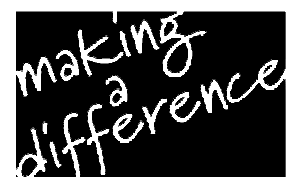


Overview and Scrutiny Committee

Tuesday, 5th July,
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
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e.mail: jess.bayley@bromsgroveandredditch.gov.uk /
michael.craggs@bromsgroveandredditch.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

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

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

Further Information

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

Fire/ Emergency instructions

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

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

Do Not stop to collect personal belongings.

Do Not use lifts.

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

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

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

OR

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

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

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



Overview and Scrutiny Committee

Tuesday, 5th July, 2011

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: P Mould (Chair) Bill Hartnett
 Mark Shurmer (Vice-Chair) Gay Hopkins
 Peter Anderson Luke Stephens
 Andrew Brazier Brenda Quinney
 Andrew Fry Simon Chalk
 And one vacancy at the date of publication.

<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 - 8)</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 9 - 12)</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. Consideration of Executive Committee minutes 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>(Executive Committee minutes to follow).</p> <p>(No Specific Ward Relevance);</p>

Overview and Scrutiny

Committee

Tuesday, 5th July, 2011

<p>6. Task & Finish Reviews - Draft Scoping Documents (Pages 13 - 14) Councillor Michael Chalk</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <p>The following reviews have been proposed for the Committee's consideration:</p> <ul style="list-style-type: none">a) Phone Masts Short, Sharp Review – Councillor M Chalkb) Promoting Sporting Participation Task and Finish Group – Councillor L Stephensc) Youth Service Provision Task and Finish Group – Councillor S Chalk <p>(Reports attached and available separately)</p> <p>(No Specific Ward Relevance);</p>
<p>7. Health Overview and Scrutiny Committee Update Councillor Brenda Quinney</p>	<p>To receive an update on any work undertaken by the Council's representative on the Health Overview and Scrutiny Committee.</p> <p>(Verbal report).</p> <p>(No Specific Ward Relevance);</p>
<p>8. Alcohol Related Admissions Rates - Crime and Disorder Scrutiny Panel Update (Pages 15 - 28) Councillor Bill Hartnett</p>	<p>To consider further information about alcohol related admissions rates amongst young people to hospitals, a subject initially raised through the Council's crime and disorder scrutiny process, and to determine what further action, if any, is required.</p> <p>(Report attached and Appendix 1 available separately).</p> <p>All Wards;</p>
<p>9. Quarterly Performance Monitoring - Quarter 4 - January to March 2011 (Pages 29 - 46) H Bennett - Director of Policy, Performance and Partnerships</p>	<p>To consider the quarterly performance report showing indicators which have improved, declined or remained static when compared to the same period in the previous financial year.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance);</p>

Overview and Scrutiny

Committee

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<p>10. Alexandra Hospital Meeting - Feedback Councillor Bill Hartnett</p>	<p>To receive a verbal update on the outcomes of a meeting with representatives from the Alexandra Hospital, which occurred following a Motion of Notice to Council in June 2011 on the subject of the Care Quality Commission's report on the Worcestershire Acute Health Trust.</p> <p>(Verbal report)</p> <p>All Wards;</p>
<p>11. Meeting of the Chair of the Committee with the Leader of the Council - Feedback Councillor Phil Mould</p>	<p>To consider a verbal report regarding the first meeting of the Chair of the Overview and Scrutiny Committee with the Leader of the Council in 2011/12.</p> <p>(Verbal report).</p> <p>(No Specific Ward Relevance);</p>
<p>12. Regional Scrutiny Training - Feedback (Pages 47 - 64) Councillor Phil Mould</p>	<p>To consider the content of presentations delivered by Ed Hammond, from the Centre for Public Scrutiny, and John Cade, from the University of Birmingham, during the course of the regional scrutiny training event and to receive a verbal update on the outcomes of the event that took place at Birmingham University on 16th June 2011.</p> <p>(Reports attached and verbal report to follow)</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 65 - 70)</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>(No Specific Ward Relevance);</p>

Overview and Scrutiny

Committee

Tuesday, 5th July, 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

Tuesday, 14th June, 2011

MINUTES

Present:

Councillor Phil Mould (Chair), Councillor Mark Shurmer (Vice-Chair) and Councillors Peter Anderson, Andrew Brazier, Simon Chalk, Andrew Fry, Bill Hartnett, Gay Hopkins and Luke Stephens

Also Present:

Councillor Robin King and Michael Collins

Officers:

W Beard, H Bennett and L Tompkin

Committee Services Officer:

J Bayley and M Craggs

16. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received from Councillor Brenda Quinney.

17. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

18. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on 24th May 2011 be confirmed as a correct record and signed by the Chair.

19. ACTIONS LIST

Members considered the latest version of the Committee's Actions List.

.....
Chair

Overview and Scrutiny Committee

Tuesday, 14th June, 2011

A number of actions remained outstanding. The Committee was informed that the issue of presenting information about service performance to the public was to be discussed by the Budget Jury during its forthcoming meetings in July. Members were also informed that Council policy regarding Members' ICT facilities was now expected to be completed in July.

