additional papers 1



Overview and Scrutiny

Committee

Mon 23 Nov
2026
6.30 pm

Redditch Borough Council
Working together for our communities

Oakenshaw Community Centre,
Castleditch Lane, Redditch, B98 7YB

If you have any queries on this Agenda please contact Mat Sliwinski

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Overview and Scrutiny

Monday, 23rd November, 2026
6.30 pm
Oakenshaw Community Centre

Agenda

Membership:

Cllrs:	Nicola Lloyd (Chair)	Joanna Kane
	Roger Bennett (Vice-Chair)	David Meredith
		Rita Rogers
	Joe Baker	Jane Spilsbury
	Sharon Harvey	1 vacant seat

5. **Pride in Place Programme Governance (Pre-Decision Scrutiny)** (Pages 5 - 48)

6. **Review of Redditch Town Centre Public Space Protection Order (PSPO) (Pre-Decision Scrutiny)** (Pages 49 - 106)

7. **Quarter 2 2026/27 Housing Performance and Improvement Plan Update (Pre-Decision Scrutiny)** (Pages 107 - 144)

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REDDITCH BOROUGH COUNCIL

Executive

Tuesday, 24 November 2026

Pride in Place Programme Governance

Relevant Portfolio Holder		Councillor Matthew Dormer, Leader of the Council
Portfolio Holder Consulted		Yes
Relevant Assistant Director		Rachel Egan Assistant Director Regeneration and Property Services
Report Author: Georgina Harris	Job Title: Economic Growth Manager – Business & Skills Contact email: georgina.harris@bromsgroveandredditch.gov.uk Tel: 01527 64252 ext 3229	
Wards Affected		(Greenlands and Lakeside Ward); (Matchborough and Woodrow Ward);
Ward Councillor(s) consulted		Yes
Relevant Council Priority		All Council priorities apply
Key Decision		
If you have any questions about this report, please contact the report author in advance of the meeting.		

1. RECOMMENDATIONS

The Executive Committee is asked to RESOLVE that:-

1) **The Pride in Place Programme Governance and Assurance Framework be approved; and**

2) **the Terms of Reference, Conflict of Interest policy and Code of Conduct that have been adopted by the Pride in Place Neighbourhood Board, be approved.**

2. BACKGROUND

2.1 In September 2025, the Government announced that an area comprising parts of Greenlands and parts of Woodrow had been selected to receive Pride in Place funding. Pride in Place is the Government's flagship communities programme and will provide funding of up to £20 million over a 10-year period to support long-term investment, drive change and improve outcomes for local residents.

2.2 The Government subsequently published a programme prospectus setting out the objectives of the fund, the types of activity that may be supported and the governance arrangements required to deliver the programme.

2.3 It is a condition of the funding that decisions on how funding is invested must be made by an Independent Neighbourhood Board, comprising individuals who live or work within, or have a deep connection to, the Pride in Place area, the local Member of Parliament and at least one ward Councillor.

2.4 To ensure transparency, accountability and public confidence, Neighbourhood Boards are required to establish robust governance arrangements and publish key governance documents including Terms of Reference, a Conflict of Interest policy and a Code of Conduct. These documents provide a clear framework for how Boards operate, manage potential conflicts of interest and uphold appropriate standards of conduct, ensuring that their activities are open to public scrutiny.

2.5 Whilst strategic decision-making is led by a Neighbourhood Board, the local authority is required to act as the accountable body for the programme. In this role, the Council is responsible for ensuring that public funds are administered fairly, effectively and in compliance with all relevant legislation, guidance and financial regulations.

2.6 On 17 March 2026, the Executive Committee resolved that the Council would act as accountable body for the Pride in Place programme and adopt necessary governance arrangements required to support programme delivery.

2.7 Officers supported the appointment of the Chair and Board members through an open and competitive recruitment processes. An officer-led recruitment exercise was undertaken to identify an independent Chair. The Chair was appointed by the local MP and by the Assistant Director of Regeneration and Property following consultation with the Leader of the Council (as the relevant portfolio holder), under delegated authority.

2.8 Following their appointment, the Chair led the recruitment of the remaining Board members with officer support. The final composition of the Board was approved by the local MP and by the Assistant Director of Regeneration and Property following consultation with the Leader of the Council (as the relevant portfolio holder), under delegated authority. This included the appointment of two ward Members. Details of the Board's membership is available on the Council's website.

2.9 Officers have subsequently provided support to the Greenlands and Woodrow Pride in Place Neighbourhood Board in developing its governance framework and supporting documentation to ensure that

the Board is equipped to fulfil its responsibilities effectively and in accordance with programme requirements.

2.10 As part of establishing the Board's governance framework, the Neighbourhood Board formally adopted its Code of Conduct at a Board meeting held on Wednesday 2 September 2026. The Board subsequently adopted its Conflict of Interest Policy at a Board meeting held on 22 September 2026 and Terms of Reference at a meeting held on 20 October 2026.

3. OPERATIONAL DETAILS

3.1 The programme prospectus establishes Pride in Place as a partnership between a Neighbourhood Board, the local authority, the local Member of Parliament and the local community. The Neighbourhood Board is responsible for working with the wider community to develop and deliver a 10-year Pride in Place Plan.

3.2 As the accountable body, the Council is responsible for ensuring compliance with relevant legislation, regulations and programme guidance as well as the safeguarding of public funds. The Council is also expected to support the Neighbourhood Board in fulfilling its responsibilities and to provide advice and guidance regarding appropriate governance arrangements.

3.3 The local Member of Parliament plays a key role in the establishment of the Neighbourhood Board, supporting its activities and encouraging community involvement throughout the programme.

3.4 Through active participation in consultation and engagement activities, the local community shapes and influences the neighbourhood priorities and holds the Neighbourhood Board, local authority and Member of Parliament to account for delivering against them.

3.5 The proposed Pride in Place programme Governance and Assurance Framework establishes the relationships, roles and responsibilities of the Neighbourhood Board, local authority, local Member of Parliament and the community. It sets out the Council's responsibilities as Accountable Body and strategic partner, together with the assurance arrangements that will be applied throughout programme delivery.

3.6 The Neighbourhood Board's governance documents have been designed to complement and support the framework, ensuring effective governance, accountability and compliance with the Council's obligations as accountable body.

3.7 Following a review of the Board's governance documents, a number of areas requiring clarification and amendment were identified, relating to quoracy requirements, ward member representation, consistency of conflict of interest provisions, the circumstances in which the Chair may be removed from office and safeguarding measures.

3.8 As ownership of the governance documents rests with the Board, the Monitoring Officer has written to the Chair setting out recommendations for a number of amendments to strengthen clarity, consistency and compliance with good governance practice. Officers will provide a verbal update on the Board's consideration of these recommendations.

4. FINANCIAL IMPLICATIONS

4.1 The Pride in Place programme is funded through a grant provided by the Ministry for Housing, Communities and Local Government (MHCLG). The grant is split 63% capital and 37% revenue. All programme management costs will be met from existing resources.

4.2 The Section 151 Officer will be responsible for authorising funding agreements in accordance with government guidance and all relevant statutory and regulatory requirements.

5. LEGAL IMPLICATIONS

5.1 In its capacity as the accountable body, the Council is required to comply with the provisions of Section 151 of the Local Government Act 1972 and Section 73 of the Local Government Act 1985.

5.2 Where the Council awards funding to third parties, it is responsible for ensuring compliance with the Subsidy Control Act 2022. In addition, all proposed investments must be assessed for compliance with the Equality Act 2010 and all Pride in Place funded expenditure must be undertaken in accordance with the Procurement Act 2023, Procurement Regulations 2024 and Public Contracts Regulations 2015.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

6.1 The role of Accountable Body will be transferred to the successor authority, following Local Government Reorganisation.

Relevant Council Priority

6.2 The Pride in Place programme can support a broad range of interventions that reflect the priorities of the local community. These include regeneration, high streets and heritage; housing; work, productivity and skills; community cohesion and power; health and wellbeing; transport; safety and security; and education and opportunity.

6.3 Whilst decisions on how the funding will be invested will be made by the Neighbourhood Board and informed substantially by community engagement, there is potential for the resulting investments to contribute to the delivery of all of the Council's priorities.

Climate Change Implications

6.4 The specific climate change implications of the Pride in Place programme will depend on the projects brought forward by the Neighbourhood Board. Opportunities may include enhancing green infrastructure, improving the energy efficiency of community assets, promoting active travel, increasing biodiversity and supporting measures that contribute to climate resilience and adaption.

Community Impact

6.5 The Pride in Place programme aims to create stronger communities, thriving places and increased local control over decision making. Establishing a robust governance framework for the Council's role as accountable body will help ensure that the Neighbourhood Board operates in a transparent, accountable and effective manner, and that investment decisions remain aligned with the priorities identified by the local community. A clear governance framework will strengthen public confidence in the programme, promote equitable allocation of resources and provide assurance that public funds are managed appropriately.

Equalities and Diversity Implications

6.6 Community engagement has been undertaken to identify local priorities using a range of methods designed to reach a broad and diverse cross-section of the community. Participation demographics have been monitored throughout the process, helping to identify gaps in engagement with some groups. Future engagement activities will be targeted to address these gaps and ensure a more representative range of views informs decision-making.

6.7 The governance and assurance framework will ensure that all Pride in Place funding is administered in compliance with the Equality Act 2010.

Projects and activities receiving funding will be subject to appropriate assessment to ensure they promote equality, inclusivity, and accessibility, and meet the requirements of the Act. This will help ensure that programme benefits are accessible to all members of the community and that potential barriers to participation are identified and addressed wherever possible.

7. RISK MANAGEMENT

7.1 The governance and assurance framework establishes clear roles and responsibilities ensuring that risks are identified, managed and monitored throughout the lifecycle of the programme. It will help safeguard public funds, ensure compliance with statutory and funding requirements and support successful delivery of the programme's objectives.

7.2 Where funding is passported to third parties the Council will undertake proportionate fraud risk assessments in accordance with the Government Functional Standard for Grants (7: Risk, Controls and Assurance). This will include appropriate due diligence, verification of expenditure, monitoring of delivery and risk-based assurance checks.

7.3 All projects will be subject to monitoring and evaluation arrangements to assess progress against approved outputs, outcomes and programme objectives.

8. APPENDICES and BACKGROUND PAPERS

Appendices

Appendix 1 – Pride in Place Programme Governance Framework
Appendix 2 – Greenlands & Woodrow Pride in Place Neighbourhood Board Terms of Reference
Appendix 3 – Greenlands & Woodrow Pride in Place Neighbourhood Board Conflict of Interest Policy
Appendix 4 – Greenlands & Woodrow Pride in Place Neighbourhood Board Code of Conduct

Background Papers

Pride in Place Governance Model Report to the Executive 17 March 2026

Board Members | Redditchbc.gov.uk

Pride in Place Programme prospectus and guidance - GOV.UK

REDDITCH BOROUGH COUNCIL

Executive **Tuesday, 24 November 2026**

Government Functional Standard GovS 015: Grants - GOV.UK

REDDITCH BOROUGH COUNCIL

Executive **Tuesday, 24 November 2026**

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Cllr Matthew Dormer Leader of the Council	22/10/26
Lead Director / Assistant Director	Rachel Egan Assistant Director Regeneration & Property	28/9/26
Financial Services	James Walton Director of Finance & Section 151 Officer	20/10/26
Legal Services	Nicola Cummings, Principal Solicitor – Governance	05/10/26
Policy Team (if equalities implications apply)	Emily Payne Engagement & Equalities Advisor	2/10/26
Community Safety Team (if community impact implications apply)	Bev Houghton Community Safety Manager	22/10/26

PRIDE IN PLACE PROGRAMME: GREENLANDS & WOODROW

GOVERNANCE AND ASSURANCE FRAMEWORK

Redditch Borough Council

1. Introduction

This framework defines the governance arrangements needed to deliver the Pride in Place Programme for Greenlands and Woodrow, lawfully, transparently, and with community legitimacy. It ensures clear accountability, encourages strong community participation, and compliance with statutory duties. The framework also aligns with the Ministry of Housing, Communities and Local Government's (MHCLG) own guidance, that successful delivery is strongest where the following are in place and adhered to:

- A Local Authority acting effectively as the Accountable Body
- A Neighbourhood Board, leading decision-making on projects and priorities
- A local MP, actively engaged as a community convener
- A local community, consulted and engaged with to enable them to influence priorities and hold the above three institutions to account.

This framework establishes clear checks and balances, shared accountability, and local legitimacy, maintaining professional oversight by the Local Authority as the accountable body. It reflects recognised best practise in multi-agency programmes of public funding and governance.

2. Governance and Partnership Structures

Accountable Body

As the Local Authority, Redditch Borough Council must act as the accountable body at the start of the Pride in Place Programme, with responsibility for the following.

2.1 Financial Stewardship and Compliance:

a) To hold and administer the Pride in Place funds as the accountable body, with robust controls, audit trails, and compliance.

b) To ensure that all expenditure complies with:
   i. Managing public money
   ii. The Nolan Principles of Public Life
   iii. The Equality Act 2010
   iv. The Public Sector Equality Duty
   v. Procurement law
   vi. Redditch Borough Council's own procurement policies

c) To recover accidentally misspent funds, where required.

2.2 Governance and Delegated Decision-Making

- For Council Officers to approve (under delegated authority), jointly with the local MP, the selection of the Chair and final membership of the Neighbourhood Board.

- To ensure that the governance structure is transparent, lawful, and auditable.

2.3 Secretariat and Programme Management

- To provide secretariat and programme management support to the Neighbourhood Board.

- To coordinate reporting, project oversight, and strategic alignment with the MHCLG Pride in Place programme guidance (Pride in Place Programme prospectus and guidance - GOV.UK).

- To ensure timely submission of the 10-year Pride in Place Plan and 4-year Investment Plan to MHCLG for approval, and support the Neighbourhood Board with technical, legal, and financial expertise as required.

2.4 Partnership and Support

- To support the Neighbourhood Board to shape and deliver priority projects.

- To provide technical expertise, including but not limited to financial, legal, procurement, regeneration, and community engagement.

- To facilitate collaboration between the local community, services, and delivery partners.

2.5 Enabling Transition to Community-Led Governance

MHCLG have stated that it is their intention that the Pride in Place Programme eventually moves to a community-led governance model and it will be the role of the Council to support the transition towards a community-led delivery model from Year 3 onwards, subject to MHCLG approval and direction.

3. Subsidy Control

MHCLG will provide funding to support the delivery of projects and activities that contribute to the achievement of the priorities and objectives set out in the approved Neighbourhood Plan. The onward award of funding and the substantive design of potential public subsidies will be the responsibility of the Local Authority.

Redditch Borough Council, as accountable body, must comply with the Subsidy Control Act 2022 when administering public money under the programme. Further guidance can be found at: UK subsidy control regime: statutory guidance - GOV.UK

The Local Authority may need to recover funding from project deliverers where subsidy control or state aid law has not been complied with. Where an application presents an unacceptable risk of non-compliant delivery, the accountable body may

choose either to reject it or require adjustments to be made such that funding the project will not contravene subsidy control.

Project deliverers remain responsible for ensuring that all project partners and sub-contractors engaged in the delivery of funded projects are subject to obligations equivalent to those set out in funding agreements. Project deliverers must have appropriate contractual arrangements in place to ensure that project partners or sub-contractors are subject to equivalent Subsidy Control obligations and that any financial consequences, including the recovery of funding where required as a result of non-compliance, can be passed on to the relevant project partner or sub-contractor.

4. Funding and Assurance:

Programme assurance will follow precedent for existing growth funds managed by MHCLG and will involve 3 lines of defence

4.1 First line of defence

The first line of defence will be provided by the Local Authority and is the responsibility of the S151 Officer who must follow Section 151 of the Local Government Act 1972 and Section 73 of the Local Government 1975. The S151 Officer will be required to submit an annual statement to MHCLG, providing written confirmation that they have undertaken to actively apply all the necessary checks to ensure proper administration of its financial affairs regarding the funding programme, particularly in respect to financial administration and transparency of governance.

4.2 Second line of defence

The second line of defence is the responsibility of MHCLG, who will undertake a range of checks on a risk and sample basis. The Local Authority will be required to engage with MHCLG and support this process.

4.3 Third line of defence

The third line of defence will be carried out by MHCLG's independent auditors which will review the activity completed by MHCLG for the second line of defence and liaise with internal audit teams as appropriate.

As the Accountable Body, Redditch Borough Council will implement the following assurance measures:

4.4 Governance and Decision-Making

a. Confirm that the Neighbourhood Board is operating in accordance with its Terms of Reference and any guidance issued by MHCLG.
b. Ensure that decisions are properly documented, transparent and supported by an auditable decision trail.
c. Review and verify declarations of interest, with appropriate management of any conflicts.
d. Monitor Board membership to ensure continued compliance with programme requirements.

4.5 Project Appraisal and Approval

a. Undertake due diligence on project deliverers before funding is awarded.
b. Assess projects against programme objectives, value for money, deliverability, affordability and risk.
c. Verify that projects have secured all necessary consents, permissions and match funding.
d. Ensure compliance with Subsidy Control requirements before approving funding.

4.6 Funding Agreements and Contract Management

a. Put in place funding agreements setting out outputs, outcomes, milestones, reporting requirements and clawback provisions.
b. Ensure delivery partners and sub-contractors are subject to appropriate contractual obligations.
c. Verify that any changes to approved projects are subject to formal change control procedures.

4.7 Financial Assurance

a. Review grant claims before payment and verify expenditure against supporting evidence.
b. Reconcile payments to approved budgets and funding allocations.
c. Monitor project spend profiles and identify risks of underspend or overspend.
d. Ensure adequate arrangements are in place for the prevention and detection of fraud, bribery and corruption.

4.8 Procurement Compliance

a. Verify that procurement activity complies with the Accountable Body's procurement rules and relevant legislation.
b. Review tender documentation and contract award processes where appropriate.
c. Maintain records demonstrating fair, transparent and competitive procurement.

4.9 Performance Monitoring

a. Monitor delivery of agreed outputs, outcomes and milestones.
b. Require regular progress reports from project deliverers.
c. Track programme-wide performance against the Pride in Place Investment Plan.
d. Identify projects at risk of delay or underperformance and implement corrective actions.

4.10 Risk Management

a. Maintain a programme risk register and review it regularly.

b. Escalate significant risks and issues to the Neighbourhood Board and senior governance bodies as appropriate.
c. Monitor dependency risks, including planning, procurement, funding and stakeholder risks.

4.11 Compliance and Audit

a. Undertake periodic compliance reviews of funded projects.
b. Carry out site visits and project verification checks.
c. Ensure projects maintain complete audit trails and retain records in line with programme requirements.
d. Facilitate internal and external audit activity and implement recommendations arising from reviews.

4.12 Change Control and Programme Management

a. Assess and approve requests for project variations, extensions or budget changes.
b. Monitor the impact of any changes on the overall delivery of the Pride in Place Programme.
c. Ensure any proposed changes remain aligned with approved priorities and MHCLG requirements.

4.13 Reporting to MHCLG

a. Submit accurate and timely monitoring returns.
b. Report significant delivery issues, financial risks, fraud concerns or other exceptions to MHCLG.
c. Coordinate programme evaluations and provide evidence of impact and outcomes.

4.14 Clawback and Recovery

a. Monitor compliance with funding conditions and Subsidy Control requirements.
b. Investigate any instances of non-compliance or misuse of funds.
c. Exercise clawback provisions where grant conditions have been breached.
d. Ensure appropriate arrangements are in place to recover funding from project deliverers, partners or sub-contractors where required.

4.15 <u>Delegations and Authorisations</u>

The Section 151 Officer has authority to sign a Memorandum of Understanding with MHCLG and to receive funds.

The Section 151 Officer has authority the authorise funding agreements in accordance with government guidance and all relevant statutory and regulatory requirements.

The Assistant Director Regeneration & Property has delegated authority to recruit and appoint an independent chair of the Greenlands and Woodrow Pride in Place Neighbourhood Board, following consultation with the Leader of the Council (as the relevant portfolio holder) and in agreement with the MP for Redditch and the Villages.

The Assistant Director Regeneration & Property has delegated authority to approve the final membership of the Greenlands and Woodrow Pride in Place Neighbourhood Board following consultation with the Leader of the Council (as the relevant portfolio holder) and in agreement with the MP for Redditch and the Villages.

5. The Neighbourhood Board:

The Neighbourhood Board will be the primary local decision-maker for the Pride in Place Programme; setting priorities for the Greenlands and Woodrow Pride in Place area and ensuring the programme reflects local needs and voices. The Board will be responsible for:

5.1 Strategic Leadership and Decision Making

- Reviewing and determining proposed neighbourhood area boundary changes and for submitting any approved boundary change proposals to MHCLG
- To lead decisions on local priorities and project selection.
- To develop and approve the 10-year Pride in Place Plan and 4-year Investment Plan, with assistance from the designated officers at the Local Authority for technical expertise, ensuring that both plans are rooted in the community's lived experience and aspirations, identified through extensive and inclusive community engagement.

5.2 Community Representation and Engagement

- To ensure broad representation, including residents, community leaders, grassroots groups, local businesses, faith groups, and young people.
- To engage the wider community to shape priorities and to provide democratic accountability.
- To uphold inclusive and transparent decision-making.

5.3 Partnership with the Local MP and Local Authority

- To work with the MP as an equal member of the Board.
- To collaborate with the Local Authority to ensure that plans are financially viable, lawful, and deliverable.
- To protect the democratic legitimacy of Neighbourhood Board membership, with the Local Authority and the MP.

5.4 Oversight of Delivery

- To monitor delivery of individual projects and the investment plan as a whole against agreed outcomes and budgets.
- To approve grants and local investment schemes.
- To escalate any risks promptly to the Local Authority and MHCLG as required.

5.5 Driving Community-Led Transformation

- To encourage local ownership models, including cooperatives, Community Interest Companies, and anchor organisations, where appropriate, to support long-term sustainability and community benefit.

6. The MP

The MP's role is defined by MHCLG guidance and reinforced by the Parliamentary Written Statement of 3rd December 2025. The MP will be responsible for:

6.1 Strategic Responsibilities

- To serve as a member of the Neighbourhood Board, participating in decision-making around local priorities and investments.
- To jointly approve the selection of the Chair and composition of the Neighbourhood Board, in agreement with the Local Authority (which has been delegated to the relevant lead officer to determine).

6.2 Community Engagement

- To act as a community convener, bringing together residents, businesses, faith groups, and grassroots organisations.
- To actively engage hard-to-reach groups and amplify community voices, particularly in areas of significant disadvantage.
- To strengthen transparency, trust, and civic participation.

6.3 Advocacy and Leadership

- To champion the programme publicly.
- To provide democratic leadership, helping to ensure that decisions reflect the aspirations and lived experiences of the Greenlands and Woodrow community.
- To bring insight from local engagement and casework to support evidence-led decision-making.

6.4 Accountability and Oversight

- To hold the Neighbourhood Board to account on behalf of constituents.
- To ensure that plans and investments align with community priorities.
- To apply constructive scrutiny to improve transparency and responsiveness.

6.5 Enabling Delivery and Long-Term Transformation

- To support the transition to community-led delivery where appropriate, helping to ensure that the future governance model proposed by MHCLG reflects local priorities, aspirations and community engagement.
- To help unblock barriers and sustain momentum through cross-government co-ordination

7. Community Involvement

The Pride in Place Programme mandates meaningful community engagement, a transparent selection of the Neighbourhood Board, and public updates on Programme decisions and spending.

8. Background Papers

Pride in Place Programme prospectus and guidance - GOV.UK

Subsidy Control Act 2022

The Public Contracts Regulations 2015

Procurement Act 2023

Greenlands and Woodrow Pride in Place Neighbourhood Board

Terms of Reference

1. Purpose of this Document

1.1 The purpose of these Terms of Reference is to establish the governance arrangements for the Redditch Pride in Place Programme within the Greenlands and Woodrow neighbourhood area.

1.2 The governance arrangements reflect the requirements of the Ministry of Housing, Communities and Local Government (MHCLG) Pride in Place Programme as set out in the programme prospectus and supplementary guidance (Pride in Place Programme prospectus - GOV.UK).

1.3 This document sets out:

- The purpose and role of the Neighbourhood Board
- Membership and appointment arrangements
- Roles and responsibilities
- Decision-making procedures
- Funding allocation arrangements
- Risk management provisions
- Community engagement approaches
- Conduct and transparency requirements
- Accountability arrangements
- Review procedures

2. Context

2.1 The Pride in Place Programme is a long-term government investment programme designed to strengthen communities, improve neighbourhoods and empower local people to shape decisions about their area. Eligible areas will receive up to £20 million over a ten-year period to deliver locally determined priorities.

2.2 An area within Greenlands and Woodrow has been identified as a Pride in Place neighbourhood. The Neighbourhood Board has been established to collectively lead on the development and delivery of the Pride in Place Plan for Greenlands and Woodrow.

2.3 The Board will work collaboratively with:

- Residents

- Community and voluntary organisations
- Local businesses
- Redditch Borough Council
- Other public sector partners
- The local Member of Parliament
- Other key stakeholders

2.4 For the purposes of these Terms of Reference:

- Board members are individuals formally appointed to the Neighbourhood Board in accordance with 4.3, 4.5 and section 5 within these Terms of Reference. Board Members are voting members and have an equal right to vote on matters within the Board's remit, subject to conflicts of interest.
- Advisors are individuals invited by the Board or Chair to attend meetings to provide specialist advice, insight or support. Advisors are not Board Members and do not have voting rights.
- Observers are individuals invited to observe meetings of the Board. Observers are not Board Members and do not have voting rights.
- Redditch Borough Council or any successor local authority is the Accountable Body.

3. Roles and Responsibilities

3.1 The Board will be responsible for:

- Developing the Pride in Place plan constituting a 10-year vision for change, an initial 4-year investment plan and any subsequent regeneration plans as required by MHCLG or any successor ministry of government.
- Delivering active community engagement, ensuring that the community is involved in shaping and co-design of the Pride in Place plan. Ensuring engagement is inclusive with all sections of the community having a voice. Ensuring residents have meaningful influence over local decision-making.
- Providing strategic leadership across the Pride in Place programme.
- Working in partnership with Redditch Borough Council as Accountable Body to determine programme priorities, select interventions and agree investment decisions which the Accountable Body will enact through its governance and assurance arrangements.
- Where appropriate, ensuring alignment of projects with Local, Regional and National strategies.
- Upholding the Seven Principles of Public Life (Nolan Principles)
- Ensuring compliance with any Heads of Terms agreements, grant conditions or other agreements issued by MHCLG.
- Selecting projects and making other investment decision to deliver the regeneration plan, ensuring that these decisions are made transparently,

align with the priorities in the regeneration plan and will contribute to the delivery of the overarching vision.
- Reviewing performance and impact – receive and consider monitoring / evaluation updates and provide challenge and direction.
- Having sight of and being consulted on project change requests.
- Fulfilling any other duties and responsibilities required by Central Government.

3.2 The Chair of the Board will be responsible for:

- Upholding the Seven Principles of Public Life (Nolan Principles)
- Leading the Board to achieve its objectives, maintaining an overview of activity and championing partnership working.
- Ensuring that decisions are made by the Board in accordance with good governance principles.
- Ensuring board meetings are held regularly. If a board meeting has to be postponed due to the absence of sufficient Board members or pending information from government or other relevant sources, agreement must be sought from the Accountable Body.
- Signing the submissions to Government on behalf of the Board where required.

4. Membership

4.1 The Board must have a minimum of eight members and a maximum of fourteen members.

4.2 The majority of the Board members (51%) must live or work within the Greenlands and Woodrow Pride in Place area.

4.3 Redditch Borough Council, or any successor local authority, and the local Member of Parliament are responsible for appointing the Chair of the Neighbourhood Board. The Chair must be someone who is 'from', living or working in the Pride in Place area and should be able to evidence a strong and credible local connection and standing within the community.

4.4 The Chair must be independent and cannot be an elected representative.

4.5 The Chair of the Neighbourhood Board shall be responsible for recruitment of the members of the Board. The final board composition must be approved by Redditch Borough Council, or any successor local authority, and the local Member of Parliament.

4.6 The Board will comprise representatives from a range of sectors and interests, including the local Member of Parliament, the local authority, residents, voluntary and community sector organisations, community safety partners, and representatives from the health, education and business sectors. The Board should seek to maintain a balanced membership that

reflects the local community and its priorities, with resident and community representation forming a significant proportion of its membership.

4.7 Membership should reflect local diversity and support balanced and inclusive decision making.

4.8 The Chair may choose to appoint a Vice Chair. Where a Vice Chair is appointed, they will be responsible for:

- Upholding the Seven Principles of Public Life (Nolan Principles)
- Deputising for the Chair in the event of absence or conflict of interest.
- Supporting the Chair to lead the Board and ensure decisions are made by the Board in accordance with good governance principles.
- The Vice Chair shall support the Chair in the exercise of their duties in addition to their normal duties as a Board Member. They shall stand in for the Chair in the event of their absence and are the first point of contact in the event that an urgent Board matter occurs which the Chair is not contactable for a period of time.

4.9 Vice Chairs can only be appointed from within the Board membership.

4.10 All members of the Board will have a fixed term of office of 4 years with the exception of the initial Board where members will have a fixed term of either 2, 3 or 4 years as decided by the Chair of the Board.

4.11 A Board member shall cease to be a member of the Board in the following circumstances:

- their term of office ends;
- the member gives written notice of resignation to the Chair;
- the member becomes bankrupt, makes any arrangement or composition with creditors, enters liquidation, or is wound up, dissolved or enters administration, or anything analogous to any of the foregoing occurs in any jurisdiction; or
- the member is removed in accordance with paragraphs 5.10 to 5.14 of these Terms of Reference.

5. Appointments and Vacancies

5.1 The Chair will be appointed through an open and competitive process. Expressions of interest will be invited publicly and assessed against published role criteria. Shortlisted candidates will be interviewed by a panel including representation from Redditch Borough Council, or any successor local authority, and the local MP.

5.2 In the event of a vacancy in the Chair's position, an open call for expressions of interest will take place. Expressions of interest will be considered by a panel and assessed against the role description for the Chair as set out in 5.1.

5.3 Where a Board Member's term of office expires, a Board Member resigns or a vacancy otherwise arises, the Chair shall lead a recruitment process to appoint a replacement. Expressions of interest will be invited and considered by a Recruitment Panel comprising the Chair and at least two other Board Members who will shortlist and interview candidates.

5.4 In making appointments, the Recruitment Panel shall have regard to the skills, experience and community representation required to maintain an appropriately balanced and representative Board.

