

additional papers 1

# Executive Committee

Wed 10 Nov  
2010  
7.00 pm

Committee Room 2  
Town Hall  
Redditch



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# Access to Information - Your Rights

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- 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.
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**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**

**Denise Sunman  
Committee Support Services**

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e.mail: [denise.sunman@redditchbc.gov.uk](mailto:denise.sunman@redditchbc.gov.uk) Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

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### **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**

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### **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

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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).



# Executive

10th November 2010

7.00 pm

## Committee

Committee Room 2 Town Hall

### Agenda

#### Membership:

Cllrs: Carole Gandy (Chair) Malcolm Hall  
Michael Braley (Vice-Chair) Gay Hopkins  
Juliet Brunner Jinny Pearce  
Greg Chance Debbie Taylor  
Brandon Clayton

<b>4. Minutes</b> (Pages 1 - 10) Chief Executive	To confirm as a correct record the minutes of the meeting of the Executive Committee held on 20th October 2010.  (Minutes attached)
<b>7. Review of Dial a Ride Service</b> (Pages 11 - 20)	To consider recommendations for the future delivery of the Dial a Ride Service.  (Referral from Overview and Scrutiny Committee attached.)  (Report and Appendices previously circulated to Committee members. Copies of Appendices available in Group Rooms. )  <b>All Wards</b>





# Executive Committee

20th October 2010

## MINUTES

### Present:

Councillor Carole Gandy (Chair), Councillor Michael Braley (Vice-Chair) and Councillors Juliet Brunner, Greg Chance, Brandon Clayton, Malcolm Hall, Gay Hopkins, Jinny Pearce and Debbie Taylor

### Also Present:

Councillor A Brazier

### Officers:

M Bough, K Dicks, H Halls, S Hanley, S Horrobin, G Revans, A de Warr and L Williams.

### Committee Services Officer:

S Skinner

### 92. APOLOGIES

There were no apologies for absence.

### 93. DECLARATIONS OF INTEREST

There were no declarations of interest.

### 94. LEADER'S ANNOUNCEMENTS

The Leader advised that she had accepted the following matters as Urgent Business:

- Item 5 – Council Plan – Council Plan – Part 1
- Item 7 – Garden Waste – Referral from the Overview and Scrutiny Committee
- Item 11 – Referral from the Joint Committee for Worcestershire Enhanced Two Tier Regulatory Service.

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Chair

**95. MINUTES****RESOLVED that**

**the minutes of the meeting of the Executive Committee held on 29th September 2010 be confirmed as a correct record and signed by the Chair.**

**96. COUNCIL PLAN - PART 1**

The Committee considered a report which set out the Council's Vision and Priorities and strategic focus ready for the forthcoming round of budget preparation. It was essentially proposed to reconfirm the existing Vision and priorities.

Members considered the current content of the Plan and, further to a number of Member queries, what did not perhaps appear at first sight to be included. The Leader explained how various matters were sometimes covered under different headings, such as Housing under 'Enterprising Community' and Leisure under the overall Vision.

In terms of the Government's initial pronouncements on the Comprehensive Spending Review, which had been issued earlier on the same day as the Committee meeting, Members acknowledged that it was far too soon to begin to interpret the possible impacts on the Council Plan. Further detailed consideration would be given to this in later reports.

During consideration of the Plan, specific mention was made of the recent successes achieved in performance at Redditch High Schools. Mindful of earlier less satisfactory ratings, the Committee was gratified to learn of the recent Ofsted successes at both Arrow Vale and Trinity High Schools.

The Leader agreed a further report was required to consider how resources might be refocused to support this area.

Finally, Members acknowledged the usefulness of the 'Budget Juries' used in the Plan preparation processes; thanked the participants; and expressed a desire to build further on this initiative.

**RECOMMENDED that**

**the Vision and priorities, as set out at Appendix 1 (Paragraphs 6.1 – 6.6) of the report, be reconfirmed and the focus for the forthcoming budget round, in line with the analysis of the Council's national, regional and local context, be approved.**



**97. CUSTOMER FEEDBACK POLICY**

The Committee considered proposals for a revised Customer Feedback Policy, to deal more effectively with comments, complaints and compliments.

The Head of Customer Services explained how a streamlined but more responsive process, supported by updated IT solutions, would be more accessible, more consistent, and therefore more satisfactory, for customers.

Some concern was expressed at the loss of the Member Panel final stage of the existing complaints process, but Members generally agreed that this unnecessarily lengthened complaints processes and that, rather than the existing 3-stage process, it was preferable to aim to achieve a high quality response at the very first stage.