RESOLVED that

the Committee's Actions List be noted.

20. CONSIDERATION OF EXECUTIVE COMMITTEE MINUTES 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.

The Committee was informed that a meeting had been arranged in July between the Leader of Redditch Borough Council, Councillor Carole Gandy, with Worcestershire County Council's Cabinet Member with Responsibility for Highways and Transport, Councillor John Smith, at which it was expected that the final report of the Road Gritting Short Sharp Review would be discussed.

RESOLVED that

the minutes of the meeting of the Executive Committee held on 31st May 2011 be noted.

21. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents for consideration.

22. CRIME AND DISORDER SCRUTINY PANEL - UPDATE

The Chair of the Redditch Crime and Disorder Scrutiny Panel, Councillor Bill Hartnett, delivered an update on matters regarding alcohol related hospital admissions that had been addressed by the Panel. The Committee was asked to determine whether any action should be taken following the receipt of a responding letter from the Parliamentary Under-Secretary of State for Public Health, Anne Milton MP, to Councillor Bill Hartnett regarding hospital admissions procedures for intoxicated young people.

Overview and Scrutiny Committee

Tuesday, 14th June, 2011

The letter stated that the decision on whether to admit an intoxicated young person overnight is made on a case-by-case basis in Worcestershire. This was broadly consistent with the approach taken across the country.

Members expressed concern about the implications of excessive alcohol consumption for individual wellbeing and its wider affects on the local community. It was felt that alcohol was a prime cause of crime and disorder in society and that a softer stance was being taken in the UK to tackle excessive alcohol consumption compared to its European neighbours. However, it was suggested that UK governments were generally reluctant to impose stringent measures on excessive alcohol consumption due to the general popularity of the drug.

Following discussion, it was felt that further time should be given to consider an appropriate way forward.

RESOLVED that

the item be deferred to the next meeting of the Committee on 5th July 2011.

23. HEALTH OVERVIEW AND SCRUTINY COMMITTEE UPDATE

Members were advised that the next meeting of the Overview and Scrutiny Committee was to take place on 21st June 2011.

24. EXTERNAL REFURBISHMENT OF HOUSING STOCK - ACTION UPDATE REPORT

The Committee received a report containing an update on a number of additional actions requested by the Executive Committee in January 2011 in relation to the work of the External Refurbishment of Housing Stock Short, Sharp Review that was completed in December 2010. Officers provided an update on each of the three recommendations.

Regarding recommendation 2, Members were informed that the lintels on a block of 12 garages in Rushock Close had been painted as part of a trial. Photographic evidence was provided to illustrate the improvement to the appearance of the garages. However, no budget was currently in place for extending this work to the remaining garages on both Rushock Close and Ombersley Close.

There was general support amongst committee members for the inclusion of the works for painting garage lintels in the capital

Overview and Scrutiny Committee

Tuesday, 14th June, 2011

programme. However, Members concurred that it was important to establish at what stage in the 30 year capital programme these works would be undertaken. Indeed, preference was expressed for this work to be completed in the first few years of the programme.

In relation to recommendation 4, Officers undertook a review on the maintenance of small strips of land located close to private properties and public spaces in Woodrow. Officers felt that the majority of strips of land in the area were already being effectively maintained by Council Officers.

Regarding recommendation 10, Members were informed that a consultation with Council tenants and owner occupiers to find out whether they would support repainting of the pebbledash properties on Ombersley Close and Rushock Close had been added to the Housing Services' consultation plan that was to commence in March 2012.

Figures tabled during the meeting indicated that the works requested by the group, to redecorate the pebbledash facades of Ombersley Close and Rushock Close, could be delivered at a cost of £218,443.00. These works could apply to a total of 85 properties located in these closes including 35 council properties and 49 owner occupied properties. However, there was currently no budget available for repairing and repainting the rough case on all applicable properties if this was to be requested by residents.

The Committee noted the considerable financial costs involved in undertaking the suggested works. Members commented, though, that the mood and atmosphere of the areas concerned would be lifted if the appearance of the properties was enhanced. It was also understood that many residents were in favour of any improvement work taking place. Therefore, Members suggested that further work should be undertaken to identify improvement works that could be completed at a lower financial cost to the Council on the properties.

RESOLVED that:

Members agreed to defer further consideration of the report and requested that the following actions be taken prior to reconsideration:

- 1) Members of the Greenlands ward be personally consulted over Officers' proposals;**

Overview and Scrutiny Committee

Tuesday, 14th June, 2011

- 2) **Officers provide an estimate of the time during the Capital Programme when the lintels located on garages could be decorated; and**
- 3) **Officers to investigate alternative and less expensive methods for decorating the pebbledash facades of the houses located on Ombersley Close and Rushock Close.**