5.5 Current members of the Board whose terms have expired and former members may apply for appointment through the recruitment process. However, any individual previously removed from the Board for a breach of the Code of Conduct shall be ineligible for appointment or reappointment.

5.6 Any changes to the Board must be approved by the Local Authority and the local MP. All Board membership changes will be communicated to MHCLG and the appropriate conflicts of interest checks completed.

Safeguarding and Suitability

5.7 All Board members are required to disclose to the Chair and/or the Accountable Body any unspent criminal convictions, cautions or other matters that may reasonably be considered relevant to their role on the Board. Such information will be handled confidentially and in accordance with data protection legislation.

5.8 A relevant conviction or failure to disclose relevant information will not automatically preclude membership of the Board but may be taken into account when determining suitability to serve, continue to serve, or undertake specific roles or responsibilities, including participation in delivery activity.

5.9 Any information relating to Disclosure and Barring Service checks, criminal convictions, cautions or other criminal offence data will be processed strictly in accordance with the Data Protection Act 2018, UK GDPR and the Accountable Body's safeguarding and data handling policies. Such information will be access-restricted, retained only for as long as necessary, and will not be published.

Removal of Board Members

5.10 All Board Members are expected to attend at least 75% of scheduled Board meetings in any rolling 12-month period unless exceptional circumstances have been agreed by the Chair.

5.11 A Board member, other than the Chair, may be considered for removal where there is clear evidence of one or more of the following:

- failure to adhere to the Terms of Reference or the Code of Conduct;
- persistent non-attendance, including failure to attend two or more meetings in succession without agreed exceptional circumstances;

- a conflict of interest that is not properly declared or managed;
- material or repeated breach of confidentiality; or
- conduct which undermines the effective functioning, reputation or objectives of the Board or the Pride in Place Programme.

5.12 Any proposal to remove a Board Member, other than the Chair, shall be managed as follows:

- the member will be informed in writing of the proposed removal and the reasons for it;
- where practicable, the member will be given an opportunity to make representations to the Chair and/or the Accountable Body before a final decision is taken;
- the final decision will be taken by the Accountable Body, having regard to any views of the Board and in consultation with the Chair; and
- the outcome will be documented and communicated to the member in writing, with reasons provided.

5.13 In exceptional circumstances, the Chair may be removed from their role where there is clear evidence of:

- sustained poor attendance or lack of participation;
- a conflict of interest in not properly declared or managed;
- a material issue relating to suitability, probity or safeguarding, including failure to disclose relevant convictions, insolvency, or refusal to undertake an appropriate DBS or other suitability check where reasonably required;
- more than 3 instances of failure to uphold the Seven Principles of Public Life; or
- failure to promote the community-led approach in line with the objectives of the Pride in Place Programme.

5.14 Any decision to remove the Chair will be taken by the Accountable Body in consultation with the local MP and subject to approval / confirmation by the Ministry for Housing, Communities and Local Government as required by programme guidance and grant conditions.

5.15 Where the Chair resigns from their role, written confirmation of the resignation shall be submitted to the Ministry for Housing, Communities and Local Government. The notification shall be co-signed by the Accountable Body and the local MP in accordance with programme guidance.

6. Expenses and Remuneration

6.1 All Board positions are voluntary.

6.2 In accordance with national programme guidance, the Council, as Accountable Body may authorise a modest bursary for the Chair only, where this is necessary to enable an individual to fulfil the role. Any such payment shall be funded from approved programme capacity funding and published transparently.

6.3 Board Members may claim reasonable expenses necessarily incurred in the performance of their duties, in accordance with Redditch Borough Council's, or any successor local authority's, staff expenses policies and procedures. Reasonable expenses may include travel and caring responsibilities (including childcare or other dependent care), where these are necessarily incurred to enable participation in Board activity.

6.4 The Accountable Body will publish appropriate and proportionate information on the use of programme capacity funding, including any bursary paid to the Chair and aggregate information on expenses reimbursed to Board Members, in accordance with transparency requirements, data protection legislation and national programme guidance.

7. Legal Status

7.1 The Board is not a corporate body or legal entity. As required by the programme guidance, the Board will work towards transitioning to become a registered legal entity such as a co-operative, community interest company or charity, from the end of year three of the programme.

7.2 The Board is not the Accountable Body for the Pride in Place Programme. Redditch Borough Council, or any successor local authority, will act as the Accountable Body, retaining responsibility for the receipt, administration, financial control and monitoring of all programme funding and for ensuring compliance with all applicable legal, financial, governance and audit requirements.

8. Decision Making and Voting

8.1 The Neighbourhood Board is the primary forum for programme decision making for the Pride in Place Programme including priorities, the 10-year vision, the Regeneration Plan and investment choices.

8.2 The Board will ordinarily meet once per calendar month and no fewer than 8 times per year. Additional meetings may be convened where required to support timely decision-making or programme delivery.

8.3 Each Member of the Neighbourhood Board shall have one vote unless they have declared an interest in the item under consideration which would preclude them from voting.

8.4 The Board will be considered quorate with one third of voting members present. For any decision recommending expenditure of £100,000 or more, the Board will be quorate only where at least 50% of voting members are present.

8.5 Any matter will be decided by a simple majority of voting Board Members present and eligible to vote. For the purposes of these Terms of Reference, a

member is considered present where they are either physically present at the meeting venue or attending remotely via a real-time audio/visual link and able to participate throughout the item being considered. In the event of an equal number of votes, the Chair will have a casting vote.

8.6 All decisions shall be made in accordance with the following principles:

a) proportionality, ie the action must be proportionate to the desired outcome
b) due consultation and the taking of professional advice from relevant Council officers
c) respect for human rights
d) a presumption in favour of openness
e) clarity of aims and desired outcomes
f) an explanation of the options that were considered and the reasons for the decision made.

8.7 Any representatives attending in an advisory capacity cannot cast a vote.

8.8 Any Board Member who has declared a conflict of interest in a matter will be asked to withdraw from the meeting for that item, including any discussion and decision. The member must not participate in deliberations and must not be present for any decision-making on that item.

Written / Urgent Procedure

8.9 The written / urgent procedure may be used only where a quorate meeting of the Board cannot reasonably be convened within the timescale required to meet external deadlines or to avoid a material risk to programme or project deliverability. The written / urgent procedure is not intended to replace routine decision making at scheduled Board meetings.

8.10 The decision to invoke the written / urgent procedure shall be taken by the Chair having taken advice form the Accountable Body and the reasons for the urgency clearly recorded.

8.11 The written / urgent procedure will not normally be used to approve or refresh the Pride in Place regeneration plan or the associated long-term vision except where required to meet an externally imposed deadline and the reasons are recorded.

8.12 Where it has been agreed that a decision will be taken using the written / urgent procedure, a report in the usual meeting format, including the reasons for the urgency and any relevant officer advice will be circulated to the Chair and all voting Board members.

8.13 Voting Board members will be asked to submit their vote in writing within a timeframe specified by the Chair, having regard to the urgency of the decision and the need to allow reasonable opportunity for consideration. The response period will not normally exceed five working days unless a longer period is justified and recorded.

8.14 A decision under the written / urgent procedure will be carried by a simple majority of votes received, provided that more than half of all voting Board members have responded.

8.15 The Accountable Body will confirm the outcome of the written / urgent procedure to all Board Members, including the number of responses received, the votes recorded, and any declared conflicts of interest.

8.16 For transparency and accountability, any decision taken under the written or urgent procedure, together with the associated report and supporting documentation informing that decision, will be published as soon as practicable following the decision in accordance with the approved urgency procedure. The report, the recorded reasons for urgency, the voting outcome and the decision taken will also be presented to and noted at the next scheduled meeting of the Board and recorded in the Board's decision log.

8.17 The Accountable Body will not implement any Board decision that cannot be delivered lawfully or compliantly.

9. Declaration of Interest

9.1 All Board Members must declare any actual, potential or perceived conflicts of interest, including financial, commercial or organisational interests, and any gifts and/or hospitality, in accordance with the Board's conflicts of interest policy. Declarations will be recorded in a register maintained by the Accountable Body.

9.2 Where a Board Member, or an organisation that they represent, may reasonably be expected to seek funding, a contract, or any other financial benefit from the Programme, the Accountable Body may apply enhanced conflict of interest management measures, including restricting involvement in early project design, specification development, assessment, shortlisting or recommendation processes, as appropriate.

10. Transparency and Accountability

Board Agendas and Minutes

10.1 The agendas for Board meetings will be published on Redditch Borough Council's, or any successor local authority's, website 5 clear working days before the meeting (not including the day of publication or the day of the meeting).

10.2 Draft minutes of the Board meetings will be published within 10 clear working days of the meeting.

10.3 Approved minutes of the Board meetings will be published within 10 clear working days of formal approval by the Board.

10.4 The Board will operate with a presumption in favour of openness. Whilst the Board is not a Committee or Subcommittee of the local authority, in determining whether an item is confidential or exempt, the Accountable Body

will apply equivalent standards to those in the local authority's Access to Information Procedure Rules. Where an item is treated as confidential or exempt, the agenda and/or minutes will record this and provide an appropriate reason.

10.5 The Accountable Body will maintain a decision log recording all formal decisions taken by the Board including decisions taken under written or urgent procedures. The decision log will be published alongside Board agenda and minutes, subject to confidentiality and data protection requirements.

Member Profiles

10.6 Profiles of Board Members will be published on the local authority's dedicated Pride in Place programme webpages. Published profiles will be limited to information necessary to support transparency and accountability and will comply with data protection legislation and the Accountable Body's privacy and retention policies.

Conflicts of Interest

10.7 Conflicts of interest and gifts / hospitality declarations will be managed in according with section 9 of these Terms of Reference. The register of interests for the Board will be maintained and published by the local authority on their dedicated Pride in Place programme webpages.

10.8 Board Members must take personal responsibility for declaring their interests before any decision is considered. These will be noted within the minutes including actions taken in response to any declared interest. Any Member that has a query about their interests and disclosure thereof should seek advice from the Accountable Body's Monitoring Officer.

Complaints and Governance Challenges

10.9 The Board will welcome challenge and constructive feedback from residents and stakeholders. Concerns or complaints about the Board's processes, governance, transparency, conduct, decision making procedure or the handling of conflicts of interest will be managed by the Accountable Body and should be reported to the Secretariat.

10.10 Where a concern relates to standards, probity, member conduct, conflicts of interest or other governance matters, it may be referred to the Accountable Body's Monitoring Officer for consideration.

10.11 The complaints system is not intended to provide an appeal mechanism on the merits of individual investment decisions. The Board may, however, consider whether any complaint identifies learning to improve future engagement, transparency or decision-making.

11. The Board's Relationship with the Accountable Body

11.1 Redditch Borough Council shall act as the Accountable Body unless alternative arrangements are approved by MHCLG. The Council shall retain

responsibility for ensuring compliance with all relevant legal, financial and governance requirements.

11.2 The Accountable Body's approach to programme governance is set out within the Governance Framework. The Board is responsible for ensuring that its activities, processes and decision making arrangements comply with the requirements of the Governance Framework.

11.3 The Board will receive reporting on actions and decisions taken by the Accountable Body in giving effect to Board decisions and in exercising delegated authority in the delivery of the programme.

11.4 The procurement policies of Redditch Borough Council, or any successor local authority, will apply. Any Board expenditure will be procured using the procurement policies of Redditch Borough Council and contracts will be entered into between Redditch Borough Council and the relevant organisation.

12. Review of Terms of Reference

12.1 The terms of reference may be reviewed and modified at any time in consultation with the Accountable Body's Monitoring Officer.

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GREENLANDS AND WOODROW
PRIDE IN PLACE NEIGHBOURHOOD BOARD

CONFLICTS OF INTEREST POLICY

1. Purpose

The public must have confidence that decisions made by the Pride in Place Neighbourhood Board are fair, transparent and made in the best interests of the community. This policy establishes the requirements for identifying, declaring and managing conflicts of interest to protect both Board Members and the integrity of the Board's decision-making processes.

All Board Members are expected to act openly and honestly and to avoid situations where personal interests, or the interests of those closely connected to them, could influence or be perceived to influence their judgement.

2. Scope

This policy applies to all members of the Pride in Place Neighbourhood Board, including the Chair, and any co-opted members participating in Board business.

The policy applies to interests arising in relation to:

- Board meetings;
- Working groups and sub-groups established by the Board;
- Funding recommendations and decisions;
- Procurement or commissioning matters;
- Communications and representations made on behalf of the Board; and
- Any other activity undertaken in a member's capacity as a Board Member.

3. General Principles

Board Members must:

- Act in the best interests of the community and the Pride in Place Programme.
- Be transparent about interests that could influence, or reasonably be perceived to influence, their decision-making.
- Avoid situations that give rise to actual, potential or perceived conflicts of interest.
- Declare relevant interests promptly and accurately.
- Comply with any requirements to withdraw from discussions or decisions where a conflict exists.
- Maintain public confidence in the Board's governance and decision-making arrangements.

4. Register of Interests

All Board Members shall complete and maintain a Register of Interests.

The Register shall record any interests that may reasonably be considered relevant to the work of the Board, including declared Disclosable Pecuniary Interests (DPIs) and other interests required under this policy.

Board Members are responsible for ensuring that their register entries remain accurate and up to date and must notify the Accountable Body's Monitoring Officer in writing of any changes within 28 days of becoming aware of them.

5. Disclosable Pecuniary Interests (DPIs)

A Disclosable Pecuniary Interest (DPI) is a financial interest defined by law and must be declared and managed in accordance with statutory requirements.

Board Members must:

a. Declare all relevant DPIs on their Register of Interests.

b. Keep their Register of Interests fully up to date and notify the Monitoring Officer in writing within 28 days of any change.

c. Declare verbally the existence and nature of any DPI relating to an item of business being considered by the Board at the beginning of the meeting, or as soon as the interest becomes apparent.

d. Comply with the legal requirement to withdraw from participation in any matter in which they have a DPI.

Where Board business is being conducted at a formal meeting, the Board Member must leave the meeting room while that item is discussed and determined.

Where Board business is being conducted outside a meeting, the Board Member must cease all involvement in the matter.

The requirements relating to DPIs apply not only to the interests of the Board Member but also to those of a relevant person, being:

- A spouse or civil partner; or
- A person with whom the Board Member is living as though they were a spouse or civil partner.

Where permitted by law, a Board Member may apply for a dispensation or request that an interest be treated as sensitive information.

6. Other Disclosable Interests (ODIs)

Board Members may have personal, professional, community, family or business connections that do not meet the legal definition of a Disclosable Pecuniary Interest but could nevertheless be perceived as influencing their judgement.

These interests are referred to as Other Disclosable Interests (ODIs).

Board Members are expected to be open and transparent about any ODI and take appropriate steps to manage the conflict.

ODIs are divided into two categories: Regular ODIs and Prejudicial ODIs.

6.1 Regular Other Disclosable Interests

A Board Member has a Regular ODI where a matter under consideration could reasonably be seen as affecting:

- The Board Member;
- A member of their family;
- A close personal associate;
- A close professional associate; or
- An organisation with which the Board Member has a significant connection.

This may include effects on:

- Employment or business interests;
- Financial matters;
- Property or land interests;
- Access to services;
- Personal wellbeing; or
- Organisational interests.

Where a Regular ODI exists, the Board Member must:

- Declare the interest and its nature before discussion begins, or immediately upon becoming aware of it; and
- Comply with any requirement to record the interest in the Register of Interests.

Following declaration, the Board Member may remain in the meeting and participate unless the interest is considered prejudicial.

6.2 Prejudicial Other Disclosable Interests

A Board Member has a Prejudicial ODI where a reasonable member of the public, aware of all relevant facts, would conclude that the Board Member's connection to the matter could impair their ability to act impartially and in the wider public interest.

Where a Prejudicial ODI exists, the Board Member must:

- Declare the existence and nature of the interest;
- Withdraw from the meeting for that item of business;
- Take no part in the discussion;
- Take no part in any decision-making; and

- Not seek to influence the outcome in any way.

The minutes of the meeting shall record the declaration and withdrawal.

7. Close Associations

While legislation does not provide a definitive definition of a close association, for the purposes of this policy it may include any individual with whom a Board Member has an ongoing personal, professional, business or community relationship that extends beyond a casual acquaintance.

A close association may exist where a reasonable person could conclude that the relationship might influence, or be perceived to influence, the Board Member's judgement.

Board Members should err on the side of openness and declare an interest where any doubt exists.

8. Managing Conflicts of Interest

When an interest is declared, the Chair shall determine, with advice from the Accountable Body's Monitoring Officer where appropriate, whether:

- The interest should simply be noted;
- The interest should be recorded in the Register of Interests;
- The Board Member may participate in discussion but not vote; or
- The Board Member should withdraw from the item entirely.

Where the Chair has the relevant interest, the decision shall be made by the Vice-Chair or another nominated Board Member.

9. Failure to Declare an Interest

Failure to declare or appropriately manage a conflict of interest may undermine public confidence in the Board and could constitute a breach of the Board's Code of Conduct.

Any alleged breach of this policy may be referred to the Chair and the Accountable Body's Monitoring Officer for consideration and appropriate action.

10. Review

This policy shall be reviewed periodically by the Neighbourhood Board to ensure it remains effective, proportionate and consistent with applicable legislation, guidance and the Board's governance arrangements.

Greenlands & Woodrow Pride in Place Programme

Register of Interests Declaration Form

Board members should complete the Register of Interests, set out below, by declaring any relevant interests within each category. Board members are responsible for ensuring that their Register is accurate, complete and kept up to date. Where a board member is unsure whether an interest should be declared, they should seek advice from the Accountable Body.

Section A – Financial (Pecuniary) Interests

1. Employment, Profession or Business

Any employment, office, trade, profession or vocation carried on for profit or gain.

Organisation	Nature of Business	Role

2. Sponsorship or Financial Support

Any financial support, payment or benefit received (other than from Redditch Borough Council) towards expenses or costs incurred in carrying out duties as a Neighbourhood Board member.

Source	Details

3. Contracts

Any contract which is made between the Neighbourhood Board member (or a body in which the board member has a beneficial interest) and Redditch Borough Council:

a. Under which goods and services are to be provided or works are to be executed; and
b. which has not been fully discharged.

Description of Contract

4. Land and Property

Any beneficial interest in land located in the borough of Redditch, including their home and other properties.

In declaring their own home as an interest, board members do not need to provide their full home address. They may instead describe the property by

ownership type, property type and the Ward in which it is located. For other "land" the full address must be provided.

The exception to this is when a board member's home address becomes directly relevant to a specific Board matter or decision. In this case, they must disclose the home address in full, declare the interest and withdraw from the discussion or decision, as guided by the Board's Code of Conduct.

Full details should be provided for any other land or property interests.

Address / Description	Nature of Interest

5. Licences to Occupy Land

Any licence (alone or jointly with others) to occupy land in the borough of Redditch for a month or longer.

Address / Description	Nature of Licence

6. Corporate Tenancies

Any tenancy where (to your knowledge):

a. The landlord is Redditch Borough Council; and
b. the tenant is a body in which the board member has a beneficial interest.

Property	Nature of Interest

7. Securities / Shareholdings

Any beneficial interest in securities of a body where:

a. That body (to your knowledge) has a place of business or land in the borough of Redditch; and
b. either –
   i. the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or
   ii. if the share capital of that body is more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

Organisation / Company

Section B – Non-Financial (Other) Interests

Include memberships (charities, organisations, political parties, trade unions), relationships or roles that could influence your decision making.

Details of Interest

Section C – Other Matters

Gifts and Hospitality (over £50)

Date	Source	Gift / Hospitality	Estimated Value

Declaration

I confirm that the information provided is complete and accurate and that I will keep it up to date.

Name	
Signature	
Date	

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Greenlands & Woodrow Pride in Place Neighbourhood Board

Code of Conduct for Board Members

1. Purpose

1.1 This Code of Conduct sets out the standards of behaviour expected of all members of the Greenlands and Woodrow Pride in Place Neighbourhood Board.

1.2 The Code supports the effective governance of the Board, promotes public confidence in decision making and ensures that Board Members act in the best interests of the neighbourhood and the Pride in Place Programme.

1.3 All Board Members, including the Chair are required to comply with this Code as a condition of membership of the Board.

2. General Principles

2.1 Board Members shall at all times uphold the Seven Principles of Public Life (the Nolan Principles):

- Selflessness
- Integrity
- Objectivity
- Accountability
- Openness
- Honesty
- Leadership

2.2 Board Members shall:

- act in the best interests of the Greenlands and Woodrow community;
- support the objectives of the Pride in Place Programme;
- promote community-led decision making;
- uphold the reputation of the Board and Programme; and
- exercise sound judgement in carrying out their responsibilities.

3. Respect and Behaviour

3.1 Board Members shall treat others with courtesy, dignity and respect.

3.2 Members shall:

- listen to and consider differing viewpoints;
- encourage constructive discussion;
- support an inclusive and welcoming environment;
- avoid discriminatory, bullying, intimidating, threatening or harassing behaviour; and
- challenge ideas respectfully without making personal attacks.

3.3 Board Members must not behave in a manner that could reasonably be regarded as bringing the Board, the Accountable Body or the Pride in Place Programme into disrepute.

4. Equality, Diversity and Inclusion

4.1 Members shall actively support equality of opportunity and inclusive participation.

4.2 Members shall:

- respect the diversity of the community;
- seek to ensure all voices can be heard;
- avoid unlawful discrimination; and
- support engagement with groups who may be underrepresented.

5. Attendance and Participation

5.1 Members are expected to participate fully in the work of the Board.

5.2 Members must make all reasonable efforts to attend meetings and engage in Board business.

5.3 In accordance with the Terms of Reference, Board Members are expected to attend at least 75% of scheduled meetings within any rolling 12-month period unless exceptional circumstances have been agreed by the Chair.

5.4 Members unable to attend a meeting should notify the Secretariat as soon as reasonably practicable.

5.5 Members shall prepare appropriately for meetings and consider papers in advance.

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6. Declaration of Interests and Conflicts of Interest

Register of Interests

6.1 All Board Members must complete and maintain the Register of Interests.

6.2 Members must notify the Accountable Body promptly of any changes to their interests.

Declarations at Meetings

6.3 At the start of each meeting, Members shall declare any actual, potential or perceived conflict of interest relating to items on the agenda.

6.4 Interests may include:

- financial interests;
- employment interests;
- business interests;
- membership of organisations;
- trustee or directorship positions;
- family or close personal relationships;
- ownership of land or property;
- any other interest that could reasonably be perceived as influencing decision making.

Managing Conflicts

6.5 Members must take personal responsibility for identifying and declaring conflicts.

6.6 A Member who has declared a conflict of interest shall:

- withdraw from discussion of the matter unless invited solely to provide factual information;
- refrain from influencing other Members;
- not be present during decision making; and
- not vote on the matter.

6.7 Failure to declare a conflict of interest may constitute a breach of this Code.

Organisations Seeking Funding

6.8 Where a Member or an organisation that they represent seeks funding, contracts or another financial benefit from the Programme, additional conflict management arrangements may be imposed by the Accountable Body,

including restricting involvement in early project design, specification development, assessment, shortlisting or recommendation processes, as appropriate.

7. Gifts and Hospitality

7.1 Members must exercise caution when accepting gifts, benefits or hospitality.

7.2 Members must not accept gifts or hospitality that may:

- influence, or appear to influence, decision making;
- create an obligation;
- compromise impartiality; or
- damage public confidence in the Board.

7.3 Any gift or hospitality, over the value of £50, connected to Board business shall be declared and recorded within the Board's Register of Interests in accordance with arrangements established by the Accountable Body.

8. Confidentiality and Information

8.1 Members shall respect the confidentiality of information received through the Board.

8.2 Confidential or exempt information shall not be disclosed unless authorised by the Chair, the Accountable Body, or required by law.

8.3 Members shall:

- comply with data protection legislation;
- safeguard personal information;
- use information only for legitimate Board purposes; and
- ensure documents and electronic information are handled securely.

8.4 Board Members must not use information obtained through their position for personal gain or advantage.

8.5 Material or repeated breaches of confidentiality may result in removal from the Board.

9. Decision Making

9.1 Members shall approach all decisions with an open mind.

9.2 Decisions shall be made in accordance with the principles set out in the Terms of Reference including:

- proportionality;
- due consultation;
- consideration of professional advice;
- respect for human rights;
- openness and transparency;
- clarity of purpose; and
- proper consideration of options.

9.3 Members shall not seek to improperly influence the outcome of Board decisions.

9.4 Members shall respect collective decisions once made, whilst retaining the right to have their dissent recorded.

10. Public Communications and Social Media

10.1 Board Members shall act responsibly when communicating publicly about the Board or the Programme.

10.2 Members shall:

- distinguish personal opinions from agreed Board positions;
- avoid making misleading statements;
- avoid disclosing confidential information;
- treat others respectfully online; and
- not use social media in a manner that could undermine confidence in the Board.

10.3 Only authorised individuals may make formal statements on behalf of the Board.

11. Safeguarding, Suitability and Integrity

11.1 Members must disclose any unspent criminal convictions, cautions or other matters that may reasonably be relevant to their role on the Board.

11.2 Members must agree to be the subject of a standard DBS check. Where the Member already has a DBS check, or has been subject to another nationally recognised vetting process, this requirement will be judged as satisfied.

11.3 Members shall co-operate with any safeguarding or suitability requirements reasonably requested by the Accountable Body.

11.4 Members shall act honestly and with integrity at all times.

11.5 Members shall not misuse their position for personal, political, organisational or financial advantage.

12. Breaches of the Code

12.1 Alleged breaches of this Code may be reported to the Chair, the Accountable Body or the Secretariat.

12.2 Matters concerning the following may be referred to the Accountable Body's Monitoring Officer for consideration:

- member conduct;
- conflicts of interest;
- governance standards;
- transparency; or
- probity

12.3 The Monitoring Officer or an appropriately authorised officer may investigate alleged breaches and make recommendations.

12.4 A breach of this Code may result in:

- informal guidance;
- a requirement to undertake further training;
- formal censure;
- suspension from specific activities;
- referral to the Accountable Body; or
- removal from the Board in accordance with the Terms of Reference.

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13. Adoption

I confirm that I have read and understood the Greenlands and Woodrow Pride in Place Neighbourhood Board Code of Conduct and agree to comply with its requirements.

Name: _____

Organisation (if applicable): _____

Signature: _____

Date: _____

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REDDITCH BOROUGH COUNCIL

Executive

Tuesday, 24 November 2026

Review of Redditch Town Centre Public Space Protection Order (PSPO)

Relevant Portfolio Holder		Councillor Ashley Monk, Portfolio Holder for Housing and Communities
Portfolio Holder Consulted		Yes
Relevant Assistant Director		Assistant Director Community and Housing Services
Report Author: Bev Houghton	Job Title: Community Safety Manager Contact email: bev.houghton@bromsgroveandredditch.gov.uk Tel: 01527 64252 ext 3194	
Wards Affected		(Batchley & Brockhill Ward); (Central Ward);
Ward Councillor(s) consulted		Yes
Relevant Council Priority		Green, Clean & Safe;
Key Decision		
If you have any questions about this report, please contact the report author in advance of the meeting.		

1. RECOMMENDATIONS

The Executive Committee RECOMMEND that: -

1) **The Public Space Protection Order (PSPO) to restrict antisocial behaviour (ASB) related to Alcohol, Offensive Behaviour and Language and the Misuse of Psychoactive Substances in Redditch town centre, as outlined in the map at Appendix 1 is extended for a further three-year period from 1 January 2027 to 31 December 2029.**

The Executive Committee is also asked to consider whether to RESOLVE that: -

2) **Officers be instructed to engage with the police and re-visit the levels of reported incidents of ASB in Redditch town centre where face coverings are involved. A report summarising the outcomes of this engagement should be presented to the Executive Committee within three months to enable consideration to be given as to whether it would be appropriate to extend the measures contained in the PSPO for Redditch to include a restriction on the wearing of face coverings.**

2. BACKGROUND

2.1 Under Sections 59-75 of the Anti-social Behaviour, Crime and Policing Act 2014 local councils are responsible for making, amending, extending or revoking PSPOs, provided certain conditions are met and a series of statutory processes are followed.

2.2 The current PSPO in Redditch town centre will have been in place for the maximum period of three years on 31 December 2026 and as such must be reviewed and a decision made on the continued status of the order before this date. A copy of the current PSPO as implemented on 1 January 2024, including a map of the restricted area, is attached at Appendix 1.

2.3 As part of any review Members have to be satisfied that the required legal conditions for the PSPO continue to be met. Firstly, that the PSPO is still necessary to prevent the original behaviour from occurring or reoccurring. Also, if there is evidence of new issues in the area that meet the legal test for a PSPO, the council can vary the terms of the order at any time. This could change the size of the restricted area or add/amend the specific requirements and restrictions within. Finally, subject to evidence provided, the council could also seek to discharge the PSPO at any time, for instance when the issue that justified the order originally has ceased i.e. where the behaviour has stopped or if the land ceases to be classified as a public space.

2.4 The Anti-social Behaviour, Crime and Policing Act 2014 does not specify what constitutes appropriate consultation; however statutory guidance makes clear that the local authority must consult with the following:

- Police and Crime Commissioner
- Chief Officer of Police for the local area
- Any community representatives the Council feels appropriate
- Owners or occupiers of land within the restricted area, such as local businesses.

2.5 The Community Safety Manager provides co-ordination, guidance and management of the corporate delivery of the Council's statutory duties and responsibilities under the Anti-social Behaviour, Crime and Policing Act 2014. In line with statutory guidance and in recognition of the timescales required for the Council to review and update or revoke the current PSPO, the Assistant Director of Community and Housing Services was asked to open the consultation process for a review of the order, under their delegated authority.

2.6 Initial consultation discussions were held with West Mercia Police and local community safety partners in the sub-group of the Community Safety Partnership (CSP) known as 'Safer Redditch Group'. Safer Neighbourhood Police Officers and relevant partners were asked for their initial thoughts on the current PSPO and if there were any issues or concerns that might need to be considered as part of a review process.

2.7 This report details the processes followed to date in respect of a review of the current order and presents evidence to support a recommendation to extend the current PSPO for a further three-year period.

3. OPERATIONAL DETAILS

3.1 Data and evidence of need – to review the effectiveness of the current PSPO, a data report of ASB incidents and Public Order offences in the town centre has been commissioned. The report was produced by West Mercia Police's Partnership Analyst Team and is attached at Appendix 2.

3.2 The report provides details of ASB and Public Order crime reports from the period of 1 January 2022 to 30 September 2026. This provides an opportunity to compare data from a two-year period before the PSPO was introduced against reports received after the introduction of the order on 1 January 2024. The report also details enforcement action taken by West Mercia Police officers under PSPO legislation.

