

Overview and Scrutiny Committee

Thursday, 22nd July,
2010
7.00 pm

Committee Room Two
Town Hall
Redditch



Access to Information - Your Rights

The Local Government (Access to Information) Act 1985 widened the rights of press and public to attend Local Authority meetings and to see certain documents. Recently the Freedom of Information Act 2000, has further broadened these rights, and limited exemptions under the 1985 Act.

Your main rights are set out below:-

- Automatic right to attend all Council and Committee meetings unless the business would disclose confidential or “exempt” information.
- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
- Automatic right to inspect minutes of the Council and its Committees (or summaries of business undertaken in private) for up to six years following a meeting.
- Automatic right to inspect lists of background papers used in the preparation of public reports.
- Access, upon request, to the background papers on which reports are based for a period of up to four years from the date of the meeting.
- Access to a public register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc.
- A reasonable number of copies of agenda and reports relating to items to be considered in public must be made available to the public attending meetings of the Council and its Committees etc.
- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:
www.redditchbc.gov.uk

If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact

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Minicom: 595528

Welcome to today's meeting.

Guidance for the Public

Agenda Papers

The **Agenda List** at the front of the Agenda summarises the issues to be discussed and is followed by the Officers' full supporting **Reports**.

Chair

The Chair is responsible for the proper conduct of the meeting. Generally to one side of the Chair is the Committee Support Officer who gives advice on the proper conduct of the meeting and ensures that the debate and the decisions are properly recorded. On the Chair's other side are the relevant Council Officers. The Councillors ("Members") of the Committee occupy the remaining seats around the table.

Running Order

Items will normally be taken in the order printed but, in particular circumstances, the Chair may agree to vary the order.

Refreshments : tea, coffee and water are normally available at meetings - please serve yourself.

Decisions

Decisions at the meeting will be taken by the **Councillors** who are the democratically elected representatives. They are advised by **Officers** who are paid professionals and do not have a vote.

Members of the Public

Members of the public may, by prior arrangement, speak at meetings of the Council or its Committees. Specific procedures exist for Appeals Hearings or for meetings involving Licence or Planning Applications. For further information on this point, please speak to the Committee Support Officer.

Special Arrangements

If you have any particular needs, please contact the Committee Support Officer.

Infra-red devices for the hearing impaired are available on request at the meeting. Other facilities may require prior arrangement.

Further Information

If you require any further information, please contact the Committee Support Officer (see foot of page opposite).

Fire/ Emergency instructions

If the alarm is sounded, please leave the building by the nearest available exit – these are clearly indicated within all the Committee Rooms.

If you discover a fire, inform a member of staff or operate the nearest alarm call point (wall mounted red rectangular box). In the event of the fire alarm sounding, leave the building immediately following the fire exit signs. Officers have been appointed with responsibility to ensure that all visitors are escorted from the building.

Do Not stop to collect personal belongings.

Do Not use lifts.

Do Not re-enter the building until told to do so.

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

- Where the item relates or is likely to affect your **registered interests** (what you have declared on the formal Register of Interests)

OR

- Where a decision in relation to the item might reasonably be regarded as affecting **your own** well-being or financial position, or that of your **family**, or your **close associates** more than most other people affected by the issue,

you have a personal interest.

WHAT MUST I DO? **Declare the existence, and nature, of your interest and stay**

- The declaration must relate to specific business being decided - a general scattergun approach is not needed
- **Exception** - where interest arises only because of your membership of another **public body**, there is no need to declare unless you **speak** on the matter.
- You **can vote** on the matter.

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

- It is a personal interest **and**
 - The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)
- and**
- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

WHAT MUST I DO? **Declare and Withdraw**

BUT you may make representations to the meeting before withdrawing, **if** the public have similar rights (such as the right to speak at Planning Committee).



Overview and Scrutiny

Committee

Thursday, 22nd July, 2010

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: Diane Thomas William Norton
(Chair) Brenda Quinney
Anita Clayton (Vice- Mark Shurmer
Chair) Graham Vickery
Kath Banks
Bill Hartnett
Robin King

<p>3. Actions List (Pages 1 - 4) C Felton, Head of Legal, Equalities and Democratic Services</p>	<p>To note the contents of the Overview and Scrutiny Actions List. (Report attached) (No Specific Ward Relevance)</p>
<p>7. Bus Pass Scheme: County Provision - Update (Pages 5 - 6)</p>	<p>To interview representatives from Worcestershire County Council regarding the concessionary fares scheme. (Questions attached and oral report to follow). All Wards</p>
<p>9. Council Flat Communal Cleaning Task and Finish Review- Monitoring - Consultation Update Report (Pages 7 - 26)</p>	<p>To receive an update on the outcome of focussed consultation in Exhall Close and Winyates regarding communal cleaning arrangements in Council properties as suggested by the Council Flat Communal Cleaning Task and Finish Group June 2009. (Report attached) (Church Hill and Winyates Wards)</p>

Actions requested by the Overview and Scrutiny Committee

Date Action Requested	Action to be Taken	Response
14th October 2009 1	Officers reported an item that had been raised by the Portfolio Holder for Community Safety for the consideration of the Crime and Disorder Scrutiny Panel.	The subject of this referral was considered at a meeting of the Crime and Disorder Scrutiny Panel on 15th July 2010. DONE.
17th March 2010 2	Members were disappointed to learn that there had been a low response level to the consultation process that had been undertaken regarding the communal cleaning contract for Council properties.	More focussed consultation is in the process of being undertaken starting in Exhall Close and Winyates. An update report will be delivered on this subject at a meeting of the Committee on 22nd July. WILL BE DONE AT THIS MEETING.
17th March 2010 3	Members received an Annual Report from the Portfolio Holder for Community Safety. They requested that the information relating to the performance of the Fire Authority, which was presented at meetings of the Redditch Community Safety Partnership's Tasking Group, be incorporated into the performance reports that were regularly presented for Members' consideration.	Officers to ensure that details about the Fire Authority's performance be incorporated into the performance reports considered by the Executive and Overview and Scrutiny Committee from 2010/11 onwards. TO BE DONE. 27th July for the 8th September meeting of the Executive Committee when the first performance report for 2010/11 is due to be considered.
28th April 2010 4	Gender Equalities was considered by the Committee. Members agreed that the subject of the causes and consequences of violence against women and girls, one of the four main issues identified for gender equalities work, should be scrutinised in further detail by the Crime and Disorder Scrutiny Panel.	A presentation on this subject was considered at a meeting of the Crime and Disorder Scrutiny Panel on 15TH July 2010. DONE.