25. SCRUTINY TOPICS - BRAINSTORM

The Committee undertook a brainstorming session to identify suitable subjects for scrutiny in 2011/12. The following topics were proposed:

a) Provision of Youth Services

Members proposed that a Task and Finish Review be undertaken into the provision of youth services for young people in Redditch. It was felt that action should be taken to mitigate the affects of potential funding cuts at Worcestershire County Council to youth services. The Committee agreed that no scoping document should be submitted for the consideration of members on this subject until a meeting had taken place to discuss youth issues with the Worcestershire County Council Cabinet Member with responsibility for Children and Young People's Social Care, Councillor Elizabeth Eyre, later in the summer. The committee agreed that if launched, the review would be led by Councillor Simon Chalk.

b) Young People in Sport

On a similar theme, it was suggested that a review be undertaken into opportunities for young people to participate in sporting activities in Redditch. It was felt that this topic was particularly timely given the forthcoming 2012 Olympics in London. It was agreed that this subject would be suitable for a Short, Sharp Review. Members agreed that, if launched, the review would be led by Councillor Luke Stephens.

c) Energy Consumption

The Committee discussed a proposal to review energy consumption and ways to encourage greater energy efficiency. Councillor Anderson, who proposed the review, requested time to undertake independent research before submitting a scoping document on the subject.

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d) Improving recycling

It was also proposed that a Short, Sharp Review be undertaken into identifying ways to improve recycling rates in Redditch. Relevant officers were praised for the work that was already undertaken to encourage recycling. However, the Committee agreed that further progress could be made to increase recycling rates across the Borough and that this review would correspond with a number of the Council's priorities. Members concurred that if launched, the review would be led by Councillor Gay Hopkins.

e) Equalities and Diversity

The Committee also discussed a proposed equalities and diversity review, focusing on staff employed at the Council. It was agreed that this review would encompass consideration of age, ethnicity, gender and disabilities in relation to recruitment and career progression within the organisation.

However, the Committee recognised that due to the ongoing Shared Services Programme both the Council's Human Resources and the Unions might not have the capacity to support the review at this stage. Therefore it was agreed that the proposal would be reconsidered later in the municipal year.

f) Members' IT provision

The Committee discussed the possibility of reviewing IT provision to Members, though discounted the topic as a suitable subject for scrutiny. However, Members expressed concerns about the removal of the courier service for the delivery of Members' post. The Committee suggested that improvements first needed to be made to Members' IT support to ensure that Council papers could be accessed effectively by members in an electronic format. Members also questioned the environmental impact that would result from the withdrawal of the courier and the requirement for Councillors to collect their papers from the Town Hall.

RESOLVED that:

relevant Members and Officers meet to develop scoping documents for the proposed reviews for consideration at forthcoming meetings of the Overview and Scrutiny Committee.

Overview and Scrutiny Committee

Tuesday, 14th June, 2011

26. REFERRALS

There were no referrals.

27. WORK PROGRAMME

Members were informed that the Quarterly Budget Monitoring Report for January to March 2011 would now be received at the Committee meeting of 26th July 2011.

RESOLVED that

the Committee's Work Programme be noted.

The Meeting commenced at 7.00 pm
and closed at 8.50 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 next following Joint Chairs and Vice Scrutiny Network Meeting.	TO BE DONE (next Joint Chair and Vice Chairs meeting postponed until June/July) Lead Officers, Overview and Scrutiny Support Officers.
2nd March 2011 2	Members requested that the Joint Worcestershire Scrutiny Framework be considered at the following meeting of the Joint Worcestershire Chairs and Vice Chairs Network	TO BE DONE (next Joint Chair and Vice Chairs meeting postponed until June/July) Lead Officers, Overview and Scrutiny Support Officers.
13th April 2011 3	Officers to discuss the subject of presenting information about service performance to the public with members of the Budget Jury.	TO BE DONE (Budget Jury members to be consulted during a forthcoming meeting in July). Lead Officer, Director of Policy, Performance and Partnerships.
13th April 2011 4	Members requested that performance in relation to savings made through landfill charges should be incorporated into the quarterly reports. It was noted that the Council would need to liaise with Worcestershire County Council in order to obtain this information.	TO BE DONE Officers are investigating the potential to incorporate this item into the quarterly performance reports for 2011/12. Lead Officer, Director of Policy Performance and Partnerships.

<p>24th May 2011</p> <p style="text-align: center;">5</p>	<p>Members noted that the Members' ICT Facilities – Policy had been considered at the previous meeting of the Executive Committee on 12th April. They requested that all members be consulted regarding the policy and their ICT needs prior to the Council meeting on 6th June when a decision about the policy will be made.</p>	<p>Officers are in the process of consulting with all councillors and anticipate that this action will have been completed by July</p> <p>TO BE DONE</p>
<p>14th June 2011</p> <p style="text-align: center;">6</p>	<p>Members expressed concerns about the levels of alcohol related submissions of young people in Redditch. They agreed that further action was probably required to address this issue.</p>	<p>Officers to amend the work programme to ensure that the item is reconsidered at the following meeting of the Committee.</p> <p>DONE</p>
<p>14th June 2011</p> <p style="text-align: center;">7</p>	<p>Members discussed the Capital Programme for the next 30 years and questioned whether the insulation requirements of properties located on Rushock Close would be addressed as part of this process.</p>	<p>Officers to investigate whether the insulation requirements of properties located on Rushock Close will be incorporated into the Capital Programme.</p> <p>TO BE DONE</p>
<p>14th June 2011</p> <p style="text-align: center;">8</p>	<p>Members requested that following actions be taken prior to reconsideration:</p> <ol style="list-style-type: none"> 1) Members of the Greenlands ward be personally consulted over Officers' proposals; 2) Officers provide an estimate of the time during the Capital Programme when the lintels located on garages could be decorated; and 3) Officers to investigate alternative and less expensive methods for decorating the pebbledash facades of the houses located on Ombersley Close and Rushock Close. 	<p>Officers to ensure that these actions are addressed in an update report. TO BE DONE.</p> <p>Officers to reschedule consideration of this subject for a later date. The Committee's Work Programme has been altered accordingly. DONE.</p>