3.3 In summary, the crime and ASB data report provides evidence that the current PSPO area continues to experience issues of ASB and Public Order offending. The report details enforcement action that has been taken in the area under the PSPO, however; due to its central location, the wide variety of services provided and its high footfall of visitors, it is noted that the town centre area is more likely to experience higher levels of ASB in comparison to purely residential areas. Due to this it is felt that the town centre PSPO is still required.

3.4 Consultation Process – Consultation surveys were sent to all statutory consultees, residents, local stakeholders and other parties with an interest in the town centre. A list of consultees is included at Appendix 3, alongside a full report of the consultation findings. In summary, there were a total of 196 responses to the online and paper survey. 187 respondents were in support of extending the PSPO for a further 3 years and 8 respondents were against.

3.5 The wording of the survey deliberately avoided the detailed legal terminology and technical information contained in the formal PSPO document in order to promote accessibility and ease of participation for all residents and stakeholders who wished to take part in the consultation. However, it was acknowledged that the online survey materials did not include a link to the current formal order so that survey participants could review and compare both documents as required. To address this, in response to feedback received, this was corrected and a link to the current formal order was added at all entry points to the online survey on the council's website.

3.6 Consideration of new and emerging issues

3.7 At a Council meeting held on 21st September 2026 the following Motion on Notice was considered and agreed by Council.

"Council is asked to resolve

That Executive Committee be requested to instruct officers to engage with the police and re-visit the levels of reported incidents of ASB in Redditch town centre where face coverings such as face masks or balaclavas were involved. That a report summarising the outcome of that engagement with the police be presented to the Executive Committee of the Council within three months to enable consideration to be given as to whether it would be appropriate to extend the measures contained in the PSPO for Redditch to include a restriction on the wearing of face coverings."

3.8 It should be noted that prior to consideration of this Motion at Council during the initiation of the PSPO review process, the issue of use of face coverings was raised with police teams and partners. In discussions with West Mercia Police officers, it was advised that there is currently insufficient data available around ASB and face coverings for a specific recommendation to be included in this review. Further investigation into the prevalence of the issue is required and full consideration of the wording of any restriction or requirement relating to face coverings is essential to ensure all statutory requirements are met.

3.9 In considering this matter, it should also be noted that there can be legitimate reasons for wearing a face covering. For example, face coverings may be worn for religious purposes or for medical reasons. The concerns raised at the Council meeting in respect of face coverings related to the potential for ASB to occur when face coverings, such as balaclavas, are worn.

3.10 It is reiterated that if there is evidence of new issues in the PSPO area that meet the legal tests required, the council can vary the terms of an existing order or implement a new order at any time subject to further statutory consultation.

3.11 In this context, the Executive Committee is asked to consider whether to request that officers engage with the police regarding the implications of face coverings for ASB. The outcomes of this could be reported to the Executive Committee in three months' time, in line with the timescales proposed in the Motion.

4. FINANCIAL IMPLICATIONS

4.1 Costs associated with any extension or amendment of the PSPO will be met from existing Community Safety budgets. Costs are largely associated with advertising and promoting the PSPO, for example statutory publication of any new Order made. Nominal changes or replacement may be required to the existing PSPO signage.

5. LEGAL IMPLICATIONS

5.1 Sections 59 – 75 of the Anti-social Behaviour, Crime and Policing Act 2014 allow Redditch Borough Council to issue a PSPO provided certain conditions are met and statutory processes have been followed. Amended statutory guidance was issued by the Home Office in October 2026.

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

5.3 Use of the power to implement a PSPO must be compliant with the Human Rights Act 1998 and the Equality Act 2010 (specifically, the Public Sector Equality Duty pursuant to Section 149) along with all other relevant legislation. When making a PSPO the Council must have particular regard to the rights of freedom of expression and freedom of assembly set out in the European Convention on Human Rights.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

6.1 There are potential implications arising in respect of Local Government Reorganisation (LGR). Based on practice in newly merged unitary authorities, following LGR, PSPOs created by predecessor or legacy borough/district councils would automatically expire or require replacement to maintain continuity across the new council's area of administration.

Relevant Council Priority

6.2 PSPOs are integral to the council's Green, Clean and Safe priority as they are intended to deal with a particular nuisance or problem in a specific public area. Orders apply restrictions, requirements or conditions on the use of that area which apply to everyone. The aim of a PSPO is to help ensure that the law-abiding majority can use and enjoy public spaces, safe from ASB, nuisance and harassment.

Climate Change Implications

6.3 There are no specific climate change implications.

Community Impact Implications

6.4 Use of public spaces can have a significant impact on the quality of life of local communities. Managing and improving behaviour within public spaces can allay fears of crime and ASB and help everyone to make best use of the spaces available to them.

Equalities and Diversity Implications

6.5 An Equality Impact Assessment (EQIA) has been undertaken in relation to the proposed extension of the PSPO. The EQIA does not identify any groups with protected characteristics covered by the Equalities Act, that would be adversely affected by the extension of the PSPO. However, it was identified that some of those who might be affected by the restrictions may also have mental health concerns that impact on their behaviour such as those participating in street drinking or people who are homeless.

6.6 The wording of the PSPO restrictions and the actions that can be taken on breaches aim to balance the needs of the individual, with the needs of the wider public to have an effective response to ASB in public areas.

7. RISK MANAGEMENT

7.1 If the statutory process to amend or extend a PSPO is not followed correctly this could lead to challenge, which would mean the Council could face legal costs and reputational damage. Officers have followed the process as laid out in the Anti-social Behaviour, Crime and Policing Act 2014 Statutory Guidance for Frontline Professionals (last revised in October 2026) to ensure that all of the requirements have been met.

7.2 There is a risk identified in the consultation that the agencies involved in managing the Order, have not be able to meet the expectations of the public. West Mercia Police SNT are the primary agency carrying out enforcement of the Order and the impact and effectiveness of the PSPO is continually monitored via the Town Centre Operational Group and the Safer Redditch CSP group. A multi-agency problem solving approach continues to be taken with regard to persistent issues in the Town Centre area and in line with the recent Motion on Notice submitted to Council, officers will work closely with West Mercia Police to investigate whether further restrictions, requirements or enforcement options are required in the future, subject to available data and evidence.

8. APPENDICES and BACKGROUND PAPERS

Appendices

Appendix 1 – Wording of current PSPO and map of restricted area

Appendix 2 – Data Report on Public Order and ASB Offences in Redditch Town Centre (January 2022 - September 2026) and enforcement action to date

Appendix 3 – Results of the 2026 PSPO Consultation Survey

Background Papers

ASB Provisions Report to Executive Committee – 11 September 2018

PSPO in Redditch Town Centre: Report to Executive Committee – 5 December 2023

Statutory Guidance for the Anti-social Behaviour, Crime and Policing Act 2014 (revised October 2026)

REDDITCH BOROUGH COUNCIL

Executive **Tuesday, 24 November 2026**

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Councillor Ashley Monk Community & Housing Portfolio Holder.	10/11/2026
Lead Director / Assistant Director	Judith Willis, Assistant Director Community & Housing	20/10/2026
Financial Services	Oluwakemi Rafua, Finance Business Partner	29/10/2026
Legal Services	Nicola Cummings, Principal Solicitor (Governance) Jess Bayley-Hill, Principal Democratic Services Officer	26/10/2026
Policy Team (if equalities implications apply)	Helen Mole, Business Improvement Manager	23/10/2026
Climate Change Team (if climate change implications apply)	N/A	
Community Safety Team (if community impact implications apply)	Bev Houghton, Community Safety Manager and report author	20/10/2026

Appendix 1 – Current PSPO as implemented on 1st Jan 2024

REDDITCH BOROUGH COUNCIL

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Antisocial Behaviour, Crime and Policing Act 2014

REDDITCH TOWN CENTRE
PUBLIC SPACES PROTECTION ORDER 2023

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

- *under s59(2a) the activities carried on in this public place within the authority’s area have had a detrimental effect on the quality of life of those in the locality, and*

- *under s59(3a) the effect of these activities is, or is likely to be, of a persistent or continuing nature, and as such*

- *under s59 (3c) justifies the restrictions imposed by the notice.*

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

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

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

1. Alcohol Restriction

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

2. Intoxicating Substances

(a) Persons within the restricted area will not ingest, inhale, inject, smoke or otherwise use intoxicating substances. Intoxicating substances being defined

as any psychoactive substances with the capacity to stimulate or depress the central nervous system as defined by the Psychoactive Substances Act 2016, but does not include tobacco, nicotine, e-cigarettes or prescription medication.

(b) Persons within this restricted area will not have in their possessions any open containers of intoxicating substances as defined in paragraph 2(a) nor will they have any item that can be used to assist in the taking of intoxicating substances. This includes any device used for taking, smoking, inhaling or ingesting these substances; including needles unless packaged and sealed by the manufacturer and stored in a hard case.

3. No person shall urinate or defecate in any public place; this does not include public toilets situated within the restricted area.

4. No person shall use any threatening, abusive, obscene or offensive language or behave in a disorderly, indecent or offensive manner likely to cause harassment, alarm or distress within the restricted area.

Penalties:

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

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

   a) Any person within the area who, without reasonable excuse, fails to comply with the request of an Authorised Officer to dispose of alcohol and/or surrender any containers of alcohol that are in their possession including any containers believed to have held alcohol.

   b) Any persons within the area who, without reasonable excuse, fails to surrender any open containers of intoxicating substances in their possession and/or fails to surrender any item used to assist in the taking of intoxicating substances and fails to comply immediately with the reasonable request of the Authorised Officer to secure safe disposal of any needles in their possession, not sealed and stored as directed in Paragraph 2(b)

   c) Any person failing to comply with the prohibitions stated at Paragraph 3 and Paragraph 4.

6. A person guilty of an offence under conditions (a) (b) or (c) above, under section 67 of the Act is liable on summary conviction to a fine not exceeding level 3 on the standard scale or fixed penalty notice of a maximum £100.

7. An Authorised Officer may also issue a Community Protection Warning to anyone believed to have committed an offence under section 63 in relation to this Order. Subsequent offences will result in a further Community Protection Notice leading to a summary conviction on breach.

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

Exemptions:

9. For the purposes of paragraph 1, the restricted area does not include any premises or its curtilage (i.e. a beer garden or pavement seating area) that is licensed for the supply of alcohol (other than council operated licenced premises). Also exempt are locations where a temporary event notice has been given under Part 5 of the Licensing Act 2003, or where the sale or consumption of alcohol is permitted by virtue of permission granted under section 115E of the Highways Act 1980.

10. For the purposes of paragraph 2 (a) (b), legitimate substances such as tobacco, nicotine, caffeine and medical products are removed from the scope of the Order, as are controlled drugs, which are regulated under the Misuse of Drugs Act 1971.

Appeals:

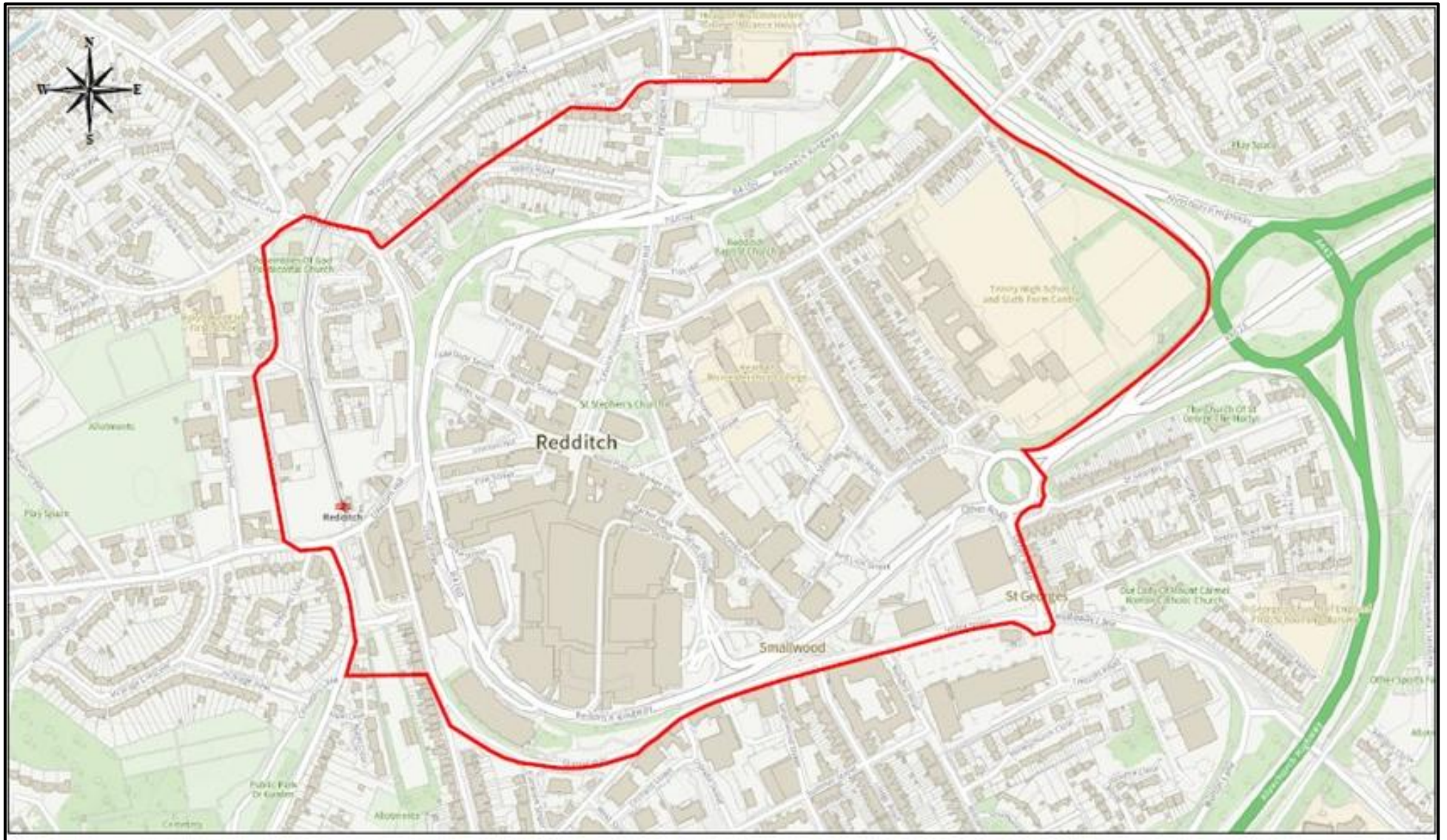
11. Under section 66 of the Act, an Interested Person may apply to the High Court to question the validity of a Public Space Protection Order. An "Interested person" means an individual who lives in the restricted area or who regularly works in or visits that area.

    An application can be made on the following grounds:

    a) the local authority did not have the power to make the order or to include particular prohibitions or requirements imposed by the order, or;

    b) that the local authority did not comply with its duties under the Act in relation to the order (for example, failing to conduct consultation).

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



REDDITCH BOROUGH COUNCIL making a difference www.redditchbc.gov.uk Bromsgrove District Council www.bromsgrove.gov.uk	Project: **Public Space Protection Area**	Drawing: **Location Plan**	Drawing No: **P2030/338**	Drawn: JH Surveyed: OS Scale: 1/6,000 @ A4 Date: Jul 2023	**Engineering and Design Service** Town Hall Walter Stranz Square Redditch Worcs B98 8AH © Crown Copyright and database rights 2023 Ordnance Survey 100024257

North Worcestershire Community Safety Partnership

Redditch Public Order and ASB

01 January 2022 to 30 September 2026

GS Classification	**OFFICIAL**
Reference number	SPI 1514
Version	FINAL V2
Purpose	To provide details of Public Order and ASB occurring within Redditch Borough and Redditch Town Centre to support and inform the extension of the Redditch Town Centre PSPO.
Author/s	Julia Rogers, Partnership Analyst
Peer Review	Hope Hodgkiss, Partnership Analyst
QA	Ian Treadwell, Senior Crime Intelligence Analyst
Owner	Bev Houghton, Bromsgrove and Redditch Community Safety Manager
Publication date	22/10/2026
File path	Completed Products Folder

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Aim and Purpose

Aim

- To provide details of Public Order and ASB occurring within Redditch Borough and Redditch Town Centre to support and inform the extension of the Redditch Town Centre Public Space Protection Order (PSPO), due to end on 01 January 2027.

Purpose

- This report will be an updated version of SPI_2023_331 Redditch Public Order and ASB Report that supported the introduction of the first PSPO in January 2024.
- The product will be included in a public committee report to Elected Members to decide on the extension of the PSPO therefore, needs to be suitable for publishing online.

Redditch Town Centre PSPO



Data Sources, Methodology and Limitations

Location: Redditch Borough **Period:** 01 January 2022 to 30 September 2026

Data Sources

- BI4.3 export Public Order offences from Athena.
- BI4.3 export ASB incidents from Saab Safe.
- Enforcement action taken in PSPO area provided by Safer Neighbourhood Teams.

Supporting documents

- SPI_2023_331 Redditch Public Order and ASB Report.
- SPI 1101 Apr 2026 ASB Problem Profile North Worcestershire.

Methodology

- Throughout the Community Profile, The Probability Yardstick, as defined by the Professional Head of Intelligence Assessment or PHIA, has been used to ensure consistency across the different threats and themes when assessing probability. The following defines the probability ranges considered when such language is used:

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

Periods for Analysis

Analysis	Date Parameters
Trends	01 January 2022 to 30 September 2026
Comparison Periods Pre and Post PSPO Introduction	01 January 2022 to 30 September 2023 vs 01 January 2024 to 30 September 2025
Most Recent 12 Month Period	01 October 2025 to 30 September 2026

Limitations

- The findings of this report are based on the offences that were committed between 01 January 2022 and 30 September 2026. This means that recent offences that were committed in this period but were recorded after the date of extraction are not included.
- Offences logged without a time are recorded at 00:00 by default. Offences occurring at this time have been excluded from temporal analysis (n=5).
- ASB was mapped to a central coordinate based on the associated postcode, therefore points may not reflect the exact location of the incident.
- ASB data relating to enforcement activity within the PSPO was provided from 01 July 2025 to 30 September 2026. Due to organisational change and a new ASB structure, enforcement data prior to this date was not obtainable.
- Due to the way enforcement data is recorded; it cannot be ascertained whether a Community Protection Warning (CPW) or Notice (CPN) was issued as a result of a PSPO breach or whether this was a result of other informal action.

Key Findings

Redditch Borough

1. Public Order has stabilised considerably since the implementation of a Public Space Protection Order (PSPO) in Redditch Town Centre in January 2024.
2. Causing intentional harassment, alarm or distress continues to lead Public Order offence volumes across Redditch. When comparing pre and post PSPO implementation, this offence has decreased by 27% (n=165).
3. ASB has also stabilised, however spikes were noted in recent months, which was highly likely due to summer demand where evenings are longer and weather is warmer, meaning more people may gravitate to public spaces. This highlights the continued need for interventions to be in place within Redditch Borough to tackle ASB, due to environmental and situational factors continuing to impact on communities within the locality.
4. Hotspot mapping of Public Order and ASB across Redditch Borough continues to focus activity to Redditch Town Centre, supporting the PSPO initiative.

Key Findings

PSPO Area

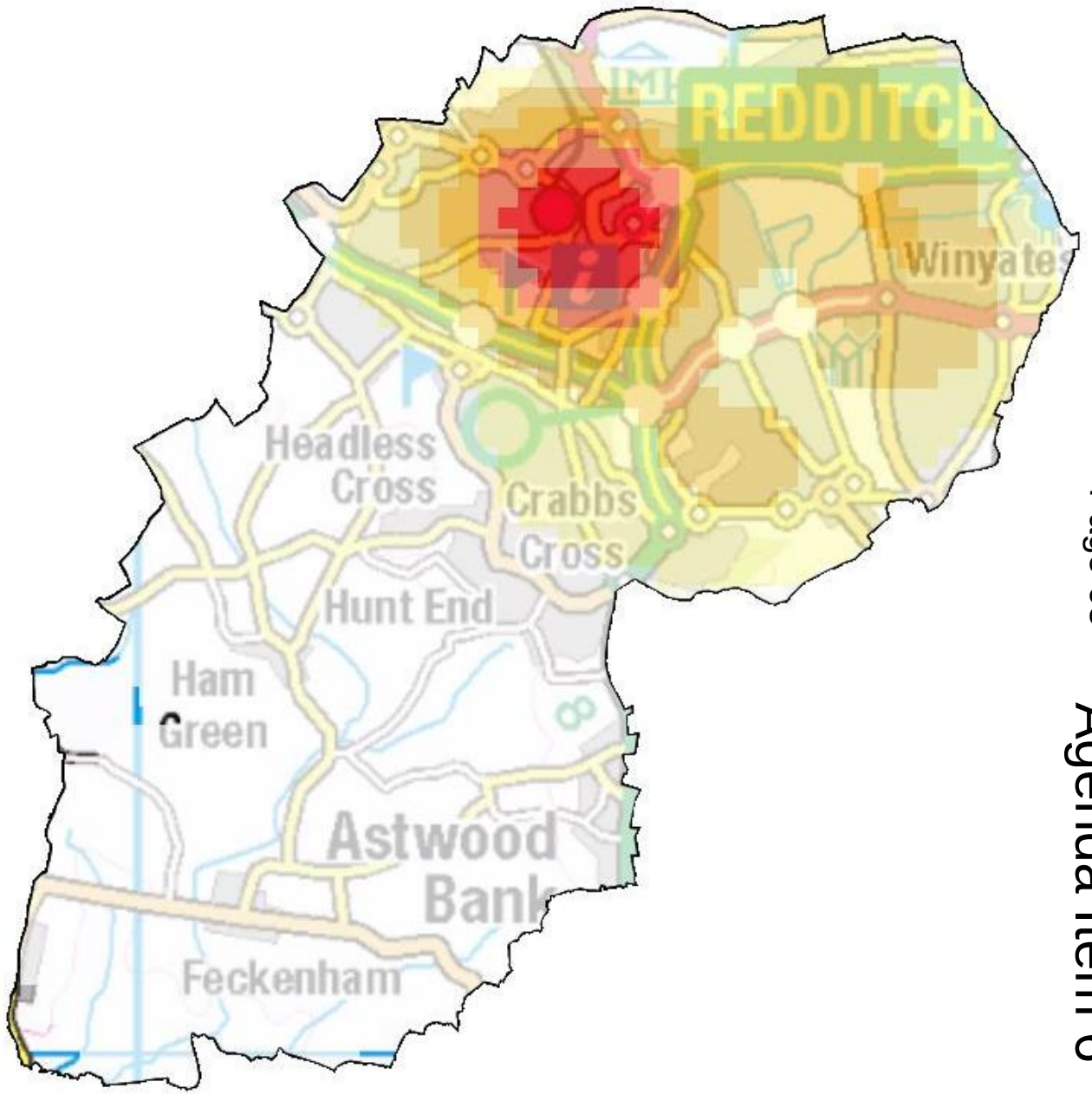
1. Within Redditch Town Centre, localised hotspots of Public Order and ASB were shown to be around Market Place and Unicorn Hill. This is unchanged and consistent when compared to previous analysis (SPI_2023_331).
2. Public Order offences within the town centre followed a similar trend to offences borough wide. This supports that this offending is endemic to the town centre environment, therefore the PSPO is a suitable intervention to protect these communities.
3. When analysing volumes pre and post PSPO implementation, Public Order offences decreased by 34% (n=103). This was found to be statistically significant, which suggests that the decrease observed was unlikely to be due to monthly variations alone, meaning it is highly likely this decrease was a result of the PSPO being in place.
4. Fear or provocation of violence and Racially or religiously aggravated harassment were emerging as the second and third most prevalent Public Order offences within Redditch Town Centre. 21% (n=3) of Fear or provocation of violence offences mentioned a knife or threats to stab others. This identifies harm and vulnerabilities within the locality, meaning protective measures supporting vulnerable members of the community should be prioritised here.
5. Four repeat suspects accounted for 22% (n=16) of Public Order offences committed in the most recent 12 months. Repeat suspects were 1.3 times more likely to be male.
6. Three repeat victims accounted for 10% (n=6) of Public Order offences committed in the most recent 12 months. Repeat victims were two times more likely to be male.
7. ASB incidence showed a greater decrease within the town centre (29% decrease, n=6) compared to across the borough (18% decrease, n=23) when comparing pre PSPO and post PSPO volumes. This suggests the PSPO has had a positive effect on ASB incidence within the PSPO area.
8. 24 PSPO breaches were recorded between 01 July 2025 and 30 September 2026. This volume of breaches evidences that ASB and Public Order, although shown to have decreased since January 2024, continue to persist on the locality. This supports the rationale for the PSPO to remain in Redditch Town Centre.

Recommendations

1. Findings suggest the PSPO acts as a considerable mitigator to Public Order and ASB offending within the locality. Therefore, it is recommended for the PSPO to continue.
2. 21% (n=3) of Fear or provocation of violence offences within Redditch Town Centre in the most recent 12 months mentioned a knife or threats to stab others. Two hyperlocal areas exist in Redditch Town Centre under the Knife Crime Concentration Fund (KCCF). Collaborative working between enforcers of the PSPO and KCCF should continue, to mitigate this identified Public Order theme.
3. Protective measures supporting vulnerable members of the community who have been victim to Racially or religiously aggravated harassment should be prioritised due to increased reporting in the most recent 12 months, likely due to increased community tensions and media coverage surrounding immigration.
4. PSPO activity should align with seasonal trends to ensure effective disruption and prevention to support the initiative. The seasonal trend observed displays increases between January and August, followed by a decreasing trend between September and December.

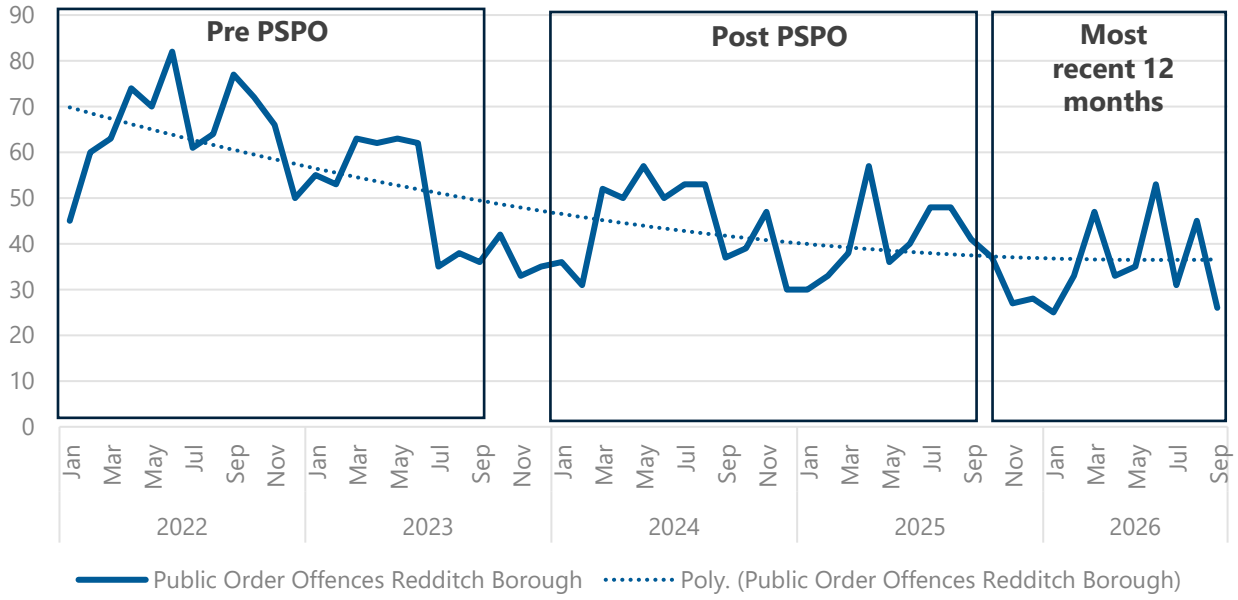
Borough-wide Trends

- **This section contains analysis across Redditch Borough for Public Order offences and ASB reports, covering 01 January 2022 to 30 September 2026.**
  - **Trends**
  - **Breakdown of Offences**
  - **Combined Public Order and ASB**
  - **Borough-wide Hotspot Map**



Trends in Public Order Offences

Public Order Offence Trend 01 January 2022 to 30 September 2026



Key Public Order Trends

Yearly Average (Jan to Dec): 590	**Monthly Average Post PSPO:** 43 **Average Pre PSPO:** 60
Trend: Decreasing	**Monthly Average Most Recent 12 Months:** 35

Public order offence figures have **stabilised** considerably since the implementation of a Public Space Protection Order (PSPO) in Redditch Town Centre in January 2024. This was evidenced by a reduction in monthly standard deviations of public order volumes, decreasing from n=13 to n=9. This means Public Order offending across Redditch Borough has become more stable, indicating a more consistent recorded trend, with less variation from the mean.

The average volume per month across the borough decreased from 60 offences per month to 43 since the introduction of the PSPO. Although the offence volumes presented reflect the borough as a whole, these findings infer that the PSPO likely **positively contributed** to a reduction in Public Order offending within Redditch, supporting its impact in protecting communities in the area. This was supported by a greater decrease seen within the PSPO area (34% decrease, n=103) compared to across the borough (28% decrease, n=345) when comparing pre PSPO and post PSPO Public Order volumes. This also reflects the concentration of Public Order offending within Redditch to the town centre locality, which is discussed further on in this report.

Trends in Public Order Offences

- Causing intentional harassment, alarm or distress and Fear or provocation of violence continue to lead Public Order offence volumes across Redditch. When comparing volumes pre and post implementation of the PSPO:
  - Causing intentional harassment, alarm or distress decreased by 27% (n=165).
  - Fear or provocation of violence decreased by 14% (n=27).
- Decreases were noted across most Public Order offences pre and post PSPO implementation (78%, n=18).