<p>2nd June 2010</p> <p>5</p>	<p>Members requested that the Scrutiny Work Programme Planning Event take place as soon as possible and that the issues proposed by the Committee in the previous municipal year be approved.</p>	<p>The Redditch Scrutiny Work Programme Planning Event is due to take place on Monday 26th July from 6.00 pm. WILL BE DONE SOON.</p>
<p>23rd June 2010</p> <p>6</p>	<p>Members agreed to pre-scrutinise the Older Person's Housing and Support Strategy at the following meeting of the Committee.</p>	<p>The report will be pre-scrutinised at an additional meeting of the Committee prior to the Executive on 22nd July 2010. WILL BE DONE AT THIS MEETING.</p>
<p>23rd June 2010</p> <p>7</p>	<p>Members requested that Officers work to schedule a date for the consideration of the Joint Worcestershire Flooding Scrutiny Group's recommendations.</p>	<p>Officers have been asked to schedule a date for the consideration of this item by the Executive Committee. Lead Officer, Operations Manager, estimated completion date, not specified. TO BE DONE.</p>
<p>23rd June 2010</p> <p>8</p>	<p>Members agreed to invite the relevant Portfolio Holder and relevant Officers from Worcestershire County Council to attend the following meeting of the Committee to discuss plans for the delivery of the concessionary bus pass scheme.</p>	<p>Relevant Officers from Worcestershire County Council have been invited and agreed to attend the additional meeting of the Committee on 22nd July. WILL BE DONE AT THIS MEETING.</p>
<p>14th July 2010</p> <p>9</p>	<p>Members questioned what courses would not be provided if the REDI Centre were to be closed.</p>	<p>Officers were asked to provide this information in due course. Lead Officer, Project Development Manager, estimated completion date, not specified. TO BE DONE.</p>

<p>14th July 2010</p> <p>10</p>	<p>Members requested that paper copies of the presentation on the subject of the REDI Centre be circulated for members' consideration.</p>	<p>Officers were asked to circulate these copies as soon as possible. TO BE DONE.</p>
<p>14th July 2010</p> <p>11</p>	<p>Members proposed two recommendations on the subject of the REDI Centre for the consideration of the Executive Committee.</p>	<p>Officers to ensure that these recommendations are reported for the consideration of the Executive Committee at a meeting on 28th July 2010. Lead Officer, Project Development Manager, estimated completion date, 28th July 2010. TO BE DONE.</p>
<p>14th July 2010</p> <p>12</p>	<p>The Chair reported that she had been impressed by an example of budget scrutiny which had been undertaken by Hertfordshire County Council and which had won the overall outstanding scrutiny award at the CfPS Good Scrutiny Awards 2010.</p>	<p>The Chair asked to meet with relevant Officers to discuss appropriate arrangements for budget scrutiny in Redditch. TO BE DONE.</p>

Redditch Overview and Scrutiny Committee**22nd July 2010****Item 7: Bus Pass Scheme: County Provision – Update**

The following questions were proposed by members of the Redditch Overview and Scrutiny Committee for the consideration of Officers from Worcestershire County Council on the subject of the Concessionary Bus Pass Scheme at a meeting on 14th July 2010. Answers to these questions should be provided during the course of a meeting of the Committee on 22nd July. Members may then ask further, subsidiary questions based on the answers provided by Officers.

- 1) Why should Worcestershire County Council not guarantee to continue to provide the same standard of service as that which is currently provided in Redditch?
- 2) How much would be saved financially if pre-9.30 a.m. travel is not provided for?
- 3) What would be the social costs involved in any cuts to the service?
- 4) Why can there not be a different approach to the delivery of the concessionary scheme in each of the districts?
- 5) What would be the impact on the overall level of service of any changes?

Overview & Scrutiny

Church Hill and Winyates
wards

Committee

22nd July

BRIEF HEADING Council Flat Communal Cleaning

(Report of the Head of Head of Housing)

1. Summary of Proposals

The purpose of this report is to update Members on the outcome of the targeted consultation in Exhall Close and area's of Winyates.

Following the initial consultation carried out in January/February 2010 and subsequent feedback to Members it was requested that Officers carry out additional targeted consultation in Winyates and Exhall Close as part of the recommendations of the Council Flat Communal Cleaning Task and Finish Group

Recommendation:

1 c) the Council undertake statutory consultation procedures with secure tenants and consultation with leaseholders to establish if support exists for the introduction of a service charge to cover new cleaning arrangements, and if so the Council implement cleaning arrangements and any associated service charge accordingly.

2. Recommendations

The Committee is asked to RECOMMEND

the consultation results be noted.

3. Financial, Legal, Policy, Risk and Climate Change / Carbon Management Implications

Financial

3.1 The existing Contractor budget will need to be increased to cover the additional areas of work.

Legal

3.2 The Communal cleaning contract is currently being renewed and is in the process of being re-tendered. Only existing services are being procured for.

Overview & Scrutiny

Committee

22nd July 2010)

Policy

3.3 None identified.

Risk

3.4 None identified

Climate Change / Carbon Management

3.5 None identified.

Report

4. Background

The Council Flat Communal Cleaning Task and Finish Group was established in September 2008. The review was prompted by the high number of complaints the Council had received from Council flat tenants and leaseholders regarding the poor state of cleanliness in the communal areas of some of the Council's flats. The principle aim of the scrutiny exercise was to review the cleansing arrangements for communal areas including both areas that are subject to contractual cleaning arrangements and areas not currently subject to contractual cleaning arrangements and look for any ways in which these could be improved.

5. Key Issues

None identified.

6. Other Implications

Asset Management	-	None identified.
Community Safety	-	None identified.
Health	-	None identified.
Human Resources	-	None identified.
Social Exclusion	-	None identified.
Environmental / Sustainability /	-	None identified.

7. Lessons Learnt

7.1 Due to the low response rates of the initial survey consultation it was considered that Officers should undertake face to face consultation by door knocking in an to attempt engage and gather views of more

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Committee

22nd July 2010)

residents, particular in the Winyates and Exhall close in Church Hill at the request of Members.

8. **Background Papers**

Council Flat Communal Cleaning Task and Finish Group final report.