<p>14th June 2011</p> <p>9</p>	<p>Members proposed a number of possible reviews for scrutiny. These included:</p> <ol style="list-style-type: none"> 1) Youth Service Provision in Redditch 2) Sports Participation Opportunities for Young People 3) Improving rates of recycling in Redditch 4) Energy consumption and ways to encourage greater energy efficiency 5) RBC recruitment and retention policy in terms of promoting equality and diversity 	<p>Relevant Members and Officers to meet to develop scrutiny proposal documents for the consideration of the Committee.</p> <p>The committee's Work Programme has been amended accordingly to ensure that a scoping document for each proposed review will be considered in due course. DONE.</p>
<p>14th June 2011</p> <p>10</p>	<p>Members expressed concerns about the removal of the courier service for Members' post. The Committee suggested that improvements first needed to be made to Members' IT support.</p>	<p>Officers to consider Members' comments and concerns in further detail.</p> <p>TO BE DONE</p>
<p>14th June 2011</p> <p>11</p>	<p>The Committee questioned whether the maximum number of Councillors appointed to a Task and Finish Group could be increased without requesting changes to the constitution.</p>	<p>Officers to investigate and report back to members accordingly.</p> <p>DONE.</p>
<p>14th June 2011</p> <p>12</p>	<p>The Committee noted that the leaders of the political parties were due to meet with representatives of the Alexandra Hospital in June to discuss concerns about the hospital. It was proposed that the Committee receive feedback from the meeting at the next meeting.</p>	<p>Officers to amend work programme accordingly.</p> <p>DONE</p>

Overview & Scrutiny Committee

5th July 2011

Scrutiny Scoping Check List

When scoping a review, the Committee will need to consider the following questions:

1. Is there a clear objective for scrutinising this topic?
2. Are you likely to achieve a desired outcome?
3. What resources are available and what timetable do you need to comply with?
4. What are the potential risks?
5. Is this issue strategic and significant?
6. Is the scrutiny activity timely?
7. To what extent is this matter important for local people? For stakeholders? For the Electorate?
8. Does this issue correspond with the council's corporate priorities?
9. How long is it since this issue was last the subject of a review?
10. Is there evidence of real, perceived or imminent failure to a service or policy in this area?
11. What are likely to be the benefits to the council and its customers of this review?
12. What do other members think about this issue?
13. Is there media interest in the issue?

Criteria to reject Items for Scrutiny

Items which have been suggested for review can be rejected if:

1. the issue was dealt with less than two years ago;
2. the issue is already being examined elsewhere in the council (e.g. by full council);
3. new legislation relevant to this issue is expected within the year;
4. there is no scope for scrutiny to add value, or to make any real difference to the service; or
5. policy that is being reviewed; and the objective(s) of the review are unlikely to be achieved in the specified timescale.

OVERVIEW AND SCRUTINY COMMITTEE

5th July 2011

Alcohol Related Admissions Rates – Guidance Report

Relevant Portfolio Holder	Portfolio Holder for Housing, Local Environment and Health, Councillor Brandon Clayton
Portfolio Holder Consulted	No.
Relevant Head of Service	Head of Community Services, Angie Heighway
Wards Affected	All Wards
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report is intended to provide brief guidance in relation to scrutiny of alcohol admission rates to hospital amongst young people. The guidance should enable Members to determine an appropriate further course of action for consideration of this subject.

2. RECOMMENDATIONS

The Committee is asked to identify what further action, if any, is considered appropriate for consideration of the subject of alcohol related admission rates to hospital among young people and

to RESOLVE that:

the report be noted.

3. KEY ISSUES

Background

- 3.1 The Police and Justice Act 2006 (sections 19 and 20) introduced a requirement for every local authority in England and Wales to have a scrutiny committee designated with responsibility for scrutinising the work of the local Crime and Disorder Reduction Partnership (CDRP). In Redditch this scrutiny function is allocated to the Council's Crime and Disorder Scrutiny Panel, which is a permanent sub-committee of the Council's Overview and Scrutiny Committee.
- 3.2 In July 2010 the panel identified the issue of alcohol related admissions to hospital amongst young people as an important issue for the Redditch CDRP, the Redditch Community Safety Partnership, to address. A presentation on the subject, *Crime and Disorder Scrutiny Panel: Alcohol Related Hospital Admissions*, was delivered for the

OVERVIEW AND SCRUTINY COMMITTEE

5th July 2011

consideration of the panel on 20th January 2011 by the Programme Lead for Alcohol from the Worcestershire Drug and Alcohol Action Team (DAAT).