During consideration of this matter a strong plea was made for 'Crystal English' letters to be sent to Customers, as Members had sometimes felt Officers' letters to be hard to understand. In this respect, Officers were referred to the readability checks available to them on word processing systems.

**RECOMMENDED that**

**the Customer Feedback Policy as set out in Appendix 1 to the report be approved.**

**98. GARDEN WASTE COLLECTION SERVICE - OUTCOMES OF TRIAL**

Members considered a report which detailed the outcomes to date of the current trial garden waste collection service, together with recommendations for future delivery of the service.

Members also received a supplementary report which detailed the Overview and Scrutiny Committee's view that the service should not proceed further. The Executive Committee did not support this view, but did amend Officers' original recommendations, as detailed below.

The key issue for the Committee was that the service should be self-supporting, and that Officers therefore needed to promote and consult on the service, before any further roll out, to be certain that any investment would be repaid. It was important that non users should not fund services available in only parts of the Borough.

The Committee indicated that, if take up was likely to be less than 10%, the service would not be sustainable; but if more than 10%

could be achieved, options should be considered for a wider roll-out to areas which might benefit from the service.

It was agreed that the issue of further capital investment in equipment / bins etc. should therefore await further Committee decision. Similarly, in view of Members' revised recommendations, the possibility of sharing such a service with Bromsgrove DC would now also be considered as part of a further report.

**RECOMMENDED that**

- 1) **subject to a publicity and consultation exercise to seek customer response on likely take up and viability of the scheme before rolling out the service further; and further report back to the Committee in due course,**

**Option D, as detailed at Paragraph 5.4 of the report, be the preferred option for the future of the garden waste collection service, namely:**

***'Stop trial in East and increase West trial to cover 10,000 properties (figures based on 10% take up)'; and***

**RESOLVED that**

- 2) **Members note the outcomes of the trial garden waste collection service to date, as detailed in the report.**

**99. HOME REPAIRS ASSISTANCE POLICY**

The Committee was asked to consider a report which proposed an updated Home Repairs Assistance Policy.

This policy provided discretionary financial assistance to owner/occupiers and would therefore help to improve housing standards in the Borough.

**RECOMMENDED that**

**the Home Repairs Assistance Policy, attached at Appendix 1 to the report, be approved.**

**100. REGIONAL HOUSING POT GRANT - PROPOSALS**

Members considered proposed uses of the Regional Housing Pot Grant for loans to landlords of houses in multiple occupation (HMO's).

**RECOMMENDED that**

- 3) up to £30,000 of the Regional Housing Pot be transferred to the 2010/11 Capital Programme for loans to landlords of Houses in Multiple Occupation; and

**RESOLVED that**

- 4) up to £10,000 of the Regional Housing Pot be used for the purchase of appropriate management software for the Private Sector Housing Team;
- 5) up to £50,000 of the Regional Housing Pot be used for the following strategic housing research & intelligence projects including:
- Private Sector Stock Condition report;
  - Strategic Housing Market Assessment;
  - Worcestershire Housing Strategy;
  - Worcestershire Local Investment Plan; and
- 4) expenditure of up to the sum agreed by the Council at 1) above be approved in accordance with Standing Order 41, for the purposes defined in the report.

**101. OVERVIEW AND SCRUTINY COMMITTEE**

The Committee received the two most recent sets of minutes of the Overview & Scrutiny Committee, noting that two recommended items had already been dealt with at earlier meetings of the Executive Committee.

**RESOLVED that**

**the minutes of the meetings of the Overview and Scrutiny Committee held on 15<sup>th</sup> and 21<sup>st</sup> September 2010 be received and noted.**

**102. JOINT COMMITTEE FOR WORCESTERSHIRE ENHANCED TWO TIER REGULATORY SERVICE - REFERRAL**

Members received and noted the minutes of the meeting of the Worcestershire Shared Services Joint Committee dated 9th September 2010.

The minutes included a referral for all constituent District Councils to adopt a single standard range of revised fees and charges for private water supplies.

**RECOMMENDED that**

**the Council adopt the proposed fees and charges for private water supplies as follows:**

- **Risk Assessment - £40 per hour (up to £500 maximum);**
- **Investigation (each investigation) - £40 per hour (up to £100 maximum);**
- **Granting an Authorisation - £100 maximum;**
- **Sampling (each visit) - £100 maximum; and**
- **Analysing a sample**
  - **taken under regulation 10 - £25 maximum (small supplies)**
  - **taken during check - £100 maximum monitoring**
  - **taken during audit - £500 maximum monitoring.**

(This item was accepted by the Chair for consideration at the meeting as Urgent Business, in view of the need to obtain approvals from all member authorities within the same limited date range, for which the next meeting of the Committee would have been too late.)

