from any of the bodies listed at 3.3.1 and any other individual or business that can demonstrate that they would be materially affected by the proposed street trading activities.

### **3.4 Determining Applications with no Representations or Objections**

3.4.1 Where no representations or objections are received within 28 days of the application being received, Officers will grant Consent to the applicant in the terms that it was applied for.

### **3.5 Determining Applications through Mediation**

3.5.1 Where a representation or objection is received in respect of an application, a Licensing Officer will, in the first instance, attempt to mediate between the relevant parties.

3.5.2 For example, it may be possible to find a compromise position in one of the following ways:-

- amending the times during which trading will take place;
- amending the days on which trading will take place;
- adding conditions to the Consent to address specific concerns;
- granting Consent for a trial period to assess the impact; or
- amending the list of articles to be sold.

3.5.3 Where all relevant parties agree to a compromise position, the Consent will be granted by Officers, subject to the agreed amendments.

### **3.6 Determining Applications Where Mediation Is Not Possible**

3.6.1 Where representations or objections are received and it is not possible to reach an agreed compromise, the application can be referred, at the applicant's request, to the next available Licensing Sub-Committee for determination.

3.6.2 The Licensing Sub-Committee will be conducted in accordance with the Council's standard procedure.

### 3.7 Key Considerations

3.7.1 Each application will be considered on its own merits.

3.7.2 The Council will have regard to all of the circumstances and all of the representations and objections that it receives. The Council will normally grant or renew a Street Trading Consent unless, in its opinion,:-

- a significant effect on road safety would arise either from the siting of the trading activity itself, or from customers visiting or leaving the site; or
- there are concerns over the recorded level of personal injury accidents in the locality where the street trading activity will be sited; or
- there would be a significant loss of amenity caused by traffic, noise (whether from trading unit or its customers), light pollution, rubbish, air quality, potential for the harbourage of vermin; or
- there is already adequate like provision in the vicinity of the site to be used for street trading purposes; or
- there is a conflict with Traffic Orders such as waiting restrictions; or
- the site or pitch obstructs either pedestrian or vehicular access, or traffic flows, or places pedestrians in danger when in use for street trading purposes; or
- street trading activities would undermine the safe and efficient passage along public highways and cause congestion; or
- the pitch interferes with sight lines for any road users such as at road junctions, or pedestrian crossing facilities; or
- the site does not allow the Consent Holder, staff and customers to park in a safe manner; or
- the trading activity would detract from the visual or other attractions of the area in which it takes place, particularly designated Conservation Areas, Areas of Outstanding Natural Beauty and Sites of Special or Scientific Interest; or
- street trading activities would conflict with the solemnity and tranquillity that can reasonably be expected at sensitive locations, such as close to a place of worship, cemetery, crematorium etc; or
- the street trading activity is carried out after dusk and the site is not adequately lit to allow safe access and egress from the site for both customers and staff; or
- a Consent has already been granted to another person to trade similar articles in the immediate vicinity.
- the proposed consent holder is not considered to be a suitable person to be granted a street trading consent for any reason.

### **3.8 Options Available to Licensing Sub-Committee**

3.8.1 When determining an application for grant or renewal of a Street Trading Consent, a Licensing Sub-Committee can take any of the following steps as is considered desirable with a view to meeting the objectives of this Policy:-

- (a) grant consent to the applicant as applied for;
- (b) grant consent to the applicant subject to modifications to any of the following matters:
  - (i) the days on which trading can take place;
  - (ii) the times during which trading can take place;
  - (iii) the location(s) where trading can take place;
  - (iv) the articles that can be traded;
  - (v) the conditions attached to the Consent;
  - (vi) the duration of the Consent.
- (c) refuse to grant Consent.

3.8.2 In the interests of transparency, reasons will be given for any decision taken by a Licensing Sub-Committee.

### **3.9 Grant of Consent**

3.9.1 The grant of a street trading consent does not guarantee the holder of the Street Trading Consent unimpeded access to the location(s) where they are permitted to trade.

3.9.2 There may be occasions where the trading location(s) specified on the Street Trading Consent may be unavailable to the holder of the Street Trading Consent for reasons beyond the control of the Council.