Key Public Order Trends

Greatest Proportion Overall:
Causing intentional harassment, alarm or distress

Greatest Decrease Post PSPO:
Causing intentional harassment, alarm or distress

Second Greatest Proportion Overall:
Fear or provocation of violence

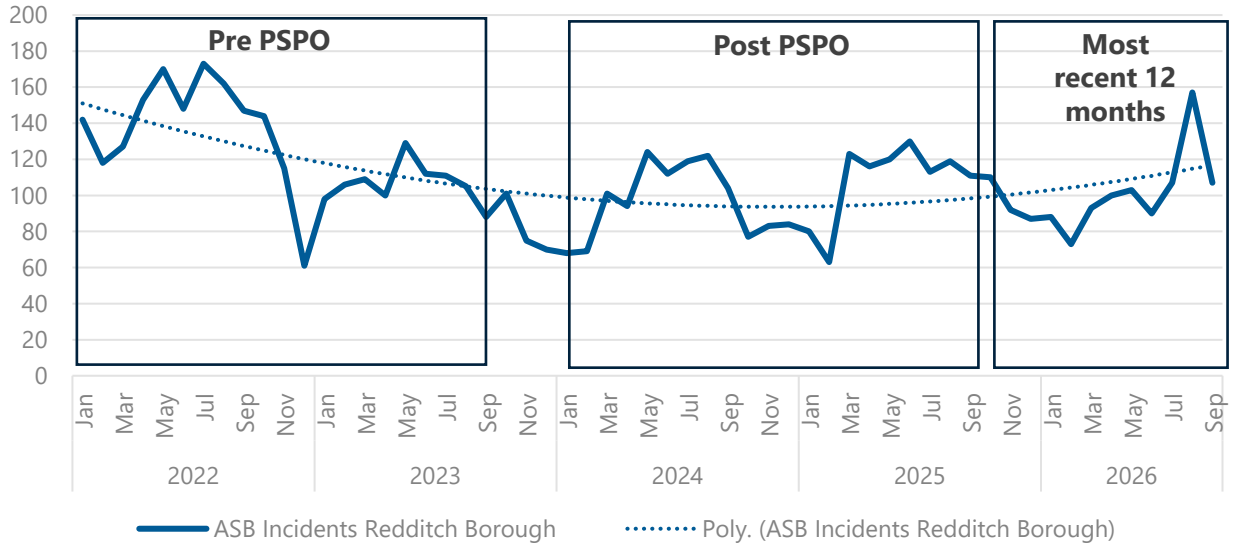
Greatest Increase Post PSPO:
Committing or conspiring to commit, an act outraging public decency

Ten Highest Volume Public Order Offence Types, Redditch Borough

Public Order Offence	Most Recent 12 Month Period	Post PSPO	Pre PSPO	Num Change Pre and Post PSPO	% Change Pre and Post PSPO
Causing intentional harassment, alarm or distress	190	441	606	-165	-27%
Fear or provocation of violence	69	160	187	-27	-14%
Racially or religiously aggravated intentional harassment, alarm or distress	42	73	81	-8	-10%
Affray	28	69	85	-16	-19%
Breach of a criminal behaviour order	18	60	104	-44	-42%
Racially or religiously aggravated harassment, alarm or distress	18	19	28	-9	-32%
Breach of non-molestation order	14	15	37	-22	-59%
Committing or conspiring to commit, an act outraging public decency	10	25	17	8	47%
Racially or religiously aggravated fear or provocation of violence	3	5	7	-2	-29%
Violent disorder	3	4	8	-4	-50%

Trends in Antisocial Behaviour

ASB Trend 01 January 2022 to 30 September 2026



Key ASB Trends

Yearly Average (Jan to Dec): 1,321	**Monthly Average Post PSPO:** 102 **Average Pre PSPO:** 125
Trend: Stable	**Monthly Average Most Recent 12 Months:** 101

ASB trend has remained relatively stable throughout the analysis period. A decrease in trend was noted post PSPO implementation, with lower variation from the mean (pre PSPO n=28, post PSPO n=21) meaning volumes in ASB were less volatile and more predictable. This demonstrates that the PSPO has likely contributed to lower ASB incidence through enforceable control of the town centre.

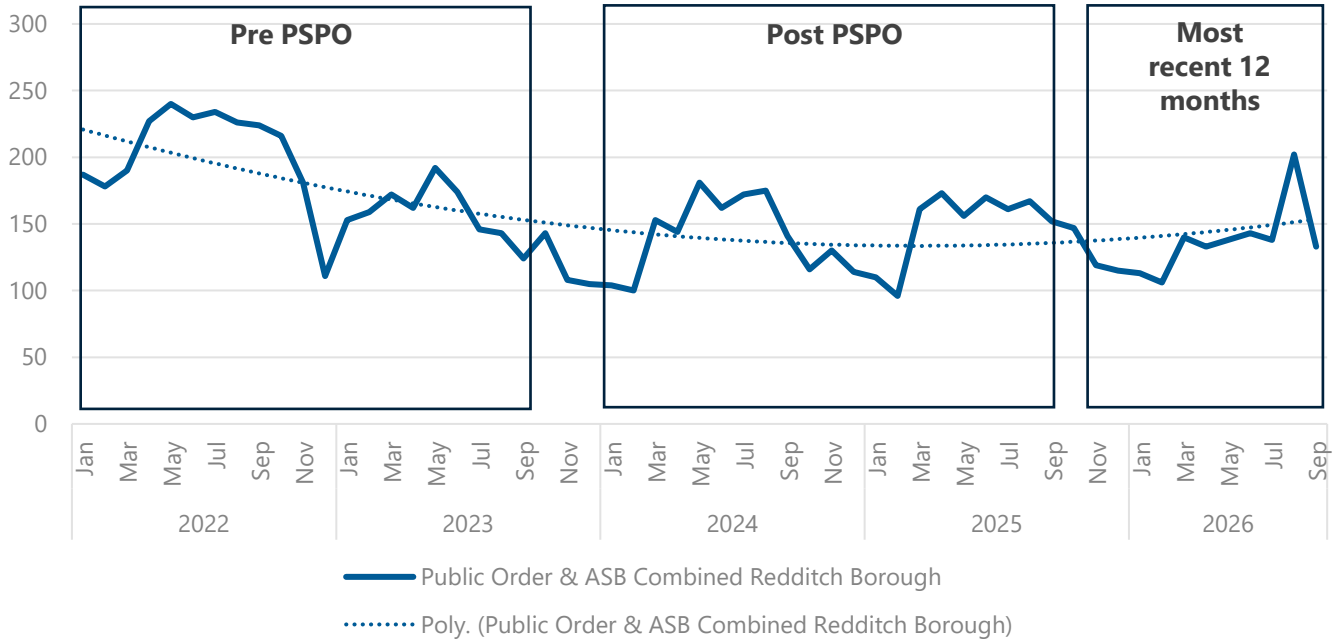
However, in the most recent 12 months there has been an increasing trend, with a spike noted in August 2026 (n=157). This is highly likely due to summer demand, where evenings are longer and weather is warmer, meaning more people may gravitate to public spaces. With summer 2026 seeing five widespread heatwaves, this almost certainly contributed to increased reporting of ASB.

This highlights the continued need for interventions to be in place within Redditch Borough to tackle ASB, due to this evidence of environmental and situational factors continuing to impact on communities within the locality.

The average volume per month across the borough decreased from 125 incidents per month to 102 since the introduction of the PSPO. Although the incident volumes presented reflect the borough as a whole, these findings infer that the PSPO likely **positively contributed** to a reduction in ASB within Redditch, supporting its impact in protecting communities in the area. This was supported by a greater decrease seen within the PSPO area (29% decrease, n=6) compared to across the borough (18% decrease, n=23) when comparing pre PSPO and post PSPO ASB volumes.

Combined Public Order and ASB Trend

Combined Public Order and ASB Trend 01 January 2022 to 30 September 2026



The past twelve months of data across the borough (01 October 2025 to 30 September 2026) for Public Order (n=420) and for ASB (n=1,207) was analysed.

As noted previously (SPI_2023_331) the hotspot map identifies one clear hotspot for the borough concentrated to the town centre.

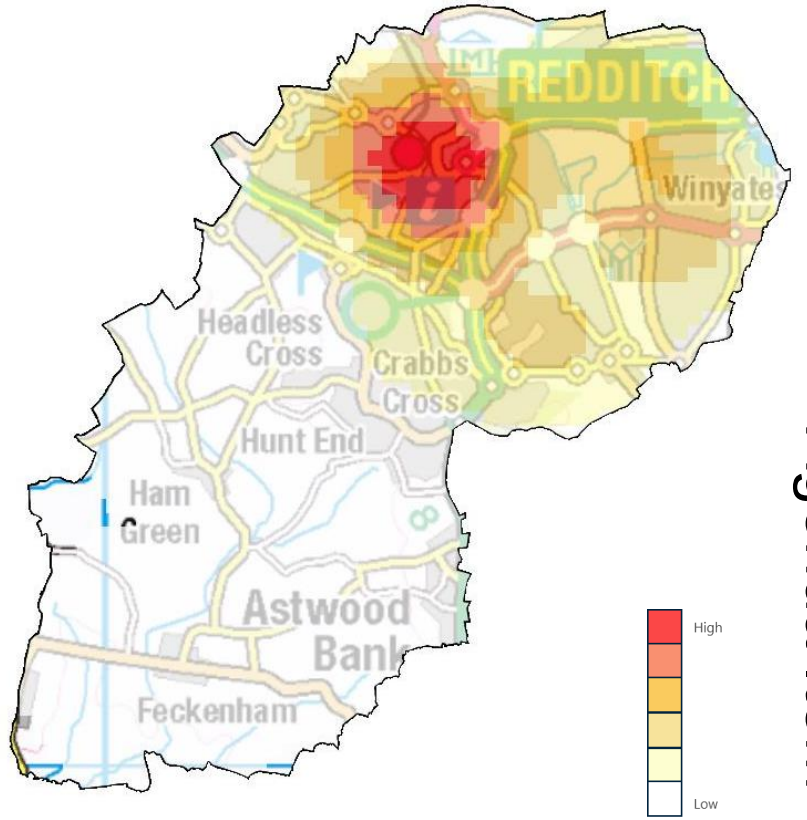
This continues to support an **evidence-based** incentive for the PSPO area to continue within the current operating area.

There is a clear seasonal trend observed across the analysis period, showing increases between January and August, followed by a decreasing trend between September and December. It is highly likely this trend is due to the impact of daylight hours, weather and school holidays; influencing the number of persons gravitating to public spaces. PSPO activity should align with these trends to ensure effective disruption and prevention to support the initiative.

Key Public Order and ASB Trends

Hotspot mapping continues to focus activity to Redditch Town Centre, supporting the PSPO initiative.

Hotspot Map Most Recent 12 Months – Public Order and ASB Combined



Combined Public Order and ASB Trend

The hotspot area continues to align with the PSPO area. This boundary area will be used for the remaining analysis in this report.

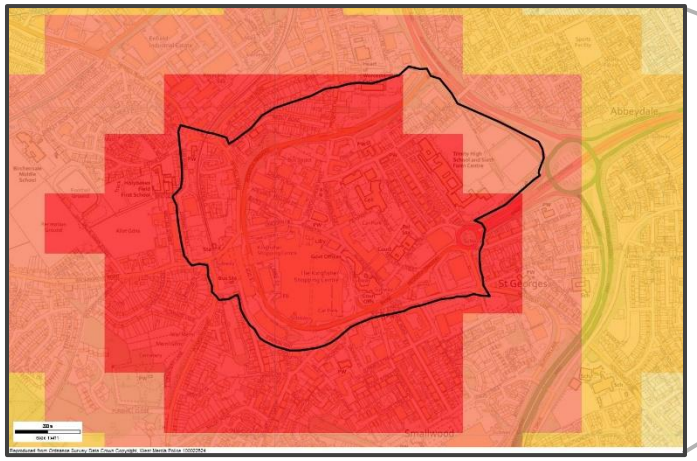
Key Public Order and ASB Trends

The most recent 12 months of data continues to provide an evidence-base to support the continuation of the PSPO within Redditch Town Centre.

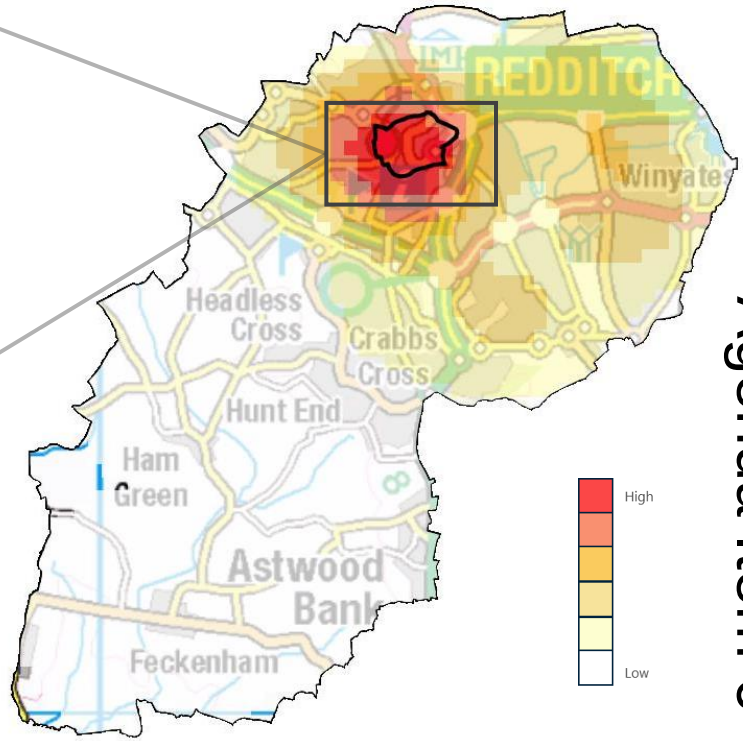
PSPO Boundary Redditch Town Centre



PSPO Boundary Redditch Town Centre with Hotspot Data

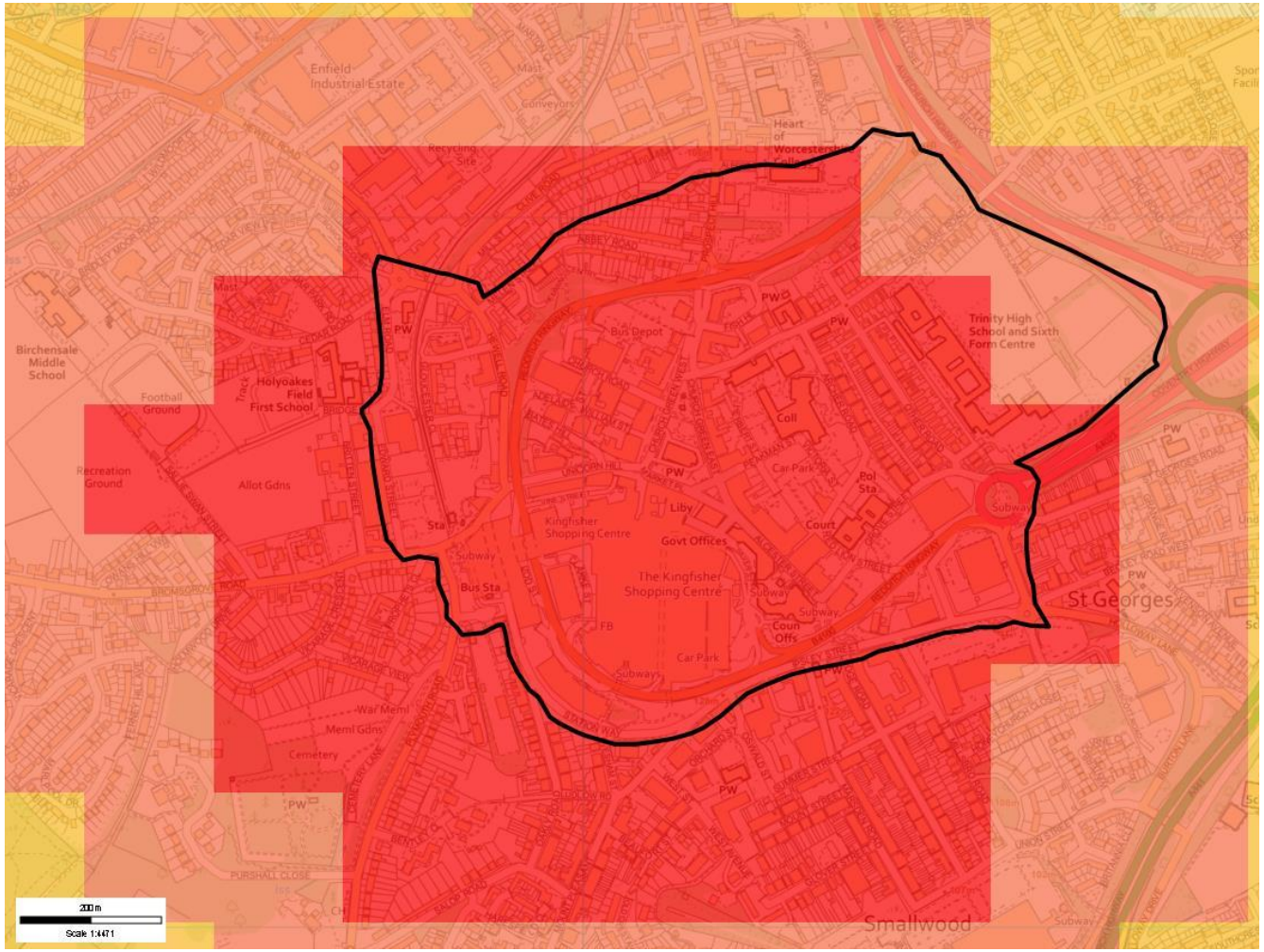


Hotspot Map Most Recent 12 Months – Public Order and ASB Combined



PSPO Analysis

- This section contains focused analysis of ASB and Public Order in Redditch Town Centre over the most recent 12 months.
  - Enforcement Activity
  - Hotspot Maps
  - Point Map
  - Trends
  - Breakdown of Offences
  - Temporal Analysis
  - Nominal Analysis



Enforcement Activity

Between 01 July 2025 to 30 September 2026, within Redditch Town Centre PSPO area there have been:

5

CPWs Issued

These are especially beneficial to targeting specific individuals, businesses or organisations generating ASB within the PSPO.

A CPW must be issued before a CPN. Where behaviour is not rectified through the CPW, a CPN will be issued.

4

CPNs Issued

This evidences compliance in only one instance of a CPW being issued, demonstrating a 20% success rate of CPWs within the PSPO.

There is a realistic possibility there is a low level of compliance to enforcement through CPWs within the PSPO. Therefore, PSPO activity remains necessary within Redditch Town Centre to maintain efforts in reducing ASB and Public Order.

28

Dispersal Notices Issued

2

Formal Criminal Investigations

Outcome: Charged to Court.

Redditch Town Centre PSPO



24

PSPO Breaches

This evidences continued anti-social behaviours being present, supporting the rationale for the PSPO to remain in Redditch Town Centre.

This volume of breaches evidences that ASB and Public Order, although shown to have decreased since January 2024, continue to persist on the locality.

2

CBOs Granted

Although low volume, the granting of two CBOs evidences **positive action** being taken by the local authority and law enforcement, where persons have continually breached the PSPO.

This protects communities by targeting both the **location** through the PSPO but also the **individuals** who cause harm within the space. This works to target anti-social behaviours addressing individual root causes of PSPO breaches.

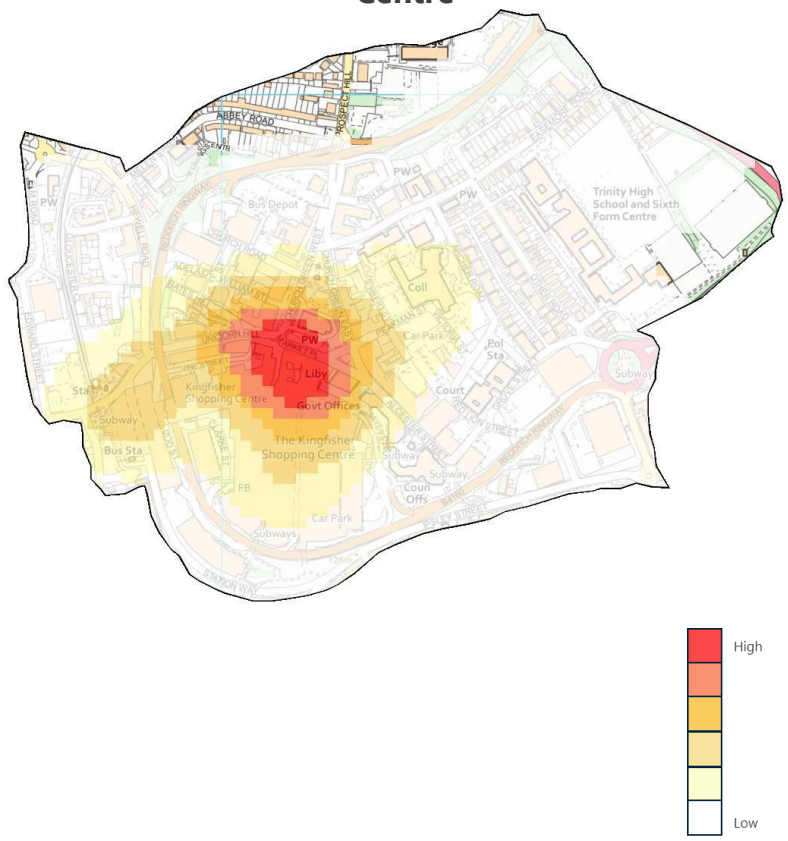
Hotspot Maps

Within Redditch Town Centre, localised hotspots of activity were shown to be around Market Place and Unicorn Hill. This is unchanged and consistent when compared to previous analysis (SPI_2023_331).

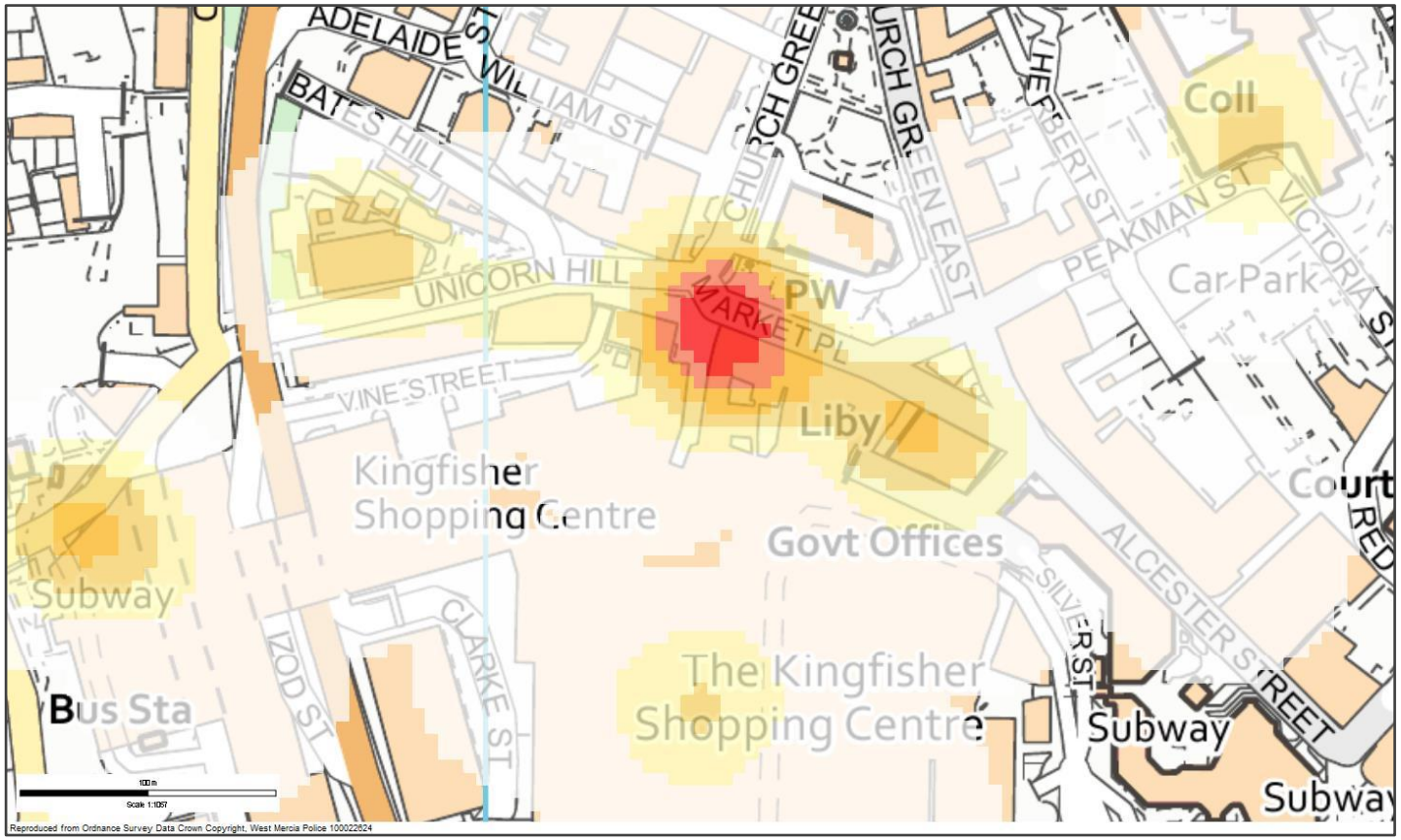
Key Public Order and ASB Trends

Locations:
Market Place and Unicorn Hill are key areas of Public Order and ASB activity.

Combined Public Order And ASB Hotspot Redditch Town Centre



Combined Public Order And ASB Hotspot Redditch Town Centre Zoom



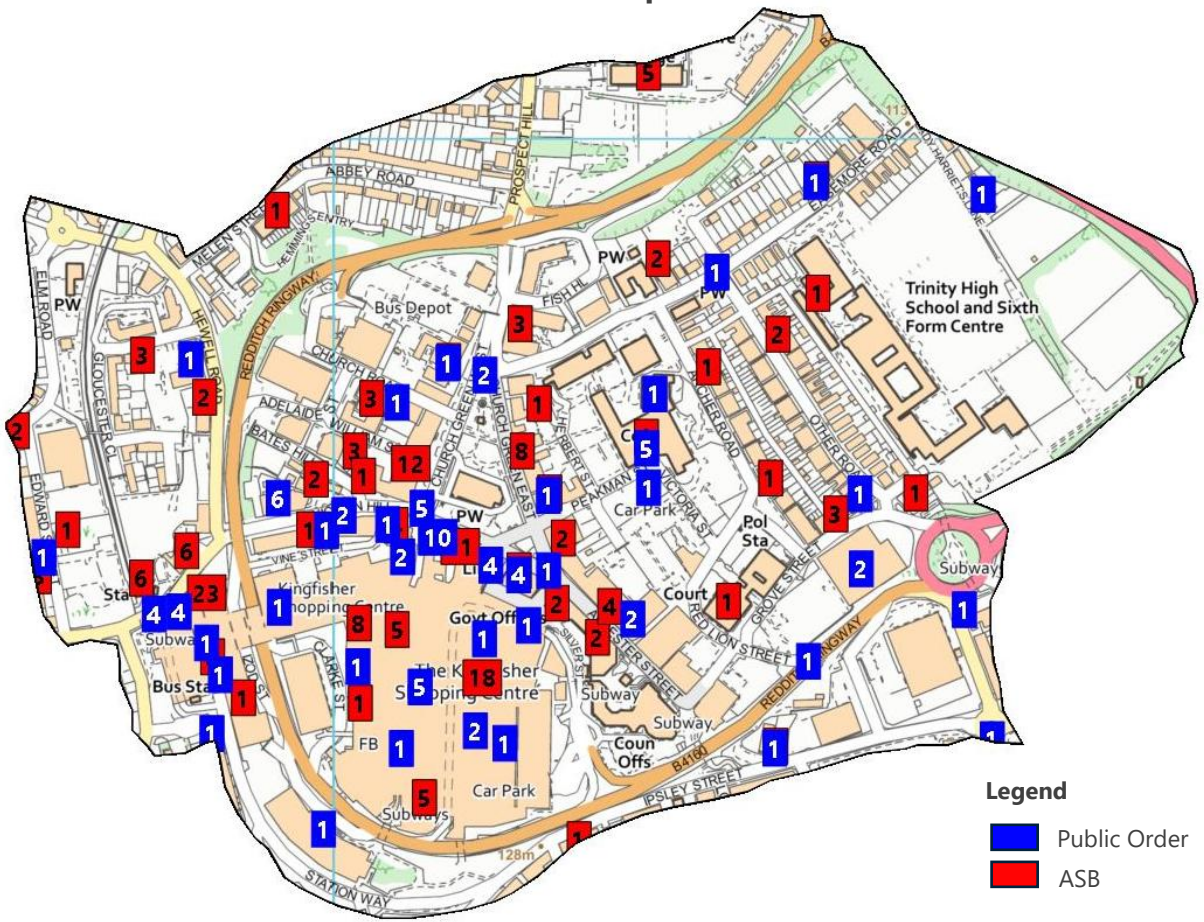
Point Map And Locations

Combined Public Order offences and ASB incidents for the most recent 12 months identify key locations for repeated reporting/offending.

Key Public Order and ASB Trends

Public Order Offences In The Town Centre Over 12 Months:
87
ASB In The Town Centre Over 12 Months:
195

Combined Public Order And ASB Point Map



The area within Redditch Town Centre primarily comprises of shops and food/drink establishments, with some residential properties.

More than half of all Public Order offences in the area (53%, n=46) were committed on five streets:

- Market Place (n=16).
- Unicorn Hill (n=14).
- Evesham Walk (n=8).
- Peakman Street (n=4).
- Church Green West (n=4).

36% (n=31) of Public Order was recorded as occurring on the street.
Other premises of note were:

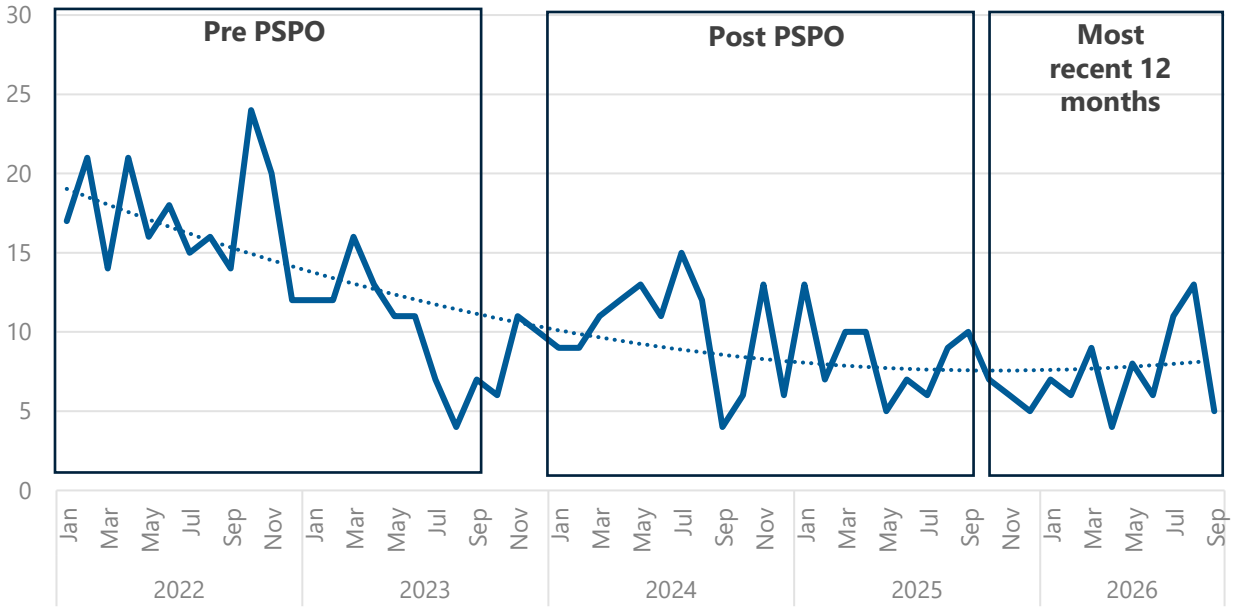
- Inside Kingfisher Shopping Centre (n=6).
- Bus Station (n=4).

