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appendices

# Council

Mon 13th December  
2010  
7.00 pm

Council Chamber  
Town Hall  
Redditch



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

# Access to Information - Your Rights

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

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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  
Ivor Westmore  
Committee Support Services**

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e.mail: [ivor.westmore@redditchbc.gov.uk](mailto:ivor.westmore@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**

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

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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).



# Council

13th December 2010

7.00 pm

Council Chamber Town Hall

**9. Executive Committee**

B. To receive the minutes and consider the recommendations and/or referrals arising from the following meeting of the Executive Committee:

10th November 2010

Matters requiring the Council's consideration include:

- Climate Change Strategy; and
- Review of Dial A Ride Service.

(Appendices attached)

**10. Regulatory Committees**

To formally receive the minutes and/or consider the recommendations/ referrals arising from of the following meetings of the Council's Regulatory Committees:

Licensing Committee - 29th November 2010  
(Recommendations only)

Planning Committee - 9th November 2010

(Appendices attached)



# Joint Climate Change Strategy and Action Plan Bromsgrove District and Redditch Borough Councils (2010-2013)

“We face only one truly existential threat: that is climate change, the great moral imperative of our era”.

(Ban Ki-Moon, January 2009)

## Executive Summary

This joint climate change strategy is designed to increase awareness of the wide variety of issues that the Council needs to be aware of in order to deal with climate change, and to set out the strategic actions which will contribute to reducing carbon emissions from our own organisation, and the communities we serve.

Although published in ‘the age of austerity’, the strategy recognises the need for making investments now, in order to save in the medium to long term. In many cases, the joint aims of saving emissions and saving money are perfectly aligned - and often also have significant health benefits for vulnerable residents. Dealing with climate change is not an expensive bolt on to our work, it should be at the heart of the organisations.

As well as trying to limit the changes in our climate which are coming, we also need to accept that the more prepared we are for change, the better placed we and our communities will be to be resilient to the changes and can make the most of any opportunities. The areas in which we can demonstrate leadership are:

- Energy – we need to reduce wasteful consumption and ensure our buildings are as energy efficient as possible
- Renewable energy – we need to encourage homeowners and businesses to generate their own heat and power where possible
- Water – processing and providing water uses huge amounts of energy, so wasting water also wastes emissions
- Transport – although we have limited influence for this sector, we can all do our bit to reduce our own travel emissions
- Green economy – we need to help the local economy recover in the cleanest, greenest way it can
- Open spaces – we can use our open spaces to absorb carbon emissions but we also need to support biodiversity to cope with change
- Sustainable new development – new buildings and infrastructure need to be designed to reduce carbon emissions



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**Foreword:**

This strategy has been jointly produced and demonstrates the importance of the issue to both our organisations and the commitment of our staff to ensuring that we act now to tackle climate change.

The UK Government has committed to take action now and has introduced the Climate Change Act with a target to cut carbon emissions by at least 80% by 2050, with a minimum reduction of 26% by 2020 across the UK. We are keen to support and contribute to these targets and ensure our area is doing enough to tackle the issues and take advantage of the opportunities climate change will bring. We therefore welcome this Climate Change Strategy and hope that we can demonstrate that by working together, we can show leadership in this area and ensure our organisations are run sustainably and in a low-carbon way and that our communities are empowered to embrace this agenda alongside us.



Councillor Peter Whittaker

Portfolio Holder for Climate Change

Bromsgrove District Council



Councillor Brandon Clayton

Portfolio Holder for Climate Change

Redditch Borough Council

## 2. Vision and Objectives

**The Strategy's aim is to provide a policy framework in which the two Authorities can reduce both their own and their communities carbon footprints, mitigate against future climate change and identify how best to adapt for the risks and opportunities that future climate change will bring.**

### 2.1. Vision

This joint strategy is aligned with the Worcestershire Partnership Climate Change Strategy and Bromsgrove and Redditch's Sustainable Community Strategies (2010-13); and is broadly grouped into three areas:

- **Mitigation** - taking action to tackle the causes of climate change by reducing emissions of greenhouse gases in the atmosphere arising from residents and businesses in Bromsgrove and Redditch (including exported emissions).
- **Adaptation** –taking action to deal with the consequences of a changing climate, resulting from already emitted and increased levels of atmospheric greenhouse gases, as well as future unavoidable emissions.
- **Raising awareness** of climate change related issues amongst our residents and businesses.

### 2.2. This strategy will allow us to deliver

- on our National Indicator targets and LAA obligations;
- but also allows flexibility to deliver on locally important priorities

### **2.3. Objectives**

- Measure and monitor our current carbon emissions baseline as organisations and communities and set targets to reduce them
- Identify the likely changes in climate locally and risk assess against them
- Communicate widely and promote active engagement; support innovative change and the development of a greener local economy
- Embed strategic climate change activity (mitigation, adaptation and raising awareness) across the Council and its partners

## **3. Background**

### **3.1. What is climate change?**

This strategy does not try to explain the science of climatic change nor tries to persuade the reader that climate change is happening\*. Both Councils have acknowledged that climate change is real, have made it a corporate priority and intend to reduce our impact on future climate change.

Climate refers to weather patterns experienced over a long period of time, around 30 years, whereas weather refers to what we see on a daily basis. Climate change generally refers to weather patterns since the 1900's (UKCIP, 2010). Variations in the Earth's climate are normal, however the changes we are currently seeing are happening much faster than any natural variance would cause. The IPCC (2007) concludes that this is as a result of increasing human-caused emissions of greenhouse gases such as carbon dioxide (CO<sub>2</sub>) and Methane (CH<sub>4</sub>). Reducing these pollutants mean we '**mitigate**' **climate change**.

### **3.2. Why is climate change important?**

The effects of climate change will differ globally and inevitably will affect those who are least able to deal with the consequences disproportionately. This may impact on our areas if net immigration occurs due to severe climatic change elsewhere, freely within the EU and potentially from further afield. The UK Climate Impact Profile (UKCIP) projected in 2009 that the following changes are likely to occur in the West Midlands under a medium emissions scenario (Table 1) – acknowledging these changes and aiming to reduce their impact is known as '**adapting**' to **climate change**, please note these are average (Av.) predictions:

\*If required, more detailed information regarding the science of climate change is available from the Met Office (<http://www.metoffice.gov.uk/climatechange/guide/>) or Intergovernmental Panel on Climate Change ([www.ipcc.ch](http://www.ipcc.ch))

Table 1: Predicted changes to climate

Impact	By 2020's	By 2050's	By 2080's
Hotter, drier summers	Av. mean summer temperature rises between 1.5 °C	Av. mean summer temperature rises by 2.6°C	Av. mean summer temperature increases by 3.7°C
	Av. summer precipitation reduces by 7%	Av. summer precipitation reduces by 17%	Av. summer precipitation reduces by 30%
Milder, wetter winters	Av. winter temperature rises by 1.3°C	Av. winter temperature increases by 2.1°C	Av. winter temperature increases by 2.9°C
	Av. precipitation increases by 5%	Av. precipitation changes by 13%	Av. precipitation changes by 17%

(Source: UKCIP 09)

The Earth's changing climate was shown to be an important concern for Worcestershire residents – in a recent survey only 7% of respondents were not at all concerned about climate change (Citizens Panel, 2009). This high awareness of the importance of Climate Change will hopefully mean that residents will be receptive to change and will embrace the opportunity to influence this agenda on a personal basis.

Worcestershire Partnership's (2006) study illustrates a changing climate in the County; Worcestershire's annual temperature has risen by 0.6°C since the 1900s, coupled with an increased intensity of rainfall events. This is predicted to continue, and will also include increased frequency of extreme weather events, such as storms and floods. The effects of this can be devastating, e.g. the 2007 floods cost Worcestershire over £150 million, and affected both households and businesses.

Although a single event cannot be singly attributed to climate change, the increased frequency of flooding, (both fluvial and pluvial events) is clearly being seen within the County.

The extent of the seriousness of climate change will ultimately depend on how we react now. Historic greenhouse gas emissions emitted will continue to exist in the atmosphere for some time. However, continuing with this trend will only amplify the impact of climate change, which is why it is very important that we begin to reduce emissions right away. Taking action to tackle climate change can provide numerous benefits. For example, improving the energy efficiency of our homes can help combat rising fuel costs and tackle cold and damp associated health problems as well as reducing emissions. For the business sector, climate change may provide opportunities e.g. in the environmental technologies sector and the development of green collar economies. For the Councils internally, we can combine reducing emissions with reducing ongoing revenue costs through spend to save initiatives e.g. investing in local renewable energy projects.

### 3.3. Other reasons to act

- **Security of supply** – we need to ensure we have access to secure, clean and affordable energy sources
- **Health Issues** – e.g. reduced emissions will result in better air quality, increased cycling/walking and consuming local food products/healthier living may impact on obesity and fitness levels; and
- **Social** – increased summer temperatures can lead to increased summer deaths, illness (e.g. food poisoning) but milder winters may reduce excess winter deaths, a particular area of concern in Bromsgrove.
- **Economic issues** – increased severe weather events can cause disruption to the point where it affects the economy, for example the transport network is vulnerable to roads melting, rail tracks buckling, drainage issues leading to flooding etc.
- **Peak Oil** - when non-renewable oil extraction peaks and goes into terminal decline, prices will increase; although due to global population increases, demand will likely be sustained or be increasing. A number of scientists predict we are very close to peak oil, if not already at the tipping point, and although this will have a massive impact on global travel, food supplies and energy security patterns, until recently, little attention has been given to the issue. Reducing our reliance on oil and other non-renewable fossil fuels now, can therefore only increase our resilience to future changes in oil production/availability. While this strategy deals with climate change, it acknowledges that there is commonality with the two issues.



- **Timing** - According to the prominent economist, Sir Nicholas Stern (2006), “the price of inaction would be extraordinary and the cost of action modest” – suggesting that investment of 2% of UK GDP would be appropriate funding for the climate change agenda. This strategy therefore requires the acceptance of the ‘**spend to save**’ concept.

### **3.4. How can we respond?**

There are significant economic and social drivers which push Local Authorities towards leadership on these issues including maintenance and improvement of quality of life for our residents, ensuring sustainable and green economic development and sensible consumption of resources.

This strategy aims to tackle the issue of climate change in a more coordinated manner, to ensure that our objectives are met in the most efficient way possible, with the most far ranging benefits for all, bearing in mind the severe financial restrictions being placed on local government for the foreseeable future.

We recognise that there are some tough decisions to be made if we are to ensure the future viability and sustainability of the Bromsgrove and Redditch areas and we believe that this strategy provides a platform for us to begin to do this.

**What and where are our current emissions?**

The maps below show the main sources of CO<sub>2</sub> emissions in the Bromsgrove and Redditch district. The highest concentrations of emissions are from our towns, main roads and industrial estates. Central government now provide CO<sub>2</sub> emissions data for each Local Authority area and 2005 data was used as the baseline for Worcestershire's emissions reduction targets (NI 186), being the first year of detailed CO<sub>2</sub> monitoring activity.

Figure x: 2007 split of emissions by area

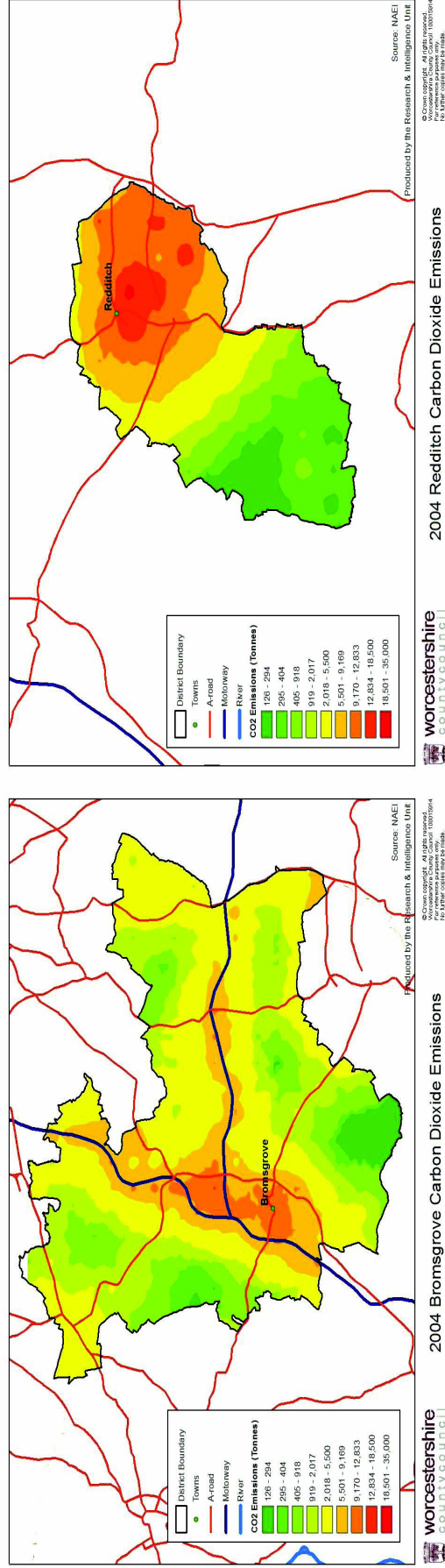
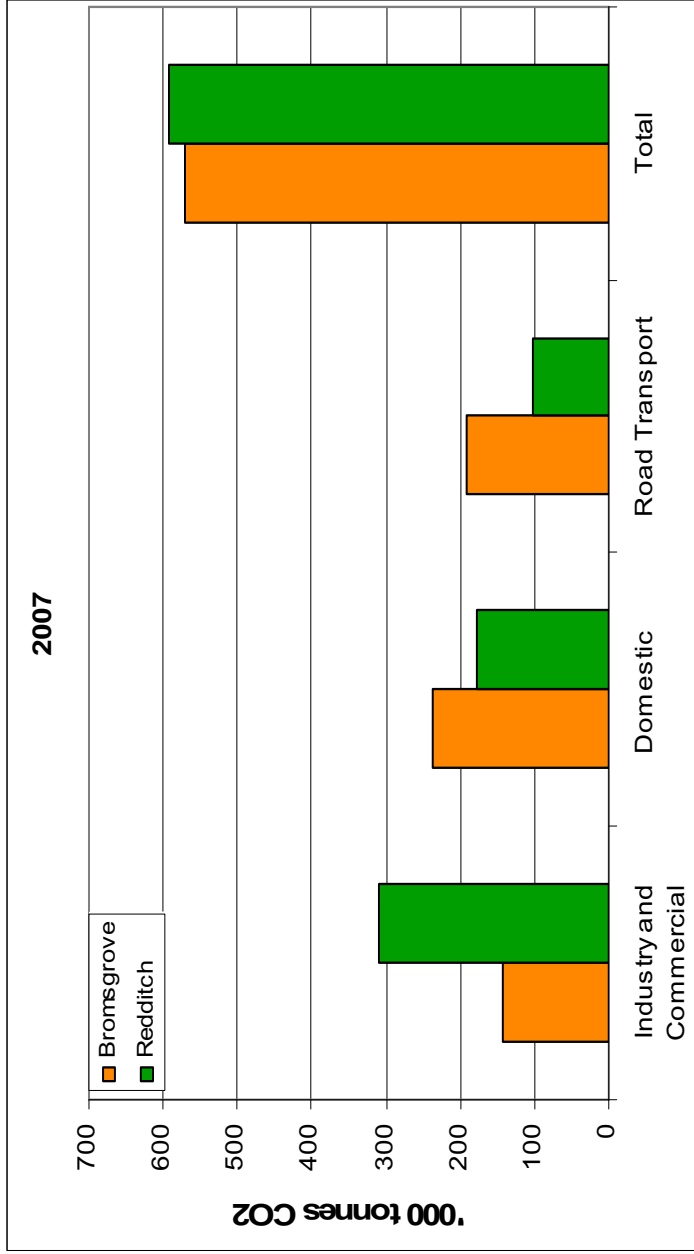


Figure x illustrates differences between the two areas, notably that Redditch has far higher industrial emissions, but much lower transport emissions. The older housing stock and potential income-based factors in Bromsgrove probably influences for the higher domestic emission results.

Figure x: Emissions by sector



Emissions in both areas rose between 2005 and 2006 but reduced slightly in 2007. It is anticipated that emissions will also reduce in 2008-10.

## **4. Strategic context**

The Climate Change Act (2008) resulted in a legally binding obligation on the UK to reduce its CO<sub>2</sub> emissions by 80% from 1990 levels by 2050. In 2007, total UK emissions were 532 Mt CO<sub>2</sub>e/yr tonnes (532'000'000 tonnes).

There is also an interim target in the Low Carbon Transition Plan (2009) of reducing UK carbon emissions by 34% by 2020.

Renewable Energy Strategy (2009) also requires the UK to source 15% of its energy from renewable sources by 2020 (2008 level was 5.4%)

National Indicators (NI) relating to Climate Change were introduced in 2008/9 (section 5). There is the potential that targets may become mandatory in the future, similar to household recycling targets.

Climate Change is one of the few issues that political parties have a consensus on...

- Conservatives (2010)“A Conservative Government will make developing renewable and low carbon energy sources a priority”
- Liberal Democrats (2010) “We believe achieving sustainability cannot be done by one government department alone. Damage to our environment damages personal health, impoverishes economies and weakens communities”
- Labour (2010) “Climate change is the greatest long term threat facing the world today. We all need to make changes to help our environment and avoid the terrible consequences of climate change”.

**The new Coalition Government have stated: “this will be the greenest Government ever” and have pledged to reduce their own emissions by 10% by May 2011 (David Cameron, May 2010)**

At the County level, the Worcestershire Partnership has made tackling climate change a key crosscutting issue throughout its Sustainable Community Strategy and the Worcestershire Partnership Environment Group monitors progress on the LAA climate change (NI186, NI187 and NI188) indicators.

Both Bromsgrove District Council (BDC) and Redditch Borough Council (RBC) are signatories of the Nottingham Declaration and key partners in the delivery of the LAA. The Bromsgrove Partnership, in which BDC is a key partner agency, has prioritised climate change mitigation and adaptation in 2009/10 as their key environmental objectives for the next few years. Redditch Partnership of which RBC is a key partner agency has climate change as 'golden thread' running through its Sustainable Community Strategy. Both Councils have included climate change as key corporate priorities in their corporate plans and both have signed up to the 10:10 commitment, pledging to aim to cut emissions by 10% in 2010, in addition to existing commitments to the Nottingham Declaration and the Worcestershire Climate Change Pledge.

## 5. Performance management – Indicators and data quality

### NI185 – CO2 reduction from local authority (LA) operations

**Rationale:** Action by local authorities is likely to be critical to the achievement of Government's climate change objectives. The public sector is in a key position to lead on CO<sub>2</sub> emissions reduction by setting a behavioural and strategic example to the private sector and the communities they serve. The manner in which the local authority delivers its functions can achieve CO<sub>2</sub> emissions reductions.

Measurement against this indicator will require each local authority to calculate their CO<sub>2</sub> emissions from analysis of the energy and fuel use in their relevant buildings and transport, including where these services have been outsourced.

**Definition:** Percentage CO<sub>2</sub> reduction from LA operations:

CO<sub>2</sub> emissions: is the total amount of direct and indirect CO<sub>2</sub> emitted as a result of LA operations.

LA Operations: The delivery of the relevant functions of a local authority which result (either directly or indirectly) in the emissions of CO<sub>2</sub> into the atmosphere. Functions of an authority covers all their own operations and outsourced services. Even if the services are being provided by an external body (e.g. a private company) they remain the function of the authority. This includes schools, but excludes social housing.

**Good performance:** Year on Year reductions

**Baseline Year (2008/9):** Bromsgrove DC (349 employees) – 2414 tonnes; Redditch BC (997 employees) – 3788 tonnes

**Current position** – 2009/10 estimated\* out-turns are:

**Bromsgrove** – **2515 tonnes** (5% increase) – anticipate buildings emissions have gone up 10% (partly due to new air conditioning system at the Dolphin centre), staff and Councillor mileage up 18%, but a reduction in operational fleet emissions.

**Redditch** – **3085 tonnes** – (6% reduction) – almost exclusively from improvements to buildings as a result of successful Saix Finance bid, although fleet mileage has decreased, this is offset by an increase in staff mileage (5%).

**Three year target (2013)** – 6% overall reduction from baseline for both Authorities

**Long term target** – by 2020 – anticipate 12% overall reduction from baseline for both Authorities

\*Note – because this is a new indicator, these yearly fluctuations may be ‘normal’.

#### **NI186 - Per capita reduction in CO2 emissions in the LA area**

**Rationale:** Action by local authorities is likely to be critical to the achievement of Government’s climate change objectives. Local authorities are uniquely placed to provide vision and leadership to local communities by raising awareness and to influence behaviours. In addition, through their powers and responsibilities (housing, planning, local transport and powers to promote well-being) and by working with their Local Strategic Partnership they can have significant influence over emissions in their local areas.

This indicator relies on centrally produced statistics to measure end user CO<sub>2</sub> emissions in the local area from:

- Business and Public Sector,
- Domestic housing, and
- Road transport

This data is already captured and analysed to produce area by area carbon emissions per capita. It is sufficiently robust with relatively low levels of uncertainty.

The percentage reduction in CO<sub>2</sub> per capita in each local authority area will be reported annually. The statistics for 2005 will be used as the baseline.

**Definition: Percentage reduction of the per capita CO<sub>2</sub> emissions in the local authority area:** The indicator comprises of an annual amount of end user CO<sub>2</sub> emissions across an agreed set of sectors (housing, road transport and business) measured as a percentage reduction (or increase) of the per capita CO<sub>2</sub> emission from the 2005 baseline year.

**End user:** calculations allocate emissions from fuel producers to fuel users. The end user calculation therefore allows estimates to be made of emissions for a consumer of fuel, which also include the emissions from producing the fuel the consumer has used.

**Domestic Housing:** All housing in the local authority area, including Arms Length Management Organisation (ALMOs), privately owned and leased housing

**Business:** Industry and commercial emissions, including public sector, but not those included in the EU Emissions trading scheme

**Road Traffic:** All road traffic, (but excluding motorways)

**Good performance:** Year on Year reductions and demonstrable activity that would likely result in the required reductions, for example, the Warner Worcestershire project.

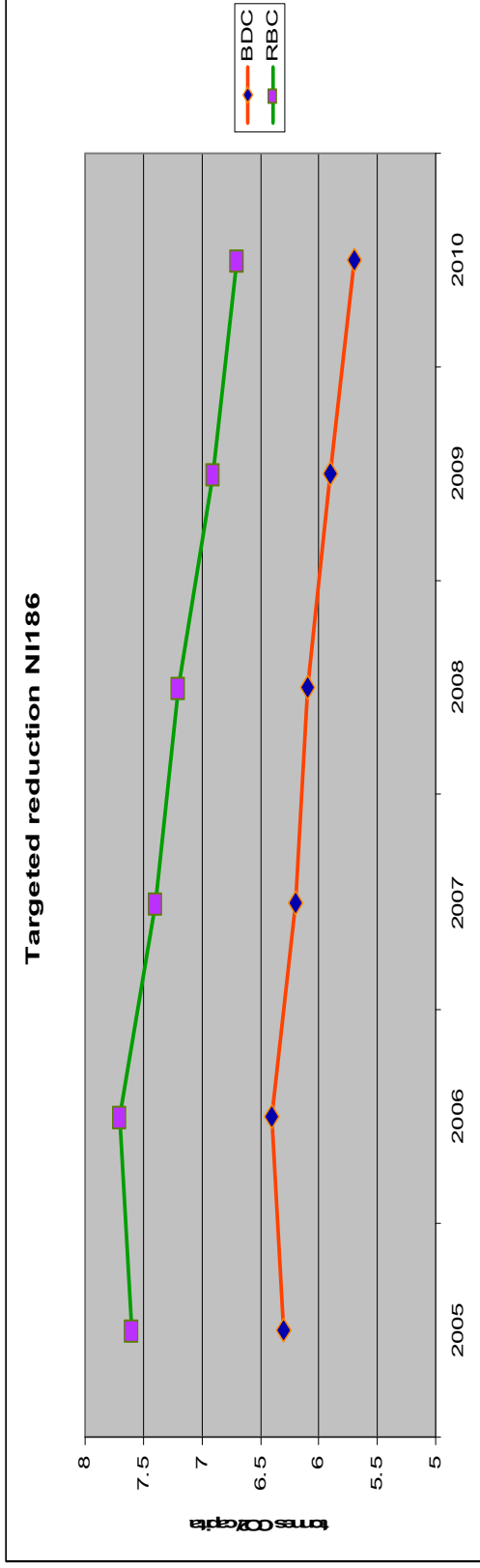
**Baseline Year (2005)** – there is a 2 year time lag from which data is available.

(Bracketed figures indicate the reduction required to meet the target set)

	2005		2006	2007	2008	2009	2010
					3% reduction	3% reduction	3% reduction
Bromsgrove	6.3		6.4	6.2	(6.1)	(5.9)	(5.7)
Redditch	7.4		7.7	7.4	(7.2)	(6.9)	(6.7)



Figure x: Graphical representation of target reductions NI186



**Current position** – 2008 data should be available in Autumn 2010. We believe we are on target for this indicator.

**Three year Target (2013)** – 9% reduction from 2005 baseline (3% from local measures).

**Long term target (2020)** – not confirmed locally, but nationally, the Climate Change Act (2009)'s target is to achieve an 80% reduction by 2050 with an interim target of 34% reduction by 2020 (from 1990 levels) – NI186 savings would form a significant part of this target.

### NI187 Tackling fuel poverty - % of people receiving income based benefits living in homes with a low and high energy efficiency rating

**Rationale:** To measure progress in tackling fuel poverty through the improved energy efficiency of households inhabited by people claiming income based benefits.

