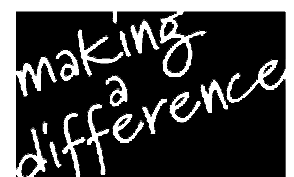


Overview and Scrutiny Committee

Wednesday, 23rd March,
2011
7.00 pm

Committee Room Two
Town Hall
Redditch



www.redditchbc.gov.uk

Access to Information - Your Rights

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

Your main rights are set out below:-

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

**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact
Jess Bayley and Michael Craggs
Overview and Scrutiny Support Officers**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH
Tel: 01527 64252 Extn: 3268 / 3267 (Ext. 3268) Fax: (01527) 65216
e.mail: jess.bayley@redditchbc.gov.uk / michael.craggs@redditchbc.gov.uk
Minicom: 595528**

Welcome to today's meeting.

Guidance for the Public

Agenda Papers

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

Chair

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

Running Order

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

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

Decisions

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

Members of the Public

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

Special Arrangements

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

Further Information

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Fire/ Emergency instructions

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

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

Do Not stop to collect personal belongings.

Do Not use lifts.

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

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

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

OR

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

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

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



Overview and Scrutiny

Committee

Wednesday, 23rd March, 2011

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: Diane Thomas Robin King
 (Chair) William Norton
 Anita Clayton (Vice- Brenda Quinney
 Chair) Mark Shurmer
 Peter Anderson
 Bill Hartnett

<p>1. Apologies and named substitutes</p>	<p>To receive apologies for absence and details of any Councillor (or co-optee substitute) nominated to attend this meeting in place of a member of this Committee.</p>
<p>2. Declarations of interest and of Party Whip</p>	<p>To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.</p>
<p>3. Minutes (Pages 1 - 12)</p>	<p>To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record.</p> <p>(Minutes attached)</p> <p>(No Specific Ward Relevance)</p>
<p>4. Actions List (Pages 13 - 14)</p>	<p>To note the contents of the Overview and Scrutiny Actions List.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>5. Call-in and Scrutiny of the Forward Plan</p>	<p>To consider whether any Key Decisions of the Executive Committee's most recent meeting(s) should be subject to call-in and also to consider whether any items on the Forward Plan are suitable for scrutiny.</p> <p>(No separate report).</p> <p>(No Specific Ward Relevance)</p>

Overview and Scrutiny

Committee

Wednesday, 23rd March, 2011

<p>6. Task & Finish Reviews - Draft Scoping Documents</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <p>(No reports attached)</p> <p>(No Specific Ward Relevance)</p>
<p>7. Task and Finish Groups - Progress Reports</p>	<p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee.</p> <p>The current reviews in progress are:</p> <ol style="list-style-type: none">1. Gritting Short, Sharp Review (Chair to be confirmed at the date of publication); and2. Work Experience – Chair, Councillor Peter Anderson. <p>(Oral reports)</p> <p>All Wards</p>
<p>8. Portfolio Holder Annual Report - Leisure and Tourism</p> <p>(Pages 15 - 18)</p> <p>Councillor Gay Hopkins</p>	<p>To receive a presentation from the Portfolio Holder for Leisure and Tourism, Councillor Gay Hopkins, based on the questions proposed by the Overview and Scrutiny Committee.</p> <p>(Report attached)</p> <p>All Wards</p>
<p>9. Disabled Facilities Grants and Lifetime Grant - scrutiny of the Countrywide Scheme</p> <p>(Pages 19 - 22)</p> <p>M Bough, Housing Policy and Performance Manager</p>	<p>To consider the Disabled Facilities Grants and Lifetime Grant for scrutiny of the Countrywide Scheme</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>10. Bus Service - Consultation</p> <p>(Pages 23 - 30)</p>	<p>To consider information received from residents as part of a survey regarding proposed changes to bus services that would result from a reduction in subsidy to bus services. Also, to propose appropriate content for a Notice of Motion to Council on the subject.</p> <p>(Reports attached and to follow).</p> <p>All Wards</p>

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Committee

Wednesday, 23rd March, 2011

<p>11. Performance Report for the services within the Community Safety and Regulatory Services Portfolio</p> <p>S Hanley, Deputy Chief Executive and Executive Director (Leisure, Environmental & Community Services)</p>	<p>To receive the Performance Report for the services within the Community Safety and Regulatory Services Portfolio.</p> <p>(Report to follow)</p> <p>All Wards</p>
<p>12. Joint Worcestershire Chairs and Vice Chairs Network Meeting</p> <p>Councillor Diane Thomas</p>	<p>To consider information about the meeting of the Joint Worcestershire Chairs and Vice Chairs Network Meeting that took place on Monday 21st March.</p> <p>(Oral Report)</p> <p>(No Specific Ward Relevance)</p>
<p>13. Referrals</p>	<p>To consider any referrals to the Overview & Scrutiny Committee direct, or arising from:</p> <ul style="list-style-type: none">• The Executive Committee or full Council• Other sources. <p>(No separate report).</p> <p>(No Specific Ward Relevance)</p>
<p>14. Work Programme (Pages 31 - 34)</p>	<p>To consider the Committee's current Work Programme, and potential items for addition to the list arising from:</p> <ul style="list-style-type: none">• The Forward Plan / Committee agendas• External publications• Other sources. <p>(Report attached)</p> <p>All Wards</p>

Overview and Scrutiny

Committee

Wednesday, 23rd March, 2011

15. Exclusion of the Press and Public

Should it be necessary, in the opinion of the Borough Director, during the course of the meeting to consider excluding the public from the meeting on the grounds that exempt information is likely to be divulged, it may be necessary to move the following resolution:

“That, under S.100 (A) (4) of the Local Government Act 1972, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (to be specified) of Part 1 of Schedule 12 (A) of the said Act”.

(No Specific Ward Relevance)



Overview and Scrutiny Committee

Wednesday, 2nd March, 2011

MINUTES

Present:

Councillor Diane Thomas (Chair), and Councillors Peter Anderson, Bill Hartnett, Robin King, Brenda Quinney, Mark Shurmer, Graham Vickery and Roger Hill (substituting for Councillor Anita Clayton)

Also Present:

Councillors Andy Fry, Jinny Pearce and Derek Taylor.
Mr Peter Fryers, (Worcestershire PCT)
Mr Michael Collins, (Vice Chair of the Standards Committee)

Officers:

H Bennett, Helen Broughton, C Felton, L Hadley, A Marklew and R Bamford

Committee Services Officer:

J Bayley and M Craggs

191. APOLOGIES AND NAMED SUBSTITUTES

Apologies were received on behalf of Councillor Anita Clayton. Councillor Roger Hill was named as his substitute.

192. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest nor of any party whip.

193. MINUTES

The Chair requested that minute item 184 be amended to reflect comments expressed during discussions about schools that success could be attributed to both a high quality of teaching and to an appropriate level of parental input in addition to the effectiveness of school governors.

The Chair also requested that under item 184 it be stated that very similar educational outcomes were achieved at GCSE level by a

.....
Chair

Overview and Scrutiny Committee

Wednesday, 2nd March, 2011

two tier system and a three tier system as commented at the meeting.

RESOLVED that

subject to the inclusion of the amendments stated in the preamble above, the minutes of the meeting of the Committee held on 9th February 2011 be held as a true and correct record and be signed by the Chair.

194. ACTIONS LIST

Members considered the latest version of the Committee's Actions List. Officers advised Members that all the actions had either already been completed or were in the process of being completed. In particular, Members were advised that Councillor Bill Hartnett was awaiting a response from the Worcestershire Drug and Alcohol Action Team to a letter concerning alcohol related hospital admissions before submitting a subsequent letter to the relevant Government Minister as agreed at the previous meeting.

RESOLVED that

the Committee's Actions List be noted.

195. CALL-IN AND SCRUTINY OF THE FORWARD PLAN

There were no call-ins and no items were identified on the Council's Forward Plan as suitable for further scrutiny.

196. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents for consideration.

197. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received the following reports in relation to current reviews:

a) Gritting – Chair, Councillor Graham Vickery

The Chair informed the Committee that the first meeting of the review Group had recently taken place. The Group was actively seeking the views of local residents regarding the condition of the roads in Redditch during the period of inclement weather in December 2010. A public meeting was to take place on Thursday 17th March where local people would be able to meet directly with members of the Group and

Overview and Scrutiny Committee

Wednesday, 2nd March, 2011

share their views on road conditions in December. It was also explained that the Group was to invite evidence from other local stakeholders including schools, West Mercia Police, and the Kingfisher Shopping Centre.