#### **4.0 DURATION OF STREET TRADING CONSENTS**

##### **4.1 Duration**

- 4.1.1 A Street Trading Consent may be granted for any period not exceeding 12 months, but may be revoked at any time.
- 4.1.2 The holder of a Street Trading Consent may at any time surrender their Consent to the Council, and it shall then cease to be valid
- 4.1.3 A Street Trading Consent will normally be granted for 12 months and will then expire.
- 4.1.4 The Council will consider granting a Street Trading Consent for a shorter duration than 12 months on application.
- 4.1.4 A Street Trading Consent may be granted for a shorter period as determined either through the mediation process described at Paragraph 3.5 or by a Licensing Sub-Committee. Consents lasting less than 12 months may be granted to provide a “trial period” during which any adverse impact of the trading can be assessed.

##### **4.2 Renewal**

- 4.2.1 Applications to renew an existing Street Trading Consent must be made at least 28 days prior to the expiry of the existing Consent.
- 4.2.2 If applications for renewal are not received at least 28 days prior to the expiry of the existing Consent, applications from other prospective traders wishing to trade at the relevant location will be considered.



## **5.0 CONDITIONS ATTACHED TO CONSENTS**

### **5.1 Standard Conditions**

- 5.1.1 When granting or renewing a Street Trading Consent, the Council may attach such conditions to it as they consider reasonably necessary.
- 5.1.2 Street Trading Consents will usually be granted subject to the standard conditions detailed in **Annex B** to this Policy.

### **5.2 Additional Conditions**

- 5.2.1 Additional conditions, over and above the standard conditions, may be imposed on a Street Trading Consent on a case by case basis. Additional conditions may be attached either as a result of the mediation process described at Paragraph 3.5 or by a Licensing Sub-Committee when granting Consent.

**6.0 APPEALS****6.1 Refusals / Attached Conditions**

- 6.1.1 The Act does not provide an applicant with any direct right of appeal against a decision to refuse the grant or renewal of a Street Trading Consent, the revocation of a Street Trading Consent, or against any restrictions or conditions imposed on a Street Trading Consent.

## **7.0 COMPLAINTS AND ENFORCEMENT**

### **7.1 General Principles**

- 7.1.1 It is recognised that well-directed enforcement activity by the Council benefits not only the public but also responsible members of the trade.
- 7.1.2 All decisions and enforcement actions taken by the Licensing Authority will be taken in accordance with the Regulator's Code.

### **7.2 Offences**

- 7.2.1 The following are offences under Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982:-

- engaging in street trading in a prohibited street;
- engaging in street trading in a consent street without Consent;
- contravention of a condition in relation to trading location; and
- contravention of a condition in relation as to the times between which or periods for which a Consent Holder can trade.

### **7.3 Complaints**

- 7.3.1 Where complaints are received regarding the carrying on of street trading activities, these will be investigated in a prompt and professional manner.
- 7.3.2 If a complaint is found to be justified then the following actions may be taken by Officers:-
- verbal warning;
  - written warning;
  - simple caution;
  - prosecution; or
  - referral of the Consent Holder to a Licensing Sub-Committee.
- 7.3.3 If an existing Consent Holder is referred to a Licensing Sub-Committee, the Licensing Sub-Committee may take any of the following steps as are deemed desirable to meet the objectives of this Policy:-
- take no further action;
  - give a warning to the Consent Holder;
  - amend the days on which trading can take place;
  - amend the times during which trading can take place;
  - amend the location(s) where trading can take place;
  - amend the articles that can be traded;
  - amend the conditions attached to the Consent;
  - amend the duration of the Consent; or
  - revoke the Consent.

**8.0 AMENDMENTS TO THIS POLICY**

- 8.1 Any significant amendment to this Policy will only be implemented after further consultation with the trade and the public.

For the purpose of this section, any significant amendment is defined as one that:-

- a) is likely to have a significant financial effect on licence holders;
- b) is likely to have a significant procedural effect on licence holders; or
- c) is likely to have a significant effect on the community.