**Definition:** The indicator measures the proportion of households on income related benefits for whom an energy assessment of their housing has been carried out, living in homes with:

1. Low energy efficiency
2. High energy efficiency

The energy efficiency of a house can be measured using the Standard Assessment Procedure (SAP). The procedure calculates a number between 1 and 100, low numbers generally indicate a house that has low levels of insulation and an inefficient heating system where as numbers closer to 100 indicate a very energy efficient house. SAP is the Government's recommended system for energy rating of dwellings.

SAP is being used as a proxy for fuel poverty in households of people claiming income based benefits, given the link between income poverty and fuel poverty.

- Low energy efficiency - A SAP rating of less than 35
- High energy efficiency - A SAP rating of 65 or more

**Fuel poverty is the requirement to spend more than 10% of household income to maintain an adequate level or warmth and includes non-heating fuel use.**

Adequate level of warmth follows World Health Organisation (WHO) guidelines of 21°C in main living areas and 18°C in other areas.

Housing - all households in both private and social sectors.

The survey is based on an annual, random sample SAP survey of households, inhabited by people claiming income based benefits.

**Good performance:** Reducing number of homes with SAP <35 and increasing number of homes with SAP>65

**Baseline Year: 2008** – and target reduction is shared County-wide.

**Current position**

Bromsgrove

Progress from baseline		
year	%<SAP35	%>=SAP65
2008-09	8.89%	36.51%
2009-10	7.55%	42.32%
<b>Change</b>	<b>-1.34%</b>	<b>5.81%</b>

Redditch

Progress from baseline		
year	%<SAP35	%>=SAP65
2008-09	5.93%	49.70%
2009-10	3.79%	53.73%
<b>Change</b>	<b>-2.14%</b>	<b>4.03%</b>

**Future targets - subject to national targets: not yet set**

## NI188 – Planning to adapt to Climate Change

**Rationale:** To ensure local authority preparedness to manage risks to service delivery, the public, local communities, local infrastructure, businesses and the natural environment from a changing climate, and to make the most of new opportunities. The indicator measures progress on assessing and managing climate risks and opportunities, and incorporating appropriate action into local authority and partners' strategic planning.

The impacts might include increases in flooding, temperature, drought and extreme weather events. These could create risks and opportunities such as: impacts to transport infrastructure from melting roads or buckling rails, increases in tourism, increased damage to buildings from storms, impacts on local ecosystems and biodiversity, scope to grow new crops, changing patterns of disease, impacts on planning and the local economy and public health.

**Definition:** Local authorities should report the level of preparedness they have reached against the 5 levels of performance, graded 0 to 4. The higher the number, the better the performance.

The criteria for achievement of each of the levels is detailed below.

### **Level 1: Public commitment and prioritised risk-based assessment (currently where BDC and RBC are placed)**

The Authority has made a public commitment to identify and manage climate related risk. It has undertaken a local risk-based assessment of significant vulnerabilities and opportunities to weather and climate, both now and in the future. It can demonstrate a sound understanding of those not yet addressed in existing strategies and actions (i.e. in land use planning documents, service delivery plans, flood and coastal resilience plans, emergency planning, community risk registers/strategies etc ). It has communicated these potential vulnerabilities and opportunities to department/service heads and other local partners and has set out the next steps in addressing them.

Examples of evidence:

- the authority and partners have made a public commitment to manage climate risks, e.g. signed up to the Nottingham Declaration or an equivalent

- a Local Climate Impacts Profile or equivalent process is ongoing
- initial assessment produced using the UKCIP scenarios
- department/service heads facing significant vulnerabilities and opportunities have an understanding of the issues, with evidence of actions already in place to address these
- evidence of working in partnership and pooling of resources and expertise across sectors, areas and council tiers where applicable

## **Level 2: Comprehensive risk-based assessment and prioritised action in some areas (Target for 2010/11)**

The Authority has undertaken a comprehensive risk based assessment of vulnerabilities to weather and climate, both now and in the future, and has identified priority risks for its services. It has identified the most effective adaptive responses and has started incorporating these in council strategies, plans, partnerships and operations (such as planning, flood management, economic development, social care, services for children, transport etc). It has begun implementing appropriate adaptive responses in some priority areas. In its role as a community leader the council has started working with its LSP encouraging identification of major weather and climate vulnerabilities and opportunities that affect the delivery of the LSP's objectives.

Examples of evidence:

- comprehensive risk assessment produced (for example using the UKCIP method)
- Nottingham Declaration accreditation
- Council Members and department and service heads have a detailed understanding of weather and climate risk in all vulnerable areas identified in risk assessment and actions taken in priority areas.
- documents like Local Development Frameworks include climate change adaptation
- local adaptation partnership established
- LSP partners are aware of actions being taken by the council, feel engaged in the process and confirm they have started to identify weather and climate risk that affect the delivery of their own objectives

**Good performance:** Progression through the levels

**Baseline Year** – 2008/9 – Level 0 for both Authorities

**Current position** – Level 1 for both Authorities

**Three year Target (2013)** Not agreed Nationally. Level 2 to be reached by 2011/12 by both Authorities.

**Long term target (2020)** Not agreed Nationally.

There are also two other relevant indicators for this strategy, namely:

(NI189) Flood and Coastal Erosion risk management

(NI194) Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations

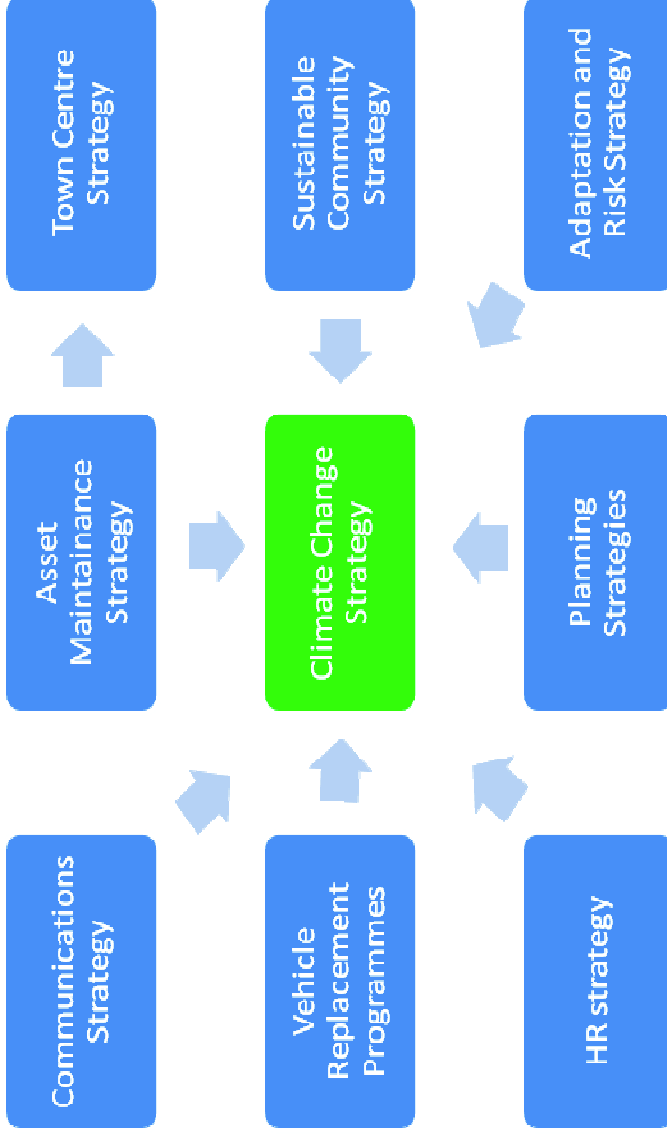
### **Data quality**

The method of calculating carbon emissions is relatively new and also complex, involving gathering data from a number of sources.

- For NI185, data quality issues are internal and as such a method of auditing this has been developed by Policy Officers.
- NI186 data is externally calculated and is usually 'tweaked' as issues are identified, therefore published figures can be subject to change.
- NI187 data is supplied by homeowners and is therefore subject to data quality issues as the responses cannot be fully verified.
- NI188 is a process based indicator.
- Each indicator is subject to national definitions, and locally calculated indicators must produce a performance certificate and procedure note.
- As part of the Councils Data Quality Strategy the indicators are also subject to an internal quality check.

## 6. Strategic Management

Climate change is a cross cutting theme involving a number of different strategies/work programmes:



**In addition, during the budget setting process, proposals will be impact-assessed against their contribution to reduce or increase our energy costs and carbon emissions.**

**The role of the Climate Change Manager:**

1. The Climate Change Manager is responsible for leading the delivery of both Bromsgrove District and Redditch Borough Councils' commitments to Climate Change, with a particular focus on developing and implementing a Climate Change Strategy and associated Action Plan which will relate to departmental activity in this area, and monitoring/reviewing progress.
2. To lead on the establishment and on-going management of corporate and associated environmental management initiatives relating to natural resource use across all departments of both Bromsgrove District and Redditch Borough Councils.
3. Lead or co-ordinate delivery of National Indicators relating to the mitigation and adaptation to Climate Change for both Bromsgrove District and Redditch Borough Councils.
4. To be the climate change conscience of both Organisations.

**The role of others in the organisation:**

Corporate Management Team has a significant role to play in delivering the aims of this strategy and as such are required to incorporate climate change activity in their business plans. Climate Change is a priority for both Councils and is a 'golden thread' running through both Sustainable Community Strategies. Clearly, delivery of this priority requires significant input from all employees and all Services are required to contribute to the climate change agenda, with directive support and coordination from the Climate Change Manager.



**Governance:**

Internal activity is monitored through the Corporate Performance Management Process.

Bromsgrove

Governance is through the established LSP Better Environment Theme Group, whose two priorities are mitigating and adapting to Climate Change. Activity is monitored through the LSP board.

[Recommendation: Continue with existing arrangements.](#)

Redditch

Redditch BC has an established Councillor Climate Change Advisory Panel, whose purpose is to:

- Influence positive change and raise the profile of climate change and sustainable development;
- Champion environmental issues in decision-making to improve the quality of life of local residents and ensure the borough is resilient to change;
- Ensure that all Council services are run sustainably and that CO<sub>2</sub> emissions resulting from the organisations activity is reduced on an ongoing basis;
- Support appropriate funding applications for implementing action and develop projects to mitigate or adapt to climate change;
- Encourage our communities, visitors and businesses to reduce their carbon footprint.

[Recommendation: Redditch LSP needs to increase LSP activity on this Theme. Because this strategy does not take into account the area boundaries, it is recommended that a joint Better Environment Group be set up with BDC to avoid duplication and drive the agenda forwards.](#)

## **7. Climate Change Strategic Themes**

### **7.1. Energy**

#### **Community Energy Issues**

##### **Statistics and Key Information:**

Contextually, there are 39'048 households in Bromsgrove and 34'955 households in Redditch - these account for 25% in Bromsgrove and 29% in Redditch of local CO<sub>2</sub> emissions, mainly emissions from energy used to heat and power our homes. Because the cost of fuel is volatile and generally increasing, more people are likely to suffer fuel poverty and this has important social and health inequality impacts. Inequality, poverty and climate change issues are closely connected. According to Oxfam (2010) people in poverty are most vulnerable to negative climate change impacts, as they tend to have lower levels of physical and mental health, live in worse housing with less access to insurance and have fewer resources to cope with rising costs.

There is great potential to reduce CO<sub>2</sub> emissions and tackle fuel poverty by improving the energy efficiency of the overall housing stock. Redditch Borough Council still maintains around 6000 social housing properties while Bromsgrove has a number of partnerships with housing associations, most notably BDHT.

The cheapest and most effective option to reduce emissions would be widespread loft/cavity insulation, but there are limits to this, especially in Redditch as there are very few un-insulated properties left, as current fuel price increases have been enough of a financial incentive for owner-occupiers to insulate their homes, and the Councils own subsidised insulation schemes have been running for several years. Taking Headless Cross and Oakenshaw ward as an example, approximately only 7% of homes have no loft insulation and 22% have unfilled cavity walls (404 homes).

### **What is the current housing situation?**

A large proportion of Bromsgrove district's existing older housing stock is in need of improvement in terms of adequate insulation and energy efficient heating and lighting systems, whereas a large proportion of homes in Redditch were built during the New Town Corporation Development and were built to 1970's and early 1980's building standards.

Free insulation for over 60's in Bromsgrove: In 2008 Bromsgrove Council launched a scheme to encourage the over 60's (in Council tax bands A-E) to have their lofts and cavity walls insulated for free. The scheme is administered by Act on Energy and has been extremely popular, with over 185 homes being insulated each year, and the fund (£50,000) was fully subscribed. Based on average figures, these loft/cavity wall insulations have saved 116 tonnes of CO emissions each year.

### **What do we need to achieve over the life of this strategy?**

- Deliver our targets under LAA and National Indicator 186 (per capita CO<sub>2</sub> emissions). In Bromsgrove and Redditch, this equates to a reduction of 9% from 2005 levels, through a combination of National (7.1%) and Local (1.9%) measures, of 51'390 tonnes CO<sub>2</sub> /annum in Bromsgrove and 54,450 tonnes CO<sub>2</sub> /annum in Redditch by 2011.
- Contribute to the delivery of National Indicator 187 (Tackling fuel poverty) by improving the energy efficiency of households in receipt of means tested benefits.

### **Business, Public and Voluntary Sector Energy Issues**

#### **Statistics and key Information**

This sector accounted in 2005 for 147'000 tonnes in Bromsgrove and 320'000 tonnes of CO<sub>2</sub> in Redditch and includes emissions from our own assets, and all other non-domestic premises in the localities. The main sources of emissions are from the use of gas and electricity to provide heating and lighting and to power equipment. In Redditch there are a number of manufacturing and food based power-hungry industries, whereas in Bromsgrove light industrial and technology activity is the main sector. This sector, in line with the domestic sector, has seen energy bills increase significantly in recent years (e.g. the combined energy bill for both

Councils is over £750'000 per annum). Good energy management makes good economic, as well as environmental, sense. For private businesses, reducing energy bills by 20% can add the same amount to profits as a 5% increase in sales (*source: Carbon Trust*). For the public and voluntary sectors, improving energy efficiency should mean more money available to spend on service provision.

### **What is available for businesses?**

There are various sources of assistance to help organisations improve their energy efficiency and their bottom line, examples of which include the following:

- The Carbon Trust works with organisations to help them reduce their carbon emissions.
- Envirowise provides advice to business to improve resource efficiency.
- The Economic Development Team runs seminars and events to promote business continuity and efficiency.

### **Case study: Leading by example at Redditch Town Hall**

Redditch Borough Council were early adopters of detailed monitoring of energy consumption and invested in remote logging equipment in 2004. This equipment paid for itself in less than a year due to the ability to be able to identify wasteful activity, such as out of hours electricity use. The equipment also means that energy saving activity, for example installing sensor lighting, can be fully evaluated and proves value for money.

### Internal Council Energy Issues

In 2008/9 for the first time we were required by Government to make a detailed calculation of emissions arising as a result of running our business and services. The main areas of focus include looking at our buildings; our fleet transport and business mileage undertaken by staff. Our baseline CO<sub>2</sub> footprints were as follows:

Bromsgrove (349 employees) – 2440 tonnes CO<sub>2</sub>

Redditch (997 employees) – 3637 tonnes CO<sub>2</sub>

**Both organisations have committed to a 2% year on year reduction in our carbon footprint for the life of this strategy.**

BDC have committed to moving out of the current Council house which is currently very energy inefficient - moving to new, greener premises would have a significant impact on the organisations corporate carbon footprint.

Redditch Council has an agreed Energy Strategy and Action Plan (2009) to deliver CO<sub>2</sub> savings largely based around Salix funding to make physical improvements to assets.

Figure x – Bromsgrove Council target reductions

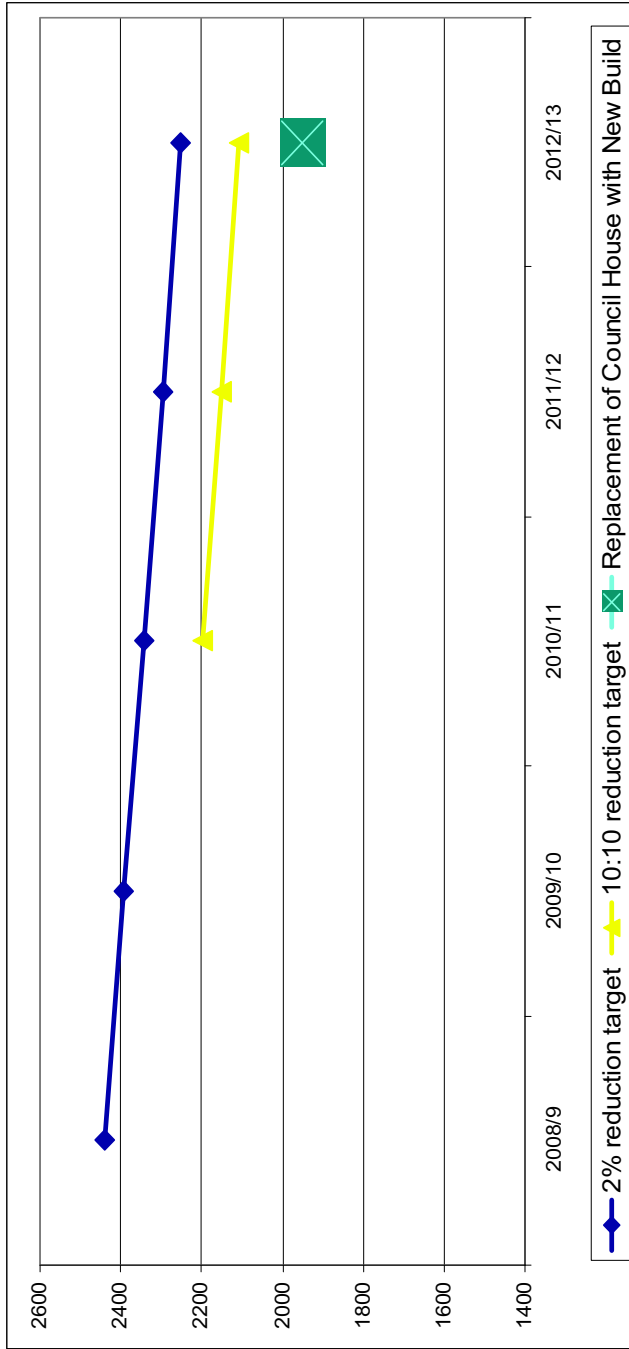
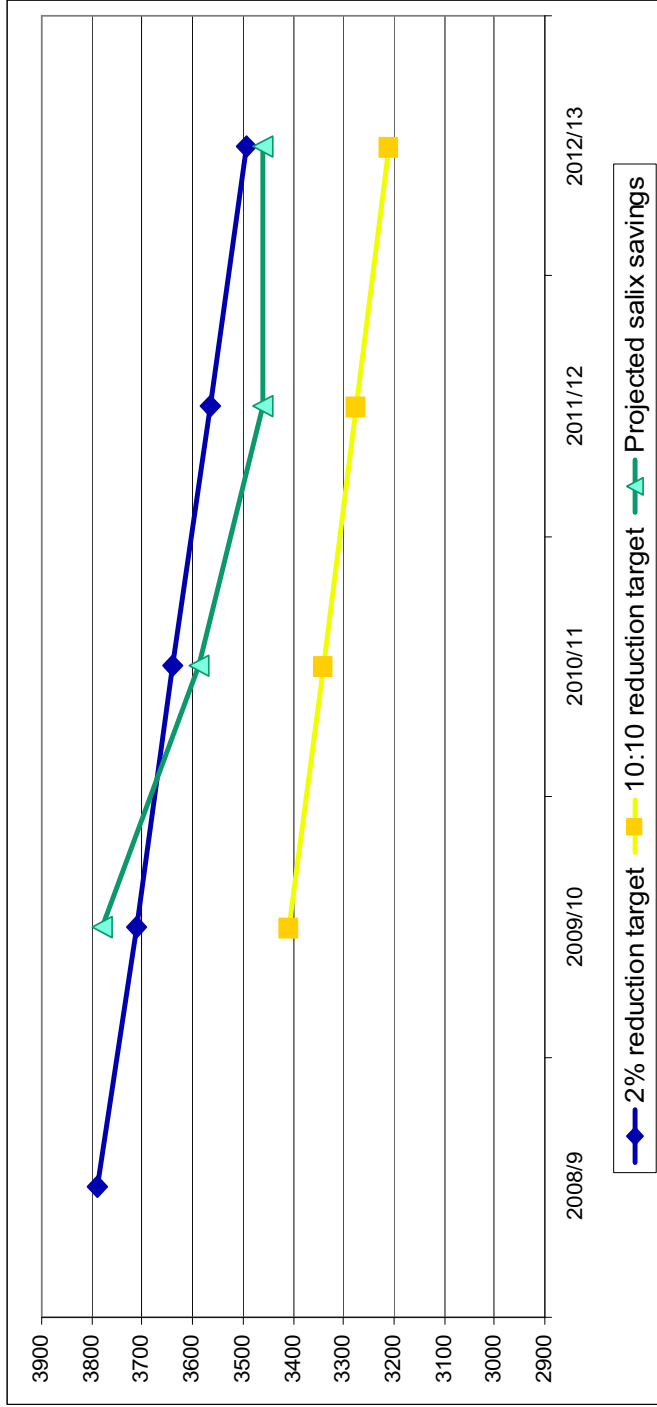


Figure x: Redditch Council target reductions



**What do we need to do?**

1. Reduce energy consumption and increase efficiency of our buildings through spend to save.
2. Reduce emissions from our fleet transport i.e. use the most efficient vehicles and travel only essential miles.
3. Reduce staff mileage and ensure only essential travel is undertaken.

### **Strategic Actions Arising**

- **Continue schemes to promote loft/cavity wall insulation, improve RBC housing stock and work with Housing Associations to increase domestic energy efficiency.**
- **Reduce internal energy consumption and increase energy efficiency of buildings**
- **Work with LSP partners (e.g. PCT, New College) to improve their own performance in relation to energy efficiency**
- **Make available good practice to others in the business community**



## 7.2 Renewable Energy

### **This is important because...**

The demand for energy is increasing, and where financially feasible, should be sourced from clean renewable (e.g. solar, wind, hydro, biomass) and low carbon sources (e.g. Combined Heat and Power). The potential to increase renewables locally are two-fold:

- large scale projects and
- smaller installations, for example micro-renewables such as solar panels on individual homes.

### **What is the current situation?**

There are several planning applications for industrial sized wind turbines in the Bromsgrove area. We do not have an established list of micro-generating properties in the area although a number of homeowners have installed solar hot water panels (historically the most viable option) and these can be seen when driving/walking around the areas. Solar hot water systems have historically been the most viable option.

### **Actions which will contribute to achieving our aim**

#### **Increase Domestic renewables**

Both Bromsgrove District (up to £1000) and Redditch Borough Councils (up to £600) offer a grant scheme to help residents meet the cost of installing renewable energy systems at home. Combined with the new electrical renewable incentive, or Feed-in-Tariff scheme, this makes renewables more economically viable than ever – for example, in Redditch, 3 residents have installed solar PV systems between April-June 2010. In terms of renewable heat, it is unclear whether or not the renewable heat incentive will go ahead. .

**Increase in the amount of renewable energy capacity, specifically large scale wind power in the Bromsgrove area.**

A WCC (2008) study concluded that there is only potential in the Bromsgrove area only to support large scale renewable energy generation, and not in the Redditch area:

District	Potential number of large-scale renewable energy installations*		
	WIND TURBINES†	BIOMASS PLANTS	HYDROPOWER PLANTS
Bromsgrove	19	1	0
Malvern Hills	20	1	3
Redditch	0	0	0
Worcester	0	1	1
Wychavon	83	5	3
Wyre Forest	21	2	0
<b>Totals</b>	<b>143</b>	<b>10</b>	<b>7</b>

**Bromsgrove’s contribution could range between 1-73 MWh capacity, depending on how much investment is available.**

**Strategic actions arising:**

- **Continue to promote and provide grants for domestic renewable installations (subject to eligibility of equipment type)**
- **Increase internal renewable capacity and also encourage partners to do so**
- **Support development of large scale renewable projects in Bromsgrove where appropriate in relation to planning guidelines**

## 7.3 Water

Although the UK is perceived as a rainy area, because population density is high and geographical and seasonal variance of available water is variable, there is relatively little water available per person. This situation is likely to worsen as the climate changes, especially during summer months – our plan for adaptation will consider these issues – for example how to ensure service delivery (e.g. maintaining open spaces) and how we can reduce this (e.g. using drought resistant plants). Using water efficiently is important, because heating hot water, and processing all water uses a large amount of energy, resulting in carbon emissions. Wasting water is also a waste of money for the majority of local residents, public bodies and businesses who are on meters.

### Statistics and key Information,

- Water consumption is at its highest for both Authorities in its swimming pools at leisure centre's, the street sweeping process and at Depot vehicle washing facilities. When improvements are carried out to these, and other buildings, water conservation/reuse should be considered.
- The UK average water consumption per person per day is about 150 litres. The Government's Water Strategy aims to reduce this to 130 litres per person/day by 2020 and this strategy supports this aim. Bromsgrove's Draft Core Strategy is considering using 105 litres/person/day for new developments.
- However, these figures are not a true representation of our water usage, these figures represent how much clean drinking water we use via taps, toilets, bathing and using the washing machine for example.
- Realistically, we each use about 4645 litres per day, that's the same as 50 baths of water. Water is embedded in the products that we drink and consume and it is this much higher figure that tells us our water footprint.
- We each on average use 3400 litres through agricultural crops, 1095 litres through manufactured products and 150 litres in the home.

- It takes 10 litres of water to produce one A4 sheet of paper, 70 litres of water to produce just one apple, 140 litres to produce one cup of coffee, 2700 litres to produce one cotton shirt and a staggering 15,500 litres to produce 1kg of beef.