The Group was intending to meet with an Officer from Worcestershire County Council after it had collected and reviewed its evidence to discuss its findings.

b) Promoting Redditch – Chair, Councillor Graham Vickery

The final report of the Promoting Redditch Task and Finish Review was considered under a later item.

c) Work Experience Opportunities – Chair, Councillor Peter Anderson

The Chair suggested that increasing numbers of young people not in education, employment, nor training needed to be sufficiently addressed.

RESOLVED that

the update reports be noted.

198. PORTFOLIO HOLDER ANNUAL REPORT - PLANNING, REGENERATION, ECONOMIC DEVELOPMENT AND LOCAL TRANSPORT

Councillor Jinny Pearce, Portfolio Holder for Planning, Regeneration, Economic Development and Local Transport, provided Members with responses to the Committee's list of questions as detailed below:

1) What proposals for investment in economic development do you have?

Members were advised that it was not expected that the Council would be committing any additional resources for economic development. The current focus instead was on maximising the most out of current resources and increasing dialogue with local businesses to ensure that the Council was working in their best interests.

A new business guide, *The Redditch Guide to Business*, had been produced which advertised how the Council could assist new businesses. The Council was keen to provide support for

Overview and Scrutiny Committee

Wednesday, 2nd March, 2011

local businesses that had particularly struggled during the recession by helping them to up-skill and diversify.

Efforts were being made to strengthen the link between education and industry, which included encouraging local schools to help school pupils develop the skills required by the local manufacturing base.

2) What measurements will the Council use to gauge the effectiveness of the Economic Development Strategy?

The Economic Development Strategy was focused on accruing long term benefits through a slow process of change. It was therefore difficult to measure the effectiveness of the Strategy in the short-term as in many cases this was neither possible nor appropriate. However, it was commented that positive progress had been made during the previous twelve months.

3) What steps does the Council plan to address:

a) Changes in bus pass provision?

Members were informed that Worcestershire County Council were now co-ordinating the bus scheme. Concessionary bus fares would only apply from 9.30am onwards across the County. Members were informed that elderly local residents, contacted during preliminary consultation, did not consider retention of a pre 9.30am service to be essential.

The Council was considering utilising the Dial-a-Ride service to transport bus pass holders to medical appointments that took place before 9.30am. It was currently uncertain what level of resource would be provided to run the service.

b) Changes in bus pass subsidies and the impact on routes in Redditch?

The County Council's proposals for bus services across the county were out for consultation until April 2011. It was not expected that any changes to services in Redditch would take effect until the County Council considered the changes in May. However, it was thought that Redditch services would be affected by the significant reduction in the County Council's bus subsidy.

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Members expressed concern about the threat of a reduction of bus services in Redditch. It was suggested that vulnerable groups could be particularly badly affected.

- 4) How many actual jobs have been created by the Economic Development Unit? Do we have mechanisms for counting these jobs?

Members heard that the Economic Development Unit (EDU) was not primarily focused on the creation of new jobs. Instead, the purpose of the EDU strategy was to raise the aspirations of local people to develop their skills; to support local businesses to help them to grow and diversify; and to promote Redditch as a business location.

- 5) What problems do you foresee in the future for your service areas?

The recent recession had made it more difficult to obtain sufficient funding to deliver on the Council's aspirations for the services within this portfolio. This particularly affected potential regeneration projects and securing necessary planning infrastructure.

- 6) Why is it taking so long for town centre landscaping improvements to be implemented?

Additional time had been allocated to a public consultation that was currently taking place on improvements to the town centre landscaping. One of the main proposals being consulted involved a possible relocation of the war memorial to the other side of St Stephen's Church. The Committee heard that a proposal to relocate the bandstand had attracted a mixed response.

- 7) Is the Town Centre Strategy overly ambitious?

Councillor Pearce expressed the view that the Town Centre Strategy was appropriately ambitious. It was noted that the strategy represented a long-term plan for the town centre and the present focus was on delivering some of the less expensive parts of the strategy.

- 8) How are we placing Redditch on the map in terms of business tourism?

Overview and Scrutiny Committee

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Members heard that a specific section on business tourism had been included within the *Redditch Guide to Business*. The Council had also made a contribution to an accommodation guide being produced by the North Worcestershire Tourism Association (NWT) to help promote Redditch for business.

It was expected that the establishment of the new North Worcestershire Economic Development Unit would enable the Borough to benefit from the experience of other councils in terms of promoting tourism.

9) What success has the Learn Direct service that replaced the REDI Centre had so far to date?

It was suggested that it would be more appropriate for Councillor Gay Hopkins to address this question when she attended the next meeting of the Committee in her role as Portfolio Holder for Leisure and Tourism.

RESOLVED that

- 1) **question 9, as detailed in the preamble above, be referred to the Portfolio Holder for Leisure and Tourism to address in her annual report before the Overview and Scrutiny Committee on 23rd March 2011; and**
- 2) **the report be noted.**

199. REDDITCH SUSTAINABLE COMMUNITY STRATEGY – PRE-SCRUTINY

The Committee received the Redditch Sustainable Community Strategy 2011-14 for pre-scrutiny.

Members were advised that the four priorities contained in the strategy in part reflected the issues identified in the 2009 Comprehensive Area Assessment where Worcestershire had been given a 'red flag' for differences in the quality of life for people living in Redditch compared to the rest of the County. Redditch had been performing particularly poorly against the rest of the county in terms of health inequalities and educational attainment. The Council had also undertaken two consultation events in 2010 which had informed the development of the refreshed strategy.

Overview and Scrutiny Committee

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Members suggested that the Plan needed to have a focus on the growing problem of young people being in neither education, employment nor training (NEET). Officers acknowledged the concern and suggested that further discussion was required with local education providers. Schools had stressed during consultation that raising levels of attainment and aspiration was very important. Members further suggested that putting a greater emphasis on the equal value of vocational learning and academic learning could help stem the rising number of NEETs.

Members further suggested that the strategy should address issues around mental health and old age to sufficiently prepare for an ageing population. It was acknowledged that the general population of Redditch was ageing gradually. However, it was not felt that this had become a pertinent issue in the Borough, especially in comparison to neighbouring areas.

The Committee raised concerns that the four action plans that formed appendices to the strategy contained insufficient information regarding the allocation of resources and where responsibility for delivery was located. It was felt that the lack of available information might imply either a lack of ownership or accountability for delivery. However, it was recognised that the action plans were working documents and therefore it had not been possible for all of the suggested information to be provided at the date of publication.

The appropriate measures for the actions to tackle obesity were discussed. Due to the nature of the subject and the actions involved it was accepted that it would be difficult to measure success. In these circumstances it was suggested that the actions should be regarded as aspirations rather than as deliverables.

Members urged all members of the Redditch Partnership to ensure that key organisational policies aligned with the strategy's aims and planned actions. This would help to meet the Local Strategic Partnership's core objectives.

Finally, reference was made to Appendix D to the report, the Winyates Areas of Highest Need (AOHN) Action Plan. Members suggested that the precise streets and locations referred to as the Winyates Centre for the purposes of the project should be specified.

RECOMMENDED that:

subject to noting the Committee's comments, the Redditch Sustainable Community Strategy be approved.

Overview and Scrutiny Committee

Wednesday, 2nd March, 2011

200. PROMOTING REDDITCH TASK AND FINISH REVIEW - FINAL REPORT

The Committee received the Promoting Redditch Task and Finish Group's Final Report and Executive Summary for consideration

A number of comments were returned on the recommendations. In relation to recommendation 1b the Committee heard that a specific budget already existed within the Economic Development Unit to promote Redditch as a business location. An alternative strap line to that developed by the Group to market the Borough as a business location had been drafted by an external company. The Chair of the Group, commented that the agreed slogan should reflect the Borough's vibrancy and modernity. Under these circumstances, it was agreed that recommendation 1b should be amended by the Chair of the Group to reflect these considerations accordingly.

Members heard that Worcestershire County Council already produced a publication that advertised events taking place in Redditch. This material was distributed through local libraries. However, Members felt that further promotional materials could be produced to advertise local events and activities more effectively throughout the Borough.