9. **Consultation**

Secure Council Tenants and Leaseholders.

10. **Author of Report**

The author of this report is Jayne Bough (Housing Services Manager), who can be contacted on extension 3131 (e-mail: jayne.bough@redditchbc.gov.uk) for more information.

11. **Appendices**

Appendix 1 – Letter and Questionnaire

Appendix 2 – Council Flat Communal Cleaning Consultation outcome summary – **February 2010**

Appendix 3 - Council Flat Communal Cleaning Consultation outcome summary – **Exhall Close responses**

Appendix 4 - Council Flat Communal Cleaning Consultation outcome summary – **Winyates responses**

Appendix 5 - Council Flat Communal Cleaning Consultation outcome summary – **All responses July 2010**

APPENDIX 1

The Resident

Please contact: Mrs Jayne Bough
Email: jayne.bough@redditchbc.gov.uk

December 2009

Dear Resident

RE: COMMUNAL CLEANING

The Council is working hard to improve the entrances and staircases in blocks of flats. We are currently upgrading Fire Protection equipment on the stair cases and looking to improve the cleanliness of these areas.

We have listened to customers concerns regarding the cleanliness and Councillors of Redditch Borough Council carried out an Overview and Scrutiny of the service which included visiting some blocks to see the condition they are in.

Councillors have now asked Officers to carry out consultation with all tenants and leaseholders living in flats to establish if

- support exists for the introduction of a cleaning service
- to agree what level of service would be required
- and the charge tenants and leaseholders would be willing to pay

In some areas this service has already been introduced and the charge for the service is made through a tenants rent account or for leaseholders through an annual service charge.

The charges for the service will vary dependant on the type of service that is received; the attached questionnaire explains the different levels of service you can choose from.

I would be grateful if you would take the time to complete and return this questionnaire, as it is important that you have a say in what services the council wish to introduce. The questionnaire can be handed into any One Stop Shop or posted to Housing Services, Woodrow Centre, Woodrow, Redditch, Worcestershire, B98 7RY no later than ?????

If you wish to find out more about the service we are looking to introduce before you return your questionnaire then please contact me on 01527 64252.

Thank you in advance for taking the time to complete this questionnaire.

Yours sincerely

Mrs Jayne Bough
Housing Services Manager

To Redditch Borough Council – Housing Services

RE: COUNCIL COMMUNAL CLEANING

- | | | | |
|----|--|------------|-----------|
| 1. | Would you like the Council to introduce cleaning to the staircase and entrance in your block of flats? | Yes | No |
| 2 | Would you be willing to pay for this cleaning service in your block of flats? | Yes | No |
| 3 | If yes please indicate below what services you would want to receive? | | |
| | a) Sweep stairwells/balconies | Yes | No |
| | b) Remove debris/litter (not fly tipping or bulky items). | Yes | No |
| | c) Wet mop stairwells, communal landings and walkways. | Yes | No |
| | d) Wipe down of handrails and iron work. | Yes | No |
| | e) Apply anti-bacteria treatments. | Yes | No |
| | f) Wipe down of window frames. | Yes | No |
| | g) Cleaning of communal windows. | Yes | No |
| | h) Jet wash/steam clean stairwells. | Yes | No |
| | i) Turn bins (in blocks with rubbish chutes). | Yes | No |
| | j) Report communal repairs. | Yes | No |
| 4 | Please indicate how often you would expect the services you have indicated above to be carried out? | | |
| | <ul style="list-style-type: none"> • Weekly • Fortnightly • Monthly • Annually | | |
| 5 | How much would you be willing to pay for the cleaning service you have indicated above? | | |
| | a) £3.00 per week | Yes | No |
| | b) £4.00 per week | Yes | No |
| | c) £5.00 per week | Yes | No |
| | d) £6.00 per week | Yes | No |
| 6. | If communal cleaning is introduced would you be interested in being part of a working group to assist the Council to set the cleaning standards and charges? | Yes | No |

7. Please make any comments or suggestions below?

.....
.....
.....

Name:.....

Address:.....
.....
.....
.....

Contact Number:.....

Email Address:.....

APPENDIX 2Council Flat Communal Cleaning Consultation outcome summary:

666 Letters and questionnaires were sent out during the period of January-February 2010.

The following responses were received:

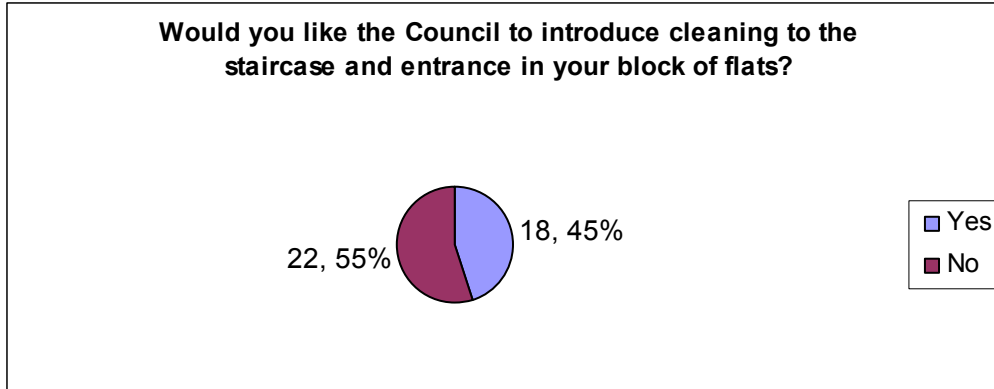
Area	Questionnaires Sent	Responses	%
Abbeydale	8	1	13%
Crabbs Cross	53	7	13%
Batchley/Webheath	20	1	5%
Church Hill	208	7	3%
Matchborough	42	1	2%
Mayfields/Southcrest	49	1	2%
Winyates	286	22	8%
TOTAL	666	40	6%

The Following questions were asked:

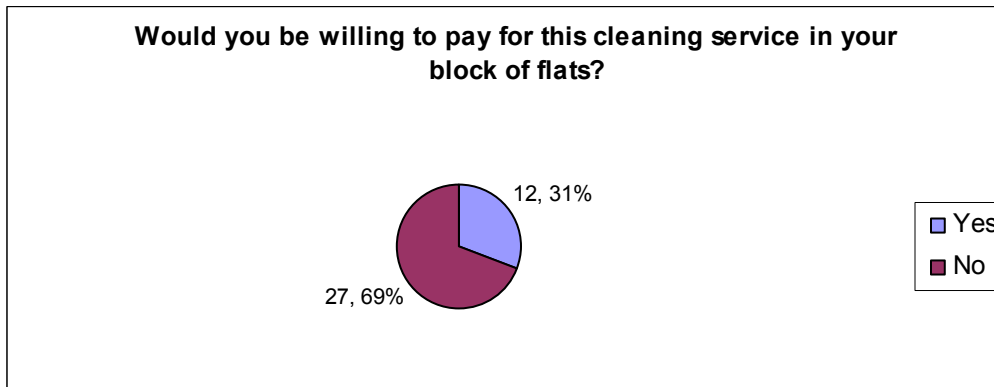
1.	Would you like the Council to introduce cleaning to the staircase and entrance in your block of flats?	Yes	No
2	Would you be willing to pay for this cleaning service in your block of flats?	Yes	No
3	If yes please indicate below what services you would want to receive? a) Sweep stairwells/balconies b) Remove debris/litter (not fly tipping or bulky items). c) Wet mop stairwells, communal landings and walkways. d) Wipe down of handrails and iron work. e) Apply anti-bacteria treatments. f) Wipe down of window frames. g) Cleaning of communal windows. h) Jet wash/steam clean stairwells. i) Turn bins (in blocks with rubbish chutes). j) Report communal repairs.	Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes	No No No No No No No No No No
4	Please indicate how often you would expect the services you have indicated above to be carried out? <ul style="list-style-type: none"> • Weekly • Fortnightly • Monthly • Annually 		
5	How much would you be willing to pay for the cleaning service you have indicated above? a) £3.00 per week b) £4.00 per week c) £5.00 per week d) £6.00 per week	Yes Yes Yes Yes	No No No No
6.	If communal cleaning is introduced would you be interested in being part of a working group to assist the Council to set the cleaning standards and charges?	Yes	No

From the responses received the following analysis has been completed:

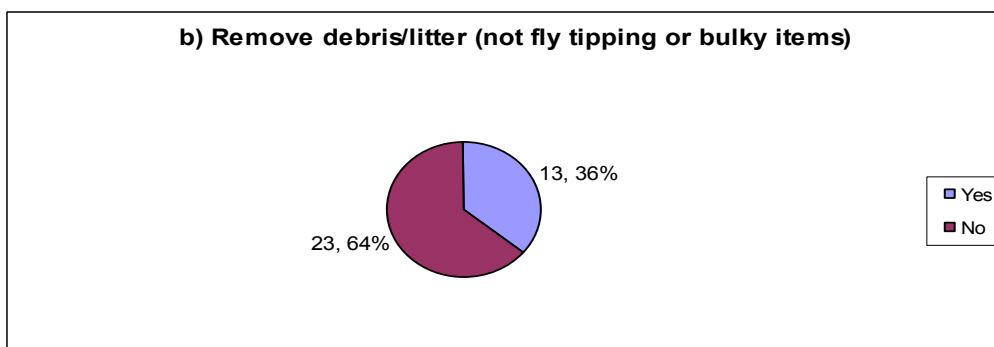
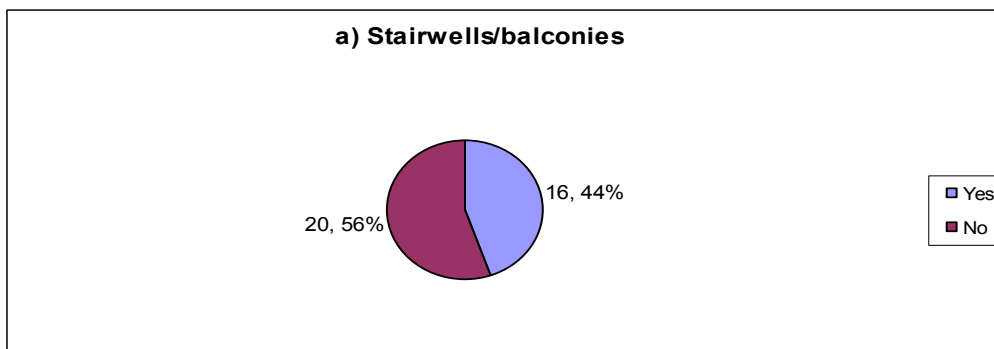
1. Would you like the Council to introduce cleaning to the staircase and entrance in your block of flats?



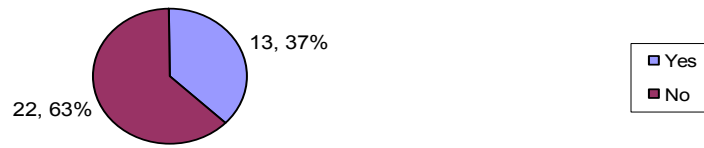
2. Would you be willing to pay for this cleaning service in your block of flats?



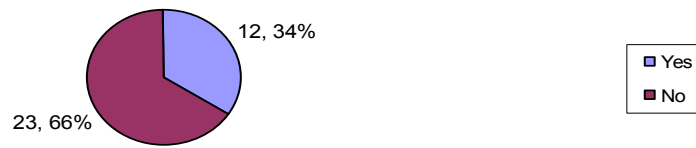
3. If yes please indicate below what services you would want to receive?



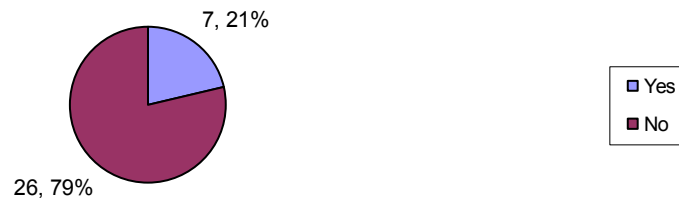
c) Wet mop stairwells, communal landings and walkways