- 3.3 Shortly after this meeting, in February 2011, the Chair of the panel, Councillor Hartnett, reported before the Overview and Scrutiny on the recent work of the panel. The Alexandra Hospital's policy of admitting intoxicated under age users of alcohol was discussed and Members questioned whether this policy was consistent with the policies of other hospitals. Concerns were also raised that the policy might have created a misconception of the town's drinking culture when compared to that of other areas. Consequently, it was agreed that a letter should be dispatched to both Worcestershire County Council and the relevant Government Minister to clarify the alcohol related admissions practices at hospitals outside Redditch.
- 3.4 Responses were subsequently received from the Worcestershire DAAT and from Anne Milton, Parliamentary Under-Secretary of State for Public Health on this subject. These letters confirmed local policies and current national guidance for alcohol related admissions to hospitals.
- 3.5 The Overview and Scrutiny Committee, at a meeting on 14th June 2011, concluded that the subject of alcohol related admissions was suitable for further scrutiny. However, no decisions were reached about the specific focus of this review work or the appropriate body to perform the task. At the request of Members the subject has therefore been submitted for further consideration.

Issues to consider

- 3.6 Any further review of alcohol related admissions rates would need to be referred to the appropriate review body. Separate areas of legislation outline overview and scrutiny powers in local government, including the appropriate location for specific issues to be discussed. These legislative requirements should be noted when considering the appropriate focus and location for a further review of alcohol related admissions to hospital among young people.
- 3.7 Local authority crime and disorder scrutiny committees have been designated with a specific scrutiny role. The remit of this scrutiny committee is to "...scrutinise the work of the community safety Partnership and the partners who comprise it, insofar as their activities relate to the partnership itself". (Home Office, 2009, p 23). The powers do not extend to allowing crime and disorder scrutiny committee's to hold individual partner organisations to account for the independent work of those organisations.

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- 3.8 The Crime and Disorder Scrutiny Panel could, therefore, further consider the subject of alcohol related admissions to hospital. However, the review would need to have a focus specifically relating to activities of the Redditch Community Safety Partnership. Furthermore, Members should note that the Panel has previously received an overview of the subject from the relevant partner organisation represented on the local CDRP and would be duplicating work if they were to receive another overview.
- 3.9 This topic could also be considered as part of a health overview and scrutiny review. The Health and Social Care Act 2001 introduced health overview and scrutiny arrangements. In two-tier local authority areas health overview and scrutiny powers were allocated to the County Council. In addition, it is currently anticipated that the forthcoming Health and Social Care Bill will extend local authority's powers over health to encompass public health issues. (These powers will again be allocated to county councils in two-tier authority areas).
- 3.10 In Worcestershire there is a Health Overview and Scrutiny Committee which is co-ordinated by Worcestershire County Council. Each district Council, including Redditch Borough Council, appoints a local representative to the Committee to participate in health scrutiny activities. Worcestershire County Council does delegate health scrutiny powers to district councils in specific circumstances. Decisions as to whether to delegate health scrutiny reviews to district scrutiny committees are assessed on a case by case basis by Worcestershire County Council's Health Overview and Scrutiny Committee. Redditch has never assumed responsibility for a health scrutiny review.
- 3.11 Alcohol related admission rates to hospital have clear implications for public health. Members may conclude that the subject of alcohol related admission rates is a suitable topic for health overview and scrutiny. Again, specific terms of reference for the proposed review would be expected.
- 3.12 Overview and Scrutiny Committees may launch reviews of a variety of subjects considered to be impacting on the local community. This can include services which are not provided by the local authority. The Overview and Scrutiny Committee may therefore conclude that they should launch a Task and Finish review of the subject. However, a Task Group would lack the power to require relevant partner organisations to engage a policy review. Moreover, members of a new Task Group might lack the respective expertise of members of the Crime and Disorder Scrutiny Panel and Health Overview and Scrutiny Committee.

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- 3.13 Alternatively, based on the information provided within this report Members may conclude that sufficient action has already been taken to address this subject. During the course of Overview and Scrutiny meetings a variety of issues may be discussed. These items do not necessarily have to then form the subject of a detailed policy review, particularly if the objectives of such a review remain unclear. In these circumstances it would be legitimate to conclude that no further action is required.

Financial Implications

- 3.14 There are no financial implications.

Legal Implications

- 3.15 The Committee should take into account the legislative powers provided to scrutiny, as detailed above, when considering the appropriate location for further consideration of this issue.

Service/Operational Implications

- 3.16 This report has been produced to provide Members with useful guidance in relation to scrutiny of the particular subject matter.
- 3.17 There are a number of implications for community safety in relation to the crime and disorder scrutiny function. These are outlined in further detail above.
- 3.18 There are also clear implications for health inequalities. Again, these are outlined in the report above.