66% (n=129) of ASB reports occurred across:

- Inside Kingfisher Shopping Centre (n=39).
- Unicorn Hill (n=29).
- Bus Station (n=23).
- Market Place (n=23).
- Church Green West (n=15).

Trends in Public Order Offences

Public Order Offence Trend 01 January 2022 to 30 September 2026



Key Public Order Trends

Yearly Average (Jan to Dec): 136	**Monthly Average Post PSPO:** 9 **Average Pre PSPO:** 14
Trend: Decreasing	**Monthly Average Most Recent 12 Months:** 7

Public Order offences within the town centre followed a similar trend to offences borough wide. This supports that this offending is endemic to the town centre environment, therefore the PSPO is a suitable intervention to protect these communities.

When analysing volumes pre and post PSPO implementation, Public Order offences decreased by 34% (n=103). A two-sample t-Test comparing monthly volumes between the two comparison periods found this decrease was statistically significant (p=0.0005). This suggests that the decrease observed was unlikely to be due to monthly variations alone, meaning it is highly likely this decrease was a result of the PSPO being in place.

As a result of these findings, it is recommended for the PSPO to continue due to the environment within the town centre acting as a facilitator to Public Order, with the PSPO being found to positively lead to a reduction in Public Order occurrence. Therefore, it can be inferred that the PSPO acts as a considerable mitigator to Public Order offending within the locality.

Trends in Public Order Offences

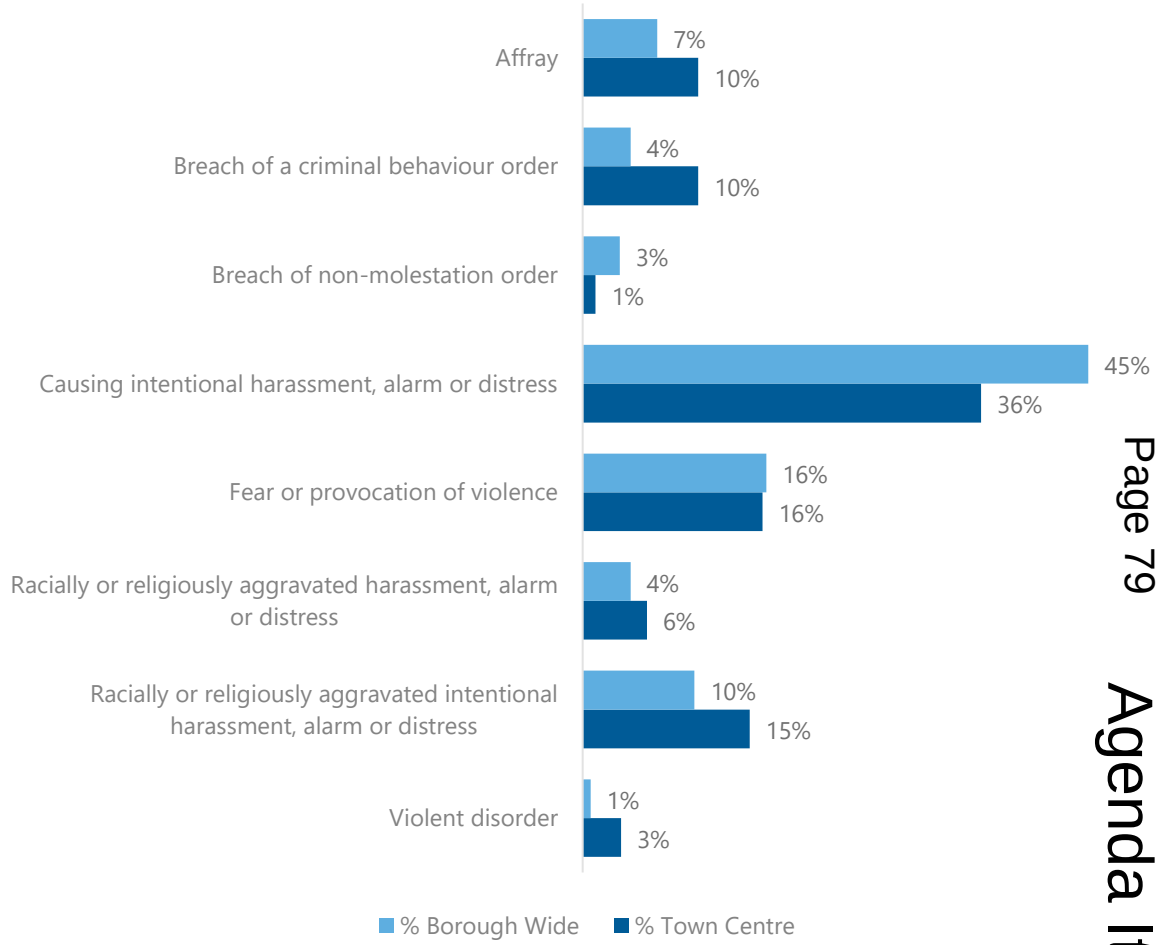
Two key offence types comprised 51% of all Public Order offending within Redditch Town Centre over the past 12 months:

- **Causing intentional harassment, alarm or distress** (36%, n=31).
- **Fear or provocation of violence** (16%, n=14).
- This is a changing trend when comparing borough wide trends and previous analysis (SPI_2023_331). In both instances, Breach of a Criminal Behaviour Order (CBO) was the second most prevalent offence. In the most recent 12-month period, Fear or provocation of violence was the second most common offence.
    - 21% (n=3) of these offences mentioned a knife or threats to stab others.
    - Under the Knife Crime Concentration Fund (KCCF), two hyperlocal areas exist in Redditch Town Centre. Collaborative working between enforcers of the PSPO and KCCF should continue, to mitigate this identified Public Order theme.

Public Order Offence Types Redditch Town Centre, Most Recent 12 Months

Public Order Offence Type	Volume	% of Total
Causing intentional harassment, alarm or distress	31	36%
Fear or provocation of violence	14	16%
Racially or religiously aggravated intentional harassment, alarm or distress	13	15%
Affray	9	10%
Breach of a criminal behaviour order	9	10%
Racially or religiously aggravated harassment, alarm or distress	5	6%
Violent disorder	3	3%
Breach a sexual risk order / risk of harm order etc. or fail to comply with requirement under Sec 122 c (4)	1	1%
Breach of non-molestation order	1	1%
Triable either-way offences Poisons Act 1972 Sec 3(1) 3A (1) 3B (1)	1	1%
Total	**87**	**100%**

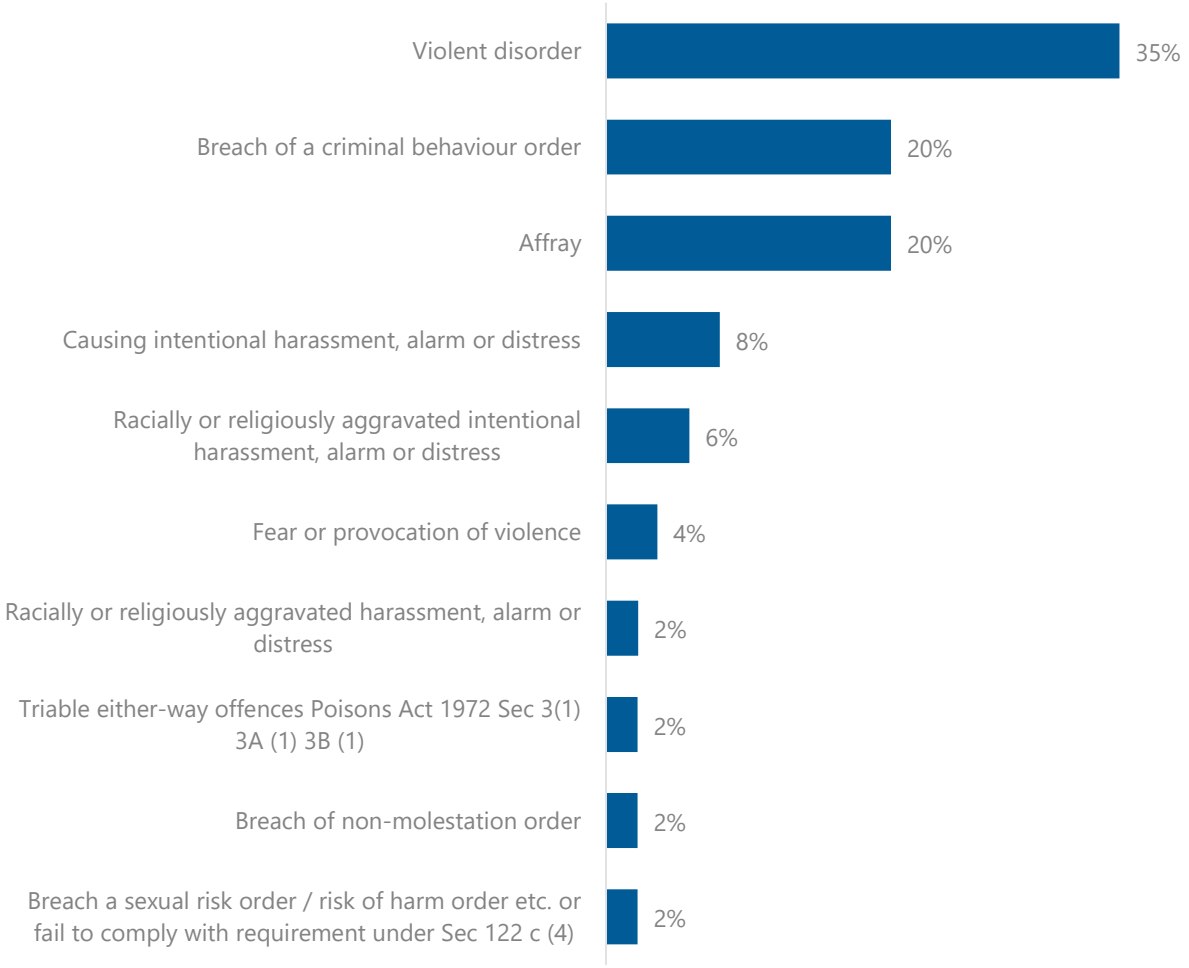
Highest Volume Offence Types Comparison Of Proportions, Most Recent 12 Months



- **Racially or religiously aggravated harassment** was the third most prevalent offence within the most recent 12 months (15%, n=13). Increased community tensions and media coverage surrounding immigration likely contributed to this theme. This can be expected to continue in upcoming reporting periods. Protective measures supporting vulnerable members of the community should be prioritised here.

Trends in Public Order Offence Harm

Public Order Offence Types by Harm, Redditch Town Centre, Most Recent 12 Months



Key Public Order Harm Trends

Greatest Contributor to Harm:
Violent disorder (35%, n=3)

Breaches of CBO's, Affray and Violent disorder offences were the highest contributors of harm in Redditch Town Centre in the most recent 12 months. This is unchanged and consistent when compared to previous analysis (SPI_2023_331).

- **Violent disorder** accounted for three offences and accounted for 35% of the total harm. No other Violent disorder offences were recorded to have been committed outside of the town centre within Redditch Borough. This would suggest the environment within the town centre enables this type of offending.
    - When considering borough wide Violent disorder volumes pre and post PSPO comparison periods, offending halved following PSPO implementation. This suggests a PSPO being in place can act to effectively reduce harmful offences from being committed.
- **Breach of a CBO** accounted for nine offences and accounted for 20% of the total harm. This is understood to be due to previously identified offenders continuing to offend within the town centre. Therefore, although high harm this demonstrates positive enforceable activity by law enforcement.
- **Affray** accounted for nine offences and accounted for 20% of the total harm. Affray was 1.4 times more likely to occur within the town centre compared to the rest of the borough. Offences largely related to fights taking place in public, mostly occurring on Market Place and Unicorn Hill (n=3). It is likely that alcohol acts as a facilitator to these offences, with licensed premises possibly acting as enablers to Affray, with 78% (n=7) of offences being committed within nighttime economy hours.

Trends in Public Order Offences

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

The greatest volume of offences were recorded on Saturdays (n=30) and Mondays (n=13).
The hours with the greatest volume were 11:00 to 11:59 (n=7), 12:00 to 12:59 (n=7) and 02:00 to 02:59 (n=6).

Periods of greatest activity were identified as:

- **Monday evenings** between 17:00 and 23:59 (n=8).
- **Friday evenings/Saturday mornings** between 00:00 and 04:59 hours (n=13).
- **Saturday mornings/afternoons** between 11:00 and 16:59 (n=14).
- **Saturday evenings/Sunday mornings** between 22:00 and 05:59 (n=7).

Key Public Order Temporal Trends

Periods With Greatest Volume Of Public Order Offences:

Saturday mornings/afternoons between 11:00 and 16:59 (n=14).

Friday evenings/Saturday mornings between 00:00 and 04:59 hours (n=13).

There is a positive relationship with Public Order offences occurring within Redditch Town Centre during **nighttime economy** hours.

Public Order Offences in Redditch Town Centre by Hour and Day, Most Recent 12 Months

Day	00:00-00:59	01:00-01:59	02:00-02:59	03:00-03:59	04:00-04:59	05:00-05:59	06:00-06:59	07:00-07:59	08:00-08:59	09:00-09:59	10:00-10:59	11:00-11:59	12:00-12:59	13:00-13:59	14:00-14:59	15:00-15:59	16:00-16:59	17:00-17:59	18:00-18:59	19:00-19:59	20:00-20:59	21:00-21:59	22:00-22:59	23:00-23:59	Total
Monday											1		2			2		1	3	1	2			1	13
Tuesday		1		1	2							2		1	1		1								9
Wednesday							1						1			2									4
Thursday								1	1							1	1	1		2		2			9
Friday											1		2	1								1		1	6
Saturday	3	1	5	2	2			1				5	1	2	3		3		1		1				30
Sunday	1	2	1		1	1							1					2		1			1		11
Total	**4**	**4**	**6**	**3**	**5**	**1**	**1**	**2**	**1**	**0**	**2**	**7**	**7**	**4**	**4**	**5**	**5**	**4**	**4**	**4**	**3**	**3**	**1**	**2**	**82**

Trends in Public Order Offences

Periods With Greatest Volume In Public Order Offences in Most Recent 12 Months

Saturday mornings/afternoons:
11:00 and 16:59
(n=14)
Specific hour:
11:00 to 11:59 (n=5)

Highest Volume Locations:
- Walford Walk (n=3), Unicorn Hill (n=2), Evesham Walk (n=2) and Easemore Road (n=2).
- Four offences committed inside Kingfisher Shopping Centre.

Offence Categories
- Causing intentional harassment, alarm or distress (n=6).
- Breach of a CBO (n=2).
- Fear or provocation of violence (n=2).
- Breach a sexual risk order / risk of harm order etc. or fail to comply with requirement under Sec 122 c (4) (n=1).
- Racially or religiously aggravated harassment, alarm or distress (n=1).
- Violent disorder (n=1).

Nature of offences:
- Football related disorder.
- Intoxication.
- Racism.
- Road rage.
- Threats.

Friday evenings/Saturday mornings:
00:00 and 04:59 hours
(n=13)
Specific hour:
02:00 to 02:59 (n=5)

Highest Volume Locations:
- Market Place (n=7) and Unicorn Hill (n=3).

Offence Categories
- Racially or religiously aggravated intentional harassment, alarm or distress (n=5).
- Affray (n=4).
- Breach of a CBO (n=2).
- Causing intentional harassment, alarm or distress (n=1).
- Fear or provocation of violence (n=1).

Nature of offences:
- Fighting.
- Homophobia.
- Intoxication.
- Racism.
- Threats.

Trends in Public Order Offences

Nominal Data For Public Order Offences By Age And Role, Most Recent 12 Months

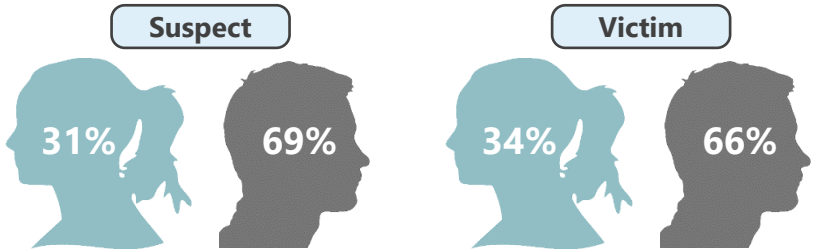
	% of Nominals		% of Offences	
Age	Suspect	Victim	Suspect	Victim
10 to 19 years	21%	13%	18%	12%
20 to 29 years	10%	23%	16%	24%
30 to 39 years	29%	23%	30%	22%
40 to 49 years	24%	16%	23%	19%
50 to 59 years	8%	16%	7%	15%
60 to 69 years	6%	5%	5%	5%
70 to 79 years	0%	4%	0%	3%
80 to 89 years	2%	0%	1%	0%

Age of Offenders

The greatest proportion of victims and suspects were aged between 20 to 49 years.

- 10% of suspects were aged 20 to 29 years (n=6), 29% aged 30 to 39 years (n=18) and 24% aged 40 to 49 years (n=15).
- 23% of victims were aged 20 to 29 years and 30 to 39 years (n=13) and 16% were aged 40 to 49 years (n=9).

Public Order Offence by Gender and Role, Most Recent 12 Months



Key Public Order Nominal Trends

Age and Gender Trends for Suspects and Victims:

69% (n=48) of suspects were male.

66% (n=38) of victims were male.

The greatest proportion of victims and suspects were aged between 30 to 39 years (26%, n=35).

Suspect and Victim Roles

Four repeat suspects accounted for 22% (n=16) of offences committed in the most recent 12 months. Repeat suspects were 1.3 times more likely to be male.

Repeat suspect offending involved:

- Breach of a CBO (n=9). These were committed by two repeat suspects.
- Causing intentional harassment, alarm or distress (n=4).
- Racially or religiously aggravated intentional harassment, alarm or distress (n=2).
- Fear or provocation of violence (n=1).

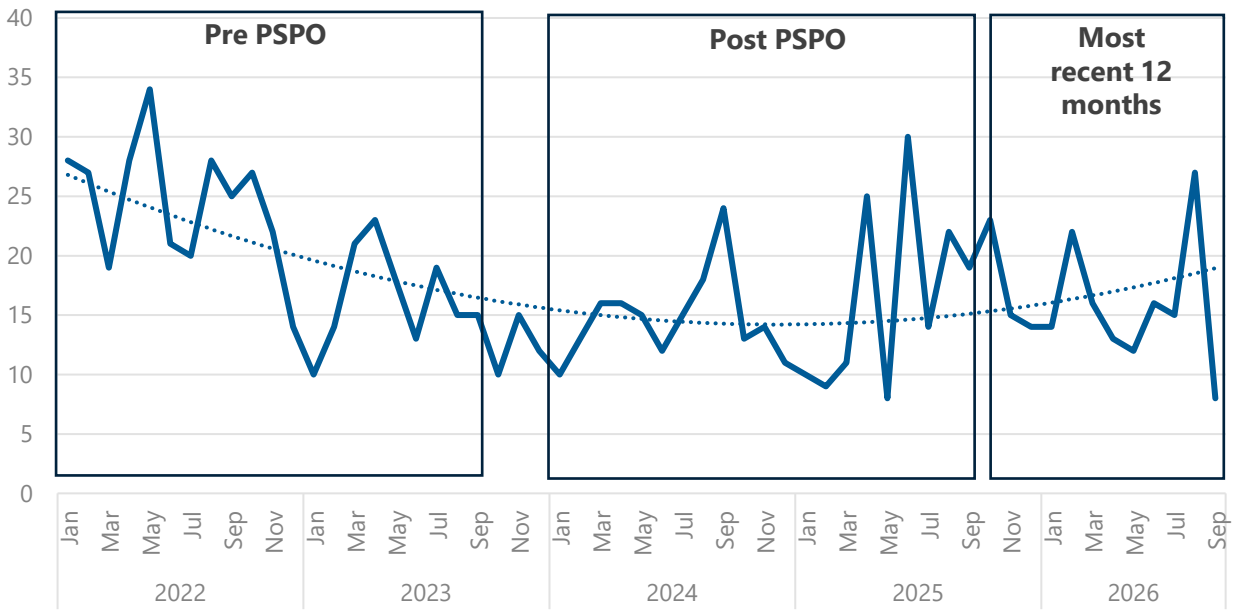
Three repeat victims accounted for 10% (n=6) of offences committed in the most recent 12 months. Repeat victims were two times more likely to be male.

Victims were most subject to:

- Racially or religiously aggravated intentional harassment, alarm or distress (n=4).
- Causing intentional harassment, alarm or distress (n=2).

Trends in Antisocial Behaviour

ASB Trend 01 January 2022 to 30 September 2026



Key ASB Trends

Yearly Average (Jan to Dec): 214

Monthly Average Post PSPO: 15

Average Pre PSPO: 21

Trend:
Overall trend: Stable
Monthly trend: Fluctuating

Monthly Average Most Recent 12 Months: 16

Since the implementation of the PSPO in January 2024, ASB reports have generally remained stable. Month on month trends fluctuate more. Highest demand periods in the most recent 12 months were October (n=23), February (n=22) and August (n=27). ASB during these times were mostly driven by youth related ASB and reports of persons breaching CBOs or Community Protection Notices (CPNs).

Due to lower reported volumes of ASB in Redditch Town Centre compared to Redditch Borough, it can be expected for monthly fluctuating trends to continue. This is due to smaller volumes having a greater effect on comparative change.

ASB incidence showed a greater decrease within the town centre (29% decrease, n=6) compared to across the borough (18% decrease, n=23) when comparing pre PSPO and post PSPO volumes. This suggests the PSPO has had a positive effect on ASB incidence within the town centre area.

E-bikes, E-scooters and Face Coverings

ASB was analysed to understand the volume of reports where E-bikes, E-scooters or face coverings were mentioned. In the most recent 12 months, only one report mentioned an E-bike or E-scooter. This involved a young person on the train station car park. Similarly, only one report mentioned a face covering, whereby youths entered a derelict building and were reported to have put face masks on. It is likely ASB involving these themes is underreported, meaning true volumes could be higher.

Redditch

Map of ASB in Redditch Town Centre 2025/26


Trinity High School and Sixth Form Centre
Bus Depot
Kingfisher Shopping Centre
Govt Offices
The Kingfisher Shopping Centre
Car Park
Pol Sta
Court
Liby
Bus Sta
Subways
Subway
Coun Offs
ABBEY ROAD
EASEMORE ROAD
REDDITCH WAY
ALCESTER STREET
MARKET PLACE
CHURCH GREEN WEST
UNICORN HILL
ADELAIDE STREET
WILLIAM STREET
PEARMAN STREET
VICTORIA STREET
CROSS STREET
CLARKE ST
ELM ROAD
EDWARD STREET
HIPPELL ROAD
GLOUCESTER CL
PROSPECT HILL
VALLEY STREET
CHURCH ROAD
PEEL STREET
OTHER ROAD
ALCESTER ROAD
ORCHARD WAY
PEAKE CRESCENT
VINE STREET
PARKER ST
ISAAC'S LANE
PEEL GREEN WEST
PEEL GREEN EAST
PEPPER ALLEY
ALCESTER STREET
ORCHARD WAY
ESSEX ROAD
ABBEY ROAD
PEPPER ALLEY
PEEL GREEN EAST
PEEL GREEN WEST

Trends in Antisocial Behaviour

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

More reports were made on Fridays (n=34) and Saturdays (n=40) than other days.

Hours of greatest volume were 16:00 to 16:59 (n=25), 17:00 to 17:59 (n=24), and 18:00 to 18:59 (n=16).

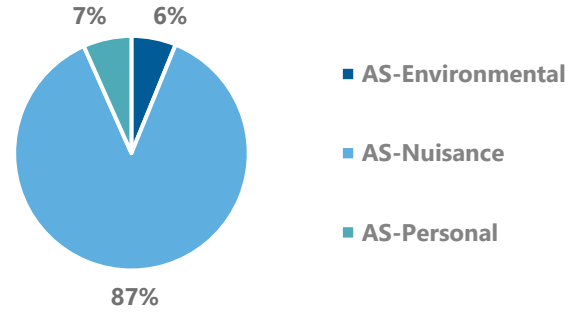
Periods of greatest activity were identified as:

- **Monday afternoons/evenings** between 14:00 and 21:59 (n=22).
- **Friday afternoons/early evenings** between 16:00 and 18:59 (n=14).
- **Saturday evenings** between 16:00 and 19:59 (n=14).

Key ASB Temporal Trends

Periods With Greatest Volume Of ASB:
Monday afternoons/evenings between 14:00 and 21:59.

ASB Type Breakdown, Most Recent 12 Months



ASB in Redditch Town Centre by Hour and Day, Most Recent 12 Months

Day	00:00-00:59	01:00-01:59	02:00-02:59	03:00-03:59	04:00-04:59	05:00-05:59	06:00-06:59	07:00-07:59	08:00-08:59	09:00-09:59	10:00-10:59	11:00-11:59	12:00-12:59	13:00-13:59	14:00-14:59	15:00-15:59	16:00-16:59	17:00-17:59	18:00-18:59	19:00-19:59	20:00-20:59	21:00-21:59	22:00-22:59	23:00-23:59	Total
Monday	1	2	1									1	1	1	2	3	6	3	2	1	2	3	1	1	3
Tuesday				1				1			1			5	3	3	1	3	2		1		1		22
Wednesday	1								1	1			2	1	1	3	4	4	1	2	3				22
Thursday	1	2			1				1			1		2		2	5	1	1	2		1	2	1	23
Friday	4						1					2	3	2		1	5	2	7		2		2	3	33
Saturday		2	4	2	1		1	1		2		2	3	1	1	1	3	6	3	2	1	1		3	40
Sunday	2		3		1								1		1	2	1	5		2	1	1		1	21
Total	**9**	**6**	**8**	**3**	**3**	**0**	**2**	**2**	**2**	**3**	**1**	**6**	**10**	**12**	**8**	**15**	**25**	**24**	**16**	**9**	**10**	**6**	**6**	**9**	**195**

Trends in Antisocial Behaviour

Periods With Greatest Volume In ASB in Most Recent 12 Months

Monday afternoons/evenings: 14:00 and 21:59 (n=22) Specific hour: 16:00 to 16:59 (n=6)	Friday afternoons/early evenings: 16:00 and 18:59 (n=14) Specific hour: 18:00 to 18:59 (n=7)	Saturday evenings: 16:00 and 19:59 (n=14) Specific hour: 17:00 to 17:59 (n=6)
Highest Volume Locations: • 41% (n=9) of incidents occurred inside Kingfisher Shopping Centre. • Church Green East (n=3). **Qualifiers:** • Alcohol (n=5). • Youth Related (n=4). **Details from log text:** • Youths congregating drinking and playing loud music. • Intoxication. • Verbal abuse. • Youths entering an abandoned building. • Drug use. • Dispersal notices.	**Highest Volume Locations:** • Unicorn Hill (n=4). • Inside Kingfisher Shopping Centre (n=3). **Qualifiers:** • Vulnerable Child/Young Person (n=4). • Alcohol (n=2). • Youth Related (n=2). **Details from log text:** • Intoxication. • Arguments between groups of people. • E-Scooter use in a car park. • Youths congregating. • Refusal to leave business premises. • Drugs use.	**Highest Volume Locations:** • Inside Kingfisher Shopping Centre (n=3). **Qualifiers:** • Youth related (n=6). **Details from log text:** • Youths congregating. • Refusal to leave business premises. • Drug use. • Youths entering an abandoned building.

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Appendix 3: PSPO Consultation Report – 2026

1. Survey results into the effectiveness the Public Space Protection Order in Redditch Town Centre and a proposal to extend the current order

Headline Findings

- There is overwhelming support for extending the PSPO, with 96% of respondents supporting its continuation for a further three years.
- Whilst 61% of respondents reported witnessing anti-social behaviour (ASB) in the town centre during the last 12 months, 69% of those who witnessed incidents did not report them.
- Most respondents felt the PSPO has been either effective or partially effective in addressing ASB within the town centre.

Key Themes

Strong Support for the PSPO - The majority of respondents view the PSPO as an important tool for tackling alcohol-related ASB, drug use, public nuisance and intimidating behaviour. Many felt it contributes to maintaining a safer and more welcoming town centre environment.

Concerns Around Enforcement - The most consistent theme throughout the responses was a perception that enforcement is not sufficiently visible or consistent. Many respondents felt that the powers available under the PSPO need to be utilised more proactively, particularly in known hotspot locations and against repeat offenders.

Low Levels of Reporting - A significant number of respondents who had witnessed ASB had not reported it. Common reasons included:

- A lack of confidence that action would be taken.
- Uncertainty about how or where to report incidents.
- The perception that ASB has become a regular occurrence.
- Frustration with reporting processes and response times.

This suggests there may be opportunities to improve public awareness of reporting routes and demonstrate the outcomes achieved through reports received.

Ongoing Issues with Drugs and Alcohol - Respondents frequently referred to concerns relating to:

- Street drinking.
- Drug use and suspected dealing.
- Public intoxication.
- Associated nuisance behaviour, including littering and public urination.

Many comments suggested that a relatively small number of repeat individuals are responsible for a disproportionate amount of the reported ASB.

Church Green Identified as the Main Hotspot - Church Green and the surrounding area were referenced most frequently throughout the consultation. Respondents identified concerns relating to street drinking, drug use, begging and intimidating behaviour in and around:

- Church Green.
- St Stephen's Church.
- The Bandstand area.
- William Street and Silver Street.
- The Kingfisher Centre entrance adjacent to the church.