**103. ADVISORY PANELS - UPDATE REPORT****RESOLVED that**

**subject to it being noted that the Grants Panel was next set to meet on 8th November 2010, the report be noted.**

**104. ACTION MONITORING**

The Committee received the Action Monitoring report without further update or comment.

**RESOLVED that**

**the report be noted.**

**105. EXCLUSION OF THE PUBLIC**

**RESOLVED that**

**under S.100 I of the Local Government Act 1972, as amended by the Local Government (access to Information (Variation) Order 2006, the public be excluded from the meeting for the following matter on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12(A) of the said Act, as amended:**

**Proposed Charity Shop – Winyates Centre – Commercial Rent Reduction Request (as detailed at Minute 106 below).**

**106. PROPOSED CHARITY SHOP - WINYATES CENTRE**

The Committee considered terms for the commercial letting of Council premises in Winyates.

[During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public prior to any debate on the grounds that information would be revealed relating to the financial or business affairs of any particular person (including the authority holding that information).]

The Meeting commenced at 7.00 pm  
and closed at 8.35 pm

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Chair



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

Document is Restricted





REDDITCH BOROUGH COUNCIL**EXECUTIVE  
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10th November 2010

**DIAL A RIDE TASK AND FINISH GROUP – FINAL REPORT**

Relevant Portfolio Holder	Councillor Carole Gandy, Portfolio Holder for Community Leadership and Partnerships / Councillor Jinny Pearce Portfolio Holder for Planning, Regeneration, Economic Development and Transport.
Relevant Head of Service	Angie Heighway, Head of Community Services
Key Decision	

**1. SUMMARY OF PROPOSALS**

This report details the reconvened Dial a Ride Task and Finish Group's final recommendations. The Group has largely endorsed the proposals detailed by Officers, in the *Dial a Ride Service – Review* report, though a few alterations are suggested as detailed in the report below.

Changes to the recommendations that have been proposed by Officers are underlined in the text below. Further information about the alterations is provided in Section four of the report below)

**2. RECOMMENDATIONS**

The Committee is asked to RESOLVE that

- 1) subject to any budget setting considerations, the Council continue to deliver the Dial a Ride service;
- 2) expenditure of up to the amount of any capital funding agreed in due course by the Council be approved in accordance with Standing Order 41, for the purposes defined in the *Dial a Ride Service – Review* report; and

to RECOMMEND that

- 1) with effect from April 2011, the discount offered to passengers who have a Concessionary Bus Pass be decreased from 50% to 24%, which will increase the fare paid from £1.05 to £1.60 there be an increase in concessionary rate fees for use of the service from £1.05 to £1.50, subject to review in 12 months' time;

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- 2) **capital investment in fleet replacement be included in the Capital Replacement Programme, and that a full business case be developed exploring the options for the continuing use of the existing fleet;**
- 3) **the possibility of closer working with Bromsgrove District Council, regarding the Bromsgrove Urban and Rural Transport (BURT) service, be assessed in respect of potential cost saving opportunities for both Councils; and**
- 4) **further opportunities for additional types of provision, which would include the hire of vehicles to community groups, registering for contracts with Worcestershire County Council and having the option to have a mixed fleet of vehicles, be investigated.**

**3. BACKGROUND**

- 3.1 The Overview and Scrutiny Dial a Ride Task and Finish review was launched in April 2009. In 2009/10 the membership of the Group consisted of Councillors Robin King (Chair) and Councillors Greg Chance, Anita Clayton and William Norton. The membership of the Group altered slightly in May 2010 when Councillor Graham Vickery replaced Councillor Chance.
- 3.2 The launch of the review originally followed receipt of a report on the subject of the service by the Council's Audit and Governance Committee. The report contained information regarding: monthly usage figures; the cost of running the service to the Council; the average cost of running the service to the Council Tax payer; and the current fare level. However, it was not possible to present some of the information that had been requested by Members including the percentage of vehicle downtime. It had also proved difficult to undertake comparative work to benchmark the Council's performance against the performance of other local authorities that operated similar services.
- 3.3 The Audit and Governance Committee had a number of concerns about the report and agreed that a further review of the subject would be suitable. The Committee referred the matter to scrutiny as it was considered a suitable topic for a Task and Finish review exercise.
- 3.4 As part of the Task and Finish review Members interviewed relevant Officers about the operation of the service. Members of the Group also accompanied a number of Dial a Ride drivers on journeys that took place

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across the Borough and spoke to customers about the service they were receiving. Customer surveys were produced by Officers during the course of the review and Members considered the feedback that was provided.