Source: [waterwise.org.uk](http://waterwise.org.uk)

### **Strategic Actions Arising**

- **Communicate water issues**
- **Ensure water efficiency/harvesting wherever possible, including at heavy user sites e.g. Depot, Leisure Centres etc.**
- **Ensure drainage systems are maintained and appropriate**
- **Work with the Environment Agency to develop local flood plans.**
- **Encourage green roof installations**

## 7.4 Waste

Disposal of waste adds to the climate change problem by releasing greenhouse gases such as methane and CO<sub>2</sub> as it breaks down in landfill sites. Energy is also used to collect, transport, manage, process and dispose of waste, including recycling, creating further emissions. However, in general, less energy is needed to make items from recycled materials than from raw materials, which often require energy-intensive processes such as mining, to release them. This is why it is critical that all types of waste is minimised, and that as much as possible of created waste is recycled. Landfill space is decreasing and will eventually run out (by 2016), leading to the need to create new ways of dealing with residual waste, such as incineration (Energy from Waste).

### Statistics and key Information:

Recycling rates are currently:

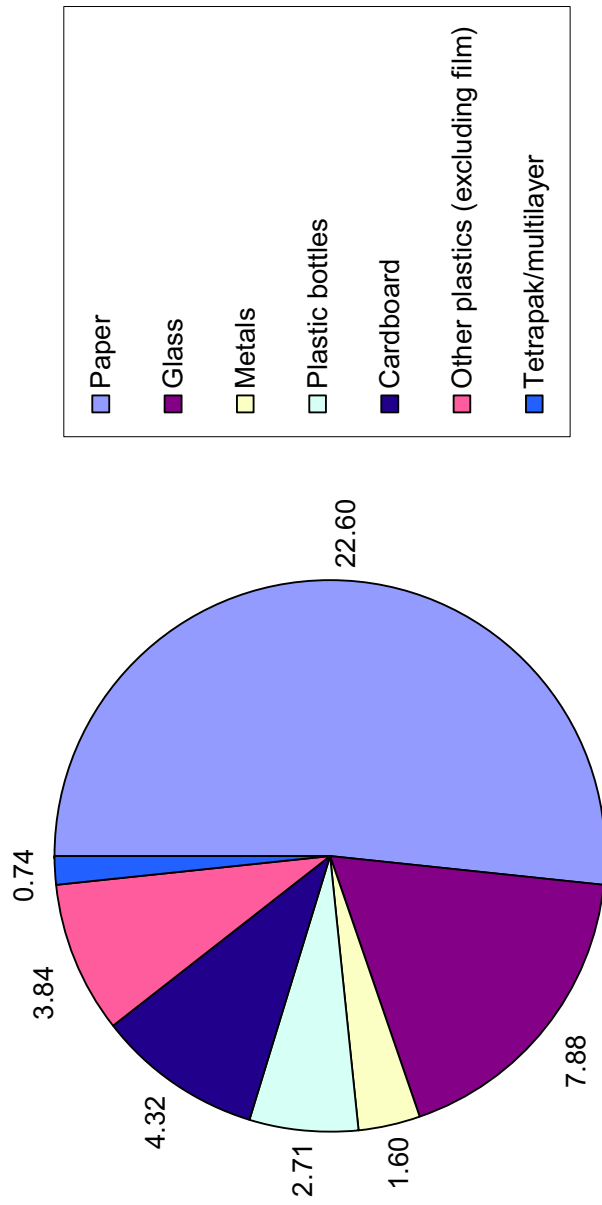
**Bromsgrove** – 21% (dry) 16% (garden waste) - **37%** total

**Redditch** – **28.3%** (dry) – a garden waste trial begun in early 2010.

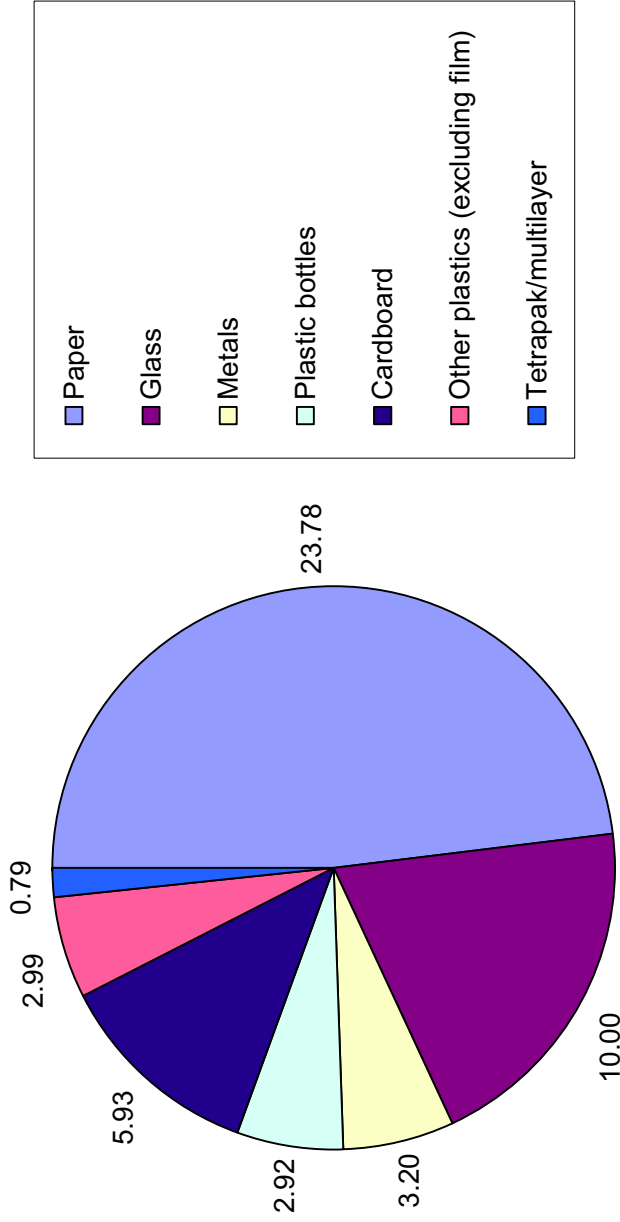
The majority of residual (grey bin) waste is sent to Energy from Waste plants.

We need to encourage residents to minimise more of the waste they generate, and also reuse and recycle more. A waste analysis study (2008) conducted indicates the average household in Bromsgrove and Redditch could be recycling more, 44% and 50% respectively.

**Bromsgrove 43.69% of all waste can go in green bin**



**Redditch - 49.61% of all waste can go in green bin**





### Strategic Actions Arising

1. Participate in waste minimisation programmes such as Love Food, Hate Waste to jointly tackle disposal issues and reduce carbon emissions resulting from generating food products which are then wasted.
2. Work with Worcestershire County Council to increase recycling rate
3. Ensure non-recycled waste is used as a resource e.g. as feedstock for EfW plants.
4. During periods of very hot weather, the Councils should consider the need to move collection times to cooler times of day to ensure staff safety.
5. The Councils need to risk assess for prolonged periods of cold weather/snow to ensure service delivery resilience.
6. Reduce our own waste and recycle more internal waste as a priority.
7. Ensure waste collection and disposal options are considered in relation to carbon emissions as per the Joint Municipal Waste Management Strategy.
8. Encourage new developments through the planning process to consider on site treatment of waste, for example through mini anaerobic digestion systems.

## 7.5 Transport

This is a prime example of a situation which requires completely different approaches between Bromsgrove and Redditch areas. The Citizens Panel results showed that 70% of Redditch residents felt that using an alternative to a car for transport was a good way of tackling climate change, which was the highest in the County. However, Redditch New Town was designed for the easy use of a car, and therefore, although regular public transport is readily available for the majority of residents, there is little incentive to use it.

In Bromsgrove however, being a more rural and larger district, solutions are more difficult to find. The price of fuel on one hand may reduce unnecessary mileage (Petrol is currently at £1.20 litre - a 17% rise from Feb 2010 to March 2010), but this may cause a real problem for those who have no alternative but than to drive – and can limit access to services and employment. Road transport accounts for approximately 57% of CO<sub>2</sub> emissions in Bromsgrove. Traffic congestion is an issue within Bromsgrove Town; which can cause air quality problems, health impacts and may limit economic development in the town. The District has three Air Quality Management Areas, at Redditch Road Stoke Heath, Kidderminster Road Hagley, and Lickey End adjacent to Junction 1 of the M42 in addition a further AQMA will be declared at Worcester Road Bromsgrove near the Town Centre. Future development must include the provision of a sustainable transport network if these issues are to be improved.

### **What is the current situation?**

Proposals to reduce transport emissions and promote more sustainable travel are included in several key district and county strategies. The Worcestershire Local Transport Plan (2006-11) includes several Bromsgrove District specific policies mainly related to the Train Station improvements.

Bromsgrove LSP Transport group will be responsible for achieving transport related CO<sub>2</sub> reductions in Bromsgrove. However, it is acknowledged that responsibility for achieving reductions in the transport sector is largely based at Worcestershire County Level.

### **Council-specific fleet transport**

Both Councils are participating in the Energy Saving Trust green fleet review which will form the basis of both Councils strategy to reduce emissions from transport.

### **Council-specific mileage**

It is critical that council policies and working practices, (e.g. shared services) are mindful of the impact this may have on transport emissions and actively work to minimise any impact.

### **Strategic Actions Arising**

- **Encourage partner organisations to ensure that key services are accessible to everyone via public transport.**
- **Planning Departments to influence sustainable travel options in new developments.**
- **Identify vulnerabilities relating to transport in a changing climate, e.g. the impact of melt point of tarmac during heatwaves.**
- **Encourage use of walking and cycling – to achieve significant health benefits.**
- **Establish a Council Travel Plan/s for our own business miles including options of car sharing and public transport.**
- **Review staff mileage reimbursement rates**

## 7.6 Green economy

This is a relatively new policy area but it is imperative that Bromsgrove and Redditch take full advantage of this opportunity. According to the then Government's 2009 Low Carbon Transition Plan, *“Many more of us will find ourselves working in a growing low carbon industry. Already 880,000 people in the UK work in the low carbon and environmental sector, a rapidly growing worldwide market worth £3 trillion per year and £106 billion per year in the UK. By 2020, this could rise to more than a million people if we seize the opportunity to establish the UK as a global centre of low carbon industries and green manufacturing. Around 200,000 of these new jobs by 2015 are expected to be in renewable energy, which could grow by a further 300,000 additional renewables jobs by 2020 as set out in the UK Renewable Energy Strategy, a total of half a million additional UK jobs in the renewable energy industry to 2020.2 In doing this, the UK will need to focus on low carbon sectors where we are likely to have a competitive advantage such as offshore wind, marine energy, civil nuclear power, carbon capture and storage, renewable chemicals, low carbon construction and ultra-low carbon vehicles, and specialist financial and business services”*.

### Strategic Actions Arising

- **Ensure the Economic Development Team are encouraging a local green economy**
- **Work with the LSP Economic Theme Group to improve the sustainability of local businesses**

## 7.7 Open spaces, land use and biodiversity

Land use and management can impact upon the levels of carbon emissions released and stored in the environment. Different types of habitats and agricultural crops emit and retain different levels of carbon - the Forestry Commission estimate that semi-natural woodland stores on average 1588 tonnes of carbon per hectare. Carbon emissions are also influenced by land management practises, such as the cutting or burning of vegetation.

Redditch is noted for its high amount of trees and ancient forests, and how these are managed could affect climate change emissions, much of which is in Council ownership. Bromsgrove District has extensive areas of significant landscape value, particularly the uplands of Clent, Waseley, Beacon, Lickey and Weatheroak Hills which are of regional importance and are more generally owned by other bodies, for example the National Trust, Worcestershire County Council/Birmingham City Council. There are a number of specially designated sites across both Authority areas.

It is important to take into account emission levels from changing land use (e.g. development) and management practices (e.g. drainage). In the urban landscape, green infrastructure (trees and green spaces in urban settings) can also play a role in climate change mitigation and adaptation, for example by increasing the floodwater storage capacity of the land. The Councils, as major landowners, are well placed to positively influence this.

Climate changes will affect biodiversity and wildlife because natural ecosystems are very sensitive to climatic changes, and extreme weather events such as flooding and heat waves can also affect local populations. The Councils have a duty to have regard for biodiversity through the Natural Environment and Rural Communities Act (2006) which aims to ensure all public authorities have to conserve biodiversity. Both Councils are also signatories to the West Midlands Biodiversity Pledge.

### **What is the current situation?**

Land use management and climate change is a new area of work in Worcestershire and further research is needed on this topic. There is much to do to raise awareness about how land use and land management practices contribute to carbon emissions and Bromsgrove and Redditch Councils will need to work with the Worcestershire Partnership, including key partners such as Natural England, English Nature, Forestry Commission and Environment Agency on this topic. As mentioned, biodiversity issues relating to climate change are covered under the WM Biodiversity Pledge Commitments that both Councils have signed.

### **What do we need to achieve?**

Gain a better understanding of how land use contributes to total carbon emissions in the district/borough.

Seek to influence land use decisions in a way that helps reduce emissions and store carbon.

### **Strategic Actions Arising**

- **Actively participate in countywide work to increase and share knowledge and understanding of this issue.**
- **Green spaces such as parks should be planted with more climate change tolerant species and there will be more opportunities for shade. This will be achieved through a mixture of planting different species, installing benches in shadier spots and setting up permanent shades for public use. Green space is extremely valuable for providing cooler spaces which also help to mitigate the urban heat island effect. Overheating is likely to become a major health risk, particularly affecting vulnerable residents on hot summer nights.**
- **The Council needs to manage, connect and enhance wildlife habitats on its land so that wildlife can move and are more resilient and adaptable to climate change.**

- **Green spaces are important for both areas, but especially more urban Redditch, and are a very effective form of 'soft' flood management options which reduce total flow, reduce peak runoff rates and allow water to drain away into the ground; unlike hard surfaces such as concrete and tarmac.**
- **The Council should consider planting fruit trees in community gardens as part of local food growing initiatives.**
- **There are separate Biodiversity strategies which should be read in conjunction with this one.**
- **Protect existing and where possible generate more high quality green spaces, bearing in mind the widespread benefits including health and wellbeing.**

## 7.8 Sustainable New development

Buildings contribute almost half of the UK's carbon emissions. By looking at where and how new developments are built, and the way that existing buildings are refurbished, it is possible to reduce these emissions. The new Coalition Government has yet to announce the formal plans for new development locally but the general principle, such as ensuring sustainable development is achieved is encouraged to reduce emissions and adapt for a changing climate.

### **What is the current situation?**

All new development in Bromsgrove and Redditch meets, but does not necessarily exceed, the energy efficiency standards required by the UK Building Regulations, which were updated in 2010. The Code for Sustainable Homes sets six target levels for emissions from new homes and will provide a stepped progression in standards, leading to the overall target for all new homes to be zero-carbon by 2016. Housing Associations are already required to meet Level 3 of the Code, a 25% improvement on the energy standards in the 2006 Building Regulations. Standards similar to those in the Code are provided for non-domestic buildings through the Building Research Establishment Environmental Assessment Method (BREEAM).



**Redditch Borough Council was a partner with Redditch Cooperative Homes project to build the country's first Code for Sustainable Homes Level 4 eco-home, timber framed development in Sillins Avenue and Farm Road, which have been very successful and have an average SAP rating of 83. Further developments are planned e.g. Walton Close.**



### What do we need to achieve?

Construction of new buildings that reduces environmental impacts, for example by encouraging implementation of the Code for Sustainable Homes ahead of the government's timetable.

### Strategic Actions Arising

- Ensure that climate change is embedded in strategic planning policy.
- The Council will encourage exemplar sustainable design (including waste/water/renewable energy/energy efficiency standards) for all new build developments within the district/borough, and for any new developments that the Council undertakes, for example, building a new public leisure centre, the whole life costs of the building are considered and as part of this, all new public buildings will exceed the nationally set BREEAM standards.
- Lead by example - ensure that sustainable construction techniques are used in new build and refurbishment projects and adopt planning policies that set higher energy efficiency standards than national guidelines.
- Promote more sustainable, energy efficient construction, utilising the planning system to promote sustainable development where possible, e.g. through the Local Development Framework and Core Strategy and also consider future adaptive techniques, such as shuttering windows for shading to reduce heat gain.
- Smart metering and energy monitors to encourage behavioural change towards efficient use of energy in the home.
- Encourage the use of green roofs for improved insulation, reduced surface water run off and biodiversity.
- Ensure that any extensions to existing properties result in improved energy efficiency.
- Consider combined heat and power/district/community heating systems for new properties built, including non-residential development.
- Ensure planning policy takes into account measures to tackle future water stress issues such as grey water recycling/storage in new homes.
- Ensure planning policy encourages water efficiency in new dwellings, and that sustainable urban drainage systems (SUDS) are in place.
- Encourage electric charging points to facilitate electric vehicles in new developments.

## 7.9 Adaptation to Climate Change

### What is adaptation?

We need to reduce our vulnerability to the effects of climate change, build adaptive capacity in our organisations and make plans to capitalise on the opportunities they bring. We need to “climate change-proof” ourselves and our communities because even if we drastically reduce emissions now, we are still facing years of unavoidable change. A key area of work in these early years of adaptive activity is to anticipate and prepare for key impacts of climate change across the complete range of Council services and infrastructure through the existing risk management process.

### What are the likely changes in climate?

This depends on the ongoing rate of CO<sub>2</sub> emissions (mitigation) into the future. UKCIP (2009) – has concluded that the ‘medium-emissions’ scenario is the most likely, and will likely lead to local changes:

Key findings for the West Midlands, 2080s

- the central estimate of increase in **winter mean temperature** is 2.9°C; it is very unlikely to be less than 1.6°C and is very unlikely to be more than 4.4°C. By 2020, on average, winter mean temperature will be warmer than we are used to.
- the central estimate of increase in **summer mean temperature** is 3.7°C; it is very unlikely to be less than 2°C and is very unlikely to be more than 6.1°C. By 2020, on average, mean summer temperature will be 1.6oC higher than we are used to. On paper, this sounds like a good thing, but there are a number of problems associated with this.
- the central estimate of change in **winter mean precipitation** is 18%; it is very unlikely to be less than 3% and is very unlikely to be more than 39%. By 2020, on average, there will be 6% more winter precipitation than we are used to.
- the central estimate of change in **summer mean precipitation** is –20%; it is very unlikely to be less than –43% and is very unlikely to be more than 6%. By 2020, it is estimated that there will be 7% less summer precipitation than we are used to.

## Impacts and Vulnerability

We know that our current climate has impacts on our economy, health and environment, and that the changing climate of the UK will pose increased risk in future due to higher temperatures and a greater frequency of extreme events such as heatwaves, flooding, extreme cold weather and drought.

Although we cannot say with certainty exactly what will happen in our local areas, UKCP 09 allows us to make assumptions based on previous events and can mean we are better prepared for whatever does happen, for example:

- There were about 35,000 premature deaths across Northern Europe in the intense heatwave of 2003 with around 2000 premature deaths in the UK. The heatwave in 2003 occurred during a summer in which average summer temperatures were 2°C above the 1961-1990 average in the UK. However it was the high daily maximum temperatures, combined with a lack of effective plans to deal with these that created casualties. As average temperatures increase, so do the number of hot days, although this relationship is not necessarily linear. A study undertaken by the Met Office suggests that such heatwaves are expected to become more frequent in coming decades, as summers as warm as this will be 'normal' by the 2040s.
- In its 2004 report, 'A Changing Climate for Insurance', the Association of British Insurers notes that claims from storm and flood damages in the UK doubled to over £6 billion over the period 1998-2003 with the prospect of a further tripling by 2050 (UKCIP 09).
- In the 2007 floods, 10,000 motorists were trapped in vehicles on the M5 and surrounding roads and residents in Bromsgrove and Redditch were affected by the transport disruption.

Looking ahead, the impacts of the changing climate will depend significantly on how well central Government, local councils, businesses, voluntary organisations and individuals plan for and adapt to these changes. As with mitigation, our response to climate change adaptation affects all of our departments and the majority of our partners too.

The effects on our health during a heatwave can be reduced through effective planning by the NHS and social services, and by individuals knowing what to do. Similarly, the effects of flooding can be reduced by investment in flood defences and sensible long-term planning.

### **How this will affect The Council and its Departments (Service Provision), Partners and the Public**

In Bromsgrove and Redditch, the most significant problems will be more serious water stress and overheating. Rainfall is projected to decrease during the summer and increase during the winter months, with an increased risk of more intense events which will increase the risk of fluvial and surface water flooding and parts of the drainage system is prone to being over-whelmed during heavy rainfall. How we deal with this will form part of our work under the risk management process for NI188 and is a developing area of work.

### **The following are examples of how adaptation could filter down through our organisations.**

#### **Buildings**

Offices are more likely to overheat as a result of warmer summer temperatures.

- Methods of passive cooling, such as the use of blinds and external shading, will be needed so as not to increase the reliance on air conditioning/desk fans, which will increase energy consumption.
- Our buildings may be exposed to increased risk of flooding due to higher winter rainfall levels and an increased frequency of extreme weather.
- There will be increased risk of subsidence.

#### **Economy and society**

We need to think about how severe weather and longer term climate changes affect the economy and local people:

- Climate change may affect food supply chains, for example, where our food comes from/availability.
- There may be opportunities for new markets and new jobs; for example in tourism or from making new products to help us cope with these changes.

## **Agriculture**

There is likely to be:

- Risks to agriculture from changes to the growing season, droughts and floods, increased heat stress in livestock, more storm damage and increased risks from pests and diseases, potentially leading to some food shortages/changes in affordability.
- Agriculture may, however, also see increased yields in some crops with higher temperatures, and the opportunity to grow new crops.

## **The natural environment**

The natural environment is likely to suffer from:

- Fire risks on heathlands (especially in the Clent/Lickey Hills) could increase as a result of higher summer temperatures and lower rainfall.
- Spring is already happening earlier in the year. Some key trees are leafing and some butterflies arriving 10 days earlier than was the case 30 years ago due to increases in temperature in March and April.

## **Transport infrastructure**

- Road surfaces will need to be more heat resilient to cope with higher projected summer temperatures.
- Rail lines could be prone to buckling in high temperatures
- Alternative routes may need to be found or existing routes protected for road and rail infrastructure.

### **Why do we need to adapt?**

1. Our organisation is affected by changes in weather and climate in a number of ways, including disruptions to movement of people and goods, and many of our services are reliant on power, safe premises to work in, and transport; all of which may be affected.
2. Our organisation takes decisions and makes investments which have long term life spans. These investments often have high values at stake including the safeguarding of human life and the natural environment.
3. Our organisation provides support in emergencies and has a duty of care for vulnerable groups.

### **Strategic actions arising:**

- **Ensure CMT fully considers adaptation for their service area, and develop adaptive capacity through/with LSP organisations**

## 7.10 Public Health, Health Inequality and Climate Change

Health inequality is a key issue locally in Redditch (although there are pockets of areas in Bromsgrove which also experience similar issues), as are above average incidences of excess winter deaths in Bromsgrove and there is a clear policy agenda link between climate change, health and wellbeing. According to the Chartered Institute of Environmental Health (CIEH), health impact include possible increased infectious and vector-borne diseases (e.g. malaria), deaths from prolonged heat/cold exposure, skin cancers, food poisoning etc.

A recent report, Health Effects of Climate Change in the West Midlands found that deprived communities face greater impacts because:

1. They have the smallest potential to adapt (e.g. cannot move, afford more expensive food, and buy air-cooling systems)
2. Generally they are less healthy and therefore would be more susceptible

### Strategic actions arising:

- **This issue can only be tackled through a partnership approach with LSP members but ensure that the Councils actively participate in this agenda.**

## 7.11 Food

Food is a critical crosscutting theme for consideration in relation to climate change. Generating food uses large amounts of energy and water, contributes to waste emissions, requires significant transport in its processing and distribution (including air miles for imported food) provides jobs in both manufacturing and agriculture and can influence biodiversity. Therefore this strategy encourages the consideration of food in relation to climate change mitigation and adaptation where relevant to Council business and to encourage and enable wherever possible residents to support local food production.

## 8. Community Engagement and Communications

Whilst surveys have shown a high level of concern about climate change in Worcestershire, a significant decrease in CO2 emissions has yet to occur. Increased awareness of the urgent need to take action is needed, together with clear, consistent, practical advice to help people actually make the necessary changes.

We also need to raise awareness about the issue of climate change with Partnership Organisations and Businesses - there are good opportunities to do this throughout the existing LSP network. However, more needs to be done to support Businesses locally, including SME's. However, financial resources are currently strained therefore all activity will need to demonstrate good value for money.

### **This is important because...**

All sectors of the community will need to take action to tackle climate change; no one group (including the two Councils alone) can solve the issues alone. Effective awareness raising can help individuals understand the positive changes they can make in different aspects of their lives. The public also expect community, public and private sector organisations to demonstrate leadership on this issue.



### **What is the current situation?**

Research carried out in 2007 shows that there is a high awareness of the issue of Climate Change throughout the county, including in Bromsgrove and Redditch areas. Therefore, we now need to shift our attention from raising awareness of the general issue i.e. we no longer need to persuade residents to “believe in climate change” - to motivating physical action and behavioural change leading to physical reductions in emissions: being mindful of “greenwash”/ “green fatigue”.

### **What do we need to achieve?**

To move on from raising awareness of climate change, to delivering real action in homes, organisations and businesses. We need to ensure that messages are clear and consistent, including county wide and national messages.