Recommendation 9, regarding the promotion of hotels based in Redditch, was also discussed. Members commented that whilst hotels represented a key business resource the Council should not necessarily be expected to commit resources to promoting hotels. The Committee agreed that the wording of this recommendation should be amended to reflect this consideration.

Recommendation 14, relating to the use of electronic promotional tools, was also considered. Members noted that this recommendation should be altered to reflect the need for there to be consistent provision of card payment facilities both online, in all promotional materials and at all venues.

Finally, in relation to recommendation 12, regarding road signage, the condition of the information shelters located throughout the town was discussed. Whilst Members agreed that these information shelters represented useful guides they conceded that the continued lighting of the shelters at night had implications for climate change. The Committee therefore agreed that the content of the report should be altered to incorporate a suggestion that the shelters should not continue to be lit at night.

Overview and Scrutiny Committee

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The Chair thanked the Group on the behalf of the Committee for a thorough piece of work.

RECOMMENDED that

- 1a leisure tourism marketing should be targeted at families of all cultures within Redditch and a radius of 20 miles, highlighting the attractions of the Arrow Valley Lake and Countryside Centre and the shopping opportunities;**
- 1b business marketing should promote Redditch's strategic and rural location, being vibrant and modern and using an appropriate strap line (a recommended form of words for which will be agreed in consultation with the Chair of the Group and incorporated in the final report to the Executive Committee);**
- 2) a significant festival and events programme should be developed and marketed cohesively to raise the profile of the town in the region;**
- 3) promotional material should be developed in partnerships and through Redditch Matters;**
- 4) the Palace Theatre, Forge Mill Needle Museum, Bordesley Abbey Visitor Centre and a public arts programme should be developed with increased management resource to provide increased audiences, more events and significant installations;**
- 5) the Redditch Town Centre Partnership should work to create a more rounded shopping experience in the Kingfisher Shopping Centre and Church Green, with event based programmes to refresh the offer and a cohesive marketing strategy incorporating recognisable branding, key qualities and identifiers;**
- 6) Redditch market should be developed to provide again a substantial marketing strategy for the town centre and develop opportunities for new entrepreneurs;**
- 7) the Council should ensure that business promotion receives appropriate investment and provide an information resource fit for purpose;**
- 8) the new North Worcestershire Economic Development Service and Strategy should recognise the importance of**

Overview and Scrutiny Committee

Wednesday, 2nd March, 2011

tourism to the local economy and ensure that adequate resources are allocated to the promotion of tourism in the area;

- 9) the need for the promotion of Redditch hotels as a business resource, not necessarily by the Council, should be recognised;
- 10) consideration should be given to devising a Visitor Ambassador Scheme;
- 11) the Council should endorse the Redditch Advertiser's proposal to introduce a Redditch Community Awards programme and should work with the newspaper and other partners to deliver the scheme;
- 12) the Council ensure that deficiencies in road signage are addressed: location naming, systemic effectiveness and physical cleanliness;
- 13) the Council should actively seek to establish promotion partnerships and ensure that commercial interests have a full and effective voice; and
- 14) the Council should ensure that electronic promotion tools are constantly developed and exploited to the full. This should include introducing a virtual business centre and consistent provision of card payment facilities both online, in promotional materials and at all venues;

RESOLVED that

- 1) subject to the Chair of the Group amending the wording, recommendation 1b contained within the report be forwarded for the consideration of the Executive Committee; and
- 2) the report be noted.

201. PERFORMANCE REPORT FOR THE SERVICES WITHIN THE LEISURE AND TOURISM PORTFOLIO

The Committee received a written report which detailed the performance of services within the remit of the Portfolio Holder for Leisure and Tourism, Councillor Gay Hopkins. On the basis of the information contained within the report Members requested that the following questions be addressed by the Portfolio Holder in her

Overview and Scrutiny Committee

Wednesday, 2nd March, 2011

Annual Report to the Committee, which was scheduled to be delivered on 23rd March 2011.

- 1) What information can be provided on the management structure at the Palace Theatre and Forge Mill Needle Museum?
 - i) How do you anticipate that the management structure will contribute to increasing the number of visitors to both venues?
 - ii) How do you propose to further publicise and promote the Palace Theatre?
- 2) What actions are being proposed to attract more young people to the Palace Theatre to perform and to visit?
- 3) What plans are in place to meet financial targets?
- 4) What plans are in place to replace the Play Rangers service?
- 5) What success has the Learn Direct service that replaced the REDI Centre had so far to date?
- 6) What problems do you foresee in the future for your service area?

RESOLVED that

- 1) **the Portfolio Holder for Leisure and Tourism be invited to answer the questions detailed in the preamble above when delivering her Annual Report before the Committee; and**
- 2) **the report be noted.**

202. OVERVIEW AND SCRUTINY ANNUAL REPORT - DRAFT

The Committee received the draft Overview and Scrutiny Annual Report 2010/11 for consideration. The Annual Report was due to be presented at the final full Council meeting of the municipal year on 28th March 2011.

Members suggested that the more photographs could be incorporated into the final report to improve the presentation of the document.

Overview and Scrutiny Committee

Wednesday, 2nd March, 2011

RESOLVED that

subject to the incorporation of additional photographs promoting the work of the Committee the Overview and Scrutiny 2010/11 Annual Report be approved.

203. JOINT WORCESTERSHIRE SCRUTINY FRAMEWORK

The Committee considered amendments to the Joint Worcestershire Scrutiny Framework as proposed by Councillor Peter Anderson.

RESOLVED that:

the amended Framework be presented for consideration at the next Joint Worcestershire Scrutiny Chairs and Vice Chairs meeting on Monday 21st March.

204. REFERRALS

There were no referrals.

205. WORK PROGRAMME

RESOLVED that

the Committee's Work Programme be noted.

The Meeting commenced at 7.00 pm
and closed at 9.40 pm

Actions requested by the Overview and Scrutiny Committee

Date Action Requested	Action to be Taken	Response
8th December 2011 1	Members requested that the Joint Worcestershire Hub review be raised for discussion at the following Joint Chairs and Vice Chairs' Scrutiny Network Meeting on 21st March 2011.	This matter will have been raised during the meeting. WILL HAVE BEEN COMPLETED BY THE DATE OF THE MEETING.
2nd March 2011 2	Members requested that amendments be made to the content of the minutes from the meeting of the Committee that took place on 9th February.	These amendments have been made. DONE.
2nd March 2011 3	Members requested that changes be made to the wording of recommendations 1b, 9 and 14 to the final Promoting Redditch Task and Finish Group report prior to presenting the report for the consideration of the Executive Committee.	These changes were made by Friday 11th March 2011. DONE.
2nd March 2011 4	Members requested that pictures be added to the Overview and Scrutiny Annual Report 2010/11 prior to publication.	Additional pictures had been added to the Overview and Scrutiny Annual Report 2010/11 by Friday 11th March. DONE.
2nd March 2011 5	Members requested that the Joint Worcestershire Scrutiny Framework be considered at the following meeting of the Joint Worcestershire Chairs and Vice Chairs Network on 21st March.	This matter will have been raised during the meeting. WILL HAVE BEEN COMPLETED BY THE DATE OF THE MEETING.



Overview & Scrutiny Committee

No Direct Ward Relevance

23rd March 2011

PORTFOLIO HOLDER ANNUAL REPORTS: QUESTIONS AND SUBJECTS FOR DISCUSSION WITH COUNCILLOR GAY HOPKINS, PORTFOLIO HOLDER FOR LEISURE AND TOURISM

The following themes have been suggested by Members of the Overview and Scrutiny Committee. Questions relating to these themes will be posed to Councillor Gay Hopkins, Portfolio Holder for Leisure and Tourism at the Overview and Scrutiny Committee meeting on Wednesday 23rd March 2011.

- 1) What information can be provided on the management structure at the Palace Theatre and Forge Mill Needle Museum?
 - i) How do you anticipate that the management structure will contribute to increasing the number of visitors to both venues?
 - ii) How do you propose to further publicise and promote the Palace Theatre?
- 2) What actions are being proposed to attract more young people to the Palace Theatre to perform and to visit?
- 3) What plans are in place to meet financial targets?
- 4) What plans are in place to replace the Play Rangers service?
- 5) What success has the Learn Direct service that replaced the REDI Centre had so far to date?
- 6) What problems do you foresee in the future for your service area?