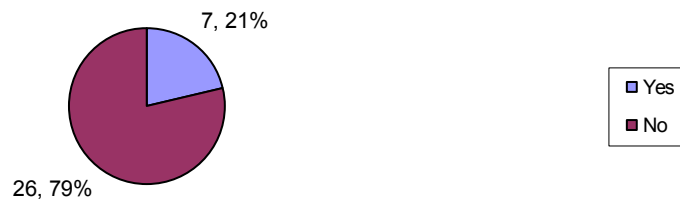
d) Wipe down of handrails and iron work



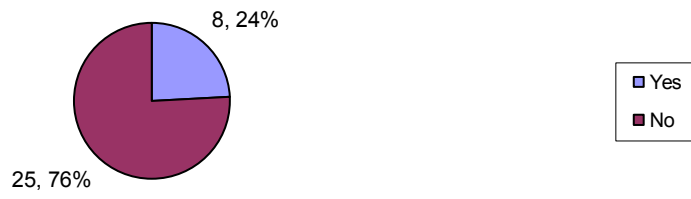
e) Apply anti-bacteria treatments



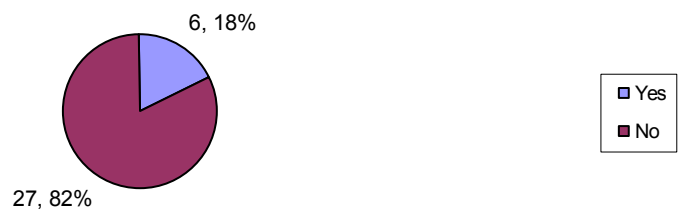
f) Wipe down of window frames



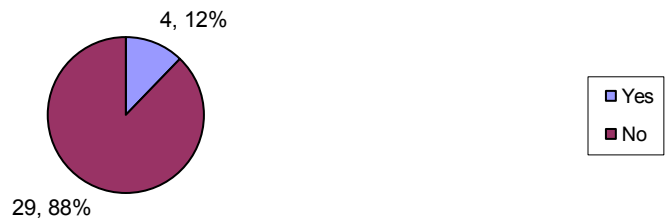
g) Cleaning of communal windows



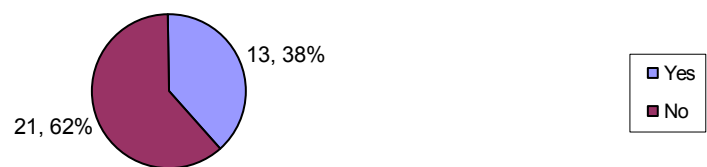
h) Jet wash/steam clean stairwells



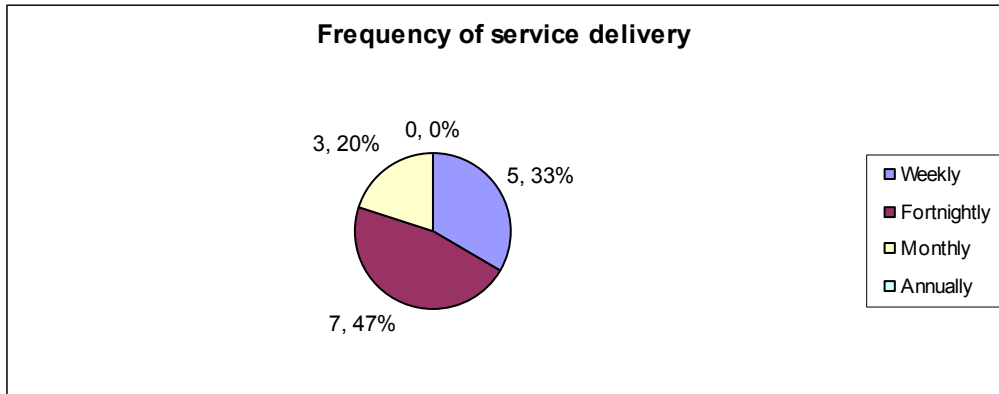
i) Turn bins (in blocks with rubbish chutes)



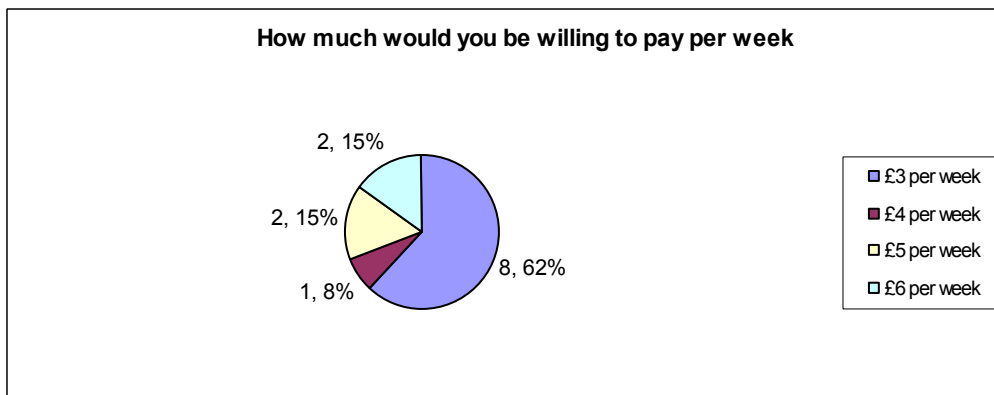
j) Report communal repairs



4. Please indicate how often you would expect the services you have indicated above to be carried out?



5. How much would you be willing to pay for the cleaning service you have indicated above?



Conclusion

In summary:

- Only 6% of questionnaires responses were received
- The majority of the responses received (55%) indicated they would not want a chargeable communal cleaning service introduced to their block of flats
- The majority of the responses received (47%) felt fortnightly cleaning would be the preferred frequency.
- The majority of responses received (62%) indicated that they would be willing to pay £3.00 per week for a cleaning service.

The Winyates area had the highest response rate; this may be due to other consultation that has been undertaken in the area recently on improvement works. Customers may be encouraged to voice their opinions from seeing how consultation has had a direct affect on outcomes in the community.

For Council Housing the Tenant Services Authority is driving change in the way standards are being decided across service delivery, encouraging landlords to introduce local standards that are relevant by area ensuring that decisions result from involvement and customers expressing opinions.

Due to the low response rate across all of the area's it may be beneficial to carry out further consultation work at a more local level. It may be relevant to consider local agreements to either an area such as Winyates or even for individual blocks of flats.