Customer / Equalities and Diversity Implications

- 3.19 There are no direct customer, equalities or diversity implications.

4. RISK MANAGEMENT

There are no risk management implications to this report.

5. APPENDICES

- | | |
|------------|--|
| Appendix 1 | Crime and Disorder Scrutiny Panel: Alcohol Related Hospital Admissions |
| Appendix 2 | Crime and Disorder Scrutiny Panel – Chair’s Update Report, February 2011 |

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Appendix 3	Crime and Disorder Scrutiny Panel - Relevant extract from the minutes of the meeting held on 20th January 2011
Appendix 4	Overview and Scrutiny Committee – Relevant extract from the minutes of the meeting held on 9th February 2011.

6. BACKGROUND PAPERS

Home Office, 'National Support Framework: Delivering Safer and Confident Communities' (2009).

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APPENDIX 2

Redditch Crime and Disorder Scrutiny Panel: Chair's report of Panel meeting held on Thursday 20th January 2011.

The Panel welcomed its new member Cllr Roger Hill to the meeting. Also present were Cllr Brenda Quinney as a substitute for Cllr Anita Clayton, and Cllr Simon Chalk.

The Panel was also joined by Mr Michael Collins as an independent member; and Angie Heighway, Head of the Community Safety Partnership. The local press were also in attendance.

Item 4: Alcohol Related Admissions to Hospital

The Panel welcomed Kate Ray, Worcestershire Drug and Alcohol Action Team (DAAT), to deliver a presentation on alcohol related hospital admissions in Redditch and how these compared to both the rest of the County and Country. The presentation was followed by a question and answer session.

The presentation was both enlightening and informative, some of the points which the Panel learnt were:- nationally the UK has some of the highest drinking levels in Europe resulting in the UK consumption doubling in the last 50 years it is estimated that 70% of the UK adult population drinking alcohol.

With that national context in mind, the presentation addressed the local scene. Members heard that Redditch has the worst record for alcohol related hospital admissions for under-18 year olds in the West Midlands and is ranked twentieth worst in the UK. The Panel was offered reasons for this, notably that the local hospital (the Alexandra) has a policy of admitting all intoxicated under-16 year olds onto a ward overnight and then releases the clients back to parents or carers the following morning.

Some of DAATs local priorities in tackling alcohol related crime and disorder included: providing support for perpetrators and victims in domestic abuse cases; tackling problems related to the night time economy; and assisting in the employment of detached youth workers who work with young people who are misusing alcohol.

Some of DAATs local success stories shared with the panel included: - the recruitment of 2 alcohol liaison nurses to work at the within the A & E units at Worcester and Redditch; the third straight successful year of the Alcohol Arrest Referral Programme which works closely with the police at the point of arrest with the aim of getting offenders referred to agencies to help the individuals with alcohol issues.

Some local statistics for Redditch:-

- Estimated 12,384 over 16 year olds are consuming alcohol at "risk" levels.

- Estimated 3,486 under 16 year olds are living with “problematic” drinkers.
- There were 924 alcohol related offences in 2009/2010.
- The number of alcohol related hospital admissions for 2009/2010 was 1642 which is a 105% increase from 2002/03.

During the question and answer session it was clear from the evidence that alcohol consumption is an issue in Redditch amongst most age groups. It was the opinion of the presenter that the message of safe responsible drinking had not been sufficiently communicated to the public, and suggested that a national campaign was required along a similar line to the effective national campaign concerning the health dangers connected with smoking.

During the debate it was commented that the new licensing laws had not produced the expected outcomes that were hoped for, that of reduced alcohol consumption and sensible drinking and the café culture. It was felt that a return to the previous system of limited licensing hours and powers returned to magistrate’s courts may improve matters.

The Panel thanked Kate Ray for both her presentation and for answering its subsequent questions. It was proposed that the Panel invite a representative from DAAT for a follow up presentation in approximately 12 months time. Members felt that the session was very helpful on many levels, including: learning of the current situation both nationally and locally; the developments and programs of DAAT; their campaigns and strategies deployed and the general airing the subject matter in wider public arena.

Item 5: Notes from the Community Safety Partnership meeting on 8th September 2010

The Panel then considered and discussed the notes of the Community Safety Partnership meeting of 8th September 2010 as part of its role in monitoring the work of the Partnership.

Item 6: Questions to the Chair of Community Safety Partnership

Members also drew up a series of written questions that would be submitted to the Chair of the Community Safety Partnership prior to her attendance at the next meeting on Thursday 14th April 2011 at 6.30 pm.

Councillor W. Hartnett.
21st January 2011



Crime and Disorder Scrutiny Panel

Thursday, 20 January 2011

MINUTES

Present:

Councillor Bill Hartnett (Chair), and Councillors Simon Chalk, M Collins, Roger Hill and Brenda Quinney

Also Present:

Ms Kate Ray (Worcestershire Drug and Alcohol Action Team)
Mr Michael Collins (Vice Chair of the Standards Committee)

Officers:

A Heighway

Committee Services Officer:

J Bayley and M Craggs

APPENDIX 3

Relevant extract from the minutes of the Crime and Disorder Scrutiny Panel on 20th January 2011.