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NB Note draft revision /Update – Page 2. S

REDDITCH BOROUGH COUNCIL GUIDE TO / FOR PORTFOLIO HOLDERS

Portfolio Holders are appointed annually by the Council (separate sheet refers) and between them cover all areas of the Council's work and responsibility.

"Portfolio" indicates a specified area of responsibility allotted by formal resolution, for the purposes listed below.

"Portfolio Holder" indicates a member of the Council's Executive Committee who, within the allotted area of responsibility,

CAN	1.	Monitor Council performance informed by documents such as: <ul style="list-style-type: none"> • Community Strategy • Corporate Plan • Service Plans • Budgets • E.Government statements • BVPI's / Local PI's (separate document available) • Forward Plan 	*
	2.	Monitor the implementation of Council policy and decisions informed, in addition to the above, by <ul style="list-style-type: none"> • Council reports and Minutes • Personal contact with Officers 	*
	3.	Act as consultee for Members and Officers <ul style="list-style-type: none"> • Formally, in accordance with approved delegations of authority to Officers • Informally for general reference. 	*
	4.	Act as "Spokesperson" for the Council in relation to Press / Media / outside the	

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		Council, but <u>not exclusively (other Members may also have this shared role)</u> (Council decision – 11th October ??)	
	5.	Act as “Rapporteur” a) to report annually to Overview & Scrutiny on the Services for which the Portfolio Holder has responsibility; and b) to act as a channel for feedback from representatives of outside bodies which fall within the remit of the Portfolio Holder. (Council Annual Meeting 22 nd May 2006)	
	6.	<i>the role of Portfolio Holders be expanded to include a higher level of involvement with the Local Strategic Partnership, and, more specifically, with relevant Sub-Groups of the Redditch Partnership, as and when formed.</i> (Exec January 2007 / Council ...)	
CANNOT		Act with delegated authority in any personal capacity (PFHs cannot therefore commit resources – financial / staffing, without further authority – Exec., Council, or Officer authority)	
			*
MAY	1.	Represent and “sponsor” their allotted Portfolio(s) at meetings of the Executive and the Council, and, <i>where appropriate</i> , at other Council meetings, e.g. O&S.	
	2.	Develop closer working relationship with relevant lead Directors and, via Directors, other relevant Officers.	
	3.	Attend relevant meetings, e.g. relevant O&S meetings, beyond those to which formally appointed by the Council <ul style="list-style-type: none"> • As an approved duty where invited to the meeting • Also as an approved duty when present on own initiative. <p style="text-align: right;">in accordance with current approved constitutional requirements.</p>	
	4.	Seek to trigger reports to <ul style="list-style-type: none"> • the Executive or Council, via normal report / 	

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		<p>agenda preparation processes</p> <ul style="list-style-type: none"> • Regulatory Committees, via normal report / agenda preparation processes • Overview and Scrutiny Committee <p>in accordance with current approved constitutional requirements.</p>	

G:M&C/Members/Portfolio Holder Guide
& Constitution / Const.documents/revised sms/8.7.6/16.7.7

REDDITCH BOROUGH COUNCIL**Overview & Scrutiny
Committee**Date 23rd March 2011**REPORT TITLE: Worcestershire Care & Repair Update**

Relevant Portfolio Holder	Cllr Brandon Clayton, Portfolio Holder for Housing, Local Environment and Health
Relevant Head of Service	Angie Heighway Head of Community Services

1. SUMMARY

- 1.1 The report gives an update on the Worcestershire Care & Repair Home Improvement Agency (HIA) provided through Festival Housing Group. The agency processes Disabled Facilities Grant (DFG) and Home Repairs Assistance (HRA) applications on behalf of the Council.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that the report be noted.

3. BACKGROUND

- 3.1 Redditch Borough Council had been operating the North Worcestershire HIA covering Redditch, Bromsgrove and Wyre Forest since the beginning of 2005. Festival Housing Group had been operating the South Worcestershire HIA covering Wychavon and Worcester since January 2006. The expansion of this service into Malvern Hills to cover the whole of the South Worcestershire geographical area had not been achieved.
- 3.2 Supporting People had been the main driver of this initiative and a report was taken to the Chief Executives Panel outlining the key reasons for uniting the two agencies and reviewing their current roles with a view to delivering a more comprehensive and consistent service across the whole county.
- 3.3 The Council's involvement in the Worcestershire Care & Repair Agency was approved Full Council on the 29th March 2010 and the Agency started on the 1st June 2010. The contract is for a period of 3 years with an open to extend for a further 2 years.

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- 3.4 The Council's pays Festival Housing Group £46,000 per year revenue costs for the service. The Worcestershire Care & Repair agency charges the Council 10% fees of the works total a 2% saving on the North Worcestershire Care & Repair Agency fee.

4 CURRENT SITUATION

- 4.1 The HIA is monitored through a quarterly Performance and Financial Management Board which is attended by the Housing Policy Manager and Cllr Brandon Clayton on behalf of Redditch Borough Council to ensure the quality of the service is maintained
- 4.2 The HIA will be moving out of the Town Hall from the 4th April 2011 and moving to Festival's offices in Droitwich with visiting staff mobile working to reduce the costs of the service.
- 4.3 The Council's DFG budget for 2010/11 is £552,000 and for HRA £150,000. It is expected that there will be a small under spend on these budgets following a reduction in referrals from the OT service which has now picked back up and the introduction of the KickStart Scheme.
- 4.4 The Council has approved 116 DFG applications to date with 74 having been completed. During 2009/10 85 DFG applications were approved and completed.
- 4.5 The average time for a DFG case from HIA receipt of OT referral to works complete is 21.2 weeks for category 1, 2 and 3 applications. The average waiting time for an OT visit is 6-10 weeks in Redditch.
- 4.6 During the period 1st April 2011 to 31st December 2011 the number of service users remaining in their own home was 77, with 21 discharged from hospital as a result of the HIA intervention, 47 prevented from being admitted to hospital as a result of HIA intervention and 9 prevented from having to move into a care home as a result of HIA intervention.
- 4.7 The % of customers satisfied with the HIA staff and contractors work is 100%
- 4.8 The HIA also have a number of other services they provide to service users. A Hospital Discharge pilot has been commenced with Housing

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Discharge Coordinators working with the Hospital Discharge Teams in Redditch and Worcester Hospitals. They work directly with patients who have been admitted to hospital and it has been identified there are housing problems that may prevent safe discharge.

- 4.9 Firststop, a housing advice and information service is also run by the HIA. A Housing Options worker works with service users to proactively find alternative accommodation for those who require help due to their current premises are no longer suitable. The officer works closely with all the Housing Options Teams across the County.
- 4.10 The HIA and Local Authority officers are currently working to bring forward a procurement framework and standard specification for level access showers and stairlifts which account for the majority of the DFG applications received across the County. The aim of this work is to ensure a common practice across the County and achieve value for money in order that the budget is maximised to its full potential.

5. FINANCIAL IMPLICATIONS

- 5.1 The revenue cost of running the service has remained equal to the cost of the Council running the North Worcestershire Care & Repair Agency.

6. BACKGROUND PAPERS

Home Improvement Agency report Executive Committee 10 March 2010.

AUTHOR OF REPORT

Name: Matthew Bough – Housing Policy Manager
E Mail: matthew.bough@redditchbc.gov.uk
Tel: (01527) 64252 ext: 3120

Have your Say on Changes to Bus Services!

Worcestershire County Council estimates that it will need to save £70 million over the next four years and is in the process of reviewing costs, including subsidies for bus services. Proposed changes have been drafted and the County Council is consulting over these proposals which could impact on bus services in Redditch (as detailed on the following page). Redditch Borough Councillors are anxious to respond on behalf of Redditch residents to these proposed changes. We are keen to hear your views and the potential impact that these changes may have on your lives. If you would like to contribute your views please answer the following questions.

- 1) Were you aware of these proposed changes before reading this survey?
(Please circle the appropriate option)

Yes

No

Don't know

- 2) How will the proposed changes to the bus services affect you personally?
(see over for details of the proposed changes)

- 3) What alternative travel arrangements would you have, if your bus service was no longer available?

- 4) In respect of the proposed cuts to bus routes, have you got any other comments you would wish to make?