**9.0 FEES AND CHARGES**

- 9.1 The fees charged by the Authority for Consents to trade should at least cover the cost of administering and enforcing the service.
- 9.2 The fees will be reviewed at least on an annual basis and published on the Council's website.
- 9.3 It is possible for the Authority to charge different fees for Consents that are for different durations or locations. Different fees can also be charged depending on the nature of the articles being sold and depending on whether the trading takes place at a single location or on a mobile basis.
- 9.4 Street trading fees may be waived at the discretion of the relevant Corporate Head of Service, acting in consultation with the Chairman and Vice-Chairman of the Licensing Committee. Fees may only be waived in relation to charitable or community events, or events of a similar nature. Each event will be judged on its own merits.

**10.0 DEFINITIONS**

<b>TERM</b>	<b>DEFINITION</b>
Authorised Officer	An Officer of the Council authorised by it to act in accordance with the provisions of the Local Government (Miscellaneous Provisions) Act 1982.
Consent	A Consent to trade on a street granted by the Council, pursuant to Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982.
Consent Holder	The person or company to whom the consent to trade has been granted by the Council.
Consent Street	A street in which street trading is prohibited without the consent of the Council.
Council	Redditch Borough Council
Days	Refers to consecutive or calendar days unless specified otherwise.
Prohibited Street	A street in which street trading is prohibited
Street	Any road, footway or other area to which the public have access without payment, or any part of a street, including all roads, footways and areas open as a matter of fact to the public without payment, within the distance of 30 metres from the centre of those streets which are part of the public highway.
Street Trading	<p>The selling or exposing, or offering for sale of any article (including a living thing) in any street. The following are not street trading for the purposes of this Policy:-</p> <ul style="list-style-type: none"> <li>• a pedlar with a Pedlar's Certificate;</li> <li>• anything done in a Market or Fair the right to hold which was acquired by virtue of a grant (including a presumed grant) or acquired or established by virtue of an Enactment or Order;</li> <li>• trading in a trunk road picnic area provided by the Secretary of State under Section 112 of the Highways Act 1980;</li> <li>• trading as a newsvendor selling only newspapers/magazines;</li> <li>• trading which is carried out at premises used as a petrol filling station, or at premises used as a shop, or in a street adjoining premises so used, and as part of the business of the shop;</li> <li>• selling things, or offering or exposing them for sale, as a roundsman;</li> </ul>

- the use for trading, under Part VIIA of the Highways Act 1980, of an object or structure placed on, in or over a highway;
- the operation of facilities for recreation or refreshment under Part VIIA of the Highways Act 1980;
- the doing of anything authorised by regulations made under Section 5 of the Police, Factories etc (Miscellaneous Provisions) Act 1916.

Street Trading  
Assistant

A person engaged by the Consent Holder to assist them with their trading.

A street trading assistant will be deemed to be assisting a Consent Holder on a regular basis if they will be engaged to assist them on more than 14 days per calendar year.

## ANNEX A

## NOTICE OF APPLICATION FOR GRANT OF A STREET TRADING CONSENT

Name of Applicant	
Location	
Summary of application (hours of trading, articles to be sold, etc):	
<p><b>NOTICE IS HEREBY GIVEN</b> that an application has been made to Redditch Borough Council for a Consent to carry out street trading at the above location</p> <p>Copies of Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982 (which defines the type of activity that may be carried on under a Consent) and of the application may be inspected at the Town Hall, Walter Stranz Square, Redditch, B98 8AH between 9.00 am and 4.00 pm (Monday to Friday except public holidays).</p> <p>Any representations or objections in respect of the above application must be made in writing to the council at the above address by</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">(28 days after the date of the application)</p>	



**ANNEX B****STREET TRADING CONSENT  
STANDARD CONDITIONS****LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1982**

Street Trading Consents are issued by this Council subject to the following Standard Conditions, in so far as they do not conflict with, or are amended by, any special conditions imposed on the grant of a Consent:-

Nothing herein contained shall prejudice the rights, powers, duties and obligations of the Council or any other enforcing authority under any public or private statutes, orders, regulations or byelaws.