Minute 30

ALCOHOL RELATED ADMISSIONS TO HOSPITAL - PRESENTATION

The Panel welcomed Kate Ray, Programme Lead for Alcohol, Worcestershire Drug & Alcohol Action Team, to deliver a presentation on alcohol related hospital admissions.

The Panel was informed that the Drug & Alcohol Action Team (DAAT) was a partnership of agencies that worked closely with Worcestershire PCT to have a positive impact on drug and alcohol related harm by implementing actions from local and national

.....
Chair

Crime and Disorder Scrutiny Panel

strategies. The DAAT also formed part of the Community Safety Team.

The Panel was initially referred to the key national issues regarding alcohol consumption. In particular, the Panel heard that the UK has some of the highest drinking levels in Europe and that average consumption had almost doubled in the UK over the last fifty years.

In terms of alcohol consumption in relation to crime and disorder on a national level, the Panel was informed that around one third of all domestic violence incidents in the UK are linked to alcohol misuse (according to Department of Health figures, 2004); over 415,000 recorded crimes were linked to alcohol in 2009/10; the number of people admitted to hospital over the five years up to 2008/09 due to alcohol abuse had increase by around 65%; and that chronic liver disease was now affecting men at a much younger age.

The Panel were also informed of the key issues within Redditch and Worcestershire. Alcohol consumption in Redditch exceeded the average across the county and also nationally. However, whereas alcohol consumption had increased both across the county and, sharply, nationally since 2008/09, it had decreased within Redditch.

Alcohol related hospital admissions had more than doubled in Redditch between 2002/03 and 2009/10. In particular, the Panel heard that Redditch experiences significantly higher rates of alcohol related admissions for under-18 year olds and also females compared to that nationally. Furthermore, Redditch and Worcestershire was found to have some of the highest rates of alcohol related hospital admissions for under-18s in the West Midlands region. It was added, however, that the numbers involved were small (326 admissions between 2005/06 and 2007/08).

DAAT suggested that there were a number of factors that explained Redditch's high rate of under-18 alcohol related hospital admissions. These included: the close proximity of the Alexandra Hospital to areas where young people congregated; Redditch's strict admissions policy for young people that are intoxicated; the tendency of young people to call an ambulance rather than a parent when a friend/s are intoxicated; and also that the town is regarded by many residing parents as a sufficiently safe place for their teenage children to congregate without supervision.

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DAAT had introduced a range of interventions in the hospital setting as a consequence to tackle the alcohol abuse. These interventions included: introducing a service whereby skilled professionals offered tactful advice to clients about alcohol consumption; communicating appropriate messages to young people and parents regarding alcohol; and improving specialist treatment for high risk and dependent drinkers. DAAT was also committed to supporting the victims of alcohol related abuse.

The work of the DAAT in tackling alcohol abuse had resulted in a number of subsequent success stories. This included: the recruitment of an alcohol liaison nurse to work in A&E at Alexandra Hospital; the development of a new training programme for any frontline professional working with clients who misuse alcohol; and achieving a third successful year of the Alcohol Arrest Referral Programme.

DAAT was focused on helping to reintegrate serial perpetrators of alcohol abuse into society; integrating alcohol provision; responding effectively to changes to the Licensing Act; and helping people to more fully understand the dangers of excessive alcohol consumption.

It was requested that the Panel help DAAT in a number of ways, including: helping them to further develop links with local communities; meet the opportunities provided by the Big Society Project; inform other members of the key messages; and to identify Councillors to champion the work of the DAAT.

Following the presentation, the Panel responded with comments and posed a series of questions. The Panel was subsequently advised that DAAT welcomed Government placing a minimum price on alcoholic products and regarded it as a step in the right direction, however suggested it that more could be done to make society aware of the dangers involved with alcohol abuse. It was also reiterated that DAAT were starting to place greater attention on the recovery from alcohol abuse in addition to treatment.

Members were also advised that DAAT had been working with the Redditch Community Safety Team and the Police to identify venues that were too often admitting intoxicated members of the public.

Crime and Disorder Scrutiny Panel

Thursday, 20 January 2011

A suggestion was raised by a professional expert that the licensing expert that the 24 hour licensing law had exacerbated the problems around alcohol abuse. DAAT sympathised with this view.

The Chair thanked Kate Ray on behalf of the Panel on a very helpful presentation and proposed that a member of the DAAT would be invited back to the Panel in approximately twelve months time to deliver an update presentation. The Chair also commented that it was important that the issue of alcohol abuse should continue to be raised in the public domain.



Overview and Scrutiny Committee

Wednesday, 9th February, 2011

MINUTES

Present:

Councillor Diane Thomas (Chair), Councillor Anita Clayton (Vice-Chair) and Councillors Peter Anderson, Bill Hartnett, Robin King, Brenda Quinney, Mark Shurmer and Graham Vickery

Also Present:

Andrew Brazier and Carole Gandy

Officers:

M Bough, E Hopkins, J Pickering and H Bennett

Committee Services Officer:

J Bayley and M Craggs

APPENDIX 4

Relevant extract from the meeting of the Overview and Scrutiny Committee on 9th February 2011.