- 3.5 The Task and Finish Group was aware throughout that Officers were due to produce a report on the subject of the service. Members agreed that the content of this report would inform their recommendations. However, they recognised that the Officer report would take some time to produce and there was some reluctance to continue to convene meetings of the Group until the document was available. For this reason in February 2010 the Overview and Scrutiny Committee agreed to postpone further progress with the review until the report from Officers had been completed.
- 3.6 The Overview and Scrutiny Committee subsequently reviewed Officers' proposals at meetings on 6th October and 27th October 2010. The Committee concluded that the Task and Finish Group should be reconvened to consider the report prior to its consideration by the Executive Committee, owing to the level of expertise the Group had developed on the subject.

**4. KEY ISSUES**

- 4.1 The Task and Finish Group endorsed the majority of the recommendations detailed by Officers in the *Dial a Ride Service – Review* report. However, the Group has suggested a small number of amendments. These amendments, together with the Group's reasons for endorsing each recommendation, are detailed below.
- 4.2 **Recommendation One: We recommend that subject to any budget setting considerations, the Council continue to deliver the Dial a Ride service. (No change)**
- 4.2.1 The Task and Finish Group was in agreement throughout the review that Dial a Ride was a valuable service. Members were keen to ensure that the service would remain in operation, though they recognised that alterations might need to be made to improve the efficiency of the process. The Group is therefore proposing that this recommendation should be endorsed.
- 4.2.2 However, the Group also recognises that the Council's budget has not yet been set for the following year. In the current economic climate Members agreed that the proposal that the continuing delivery of the

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service should be subject to budget setting considerations represented a sensible suggestion.

4.3 **Recommendation Two: We recommend that expenditure of up to the amount of any capital funding agreed in due course by the Council be approved in accordance with Standing Order 41, for the purposes defined in the report. (No change)**

4.3.1 The Dial a Ride Task and Finish Group recognised that this was a necessary procedural recommendation.

4.4 **Recommendation Three: We recommend that there be an increase in concessionary rate fees for use of the service from £1.05 to £1.50, subject to review in 12 months time. (Change)**

4.4.1 The Task and Finish Group assessed the price levied for a single journey during the course of their review. They recognised that Officers' proposals to increase the fee to £1.60 had been informed by the suggestions proposed by JMP Consultants in their independent review of the service. However, the Dial a Ride Task and Finish Group believed that £1.50 would represent a more appropriate concessionary rate fee level at this stage.

4.4.2 During the course of their review Members were advised that the concessionary rate fee for a single journey was currently £1.05. This fee was not necessarily considered appropriate for the vulnerable clients, particularly elderly customers, who regularly used the service. In particular, the fee was not convenient for these customers as they frequently had to spend time searching for small change whilst waiting to board the vehicles. During such times the personal safety and possessions of these customers were placed in a vulnerable position.

4.4.3 The Dial a Ride Task and Finish Group has expressed some concern that a fee of £1.60 would not help to address this situation. Instead, Members concluded that a fee of £1.50 would be more suitable for these customers as less small change would be required by passengers.

4.4.4 JMP Consulting have predicted that, assuming current levels of usage are maintained, additional revenue of £18,000 would be generated if the price was increased to £1.60. The Group recognises that an increase in the concessionary rate fare for a single journey to £1.50 would impact on the level of additional revenue that the Council could

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expect to generate from single journeys. However, they do not believe that there is a guarantee that usage levels will remain the same and have suggested that some customers might be deterred by the price increase, particularly if this is raised to £1.60.

- 4.4.5 Members are therefore suggesting that the price increase should be reassessed in 12 months' time. This would provide Members with an opportunity to assess the level of income generated by the concessionary rate fare for single journeys when charged at £1.50. A comparison could be made to the level of income predicted by JMP Consulting. Based on this comparison Members could make further informed decisions about suitable fees for the future.
- 4.5 **Recommendation Four: We recommend that capital investment in fleet replacement be included in the Capital Replacement Programme, and that a full business case be developed exploring the options for the continuing use of the existing fleet. (Change)**
- 4.5.1 The Dial a Ride Task and Finish Group agreed that capital investment in fleet replacement was important as over time they recognise the existing fleet will need to be replaced in order to maintain a consistent service.
- 4.5.2 The Group suggested that this recommendation could be extended further. In particular, the Group observed that many of the older vehicles in the Council's fleet were in good condition. Often the vehicles had amassed in excess of 100,000 miles. However, this did not necessarily mean the condition of the vehicles was deteriorating. Indeed, Members noted that many private transport and taxi companies use older vehicles which have accrued high mileage. This usage is thought to be dependent on the companies' ability to secure good maintenance services.
- 4.5.4 Members are suggesting that a business case should be produced outlining all the options for the continuing use of the existing fleet. This business case could assess whether the period for use of the vehicles could be extended. In particular, the business case would need to determine whether it would be more cost effective to replace different parts within the vehicles, as and when required, to prolong the use of those vehicles rather than sell the vehicles. The Group contends that this action would help the Council to secure greatest value for money from the existing fleet.