Desire for a Greater Enforcement Presence - Many respondents called for increased visibility of police officers, PCSOs and enforcement officers, particularly during evenings and weekends. There was a strong view that visible patrols would improve confidence and act as a deterrent to ASB.

Impact on Perceptions of Safety - Several respondents reported that ASB affects their willingness to visit the town centre, particularly during the evening. Families, older residents and vulnerable individuals were identified as groups most likely to feel intimidated by persistent ASB.

Need for a Balanced Approach - Whilst supportive of enforcement activity, some respondents highlighted the need to address underlying issues such as homelessness, substance misuse and mental health. These respondents felt enforcement should be complemented by support and outreach services.

Additional Suggestions from Respondents - Respondents also suggested:

- Increased CCTV coverage.
- Greater publicity of enforcement outcomes.
- Public awareness campaigns on reporting ASB.
- Further action on e-scooters and e-bikes.
- Consideration of similar intervention in other areas of Redditch experiencing ASB.

Conclusion

The consultation demonstrates clear support for renewing the PSPO and indicates that residents, businesses, and visitors continue to view it as a valuable tool for helping manage ASB within Redditch Town Centre. However, respondents consistently identified enforcement visibility, improving confidence in reporting and ongoing issues relating to drugs and alcohol as areas where further work is required. Church Green remains the principal location of concern and would benefit from more targeted attention as part of any future enforcement and partnership activity.

2. All Consultation Results as Written – [Names have been removed in line with Consultation Privacy Statement]

Question 1

Which of the following best describes you? Please tick all that apply			
Answer Choice		**Response Percent**	**Response Total**
1	I live in Redditch Town Centre, within the red PSPO boundary line, as shown on the map.	5.6%	11
2	I live in Redditch Town Centre but outside of the Town Centre PSPO area	14.4%	28
3	I live in Redditch Borough but not in the Town Centre	72.8%	142
4	I am a Business Owner / Employee in the Town Centre	9.2%	18
5	I am a Representative / Employee in the Alcohol Licensing Trade	0.5%	1
6	I am a Redditch Ward Councillor	0.5%	1
7	I am a Redditch County Councillor	1.5%	3

8	I represent a Charity, Voluntary Organisation or Community Group *	5.1%	10
9	I represent a Religious Establishment *	0.0%	0
10	I represent a different organisation or group *	2.1%	4
11	Other (please specify):	6.7%	13
* Please provide the name of your group/organisation/establishment			24
		answered	**195**
		skipped	**1**

Question 2

Please let us know where in Redditch Borough you live.	
Please select area	
Abbeydale	5
Astwood Bank	6
Batchley	20
Brockhill	7
Callow Hill	4
Church Hill North	10
Church Hill South	6
Crabbs Cross	3
Enfield	3
Feckenham	1
Greenlands	8
Headless Cross	11
Hunt End	3
Ipsley	2
Lakeside	1
Lodge Park	2
Matchborough East	4

Matchborough West	7
Oakenshaw	6
Oakenshaw South	5
Riverside	7
Smallwood	3
Southcrest	10
St. Georges	1
Town Centre	6
Walkwood	1
Webheath	10
Winyates East	8
Winyates Green	9
Winyates West	3
Wirehill	2
Woodrow North	1
Woodrow South	1
Response Total	**176**
Answered	**176**
Skipped	**20**

Question 3

Have you witnessed Anti-Social Behaviour (ASB) in public areas in Redditch Town Centre in the last 12 months?			
Answer Choice		**Response Percent**	**Response Total**
1	Yes	61.0%	119
2	No	39.0%	76
		answered	**195**
		skipped	**1**

Question 4

Did you report the Anti-Social Behaviour (ASB) you witnessed in Redditch Town Centre?			
Answer Choice		**Response Percent**	**Response Total**
1	Yes	31.1%	37
2	No	68.9%	82
		answered	**119**
		skipped	**77**

Question 5

Who did you report the Anti-Social Behaviour (ASB) you witnessed to?			
Answer Choice		**Response Percent**	**Response Total**
1	Police	70.3%	26
2	Redditch Borough Council	10.8%	4
3	Other (please specify):	18.9%	7
Comments:			10
		answered	**37**
		skipped	**159**

Question 6

Please tell us why you did not report the Anti-Social Behaviour (ASB) you witnessed?			
Answer Choice		**Response Percent**	**Response Total**
1		100.0%	73
		answered	**73**
		skipped	**123**

Question 7

Do you think the current PSPO has been effective since it was put in place in January 2024?			
Answer Choice		**Response Percent**	**Response Total**
1	Yes	32.3%	62
2	No	16.1%	31
3	Partially	38.5%	74
4	It doesn't affect me	13.0%	25
Comments:			67
		answered	**192**
		skipped	**4**

Question 8

Do you support the extension of the Town Centre PSPO for a further 3 years (2027-2030), to deal with the problems below: Alcohol related anti-social behaviour Misuse of Psychoactive Substances (e.g. Nitrous Oxide) Public Urination, Defecation and other Offensive, Indecent or Threatening Behaviour Abusive, Obscene and Threatening Language			
Answer Choice		**Response Percent**	**Response Total**
1	Yes	95.9%	187
2	No	4.1%	8
Comments:			70
		answered	**195**
		skipped	**1**

Question 9

Please tell us anything else you think we should know about ASB in Redditch Town Centre:			
Answer Choice		**Response Percent**	**Response Total**
1		100.0%	77
		answered	**77**
		skipped	**119**

Comments:

[*Summary of a comment about the consultation survey materials:*] there is concern about the accuracy and clarity of the consultation material for the proposed three-year extension of the PSPO and whether consultees had sufficient information to understand the scope and operation of the existing Order.

It is believed that some descriptions of the restrictions did not adequately explain the conditions, qualifications and exemptions within the Order. Specific concerns relate to the distinction between a blanket prohibition on alcohol consumption and conditional powers to require a person to stop drinking or surrender alcohol; the scope of restrictions on intoxicating substances and associated items; and the threshold applicable to prohibited language and behaviour. Clarification is requested regarding references to removing items and possible arrest, including the distinction between requirements under the PSPO and separate police powers. It is requested that the consultation materials and survey questions be reviewed against the current Order, amended where necessary, and accompanied by readily accessible full wording of the Order. Also confirm how responses submitted before any material corrections would be treated and whether respondents would have an opportunity to reconsider their views. This does not suggest deliberate misrepresentation and it is requested that these concerns are retained as part of the consultation record and provided to those responsible for the subsequent report and decision.
Electric bikes are being used more often and are ridden very fast through the town centre. The Council should also enforce no head coverings.
Drug addicts and alcoholics make nuisances of themselves and fight. The highly organised drug dealing business just keeps attracting more and more addicts. We have to keep on top of this. As well as begging some people will be shoplifting in desperation to obtain drugs. Some dealers stick out because they are very unpleasant unlike usual local people. The local Cafes suffer from fighting abusive addicts frightening customers away. A lot can be observed easily from this corner cafe at 3 cooks. Exchanging money drugs etc. We need to keep on top of these people
Police (PCs and PCSOs) walking in the areas both during the day and night. RBC officers taking enforcement action for a whole range of things including anti-social and illegal parking. On the spot fines for littering including £100 for dropping a cigarette butt. MANY years ago some UK cities had street wardens who issued £50 fines.
It would a ride everywhere. Oafs riding small motorbikes in. Arrow valley anyone want to deal with that??
I strongly believe that this order should be extended until such time the town centre is free of idiots and miscreant activity - hopefully in my lifetime!!
Face coverings of all kinds need to be banned. They are intimidating.
Very unclear as to who this is and how to report it
Car with the noisy exhaust going round town at night
I work on Church Green East, opposite the fountain. Everyday we see the same suspects drinking alcohol on the benches. Twice in the space of 4 days I have had to go outside to stop the same man from urinating up the side of [redacted]. This gentleman doesn't even close the door, so on both occasions, [redacted]
The order should be extended to cover loud busking and behaviour than an officer could reasonably believe would cause a nuisance or discomfort to other members of the public.
Alcohol Ban. No carrying unless in a bag. No consuming. As current legislation is not clear boundary.
ASB in bus station. Loitering on steps Smoking cannabis and vaping on steps and within kingfisher
It's getting worse
It should be made larger
People don't gave enough social activities to do in Redditch, more pubs and clubs needed Bottomless brunch

Drunks outside [redacted] in town centre on seats by bus stop
Having more visible policing or community support officers
As the nights draw in it makes the centre and parking area safer for all those that work and shop in the centre
Needs a more obvious presence of enforcement
Sorry stop going into town centre at night due to our age it doesn't fell safe
Littering, smoking illegal substances, threatening behaviour was a regular occurrence when i worked in town 25/26.
Drug users in the open along with drinking cans and bottle of alcohol in the open by the church.
It supports the role of the police
Make sure tyere is enough staff on duty to ensure ASB works
We don't go into Redditch as much as we used to for 2 reasons: Firstly because it can be quite intimidating on occasions when there are groups of [redacted] youths behaving badly [redacted] Secondly the town centre no longer has a great deal to offer because of all the empty shops.
It seems to me that the area covered is far too large and it should be confined to the area immediately around the Church green.
Promote what we should do should we witness anything. Within the Kingfisher one can report to security but what if it's outside there?
[redacted]
Should be extended to cover the whole borough.
Patrolling the exclusion area as much as possible (with the limited resources)
Not enough police to really see any difference
You need a youth centre with youth workers to support these kids not just try to move them on. They need help/guidance ultimately.
The place looks a mess nothing there to see of a night time . Give kids more things to do regularly youth club or something Problem drinkers help Shop lifters help Maybe have street wardens in busy periods
You need to move on the beggars and the drunks get them out of the town centre
Look
Please could you look into beggars, most of these people have homes/places they live in and only want the money for drugs and alcohol
Lot of anti social behaviour
The drug use in the town is a huge concern
Feel like it's mostly the same 15 to 20 people.
I can't say that I've noticed any difference
I've no issues regarding the town centre
It is intimidating. I wouldn't want to sit on the benches with this going on around me. It makes passers by move on instead of the offenders
The problem is everywhere sadly. No one has any real power to deal and stop this behaviour.

Individuals who are street homeless begging outside of establishments. Often for money to buy illicit substances. While there are outreach programmes for rough sleepers - this behaviour can cause unease and fear for the general public visiting the town centre.
Antisocial behaviour has become much worse in the town centre mainly from youths wearing balaclavas intimidating people riding electric scooters in kingfisher centre
no comment
From what i read most of the town is relatively free of problems but i see and hear of problems in the Town Centre area which in a way is possibly to be expected. Having the order is a tool to keep it under control in a localised area and that extends to improvements just outside the are a- where i live!
Complete lack of police within the area and town centre. Just waking around and letting things happen around them is not acceptable
I only visit town centre maybe 4 times a month and definitely dont go out not become i am worried about anti social issues just dont go due to lack of nice places to eat and have a drink
As I visit the [redacted] regularly I would be frightened to attend the [redacted] snd go to the carparks without the ASB. You still get yobs but only a few
Think need more police/pcso presence to deter or keep on on asb
Lots of drinking still takes place in public
Druggies outside [redacted], & passage to Silver Street at the rear of the bank/Car park. In reply, yes, see the Police present out the front of the bank, but by the market stalls, passage to the Kingfisher Shopping Centre. It gives an awareness from the Sportsman's Arms toward the Church and picnic area there. My personal view: being disabled and vulnerable, I get a bit concerned; some idiots prancing about- that's beside the skateboards!
Continually monitoring the ASB situation is absolutely important
It's the same faces every week
There is always someone walking around with a can of larger regardless of any ASB.
There should be more firm approach toward the anti-social behaviour.
Parking by takeaway delivery drivers on church green is a problem especially for buses
Behaviours in the town centre generally aren't too bad. Begging seems to have subsided along with aggressive attempts to get passers by to subscribe to charities etc.
There are some people who are quite clearly mentally unwell, however are being told they have capacity. More jjoint working between the police and mental health teams might work.
We need a total ban on face coverings unless it’s a medical mask
No proper enforcement. Not enough Police Officers and PCSOs seen walking the areas during the day & night. Why doesn't RBC employ street wardens with the power to do on the spot fines for littering? Many years ago a city had a £50 fine for dropping a cigarette butt and enforced it.
Drugs, and drinking, especially back of [redacted], cameras don't do anything, need more patrols, only see security guards walking around very rare
Include banning all face coverings
N/A
more permanent cameras and much better monitoring of them

Littering and graffiti may not be caught in the moment but it can have a real affect on the area, it is disrespectful and costs taxpayers huge sums to rectify
They seem to be doing a great job
You need police presence in the town centre somewhere with a front desk where people can report things straight away, the place need to be proactive not reactive to deal with these issues.
Perhaps the police could look at the ASB caused by noisy cars driving at speed through the town.
I think one of the biggest problems is that people are starting to lose confidence in reporting antisocial behaviour because they don't feel anything will actually change. There needs to be better communication about what action is being taken, particularly when the same issues keep happening. I also think more needs to be done to prevent problems rather than simply responding once something has happened. Having a more visible presence around the town centre, particularly in known problem areas, would make a real difference. It's also important to listen to the people who spend time in the town centre every day, as they often see things that might not be reflected in official reports or statistics. I don't expect the police to solve everything overnight, and I appreciate the pressures they're under, but there needs to be a more joined-up and consistent approach. Ultimately, people want to feel that their concerns are being listened to and that reporting incidents actually leads to something being done.
As above
I think we need to focus on the parameters of the current pspo. It is successful. Is there any evidence that moving people on is creating problems elsewhere?
….can I just flag a really important view for you so you can maybe get a focus on.round by the [redacted] by the kingfisher….every time I go there there's drunks and druggies hanging around swearing etc…hopefully by now this as been made to your attention all the councils….the [redacted] come running out the other week saying what's going on with this town deeply concerned because the whole area people are starting to avoid….why on earth these people can just do what they want….with a police station round the corner.if you could just reply and let me know what focus is going on with this that would be great ?
There needs to be police around [redacted] in the evening. It's not safe
Although not the main target of the order, there are still a considerable number of instances of illegal usage of e-scooters in the area.
Have extra security Have extra Police Have extra cameras

Question 10

Please tell us anything else you think we should know about ASB in any other areas of Redditch:			
Answer Choice		**Response Percent**	**Response Total**
1		100.0%	60
		answered	**60**
		skipped	**136**

Comments:
The pspo area should be extended out along mount pleasant/Plymouth road in southcrest as can hear people screaming obsceneties at each other, potentially due to drug/alcohol abuse
See earlier comments. A total lack of enforcement.
See above
Sadly the significant littering needs to be reduced - we have such a green and verdant borough marred by the constant dumping of litter from apparently motor vehicles we need some form of deterrent /reduction campaign.
Something needs to be done in the Church Green area groups of down and outs gathering with cans of beer etc.
Same as above. As well as loitering and public property being damaged consistently in several areas around Redditch.
Batchley shops area often has ASB incidents
Need proper enforcement from church green parking on green lane. Nighty time too. AndPubs . [redacted]. To have litter bins for cigarette and dope ends. Broken glass swept up before public start going to work or setting up market. No alcohol permitted to be openly carried or open or drunk with in the area. Public toilets to stop church grounds and back streets ally ways being used. It isn't "their fault" there isn't toilets.
Had someone already high looking for a 'light' didn't like my Sorry I don't answer and marched off muttering can't you just say no! Saw her later talking to community police. Winyates Centre. Officers are doing their best throughout the town.
Public services are under funded & resourced
I think there is growing evidence of antisocial behaviour within Arrow Valley Country Park. Largely reported in late afternoon and evening. This is very worrying and I would hope there is a focus on addressing the problems sooner rather than later. If not it will adversely affect a large number of residents who derive huge benefits from this facility.
Need more officers to walk the street / car parks as they do tend to loiter in the stairwell and can be quite volatile
Cannibis dealing in the area

Churchill, excessive motor vehicle and motor bike noise, mainly at night.
Arrow valley lake can be an intimidating area with gangs of youths hanging around and causing a nuisance.
We have recently moved away from Headless Cross. We lived close to [redacted] and experienced ASB on our doorstep from customers using the pub. We also experienced issues with parking. Customers were often drunk and abusive when we challenged them to move away from our property. The Pub has changed management and we feel more should be done to ensure residents needs are considered.
E scooters and motorbikes around AV Lake.
Some of the play areas around the Redditch area have drug related issues particularly with teenagers in the evenings. Arrow Valley lake can also have gangs of youths together which can be intimidating especially fir the elderly and disabled who are generally a bit more vulnerable.
There is still too much ASB in the town centre and it needs to be tackled more seriously.
Drug smells are becoming more and more common in local shopping centers, Winyates and Matchborough The smells are especially bad in and around [redacted] of the Kingfisher Centre, this shouldn't be acceptable and action should be taken to prevent it.
Matchborough centre ASB. In particular currently is the riding of non road legal motorbikes on the footways around the area.
Unfortunately when visiting relatives in Winyates we experienced drunken individuals who were using foul and abusive language and threatening each other, but not the general public.
Have seen trouble/drinkers down Batchley pond.
The whole of redditch needs more police to make a difference
Speeding Motorbikes around Brockhill Park & surrounding area. Teenagers smoking Canabis in that area also.
Happens near the train station quite a bit too.
It's everywhere people just dont have respect anymore and neither do their kid's Ive been on bus a few times had issues with young people starting on people maybe police should go on buses abit more specially nightime
Police are good and always been supportive. Could do with council employing enforcement officers
We need more police and a front door at the police station, so we can report any issues.
Extending it for the nxt 3yrs is good, I can't really comment about other areas as I don't go out much and I don't go out anywhere once it's dark.
None
The PSPO needs to be in other problem areas in Redditch such as Winyates centre, Woodrow Centre, Matchborough and Batchley.
Antisocial behaviour is prevalent all through Redditch areas and is becoming very unacceptable
Occasionally we get motor bike riders on Hopyard Lane driving very noisily and fast in the early evening
Not known or experienced by me or my family
All areas. Church hill centre Winyates centre Matchbrough centr and another centre. Ileagal parking outside schools, Winyates way, just passing through is no good.?

In my opinion, the entrance to Arrow Valley Park and [redacted]. Please note that both these areas can get congested with traffic coming off Batten Drive; in my opinion, it's an accident Black Spot!
Subways seem to be a generally problematic area, and not are covered by the proposed PSPO.
Drinking outside of town on summer street is an issue for ASB and also then causes litter. Really [redacted] should be held accountable/ have the alcohol licence removed
Most of the meetings with Police and Council representatives are happening mid-day Mon-Friday. I do not think the full time working people have any chance to raise the issues. There is no proper relationship with the local councillors, most of the time when something is reported there is no official feedback.
Arrow Valley Park has seen a deterioration in behaviour over the last 12-18 months
I'm not aware of behaviours in other parts of Redditch
Astwood Bank park and the grassland [redacted] are regularly used for drug dealing, likely because there are no cameras in Astwood Bank. Now its getting darker earlier it means it feels very uncomfortable walking the dogs, even on the street past the park.
Church Hill, Winyates and Matchborough are all suffering and have for years It has worsened if anything.
No proper enforcement. Not enough Police Officers and PCSOs seen walking the areas during the day & night. Why doesn't RBC employ street wardens with the power to do on the spot fines for littering? Many years ago a city had a £50 fine for dropping a cigarette butt and enforced it.
Many places around the boroughs have a lot of problems.
In winyates green we have trouble with masked youths on powered scooters racing up and down the paths and scaring neighbours
There are drug dealers operating close to first schools in Redditch!! Nothing is ever done despite reporting
N/A
morton stanley park needs monitorng
extend the area to cover ludlow road and west - bentley close and garden of remembrance and whole of the cemetary
speeding cars and bikes on dual carriage ways and main roads e.g studley road, EVERY DAY need average speed cameras ,more police presence and a clampdown on illegally modified vehicles who's noise alone is antisocial
removal of the drug addicts and drugs, they scare so many groups from young to old . It's really odd Redditch doesn't even have our own cells as big as the town is getting it obvious anti social behaviour is going rise. car thefts and brake ins have gone up. Kids thinking the own the streets carrying knives ect . We need to get a grip on the town before it gets any worse. including the area centres like matchbrough/ winyates/ Church hill
I'm not sure about this face covering idea. Seems a bit odd. I think I've only seen a couple of people wearing them. To somehow give a pcso that extra work seems unfair. People will start to say it should be people with religious coverings as well and that's way beyond where we should be. Anti-social behaviour is just that. Whatever you are wearing.

You need police presence in the town centre somewhere with a front desk where people can report things straight away, the place need to be proactive not reactive to deal with these issues.
Drug dealing from vehicles is common place. Vehicles parked on footpaths and grassed areas. Regular parking on zig zags by shoppers and licensed vehicles. Fly tipping around the estate.
William Street is a particularly popular spot for anti social behaviour
I generally feel very safe in Redditch.
It's mainly what I'm seeing is around the church and kingfisher entrance.im sure if the police focus on this they might catch a few drug dealers and dodgy dealings going on around this area with a bit of focus
I have to take my daughter [redacted] on Tuesdays evenings and it's scary around that area!

~ Survey Ends ~

3. Full List of Consultees

Type / Organisation	Role
Police and Crime Commissioner, West Mercia	Police and Crime Commissioner -
West Mercia Police – Senior Officers	Superintendent for North Worcestershire
	Chief Inspector for Redditch
	District Inspector for Redditch
Worcestershire County Council	Director of Public Health
Worcestershire County Councillors for Redditch	All Worcestershire County Councillors – Redditch Borough
Redditch Borough Councillors	All Redditch Borough Councillors
Feckenham Parish Council -	Parish Clerk
Redditch Borough Council	Chief Executive Executive Director Executive Director of Finance - S151 Corporate Leadership Team All Service Managers
Other organisations (such as community interest groups)	Members of North Worcestershire Community Safety Partnership
	Redditch Business Improvement District (BID) Members
	Rubicon Leisure - Palace Theatre
	Redditch Town Deal Board
	Safer Redditch CSP Sub-Group
	Redditch Town Centre Management Group
	Redditch Pub Watch
	Members of Redditch Housing First/Homelessness Group
	All Licensed and Off-License Premises
	All Businesses within the current PSPO area

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REDDITCH BOROUGH COUNCIL

Executive Committee **24th November 2026**

Quarter 2 2026/27 Housing Performance and Improvement Plan Update

Relevant Portfolio Holder	Councillor Ashley Monk
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry and Judith Willis
Report Author	Assistant Director of Environmental and Housing Property Services and Assistant Director of Community and Housing Services Contact email: simon.parry@bromsgroveandredditch.gov.uk, Judith.willis@bromsgroveandredditch.gov.uk
Wards Affected	All
Ward Councillor(s) consulted	N/A
Relevant Council Priority	Community and Housing
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. **RECOMMENDATIONS**

The Executive Committee is asked to RESOLVE that: -

1) **The Council's Quarter 2 2026/27 Housing Performance is noted and**

2) **The Housing Improvement Plan Quarter 2 2026/27 Update is noted.**

2. **EXECUTIVE SUMMARY**

2.1. **Performance**

Quarter 2 shows progress in stock information and repairs, with survey coverage increasing to 60.71% and non-emergency repairs completed within target improving to 78.90%. Tenancy audits reached 1,724, strengthening understanding of residents' needs.
Compliance across gas, asbestos, water and lift safety checks is maintained at 100%, with electrical safety checks improved to 97.83%, and damp and mould emergency and five-day make-safe measures achieved 100%.
Outstanding fire remedial actions fell from 2,033 to 1,918, although fire risk assessments fell to 89% with the ongoing completing of outstanding works remaining a priority.
Complaint response timeliness remained strong at 93.2% for Stage 1 and 100% for Stage 2, despite increased demand. Repairs timeliness,

void turnaround and rent arrears remain below target. Additional capacity, closer monitoring and learning from complaints are supporting improvement.

2.2. **Housing Improvement Plan**

The Housing Improvement Plan continues to address the significant improvements required following the Council's C3 regulatory judgement in July 2025. Overall, 35 actions are complete, 27 are on target, 14 are behind target (Amber) and seven are beyond their target date (Red). Recruitment, capacity constraints and increased complaint demand affected delivery during the quarter, with fire safety remedial works and stronger tenant influence remaining key priorities.
Progress includes additional fire remedial funding and contractor capacity, improved adaptations information and development of a housing-specific ASB and Hate Incident Policy. Totalmobile went live on 13 October 2026, after the reporting quarter, explaining its Quarter 2 red rating. Further priorities include reviewing stock condition survey quality assurance, aligning the Asset Management Strategy with the HRA Business Plan, formalising adaptations indicators, establishing the Tenant Scrutiny Panel and completing recruitment to the Tenant Housing Experience Team. Continued monitoring will focus on completing outstanding actions and translating improvements into safer homes, more reliable services and greater tenant accountability.

3. BACKGROUND

3.1. The Regulator for Social Housing (RSH) has established the 'Tenant Satisfaction Measures' (TSM). This places a responsibility on all social housing landlords, in England, to return performance information, so that each provider can be assessed for how well they are providing good quality homes and services.

3.2. Of the 23 measures, they are split between those that the landlord is required to measure directly (11) and those that are measured by tenant perception surveys (12).

3.3. This report also broadens the performance framework beyond the 11 landlord TSM measures to include additional indicators on key housing priorities, including tenancy audits, rent collection, former tenant arrears, void performance and associated rent loss.

3.4. The Social Housing (Regulation) Act 2023 strengthened consumer regulation and gave the Regulator of Social Housing new powers to proactively inspect social landlords with over 1,000 homes from April 2024.

3.5. The inspection of Redditch Borough Council's landlord services, published on 30 July 2025, resulted in a C3 grading and identified the need for significant improvement across repairs, fire safety, compliance data, stock condition information, tenant engagement, complaints handling and performance reporting.

3.6. Key issues included overdue repairs and fire safety remedial actions, inconsistent data and oversight, limited stock condition survey coverage, overdue water safety actions, weak tenant influence arrangements and performance information that was not easily accessible to tenants.

3.7. The Housing Improvement Plan was initially approved by Executive Committee on 2 September 2025 however a revised version was subsequently approved on 9 June 2026 and provides the framework for addressing these issues, improving compliance, strengthening oversight and driving service improvement. This report provides an update on progress to date.

4. OPERATIONAL DETAILS

TSM Landlord Measures 2026/27

4.1. The following sets out the performance for quarter 1 of 2026/27 with commentary where performance has not been on target or where updates on progress are being made. Appendix 1 summarises the performance data.

4.2. **RP – Keeping Properties in good repair**

RP01: Homes that do not meet the Decent Homes Standard

4.3. The Council's stock condition database holds Decent Homes data across four categories: Housing Health and Safety Rating System (HHSRS), reasonably modern facilities, state of repair and thermal comfort. Data cleansing and updates continue as works are completed, with follow-up surveys confirming repair or replacement needs. Recorded non-decency has risen slightly as recent stock condition surveys were added to the database, with affected properties being included in relevant capital programmes.

4.4. **Stock Condition Data**

The Council's consultants continue stock condition surveys, referring urgent issues to relevant teams for action. Asset data has been cleansed to improve stock information accuracy. As survey findings

arrive, the Capital Manager reviews work programmes to target investment at property needs and required standards.

Table 1: Stock Condition Surveys as % of stock

Q1	Q2	Q3	Q4
56.78%	60.71%		

4.5. **Repairs Completed in Timescales**

4.6. Repairs completion within target timescales generally improved in Quarter 2 but remained below 100%. Further gains are expected as the new Repairs Policy embeds. A planned 60-day priority code has better classified more complex repairs works, including window and door replacements. Recruitment of the Business Support Manager and Housing Property Services Manager in Quarter 2, alongside TotalMobile implementation in Quarter 3, will support data analysis to further identify performance issues and improve repairs delivery.

4.7. **Damp & Mould**

Awaab's Law sets response timescales for social landlords to address serious hazards, including damp, mould and emergency risks. In Quarter 2, both the 24-hour emergency and five-day hazard make-safe measures achieved 100%. Access difficulties at a small number of properties affected investigations within ten days and major works within 50 days, with major works performance remaining close to target.

4.8. **BS - Maintaining Building Safety**

Fire Safety

To improve performance and compliance, the Council now follows up 60 rather than 30 days before Fire Risk Assessment (FRA) expiry. However, the rolling FRA programme faced further consultant staffing delays this quarter. Staff departures delayed surveys and reports, but the consultant advises it is now fully staffed, with most outstanding assessment visits taking place in October 2026.

4.9. The outstanding remedial works from the FRAs are included in the table below.

Table 2: Fire Remedial Actions

2026/7	Q4 25/6	Q1	Q2	Q3	Q4
High	661	553	470		
Medium	1,436	1,342	1312		
Low	181	138	136		
	2,278	**2,033**	**1,918**		

4.10. Outstanding actions continue to fall, with over 95% of high-risk items relating to fire doors and compartmentation. The ongoing fire door replacement programme aims to modernise doors and enhance resident protection. A second contractor, engaged at the start of 2026/27, has increased activity, opened more sites and helped close actions. The Council continues to explore further opportunities with contractors to accelerate delivery and clear high-risk items.

4.11. **BS06 – Electrical Safety Checks**

The Electrical Safety Standards Regulations 2025 extend mandatory requirements to social landlords: fixed installations must be inspected and tested at least every five years, Electrical Installation Condition Reports (EICRs) supplied to tenants within 28 days and remedial works completed within required timescales. The RSH's new BS06 measure standardises sector reporting on the proportion of homes with all required electrical safety checks completed, previously covered in quarterly performance reports.

4.12. **Complaints**

Stage 1 complaints rose 71% to 87, from 51 last quarter, compared with 34 in the same period of 2024/25 and 30 in 2025/26. Response performance remained strong: 93.2% of Stage 1 and 100% of Stage 2 complaints were answered within timescale. The 44.6% upheld rate reflects recognition of service failures and learning from feedback.

4.13. Of 74 complaints answered, 21 escalated to Stage 2 (28.4%), with over 70% resolved at Stage 1. Compensation for upheld complaints totalled £4,490, and learning was shared across services to support improvement.

4.14. Key themes were repairs and capital works delays, communication failures, appointment management, record keeping and complaint handling. Actions focused on stronger repairs monitoring and escalation, contractor oversight and accountability,

resident communication, accurate recording of vulnerabilities and inspection actions, and complaint procedures. Stage 1 resolution levels suggest most residents accepted their initial response.

4.15. Despite rising complaints, Housing Services received 44 resident compliments across services, providing context to complaint performance and showing that many residents remain satisfied while complaints drive improvement.