Please return completed copies of this form to Redditch Borough Council by Friday 18th March 2011. Copies can be returned to Redditch Borough Council at all one stop shops.

Alternatively please post responses to Jess Bayley, Democratic Services, Redditch Borough Council, Town Hall, Walter Stranz Square, Redditch, B98 8AH or email responses to jess.bayley@redditchbc.gov.uk

Thank you for taking the time to complete this survey.



Proposed Changes to Bus Services in Redditch

Removal of the following services

- 50 Redditch – Batchley (Salters Lane) via Cedar Road, Woodlands.
- 60 Redditch – Matchborough West via Abbeydale, Morrison's
- 61 Sainsbury's – Redditch East via North Moons Moat
- 63 Redditch – Bentley Close – Plymouth Road - Redditch
- 64 Redditch – Woodrow North Via Lodge Park, Greenlands
- 151 Droitwich – Redditch via Hanbury, Feckenham
- 155 Callow Hill – Redditch via Feckenham Road
- 158 Droitwich – Redditch via Stoke Prior, Feckenham
- S57 and S58 Matchborough – St Augustine's RC School via Redditch
- S70 New End / Woodrow – Kingsley College via Ridgeway Middle School
- S71 Webheath – St Augustine's RC School via Walkwood
- S77 Redditch – Hunt End – Ridgeway Middle School
- S91 Kingsley College – Webheath
- S92 Windmill Drive – Kingsley College via Rye Grass Lane, Walkwood, Meadway
- S94 Birchfield Road – Kingsley College via Meadway

Removal of the following services on Sundays

- 55A, 55B, 56A, 56B Redditch – Crabbs Cross via Oakenshaw, Webheath (circular)
- 70 Redditch – Astwood Bank via Crabbs Cross
- 143 Marlbrook – Redditch via Catshill, Bromsgrove, including St Augustine's RC School
- 146 Birmingham – Redditch via Alvechurch
- 247 Redditch – Evesham via Crabbs Cross, Studley, Bidford
- 334 Kidderminster – Redditch via Bromsgrove

Removal of the following services in the evening

- 55A, 55B, 56A, 56B Redditch – Crabbs Cross via Oakenshaw, Webheath (circular)
- 57A, 58A Redditch – Matchborough Circular via Woodrow, Alexandra Hospital, Church Hill
- 146 Birmingham – Redditch via Alvechurch
- 247 Redditch – Evesham via Crabbs Cross, Studley, Bidford

Removal of the following services in the early morning

- 143 Marlbrook – Redditch via Catshill, Bromsgrove, including St Augustine's RC School
- 247 Redditch – Evesham via Crabbs Cross, Studley, Bidford

Removal of services for schools

- 143 Marlbrook – Redditch via Catshill, Bromsgrove, including St Augustine's RC School

Removal of certain journeys

- 350 Redditch – Worcester via Inkberrow

You can contact us in the following ways:

By telephone:

01905 765765

By post:

Worcestershire County Council, County Hall, Spetchley Road, Worcester WR5 2NP

By email:

Hub@worcestershire.gov.uk

Online:

www.worcestershire.gov.uk

Further Information

You can look at the proposals online at www.worcestershire.gov.uk. This document can be downloaded and the questionnaire can also be filled out on-line.

If you require any further information, then please contact the Worcestershire Hub on **01905 765765**.

This document can be made available in other formats (large print, audio tape, computer disk and Braille) on request from The Worcestershire Hub on telephone number 01905 765 765 or by emailing Hub@worcestershire.gov.uk

বাংলা। আপনি যদি এই দলিলের বিষয়বস্তু বুঝতে না পারেন এবং আপনার জন্য অনুবাদ করার মত পরিচিত কেউ না থাকলে, অনুগ্রহ করে সাহায্যের জন্য 01905 765765 নম্বরে যোগাযোগ করুন। (Bengali)

廣東話。如果您對本文檔內容有任何不解之處並且沒有人能夠對此問題做出解釋，請撥打 01905 765765 尋求幫助。 (Cantonese)

普通话。如果您对本文件内容有任何不解之处并且没有人能够对此问题做出解释，请拨打 01905 765765 寻求帮助。 (Mandarin)

zeli nie rozumieją Państwo treści tego dokumentu i nie znają nikogo, kto mógłby go dla Państwa przetłumaczyć, proszę zadzwonić pod numer 01905 765765 w celu uzyskania pomocy.

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Español. Si no comprende el contenido de este documento ni conoce a nadie que pueda traducírselo, puede solicitar ayuda llamando al teléfono 01905 765765. (Spanish)

rkçe. Bu dokümanın içeriğini anlayamazsanız veya dokümanı sizin için tercüme edebilecek birisine ulaşamıyorsanız, lütfen yardım için 01905 765765 numaralı telefonu arayınız. (Turkish)

اردو۔ اگر آپ اس دستاویز کی مشمولات کو سمجھنے سے قاصر ہیں اور کسی ایسے شخص تک آپ کی رسائی نہیں ہے جو آپ کے لئے اس کا ترجمہ کر سکے تو، براہ کرم مدد کے لئے 01905 765765 پر رابطہ کریں۔ (Urdu)

کردی سۆرائی. ننگەر ناتوانی تێبگهی له ناوهر ئۆکی نهم بهلگهییه و دستت به هیج کس ناگات که و هیبگهر یتوه بۆت، تکایه تهلپۆن بکه بۆ ژمارهی 01905 765765 و داوا ی رینۆینی بکه. (Kurdish)

ਪੰਜਾਬੀ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮਹੱਤਵ ਸਮਝ ਨਹੀਂ ਸਕਦੇ ਅਤੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਤੱਕ ਪਹੁੰਚ ਨਹੀਂ ਹੈ, ਜੋ ਇਸਦਾ ਤੁਹਾਡੇ ਲਈ ਅਨੁਵਾਦ ਕਰ ਸਕੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਮਦਦ ਲਈ 01905 765765 'ਤੇ ਫ਼ੋਨ ਕਰੋ। (Punjabi)

To the best of our knowledge all information was correct at the time of printing: January 2011.



Worcestershire County Council

Proposals for Reducing Subsidised Bus Services

Consultation closes 1st April 2011

Proposals for Reducing Subsidised Bus Services

Over the next four years, Worcestershire County Council estimates it will need to find savings of around £70 million. This is because of spending pressures and national and local budget reductions.

Worcestershire County Council's Cabinet has agreed that it should consider the following when deciding where to make savings:

- a. Efficiency and cost control – standardising common functions across Directorates, ceasing to deploy resources no longer needed and taking the cash savings out of budgets, focusing on leaner systems and delivery.
- b. Service Reform – looking for alternative ways to meet customers' needs at lower cost. Not seeking to continue to deliver services ourselves, if this can be done better, at lower cost, by others. Exploring options with partners, including enhanced-two tier with District Councils, and joint arrangements with the NHS and others.
- c. Spend less, do less – given the level of budget reduction, cuts will be inevitable. The challenge is to reduce the needs for cuts as far as possible, by achieving efficiencies and reforming services.

Worcestershire County Council offered residents the chance to help shape the future delivery of its services via consultation exercises including paper, electronic and face to face surveys and a series of road shows held in November 2010. The surveys and road shows enabled local taxpayers to tell County Hall decision-makers which areas are most important to them within the context of the budget cuts.

Councillor Derek W Prodger (MBE) Cabinet Member with Responsibility for Transport and the Safe Environment says "The consultation results indicate that though people recognise the importance of bus services they do not think that subsidising bus routes should be a high priority for the County Council at this time".

Subsidised bus services are one of a number of areas where savings are being considered. In order to prioritise subsidised bus services, it is proposed to use six enhanced Performance Indicators as a measurement. These will aim to define the value or benefit of services in relation to the cost of their provision.

The Current System

Worcestershire County Council supports the provision of an extensive passenger transport network across Worcestershire, both in fulfilment of statutory duties and to enable access to facilities and services. This support includes passenger transport and education travel services.

The Council supports the provision of local bus services, by financially subsidising routes that are not provided on a commercial basis by private operators. Worcestershire County Council are legally not permitted to change the commercial network, apart from through agreement with the local operators.