- The Consent shall be valid for the period specified in the Consent, but this period shall not exceed 12 months.
- The Consent may be revoked by the Council at any time, including as a result of a breach of these conditions.
- A Consent shall be required for each trading unit (e.g. each vehicle or stall).
- A Consent shall not be assigned or transferred.
- Street trading must only be carried on by the Consent Holder or by a person engaged by the Consent Holder to assist in their trading.
- The Consent Holder must provide details and proof of the name, address, date of birth and a photograph of any person assisting them with their trading on a regular basis.
- The Consent Holder must notify the Council of any change to their address or the address of any person assisting them with their trading on a regular basis.
- Any person assisting a Consent Holder on a regular basis must be at least 17 years of age.
- Consent Holders, and any person assisting them on a regular basis, shall at all times, clearly and visibly display a valid identification badge. The badge is to be issued by the Council.
- The Council may vary or make additions to the Conditions or a Consent at any time.
- The Consent shall be limited to the days of the week, and between the hours each day, as stated on the Consent.
- The Consent Holder and/or his assistants shall only sell, or offer for sale, those goods specified in the Consent granted to the Consent Holder.

- The Consent Holder, and/or his assistants, shall only trade at the location(s) specified in the Consent.
- The Consent Holder or their assistants must allow Council officers to inspect their trading facilities and should offer all reasonable assistance to them.
- The Consent Holder, and/or his assistants, must not cause an obstruction of any street or endanger any person using it.
- The Consent Holder, and/or his assistants, must not cause nuisance (whether from noise, smell, litter or light) or annoyance by reason of the street trading activity, whether to persons using or living in the street or otherwise. In particular, but without prejudice to the generality of the foregoing, the Consent Holder shall ensure that his customers or patrons conduct themselves in an orderly manner.
- Where a trader trades from a fixed location, at least one refuse container must be provided for use by customers.
- When leaving a site the trader shall ensure that the locations in the immediate vicinity of where he has been trading are clear of refuse and waste arising from the trading.
- Traders must arrange the removal and disposal of waste arising from their trading in a lawful manner and produce evidence of any relevant trade waste agreement when required by an Authorised Officer or the Council.
- No waste matter shall be discharged onto a street or be allowed to enter a highway drain.
- The use and storage of liquefied petroleum gas shall comply with all current, relevant legislation and Codes of Practice.
- No television, radio, tape player or other device used for the entertainment of the Operator, shall be audible outside, or beyond, the trading unit.
- All signs advertising the business must be no more than 75 metres from the trading unit.

**NOTE:** The requirements as to signs advertising the business do not imply the right to display such signs which may require a necessary planning permission.

- At the end of each trading period the trader shall remove any signs advertising the business, with the exception of those attached to the vehicle or stall used for the purposes of the Street Trading Consent.
- No television, radio, tape player or other device used for the reproduction or amplification of sound during trading shall be at a level which causes nuisance or annoyance to persons using or living in the street.
- Any vehicle, stall or container used by the Consent Holder in the course of street trading shall be constructed and maintained to the satisfaction of all

reasonable requirements of the Council, the Police, Fire Officer and Highway Authorities as to its construction, safety and appearance and any changes to vehicles used in the course of trading must be notified to the Council.

- The Consent holder or his employee must move his trailer, vehicle, stall or any signage associate with their trading or vacate the site immediately upon the instruction of a Police Officer or Authorised Officer of the Council.
- The Consent Holder shall at all times maintain a valid Third Party Public Liability Insurance Policy to the satisfaction of the Council and shall produce a valid certificate of such insurance at any time upon request by an authorised Officer of the Council.
- The Consent Holder must ensure any gas and electrical installations are properly maintained and the relevant safety certificates must be produced on request from an Authorised Officer of the Council.
- The Consent Holder, and/or assistants, shall not trade whilst intoxicated and should behave in a civil and orderly manner at all times when trading.
- Consent holders, and any/or assistants, should wear clean and appropriate clothing.
- The Consent Holder must notify the Council within 7 days if any of the information provided when applying for the consent changes.

A Street Trading Consent does not operate as a consent for any purpose other than to permit the holder to trade on a Consent Street in accordance with any conditions imposed. The Consent Holder must ensure that he has obtained any other consent, approval or registration required under any other statutory provision relevant to his trade.