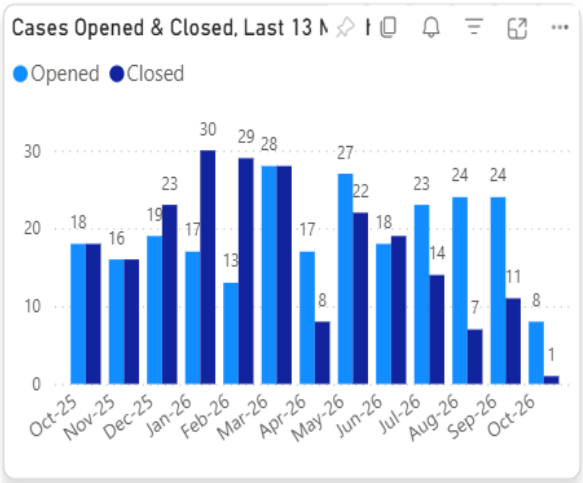
4.16. **Anti-Social Behaviour (ASB)**

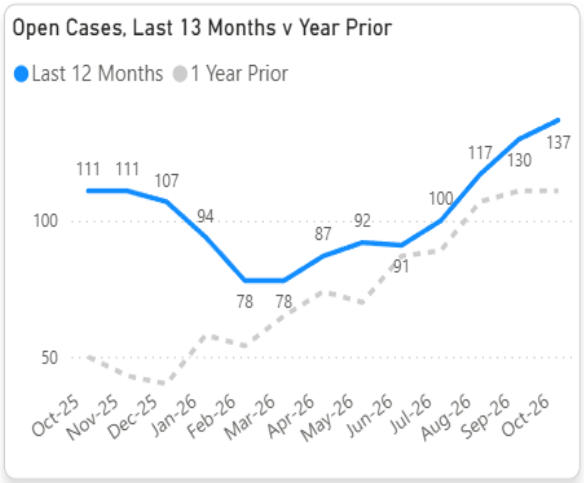
The Council provides a robust and accessible ASB service, working closely with partner agencies such as the Police. The Council use all the tools available to local authorities to engage with tenants to help prevent further ASB where possible and to robustly enforce when it is not. Every ASB complaint is managed according to policy, with a focus on prevention, reducing escalation, continuous risk assessment and fair treatment.

4.17. Over the last 13 months, the Council has continued to see an increase in reported ASB cases. This may reflect greater awareness and confidence among residents to report concerns at an earlier stage, enabling the Housing Team to intervene before issues escalate. However, increased reporting alone does not demonstrate improved outcomes. The Council will therefore strengthen its monitoring to better evidence the impact of its approach, including repeat victimisation, vulnerability and cumulative harm, the effectiveness and timeliness of interventions, reductions in harm, and positive outcomes for residents. This will provide a clearer picture of both demand and the effectiveness of the service’s response.

4.18. In Quarter 2, 71 new ASB cases were opened, 32 cases were closed, and at the end of September 130 cases remained active.

Figure 1: Cases by Month





4.19. The Council has a monthly average of 30.8 reported incidents of ASB (No element of Hate Crime) per 1,000 homes. This figure is calculated by dividing the number of reported incidents by the number of homes the authority has, then multiplied by 1,000.

4.20. The Council has a monthly average of 1.5 reported incidents of ASB (Including an element Hate Crime) per 1,000 homes. This figure is calculated by dividing the number of reported incidents by the number of homes the authority has, then multiplied by 1,000.

4.21. Factors contributing to the overall ASB and Nuisance figures include the ongoing cost of living crisis and its impacts on wellbeing, alongside improved reporting accuracy. Backlogs in the Judicial Service are improving, and the Council's court actions are now mainly taking place in a timelier manner.

4.22. **Voids**

Recruitment to the new Housing Solutions Manager and Team Leader posts progressed during the quarter. The Team Leader is now in post, and the Manager starts in early December. Both roles will strengthen the focus on prompt void turnaround.

4.23. A contractor started in August 2026 to increase capacity, and a new tracker provides closer performance monitoring. New processes and this additional capacity are beginning to help manage capital void demand. Completing older voids adversely affected this quarter's

results, but performance is expected to improve in the second half of the financial year.

4.24. **Tenancy Audits**

The Council aims to complete home tenancy audits for all tenants every two years, with full coverage achieved by March 2028 at the latest. The audit cycle will then restart.

4.25. These audits help confirm that homes are occupied by the tenants they were let to, improve the Council's understanding of household circumstances, and provide an opportunity to explain the landlord services available. They have also helped identify and respond to issues such as property neglect, domestic abuse and tenancy fraud, enabling the Council to offer further ongoing intensive support from the Tenancy Sustainment Team as required, signpost residents to appropriate services, or take legal action where necessary to prevent tenancy breaches and help sustain tenancies.

4.26. **Tenant Profile Data**

Tenancy audits and wider data-quality work aim to improve the currently low collection of protected-characteristic information. Complete, regularly updated tenant profiles will help the Council understand diverse needs and tailor accessible, responsive and equitable services. Monitoring access to repairs, complaints and ASB services will help ensure no tenant group is unintentionally disadvantaged.

4.27. **Rents**

Performance remains in the lower quartile against comparable authorities.

4.28. Current tenant arrears remain broadly stable despite the Income Team operating below half strength. Three appointments have been made, and two candidates are in final negotiations. Filling these posts is expected to significantly increase capacity and improve performance.

4.29. Reported former tenancy arrears increased following a methodology review: figures now include all former tenancy debt, including garage arrears and court costs, rather than rent arrears alone.

4.30. A new Charges Advisor has brought the Charges Team to 50% capacity, strengthening former tenancy debt recovery. Recruitment continues for a Charges Team Leader and Charges Officer.

4.31. Former tenancy arrears accumulated over several years amid restructuring, vacancies and changes in responsibility. Debt management transferred to the Charges Team in December 2025, but vacancies remain. The team also manages recharges, leaseholder debt, service charges and court costs.

4.32. A full portfolio review is needed to assess recoverability and set realistic targets. Initial findings identify recoverable debts, accounts needing tracing or legal review, and potential write-offs.

4.33. The Council's phased improvement plan covers:

- Reviewing recoverability, prioritising action and identifying statute-barred debt for write-off.
- Standardising recovery processes and improving performance monitoring.
- Strengthening recovery through tracing, payment arrangements, appropriate legal action and targeted write-off recommendations for irrecoverable debt.

4.34. Former tenancy arrears recovery remains a priority despite resource constraints. Further reporting will follow completion of the portfolio review and detailed resource plan.

4.35. Filling remaining vacancies should strengthen capacity and improve future performance.

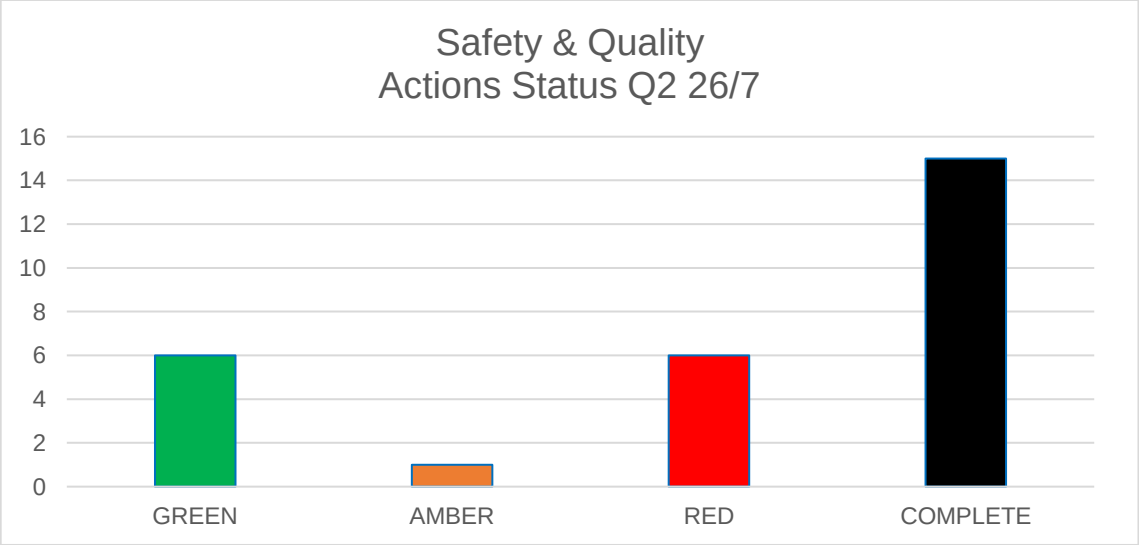
4.36. **Housing Improvement Plan update**

The following section provides a summary of progress against the Housing Improvement Plan actions that were due for completion in Quarter 1 2026/27. Updates are presented by Consumer Standard to show progress against each area of regulatory compliance, highlight actions completed or underway, and set out the arrangements in place to monitor delivery, manage any outstanding activity and support continued service improvement. The updated Housing Improvement Plan is included at Appendix 2.

4.37. Progress during the quarter was affected by recruitment to the Housing Property Services Manager role, with the new manager not starting until early September.

4.38. ***Safety & Quality***

Within the Housing Improvement Plan, the Safety and Quality Consumer Standard Improvement Plan include 28 actions covering stock quality, safety, repairs, maintenance, planned works and adaptations. This section updates Members on Quarter 2 progress and the arrangements in place to monitor compliance and service improvement. 6 actions are on target (Green), 1 action is partially complete (Amber) 6 actions are beyond their target date (Red) and 15 actions are complete.



4.39. **Stock Condition Surveys**

With issues around recruitment identified above the Council have been unable to review the methodology and quality assurance undertaken by the authority's consultant when carrying out Stock Condition Surveys.

4.40. **Asset Management Strategy**

The strategy review has begun, incorporating new housing regulations. The wider review will be aligned with the Housing Revenue Account (HRA) Business Plan review to ensure the two complement each other.

4.41. **HRA Business Plan Review**

The HRA Business Plan is expected to be reviewed by the end of the financial year, supported by an external consultant who is currently being procured. The review will assess the HRA's long-term financial

position, including income, expenditure, investment needs and the affordability of future housing stock works.

4.42. **Totalmobile**

Final testing was completed during the quarter, and the system went live as planned on 13 October 2026. As implementation fell outside the reporting quarter, the action was rated red.

4.43. **Fire Remedial Action Plan**

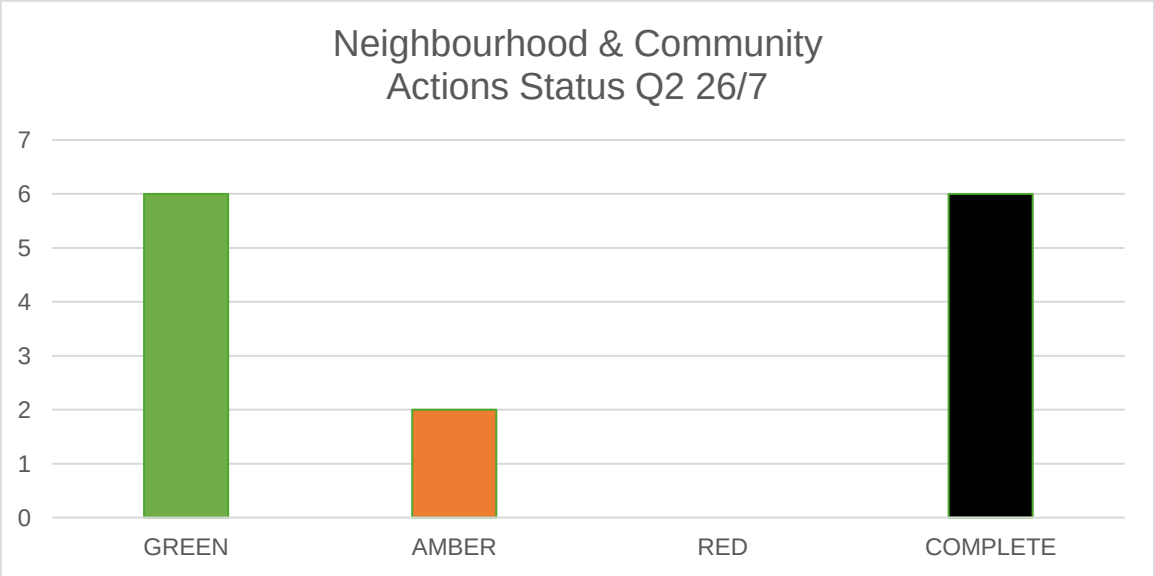
A programme is in place to address most outstanding remedial actions, over 95% of which relate to fire doors and compartmentation. Additional funding and contractor capacity have been secured, contributing to the reduction in outstanding actions reported at paragraph 3.8. The Council continues to work with contractors to accelerate delivery of the fire door and compartmentation programme during the current and next financial years.

4.44. **Adaptations**

Adaptations information and guidance were added to the Council's website to improve access for tenants. A draft set of indicators was also produced but has yet to be formalised and incorporated into the management and monitoring of these works.

4.45. ***Neighbourhood and Community***

Within the Housing Improvement Plan, the Neighbourhood and Community Consumer Standard Improvement Plan includes actions covering ASB, hate crime, tenancy management, neighbourhood safety, tenant engagement and partnership working. This section updates Members on Quarter 2 progress and the arrangements in place to monitor compliance, improve neighbourhood outcomes and support safer, more inclusive communities. 6 actions are on target (Green), 2 actions are behind their target date and 6 actions are complete.



4.46. **Housing ASB and Hate Incident Policy**

Work has started on developing a housing-specific policy, replacing reliance on the brief ASB section within the Tenancy Management Policy and the wider corporate policy. The new policy will set out clear arrangements for hate incidents, partnership working, escalation routes, case management and performance monitoring. A draft policy is being finalised prior to consultation across all appropriate Tenant Engagement methods to reflect tenants' views on the Council's approach. With formal approval required this is anticipated early next year.

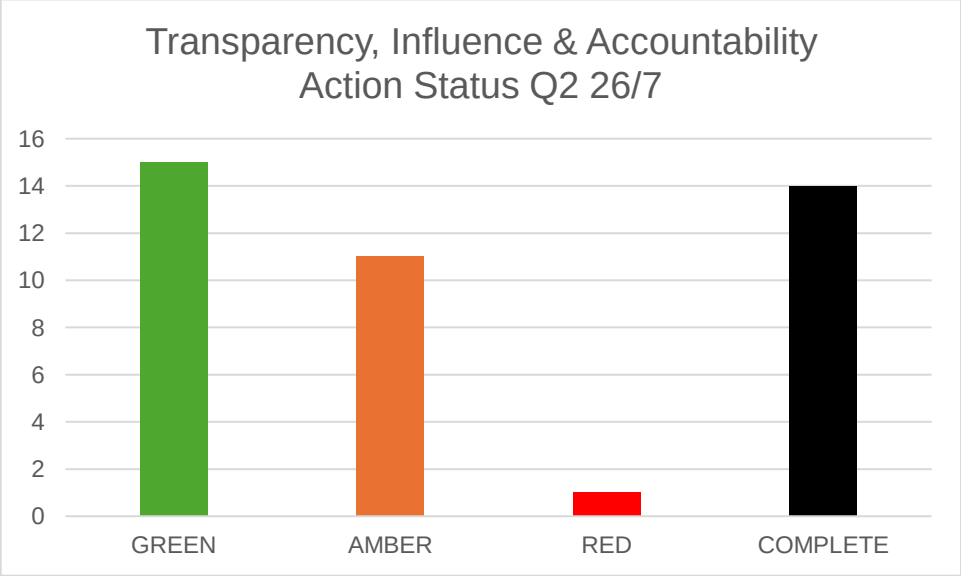
4.47. **ASB Hate Crime Reporting**

Reporting of Hate Crime (HC) linked to ASB has increased following improvements to case recording within our Housing Management and Repairs system Civica CX and increased awareness among frontline officers. Hate incidents continue to be responded to within 24 hours,

using a victim-led approach with appropriate escalation and Police/Safer Neighbourhood Team (SNT) involvement. Further training and support are being provided to ensure any perceived hate element is consistently identified and recorded, with further assurance required before the measure can be completed.

4.48. ***Transparency, Influence and Accountability***

Within the Housing Improvement Plan, the Transparency, Influence and Accountability Consumer Standard include actions covering tenant engagement, complaints, performance information, communication, scrutiny and opportunities for tenants to influence services. This section updates Members on Quarter 2 progress and the arrangements in place to strengthen transparency, improve accountability and ensure tenant views continue to inform service improvement. 15 actions are on target (Green), 11 are behind their target date, 1 action is beyond their target date (Red) and 14 actions are complete.



4.49. **Overview of Tenant Engagement and Complaints**

Tenant Influence and Accountability (TIA) activity continues to focus on two key outcomes: ensuring tenants can access and understand landlord services and hold the Council to account, and ensuring complaints are handled fairly, effectively and promptly. Recruitment to the Tenant Housing Experience Team is expected to conclude in Quarter 3, alongside engagement and training to support establishment of the Tenant Scrutiny Panel. Complaints monitoring continues to focus on cases requiring extensions, with analysis and training aimed at reducing these. Increased complaint volumes during

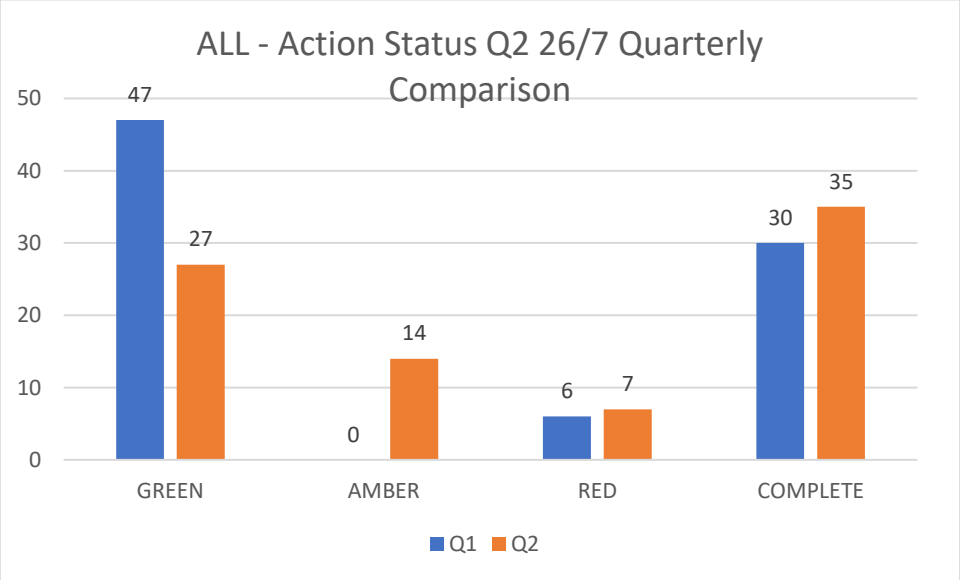
Quarter 2 have, however, impacted the pace of planned reviews and improvement actions.

4.50. Activity to build and deploy complaint case and task functionality in CX has been delayed as the implementation of TotalMobile has taken precedence with resources. Reviewing the plan for further enhancements across the Housing Service the ASB Module in CX and the implementation of the first phase of the Tenants Portal are now being prioritised.

4.51. **Status Report Overall**

Several factors have slowed progress against the Improvement Plan in this quarter, including recruitment across Housing Services to secure the capacity, knowledge and skills needed to further develop the service. Key priorities remain completing fire safety remedial actions under safety and quality and strengthening tenant engagement through a range of opportunities for customers to hold the Council to account.

27 actions are on target (Green), 14 actions are behind target (Amber), 7 actions are beyond their target date (Red) and 35 actions are complete.



5. FINANCIAL IMPLICATIONS

5.1. All work undertaken through the delivery of services highlighted in this report are budgeted through the Capital Programme and the HRA. As part of the development of an improvement plan, where additional

budgets are required to improve compliance and performance, these will be included in a separate report.

6. LEGAL IMPLICATIONS

6.1. The report sets out the requirements of legislation which the Council has to adhere to.

6.2. Compliance is required with Section 193 of the Housing and Regeneration Act 2008 as amended by the Social Housing (Regulation) Act 2023.

6.3. Inspections are carried out under Section 201 to Section 203A of the Housing and Regeneration Act 2008.

7. OTHER – IMPLICATIONS

7.1. Local Government Reorganisation

No direct implications for Local Government Reorganisation have been identified in this report.

7.2. Relevant Council Priority

This report supports the current Council Plan and the following Council priority:

Community and Housing

- Providing Council Housing that is improved and upgraded through the Housing Capital Investment Programme
- Ensuring the housing stock is clean and safe to live in
- Improve time taken for repairs to be completed
- Maximising funding available to the sector.

7.3. Climate Change Implications

The responsive, cyclical and planned maintenance of the Council's properties seeks to ensure that Council Housing properties are well maintained, warm and safe. Included within the programme of works are projects to increase the thermal efficiency of properties.

7.4. Equalities and Diversity Implications

Through the delivery of Housing Services, the Council identify the needs of individuals and households to tailor services appropriately.

7.5. **Community Implications**

Through the delivery of Housing Services and the Housing Improvement Plan, the Council supports local communities and residents, contributing to improved health, wellbeing and neighbourhood safety. This also supports the Council's duty under Section 17 of the Crime and Disorder Act 1998 to have due regard to the impact of its functions on crime and disorder, including anti-social behaviour. Strong partnership working between Housing Services, the Community Safety Team, Police, Public Health and other agencies enables concerns to be identified early and coordinated responses agreed. This approach has been demonstrated through the recent Woodrow multi-agency estate walkabout pilot, bringing residents and partners together to identify local concerns and practical solutions, with the approach planned to be rolled out across other estates. Alongside this, the development of a housing-specific ASB and Hate Incident Policy and improved case recording will strengthen a consistent, victim-centred approach in line with the Anti-social Behaviour, Crime and Policing Act 2014, including consideration of vulnerability and cumulative harm, appropriate support and proportionate use of statutory powers.

8. RISK MANAGEMENT

8.1. The key risk is failure to ensure properties are well maintained, safe and compliant in accordance with the relevant regulations highlighted through this report. Work is ongoing to ensure compliance and is further evidenced through the Housing Improvement Plan.

9. APPENDICES and BACKGROUND PAPERS

9.1. Appendices

- Appendix 1 - Measures Table
- Appendix 2 - Housing Improvement Plan update

REDDITCH BOROUGH COUNCIL

Executive Committee **24th November 2026**

10. **REPORT SIGN OFF**

Department	**Name and Job Title**	**Date**
Portfolio Holder	Councillor Monk	27/10/2026
Lead Director / Assistant Director	Guy Revans	28/10/2026
Financial Services	Kunmi Joseph	28/10/2026
Legal Services	Nicola Cummings, Principal Solicitor – Governance	28/10/2026

Appendix 1 – TSM Landlord Measures

Keeping Properties in good repair

	Measure Name	Type	**Q4 25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
RP01	Homes that do not meet the Decent Homes Standard	%	**11.05%**	5.87%	6.28%			0.00%	**Red**
RP02.1	Repairs completed within Target Timescale (Non-Emergency)	%	**71.95%**	76.50%	78.90%			100%	**Red**
RP02.2	Repairs completed within Target timescale – (Emergency)	%	**83.6%**	95.07%	92.40%			100%	**Red**

Damp & Mould

	Measure Name	Type	**Q4 25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
DM1	% of emergency hazards made safe within 24 hours	%	**100%**	71.43%	100%			100%	**Green**
DM2	% of hazards made safe within 5 days	%	**100%**	100%	100%			100%	**Green**
DM3	% of hazards investigated within 10 days	%	**91.6%**	88.63%	93.3%			100%	**Amber**
DM4	% of major works completed within 50 days	%	**100%**	99.53%	97.9%			100%	**Amber**

REDDITCH BOROUGH COUNCIL

Executive Committee **24th November 2026**

Maintaining Building Safety

	Measure Name	Type	**Q4 25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
BS01	Gas Safety Checks	%	100%	100%	100%			100%	**Green**
BS02	Fire Safety Checks	%	88%	96%	89%			100%	**Amber**
BS03	Asbestos Safety checks	%	100%	100%	100%			100%	**Green**
BS04	Water Safety checks	%	100%	100%	100%			100%	**Green**
BS05	Lift Safety Checks	%	100%	100%	100%			100%	**Green**
BS06	Electrical Safety Checks	%	96.74%	97.23%	97.83%			100%	**Amber**
EI02	Electrical Test of Communal Areas	%	100%	100%	100%			100%	**Green**
EI03	Smoke Alarms	%	99.31%	99.29%	99.56%			100%	**Amber**
EI04	Carbon Monoxide Alarms	%	98.85%	100%	100%			100%	**Green**

REDDITCH BOROUGH COUNCIL

Executive Committee **24th November 2026**

Complaints

	Measure Name	Type	**25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
CH01.1	Complaints relative to the size of the landlord (Stage 1)	# per 1,000 homes	23.8	9.33	15.91			Less than 10	**Green**
CH01.2	Complaints relative to the size of the landlord (Stage 2)	# per 1,000 homes	4.06	2.01	4.57			Less than 3	**Green**
CH02.1	Complaints responded to within Complaint Handling Code timescales (Stage 1)	%	89%	92.5%	93.2%			85%	**Green**
CH02.2	Complaints responded to within Complaint Handling Code timescales (Stage 2)	%	92%	92%	100%			85%	**Green**

REDDITCH BOROUGH COUNCIL

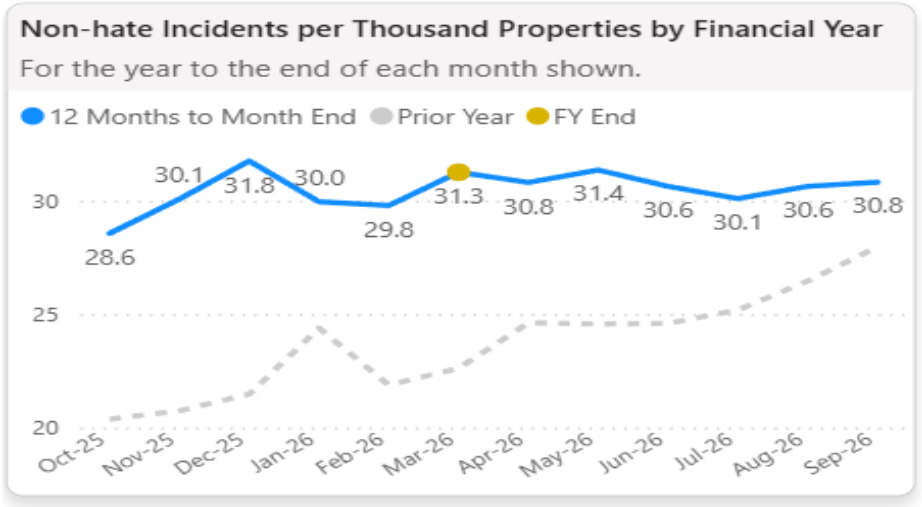
Executive Committee **24th November 2026**

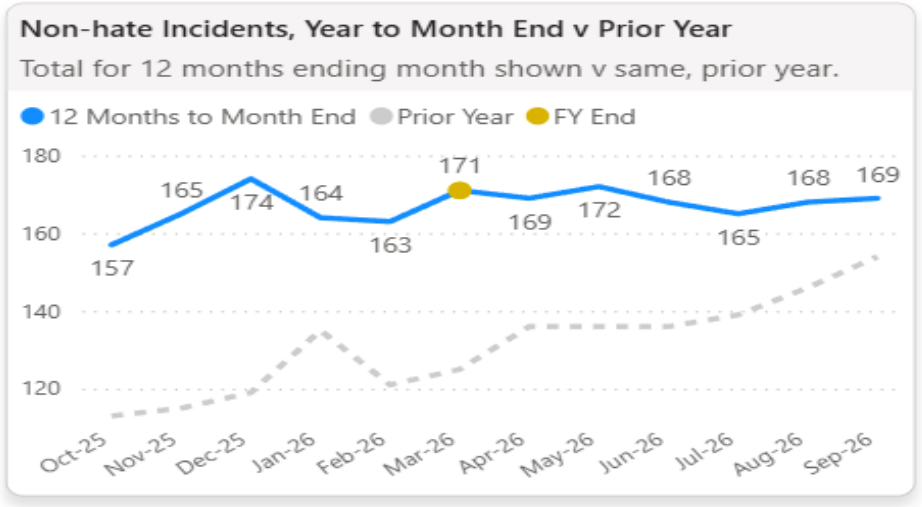
Anti-Social Behaviour (ASB)

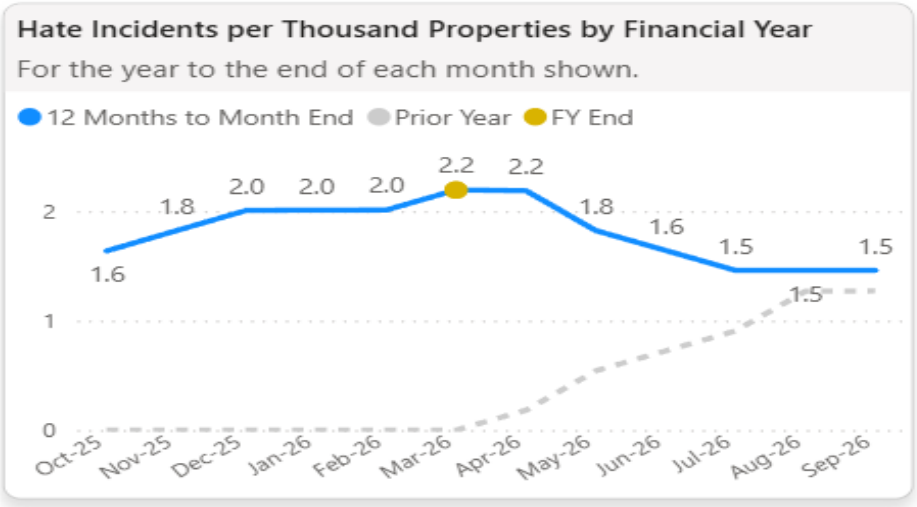
	Measure Name	Type	**Q4 25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
NM01.1	Anti-social behaviour cases relative to the size of the landlord	# per 1,000 homes	33.1	31.4	30.8			35.5	**Green**
NM01.2	Anti-social behaviour cases (involving Hate Crime) relative to the size of the landlord	# per 1,000 homes	2.4	1.8	1.5			0.6	**Red**