Reason for Change

The tax-payer currently pays approximately £4 million each year to support subsidised passenger transport services. This is spread across 115 contracts, enabling approximately 4.6 million passenger journeys per annum, out of a total of just under 17 million.

In light of the requirement for all local authorities to review their spending, Worcestershire County Council cannot afford to continue to subsidised local bus services to the extent they have been in previous years. .

Significant financial savings have already been made through efficiency and operational reviews, for example:

- Route optimisation
- Procurement and tendering reviews

However, efficiency savings alone will not reduce expenditure sufficiently to make the savings required. Unfortunately, a focus on further cost savings through service reductions and withdrawals of services subsidised by the County Council is inevitable.

What are we Proposing?

An indicative list of services that are affected by this programme is shown below. These services are subject to review, for example, we are working with local Bus Operators to seek efficiency opportunities and potential commercial services being provided.

Indicative List of Services to be Withdrawn Due to Budget Cuts

Bus Services are shown by district; cross-boundary routes therefore appear in more than one district

Service No.	Service Description	Notes
Bromsgrove		
93	Bromsgrove - Charford Estate	Sunday
140	Bromsgrove - Stoke Wharf (circular)	
141	Bromsgrove - Droitwich via The Stokes	
143	Marlbrook - Redditch via Catshill, Bromsgrove	Early morning and Sunday
144	Birmingham - Worcester via Catshill, Bromsgrove, Droitwich	Early Morning, Monday to Thursday Evenings, Sundays
145	Bromsgrove - Cotteridge via Blackwell	
146	Birmingham - Redditch via Alvechurch	Evening and Sunday
158	Droitwich - Redditch via Stoke Prior, Feckenham	
175	Wythall - Solihull via Grimes Hill, Maypole, Shirley	
177	Wythall - Birmingham via Grimes Hill, Maypole, Moseley	
192	Kidderminster - Birmingham via Halesowen	
197	Kidderminster - Hagley (Circular) via Belbroughton, Blakedown	
202, 204	Bromsgrove - Halesowen via Lickey, Cofton Hackett, Frankley	Bromsgrove - Rednal section
318	Bromsgrove - Stourbridge via Sidemoor, Catshill, Belbroughton, Hagley	
334	Kidderminster - Redditch via Bromsgrove	Sunday
625	Cofton Hackett - Rubery, Great Park via Rubery	
822	West Hagley - Wolverley School via Blakedown, Stourbridge Road	
Malvern Hills		
44, 44A	Worcestershire Royal Hospital - Great Malvern (Link Top) via County Hall, Worcester, Malvern Link	Worcestershire Royal Hospital to County Hall section and Sunday
213	Stourport - Astley Burf (Circular)	
300	Worcestershire Royal Hospital - Worcester - Kidderminster via Ombersley, Stourport	Sunday
356	Stourport - Droitwich via Holt Heath, Ombersley	
359	Stanford Bridge - Droitwich via The Shelsleys, Holt Heath, Ombersley	
377	Malvern Link - Cheltenham via Malvern Wells, Pendock, Gloucester	
389	Rye Street - Tewkesbury via Bushley	
423	Worcester - Bromyard via Alfrick, Suckley	
424	Worcester - Knightwick via Broadheath, Berrow Green	
425	Great Malvern - Knightwick via Leigh Sinton, Alfrick, Suckley	
476	Malvern Link Top-St. Mary's School Lugwardine via St. Mary's School, Ledbury	Schools only
671	Sledge Green - Ledbury via Pendock, Rye Cross	
756	Menithwood - Tenbury via Knighton-on-Teme	
760	Eastham / Great Witley - Kidderminster via Menithwood, Stourport	
761	Stanford Bridge - Tenbury via Eastham and Highwood	
763	Netherwood - Tenbury Wells via Kyre	
767	Tenbury - Burford (circular)	

Redditch		
50	Redditch - Batchley (Salters Lane) via Cedar Road, Woodlands	
55A, 55B, 56A, 56B	Redditch - Crabbs Cross via Oakenshaw, Webheath (Circular)	Evening and Sunday
57A, 58A	Redditch - Matchborough Circular via Woodrow, Alexandra Hospital, Church Hill	Evening
60	Redditch - Matchborough West via Abbeydale, Morrison's	
61	Sainsbury's - Redditch East via North Moons Moat	
63	Redditch - Bentley Close - Plymouth Road - Redditch	
64	Redditch - Woodrow North via Lodge Park, Greenlands	
70	Redditch - Astwood Bank via Crabbs Cross	Sunday
143	Marlbrook - Redditch via Catshill, Bromsgrove, including St. Augustine's RC School	Schools, Early morning and Sunday
146	Birmingham - Redditch via Alvechurch	Evening and Sunday
151	Droitwich - Redditch via Hanbury, Feckenham	
155	Callow Hill - Redditch via Feckenham Road	
158	Droitwich - Redditch via Stoke Prior, Feckenham	
247	Redditch - Evesham via Crabbs Cross, Studley, Bidford	Early morning, evening and Sunday
334	Kidderminster - Redditch via Bromsgrove	Sunday
350	Redditch - Worcester via Inkberrow	Certain journeys
S57, S58	Matchborough - St. Augustines RC School via Redditch	
S70	New End / Woodrow - Kingsley College via Ridgeway Middle School	
S71	Webheath -> St. Augustine's School via Walkwood	
S77	Redditch - Hunt End - Ridgeway Middle School	
S91	Kingsley College -> Webheath	
S92	Windmill Drive - Kingsley College via Rye Grass Lane, Walkwood, Meadway	
S94	Birchfield Road - Kingsley College via Meadway	
Worcester		
18	Droitwich - Worcester via Chawson, Fernhill Heath, Cornmeadows	
21	Worcester - Winchester Avenue	
22	Worcester - Broadway Grove	
23	Worcester - Longfellow Road	
24	Worcester - Worcestershire Royal Hospital via Prestwich Avenue, Kilbury Drive	
26, 26A, 27, 27A	Worcester - Diglis - Battenhall - Worcester	
30	Worcester - Dines Green	Evening
32	Worcester - Ombersley Road	Evening
33	Worcester - Warndon - Lyppard Centre - Worcester	Evening
34	Worcester - Lyppard Centre - Warndon - Worcester	Evening
35	Worcester - Blackpole via Brickfields, Warndon	Evening
37	Worcester - Worcestershire Royal Hospital via Tunnel Hill	
37A	Worcester - Grafton Flyford / Bradley Green / Droitwich via Tunnel Hill, Lyppards, Crowle	
44, 44A	Worcestershire Royal Hospital - Great Malvern (Link Top) via County Hall, Worcester, Malvern Link	Worcestershire Royal Hospital to County Hall section and Sunday
144	Birmingham - Worcester via Catshill, Bromsgrove, Droitwich	Early Morning, Monday to Thursday Evenings, Sundays
300	Worcestershire Royal Hospital - Worcester - Kidderminster via Ombersley, Stourport	Sunday
350	Redditch - Worcester via Inkberrow	Certain journeys
382	Worcester - Pershore via Wadborough, Eckington	
565	Evesham - Worcester via Hinton, Elmley Castle, Pershore, Drakes Broughton	