### **Strategic Actions Arising**

- Encourage staff and members of the Councils and our partner organisations to tackle climate change at home and at work and actively promote the issues as part of their work (where appropriate)
- Introduce a green office policy and encourage take up of this across both areas in other organisations and businesses. Set up a climate change champion network to share best practice.
- Use the Warmer Worcestershire project as a key vehicle to capture residents attention, using the information from the aerial thermal imaging survey (2009) to help raise awareness about heat loss from properties in the district and to help deliver targeted energy efficiency improvement measures.
- Actively participate in county-wide awareness programmes and activities, such as the annual switch it off campaign.
- Focus communications on the basis that saving energy saves money as well as carbon emissions.
- Develop a low carbon communication strategy and investigate opportunity for county wide branding to increase recognition

Yearly Communications Planner

Topic / event	Key Message/background	Event date	Risk and Implication	How we will respond	When
Fair Trade Fortnight	Supporting the fair trade movement locally	February 2011	Reputation	Increase staff awareness	February 2011
Earth Hour (WWF)	Global switch off of lights to highlight climate change issues	March 2011	Reputation	Investigate if possible to switch off our buildings lights	Start work Jan 2011
World Environment Day	Global celebration of Environmental issues	June 2011	Reputation	Increase staff awareness	May 2011
10/10/10	Global event to highlight the recent 10:10 campaign, which both Councils have signed up to.	10/10/10	Reputation	Tbc – some sort of event	September 2011
Switch it Off Week	County wide event to promote energy efficiency	November 2011	Reputation	Tbc – county wide promotions. Would like to run a Council meeting by candlelight...	September 2011.
Launch of Climate Change Strategy	New strategy for both Councils agreed	Tbc	Reputation	Publish on website. Press releases.	tbc

Topic / event	Key Message/background	Event date	Risk and Implication	How we will respond	When
Other events as they happen e.g. procurement of electric vehicles, launch of solar panels at Sanders Park etc.	n/a	n/a	n/a	n/a	n/a

## 9. Consultation

This strategy has been consulted upon by the following key partners:

WPEG, Bromsgrove Better Environment LSP Group including Transition Bromsgrove, Redditch Alliance of Greens, Members of the Public who have expressed an interest via the webpage, Internal Staff at both Councils (including Waste Management, Planning, EDU, Communications, Biodiversity, Overview and Scrutiny Panels, Climate Change Advisory Panel.

Once the strategy has been in place for at least 1 year, and we are clearer about the carbon emission data locally, it is intended that there will be a wider community consultation.

## 10. Delivery Partners

Worcestershire County Council, Worcestershire LSP, Environment Agency, Bromsgrove LSP members, Redditch LSP members.

## **11. Equality and Diversity**

Equalities Impact Assessments will be undertaken on a case by case basis.

## **12. Conclusions**

As Local Authorities, we have a moral and legal obligation to tackle climate change and to demonstrate leadership in this area. We need to reduce carbon emissions from our own and other buildings, our homes and our transport, and this needs to be tackled at a personal, community, business and organisational levels. We need to be ready for the challenges and opportunities that a changing climate, and associated increase in severe weather events will bring. Finally, we need to move beyond awareness raising and communicate the need to take action to our own staff and residents.

Dealing with climate change is challenging, but a sustained focus on the diverse issues involved and a desire to have ambitious targets will mean that we can achieve our objectives.

## **13. Date of Review**

This strategy is due for review by 2014 at the latest. The action plan will be continually reviewed and added to, and will be monitored quarterly.

## **14. Contact Information**

The author of this strategy is Ceridwen John, Climate Change Manager for Bromsgrove District and Redditch Borough Councils who is contactable on (01527) 64252 x3046 or [ceridwen.john@redditchbc.gov.uk](mailto:ceridwen.john@redditchbc.gov.uk)

Appendix 1 follows. The purpose of this action plan is to set out general actions under each theme group which would contribute to the aims of the strategy. Due to the nature of climate change work, this is likely to change regularly depending on available funding and current priorities.

## APPENDIX 1 - Action Plan

<b>Strategic Priority 1:</b>	<b>Mitigating against climate change by reducing carbon emissions</b>
<b>LAA Link:</b>	<b>NI186, NI187</b>

Strategic Outcome Measures	Baseline (2005)	2009/10 Outturn	2013/14 Target	2049/50 Target
e.g. NI 186 – reducing per capita CO emissions	BDC – 6.3 tonnes/capita RBC – 7.4 tonnes/capita	6% reduction	Aspire to 12%	Aspire to 40%

1.1		<b>Improve Home Energy Efficiency</b>						
Strategic Action								
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer		
1.1.2	Provide home energy advice to residents	2004/5	Ongoing	SLA c.£6000 per annum	L	Act on Energy		
1.1.3	Provide and promote grants for domestic loft and cavity wall insulation. Set targets for completions.	2004/5	Ongoing	BDC £46'000	M	Act on Energy/BDC LSP		
1.2		<b>Improve Business Energy Efficiency</b>						
Strategic Action								
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer		
1.2.1	Engage with LSP organisations and other large local employers to reduce their energy use, as well as reducing the Councils emissions – including identification of the most inefficient buildings (pareto principle).	2008/9	Ongoing	Staff time	M	Climate Change Manager WCC Property Service Economic Development Team		

1.2.2	Signpost businesses towards available information and funding sources. Explore opportunities to green the local economies.	2009/10	Ongoing	Staff time	L	LSP Climate Change Manager
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1.3		Reduce fuel poverty					
Strategic Action							
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer	
1.3.1	Use the warmer Worcestershire project to target vulnerable households	2008/9	Ongoing	Staff time	M	Katie Sharp-Fisher CCM	
1.3.2.	Area based programmes and landlord programme for home insulation. Consider specific programme for Areas of Highest Need.	2009/10 Redditch only	Ongoing		M	Andy Coel Don Wright	
1.2.2	Develop and deliver Affordable Warmth Programme	Ongoing	Ongoing		L	Andy Coel Don Wright	

1.4		Increase renewable energy capacity					
Strategic Action							
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer	
	Promote incentives and grants available for home and SME micro-generation of energy, as well as funding for public buildings. Set targets for completed installations.	2008/9	Ongoing	BDC - £18000p.a. RBC - £6000 p.a.	H	Strategic Housing	
	Monitor take up of commercial renewable planning applications including potential decentralised schemes in new developments	2009/10	Ongoing	Staff time	M	Planning	
	Consider viability of solar PV for our own buildings	September 2010	Ongoing	A business case will be required as upfront investment will be needed, although payback approx 7 years followed by 19 years of income generation	H	Climate Change Manager	



1.5		Strategic corporate actions relating to this strategy					
Strategic Action							
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer	
	Ensure all Service Business plans address this strategies objectives	2009/10	Ongoing	Staff time	H	Hugh Bennett/ Ceridwen John	
	Reduce the amount of paper sent out as part of the committee process. Set target for print cost savings at 10%.	2009/10	Ongoing	Staff time	L	Ivor Westmore	
	Office space to be re-planned to avoid heating and lighting unused spaces. Consider impact of shared services on energy consumption.	2009/10	Ongoing	Property Services SLA may not cover this, therefore costs involved	M	Teresa Kristunas	
	Deliver on 10:10, Nottingham Declaration and Worcestershire Climate Change Pledge Commitments	2008/9	Ongoing	Staff Time	H		
	Disposal of Assets - Council House BDC and move to more efficient building. - Hewell Road demolition/Abbey Stadium				H		

	development								
	Asset Maintenance – The main emitters are: BDC – Council House, Dolphin Centre, Depot and Car Park. RBC – Town Hall, Abbey Stadium, Crematorium, Depot and Howell Road. Reduce emissions from these buildings.	2009/10	Ongoing	No budget exists for improving energy efficiency – funds will be required if physical investments needed.	M	Property Services/ Teresa Kristunas			
	Ensure all new policies/proposals are checked for climate change impacts.	2009/10	Ongoing	Staff time	M	Committee Services/CCM			

1.6	Strategic Action	<b>Encourage efficient use of water</b>							
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer			
1.2.1	Investigate opportunity for water efficiency internally				L	Ceridwen John Relevant departments			
	Communicate water issues to staff and				L	CCM			

	residents								
1.2.2	Work with Environment Agency to reduce flood risk							M	Clive Wilson ?

1.7	<b>Strategic Action</b>	<b>Increase the amount of waste recycled and decrease the amount of waste disposed of</b>							
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer			
1.2.1	Internal waste issues to be considered at both Councils to identify if waste can be minimised/increase recycling	2009/10	Ongoing	Tbc	M	Guy Revans			
	Continue to encourage domestic and business sustainable waste management	Ongoing	Ongoing	Staff time	M	Guy Revans			

1.8	<b>Strategic Action</b>	<b>Transport</b>							
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer			
	As part of the harmonisation of Terms and Conditions, consider revision of mileage	2009/10	Tbc	Staff time	H	HR			

	reimbursement rates and policy to ensure travel to Birmingham is undertaken on the train only.							CCM
	Undertake green fleet review recommendations	2009/10 BDC 2008/9 RBC	Ongoing	Staff time	M		Guy Revans	
	Reduce fleet emissions through vehicle replacement programme and reduced mileages undertaken – target of 4% reduction in 2010/11	2009/10	Ongoing	Staff time	H		Guy Revans	
	Regeneration of Bromsgrove Train Station and the Longbridge Access Strategy				H		tbc	
	Promotion of alternative transport methods e.g. cycle grant scheme	2010/11	Ongoing	Staff time	L		HR	
1.2.2	Introduce internal Travel Plan to reduce business mileage	2010/11	Ongoing	Unknown	L		CCM HR	

1.9		<b>Green Economy</b>					
Strategic Action							
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer	
1.2.1	<b>Encourage a local green economy</b>	2009/10	Ongoing	Staff time	M	EDU/CCM	

1.10		<b>Sustainable New Development</b>					
Strategic Action							
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer	
1.2.1	Planning policy to support achievement of zero-carbon housing	2009/10	Ongoing	Staff time	M	Ruth Bamford	
	Adopt Planning policy towards renewable energy and more sustainable homes – go further than current building regulations	2009/10	Ongoing	Staff time	H	Ruth Bamford	
	Providing advice and information – provide a detailed guide on how to improve domestic dwellings for climate change including RET/FIT.	2009/10	2010/11	Staff time	L	Ceridwen John	

1.11 Strategic Action Open Spaces, Land use and Biodiversity						
Ref.	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer
1.2.1	Develop skills and knowledge in the area of land use management and carbon emissions				M	JB/PG
	Ensure biodiversity strategies are implemented and considerate of climate change issues.				H	JB/PG

2.2 Strategic Action Communicating the Challenge						
	Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer
	Add to the communications planner at both Councils relevant events such as 10/10/10, and run awareness campaigns. Potential staff OWL monitor energy loan scheme.	2009/10	Ongoing	Staff time	M	CCM/Comms
	Explore viability of an area based approach delivery for insulation measures in Charford/Sidemoor and Winyates	2009/10	Ongoing	Staff time	H	CCM
	Work with Blackwell PC as a pilot project to	2010/11	2010/11	Staff time	M	CCM

	increase solar PV								
	Actively seek funding for communication initiatives e.g. eco-driving simulator	2009/10	Ongoing	Staff time	H	CCM			
	Encourage LSP partners to sign the Worcestershire Climate Change Pledge	2009/10	Ongoing	Staff time	M	BDC LSP			
	Encourage Transition Town initiative through LSP Better Environment Group	2009/10	Ongoing	Staff time	M	BDC LSP CCM			
1.2.1	Contribute to the Worcestershire LSP CC communications plan	2009/10	Ongoing	Staff time	M	CCM			

<b>2</b>	<b>Strategic Priority:</b>	<b>Adapting to climate change by increasing local resilience</b>			
	<b>LAA Link:</b>	<b>NI188</b>			
	Strategic Outcome Measures	Baseline	2009/10 Outturn	2013/14 Target	2049/50 Target
e.g. NI 188		Level 0	Level 2	Level 3	Not set

<b>Adapting to Climate Change</b>						
Strategic Action						
Action	Start Date	Finish Date	Resource	Priority (H,M,L)	Lead Officer	
<p>Requirements for Level 2:                      The Authority has undertaken a comprehensive risk based assessment of vulnerabilities to weather and climate, both now and in the future, and has identified priority risks for its services.</p> <p>It has identified the most effective adaptive responses and has started incorporating these in council strategies, plans, partnerships and operations (such as planning, flood management, economic</p>	2009/10	Ongoing	Staff time	H	HoS/ Ceridwen John	HoS/ Ceridwen John



	<p>development, etc).</p> <p>It has begun implementing appropriate adaptive responses in some priority areas.</p> <p>In its role as a community leader the council has started working with its LSP encouraging identification of major weather and climate vulnerabilities and opportunities that affect the delivery of the LSP's objectives.</p>		Ongoing	Staff time	M	<p>HoS/ Ceridwen John</p> <p>LSP</p>	Heads of Service
Climate Change to be included in Risk Management Plans		2009/10					



Appendix 2

**EXTRACT FROM MINUTES OF THE BDC OVERVIEW BOARD**

**TUESDAY, 31ST AUGUST 2010**

21/10 **DRAFT JOINT CLIMATE CHANGE STRATEGY**

The Board considered the Draft Joint Climate Change Strategy and covering report. Members were concerned that the report indicated that there was no specific budget for climate change activity. The Executive Director for Finance and Resources informed Members that she was currently looking at “invest to save” projects with the Climate Change Manager and that there was a small budget available at Redditch Borough Council (RBC) for promotional work to be carried out. The Head of Environmental Services confirmed that savings made would not just be in respect of the Council’s carbon foot print but also monetary savings, which would then be re-invested. RBC had already implemented several schemes with money from the Carbon Trust. This money was paid back from any savings that were made by implementation of the schemes.

Members agreed that climate change should feed into all areas within the Council. The appropriateness of national indicators was also discussed and the possible amendments to these which may be implemented by the new Government. It was agreed that it was important that whatever elements were measured, they should make a difference. After further discussion it was

**RESOLVED:**

- (a) that the notes of the informal meeting on the Draft Joint Climate Change Strategy be agreed; and
- (b) that the Board recommend that Cabinet adopt the strategy.

**RECOMMENDED:**

- (i) that the Joint Climate Change Strategy be commended to Cabinet for approval;
- (ii) that the Council bring the Climate Change agenda to the forefront and act as a community leader to champion the reduction of carbon emissions;
- (iii) that the Council ensure that Climate Change is embedded in strategic planning policies, (specifically the development of the Core Strategy) and all future policies;

- (iv) that internal action to reduce the Council carbon footprint and increase recycling within Council offices be prioritised;
- (v) that the Cabinet identify and support spend to save initiatives to reduce the Council's carbon emissions;
- (vi) that information for residents on the "turn off in winter" campaign be included in the autumn edition of Together Bromsgrove;
- (vii) that the Council highlight concern over excess winter deaths through the Local Strategic Partnership and local media and support partners wherever possible in reducing this; and
- (viii) that the Council celebrate successes in projects to reduce carbon emissions and other climate change initiatives, both through the local media and to staff in the organisation.

## Appendix 3

**CLIMATE CHANGE STRATEGY – REFERRAL FROM THE RBC OVERVIEW AND SCRUTINY COMMITTEE**

Relevant Portfolio Holder	Councillor Brandon Clayton
Relevant Director	Director of Policy, Performance and Partnerships
Key Decision	

**1. SUMMARY OF PROPOSALS**

The Overview and Scrutiny Committee considered the draft contents of the Joint Climate Change Strategy during a meeting on 25th August. Members discussed the strategy in some detail and ultimately they endorsed the strategy subject to consideration of a number of comments submitted by members concerning the content of the document. The purpose of this report is to provide a summary of these comments for the consideration of the Executive Committee.

**2. RECOMMENDATIONS**

**The Committee is asked to RECOMMEND that**

- 1) subject to noting Members' comments as detailed in the preamble (below), the Joint Climate Change Strategy be adopted by the Council; and**
- 2) the Council adopt highly ambitious targets for the Joint Climate Change Strategy, including a commitment for the installation of anaerobic digesters to be a condition for new build developments in the Redditch Local Plan; and**

**to RESOLVE that**

**the report be noted.**

**3. BACKGROUND**

- 3.1 Overview and Scrutiny plays an important role in policy development at the Council. Increasingly, the Overview and Scrutiny Committee is reviewing

important strategies and policies relating to both key and non-key decisions that are scheduled for consideration by the Executive Committee and / or the Council. The aim of the Committee is to scrutinise the issue in detail and to help the Executive by: identifying areas for improvement, assessing the feasibility of proposed actions; and ultimately advising on the validity of proposed decisions.

- 3.2 As part of this process the Overview and Scrutiny Committee considered a draft of the Joint Climate Change Strategy during a meeting on 25th August 2010. During the course of this meeting Members were advised that, whilst there was further work to be done, the Council was performing well in relation to a number of relevant initiatives that were designed to address climate change. For example, energy consumption was falling as there had been a reduction in carbon emissions of eight per cent in general terms. However, some areas remained to be addressed, such as emissions from staff travel, as mileage claims had increased by five per cent over the past year in part due to shared working arrangements with Bromsgrove.
- 3.3 The Overview and Scrutiny Committee was in agreement that the Joint Climate Change Strategy represented a significant policy area which needed to be approved by the Council.
- 3.4 However, the Committee expressed the view that the strategy could be more ambitious and discussed a number of additional actions and targets which they felt were suitable for inclusion in the strategy.

#### **4. KEY ISSUES**

- 4.1 The Overview and Scrutiny Committee agreed a couple of recommendations in relation to the Joint Climate Change Strategy. These recommendations are listed below as follows.
- 4.2 **Recommendation 1: We recommend that, subject to noting Members' comments as detailed in the preamble (below), the Joint Climate Change Strategy be adopted by the Council.**
- 4.2.1 The Committee agreed that a strategy should aim to reflect each of the following levels: previous achievements, present activities, and future developments that could help to improve performance in meeting the strategy's key objectives. In this context, Members suggested that a number of additional targets could usefully be incorporated into the strategy, particularly with regards to future developments.
- 4.2.2 In particular Members commented that action could be undertaken to encourage both residents and local businesses to address climate change. In this capacity they suggested that the following activities could be undertaken:

- a) promoting loft insulation;
- b) encouraging less wastage of water;
- c) encouraging cycling and walking to work;
- d) working with bus companies to encourage better local transport systems;
- e) providing more green spaces;
- f) increasing town centre pedestrian areas; and
- g) supporting more renewable energy generation.

4.2.3 The Committee also discussed the contribution that the Council could make to achieving the targets detailed in the Joint Climate Change Strategy.

4.2.4 Members commented that a key issue for the Council to resolve was the level of carbon emissions produced due to staff travel arrangements. To address this situation it was suggested that the Council should:

- a) encourage staff to utilise public transport whenever possible and practical;
- b) encourage car sharing, cycling and walking to work;
- c) provide bus passes to Officers travelling on Council business; and
- d) provide pool cars to restrict vehicle use.

**4.3 Recommendation 2: We recommend that the Council adopt highly ambitious targets for the Joint Climate Change Strategy, including a commitment for the installation of anaerobic digesters to be a condition for new build developments in the Redditch Local Plan.**

4.3.1 The Committee concurred that the most effective strategies were those which set highly ambitious targets for the area concerned. It was agreed that the Council could encourage local businesses, partner organisations and residents to meet such ambitious targets by setting an example.

4.3.2 Members suggested that one example of ambitious action that could be undertaken by the Council would be to introduce a requirement for the installation of anaerobic digesters to be a condition for new build developments in the next version of the Redditch Local Plan. The anaerobic digester was considered to be significant by the Committee because, as an onsite waste treatment process, the digester reduced the amount of waste that needed to be removed to external locations as well as the regularity of collections from particular sites, thereby reducing emissions. It was noted that anaerobic digesters were relatively inexpensive to install and maintain and could legitimately be incorporated into the Redditch Local Plan.

## **5. FINANCIAL IMPLICATIONS**

There are no direct financial implications.

## **6. LEGAL IMPLICATIONS**

There are no direct legal implications.

**7. POLICY IMPLICATIONS**

The Overview and Scrutiny Committee are proposing a couple of amendments to the draft Joint Climate Change Strategy. If the Committee's recommendations are approved this would have implications for the implementation of the strategy.

**8. COUNCIL OBJECTIVES**

One of the Council's priorities is for Redditch to be clean and green. The Overview and Scrutiny Committee's recommendations with regards to the Joint Climate Change Strategy are intended to enable the Council to achieve this objective.

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

There are no direct risk management implications, including health and safety considerations.

**10. CUSTOMER IMPLICATIONS**

There are no direct implications for the customer.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

There are no direct equalities and diversity implications.

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

There are no direct value for money, procurement or asset management implications.

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

The proposals contained within the report relate specifically to the contents of the Joint Climate Change Strategy. Any amendments to the strategy could potentially impact on actions that might be undertaken to address climate change, carbon management and biodiversity issues.

**14. HUMAN RESOURCES IMPLICATIONS**

There are no direct human resources implications.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**



There are no direct governance or performance management implications.

**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 direct implications for health inequalities.

**18. LESSONS LEARNT**

18.1 The full strategy was presented in a draft form for the consideration of the Committee on the 25th August 2010. Members suggested that a few amendments could be made to the way that the strategy was presented for Members' consideration during future Committee meetings.

18.2 Members expressed the view that the strategy was a complex and lengthy document. Under these circumstances they suggested that it would be suitable to incorporate an Executive Summary into the report. They also suggested that it would be appropriate to consider the strategy through the delivery of a presentation on the subject as this would enable Officers to highlight the core features and objectives for Members' consideration.

18.3 The first appendix to the draft strategy, Appendix 1: Action Plan, was also discussed. Members commented on the value of this Action Plan as a tool to facilitate a constructive response to the challenges posed by climate change. To further develop this appendix they suggested that a brief introductory passage should be inserted to clarify the purpose and contents of the Action Plan.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

The Overview and Scrutiny Committee invited a member of the public to submit comments for the consideration of members during discussion of this item. These comments were considered alongside submissions from members of the Committee.

**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
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Not directly, though the Director was present during the meeting of the Overview and Scrutiny Committee when the Joint Climate Change Strategy was scrutinised.
Director of Policy, Performance and Partnerships	Yes.
Head of Service	No
Head of Resources	No
Head of Legal, Equalities & Democratic Services	No
Corporate Procurement Team	No

**21. WARDS AFFECTED**

There is no direct ward relevance.

**22. APPENDICES**

There are no appendices to this report.

**23. BACKGROUND PAPERS**

Minutes from the meeting of the Overview and Scrutiny Committee that took place on Wednesday 25th August 2010.

Joint Climate Change Strategy

**24. KEY**

Anaerobic Digestion - the process of breaking down food waste through bacteria in the absence of air. The process produces two by-products - the bio-gas methane which can be captured for energy recovery, and a liquid or solid

digestate which can be used as a soil improver.

**AUTHOR OF REPORT**

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## Redditch Dial-a-Ride

Independent review undertaken by JMP Consultants on behalf of Redditch Borough Council

### Introduction

Redditch Borough Council provides and operates a dial-a-ride service for its residents. It is available for journeys within the borough to those people, who due to frailty or disability, are unable to use mainstream public transport. The service is well used and much appreciated.

There are a number of pressures on the service, which has led to the need for an independent review of dial-a-ride. We were delighted to be commissioned to undertake this review. This report seeks to concisely set out our findings, options and recommendations. We would like to take this opportunity of thanking the council's officers and Leader for their assistance in providing insight and information to us in a timely fashion, in order for us to undertake the review. Likewise, we are grateful for the interest shown by other stakeholders with whom we engaged as part of the study.

The instigation of the review has arisen from a number of issues, namely:

- Uncertainty about the level of need and how this translates to patterns of usage
- Increasing costs
- Concerns about vehicle replacement, given that the current fleet is 5 years old
- The need to reduce costs at this time of public sector funding pressures
- Any lack of strategy for the service and its future provision

To investigate these issues and formulate options we have talked to interested parties, including those involved in the operation of the service, and analysed the financial position and operational statistics. We have then formulated options and made recommendations. Overall we found the service to be well run; the need for change is arising from the financial pressures and the requirement for efficiencies.

### Current position

Redditch Dial-a-Ride provides door-to-door transport by minibus for people who cannot use public transport. Users have to be resident in Redditch Borough and unable to use public transport because of difficulty in walking. They must register to be able to use the service. Journeys for any purpose can be made, and some priority in booking is given for medical appointments. All journeys have to be entirely within the borough. The service is available between 0845 and 1645 on Monday to Friday and all journeys have to be booked in advance. A charge of £2.10 is made per single journey; however, most users have a concessionary travel pass which allows travel for £1.05.

Dial-a-Ride also provides some transport for Sure Start.

Key facts about the service are as follows:

- **Vehicles:** 7 minibuses, with 6 of them 5 or 6 years old and the spare 8.5 years old.

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- **Staff:** in the office, 3 full-time and 2 part-time, plus 1 casual relief; drivers – 5 full-time, 2 part-time and 2 casual reliefs.
- **Usage:** Has been reducing over last 3 years: 2007/08 39,678; 2008/09 36,589; 2009/10 33,930.

Usage may have fallen due to the closure of some luncheon clubs, for which Dial-a-Ride provided transport for small groups of people. The growing accessibility of the conventional bus network may also have had an effect.

There are about 200 wheelchair users per month.

40% of journeys are for shopping, and about 43% for leisure and social purposes; 5% of trips are to or from the Alexandra Hospital. The vast majority of journeys are made by people with concession passes, enabling them to travel at £1.05 per journey.

During busier months between 2 and 5% of bookings have to be refused, because requests cannot be met. However, in winter months virtually all requests are met.

The majority of journeys (65%) are undertaken by users travelling regularly either once or twice per week, and a further 24% of trips are made by just 13% of users who travel 3 times per week. This indicates that the vast majority of trips are undertaken by regular users.