In conclusion due to the low response rate it may indicate:

- further methods of consultation may be required at a more local level.
- lack of interest in introducing this type of service

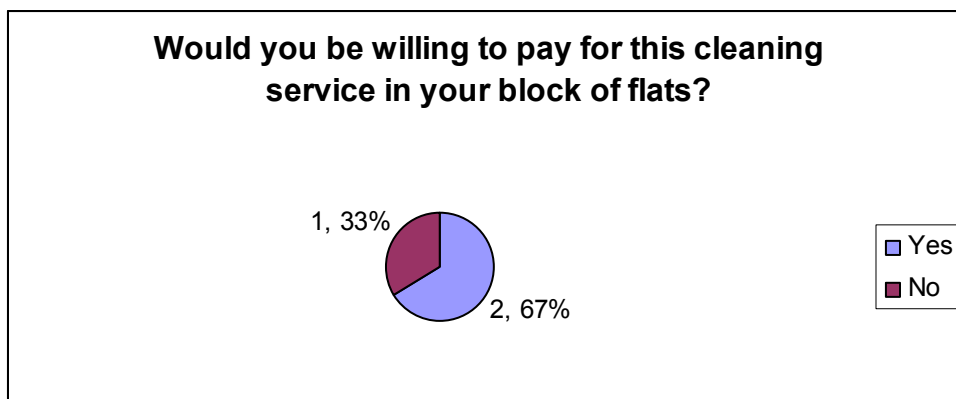
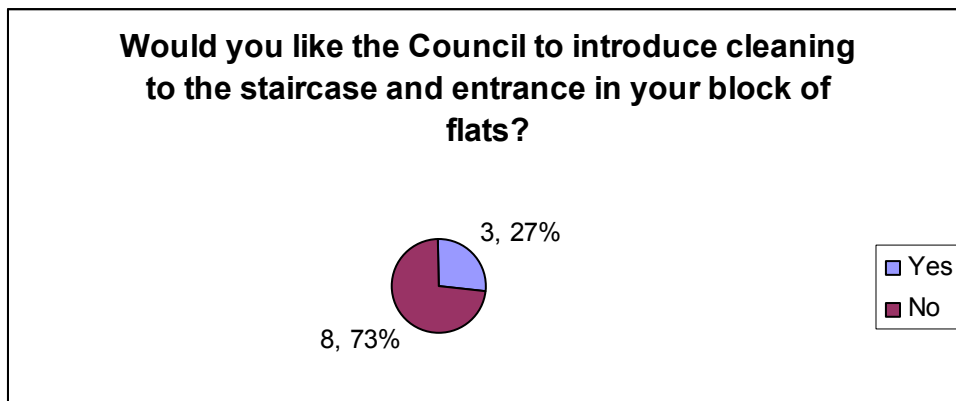
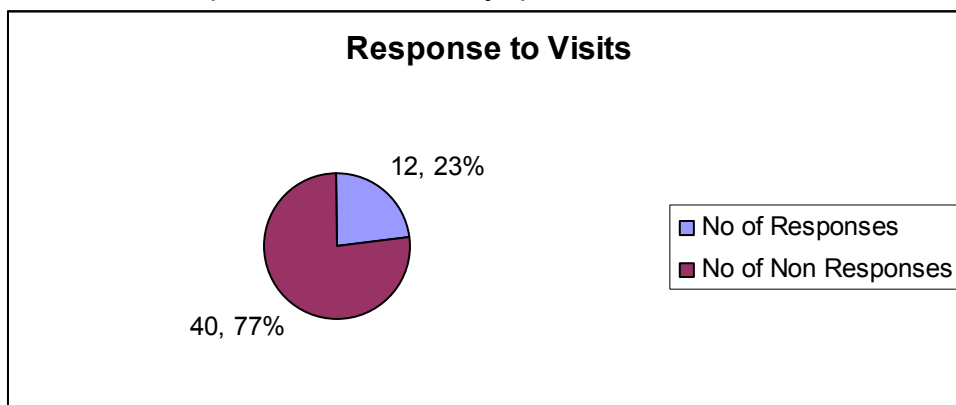
APPENDIX 3

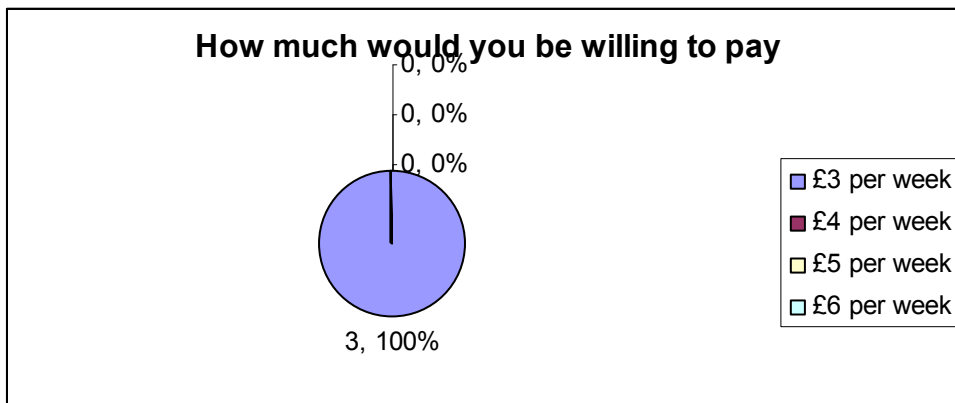
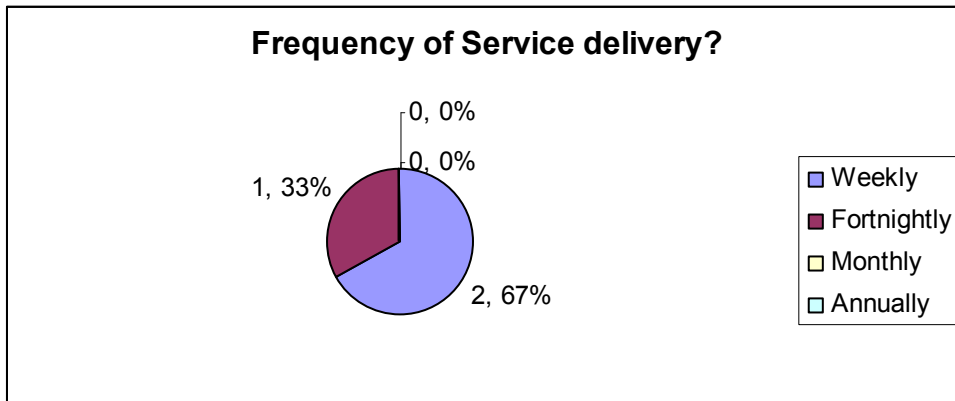
Council Flat Communal Cleaning Consultation outcome summary:

Exhall Close responses

During April/May/June **54 flats** in Exhall Close were consulted by face to face visits, the same questions as previous postal survey consultation were asked. (See appendix 1).