423	Worcester - Bromyard via Alfrick, Suckley	
424	Worcester - Knightwick via Broadheath, Berrow Green	
839	Ombersley Road - Bishop Perowne School	Morning Journey
S1, S2	Droitwich / Primsland - Blessed Edward Oldcorne School via Fernhill Heath	
S5	Evesham - Blessed Edward Oldcorne School via Fladbury, Pershore	
S27	Worcester - Blessed Edward Oldcorne Catholic College	
W1	Worcester North (Perdiswell) Park & Ride - Worcester	
W2, W3	Sixways Park and Ride - Worcestershire Royal Hospital via Lyppard Centre	
Wychavon		
18	Droitwich - Worcester via Chawson, Fernhill Heath, Cornmeadows	
19	Droitwich - Meadows Estate - Tagwell Heights (circular)	
20A	Droitwich - New Chawson (Chalverton Court)	
37A	Worcester - Grafton Flyford / Bradley Green / Droitwich via Tunnel Hill, Lyppards, Crowle	
133	Droitwich - Kidderminster via Cutnall Green, Chaddersley Corbett, Harvington	
137	Dunhampstead - Droitwich	
141	Bromsgrove - Droitwich via The Stokes	
144	Birmingham - Worcester via Catshill, Bromsgrove, Droitwich	Early Morning, Monday to Thursday Evenings, Sundays
151	Droitwich - Redditch via Hanbury, Feckenham	
157	Droitwich - The Ridings	
158	Droitwich - Redditch via Stoke Prior, Feckenham	
247	Redditch - Evesham via Crabbs Cross, Studley, Bidford	Early morning, evening and Sunday
300	Worcestershire Royal Hospital - Worcester - Kidderminster via Ombersley, Stourport	Sunday
350	Redditch - Worcester via Inkberrow	Certain journeys
354	Droitwich - Hanbury	
356	Stourport - Droitwich via Holt Heath, Ombersley	
359	Stanford Bridge - Droitwich via The Shelsleys, Holt Heath, Ombersley	
382	Worcester - Pershore via Wadborough, Eckington	
383	Pershore Plum Line, Pinvin - Pershore Estates via Pershore	
385	Inkberrow - Cookhill - Alcester	
395	Bredon's Norton - Tewkesbury via Bredon	
540, 545	Evesham - Cheltenham via Charity Crescent, Beckford, Bredon, Tewkesbury	
552	Evesham - Long Lartin via Offenham, South Littleton	
554	Evesham - Chipping Campden via Badsey, Honeybourne	
556	Peopleton - Pershore via Drakes Broughton	
559	Willersey - Evesham Tesco via Broadway, Wickhamford	Certain journeys or parts of journeys
565	Evesham - Worcester via Hinton, Elmley Castle, Pershore, Drakes Broughton	
S1, S2	Droitwich / Primsland - Blessed Edward Oldcorne School via Fernhill Heath	
S5	Evesham - Blessed Edward Oldcorne School via Fladbury, Pershore	
W2, W3	Sixways Park and Ride - Worcestershire Royal Hospital via Lyppard Centre	
Wyre Forest		
1	Kidderminster - Rifle Range via Bewdley Hill, Sutton Farm	Early morning and late afternoon
2	Kidderminster Rly Stn / Kidderminster - Bewdley (Bark Hill) via Habberley	Morning and Evening
3	Kidderminster Rly Stn - Areley Kings via Birchen Coppice, Walshes	Evening and Sunday

5	Kidderminster - Puxton Drive - Fairfield - Franche - Kidderminster	Early morning and late afternoon
10	Kidderminster -> Offmore -> Spennells -> Kidderminster via Comberton Hill	Certain journeys
133	Droitwich - Kidderminster via Cutnall Green, Chaddesley Corbett, Harvington	
192	Kidderminster - Birmingham via Halesowen	
197	Kidderminster - Hagley (Circular) via Belbroughton, Blakedown	
213	Stourport - Astley Burf (Circular)	
292	Kidderminster - Ludlow via Bewdley and Cleobury Mortimer	Sunday
300	Worcestershire Royal Hospital - Worcester - Kidderminster via Ombersley, Stourport	Sunday
334	Kidderminster - Redditch via Bromsgrove	Sunday
356	Stourport - Droitwich via Holt Heath, Ombersley	
580	Kinver - Kidderminster via Wolverley	
760	Eastham / Great Witley - Kidderminster via Menithwood, Stourport	
812	Habberley - Wolverley School via Ferndale	
813, 814, 816	Foley Park - Wolverley School via Blakebrook, Marlpool Lane	
818	Caunsall - Wolverley School via Cookley	
822	West Hagley - Wolverley School via Blakedown, Stourbridge Road	
877	Land Oak - Offmore First School - Comberton Middle School	

How Have the Proposals been Calculated

Worcestershire County Council is keen to approach this challenge in a fair and equitable way. As such, six Performance Indicators have been used to measure the value or benefit of all bus services in relation to the cost of their provision. These indicators have been used to assess the value of each service and enable prioritisation of the most valuable services first.

Each service was then scored against the six Performance Indicators as a means of assessing the cost of providing the services against the benefits of the scheme (passengers carried and areas served). These are:

Cost Per Passenger

Passengers per Journey

Index of Multiple Deprivation

Car Ownership Index

Primary Journey Purpose

Access to Other Services

It may be that some indicators are considered more important, in which case, these can be afforded a greater weight. The six Performance Indicators can then be added together to make a complete score, which recognises the value of the service against other services.

The Performance Indicators are shown in greater detail below.

Cost Per Passenger

This is a measure of the actual 'net' cost for providing a contracted service. The net cost is calculated as the amount paid to the operator, less any deductions for fares paid (either full fare or concessionary pass revenue).

The patronage is measured in terms of the actual numbers of passengers carried on the specified contracted journeys. The total net cost of the service to WCC is then divided by the number of passengers carried. This is

a good measure as it actually shows how much the service costs to provide for each passenger journey made. Therefore, it has been proposed to be the most important category.

No account is taken here of whether the passengers are "relevant". By this we mean having access to an alternative passenger transport service. This is considered as a separate Performance Indicator: "Access to other Services Index".

Passengers per Journey

This is a direct measure of the actual number of passengers carried (on average) over all the journeys forming part of the contract. This information is supplied by the contracted operator on a monthly basis.

Although the patronage of each journey is clearly useful in determining the value of any particular contract, this needs to be measured against the type and cost of that journey. Those journeys which are longer and so more expensive will require more passengers to justify the cost of funding them.

Index of Multiple Deprivation

This Performance Indicator is derived from published government data released by the Department for Communities and Local Government in 2007. It allows a comparison of the relative deprivation of different areas in terms of their geographical access to services and facilities (such as Health, Employment, Leisure, Education, Retail and Transport Interchanges) and a direct measure of poverty (through data on benefit receipts). These datasets are ranked to provide an indexed score.

The Index is made up of seven distinct dimensions of deprivation, including: household income, employment; health and disability; education, skills and training; barriers to housing and services; living environment and crime.

The need to fund passenger transport in more deprived areas is generally recognised as socially necessary to ensure a fair and equitable society. This category has therefore been given a high ranking and is based on the primary area served by the bus

Car Ownership Index

The provision of a funded local bus service should be given a higher priority in residential areas of low car ownership as it is less likely that a car will be available for any particular journey. Indeed, low car ownership can indicate areas where there are lower income levels and / or high concentrations of the very young and very old who are more dependent on passenger transport. However, even in an area with high car ownership it is likely that certain categories of residents, such as elderly or young people, will be less likely to have exclusive or first use of their own private transport.

The data source is the Office for National Statistics 2001 Census and is based on the primary area served by the bus.

Primary Journey Purpose

On local bus services, invariably passengers travel to reach a destination or access an activity. These journey purposes range from regular essential journeys such as for work or education, through less frequent trips for essential shopping or to visit health facilities to journeys for non-essential shopping and leisure (including tourism) purposes.

It is generally agreed that the journeys for the more essential activities should be considered more important and therefore provided more frequently or with a wider choice of destination.

Each contract is categorised according to the majority use made of the journeys provided as a result of the contract. This is based on the time and route of the service operated, backed up by passenger surveys.

It is recognised that many bus services are used for a variety of purposes. Indeed, most individuals would suggest that their journeys were important, otherwise they would not take the time, trouble and expense to make them. However, a line must be drawn, so a distinction has been made between essential trips (to access health, employment, shopping or education services) and non-essential trips (to leisure activities).

Access to Other Services

Certain passengers using funded bus services may have an alternative bus service available. This may take the form of another bus service running over part of the route or at certain times, or by walking a little further to access another route. Determining how reasonable these alternatives are will depend upon how time critical the journey is, for example to work or school, and the mobility needs of prospective passengers.

It should be noted that if all residents served by a route could reasonably be said to have alternative services then the need to fund the route would not exist. Therefore, the score given to a contract under this category is one of the most important in determining the value of a contract.

Scoring

A score is given for each of these categories based on, for example, the cost per passenger or number of passengers carried. In the case of the journey purpose, if the service is mainly for work purposes or essential shopping then a higher score is given than for non-essential shopping or leisure activities.

The scores for each category are also weighted to give greater importance to the cost per passenger category, followed by deprivation and availability of other services.

The weighted scores for each contract are added together to produce the overall Performance Indicator. This figure can then be used to rank contracts objectively to determine those which are of most value to Worcestershire's residents taking into account patronage, cost and a measure of importance to the passengers.