Redditch Dial-a-Ride revenue and costs:

£		2006/07	2007/08	2008/09	2009/10	2010/11 budgeted
<b>Costs</b>		324,441	346,087	349,067	319,126	382,320
<b>Income</b>	Grants *	96,474	61,465	75,606	33,809	40,000
	Fares	12,329	17,878	37,503	35,891	38,000
	BSOG	11,317	10,542	11,093	10,215	11,000
<b>Total income</b>		120,120	89,885	124,202	79,915	89,000
<b>RBC spend</b>		<b>204,321</b>	<b>256,202</b>	<b>224,865</b>	<b>239,211</b>	<b>293,320</b>
Note: * includes grants from other organisations and income from concessionary fares reimbursement						

In a residential consultation undertaken in 2009, 80% of the 443 Redditch Borough respondents were aware of Dial-a-Ride, and 9% used the service. Users were asked to rate the value of the service; all rated it at between 8 and 10 out of 10.

## Comparisons

The following table gives some comparisons of passenger numbers and costs between Redditch Dial-a-Ride and other dial-a-ride schemes. The data for Redditch is 2009/10, whilst for others it is the previous year. Overall, it demonstrates that Redditch Dial-a-Ride performs in line with other schemes.

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<b>Scheme</b>	<b>Description of area</b>	<b>Passengers pa</b>	<b>Total cost £</b>	<b>Cost / passenger £</b>
A	County town and rural hinterland	19,273	210,368 (*)	10.92
B	Small towns and rural hinterland	18,013	192,233 (*)	10.67
C	Large town	27,720	200,166 (*)	7.22
D	Large city	17,222	181,514	10.50
E	Large town and some rural hinterland	15,151	295,751	17.17
F	Rural county	42,358	538,955	12.73
G	Small towns and rural hinterland	9,781	133,868	13.70
H	Small city	20,152	184,821	9.17
I	Market town and some villages	28,402	214,058	7.54
J	Large new city	104,000	700,000	6.73
<b>Redditch</b>	<b>New town</b>	<b>33,930</b>	<b>319,126</b>	<b>9.40</b>
(*) includes depreciation			<b>Average:</b>	<b>10.52</b>

In addition we looked at the number of staff employed by various community transport and dial-a-ride schemes and the number of vehicles operated. Twelve comparators were used from various parts of England and the results are summarised below.

	<b>Number of vehicles</b>	<b>FTE office staff</b>	<b>Average staff per vehicle</b>
Average of 12 comparators	7.25	3.13	0.43
<b>Redditch Dial-a-Ride</b>	<b>7</b>	<b>4</b>	<b>0.57</b>

Again, Redditch appears to be in line with the average. Whilst it appears to have a slightly higher level of staffing per vehicle, if account is taken of the fact that the manager at Redditch is also responsible for Shopmobility then the ratio is even closer to the average.

## Issues

In overall terms, and on the basis of the information available, the service appears to be well managed and run as efficiently as any other comparable dial-a-rides. As with most such services, Redditch Dial-a-Ride is well regarded by users and generally enjoys the support of elected members. As an in-house authority-run service, costs seem no higher than services run by the

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voluntary sector. This is not surprising given that many voluntary sector employment conditions are based on local authority conditions, and neither sector is seeking to make a profit.

Closer inspection of the accounts indicates that partial allowance is made for depreciation and replacement of the vehicles (shown as a revenue contribution to capital charges). A figure of £27,750 is budgeted for 2010/11. Based on the fleet of 6 operational minibuses and a spare minibus, depreciation is actually in the order of £40,000 pa. This represents a 3% increase in overall costs, which over a number of years creates a funding gap for in the funding of vehicle replacements. Consequently, there are some issues regarding the future sustainability of the service, unless some additional funding can be identified. The vehicles are already between 5 and 8.5 years old, and starting to show signs of the need for more maintenance attention. Ideally, replacements would be sought over the next 2 years. A real problem is that they are all a similar age, and therefore will need replacing at a similar time.

Whilst this situation creates some concerns, it is not an uncommon picture in the community transport world. Many schemes generate revenue and attract grants to sufficiently cover day to day operational costs, but few manage to muster more than a minor contribution towards vehicle replacement from dial-a-ride or traditional community transport operations alone, and rely on other one-off grants / funding bids to meet purchase costs. In recent years, that has not necessarily posed a problem, as various funding sources (such as Local Transport Plan or Lottery) have been available to fund vehicles. In the current climate, this is less likely. A further disadvantage for Redditch is that being a council-run scheme, some of the funding streams aimed at supporting the voluntary sector are not available to it.

In the Worcestershire context, any funding for the support and development of community transport from the County Council and Primary Care Trust has been passported to the Worcestershire Community Transport Partnership under a 3 year agreement. This has been divided up amongst the various community transport schemes across the county. Unfortunately, Redditch has not been fully engaged with the Partnership, nor is it actively involved in the Members' Joint Transport Forum. As a result of being outside the Partnership, Redditch Dial-a-Ride no longer receives the £20,000 pa grant it used to get from the County Council. This has put added financial pressures on the service.

It is these pressures that have led to this review and the need for efficiency savings or different ways of working. Options for reducing costs and/or increasing revenue will be needed. This will be against a backdrop of likely increasing demand for dial-a-ride services. Already the service is unable to meet about 4% of requests for travel. This is likely to rise as general ageing of the population continues and cutbacks in conventional bus services start to leave people isolated. The County Council has indicated likely reductions in expenditure on supported bus services, and Government has reduced various areas of financial support for public transport. The County Council will seek to protect services where no alternatives exist; this will be at the expense of infrequent urban services which penetrate residential areas and where alternative commercial or semi-commercial services exist within reasonable distance. This will leave pockets of housing in Redditch more isolated from the bus network, which may in turn lead to more people looking to dial-a-ride to meet their needs.





In the current financial climate, areas of priority will need to be determined to help direct limited resources. Services which help meet particular policy objectives will clearly command greater priority for funding. Currently it is difficult to identify the relevant policy justification for dial-a-ride in the Borough Council's policies. The current Corporate Plan makes no direct mention of dial-a-ride, although by implication the service will support a number of objectives relating to community health and well-being. Indeed, it is probably in non-transport terms that the authority could justify its support for dial-a-ride, given that it is the county, and not the district, with transport responsibilities.

The provision of dial-a-ride and other community transport services will certainly be supported by County Council policies, as set out in the Local Transport Plan. This provides the opportunity to engage more with the County Council and, in parallel, the Joint Members' Transport Forum and Community Transport Partnership.

### **Reducing costs**

As previously indicated, there is little to suggest that the costs associated with the operation of Redditch Dial-a-Ride are significantly different to comparable services. Where possible, costs have been managed through changes in employment status and revisions to staff deployment. There are few opportunities for further marginal cost savings; slight reduction in times of operation would achieve small savings, but equally result in some loss of revenue too, and reductions in vehicle utilisation.

Given that there will always be some cases where vehicles are carrying just one or two passengers, consideration could be given to changing the fleet profile to include a couple of MPV-sized vehicles, which have become very popular with taxi operators. This will reduce the flexibility in fleet deployment in some ways, but vehicle costs and fuel economy will be improved. There are issues of VAT being chargeable on fares in smaller vehicles, but anomalies of not being able to operate vehicles with eight seats or less on section 19 permits have been removed, making it easier for community transport operators to use such vehicles.

To achieve significant cost savings it would be necessary to cut key elements of service, such as withdrawing one or more vehicles and making an equivalent number of drivers redundant. Whilst savings in doing this would be significant, users would experience a significant drop in service availability. Of course, other overheads (administration and booking office) would not reduce by the same proportions, and so the cost per passenger journey may start to rise without compensatory increases in vehicle occupancy.

### **Increasing revenue**

There are opportunities to increase revenue. The easiest way of achieving this would be to increase fares. Currently, these are lower than comparable services and are subsidised through the availability of the concessionary fares scheme (this is a discretionary addition to the scheme). Evidence from a survey undertaken by a RBC Task & Finish Group suggests that users do value the service and would be prepared to pay more to use it. Of course, as well as increasing revenue, a fares rise would, under current arrangements, increase the call on the Borough's concessionary fares budget too.

Other methods of revenue generation could include finding ways of using the vehicles in current downtime, particularly evenings and weekends. There is evidence to suggest that voluntary sector

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organisations and community groups would welcome being able to use the minibuses at these times. Also, community wardens have indicated that they would welcome opportunities to take residents out on trips. Whilst such a move would support wider community development objectives, the additional revenue generated would only be marginal and might not even be sufficient to cover any extra costs that arise. A number of issues would need to be considered:

- Assessment of drivers, unless the paid Dial-a-Ride drivers are used
- Administration associated with the hiring out of the vehicles
- Additional wear and tear on vehicles
- Arrangement for vehicle pick-up and set-down (particularly out of hours)
- Arrangements for breakdown and recovery of vehicles out of Borough and out of hours

As well as community groups, there are other unmet transport needs that have been identified. This includes providing transport for prison visiting and for appointments at Princess of Wales Hospital, Bromsgrove, with a reciprocal need for Bromsgrove residents attending the Alexandra Hospital in Redditch. There is some keenness for Dial-a-Ride to become a more general community transport service, as it would be seen as serving a wider part of the community, rather than the current view of only being a service for older people. Whilst such moves might help generate revenue from new sources and ensure broader support for the service, they would reduce the availability of service to traditional dial-a-ride users.

The WRVS is currently undertaking some research (on behalf of the CT Partnership) into other travel demands in and around Redditch. This may highlight areas of unmet demand that could be accommodated by Dial-a-Ride, as well as providing further evidence of a need for cross-boundary travel between Redditch and Bromsgrove for people who are unable to use conventional public transport.

A further source of income generation would be the operation of specialist contract services for Worcestershire County Council (both special educational needs and social care). Redditch Dial-a-Ride could register to tender for contracts to run particular services. Whilst social care transport would conflict with traditional dial-a-ride operations, the provision of special education transport could be accommodated, albeit with some impact on current provision. Vehicles undertaking such contracts would become available in the morning for dial-a-ride from between 0900 and 0915. In the afternoon, a contract might take a vehicle out of dial-a-ride use between 1430/1445 and 1530/1600 – a quieter part of the day for dial-a-ride than the mornings. Discussions with Worcestershire County Council have shown a willingness for Redditch Dial-a-Ride to participate in tender rounds for the provision of specialist transport.

The benefit of performing contracts is that it provides a regular stream of revenue, which in practice will be higher than the fares income generated by dial-a-ride service for an equivalent period. Contract pricing would also seek to cover all costs, including overheads and depreciation.

In the past, community transport groups tended to shy away from contract operations, seeing them as a diversion from their main purpose. With the demise in general grant funding for community transport in recent years, operators have become more involved in contract operations as part of a business model to become sustainable. Indeed, some operators are now social enterprises, where

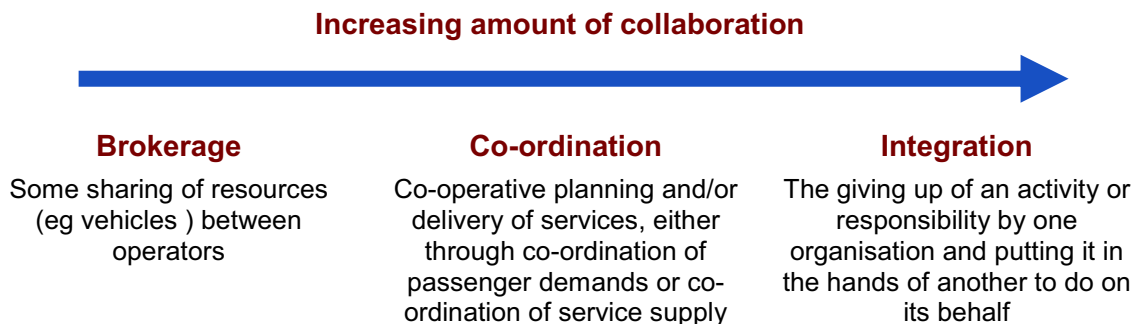


income from contracts is used to support the provision of other services which promote social inclusion.

Given that there is some unmet demand for dial-a-ride in Redditch (i.e. bookings that cannot be accommodated), another opportunity to generate more revenue would be to change patterns of operation to increase usage of the current level of operation (i.e. increase vehicle occupancy). Already, the staff taking bookings and scheduling the services seek to combine bookings, such that two or three people are carried together. This is easier to achieve where users have common origins and/or destinations. In Redditch, 46% of all journeys are to/from the town centre, so there should be at least some opportunities for combining bookings by guiding people along the same corridors towards particular time slots.

#### **Collaborative efficiencies**

It has long been recognised that efficiencies in transport provision can be achieved through collaborative working. Whilst much talked about, the principle is not always easy to be applied in practice, due to various things that can become barriers (e.g. insurance, different vehicle and driver standards, IT systems, organisational constitutions). Firstly, it is important to understand what is meant by collaboration, as it can take different forms:



Integration can occur at all stages of transport delivery: policy, planning, procurement and provision.

Redditch Dial-a-Ride currently operates in isolation of other activities. Indeed, the administrative aspects and vehicle operations are separate, with bookings taken in the Town Hall and the vehicles and drivers based at the Crossgates depot.

Opportunities for collaboration do exist. Worcestershire County Council is responsible for the provision of various services in the area. Through the use of its in-house fleet and procurement of vehicles from commercial taxi and minibus operators, provision is made for those attending special schools and social care establishments. These vehicles are a resource that could be commissioned to provide a dial-a-ride service at other times. Operators may find this attractive, as



it would provide work all day for their vehicles and drivers; operators can have difficulty in attracting drivers for part-time work, particularly for split shifts associated with school-only work. Certainly the County Council has indicated that it has difficulties recruiting part-time drivers and would welcome opportunities to undertake all-day work with more of its in-house fleet.

In Bromsgrove, WRVS provides a community transport service. For many years it has provided Bromsgrove Rural Rides, a voluntary car scheme. More recently, since September 2009, it has also operated a minibus service (BURT – Bromsgrove Urban and Rural Transport) aimed at meeting the needs of groups and individuals who are unable to use conventional bus services. Whilst funded by Bromsgrove District Council for the benefit of Bromsgrove residents, through the closer working arrangements of the Bromsgrove and Redditch authorities, Redditch BC provided advice on the purchase of the vehicle and maintains the vehicle under a service level agreement. This extends to the use of the spare Redditch Dial-a-Ride vehicle when the 'BURT' bus is off the road.

WRVS employs two part-time office staff and two part-time drivers to run BURT, and uses the Mobisoft system to manage bookings. Given the closer working between the two authorities and the existing link between BURT and Redditch Dial-a-Ride, there may be opportunities for further integration.

## Options

Having highlighted the various issues that relate to the operation of Redditch Dial-a-Ride, we set out here the options for the way forward. Our starting point is the assumption that there is a desire from all concerned to see the dial-a-ride service in Redditch continued. Members see the service as important and users value it. Demand for it will grow. Its importance, therefore, needs to be reflected in the council's policy and actions.

Given the current position of Dial-a-Ride and likely public spending reductions, efficiencies need to be achieved. Therefore, to take no action at all is not likely to be feasible; maintaining the status quo is not an option.

Outsourcing of the whole operation would be an option. This would be a big step and would take a lot of time and effort to achieve. For various reasons it would not seem feasible:

- Lack of likely interested parties (other community transport providers or interested voluntary sector organisations).
- Not an attractive proposition to commercial organisations, and concerns that the local taxi trade would not deliver the required levels and quality of service. Such services tend not to be attractive to taxi operators.
- Whilst having its own fleet, the County Council has not been involved in community transport provision directly.
- Ageing vehicle fleet would be a barrier to interest from others.
- Staffing issues of redundancy and/or TUPE would need to be considered and resolved.

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Outsourcing is unlikely to achieve any short term savings. It could remain a longer term option, whereby it is passed to a third party to operate (under a contract or service level agreement) or the current operation is developed into an arm's length social enterprise.

To continue as an in-house operation, it will be important for Redditch BC to take an active interest in the wider community transport picture across Worcestershire and beyond, networking and gaining knowledge of best practice. Engagement with the County Council and the Community Transport Partnership will help in opportunities for funding and integration. It is also important for RBC to reaffirm its commitment in policy terms.

To help underpin any future plans, the accounts should allow for full depreciation and vehicle replacement in order to provide a true picture of costs and the necessary income to cover these.

Savings could be made by reducing the scale of the dial-a-ride service, which would have an instant effect on the availability for service users. Another approach would be to reduce the in-house fleet to a level that is needed to meet the core, baseline daily usage, with top-up resources 'bought' in from other providers to meet peak requirements. This would reduce pressures on RBC to meet the cost of all current vehicles being replaced.

There are opportunities to increase fares on Dial-a-Ride to increase revenue. Charges are low compared to other similar services, users have indicated they would pay more if that helps to retain the service, and, after all, such personalised door-to-door services should command some sort of premium. If there are concerns about any impact on the concessionary fares budget, the contribution from that source could be pegged at a level similar to the equivalent of an average local bus fare, which would retain some parity across the population. Dial-a-Ride users, who hold a concession pass, would then pay a fare, less say £1.30 which would be the concessionary fares element. An increase in the concessionary fare from £1.05 to £1.60 per single journey would provide about £18,000 pa of additional revenue, assuming that users maintain their current levels of usage.

Whilst various ideas for widening the scope of the dial-a-ride operation to a wider community transport scheme have been put forward, there is a danger of such developments being a distraction from achieving efficiencies on the core service. This said, there is certainly no harm in continuing to explore ways of meeting wider community needs, including extending the boundaries for travel for certain types of journeys, such as medical appointments at Bromsgrove Princess of Wales Hospital. Care should be taken to ensure that the business case for any extensions of service shows that revenue generated will exceed any additional costs.

Reductions in conventional bus services in Redditch could lead to some pockets of isolation. There would be scope to allow the residents of these areas to become users of Dial-a-Ride under the terms of the current Section 19 permit operations. Widening the scope of the service could lead to more opportunities for regular advertised runs, with the aim of increasing loadings per trip. In any event, further analysis of current patterns of usage could highlight scope for more fixed patterns of service (e.g. regular runs to the town centre and supermarkets from particular sectors or corridors), where bookings are guided towards those trips. Greater priority through advance booking or block booking could be given to users who were prepared to use these regular journeys.



Whilst such measures might reduce flexibility for users, there would be improved efficiencies in the deployment of vehicles through less dead mileage and increased revenue per trip.

For all the reasons given in the last section, making the dial-a-ride minibuses available to community groups would give rise to a number of issues. If these could be overcome, care would still need to be taken to ensure that charges were set at a rate that covered costs. A purely mileage based charge would not achieve this, so a fixed fee (which could also reflect duration) plus mileage charge would be more effective.

Other methods of using the vehicles in different ways could be beneficial, particularly the operation of contracts for the County Council. The least disruptive to current operations would be special education transport, although it would be worth considering social care journeys too, as they might be accommodated as part of day-to-day dial-a-ride operations.

Alongside the various options above, there is scope to consider a host of different operational efficiencies. All administrative procedures could be reviewed with the aim of making them 'leaner'; bookings could be restricted to mornings only, which may reduce the need for full time office staff; the Dial-a-Ride office could be combined with other RBC operations (e.g. Shopmobility) or with those of other organisations (e.g. WRVS BURT); Dial-a-Ride administration and drivers could be co-located.

## **Recommendations**

Given the current effective operation of Redditch Dial-a-Ride, it is more appropriate to look at evolutionary rather than radical change. The following recommendations are made concerning the future provision of Redditch Dial-a-Ride:

1. A commitment to the provision of the Dial-a-Ride is made clear in RBC's policies, whereby the objectives of providing the service are clearly established and set out in order to provide the necessary justification for the budget to be retained.
2. Maintain Dial-a-Ride as an in-house operation, subject to a full commitment to the continuation of the service by the Council.
3. As a community transport provider, RBC takes a more active interest in networking with other community transport providers, particularly in Worcestershire through the Community Transport Partnership and specifically on an operational basis with the WRVS BURT service.
4. RBC representatives attend the Worcestershire Joint Members' Transport Forum, particularly to ensure wider support for Redditch Dial-a-Ride within the context of wider public transport provision.
5. Ensure that all costs of providing the service, including full depreciation and vehicle replacement costs are in the accounts. Currently, the budget includes £27,750 for the capital charges for vehicles; this needs to be increased to £40,000 pa to meet the costs of funding the current fleet.

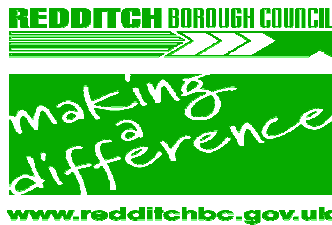
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6. Increase the concession rate fares. An increase from £1.05 to £1.60 per single journey would provide about £18,000 pa of additional revenue, assuming that current levels of usage are maintained. An increase from £1.05 to £2 per single journey would provide about £30,000 pa of additional revenue, although a single jump of this magnitude might deter some usage in the short term.
7. Investigate further the opportunities for additional types of provision, taking account of the findings of the research into unmet demands that is currently being undertaken. Only pursue new areas if they will have a positive impact on Dial-a-Ride (i.e. they generate more revenue than the costs incurred, or they lead to other efficiencies).
8. If the practical issues concerning group hire of vehicles can be overcome, it may be possible to trial making one vehicle available to community groups. Again, charges must be set at a level that will ensure all additional costs are incurred.
9. Work with the County Council to understand opportunities for Dial-a-Ride becoming a registered operator for contracts and then seek registration and examine opportunities to tender for specialist services (special educational needs and social care).
10. Examine current patterns of demand and operation, looking at whether fleet composition should be changed (i.e. introducing some smaller vehicles, such as MPVs, instead of minibuses), or whether a reduction in the size of fleet could be made, with excess demand met by buying-in 'top up' external resources. Investigate with the County Council the use of its in-house vehicles to 'top up' supply. Also, look to an agreement with WCC to undertake a resource tendering exercise on behalf of RBC to 'buy-in' additional resources for use on Dial-a-Ride at marginal cost alongside other specialist contract services for the County Council.
11. Look at methods of encouraging users to travel together, such as more regular journeys between certain areas and the town centre or supermarkets. This could include lower charges per journey made on group shopping trips.
12. Examine all administrative processes and practices, with a view to simplifying them. Also, look at options to restrict times when bookings can be made.
13. Investigate the practicalities of integrating some, or all, of the functions of Dial-a-Ride and BURT, particularly in respect of administrative, bookings and scheduling, in order to achieve overall economies of scale and consequent savings for both organisations.

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## **Redditch Borough Council**

# **Equality Impact Assessment Completion Form**

### **1. Introduction**

Redditch Borough Council is committed to providing equality in service provision and employment. We recognise that discrimination does not need to be intentional for unfair treatment or adverse impact to occur. We are aware that different groups may have different needs. Our approach to equalities recognises a range of different groups within our society and seeks to ensure fair and equitable services are provided to the whole community.

To meet our legal duties and to ensure that we are being fair to everyone we need to undertake equality impact assessments for all our policies, practices and services.

### **2. What is an Equality Impact Assessment?**

An equality impact assessment is a way of finding out whether a policy (or proposed policy), affects different groups of people in different ways. It should be part of the normal policy making process. The term policy refers to any activity the council does, be that a service we provide, an initiative we run, a policy we write or a procedure we observe.

### **3. Who needs to undertake an Equality Impact Assessment?**

Managers are required to undertake the equality impact assessments for their service area.

The Equality Champions may be able to assist with equality impact assessments, providing advice, guidance and information. They may be able to find the answers to any questions that arise.

We are required by law to undertake equality impact assessments on every service we provide. We recognise this will take valuable time and we have three years to undertake the work.

The assessments and their outcomes will be pulled together into a 3-year action plan for each service area.

**4. What happens if I do find adverse impact?**

If your assessment shows that your policy is likely to have an adverse impact on some groups of people, you need to think of ways to deal with this. Before making a decision you should also check that, by adopting an option that reduces the adverse impact on one group of people, you are not creating an adverse impact on another group. If this is unavoidable, decide and indicate how this can be justified.

**5. Reporting**

Please complete the attached form for every impact assessment that you do. We have to publish the results of every *formal* equality impact assessment. A copy of the form must be sent to the Strategy and Partnership assistant in Policy and the head of Legal, Equalities and Democratic Services Legal.

A copy of that report will be held corporately. Failure to record formal assessments will put the Council at risk. There is no need for officers to report back on any initial assessment or screening. It is suggested, however, that you keep good records to demonstrate an audit trail for initial assessments.

**For further information or assistance please contact:**

**Claire Felton - Equalities Officer**

[Claire.felton@redditchbc.gov.uk](mailto:Claire.felton@redditchbc.gov.uk)

**Ext 3237**

**Sarah Kelsey - Strategy and Partnership Assistant**

[Sarah.kelsey@redditchbc.gov.uk](mailto:Sarah.kelsey@redditchbc.gov.uk)

**Ext 3527**

## **Equalities Impact Assessment Completion Form**

**1. What is the name of the service, policy, procedure or project to be assessed?**

Dial a Ride

**2. Briefly describe the aim of the service, policy, procedure or project. What needs or duties are it designed to meet?**

The DAR service provides affordable travel around Redditch for people who cannot use public transport. It enables people to maintain independent living, giving customers an improved quality of life with easy access to Health Care, Shopping and Social events. This in turn has a positive impact on the Mental Health of customers, helping to ensure them a healthy and sustainable lifestyle long into their old age; whilst guaranteeing social inclusion

**3. List your customers/ stakeholders**

Council tenants  
Private Customers  
Group Customers  
Palace Theatre  
Sure Start Children's Centres  
Over 60's with a Bus pass  
Disabled Residents with/without bus pass

**4. How do you know who they are?**

Service Level Agreements  
Contracts  
Referrals  
Forums  
Consultations  
Customer feedback forms  
Surveys  
Personal information

**5. Do any of your customers/ stakeholders come from the following Equality Groups?**

<b>Equality Group</b>	<b>Yes</b>	<b>No</b>	<b>Further Evidence Needed</b>
Race / Minority Ethnic Groups	Yes		
Disability	Yes		
Gender ( Male/ Female )	Yes		
Gender Re-assignment (Trans-sexual)			√
Marital Status	Yes		
Sexual Orientation			√
Religion/ Belief	Yes		
Age	Yes		
Income group	Yes		
Rural/Urban mix	Yes		
None of these			

**6. What activities have you undertaken to establish the information to answer questions 4 and 5?**

Customer Surveys  
Lifeline Agreements  
Referral forms  
Feedback forms  
Consultations

**Who have you consulted and what methods have you used?**

All of our customers register with this service and we hold basic information on our clients. We need to look at what information we do gather so we can provide equality and fairness in the delivery of our service area.