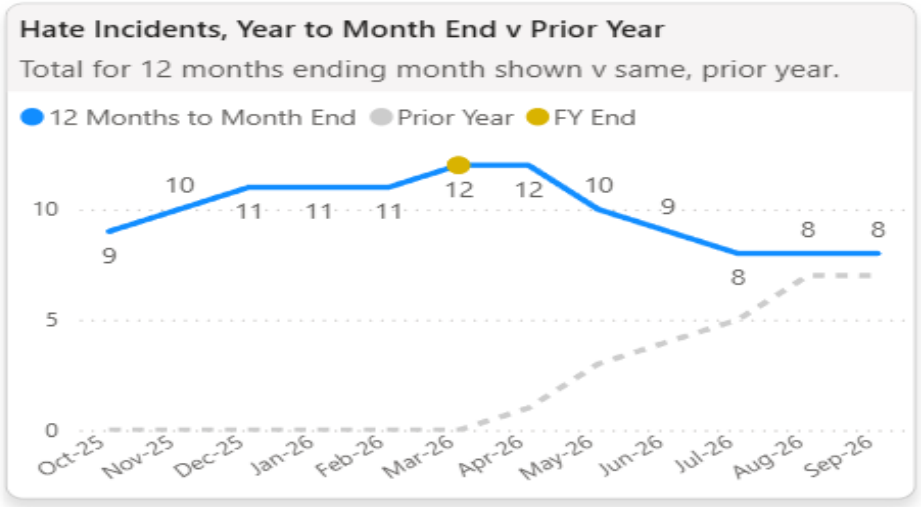
REDDITCH BOROUGH COUNCIL

Executive Committee **24th November 2026**









REDDITCH BOROUGH COUNCIL

Executive Committee **24th November 2026**

Tenancy Audits and Profile Data

	Measure Name	Type	**25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
	Tenancy Audits completed	Cumulative Number	1,121	1,464	1,724			2,730	**Green**
	% Tenancy Audits Completed	%	20.5%	26.78%	31.53%			50%	**Green**
	Tenant Profile Data held by attribute								
	Disabilities	%	N/A	31.3%	35.1%			50%	**Green**
	Date of Birth	%	N/A	91.8%	92.4%			100%	**Green**
	Ethnicity	%	N/A	46.7%	51.1%			75%	**Green**
	Forename	%	N/A	98.2%	98.3%			100%	**Green**
	Surname	%	N/A	100.0%	100.0%			100%	**Green**
	Gender	%	N/A	35.7%	38.9%			50%	**Green**
	Marital Status	%	N/A	26.9%	30.2%			50%	**Green**
	Nationality	%	N/A	97.3%	97.3%			100%	**Green**
	Sexual Orientation	%	N/A	45.2%	49.3%			75%	**Green**

Void Measures

	Measure Name	Type	**25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
VM 1	Average Void Turnaround - Standard	Days	33.19	29.2	35.0			30	**GREEN**
VM 2	Average Void Turnaround - Capital	Days	198	164.9	171			56	**RED**
VM 3	Void Rent Loss	£	227,328 (cumulative)	57,158	124,919			£225,000	**GREEN**

Rents

	Measure Name	Type	**25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
RM 1	Rent Arrears as a percentage of expected total Rent Annual Rent Income	%	3.3%	4.75%	4.84%			3.2%	**RED**
RM 2	Former Tenant Arrears as a percentage of expected total Rent Annual Income	%	3.95%	4.02%	4.51%			3.5%	**RED**

Standard	Required Outcomes	Specific Expectations	Key Deliverables	Specific Outcomes	Responsible Officer	Target Date	Status	RAG Rating
Neighbourhood & Community	**Safety of shared spaces**							
	Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.		Tenancy audits to update PEEPs (and evidence compliance), CX case/task tracking for PEEPs, April 2026 legislation training/guidance for frontline staff, liaison with Fire & Rescue, plus regular communal inspections, cleaning, fire and health & safety checks by the Caretaking Team	Communal areas are consistently clean, safe and free from hazards, with routine inspections, prompt remedial action and up-to-date PEEPs evidenced through tenancy audits and CX records.	Housing Service Manager	31/03/2027	BAU	Green
				Frontline staff understand and consistently apply the April 2026 PEEP requirements, with assessments recorded accurately and residents supported by clear, current evacuation plans.	Housing Service Manager	30/04/2026	COMPLETE	COMPLETE
	Local cooperation							
	Registered providers must co-operate with relevant partners to promote social, enviornmental and economic wellbeing in the areas where they provide social housing.	Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must: a) idenitfy and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how those roles will be delivered; and b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist local authorities in achieving their objectives.		Partnership activity produces recorded decisions and actions that improve access to support, neighbourhood safety and wider social, environmental and economic wellbeing for tenants.	Housing Service Manager	30/09/2026	BAU	COMPLETE
	Anti-social behaviour and hate incidents							

Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.	Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.	Work has commenced on writing a Housing service ASB Policy, that will reflect our day to day practice in ASB management. This Policy will align with RBC's broader ASB Policy which we will be wrining in conjunction with our collegues in Community safety who 'own' RBC's broader ASB Policy. The Policy draft will be consulted on through all appropriate TE methods to ensure it reflects our tenants views on our approach within the leal framework and the tools atto address ASB that are at our disposal.	A clear, tenant-informed Housing ASB Policy and partnership protocol is published and consistently applied, with joint actions, escalation routes and quarterly learning evidenced through CX and partnership records.	Housing Service Manager	30/6/26 REVISED 31 January 2027 to complete the Housing ASB Policy	In Progress	AMBER
	Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.	We have seen an increase in the reporting of HC linked to ASB. However, I have asked the N&T Manger to speak further with the team and offer more training and support to front line officers to ensure that we are always capturing any percieved element of HC in reported nuisance and ASB.	Hate incidents are identified and recorded consistently, responded to within 24 hours and managed through a victim-led approach with timely Police/SNT involvement and appropriate support.	Housing Service Manager	6/30/2026 REVISED 31/12/26	In Progress	AMBER
			The CX ASB module provides a complete, auditable case record, prompts timely case reviews and tenant updates, and strengthens management oversight of actions and outcomes.	Housing Service Manager	31/12/2026	In Progress	Green

		Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.		Tenants can report ASB and hate incidents easily and receive regular, timely progress updates through accessible channels, supported by the Tenant Portal and improved CX workflows.	Housing Service Manager	31/12/2026	In Progress	Green
		Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.	No futher actions this casn be marked as complete and we can evidence on request.	ASB and hate incidents receive proportionate action within published timescales, with staff confidently using the full range of prevention, support and legal powers and maintaining court-ready evidence.	Housing Service Manager	31/12/2026	In Progress	Green
		Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance.		Tenants affected by ASB or hate incidents receive timely, tailored support, including tenancy sustainment, mediation, advocacy and referral to appropriate specialist agencies.	Housing Service Manager	30/06/2026	COMPLETE	COMPLETE

		ASB waiting times promotion to tenants	Tenants understand how to report ASB and hate incidents and the response times they can expect, with 24-hour hate-incident and 48-hour ASB standards clearly published across all channels.	Housing Service Manager	30/06/2026	COMPLETE	COMPLETE
		Root cause analysis for low ASB satisfaction (TSMs)	The causes of ASB dissatisfaction are understood through survey evidence and targeted tenant engagement, with resulting service improvements tracked and reflected in increased tenant confidence and satisfaction.	Housing Service Manager	30/06/2026	COMPLETE	COMPLETE
		Training for N&T Officers, discussions in their one to ones re surveys completed and outcomes. Making the completion of surveys mandatory.	Post-case ASB surveys are completed consistently, producing a reliable evidence base to monitor satisfaction, identify learning and target service improvements while sustaining the positive feedback already received.	Housing Service Manager	31/07/2026	In Progress	Green
Domestic abuse							

	Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.	Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse.		Tenants experiencing domestic abuse receive a consistent, trauma-informed response from trained staff, with robust risk assessment, safeguarding/MARAC referrals, specialist support and safe accommodation options.	Housing Service Manager	30/06/2026	COMPLETE	COMPLETE
		Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.		Effective partnership working supports the local domestic abuse strategy and the provision of safe accommodation for victims and children, with clear referral pathways and learning from multi-agency and Domestic Homicide Reviews implemented.	Housing Service Manager	31/12/2026	BAU	Green

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Standard	Required Outcomes	Specific Expectations	Key Deliverable/s	Specific Outcomes	Responsible Officer	Target Date	Status	RAG Rating
Safety & Quality	**Stock Quality**							
	Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants	Registered providers must have an accurate record at an individual property level of the condition of their homes, based on a physical assessment of all homes and keep this up to date.	Develop a Stock Condition Survey (SCS) delivery plan with clear quarterly and annual targets, aligned to the 5-year rolling programme.	Up-to-date stock condition data analysed to target investment and maintain/achieve decency and safety standards.	Capital Manager	31/7/26	COMPLETE	COMPLETE
			Deliver, monitor and manage the SCS programme against agreed targets, reporting progress through the quarterly performance cycle.	Survey programme delivered to plan, increasing coverage and enabling timely investment decisions to maintain/achieve decency.	Capital Manager	31/3/27	In Progress	GREEN
			Review and strengthen the SCS methodology and quality-assurance checks to confirm data accuracy, consistency and auditability.	Quality-assurance report confirming survey methodology, data accuracy, consistency and audit trail.	Capital Manager	30/9/2026 REVISED 31/12/26	In Progress	RED
	Decency							
	Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator	Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:	Complete the annual refresh of the Capital Investment Programme using the latest stock condition data as part of the budget-setting process.	Non-decent homes reduced year-on-year, with exemptions evidenced and addressed where feasible.	Capital Manager	31/12/26	In Progress	GREEN
			Complete a full review and update of the Asset Management Strategy to reflect current legislative, regulatory and best-practice requirements.	Capital programmes demonstrably reflect current legislative, regulatory and best-practice requirements.	Housing Property Services manager	31/7/26 REVISED 31/3/27	In Progress	RED
			Update and re-issue the HRA Business Plan, testing affordability and future investment requirements against regulatory and legislative change.	Updated, affordable HRA Business Plan demonstrating capacity to meet future investment and compliance demands.	Assistant Director (HPS)	6/30/26 REVISED 31/03/27	In Progress	RED
		a) compliance with health and safety legal requirements	Go live with Total Mobile as the single compliance system and deploy dashboards to monitor statutory H&S compliance, actions and exceptions.	Single source of compliance data enabling faster action to resolve exceptions and keep homes safe.	Housing Property Services manager	31/5/26 REVISED 30/9/26	In Progress	RED
		b) compliance with the Decent Homes Standard	Produce annual planned maintenance programmes based on SCS findings to maintain Decent Homes compliance and remediate non-decency failures.	Planned works address non-decency drivers and improve overall Decent Homes compliance.	Capital Manager	31/12/26	In Progress	GREEN

		Enhance the internal monitoring tracker to capture HHSRS Category 1 hazards, actions and progress, and include this in quarterly Executive reporting.	Category 1 hazards identified, prioritised and remediated, with clear performance reporting.	Capital Manager	30/6/26	COMPLETE	COMPLETE
	c) delivery of repairs, maintenance and planned improvements to homes	Develop enhanced Power BI reporting to identify key repairs trends (multiple contact, no access and repeat repairs) and inform investment priorities.	Repairs performance improved against priority targets (including Awaab's Law), with fewer repeats and overdue jobs.	Repairs Manager	31/3/27	In Progress	GREEN
	d) allocating homes that are designed or adapted to meet specific needs appropriately.	Go live with Total Mobile and dashboards to consolidate adaptations-related property data and improve operational performance reporting.	Adapted homes allocated more effectively to households with matching needs, reducing avoidable re-adaptations.	Repairs Manager	31/12/26	In Progress	GREEN
Health and Safety							
When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.	Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.	Produce and present quarterly compliance performance reports (Gas, Electrical, Asbestos, Fire, Lifts and Water Safety) to Executive.	High and sustained statutory compliance across all health & safety areas, keeping residents safe.	M&E manager		COMPLETE	COMPLETE
	Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.	Implement a documented plan for outstanding remedial actions with planned vs actual tracking; monitor monthly and report progress quarterly to Executive.	Remedial-action plan in place with planned vs actual tracking and improved timeliness of outstanding actions.	Housing Property Services manager	31/5/26	COMPLETE	COMPLETE
		Provide quarterly Executive reporting on health & safety compliance performance, risks and mitigation actions.	Regular Executive oversight of compliance, risks and mitigations with clear decisions and actions recorded.	Assistant Director (HPS)	30/9/25	COMPLETE	COMPLETE
		Mobilise and deliver the fire door inspection programme and feed findings into the remedial/replacement plan and priorities.	Fire doors inspected and risks reprioritised; interim repairs completed and the replacement programme targeted.	Housing Property Services manager	31/8/25	COMPLETE	COMPLETE
		Identify and deliver short-term risk-mitigation actions (interim controls and prioritised works) while longer-term remediation is completed.	Interim controls implemented to reduce risk while longer-term remediation is delivered.	Housing Property Services manager	31/5/26	COMPLETE	COMPLETE
	Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.	Mobilise a caretaker service with defined schedules to deliver communal cleaning, inspections and safety testing, with clear escalation and reporting.	Communal areas consistently clean and safe, with hazards identified and addressed promptly.	Repairs Manager	31/8/25	COMPLETE	COMPLETE
Repairs, Maintenance and planned improvements							

Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.	Registered providers must enable repairs and maintenance issues to be reported easily.	Design and implement a Tenant Portal within the Housing Management/Repairs system to enable accessible self-service reporting, updates and tracking.	Tenants can report repairs easily and receive timely updates through accessible channels.	Assistant Director (HPS)	31/7/26 REVISED 31/3/27	In Progress	RED
		Implement a repairs diagnostic tool with call-handling scripts to improve triage, select the correct SOR and increase right-first-time repairs.	Improved triage and correct SOR selection, increasing right-first-time repairs and helping meet target timescales.	Repairs Manager	31/5/26	COMPLETE	COMPLETE
	Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.	Publish priority repair codes and target timescales via the Annual Report and website, alongside clear updates on performance against standards.	Priority codes and target timescales clearly communicated, with performance published transparently.	Assistant Director (HPS)	30/9/25	COMPLETE	COMPLETE
		Produce and publish quarterly repairs performance reports (KPIs and priority-code compliance) on the website and within the Annual Report.	Quarterly repairs performance published showing delivery against priority timescales and improvement actions.	Assistant Director (HPS)	30/9/25	COMPLETE	COMPLETE
		Use Power BI to identify overdue repairs, complete root-cause analysis and implement corrective actions; track impact over time.	Overdue repairs reduced through root-cause actions, with improved data quality and trend insight.	Assistant Director (HPS)	31/12/25	COMPLETE	COMPLETE
	Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.	Go live with Total Mobile automated tenant updates (appointments, on-the-day progress, no access, completion and follow-on works).	Tenants receive consistent automated updates throughout the repairs journey.	Housing Property Services manager	30/6/26 REVISED 30/9/26	In Progress	RED
	Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.	Implement the caretaker service, including cleaning/inspection routines, safety checks and a clear process for reporting and escalating repairs.	Communal areas maintained to a clean and safe standard, with issues escalated and resolved promptly.	Repairs Manager	31/8/25	COMPLETE	COMPLETE
	Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money.	Publish the 2025/26 Annual Housing Report, evidencing improvements delivered in response to tenant feedback, complaints insight and TSM results.	Tenants see evidence of service improvements delivered in response to feedback, complaints insight and TSM results.	Assistant Director (HPS)	31/7/26	COMPLETE	COMPLETE
		Deliver quarterly tenant communications following HIP and performance reporting, highlighting service standards, progress and improvements.	Ongoing tenant communications demonstrate progress against standards and improvements made as a result of feedback.	Assistant Director (HPS)	31/3/27	In progress	GREEN
Adaptations							
Registered providers must assist tenants seeking housing adaptations to access appropriate services.	Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.	Review and publish updated web pages explaining how tenants request adaptations and the support available, with clear contact routes and guidance.	Tenants can easily find adaptations information, understand eligibility and access clear contact routes.	Housing Property Services manager	31/5/26	COMPLETE	COMPLETE

		Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate	Define and report a KPI suite for adaptations (timescales, throughput and outcomes), supported by ongoing case review and performance monitoring.	Adaptations delivered within policy timescales, with outcomes and performance monitored and improved.	Housing Property Services manager	30/9/26 REVISED 31/12/26	In progress	AMBER

Standard	Required Outcomes	Specific Expectations	Key Deliverables	Specific Outcomes	Responsible Officer	Target Date	Status	RAG Rating
Transparency Influence & Accountability	**Fairness and respect**							
	Registered providers must treat tenants and prospective tenants with fairness and respect.	*None provided by RSH*	To Create a Tenancy Engagement Policy To deliver a Tenant Engagement Strategy in conjunction with engaged tenants	A tenant-informed Engagement Policy and Strategy set clear, consistent service standards and provide evidence that tenant influence leads to measurable service improvements.	Housing Services Manager	30/12/26 REVISED 31/03/2027	In progress	Green
			Complete EIA with associated action plans for all Houisng Policy Documents when they are reviewed by Tenants	Equality impacts are assessed for all reviewed housing policies, with actions assigned, completed and monitored to deliver fairer outcomes for tenants.	Housing Services Manager	30/09/26 REVISED 31/03/2027	In progress	Amber
	Diverse needs							
	In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.	Registered providers must use relevant information and data to: a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and b) assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.	Quarterly tenant data-quality audits and targeted campaigns. Ensure comms to tenants explaining how their data will be used to improve and direct appropriate landlord services. Increasing the number of Tenancy Audits to allow us to capture profile data face to face with our tenants. To ensure we consistently ask for and collate profile data when tenants call for repairs through thre BSU. To ensure we understand and use the data to support the diverse needs of our tenants and assess if fair and equitable outcomes are being delivered.	Accurate tenant profile data reaches the agreed coverage targets and is routinely used to tailor services, communications and support and to test whether outcomes are equitable.	Housing Services Manager	31/03/28	In Progress	Green
		Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.	Reviews of monthly BI reports to ensure trend for profile reportings continues to improve. Rdegular meetings with Service Managers regarding access to training and to discuss ensuring profile data is captured consistently and effectively Aim to have 50% of data by 30/03/27 and 100% data by 30/03/28 latest	Tenant communications are clear, accessible and tailored to identified needs, with monthly monitoring showing sustained improvement in profile-data capture and staff practice.	Housing Services Manager	31/03/2027	In progress	Green
		Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.	We have doubled the size of our Tenancy Sustainment Team in our 2025 Service Review. We did so based on feedback from officers and tenants and from our Tenancy Audtis that many of our tenants are on very low incomes and are struggling in the cost of living crisis and managing their finances. Tenants also advised us that they are struggling more with mentasl and physical health issues since Covid, so our Sustainment Team aim to show better outcomes on incmoe entering our tenants homes and better health outcomes for their families. Work with Public Heath, Redditch Distric Collaberative, Adult Social Care and SNT to continue to delvier higer levels of sustainability	Tenants can access and understand the full range of landlord services, including digital and non-digital routes, with targeted sustainment support available to overcome financial, health and other barriers.	Housing Services Manager	31/03/2027	In progress	Green
		Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.	TO BE MARKED AS COMPLETE	Tenants and prospective tenants understand and can readily exercise their right to be represented or supported by an advocate in all landlord-service interactions.	Housing Services Manager	31/03/2027	In progress	Green
	Engagement with tenants							
	Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.	Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	Increased capacity and specialist knowledge and skills to develop further engagement opportunities	Dedicated engagement capacity provides more frequent, inclusive and meaningful opportunities for tenants to influence decisions and scrutinise services.	Housing Services Manager	31/7/2026 REVISED 31/12/26	In progress	Amber
			Clear opportunities identified and published	A published Tenant Engagement Strategy gives tenants clear formal and informal routes to influence policies, strategies, neighbourhood priorities and service delivery.	Housing Services Manager	31/8/2026 REVISED 31/12/26	In progress	Amber

	Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinize their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	To continue to work with our Comms Team to maximise opportunity to use social media to our advantage. We have purchased 300 new notice boards for all of our communal areas that will be soley used to share TE info, showcasing events and TE opportunities and also outcomes from TE activities. We will also do likewise on our Website.	Tenant-led scrutiny is actively supported through accessible information, promotion, practical assistance and appropriate resources, with resulting recommendations and service changes publicised.	Housing Services Manager	31/01/2027	In progress	Green
	Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.	Policy was taken to Executive in Sept 2026, Strategy to be developed thereafter to create clear opportunities for tenants to further influence formally and informally service improvements and delivery	Tenants with diverse needs receive the adjustments and support required to participate meaningfully in engagement and scrutiny opportunities.	Housing Services Manager	31/8/2026 REVISED 31/12/26	In progress	Amber
	Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.	Clear process and information to exercise their rights	Current, clear and accessible information enables tenants to understand and exercise the Right to Manage, Right to Transfer and other relevant housing-management rights.	Housing Services Manager	31/12/2026	In Progress	Green
	Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.	Policy taken to Executive in Septmber 2026, Strategy to be developed thereafter to create clear opportunities for tenants to further influence formally and informally service improvements and delivery	Tenant engagement is embedded from the start of service and policy development, with feedback translated into evidenced changes that improve landlord services.	Housing Services Manager	31/8/2026 REVISED 31/3/27	In Progress	Amber
	Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account when reaching a decision. The consultation must: a) be fair and accessible; b) provide tenants with adequate time, information and opportunities to consider and respond; c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term, and d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.	Following Government announcement in June 2026 set out an options appraisal for consideration of the future for RBC Social Housing- subsequently paused.	Any future change of landlord or management arrangements is supported by a robust options appraisal and meaningful formative consultation, with affected tenants' views demonstrably informing decisions.	Housing Services Manager	31/12/2026	In Progress	Green
Information about landlord services							
Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.	Registered providers must provide tenants with accessible information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect; b) standards of safety and quality tenants can expect homes and communal areas to meet; c) rents and service charges that are payable by tenants, and d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.	Constant review of communication options available to promote our services and outcomes.	Tenants receive accessible, up-to-date information about available services, expected standards, responsibilities and performance through channels that meet their needs.	Housing Services Manager	31/10/2026	In Progress	Green
	Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. This must include information about: a) the requirement to provide a home that meets the government's Decent Homes Standard; b) the registered provider's obligation to comply with health and safety legislation; c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular - (I) the right to a home that is fit for human habitation; and (ii) the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises; and d) the rights of disabled tenants to reasonable adjustments.	Constant review of communication options available to promote our services and outcomes.	Tenant rights, landlord legal duties and Consumer Standards obligations are accurate, accessible and easy to find, enabling tenants to understand and challenge service delivery where necessary.	Housing Services Manager	31/10/2026	In Progress	Green
	Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.	Live updates on appointments for repairs through the use of TM andmore effective use of alerts in CX. Revised futher to review outcomes and service improvements through the use of TM	Tenants receive timely, proactive updates on repairs and other cases, including appointments, progress, next steps and outcomes, reducing avoidable contact and communication-related complaints.	Housing Services Manager	5/31/2026 REVISED 30/9/26 REVISED FURTHER 31/12/26	In Progress	Amber

	Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	A full review of all of our polices with the TE Panels	Housing and neighbourhood policies are tenant-reviewed, fair, transparent and accessible, with decision criteria and appeal routes clearly explained.	Housing Services Manager	7/31/2026 REVISED 01/09/27	In Progress	Green
	Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.	Updated Website with clear responsibilities identified	Published information clearly identifies senior leadership responsibilities and ownership of compliance with each Consumer Standard.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
Performance information							
Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.	Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.	Compliance with requirements and uploading of data in line with prescribed timescales	TSM information is collected, processed and submitted accurately and within prescribed timescales, providing reliable assurance of regulatory compliance.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
	Registered providers must: a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements; b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction	Compliance with requirements and uploading of data in line with prescribed timescales	Annual compliance and data-quality review confirms TSM information is accurate, reliable, valid, transparent and produced in accordance with RSH requirements.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
		Annual Report clearly sets out TSm results, actions from previous year and identified actions for the forthcoming year	The Annual Report presents TSM results, prior-year progress and forthcoming improvement actions in a clear and accessible format for tenants.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
		Compliance with requirements and uploading of data in line with prescribed timescales	Complete and validated TSM results are submitted to the RSH portal within the required regulatory timescale.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
	In meeting 2.4.1 and 2.4.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.	Compliance with requirements and uploading of data in line with prescribed timescales	Validated 2025/26 TSM results and associated improvement actions are published on time through the website and Annual Report.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
	Registered providers must provide tenants with accessible information about: a) how they are performing in delivering landlord services and what actions they will take to improve performance where required; b) how they have taken tenants' views into account to improve landlord services, information and communication; c) how income is being spent, and d) their directors' remuneration and management costs.	Compliance with requirements and uploading of data in line with prescribed timescales	Tenants receive transparent information on service performance, improvement actions, tenant influence, directors' remuneration and housing-management costs.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
Complaints							
Registered providers must ensure complaints are addressed fairly, effectively, and promptly.	Registered providers must ensure their approach to handling complaints is simple, accessible and publicised.	Complete annual complaints service review and Housing Ombudsman Code self-assessment; produce an improvement action plan (owners, deadlines) and present performance, themes and compliance findings to Executive.	Annual complaints review and Code self-assessment provide Executive assurance, with owned and time-bound actions addressing performance, compliance and learning gaps.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
		Complete an end-to-end review of the complaints extensions process and implement a revised standard operating procedure (criteria, approvals and timelines), including a tenant communication template and monthly monitoring/reporting to reduce extensions.	Complaint extensions are used only where justified and approved, with stronger monitoring delivering a sustained reduction in their frequency.	Senior Complaints Officer	31/8/2026 REVISED 31/12/26	In Progress	Amber
		Implement a standard extensions update (reason, revised deadline and next contact date) using agreed template wording; complete monthly QA sampling of extended cases and feed learning/actions into the complaints improvement plan to minimise future extensions.	Tenants whose complaint deadline is extended receive a clear reason, revised deadline and next contact date, while quality assurance drives timely completion and prevents recurrence.	Senior Complaints Officer	30/9/2026 REVISED 31/12/26	In Progress	Amber
		Define and implement minimum complaint case-recording standards (required fields and evidence); introduce monthly quality checks/audits and feedback to improve data quality so investigations are impartial and do not rely heavily on Service Managers.	Complaint records consistently contain the evidence and required information for fair, impartial investigation, with quality checks improving accuracy and reducing reliance on service managers.	Senior Complaints Officer	31/7/2026 REVISED 31/12/26	In Progress	Amber

			Recruit and onboard a Housing Complaints & Quality Officer to strengthen capacity and resilience; agree role profile, training and caseload allocation so the Senior Officer can focus on analysis, learning and service improvement.	Additional specialist capacity improves complaint resilience and timeliness and enables stronger analysis, learning and service improvement.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
			Design, build and deploy complaint case and task functionality in CX (fields, workflows, templates and reporting), including user testing and staff guidance to enable consistent logging and improved drill-down reporting.	CX becomes the single, consistent and auditable record for complaints, supporting efficient workflows, reliable reporting and detailed analysis of performance and outcomes.	Senior Complaints Officer	31/12/2026 REVISED 31/12/27	In Progress	Red
			Scope and deliver a future Tenant Portal phase to give tenants self-service visibility of their complaint status, key updates and outcomes, using CX as the single source once complaint cases/tasks are live.	Tenants can securely track complaint status, key updates and outcomes through the Tenant Portal using current information held in CX.	Senior Complaints Officer	30/06/2027	In Progress	Green
		Registered providers must provide accessible information to tenants about: a) how tenants can make a complaint about their registered provider; b) the registered provider's complaints policy and complaints handling process; c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and d) the type of complaints received and how they have learnt from complaints to continuously improve services.	Redesign and publish the 2025 Annual Performance & Service Improvement Report in a tenant-friendly format (clear navigation, plain English and accessible design), including 'You said, we did' examples and evidence of learning-led service improvements.	The Annual Performance and Service Improvement Report is accessible and tenant-friendly and clearly demonstrates complaints performance, learning and resulting service improvements.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
			Submit the annual complaints report to Executive (June 2026) incorporating the updated Housing Ombudsman Code self-assessment, any changes to the Housing Complaints Standard, and progress against the improvement action plan.	Executive receives timely assurance on Complaint Handling Code compliance, complaints performance and delivery of the improvement action plan.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
			Deliver quarterly tenant communications on complaints performance and learning (KPIs, themes, 'You said, we did/We're doing', how to complain and escalation routes) via agreed channels.	Tenants receive regular, accessible information on complaints performance, themes, learning, service changes, how to complain and available escalation routes.	Senior Complaints Officer	31/12/2026	In Progress	Green
			Strengthen monthly learning meetings with service managers by assigning owners for each upheld learning/recommendation, capturing evidence of completion, and monitoring embedment to reduce repeat issues.	Complaint learning and recommendations have named owners, completion evidence and embedment checks, reducing the backlog and preventing repeat service failures.	Senior Complaints Officer	30/09/2026	In progress	COMPLETE
			Benchmark with peer landlords on how they share complaints learning and service improvements with tenants; produce recommendations and implement agreed good practice.	Benchmarking identifies effective sector practice for sharing complaints learning, with agreed improvements implemented and communicated to tenants.	Senior Complaints Officer	31/12/2026	In Progress	Green
			Develop and deploy a Power BI dashboard for the complaints tracker to provide real-time insight on volumes, themes, root causes, timeliness and outcomes, with month-on-month and year-on-year trend analysis.	A live Power BI dashboard provides reliable, timely insight into complaint volumes, themes, root causes, timeliness and outcomes, enabling earlier management action.	Senior Complaints Officer	30/9/2026 REVISED 31/12/26	In Progress	Amber
			Complete quarterly root-cause analysis of complaints (by service area and type) and incorporate findings, actions and progress into the annual complaints review.	Quarterly root-cause analysis identifies recurring complaint drivers by service and type, with owned actions and progress incorporated into the annual review.	Senior Complaints Officer	31/03/2027	In Progress	COMPLETE
			Maintain an Outstanding Actions Tracker for commitments made in complaint responses, with named owners, target dates, customer updates and completion sign-off.	Every commitment made in a complaint response is tracked to completion, with named ownership, timely customer updates and documented sign-off reducing escalation risk.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
			Introduce post-closure complaints satisfaction surveys (automated where possible), analyse results regularly, and feed insights into the complaints improvement plan.	Post-closure feedback provides a reliable measure of complaint satisfaction and is routinely used to improve complaint handling, TSM insight and wider services.	Senior Complaints Officer	30/6/2026 REVISED 31/12/26	In Progress	Amber
		Self-referral						
		Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.	Maintain an RSH engagement log and material-issue register, with a clear self-referral decision protocol; submit any required notifications within regulatory timescales and provide documented monthly update packs to the Regulator until all actions are closed.	Material consumer-standard issues are identified, assessed and notified to the RSH within required timescales, with a complete audit trail and regular updates maintained until closure.				Green