This is clearly an objective and effective way of making reductions in expenditure, as the contracts which score worst (and therefore most likely to be terminated) are, by definition, the least well used, least needed and most expensive per passenger to provide.

The Review Process

The Performance Indicators have enabled us to rank all subsidised bus routes according to the criteria detailed above. The second stage of the review process is to pursue all available options to provide the services in a more efficient way. This may include :

- Amalgamating local bus services
- Amalgamating local bus services with education travel services to reduce vehicle requirements and therefore lower the cost of provision
- Removing individual journeys that are not well used
- Reducing the extent of a service (e.g. geographical coverage, hours of operation, days of operation)
- Procuring the service using the electronic tendering process, which has already proven to increase competitiveness amongst potential contractors.

Bus Service Review Questionnaire

We have closely considered the implications of the proposals, but as we move forward with the review of our the bus service we are interested in your views on the specific proposals and what you think the impact will be for you, your family or organisation.

Worcestershire County Council has a commitment to protecting personal information and all your answers will be treated in accordance with the Data Protection Act.

Q1 If you would like to make any comments on the proposed Bus Service withdrawals please do so in the boxes below:

Service Numbers: _____

Comments: _____

Q2 Why do you, or people that you represent, use the bus services proposed for withdrawal?

Please tick **ALL** that apply

To travel to work	<input type="checkbox"/>	If other please specify _____
To travel to school/college	<input type="checkbox"/>	_____
To travel to the supermarket/food shopping	<input type="checkbox"/>	_____
To travel to high street shops	<input type="checkbox"/>	_____
To access health care services	<input type="checkbox"/>	_____
To access leisure facilities	<input type="checkbox"/>	_____
To visit family and/or friends	<input type="checkbox"/>	_____
Other	<input type="checkbox"/>	_____

Q3 How would the proposed service reductions affect your travel plans?

Please tick **ALL** that apply

Would not make the journey	<input type="checkbox"/>	If other please specify _____
Would use an alternative bus route	<input type="checkbox"/>	_____
Would travel by private car	<input type="checkbox"/>	_____
Would walk/cycle	<input type="checkbox"/>	_____
Other	<input type="checkbox"/>	_____

Q4 Please tell us how important you consider each of the following Performance Indicators are when measuring the value of a bus service?

Please tick **ONE** for each Performance Indicator

	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant	Don't know
Actual Cost per passenger carried	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Average number of passengers on each journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deprivation Index for the areas served by the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car ownership levels in the areas served	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary journey purpose of bus users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of alternative services for the journeys being made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 To what extent do you agree or disagree that ranking subsidised bus services by a combined performance indicator is the best way to make decisions on how to allocate resources?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

Q6 Do you believe that the Performance Indicators should be amended perhaps to give certain categories greater weighting? If so, how?:

Q7 Please use the box below for any comments or additional information about passenger transport services that you would like us to consider?

Q8 Are you..?

- Bus passenger
- Key Stakeholder (e.g. Bus Operator)
- Elected representative
- Other

Q9 Please enter your postcode

This information will not be shared with any other party and will be used for internal purposes only.

Please return this form to:

The Transport Policy and Strategy Team
 Worcestershire County Council
 FREEPOST SWC 1253
 HI County Hall
 WORCESTER
 WR5 2NP

Please send the completed questionnaire back to the above address before the 1st April 2011.

If you would prefer, you can complete the survey online at:

www.worcestershire.gov.uk/public&schoolbusservicereview

<p>Consultation closes 1st April 2011</p>

We will continue to:

- Support local bus services but obviously at a lower level.
- Where passenger transport routes are being withdrawn, we will endeavour to explore every avenue in order to provide alternatives, including flexible transport solutions. We are also in discussions with Community Transport providers in order to assess where they can assist.
- Remind, advise and promote sustainable transport options including cycling, walking, car sharing as a potential alternative to a withdrawn bus service
- Seek to obtain alternative funding to support passenger transport services in the county, including improvements such as new bus stops, stations, signals etc. which will improve the efficiency of operations and reduce call for public subsidy
- Monitor the performance of passenger transport services

How do I tell you my views?

If you are a passenger or represent anyone who might be affected by the review of bus services, you are invited to complete the attached questionnaire.

Further Information

You can look at the proposals online at www.worcestershire.gov.uk/public&schoolbusservicereview

This document can be downloaded and the questionnaire can also be filled out on-line.

If you require any further information, then please contact the Worcestershire Hub on 01905 765765.

What happens next?

All the consultation responses will be assessed and the findings included in a report for Worcestershire County Councillors to consider. The information will then be used to make an informed decision on the Performance Indicators and the impact they have on any service changes.

Thank you for taking the time to respond to this consultation. Your response will be considered in full. We will not be responding directly to your feedback, but we will be producing a summary at the end of the process. This will be available on our website from May 2011.

Please note that the majority of bus services will not change or be withdrawn until September 2011.



Overview and Scrutiny

No Direct Ward Relevance

Committee

23rd March 2011

WORK PROGRAMME

(Report of the Chief Executive)

Date of Meeting	Subject Matter	Officer(s) Responsible for report
ALL MEETINGS	REGULAR ITEMS	(CHIEF EXECUTIVE)
	Minutes of previous meeting Consideration of the Forward Plan Consideration of Executive Committee key decisions Call-ins (if any) Pre-scrutiny (if any) Consideration of Overview and Scrutiny Actions List Referrals from Council or Executive Committee, etc. (if any) Task & Finish Groups - feedback Committee Work Programme	Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive
	REGULAR ITEMS Quarterly Performance Report Quarterly Budget Monitoring Report Annual Update on the Implementation of the Civil Parking Enforcement Scheme	Chief Executive Chief Executive Relevant Lead Heads of Service

Overview and Scrutiny

Committee

23rd March 2011

	<p>REGULAR ITEMS</p> <p>Update on fly tipping and progress with the Worth It campaign</p> <p>Update on the work of the Crime and Disorder Scrutiny Panel.</p>	<p>Relevant Lead Heads of Service</p> <p>Relevant Lead Heads of Service</p>
	<p>REGULAR ITEMS</p> <p>Oral updates on the progress of:</p> <ol style="list-style-type: none"> 1. Gritting Short Sharp Review; and 2. Work Experience Task and Finish Review. 	
OTHER ITEMS - DATE FIXED		
23rd March 2011	Written Performance Report for the services within the Community Safety and Regulatory Services Portfolio	Relevant Lead Head(s) of Service
23rd March 2011	Portfolio Holder Annual Report – Leisure and Tourism	Relevant Lead Councillor
23rd March 2011	Children and Young Peoples Plan – Pre-Scrutiny	Relevant Lead Head of Service
23rd March 2011	Bus Service Consultation	Relevant Lead Head of Service

Overview and Scrutiny

Committee

23rd March 2011

23rd March 2011	Feedback from Joint Worcestershire Scrutiny Chairs Network Meeting	Relevant Lead Head of Service
23rd March 2011	Disabled Facilities Grants and the Lifetime Grant – scrutiny of the Countywide Scheme	Relevant Lead Head of Service
13th April 2011	Youth Employment at Redditch Borough Council – Update Report	Relevant Lead Head of Service
13th April 2011	Redditch Council Plan 2011-14 – Pre-Scrutiny	Relevant Lead Head of Service
13th April 2011	Private Sector Home Support Service – Post Scrutiny	Relevant Lead Head of Service
13th April 2011	Portfolio Holder Annual Report – Community Safety and Regulatory Services	
13th April 2011	Update on fly tipping and progress with the Worth It campaign	Relevant Lead Head of Service
13th April 2011	Council Flat Communal Cleaning Task and Finish Group – Update on Implementation of Recommendations Stage Two.	Relevant Lead Head of Service
24th May 2011	Third Sector Task and Finish Group – Stage Two Update on Responses to the Group's Recommendations	Relevant Lead Head of Service
24th May 2011	Staff Volunteering Policy – Update	Relevant Lead Head of Service

Overview and Scrutiny

Committee

23rd March 2011

24th May 2011	Work Experience Task and Finish Review – Final Report	Relevant Lead Councillor
OTHER ITEMS – DATE NOT FIXED		
	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service
	Town Centre Landscape Improvements (including Church Green Improvements)	Relevant Lead Head of Service
	Worcestershire Supporting People Strategy	Relevant Lead Head of Service