**(Examples might be consultation exercise, research activities, feedback from surveys etc.)**

Consultations  
Customer Surveys  
Registration Details

**7. Is there evidence that any groups are being treated unfairly, directly or indirectly?**

<b>Equality Group</b>	<b>Yes</b>	<b>No</b>	<b>Further Evidence Needed</b>
Race / Minority Ethnic Groups		No	Could be language barriers √
Disability		No	
Gender ( Male/ Female )		No	
Gender Re-assignment (Trans-sexual)		No	√
Marital Status		No	
Sexual Orientation		No	√
Religion/ Belief		no	√
Age		No	
Income group		No	
Rural/Urban mix		No	
None of these			

**8. Please detail the information you have gathered to support the answers to question 7.**

<b>Equality Group</b>	<b>Evidence gathered</b>
Race / Minority Ethnic Groups	Referral routes monitored Confidential client forms Customer registration
Disability	Referral routes monitored Confidential client forms Customer registration
Gender ( Male/ Female )	Referral routes monitored Confidential client forms Customer registration
Gender Re-assignment (Trans-sexual)	We do not ask this question on any of our forms
Marital Status	Referral routes monitored Confidential client forms Customer registration
Sexual Orientation	We do not ask this question on our forms
Religion/ Belief	Referral routes monitored Confidential client forms Customer registration
Age	Referral routes monitored Confidential client forms Customer registration
Income group	We do not assess financial assets we assess on need.
Rural/Urban mix	Referral routes monitored Confidential client forms Customer registration
None of these	

**9. Is there any justification for any unfairness identified in question 7 - for Example, disproportionate cost? Describe the supporting evidence.**

No

**10. If you have identified any area of unfairness that cannot be justified, how will you eliminate or minimize this?**

N/A

- 11. The results of your research and any justifications must be easily available to the public. When, where and how will you publish this information?**

Any information that is able to be published will be put on our web page through Redditch Borough Council web site. This is kept up to date monthly.

- 12. In support of the Single Equalities Scheme, you are required to regularly monitor all policies and services for fairness. What plans do you have to monitor this particular service, policy, procedure or project?**

Action point 4

- 13. Your findings now need to be managed through your Departmental 3 Year Rolling Equality Action Plan. Please complete the final section of this form.**

<b>Action Required</b>	<b>By Whom</b>	<b>By When</b>	<b>Signed when completed</b>	<b>Priority</b>	<b>How has this Promoted Equality?</b>
1. Look at procedure for Language barriers	Dial a Ride Manager/ Supervisor			Medium	
2. How we can capture data on sexual orientation	Dial a Ride Manager/ Supervisor			Medium	
3. Gender Re-assignment	Dial a Ride Manager/ Supervisor			Medium	
4. Look at ways to monitor the service for fairness and equality	Dial a Ride Manager/ Supervisor			Medium	



**Equality Impact Assessment undertaken by Angela Heighway**

**Full name (in capitals please) ANGELA HEIGHWAY**

**Position in the council: Head of Community Services**

**Date 27<sup>th</sup> October 2010**

**When you have completed this form, please retain a copy and give a copy to Sarah Kelsey Strategy and Partnership Assistant and Claire Felton, Equalities Officer**

## **Glossary**

### **Adverse impact**

- where one or more group of people is disadvantaged by a policy or procedure.

### **Direct discrimination**

- Treating someone less favourably than someone else in the same circumstances, egg:
  - Racist or sexist banter, derogatory comments and innuendo
  - Failure to treat grievances seriously
  - Failure to investigate grievances effectively
  - Inconsistent, irrational and subjective behaviour by employer
  - Failure to train staff and managers.

### **Indirect discrimination**

- Where an unjustifiable condition, e.g. in the provision of a service or job specification, has the effect of excluding a particular group. Even if this is unintentional, it can still be unlawful, egg:
  - Unnecessary height restrictions
  - Refusing training for promotion to part-timers
  - Fluency in language
  - Not allowing wearing of religious clothing
  - Word of mouth recruitment
  - Qualification requirements being too demanding for the level of the job.

### **Policy, Practices and Services**

- refers to any activity the council does, be that a service we provide, an initiative we run, a policy we write or a procedure we observe.
- It may refer to the way we do things which are customary
- It may refer to activities we undertake such as meetings, focus groups or publications we produce

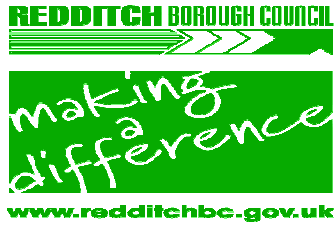
**Equality Groups**

- all equality groups referred to in the assessment can be broken down into further sub groups as follows
  - Race/ Minority Ethnic Groups - consider all the categories in the Census
    - Consider issues around race, colour, nationality, national or ethnic origin
    - Ethnic origin legally applies to Jews, Gypsies, Sikhs Irish and Scottish Travellers
    - White British
    - White Irish
    - Any other White Background
    - Black Caribbean
    - Black African
    - Any other Black background
    - Pakistani
    - Indian
    - Any other Asian Background
    - White & Black Caribbean
    - White & Black African
    - White & Asian
    - Any other Mixed Background
    - Chinese
    - Any other Ethnic Group
  - Disability - consider all types of impairment, physical and mental, sensory, visible and hidden
    - People with learning disabilities
    - Disabled children
    - Young disabled people
    - Parents of disabled children
    - People with mobility impairments
    - Wheelchair users
    - Mental health system users/ survivors
    - People with HIV/ Aids
    - People with visual impairments
    - Deaf or hearing impaired people
    - People with hidden impairments
    - People with cancer
  - Gender ( Male/ Female ) - consider whether something has a different impact on men or women - particularly if its more of an impact on women, consider the impact if they have carer responsibilities whether its childcare or other types of care
  - Gender Re-assignment ( Trans-sexual )
    - Consider all stages of re-assignment, before, during and after

- Marital status
  - Consider all marital statuses
  - Married, widowed, divorced, separated, co-habiting, civil partnership
- Sexual orientation
  - Consider orientations
  - Gay – usually refers to men with sexual orientation towards other men although sometime refers to women with sexual orientation towards other women
  - Lesbian – refers to women with sexual orientation towards other women
  - Bisexual – refers to men and women with sexual orientation to either their own sex or the opposite sex
  - Heterosexual refers to men and women with sexual orientation towards the opposite sex
- Religion/ Belief – for more detailed information refer to the Acas Booklet – Religion or Belief in the Workplace - consider the main and the minority religions
  - Christianity
  - Hinduism
  - Islam
  - Judaism
  - Sikhism
  - Baha'i
  - Buddhism
  - Jainism
  - Paganism
  - Parsi or Zoroastrianism
  - Rastafarianism
- Consider beliefs e.g.
  - Atheism
  - Agnosticism
  - Humanism
- Age - consider all age groups
  - Children pre school and school age
  - Teenagers
  - Young adults
  - Middle aged adults
  - The elderly

- Income group - consider all income groups
  - Those in employment
  - Those on high incomes
  - Those on low incomes
  - Those on benefits
  
- Rural/ urban mix
  - Consider all types of location in the district
  - Wholly rural areas
  - Villages
  - Towns
  - Urban fringe areas
  
- None of these





## **Redditch Borough Council**

### **Equality Impact Assessment Completion Form**

**1. What is the name of the service, policy, procedure or project to be assessed?**

If there was a withdrawal of the Dial a Ride Service (DAR).

**2. Briefly describe the aim of the service, policy, procedure or project. What needs or duties are it designed to meet?**

The DAR service provides affordable travel around Redditch for people who cannot use public transport. It enables people to maintain independent living, giving customers an improved quality of life with easy access to Health Care, Shopping and Social events. This in turn has a positive impact on the Mental Health of customers, helping to ensure them a healthy and sustainable lifestyle long into their old age; whilst guaranteeing social inclusion

**3. List your customers/ stakeholders**

Council tenants  
Private Customers  
Various Groups who rely on door to door transport  
Palace Theatre Elevenses club  
Sure Start Children's Centres  
Over 60's with a Bus pass  
Disabled Residents with/without bus pass  
People with a temporary disablement

**4. How do you know who they are?**

Data Base  
Surveys  
Registration documents  
Local community groups

**5. Do any of your customers/ stakeholders come from the following Equality Groups?**

<b>Equality Group</b>	<b>Yes</b>	<b>No</b>	<b>Further Evidence Needed</b>
Race / Minority Ethnic Groups	<b>x</b>		
Disability	<b>x</b>		
Gender ( Male/ Female )	<b>x</b>		
Gender Re-assignment (Trans-sexual)			<b>x</b>
Marital Status	<b>x</b>		
Sexual Orientation			<b>x</b>
Religion/ Belief			<b>x</b>
Age	<b>x</b>		
Income group			<b>x</b>
Rural/Urban mix			<b>x</b>
None of these			

**6. What activities have you undertaken to establish the information to answer questions 4 and 5?**

Customer Surveys  
 Database Cleansing  
 Referral forms  
 Feedback forms  
 Consultations

**Who have you consulted and what methods have you used?**

Task and finish group  
 Customer survey feed back

**(Examples might be consultation exercise, research activities, feedback from surveys etc**



**7. is there evidence that any groups could be affected, directly or indirectly?**

<b>Equality Group</b>	<b>Yes</b>	<b>No</b>	<b>Further Evidence Needed</b>
Race / Minority Ethnic Groups	<b>Yes</b>		
Disability	<b>Yes</b>		
Gender ( Male/ Female )	<b>Yes</b>		
Gender Re-assignment (Trans-sexual)			
Marital Status	<b>Yes</b>		
Sexual Orientation			
Religion/ Belief			
Age	<b>Yes</b>		
Income group			
Rural/Urban mix			
None of these			

**8. Please detail the information you have gathered to support the answers to question**

<b>Equality Group</b>	<b>Evidence gathered</b>
Race / Minority Ethnic Groups	<p>The DAR service works very closely with Surestart and provides transport to their centres and to community group days such as the athletics at the Abbey Stadium. We have a group of Asian ladies that travel regularly with us and like the fact they can all travel together and use their own child seats. If the service was withdrawn then these ladies would have to find alternative transport and travel individually. A 1/3 of the group does not speak English and would find it difficult to attend without the help of others in the group. The outcome would be that as low income families there is a likely hood that they would not be able to afford alternative travel and those who first language isn't English would be come social excluded from attending health related activities.</p>
Disability	<p>Independence will be affected for the most vulnerable and/or disabled people who attend groups or clubs. Reduction or loss of service will affect well being and the quality of life for those who use the service to meet others at community centres or social activities. This will also reduce attendance of people and may result in the clubs unable to continue due to diminishing customers.</p> <p>Deterioration in health may occur if clients can not attend clinics or appointments which help them to remain fit and healthy.</p> <p>Many disabled people rely on Dial a Ride to convey them to Shopmobility. Those who do not have their own transport would have to pay for taxis or not go into town at all. Dial a ride minibuses are the only buses that stop at Shopmobility. DAR carries our customers who rely on a wheel chair for mobility to either be conveyed in their wheel chair the minibuses have a tail lift so the wheel chair user journey is easy and comfortable. For those who permanently rely on their wheel chair find accessible taxis are very difficult to find (Customer Survey 2009)</p>
Gender ( Male/ Female )	<p>Some female customers have stated in the Residential surveys and in the Task and Finish survey that they feel safer having a door to door service that the driver will get off the vehicle and help with shopping and seeing them to their door step. The service that is given by DAR and its drivers helps to instil the confidence in our residents to go out and enjoy shopping and meeting friends and not worry about getting back home.</p>

Gender Re-assignment (Trans-sexual)	Not identified
Marital Status	<p>From the Task and Finish survey there were a number of comments from customers regarding visiting their husband/wife/partners in nursing homes and hospital.</p> <p>'My husband is in a nursing home and I visit at least once a day I couldn't do this if I had to pay taxi fares' Female over 80</p> <p>We always register couples as individuals so if they do need to travel on their own they can. This will also build up confidence in the service so if one of the couple has to go in to a nursing home or dies the other can still travel with us. If the service was withdrawn then it is likely that the person left at home would not have the funds or the confidence to get out and will become socially isolated.</p>
Sexual Orientation	Not identified
Religion/ Belief	Not identified
Age	We have no age limit as long as the criteria is met then we can accommodate all those who are vulnerable, older or disabled. The disability can be permanent or temporary. For those who are younger and want to be involved in more activities the withdrawal of the DAR service would have an adverse affect of the integration of those who have a disability who need low level support to get out and about.
Income group	I cannot supply any evidence regarding income group but there is national statistics to confirm that the older generation will have less money to live on and will find it a challenge to pay for alternative transport, such as taxis, that will cost over £3.00 for one single journey. If you have to rely on this sort of transport then it is likely that you would become isolated in your property as you won't be able to afford social trips as medical appointments would take priority.
Rural/Urban mix	Not identified
None of these	

**9. Is there any justification for any unfairness identified in question 7 - for Example, disproportionate cost? Describe the supporting evidence.**

There is no justification as it supports Redditch Partnership's priority to improve health inequalities. The service provides affordable travel around Redditch for people who cannot use public transport and enables people to maintain independent living, giving our residents an improved quality of life with easy access to health care

Those who use DAR frequent the Kingfisher Shopping centre and local small business for personal care or shopping enabling those generally excluded to contribute to the wider society within Redditch this is very important to the local economy and to those who use the transport for social activities

**10. If you have identified any area of unfairness that cannot be justified, how will you eliminate or minimize this?**

The council has been asked to agree a number of recommendations for a sustainable service into the future. If all items are agreed at the meeting of the work can begin on providing a service that will be financially viable.

**11. The results of your research and any justifications must be easily available to the public. When, where and how will you publish this information?**

All impact assessments will be published on the intranet and internet for public viewing.

**12. In support of the Single Equalities Scheme, you are required to regularly monitor all policies and services for fairness. What plans do you have to monitor this particular service, policy, procedure or project?**

**13. Your findings now need to be managed through your Departmental 3 Year Rolling Equality Action Plan. Please complete the final section of this form.**

<b>Action Required</b>	<b>By Whom</b>	<b>By When</b>	<b>Signed when completed</b>	<b>Priority</b>	<b>How has this Promoted Equality?</b>
To approve the recommendations of the JMP report	Executive committee Full council	10 <sup>th</sup> November 2010 1 <sup>st</sup> December 2010		High	

**Equality Impact Assessment undertaken by (Signed)**

**Full name (in capitals please)**

**Position in the council: .....**

**Date:**

**When you have completed this form, please retain a copy and give a copy to Sarah Kelsey Strategy and Partnership Assistant**

## **Glossary**

### **Adverse impact**

- where one or more group of people is disadvantaged by a policy or procedure.

### **Direct discrimination**

- Treating someone less favourably than someone else in the same circumstances, egg:
  - Racist or sexist banter, derogatory comments and innuendo
  - Failure to treat grievances seriously
  - Failure to investigate grievances effectively
  - Inconsistent, irrational and subjective behaviour by employer
  - Failure to train staff and managers.

### **Indirect discrimination**

- Where an unjustifiable condition, e.g. in the provision of a service or job specification, has the effect of excluding a particular group. Even if this is unintentional, it can still be unlawful, egg:
  - Unnecessary height restrictions
  - Refusing training for promotion to part-timers
  - Fluency in language
  - Not allowing wearing of religious clothing
  - Word of mouth recruitment
  - Qualification requirements being too demanding for the level of the job.

### **Policy, Practices and Services**

- refers to any activity the council does, be that a service we provide, an initiative we run, a policy we write or a procedure we observe.
- It may refer to the way we do things which are customary
- It may refer to activities we undertake such as meetings, focus groups or publications we produce

**Equality Groups**

- all equality groups referred to in the assessment can be broken down into further sub groups as follows
  - Race/ Minority Ethnic Groups - consider all the categories in the Census
    - Consider issues around race, colour, nationality, national or ethnic origin
    - Ethnic origin legally applies to Jews, Gypsies, Sikhs Irish and Scottish Travellers
    - White British
    - White Irish
    - Any other White Background
    - Black Caribbean
    - Black African
    - Any other Black background
    - Pakistani
    - Indian
    - Any other Asian Background
    - White & Black Caribbean
    - White & Black African
    - White & Asian
    - Any other Mixed Background
    - Chinese
    - Any other Ethnic Group
  - Disability - consider all types of impairment, physical and mental, sensory, visible and hidden
    - People with learning disabilities
    - Disabled children
    - Young disabled people
    - Parents of disabled children
    - People with mobility impairments
    - Wheelchair users
    - Mental health system users/ survivors
    - People with HIV/ Aids
    - People with visual impairments
    - Deaf or hearing impaired people
    - People with hidden impairments
    - People with cancer
  - Gender ( Male/ Female ) - consider whether something has a different impact on men or women - particularly if its more of an impact on women, consider the impact if they have carer responsibilities whether its childcare or other types of care
  - Gender Re-assignment ( Trans-sexual )
    - Consider all stages of re-assignment, before, during and after

- Marital status
  - Consider all marital statuses
  - Married, widowed, divorced, separated, co-habiting, civil partnership
- Sexual orientation
  - Consider orientations
  - Gay – usually refers to men with sexual orientation towards other men although sometime refers to women with sexual orientation towards other women
  - Lesbian – refers to women with sexual orientation towards other women
  - Bisexual – refers to men and women with sexual orientation to either their own sex or the opposite sex
  - Heterosexual refers to men and women with sexual orientation towards the opposite sex
- Religion/ Belief – for more detailed information refer to the Acas Booklet – Religion or Belief in the Workplace - consider the main and the minority religions
  - Christianity
  - Hinduism
  - Islam
  - Judaism
  - Sikhism
  - Baha'i
  - Buddhism
  - Jainism
  - Paganism
  - Parsi or Zoroastrianism
  - Rastafarianism
- Consider beliefs e.g.
  - Atheism
  - Agnosticism
  - Humanism
- Age - consider all age groups
  - Children pre school and school age
  - Teenagers
  - Young adults
  - Middle aged adults
  - The elderly



- Income group - consider all income groups
  - Those in employment
  - Those on high incomes
  - Those on low incomes
  - Those on benefits
- Rural/ urban mix
  - Consider all types of location in the district
  - Wholly rural areas
  - Villages
  - Towns
  - Urban fringe areas
- None of these



**Residential Consultations Redditch 2009**  
**Views on Shopmobility and Dial-a-Ride Services****Objective**

The Dial-a-Ride and Shopmobility Services have become vulnerable to funding cuts, and therefore evidence is being compiled to illustrate the value of these services. This report represents the views of Redditch residents on these services, collected during the 2009 Residential Consultations. These consultations took place in different parts of Redditch over the past year, asking residents what they like about the area, what they don't like, and how they rate the services provided by Redditch Borough Council. The following report details responses from across the Borough on both the Dial-a-Ride and Shopmobility services.

**Summary**

The Shopmobility Service is intended to help those with walking difficulties to move around the town centre shopping area more easily. Residential Consultations held in 2009 revealed that the majority of Redditch residents (84% or 373 of 443 respondents) are aware of this service. Given that Shopmobility targets a specific group of people, a large proportion of those surveyed also use the service (14% of 61 residents). In fact of residents sampled, there were more people using the service than there were who had not heard of the service (13% or 56 residents had not heard of the service).

Residents using the service were asked to rate the value of it (N.B. residents in Headless Cross were offered to rate the services as either 'good value' or 'poor value' not on a scale of 1-10 as in other areas). More than three quarters of service users (79% or 48 of 61 users) rated the service as either 9 or 10 out of 10, or as 'good value' in the case of Headless Cross.

### Key Findings

- The majority (80%) of respondents were aware of the Dial-a-Ride service, of which 9% are directly using the service
- Given that the service provides specifically for those with walking difficulties, 41 users out of a group of 443 residents (almost 1 in 10 respondents) is a considerable proportion of use.
- Of those providing ratings 79.6% (43 people of 54 providing ratings) rated the Dial-a-ride service as 9 or 10 out of 10
- When considering only those residents who are actually users of the service, no-one rated the service as lower than 8 out of 10.
- Three quarters (75%, n=31) of users rated this service as 9 or 10 out of 10 or 'good value' in the case of Headless Cross respondents.
- The chart below shows that the vast majority of people (84%) are aware of the Shopmobility service.
- Of all respondents, there are more that use this service (14% or 61 people) than there are those that have never heard of it (13% or 56 people).
- Only 15 respondents are using both services (41 using Dial-a-Ride and 61 using Shopmobility).
- Of the fifteen respondents using both services the majority of responses for both services are 8 out of 10 or higher.
- It appears that although the majority of respondents using one of the two services are aware of the complementary service, only a very small group use both services.
- A speculative view of this may be that the different user group may be due to the different severity of need. Perhaps someone who has walking difficulties to the extent that they cannot use public transport would not be capable of doing the shopping even with the assistance of Shopmobility. Perhaps those who would need Shopmobility to get around the shops in town would not have such a problem with walking that they need to use Dial-a-Ride?

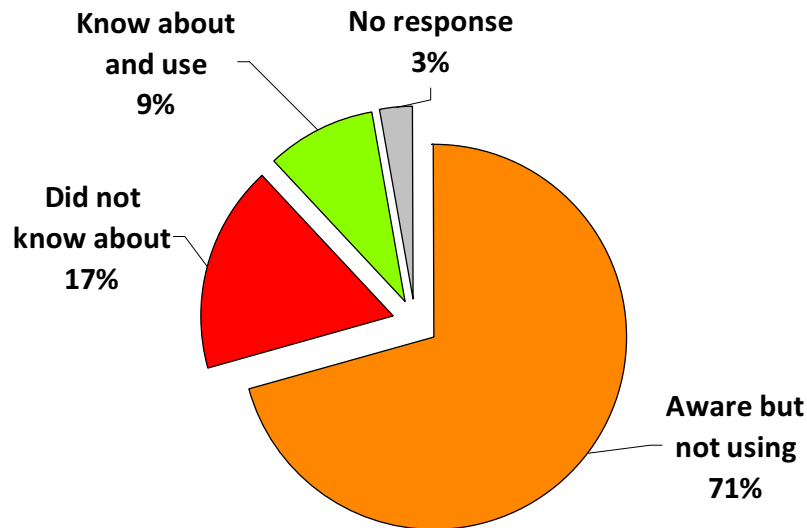
**Dial-a-Ride**

**Use and awareness of the service**

As illustrated by the chart below, the majority (80%) of respondents were aware of the Dial-a-Ride service, of which 9% are directly using the service.

Given that the service provides specifically for those with walking difficulties, 41 users out of a group of 443 residents asked is a considerable use level.

Less than a fifth of all respondents had not heard of the service at all, and the response rate was strong at 97%.



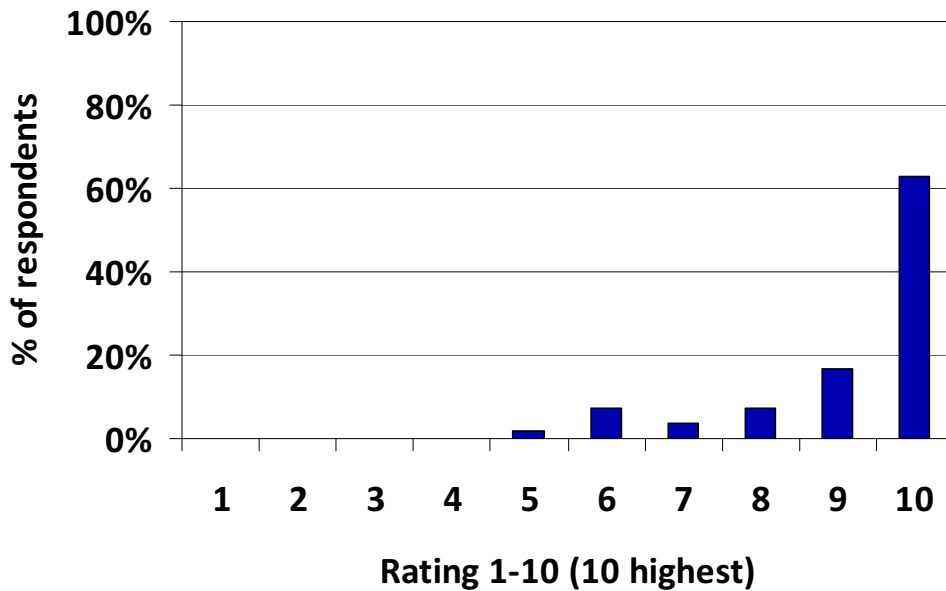
**Rating the service**

Residents using the service were asked to rate the service (N.B. some residents not using the service also provided ratings and the responses from Headless Cross had to be converted to allow for these comparisons, for more detail see methodology section).

A total of 54 ratings were received (we know from the above data that 41 respondents are actually using the service, suggesting that these ratings comprise of 76% users and 24% non direct users of the service).