In these conditions "Consent" means a consent issued under Paragraph 7 of Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982; "Consent Holder" means the person named on the Street Trading Consent issued by the Council and any person employed by him to assist in his trading; "Council" means the Redditch Borough Council.

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**REDDITCH BOROUGH COUNCIL****SCHEDULE 4 - LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1982****RESOLUTION TO DESIGNATE STREETS***Draft Resolution*

*Redditch Borough Council resolves, with effect from 1<sup>st</sup> September 2024:*

- *To rescind all existing designations of streets under Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982*
- *To designate the following streets as prohibited streets – Alvechurch Highway, Alcester Highway, Bromsgrove Highway, Coventry Highway, Redditch Ringway and Warwick Highway*
- *To designate all other streets in the District (as existing at the time of the making of the resolution and in the future) as consent streets.*

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## Licensing Committee

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Monday, 17th July, 2023

### MINUTES

#### Present:

Councillor Karen Ashley (Chair), Councillor Timothy Pearman (Vice-Chair) and Councillors Joe Baker, Juma Begum, Sharon Harvey, Chris Holz, Anthony Lovell, Kerrie Miles and Monica Stringfellow

#### Also Present:

Councillor Imran Altaf

#### Officers:

Vanessa Brown and Dave Etheridge

#### Democratic Services Officers:

Gavin Day

### 5. STREET TRADING - REVIEW OF DESIGNATION OF STREETS

The Principle Licencing Officer, Worcester Regulatory Services (WRS), presented the report to Members. The purpose of the report was to seek members approval to advertise a proposal to designate all streets in the Borough as consent streets for the purposes of controlling street trading.

Officers detailed to Members that the Street trading policy was due for a review, however, before that could take place Members would have to redesignate the streets of the Borough to include any new streets since the previous policy had been adopted. Officers further detailed that an additional line would be added to the designations to ensure that as new developments were completed, and new streets were constructed they would be covered under the policy.

The current policy designated a number of prohibited steets as outlined on page 22 of the Public Reports Pack. Members were asked to decide whether they wanted to retain some of those streets, add additional prohibited streets or amend the list. Officers explained to Members that the recommendation was to make all streets "consent streets", therefore, individuals would be able to apply for consent for any street and each application would be considered on its own merit.

Chair

# Licensing Committee

Monday, 17th July, 2023

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Officers highlighted to members the timescales involved in redesignating the streets and detailed to Members the process of consultations and ratification at full Council. An updated Street Trading policy would be drafted and brought before Members of the Licensing Parent Committee and both the new designations and policy would come into effect on 1<sup>st</sup> September 2024.

Officers clarified the following points after questions from Members.

- That there was no daily rate for street trading licences only an annual one and there was no minimum period of time to apply to trade.
- That although an individual could apply for consent to trade if the prohibited status was lifted, all relevant consultees which included Ward Members would be informed of the application and would have opportunity to object.

Members then debated the report.

Members saw the Merits of Removing all the designations and therefore giving more freedom to those who wish to apply for consent and not having a blanket refusal for the prohibited streets, however, Members wished to retain some of the prohibited streets.

Councillor Harvey proposed an Alternative Recommendation which was seconded by Councillor Baker that the prohibited designation was removed for all the streets with the exception of the following Streets;

- Alvechurch Highway
- Alcester Highway
- Bromsgrove Highway
- Coventry Highway
- Redditch Ringway
- Warwick Highway

On being put to a vote it was

**RESOLVED that**

- **Officers were authorised to publish notice of the Council's intention to pass resolutions which would take effect on 1<sup>st</sup> September 2024 and would rescind all existing designations of streets under Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982 and designate all streets in the Borough (as existing at the time of the making of the resolution and in the future) as consent streets, with the exception of the**



# Licensing Committee

Monday, 17th July, 2023

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following streets which are to be designated as prohibited streets:

- I. Alvechurch Highway
  - II. Alcester Highway
  - III. Bromsgrove Highway
  - IV. Coventry Highway
  - V. Redditch Ringway
  - VI. Warwick Highway
- Officers were authorised to serve a copy of the notice on the Chief Officer of Police and the highway authority for the area.

The Meeting commenced at 7.01 pm  
and closed at 7.51 pm

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