Please see responses below to key questions:





Conclusion

In summary:

- Due to the design of the flats in Exhall close Officers found it difficult to access the properties to conduct face to face consultation due to communal entrance leading to front doors being mainly locked.
- From the responses received 73% indicated that they would not like to introduce cleaning in their communal blocks, however, only 33% (one person) was willing to pay for the service.
- From the responses received that were interested in receiving the service 100% indicated they would pay £3 per week for the cleaning service and 67% felt the service should be delivered weekly.

APPENDIX 4

Council Flat Communal Cleaning Consultation outcome summary:

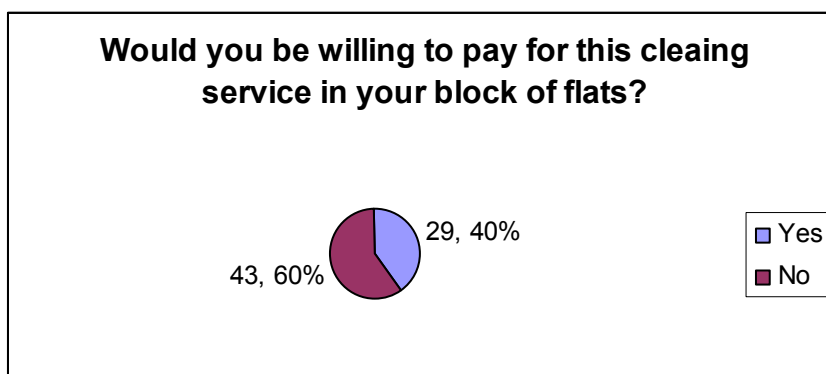
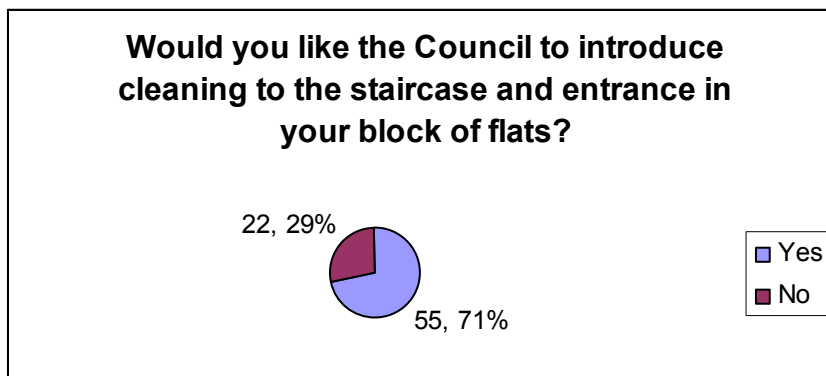
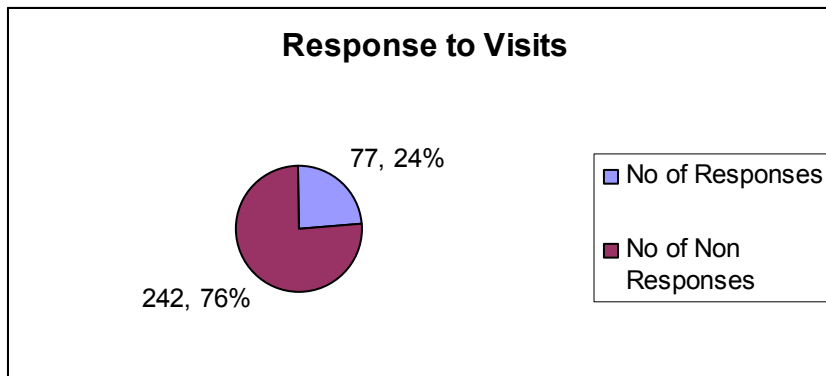
Winyates Responses

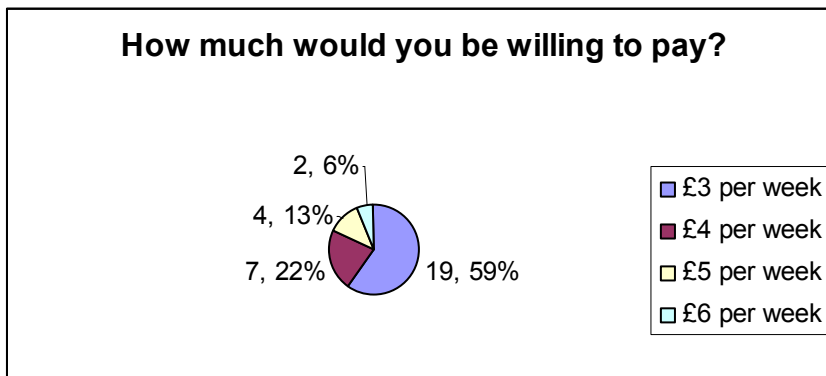
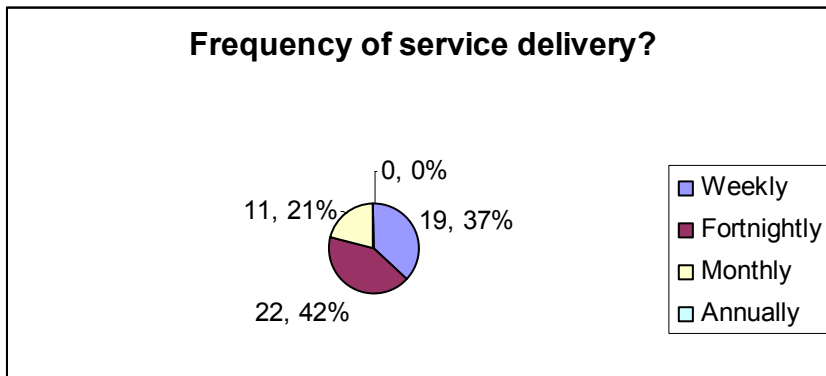
During April/May/June **319 flats** in the Winyates area were consulted by face to face visits, the same questions as previous postal survey consultation were asked. (See appendix 1).

The area's included were as follows:

Fownhope Close, Dolben Lane, Lingen Close, Mordiford Close, Winforton Close, Ibstock Close, Mainstone Close, Winslow Close and Leysters close.