The chart below illustrates that 79.6% (43 people of 54 providing ratings) of residents providing ratings, rated the Dial-a-ride service as 9 or 10 out of 10.

Only 11 residents rated the service as 8 or lower, with the lowest rating being a 5 out of 10.



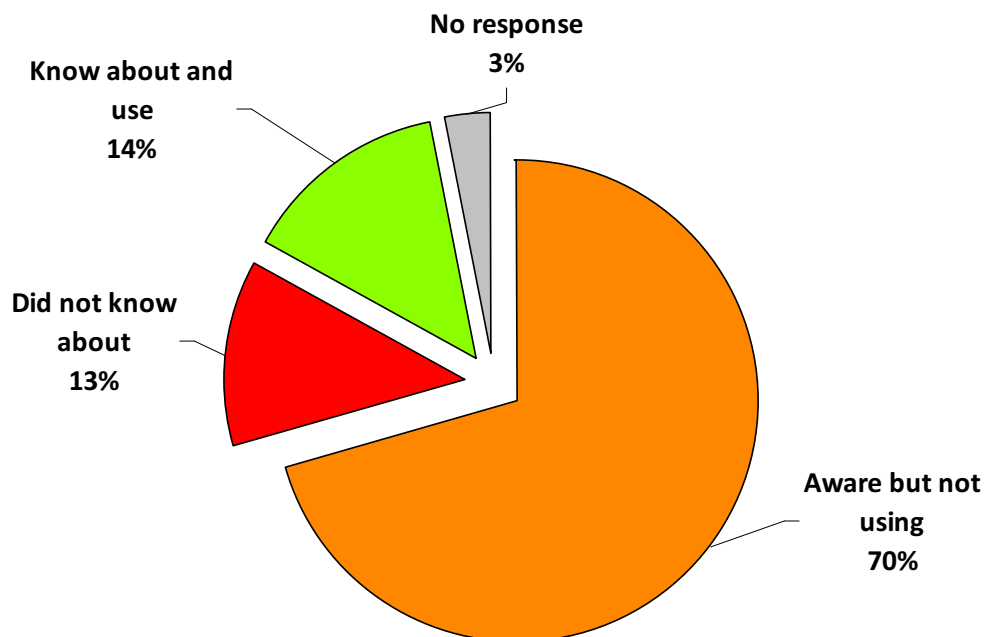
When considering only those respondents who stated that they use the service, no-one rated the service as lower than 8 out of 10. Further 65% of users rated this service as 10 out of 10 or 'good value'.

**Shopmobility****Use and awareness of the service**

The chart below shows that the vast majority of people (84%) are aware of the Shopmobility service. This is slightly higher than the Dial-a-Ride awareness levels of 80%, possibly due to the visibility of this service in the town centre shopping areas.

As with Dial-a-Ride, this service is specifically targeted at helping people with walking difficulties. A total of 61 respondents out of 443 directly use this service (14%).

Of all respondents, there are more that use this service (14% or 61 people) than there are those that have never heard of it (13% or 56 people).

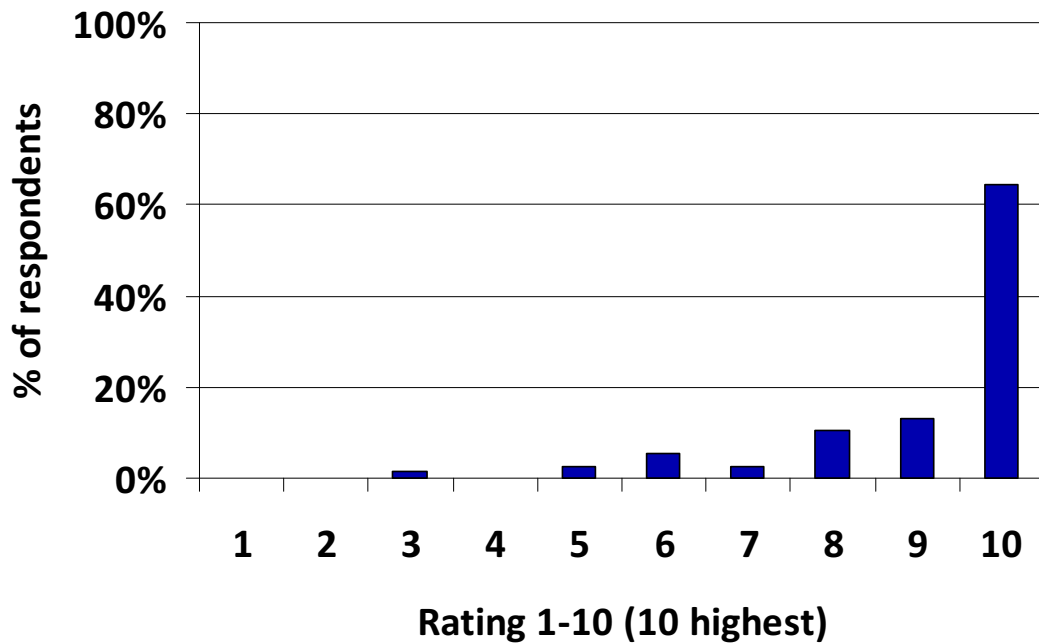


**Rating the service**

Residents using the service were asked to rate the service (N.B. some residents not using the service also provided ratings and the responses from Headless Cross had to be converted to allow for these comparisons, for more detail see methodology section).

A total of 76 respondents rated the service. As we know that 61 respondents stated that they directly use the service themselves, we can assume that the ratings provided comprise 80% users and 20% non direct users of the service.

A total of 77.6% of ratings were for 9 or 10 out of 10 (or good value in the case of Headless Cross respondents) (59 people out of 76). Unlike Dial-a-Ride, where ratings were fairly consistent, there is a little more variance amongst ratings for this service, spread across a wider range of scores, and in one case the rating was as low as 3 out of 10.

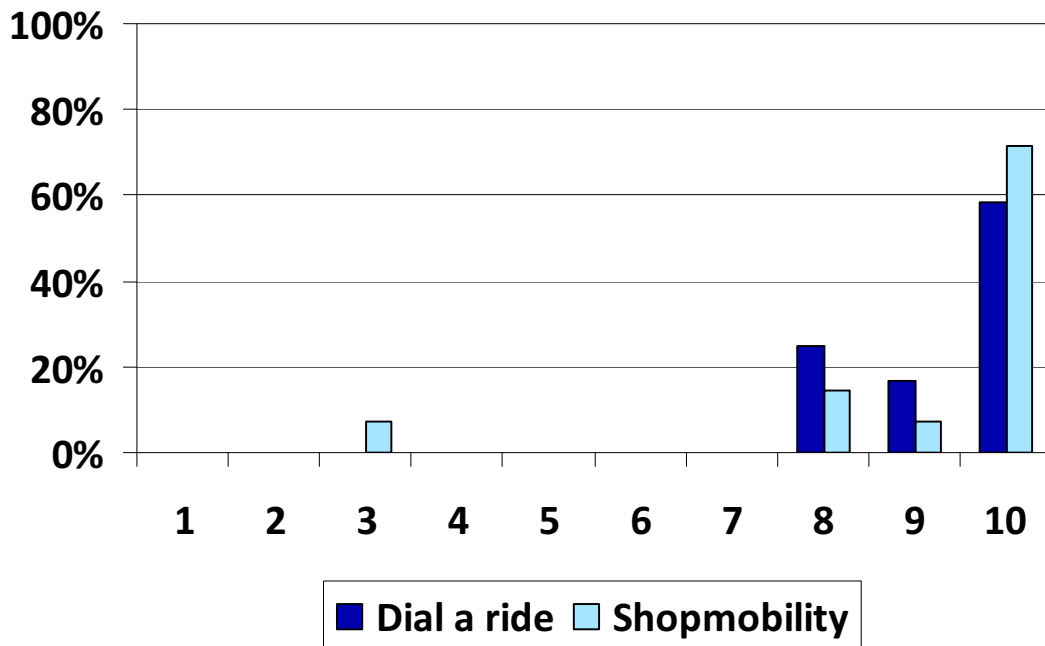


When considering only those respondents who stated that they use the service, ratings were still varied, and included the 3 out of 10 rating. Although 67% of users rated this service as 10 out of 10 or 'good value', which is greater than the equivalent rating for Dial-a-Ride, the consistency of results is not as strong, suggesting a small number of less successful interactions.



**Dial-a-Ride and Shopmobility**

Interestingly, given that there are 61 users of Shopmobility and 41 users of Dial-a-Ride, only 15 of these respondents are actually using both services. Of those fifteen respondents using both services the majority of responses for both services are 8 out of 10 or higher. One respondent rated the Shopmobility service as 3 out of 10, but Dial-a-Ride was rated as 8 out of 10.



**Why is there such a small overlap between users of these services?**

The 72 respondents who have stated they use one service but not the other were analysed as a group to try to establish why these users only use one of the two services provided by the Council to address those with walking difficulties.

Of those using Dial-a-Ride:

Shopmobility status	Total
Aware but not using	22
Did not know about	3
No response	1
Use Shopmobility	15
Grand Total	41

Of those using Shopmobility:

Dial-A-Ride status	Total
Aware but not using	37
Did not know about	8
No response	1
Use Dial-a-Ride	15
Grand Total	61

It appears that although the majority of respondents using one of the two services are aware of the complementary service, only a very small group use both services.

A speculative view of this may be that the different user group may be due to the different severity of need. Perhaps someone who has walking difficulties to the extent that they cannot use public transport would not be capable of doing the shopping even with the assistance of Shopmobility. Perhaps those who would need Shopmobility to get around the shops in town would not have such a problem with walking that they need to use Dial-a-Ride?

Another consideration is that the different user groups are being targeted via different messages, and are not getting the messages, however the levels of awareness of both service are high enough to probably rule this out.

**Comments from the Residential Consultations**

Things you like about Redditch: Dial-a-Ride. Shopmobility helping disabled people.

Things you like about Redditch: Dial-A-Ride and Shopmobility – making it easy to access places

Are there transport issues in accessing any of the Council's services? - Poor Dial-Ride unable to get anyone to answer the phone

What do you like about living in Redditch? - Generally great - Dial a Ride

What do you like about living in Redditch? - Dial-a-Ride, but does not run on weekends

**Methodology**

The table below sets out the areas where the Residential Consultations have taken place and the number of residents asked during each consultation. Across the whole of Redditch, a total of 443 residents have provided their views in the consultations.

<b>Surveys were carried out in the following areas:</b>	<b>Number of residents asked:</b>
Astwood Bank	38
Batchley	73
Church Hill	53
Feckenham	40
Headless Cross	101
Lodge Park	39
Matchborough	33
Winyates	66
<b>Total Redditch</b>	<b>443</b>

**Question 1 – What do you think of the following Council services?**

Residents were asked what they thought of both Dial-a-Ride and Shopmobility, with response options detailed in the table below.

<b>1. What do you think of the following Borough Council services?</b>
Did not know about
Aware of service but not using
Know about service and use it
No response

Response rates are relatively high for the questions relating to both services. For the Dial-a-Ride service only 12 residents did not provide a response giving a 97.3% response rate. Levels are similar for Shopmobility, with 14 residents not responding, giving a response rate of 96.9%.

**Question 2 – How do you rate these Council services?**

For those using the service, residents were asked to rate the service on a scale of 1-10; with 1 being the lowest rating and 10 being the highest rating.

**Important note:** In some cases a small proportion of those who had previously described themselves as aware of the service but not using it, have provided ratings of the services, and in a couple of cases those who had said they did not know about the service have also provided ratings. Therefore, it should be noted that when residents are rating a service, they have not necessarily directly used the service themselves.

**Important note:** The survey in Headless Cross was the first of the consultations. Following this survey the format of the questionnaire was slightly modified. As a result the rating of the service is slightly different for these responses. Residents involved in this consultation were given the same options for awareness of the survey, as in the table above, so this part of the question is directly comparable. However, residents were only asked to rate the service if they use it, so unlike the other consultations only those directly using the service provided ratings.

**Further,** residents who were asked to rate the service were given different options to the other surveys, with the choice of responses being 'good value' 'poor value' or 'no response'. As this is not comparable to all the other consultations where respondents were asked to give their rating on a scale of 1-10, the responses have been converted to allow for group comparisons to be drawn. For those rating the service as 'good value' the rating has been converted to a score of 10, and for those rating the service as 'poor value' this has been converted to a score of 1.

**Residential Consultations 2009**  
**Shopmobility and Dial-a-Ride Services****Shopmobility Awareness and Ratings**

The Shopmobility Service is intended to help those with walking difficulties to move around the town centre shopping area more easily. Residential Consultations held in 2009 revealed that **the majority of Redditch residents (84% or 373 of 443 respondents) are aware of this service**. Given that Shopmobility targets a specific group of people, a large proportion of those surveyed also use the service (14% of 61 residents). **In fact, of residents sampled, there were more people using the service than there were who had not heard of the service** (13% or 56 residents had not heard of the service).

Residents using the service were asked to rate the value of it (N.B. residents in Headless Cross were offered to rate the services as either 'good value' or 'poor value' not on a scale of 1-10 as in other areas). **More than three quarters of service users (79% or 48 of 61 users) rated the service as either 9 or 10 out of 10, or as 'good value' in the case of Headless Cross.**

**Dial-a-Ride Awareness and Ratings**

Dial-a-Ride is another Council Service targeted at helping people with walking difficulties to move around. This door to door service is intended to help those unable to use public transport travel to see family or to attend appointments. It can be booked in a similar way to a taxi service and different types of transport to suit specific needs are available. As with Shopmobility, **the majority of residents surveyed were aware of this service (80% or 313 of 443 residents), and 9% (61 residents) are also using the service.**

Residents using the service were asked to rate the value of it (N.B. residents in Headless Cross were offered to rate the services as either 'good value' or 'poor value' not on a scale of 1-10 as in other areas). **More than three quarters of service users (76% or 31 of 41 users) rated the service as either 9 or 10 out of 10, or as 'good value' in the case of Headless Cross. No-one rated the service as lower than 8 out of 10.**

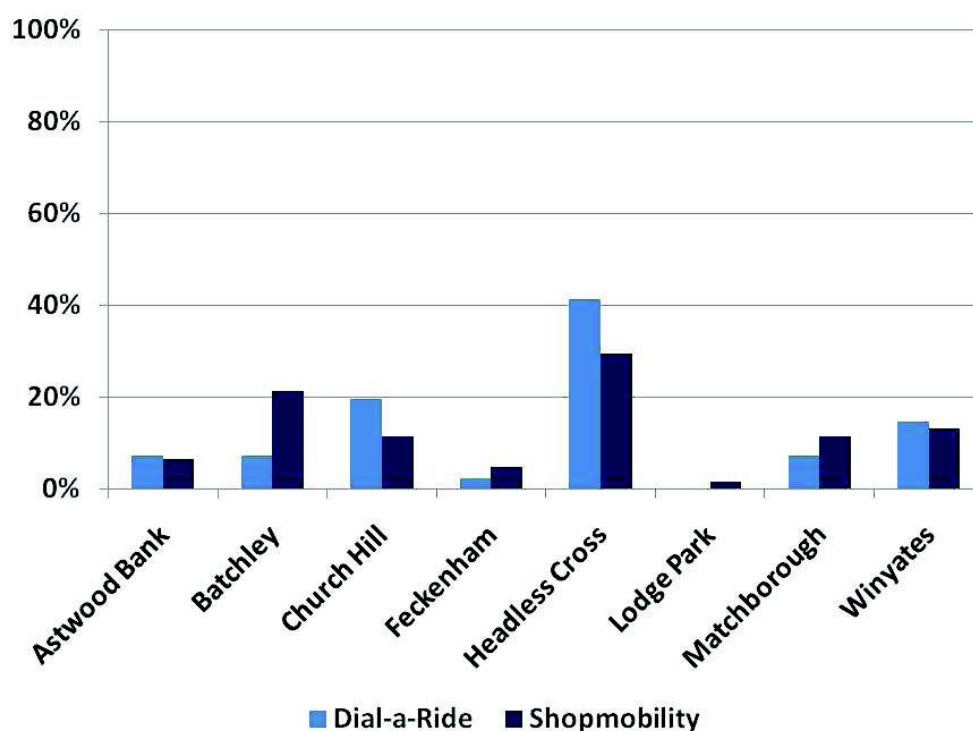
User Demographics

Only fifteen people out of the total survey (442 individuals), use both Shopmobility and Dial-a-Ride, suggesting **little overlap between the two groups of service users**. A speculative reason for this difference may be that those using Dial-a-Ride may have more severe walking difficulties if they are unable to use public transport and require door to door transportation, it may be the case that they are not capable of moving around the shops, even with the aid of a Shopmobility scooter.

**More than half of the Shopmobility users are aged between 45 and 64 years** (53% or 32 users), although it is worth noting that 46% of all residents surveyed were 45 years or older. Just under half are women (49% or 30 users). Greatest concentrations of **Shopmobility users live in Headless Cross (30% or 18 users), and Batchley (21% or 13 users)**, however the number of residents surveyed in each area does vary and the results of these surveys have not been weighted to reflect this.

**Users of Dial-a-Ride are slightly older than Shopmobility users**, with 42% (17 users) aged 45-64; and 22% over 65, compared to 18% of Shopmobility users being aged over 65 (again, note that 46% of all residents surveyed were 45 years or older. Just over half of the users are female (51% or 21 users). As with Shopmobility users, the **greatest proportion live in Headless Cross (42% or 17 users)**, but very few Dial-a-Ride users live in Batchley (7.3% or 3 users, compared to 21% or 13 users of Shopmobility in the same area. Instead there are larger proportions of **Dial-a-Ride users in Church Hill (20% or 8 users) and Winyates (15% or 6 users)**.

More than a third (37% or 25 of 68 people) of Lifeline users also use Dial-a-Ride, and 43% of Lifeline users use Shopmobility (43% or 29 of 68 users).



Comments from Feckenham Survey

Each resident was asked With respect to Dial-A-Ride, do you have any specific comments to make on this service? These were the findings:

**'Everybody looks happy when they are on it'**

**'Good service, good value'**

**'My mother has used this service and found it excellent'**

**'Everyone looks after each other'**

**'A good service but apparently not available to Feckenham people'**

**'Book three days in advance'**

**'Have had a response in the past, but it wouldn't travel to Feckenham - need a block booking'**

**'It's difficult to get them to come to Feckenham...I've given up'**



Additional Comments

**When we asked, 'Are there transport issues in accessing any of the Council's services?'**

**'Dial-a-ride is poor, unable to get anyone to answer the phones'** - Astwood Bank Dial-a-Ride user who did not rate the service

**When we asked 'What do you like about living in Redditch?'**

**'Dial-a-ride is great'** - Church Hill Dial-a-ride user who rated the service as 10 out of 10

**'Dial-a-ride, but it doesn't run on weekends'** - Headless Cross Dial-a-ride user who rated the service as good value, and also uses Shopmobility and rated this as good value

**'Dial-a-ride and Shopmobility is helping disabled people'** - Headless Cross Dial-a-ride user who rated the service as good value, and also uses Shopmobility and rated this as good value

**'Dial-a-ride and Shopmobility'** - Headless Cross Dial-a-ride user who rated the service as good value, and also uses Shopmobility and rated this as good value

**'The Council looks after disabled people, it does a lot that other Councils do not'** – Lodge Park resident who has lived in Redditch for 21 years. He is aware of a range of the services and is using several, but not Dial-a-ride or Shopmobility.





# **REDDITCH BOROUGH COUNCIL**

## **LICENSING ACT 2003**

### **STATEMENT OF LICENSING POLICY**

**2011 - 2014**



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## **1. INTRODUCTION**

- 1.1 This statement of policy is intended to provide information and guidance to licence applicants, responsible authorities and interested parties on the general approach that the Council will take to licensing. Specific details are provided by way of advice sheets, available from our web site or sent on request.
- 1.2 The Licensing Authority has a duty under section 17 of the Crime and Disorder Act to exercise its various functions with due regard to the likely effect of those functions, and the need to do all it reasonably can to prevent, crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and the misuse of drugs, alcohol and other substances in its area.

## **2. LICENSING POLICY STATEMENT**

- 2.1 As a Licensing Authority, the Council has based this policy on the requirements of the Licensing Act 2003 and statutory guidance from the Department of Culture, Media and Sport (DCMS). This policy has effect from 7<sup>th</sup> January 2011.
- 2.2 The Council has delegated its Licensing function to its Licensing Committee, Sub Committees and Licensing Officers. In the remainder of this Statement of Licensing Policy they are referred collectively as the 'Licensing Authority'.
- 2.3 The current scheme of delegation is available from the Council.
- 2.4 If an application for a premises licence or club premises certificate has been made lawfully and there have been no representations from responsible authorities or interested parties, the licensing authority must grant the application subject only to conditions that are consistent with the operating schedule and relevant mandatory conditions.
- 2.5 If there are representations that can't be resolved informally, the applicant and objectors will be invited to a public hearing. After considering submissions from applicants and objectors, the licensing sub-committee will make a decision in the light of this Statement of Licensing Policy and the Secretary of State's Guidance on the Act.

The licensing authority must give appropriate weight to:

- The steps that are necessary to promote the licensing objectives;
- The representations (Including supporting information) presented by all parties.
- Guidance under Section 182 of the Licensing Act 2003
- The Council's own Licensing Policy Statement.

- 2.6 This policy applies to activities that the Licensing Authority has to licence by law, on licensed premises, by qualifying clubs and at temporary events. These are:

- retail sale of alcohol;
- supply of alcohol to club members;
- provision of entertainment to the public, or club members or with a view to making profit;
- theatrical performance;
- film exhibition;
- indoor sporting event;
- boxing or wrestling entertainment;
- live music performance;
- playing of recorded music;
- dance performance;
- provision of facilities for making music;
- provision of facilities for dancing, and
- supply of hot food and / or drink from premises between 23.00 to 05.00 hours.

### **3. DECISION MAKING PROCESS**

3.1 The Licensing Authority will consider every application sent to us, on its individual merits and promote the four statutory licensing objectives:

- prevention of crime and disorder;
- protection of public safety;
- prevention of public nuisance, and
- protection of children from harm.

3.2 The Licensing Authority will combine licensing with the full range of regulatory powers and policies to help achieve the licensing objectives.

For example:

- planning and environmental health powers for controlling development, health and safety and nuisance;
- use of the power of the police, other responsible authorities, local residents and business to seek review of the licence or certificate in question;
- use of powers preventing public consumption and allowing confiscation of alcohol from adults and children in named parts of the district;
- positive measures to create safe and clean town centres including use of CCTV surveillance;
- Police enforcement of general law concerning disorder and anti-social behaviour and specific law enabling instant closure of premises or temporary events where there is disorder, likelihood of disorder or noise nuisance;
- Informing local transport policies as to the need to disperse people swiftly and safely, and
- "crime and disorder" policies and powers.

#### **4. INTEGRATING STRATEGIES**

- 4.1 The Licensing Authority has consulted widely when deciding this policy, to ensure that it is integrated with all relevant local strategies, policies and initiatives.
- 4.2 The Licensing Committee, when appropriate, will be informed of relevant county and local strategies. The report may include information relating to:
- Local crime prevention strategies;
  - needs of the local tourist economy;
  - any cultural strategy for the area;
  - employment issues in the area;
  - any relevant planning matters so as to ensure the clear distinction between licensing and planning functions, and
- 4.3 Liaison will be made between representatives of the responsible authorities and the licensing authority through the North Worcestershire Licensing Forum.

#### **5. LIVE MUSIC, DANCING AND THEATRE**

- 5.1 The Licensing Authority recognises the need to encourage and promote live music, dancing and theatre for the wider cultural benefit of the community, and that providing consumers with greater choice and flexibility is an important consideration. It will balance these wider cultural benefits with the natural concern to prevent disturbance in neighbourhoods and the duty to promote the licensing objectives.
- 5.2 When a solution is not agreed at a hearing and conditions may be imposed on a licence, such conditions will be appropriate and the Licensing Authority will try to avoid indirect costs which may deter live music, dancing or theatre.
- 5.3 This policy will be reviewed if evidence is obtained that licensing requirements are deterring broader cultural activities and entertainment.

#### **6. PROMOTION OF RACIAL EQUALITY**

- 6.1 The Licensing Authority is committed to eliminating unlawful discrimination and promotion of equality of opportunity, and good relations between persons of different racial groups.
- 6.2 The Licensing Authority recognises its obligations under the Race Relations Act 1976, as amended by the Race Relations (Amendment) Act 2000

#### **7. CONDITIONS**

- 7.1 Unless there are relevant representations, the Licensing Authority must grant applications subject only to conditions consistent with the applicant's

Operating Schedule and to any Mandatory Conditions prescribed in the Licensing Act 2003.

- 7.2 If there are relevant representations, the Licensing Authority will only impose conditions to promote the licensing objectives.
- 7.3 The Licensing Authority will use conditions issued in guidance by DCMS (Department for Culture Media and Sports) and reserve the right to impose unique conditions when necessary.
- 7.4 Where any licence conditions are applied, the Licensing Authority will tailor them to suit the particular premises. Those conditions will have regard to local crime prevention strategies and will only relate to matters that the licence holder can control. They will focus on the premises being used for licensable activities and the immediate vicinity of those premises.
- 7.5 The Licensing Authority will primarily focus on the direct impact of the activities taking place at licensed premises on members of the public living, working or engaged in normal activity in the area concerned.
- 7.6 The Licensing Law is not the primary mechanism for the general control of nuisance and anti social behaviour by individuals once they are away from licensed premises, and therefore, beyond the direct control of the individual club, or business holding the licence, certificate or authorisation concerned. Nonetheless, it is a key aspect of such control and Licensing Law will always be part of a holistic approach to the management of the evening and night time economy in the town centres.
- 7.7 The Licensing Authority will not duplicate requirements of other legislation in licence conditions, such as duties imposed by health and safety or fire safety law, and the requirement to obtain approval under town and country planning law for development or use of land.
- 7.8 The Licensing Authority may consider adoption of a "special saturation policy" for particular areas, if we have evidence of problems because of the overall number of licensed premises. We will follow the procedure for adopting such a policy outlined in the DCMS guidance.