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- 4.6 **Recommendation Five: We recommend that the possibility of closer working with Bromsgrove District Council, regarding the Bromsgrove Urban and Rural Transport (BURT) service, be assessed in respect of potential cost saving opportunities for both Councils. (No Change)**
- 4.6.1 The Dial a Ride Task and Finish Group would welcome any measures which would ensure the continuation of the service at the same time as potentially providing an opportunity to save on costs. The Group have therefore endorsed this recommendation.
- 4.7 **Recommendation Six: We recommend that further opportunities for additional types of provision, which would include the hire of vehicles to community groups, registering for contracts with Worcestershire County Council and having the option to have a mixed fleet of vehicles, be investigated. (No Change)**
- 4.7.1 The members of the Dial a Ride Task and Finish Group believe that all possible measures relating to the service should be investigated. Further investigation of the subject might help the Council to identify additional opportunities to reduce the operation costs and improve the efficiency of the service. The Group therefore endorsed this recommendation.

**5. FINANCIAL IMPLICATIONS**

The Task and Finish Group's proposal that the concessionary rate fee should be set at £1.50, rather than at £1.60 as proposed by Officers, would have financial implications. The additional revenue that could be generated if this fee was approved would probably differ from the level predicted by JMP Consultants.

**6. LEGAL IMPLICATIONS**

There are no additional legal implications to the points outlined in the *Dial a Ride Service – Review* report.

**7. POLICY IMPLICATIONS**

There are no additional policy implications to the points outlined in the *Dial a Ride Service – Review* report.

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**8. COUNCIL OBJECTIVES**

The Council aims to be a well managed organisation. The Task and Finish Group contends that the development of a business case exploring options for the future use of the existing vehicles corresponds with this objective.

**9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS**

The Council would need to ensure that risk management and health and safety implications were considered as a part of a business case assessment of options for the continuing use of the existing vehicle fleet.

**10. CUSTOMER IMPLICATIONS**

There are no additional implications for the customer to the points outlined in the *Dial a Ride Service – Review* report.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

There are no additional equalities or diversity implications to the points outlined in the *Dial a Ride Service – Review* report.

**12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT**

The Task and Finish Group is concerned that the existing vehicles would not have a particularly large resale value, owing to the age of the vehicles and their extensive mileage. They believe that if the vehicles were to be sold without first investigating additional options for extending the use of the vehicles, as suggested in recommendation four to the report, the Council would not necessarily secure value for money.

**13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY**

Members have been advised that CO<sup>2</sup> emissions are lower for new and smaller buses. This would need to be considered as part of a business case review of options for the continuing use of the existing vehicle fleet.

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**14. HUMAN RESOURCES IMPLICATIONS**

There are no additional human resources implications to the points outlined in the *Dial a Ride Service – Review* report.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

There are no additional governance and performance management implications to the points outlined in the *Dial a Ride Service – Review* report.

**16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998**

There are no direct community safety implications.

**17. HEALTH INEQUALITIES IMPLICATIONS**

There are no additional implications for health inequalities to the points outlined in the *Dial a Ride Service – Review* report.

**18. LESSONS LEARNT**

No specific lessons have been learnt.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

Officers dispatched a series of customer surveys in 2009 during the course of the Task and Finish review. The Group assessed the feedback that was provided by the customers as part of their review and the details informed their final recommendations.

**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	No.
Chief Executive	No.
Executive Director (S151 Officer)	No.
Executive Director – Leisure, Cultural, Environmental and Community Services	No.



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Executive Director – Planning & Regeneration, Regulatory and Housing Services	No.
Director of Policy, Performance and Partnerships	No.
Head of Service	Yes, the Head of Community Services was consulted by the Dial-A-Ride Task and Finish Group when discussing their final recommendations.
Head of Resources	No.
Head of Legal, Equalities & Democratic Services	No.
Corporate Procurement Team	No.

**21. WARDS AFFECTED**

All wards.

**22. BACKGROUND PAPERS**

Dial a Ride Task and Finish Group, Notes from meetings of the Group.

Dial a Ride Service – Review, report to the Executive Committee, 10th November 2010.

**AUTHOR OF REPORT**

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