Please see responses below to key questions:





Conclusion

In summary:

- A higher response rate of 24% was received from this method of consultation
- From the responses received 71% indicated that they would like to introduce cleaning in their communal blocks, however, only 40% were willing to pay for the service.
- From those willing to pay for the service 59% indicated they would pay £3 per week for the cleaning service and 42% felt the service should be delivered fortnightly and 37% weekly.

APPENDIX 5

Council Flat Communal Cleaning Consultation outcome summary update July 2010 :

All responses to include Winyates and Exhall Close updates

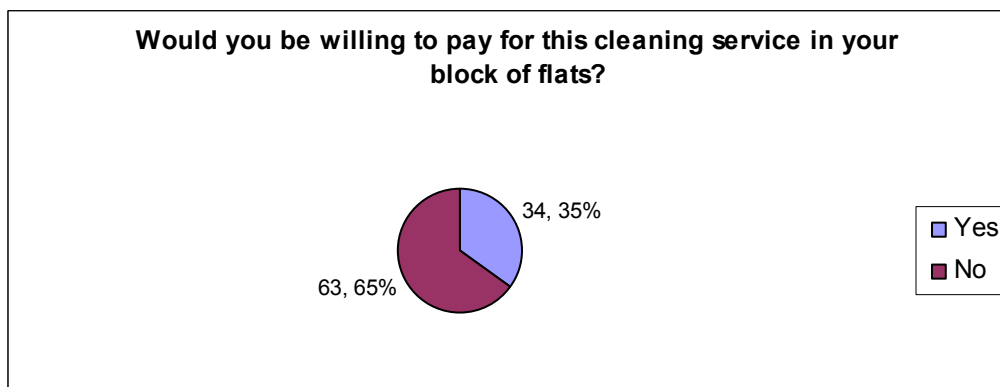
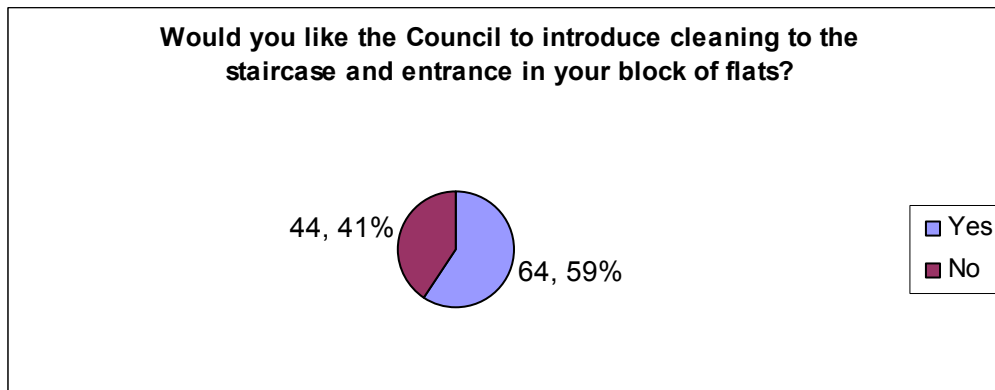
666 Letters and questionnaires were sent out to all blocks of flats with a communal entrance during the period of January-February 2010.

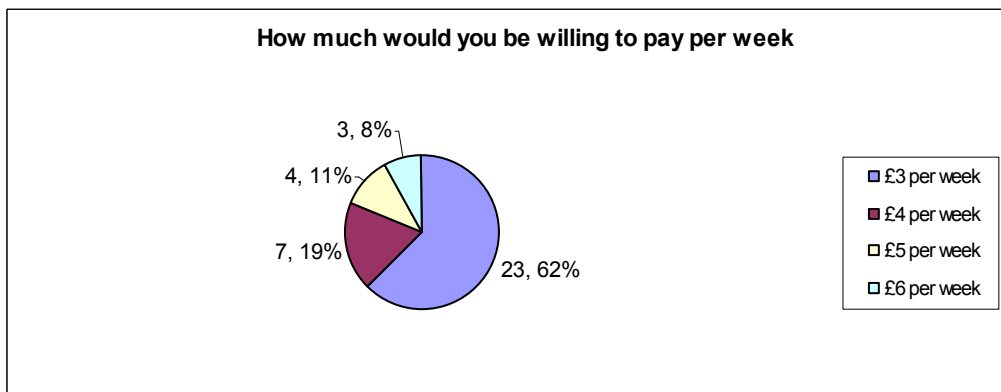
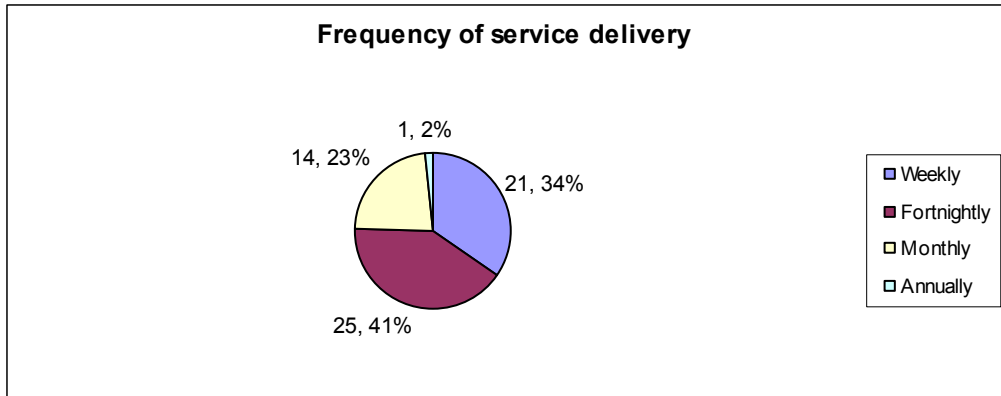
During April/May/June **54 flats** in Exhall Close and **319 flats** in the Winyates area were consulted by face to face visits in response Members recommendations. Please see Appendices 2 and 3.

The following responses were received

	Visits	Responses	%
Winyates	319	77	24%
Exhall Close	54	12	23%
Questionnaires	666	40	6%

Please see responses below to key questions:





Conclusion

In summary:

From the combined responses received from both consultation exercises

- 59% indicated that they would like to introduce cleaning in their communal blocks; however, only 35% were willing to pay for the service.
- The majority of 62% indicated they would pay £3 per week for the cleaning service and the majority of 62% felt the service should be delivered weekly.