## **8. LICENSING HOURS**

- 8.1 The Licensing Authority will have a flexible approach to hours when alcohol can be sold or supplied. It will give more freedom to responsible licensees, but may impose stricter controls on particular licensed premises, such as those effecting residential properties.
- 8.2 The Licensing Authority will not generally restrict times when shops, stores or supermarkets can sell alcohol for consumption off the premises, but may do so if the Police consider individual premises to be a focus of disorder and disturbance.
- 8.3 When the Licensing Authority's discretion is engaged consideration will be given to the individual merits of an application but the presumption will be to



grant the hours requested unless there are objections to those hours raised by the Responsible Authorities or interested parties on the basis of the licensing objectives.

- 8.4 Shops, stores and supermarkets will normally be able to provide sales of alcohol for consumption off the premises at any time when the retail outlet is open for shopping unless representations raise reasons, based on the licensing objectives for restricting those hours.
- 8.5 The Licensing Authority recognizes that in some circumstances, flexible licensing hours for the sale of alcohol can help to ensure that concentrations of customers leaving premises simultaneously are avoided.

## **9. PROTECTION OF CHILDREN**

- 9.1 The Licensing Act 2003 does not stop children having access to licensed premises of all kinds.
- 9.2 The Licensing Authority will not generally impose any conditions relating to the access of children to licensed premises, unless it is necessary for the prevention of harm to children. It will expect licence holders to restrict access by children where they think it's appropriate.
- 9.3 Following representations under any of the licensing objectives the Licensing Authority may decide that restrictions are necessary on premises where:
- there have been convictions of members of the current staff for serving alcohol to minors;
  - there is evidence of underage drinking, or failure to operate in line with the Portman Group Code of Practice on naming, packaging and promotion of alcoholic drinks;
  - there is a known association with drug taking or dealing;
  - there is a strong element of gambling on the premises;
  - entertainment or services of an adult or sexual nature are commonly provided or
  - the main purpose of the premises is supply of alcohol for consumption on the premises.
- 9.4 Options that we will consider may include:
- limitations on the hours when children may be present;
  - age limitations (below 18);
  - limitations or exclusions when certain activities are taking place or on particular parts of premises, and
  - requirements for accompanying adult.
- 9.5 The Licensing Authority will not impose conditions requiring the admission of children to any premise.

**10. RESPONSIBLE AUTHORITY AND CHILDREN**

- 10.1 The Licensing Authority has nominated the Worcestershire Safeguarding Children Board, Worcestershire County Council, as being competent to act as the responsible authority in relation to the Protection of Children from Harm.

**11. CHILDREN AND CINEMAS**

- 11.1 In the case of premises giving film exhibitions, the Licensing Authority expects licensees or clubs to include in their operating schedules arrangements for restricting children from viewing age restricted films according to the recommendations of the British Board of Film Classification (BBFC)

**12. GUIDANCE TO APPLICANTS**

- 12.1 The Licensing Authority will provide detailed guidance for applicants and others involved in the licensing process, including contact details for responsible authorities.
- 12.2 To minimise likelihood of representations and subsequent sub-committee hearings, applicants and clubs should liaise with the Responsible Authorities when they are preparing Operating Schedules.

**13. SEPARATION OF LICENSING, BUILDING CONTROL AND PLANNING FUNCTIONS**

- 13.1 The Licensing Authority will make sure that there is a proper separation of licensing, building control and planning functions. The Licensing Committee will report to the Committee dealing with planning matters where appropriate, to outline the situation relating to licensed premises in its area, including the general impact of alcohol related crime and disorder.

**14. TEMPORARY EVENTS NOTICE**

- 14.1 The Licensing Authority requires an application for a temporary event to be received at least 10 clear “working” days before the day of the event. Late applications will be rejected.
- 14.2 Section 193 of the Licensing Act 2003 defines “working day” as any day other than a Saturday, a Sunday, Christmas Day, Good Friday, or a day which is a bank holiday under the Banking and Financial Dealings Act 1981 in England and Wales. “Ten Working days” notice means ten working days exclusive of the day on which the event is to start, and exclusive of the day on which the notice is given.

**15. LICENCE REVIEWS**

- 15.1 It is important that responsible authorities should give an early warning of any concerns identified at Premises.

- 15.2 An application for the Review of a Premises Licence or Club Premises Licence is limited to:
- Responsible Authorities
  - Interested Parties (e.g. local residents, local organisations and Councillors).
- 15.3 The Licensing Authority itself cannot initiate the review process. The authority's role is to administer the process and to determine its outcome at a hearing where an evidential basis for the allegations made will be submitted.
- 15.4 The Licensing Authority will generally expect that attempts should be made to offer a solution to problems at premises in terms of:
- Informal warning/advice
  - Written warning
  - Application for Review.
- 15.5 In cases where the Crime Prevention objective is being undermined it is expected that revocation of the licence – even in the first instance – will be seriously considered.

## 16. ENFORCEMENT

- 16.1 The Licensing Authority has established protocols with the West Mercia Constabulary about enforcement of the Licensing Act 2003 in licensed premises and will target inspection and enforcement at problem premises and higher risk activities.
- 16.2 The Licensing Authority will act in line with our Licensing Enforcement Policy, which follow the principles of consistency, transparency and proportionality. Copy of the Policy can be obtained from the Council.

## 17. ADMINISTRATION, EXERCISE AND DELEGATION OF FUNCTION

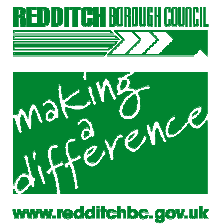
- 17.1 The Licensing and Environmental Committee is responsible for making Licensing decisions and the scheme of delegation is as follows:

Matter to be dealt with	Decision to be made by:		
	Full Committee	Sub Committee	Officers
Coordination / overview	At all times		
Application for personal licence		If police objection made	If no police objection made
Application for personal licence with unspent convictions		All cases	
Application for premises licence/club premises		If relevant representation	If no relevant representatio

certificate		made	n made
Application for provisional statement		If relevant representation made	If no relevant representation made
Application to vary premises licence/club premises certificate		If relevant representation made	If no relevant representation made
Application to vary designated premises supervisor		If police objection made	All other cases
Request to be removed as designated premises supervisor			All cases
Application for transfer of premises licence		If police objection made	All other cases
Applications for Interim Authorities		If police objection made	All other cases
Application to review premises licence/club premises certificate		All cases	
Decision on whether a complaint is irrelevant, frivolous, vexatious, etc.			All cases
Decision to object when local authority is a Consultee and not the lead authority		All cases	
Determination of a temporary event notice where a police representation is made.		All cases	

## 18 SUPPORTING DOCUMENTATION

- Appendix 1 - List of Responsible Authorities.



## **RESPONSIBLE AUTHORITIES – LICENSING ACT 2003**

If you are applying for a new Premises Licence/Certificate or you are applying to vary an existing Premises Licence or Club Premises Certificate; a copy of your application form **MUST** be served **DIRECT** on each of the following responsible authorities, as well as the Licensing Section at the Council. Please note that individual copies have to be sent to the different name departments of the Council. Copies of your application must be served on each responsible authority within 48 hours of sending your copy to the Licensing Section.

### **Licensing Authority**

For the attention of: Tel: 01527 534100

Licensing Team  
Worcestershire Regulatory Services  
Redditch Borough Council  
Town Hall  
Walter Stranz Square  
Redditch  
Worcestershire, B98 8AH

Email: [licensing@redditchbc.gov.uk](mailto:licensing@redditchbc.gov.uk)

### **The Police area in which the premises is situated**

#### **The Chief Officer of Police**

For the attention of: PC Neil Sharpe Tel: 0300 3333000

Licensing Officer  
c/o Redditch Police Station  
Grove Street  
Redditch  
Worcestershire, B98 8DD

### **The Fire Authority for the area in which the premises is situated**

#### **The Fire Authority**

For the attention of: The Assistant Divisional Officer – Fire Safety Tel: 01562 512612

Hereford and Worcester Fire & Rescue Service  
North District H.Q.,  
Castle Street,  
Kidderminster,  
Worcestershire, DY12 6TH

**A body which represents those who in relation to any such area, are responsible for, or interested in, matters relating to the protection of children from harm**

#### **The Area Child Protection Committee**

For the attention of: Adrienne Plunkett Tel: 01905 728841

Service Development Manager – Safeguarding  
Pavilion J/2 Children's Services  
County Hall  
Spetchley Road  
Worcester, WR5 2NP

### **Local Weights & Measures Authority**

For the attention of: Mr. J. Dell Tel: 01905 765375

Trading Standards & Scientific Services  
Worcestershire County Council  
Wildwood Way  
Worcester, WR5 2NP

Appendix 1 – Statement of Licensing Policy

**Local Planning Authority**

For the attention of: Head of Planning Services  
Redditch Borough Council  
Town Hall  
Walter Stranz Square  
Redditch  
Worcestershire, B98 8AH

Tel: 01527 534062

**Environmental Services – Pollution Control**

For the attention of: Head of Environmental Health  
Redditch Borough Council  
Town Hall  
Walter Stranz Square  
Redditch,  
Worcestershire, B98 8AH

Tel: 01527 534017

The enforcing authority within the meaning given by S.18 of the Health and Safety at Work etc Act 1974 for the area in which the premises is situated.

**Environmental Services – Health & Safety**

For the attention of: Head of Environmental Health  
Redditch Borough Council  
Town Hall  
Walter Stranz Square  
Redditch  
Worcestershire, B98 8AH

**OR Health & Safety Executive**

Haswell House  
St. Nicholas Street  
Worcester  
WR1 1UW

**Personal Licences and Temporary Event Notices only**

Should you only be applying for a Personal Licence or a Temporary Event Notice, you will only need to send copies of your application form to **the Licensing Authority and the Police Authority**.

Before applying for a new licence or a variation to an existing premises licence or club registration certificate, applicants are advised to take advice from the relevant responsible authority to minimise the likelihood of objections.

**Electronic Service of Applications**

The Act does permit the service of application forms by electronic means, but only after the prior agreement of the relevant responsible authority has been sought. This also applies to the serving of the application form on the Licensing Section of the Council. Where service is by electronic means, the periods allowed for determination of the application will not begin until all necessary hard copy documents have been received, i.e. plans and the fees.

**CONSULTATION ON THE STATEMENT OF LICENSING POLICY**

Period JUNE 2010 TO SEPTEMBER 2010

<b>CONSULTEE</b>	<b>REFERENCE</b>	<b>COMMENT</b>	<b>OFFICER RECOMMENDATION</b>	<b>ACCEPTED</b>
Community Safety Partnership	Set out and list the organisations, groups and individuals to whom the policy is most relevant. This would help the general reader and members of the public who are not familiar with the Licensing system.	No change has been made in relation to the policy document in draft, however, agreement to publish as an appendix.	No Change	Accepted
	Set out the geography, extent and character of the local problems and benefits associated with the trade and licensable activities. This could be achieved through maps showing the distribution of licensed premises, tables showing the numbers of different types of premises, estimates of how many people they employ and their contribution to the local economy, figures relating to complaints against and action taken against premises in respect of the licensing objectives. At present the	No change has been made in relation to the policy document in draft, however, agreement to publish as an appendix.	No Change	Accepted

<p>Policy includes very little reference to local context and no analysis of the problems and benefits associated with the trade.</p>			
<p>Modify the statement at para 1.3 to state “The Licensing Authority has a duty under section 17 of the Crime and Disorder Act to exercise its various functions with due regard to the likely effect of those functions, and the need to do all it reasonably can to prevent, crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and the misuse of drugs, alcohol and other substances in its area.”</p> <p>Substantiate the connection between the Policy and other local strategies and plans by picking out the most relevant points in each of these documents. The Community Safety Partnership will provide</p>	<p>Change has been made to policy.</p>	<p>Change</p>	<p>Accepted</p>
	<p>No change has been made in relation to the policy document in draft, however, agreement to publish as an appendix.</p>	<p>No Change</p>	<p>Accepted</p>



<p>copies of its Partnership Plan and Strategic Assessment for consideration in this regard. At present the Policy simply lists generic categories for other strategies and plans (section 4 – integrating strategies).</p>		
<p>As a complement to these strategic links, there would be benefits in the Policy making reference to existing and planned routine liaison between representatives of the responsible authorities and the licensing authority through such mechanisms as the North Worcestershire Licensing Forum and the twice yearly reports made by the Police and Trading Standards to Licensing Committee (section 4 – integrating strategies). This would recognise the vital role of shared understanding and effective partnership working in promoting the licensing objectives effectively</p>	<p>Change has been made to policy.</p>	<p>Accepted</p>
<p>For the purposes of increasing transparency and certainty in relation to responsibilities for</p>	<p>No change has been made in relation to the policy document in draft, however,</p>	<p>Accepted</p>

<p>enforcement matters, the Policy would benefit from including the text of any agreed enforcement protocols between the licensing authority and responsible authorities in terms of licensing offences.</p>	<p>agreement to publish as an appendix.</p>	
<p>There is an increasing amount of research into what factors may cause licensed premises to be “risky” and how premises can address particular problems that may lead to the licensing objectives being undermined. This research could be usefully summarised as an appendix to the Policy:</p>	<p>No change has been made in relation to the policy document in draft:</p> <p>Agreement to publish by hyper-link to Local Government Regulation via Council’s Website.</p>	<p>Accepted</p>
<p>a) As guidance to the different types of premises on what sorts of considerations to include in their operating schedule (which sets out how the premises will act to promote the licensing objectives).</p> <p>b) As a list of “model” license conditions which Responsible Authorities and Councillors can use</p>		

<p>as a reference point – not a prescription – when considering individual cases.</p> <p>c) As guideline technical standards for equipment such as CCTV or safety / polycarbonate drinking vessels. This would have the benefit of ensuring that any license conditions applied in these regards would be fit for the purpose intended</p>	<p>No change has been made in relation to the policy document in draft, however, agreement to publish as an appendix.</p>	<p>No Change</p>	<p>Accepted</p>
<p>West Mercia Constabulary</p> <p>I would like the policy to reflect more closely the present and future concerns of Redditch concerning alcohol supply.</p> <p>I would like the policy to set out how the Council, supported by its partners, intends to address those concerns.</p> <p>I would like the policy to offer advice and guidance to readers concerning the safe and appropriate supply of alcohol but I would also like it to clearly state what the</p>			

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potential sanctions and penalties might be if rules are broken.

I would like it to act as a clear point of reference to those managing or wishing to manage licensed premises.

I want those managers to understand the massive responsibilities that they are undertaking and their need to ensure their management and training are sufficient to take on the role.

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**POLICY FOR DETERMINING FILM CLASSIFICATIONS**

**Purpose**

The public exhibition of all films on licensed premises must either be classified by the British Broad Film Classification (BBFC) or authorised by the Licensing Authority under the powers of the Licensing Act 2003.

**Procedure for Authorisation of Films Which Have Not Been Classified by The BBFC or Redditch Borough Council.**

Applications should be submitted to the Licensing Authority with a minimum of **28 days** before the proposed screening.

An application for authorisation should include the following information:

- (a) the film maker;
- (b) such recommendation as may have been made by the film maker upon age limit for the intended audience for exhibition of the film;
- (c) any existing classification issued by an existing classification body, whether within or outside the UK;
- (d) a synopsis identifying the material within the film considered by the exhibitor to be likely to have a bearing on the age limit for the audience for exhibition of the film. Where an applicant seeks an authorisation allowing exhibition of the film to persons 18 years and over only, a detailed synopsis will not be required;
- (e) if known, a legitimate and legal internet site where the film, or a portion of the film is available to view without charge;
- (f) intends to impose; and
- (g) details of how age restrictions will be enforced.

In accordance with National Guidance all requests shall be accompanied by the film(s) where possible in DVD format to avoid delays, the cost to be borne by the applicant. If DVD format is not possible then arrangements will be made for a suitable venue to view the film.

# **LICENSING COMMITTEE**

## **Appendix 1**

**29th November 2010**

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When considering all such requests the Licensing Officers will pay particular attention to the Protection of Children from Harm Licensing Objective.

In line with of the National Guidance, where a film(s) is recommended by the Licensing Authority as falling into an age restrictive category, no person under the age specified shall be admitted. Where a film(s) is recommended by the Licensing Authority as falling into a category requiring any persons under a specified age to be accompanied by an adult, no person under the age specified shall be admitted unless accompanied by an adult.

In these circumstances, the licence holder will be required to display in a conspicuous position a notice clearly stating the relevant age restrictions and requirements. With regard to the wording of such Notices, the Licensing Authority shall adopt the example as laid out in the National Guidance:



### MANDATORY CONDITIONS

All premises permitted to exhibit films are subject to the following mandatory conditions:

1. Where a Premises Licence or Club Premise Certificate authorises the exhibition of films, the licence or certificate must include a condition requiring the admission of children to the exhibition at any film to be restricted in accordance with these paragraphs.
2. Where a film classification body is specified in the licence or certificate, unless paragraph 3 (b) below applies, admission of children must be restricted in accordance with any recommendation by that body.
3. Where:
  - (a) the film classification body is not specified in the Licence or Certificate; or
  - (b) the Licensing Authority has notified the holder of the Licence or the Club which holds the Certificate that this paragraph applies to the film in question, admission of children must be restricted in accordance with any recommendation made by the Licensing Authority.
4. In these paragraphs "children" means persons aged under 18 and "film classification body" means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (authority to determine suitability of video works for classification).





## APPENDIX A

### Taxi - Essential Skills Assessment

The following assessment is based on the essential skills a taxi driver needs to provide a high quality service to customers.

The assessment is split into 4 sections

1. Money and finance
2. Receipts and paperwork
3. Directions
4. Using an A-Z

Take your time to read the question carefully and, where appropriate, select the correct answer from the choices below each question.

You have 30 minutes to complete the assessment.

#### Section 1 – Money and Finance

##### Q1

A passenger gives you a £20 note for a journey costing £11.65p.  
How much change should you give?

- A £8.35p
- B £8.45p
- C £9.35p
- D £8.55p

















##### Q2

A journey costs £18.70p. The passenger gives you two £10 ten pound notes,  
How much change should you give?

- A £2.30p
- B £3.20p
- C £1.30p
- D £4.30p














**Q3**

A journey costs £9.05 and the passenger gives you a £10 note. Which of the following is the correct change?

- A  +  +  + 
- B  +  +  + 
- C  +  +  + 
- D  +  +  + 

**Q4**

A journey costs £18.45p and you are given £20 by the passenger. How much change should they receive?

- A  +  + 
- B  +  +  + 
- C  +  + 
- D  +  + 

**Section 2 – Receipts and Paperwork**

**Q5**

You charge £2.00 per mile and your passenger Mr SMITH asks you for a receipt for his 10 mile journey. Please complete the receipt details below.

<p><b>Received from</b>.....</p> <p><b>Amount</b>.....</p> <p><b>Signed</b>.....</p>
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**Q6**

If you are working as a private hire driver and you are involved in an accident with another car, what details should you exchange with the other driver?

- A - Your contact details and your insurance details
- B - Your contact details
- C - Your company name
- D - Your car registration and company name

**Q7**

**9.a Signing your photograph**

To obtain a driving licence, you must supply a photograph and proof of identity. The photograph must be signed unless you are providing a UK passport for identification purposes.

**Warning:** The person who signs your photograph must have known you personally for at least two years, and must not be a relative or a member of the Post Office staff processing the application.

From what you have read, do you need to have your photograph signed if you are providing a UK passport for identification purposes?

- Yes  No  Can't tell

**Q8**

Your company asks you to add up how much they have to pay you for the week. Use the table below to calculate the total payment they have to give you.

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
£50	£42.50	£63	£102.50	£135.50	£110	0

- A - £503.50p   
 B - £400.50p   
 C - £282.00p   
 D - £305.50p

**Q9**

You see the following notice in the licensing office.

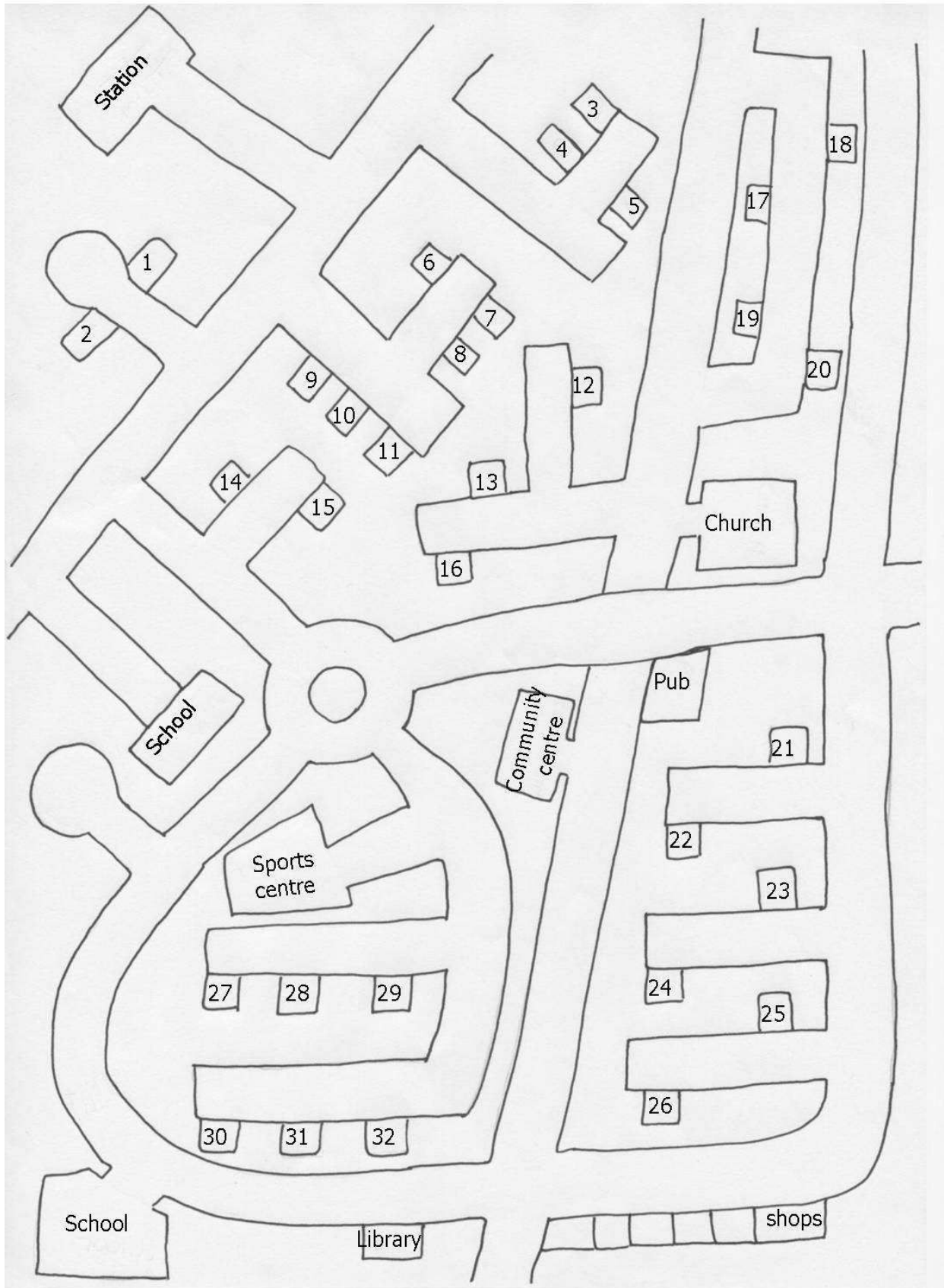
There was an incident in the centre on Friday night between ten and eleven in the evening.  
 A driver was attacked and police are looking for witnesses.  
 If you were in town during this time please call the police in case you are able to help with enquiries.

You were in the area between 10pm and 11pm, what should you do?

- A – Contact the police   
 B – Contact the licensing office   
 C – Nothing – you didn't see anything   
 D – Talk to your company office

**Section 3 – Directions**

Use the map below to answer questions 11-15.



**Q10**

You are given the following directions, Which house do you arrive at?  
"From the station, take a right then second left. Turn down the road on the left and the house is on the left hand side."

- A – 14
- B – 15
- C – 6
- D – 4

**Q11**

What is the correct route from the school to the sports centre?

- A  Left onto the main road, third exit from the roundabout and then first right.
- B  Left onto the main road, second exit from the roundabout and then first left.
- C  Right onto the main road, left at the junction and under the bridge on the right.
- D  Left onto the main road, third exit from the roundabout and then first left.

**Q12**

You are given the following directions, Which house do you arrive at?  
"From the pub go towards the church, take the right after that and I live in the second house on the left."

- A – 20
- B – 19
- C – 18
- D – 17

**Q13**

You are given the following directions, where do you arrive?  
"from the library go right and then straight across the junction, follow the road and take the forth turning on the left, at the roundabout take the first exit and then the first right."

- A – The church
- B – House 16
- C – The sports centre
- D – House 29

**Q14**

What are the correct directions from the church to the shops

- A  Go right and then take the first left .
- B  Go left take the first right and then right again.
- C  Go left up the road and take the first right hand turn.

D  go left up the road and take the second right.

**Section 4 – Using an A-Z**

Use the A-Z provided to find grid references and page numbers for the following streets

**Q15**

[Name of Street]

Answer.....

**Q16**

[Name of Street]

Answer.....

**Q17**

[Name of Street]

Answer.....

**Q18**

[Name of Street]

Answer.....

**Q19**

[Name of Street]

Answer.....