Minute 183

CRIME AND DISORDER SCRUTINY PANEL - CHAIR'S UPDATE

The Chair of Crime and Disorder Scrutiny Panel provided a summary of his written report which detailed the Panel's most recent meeting held on 20th January 2011.

The Chair referred the Committee to a formatting error within the report that misrepresented a comment regarding the effect of changes to the licensing law to mistakenly state that the new licensing laws *had* produced the expected outcomes expected that were hoped for, that of reduced alcohol consumption, sensible drinking and the café culture. Officers agreed to amend the report as necessary.

The Committee queried whether the Alexandra Hospital's policy of admitting intoxicated under age alcohol users was consistent with

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Chair

Overview and Scrutiny Committee

Wednesday, 9th February, 2011

the policies of other hospitals. Concerns had been raised that this policy might have created a misconception of the town's drinking culture when compared to that of other areas. The Chair of the Panel undertook to contact relevant authorities to ascertain whether the hospital's policy was rare or common practice. The Chair did suggest, however, that it was useful to have a clear picture of the town's drinking patterns in order to provide appropriate support for those in need.

RESOLVED that:

- 1) the Chair of the Crime and Disorder Scrutiny Panel write to both Worcestershire County Council and the relevant Government Minister to clarify the alcohol related admissions practices at hospitals outside Redditch; and**
- 2) the report be noted**

OVERVIEW AND SCRUTINY COMMITTEE

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CORPORATE PERFORMANCE REPORT QUARTER 4, PERIOD ENDING 31 MARCH 2011

Relevant Portfolio Holder	Cllr Michael Braley, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	Yes at Portfolio Holder Briefing
Relevant Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Wards Affected	All Wards
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report provides Members with an opportunity to review the Council's performance for quarter 4 of the 2010/11 financial year and to comment upon it.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that:

the update on key performance indicators for the period ending 31st March 2011 be considered and commented upon.

3. KEY ISSUES

Financial Implications

3.1 Poor financial performance will be detrimental to any Council assessment and overall performance. Specific financial indicators included in the 2010/11 set are listed below:

- a) NI 181 – time taken to process housing benefit / council tax benefit new claims and change events;
- b) BV 008 – percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms;
- c) BV 79b (i) – the amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments.

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Legal Implications

- 3.2 Under the Local Government and Public Involvement in Health Act 2007, a set of 198 new National Indicators was introduced to replace the previous Best Value Performance Indicators. These cover all public authorities, but are not all applicable to Redditch Borough Council. The Government have announced that the NI set is to be reduced and these changes will be reviewed as part of the production of the Council Plan 2011/12.

Service/Operational Implications

Basis of Quarterly Reporting

- 3.3 In moving the agenda forward, the Council looked to address the following:
- a) Retaining a tighter focus at a corporate level – with a clearly defined number of indicators reported and monitored;
 - b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments;
 - c) Continuing to monitor selected National Indicators and retained Best Value Performance Indicators (BVPI's) and local indicators at a Member level at least annually;
 - d) The development of links to how the Council is performing in its key delivery projects.

Corporate Performance Report

- 3.4 The corporate performance report compares the year to date outturn with the same period last year and shows those indicators which are included in the Council Plan and whether they have improved, declined and remained static in performance.
- 3.5 In total, data has been provided for 43 indicators for quarter 4. Of these, 21 have improved in performance and 19 have declined compared to the same period last year. In addition there are 3 indicators which have remained static, 1 of which is currently at optimum performance and as such no improvement is possible.
- 3.6 Of those indicators which have declined, there are only 3 which are specifically problematic and require further analysis (see section 3.5.6).

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- 3.7 This report shows that of the 43 indicators reported this quarter, 48.8% have improved when compared to the same period last year (April to March). By way of example:
- a) NI 181 – the time taken to process Housing Benefit / Council Tax Benefit new claims and change events has demonstrated a positive direction of travel as the length of time to process the claims has reduced by 2.05 days over the last 12 months, falling from 13.40 days to 11.35 days;
 - b) NI 016 – serious acquisitive crime rate has fallen by 5% (53 fewer offences) over the 12 months, April 2010 and March 2011 when compared to the same period last year;
 - c) NI 155 – the number of affordable homes delivered (gross) has exceeded its target by 36 units;
 - d) NI 195(a) – the levels of litter in the borough have also reduced when compared to the same period last year, down from 8% to 5%;
 - e) CS 002 – the number of British Survey Comparator crimes reported has fallen from 3,469 to 3,241, a reduction of 6% compared to the same period in 2009/10;
 - f) WM 016 – following publicity, there has been an increase of 2,331 people using the Dial-A-Ride service over the past 12 months;
 - g) BV 212 – when compared to the same period last year, the average length of time taken to re-let local authority housing has reduced from 22.92 days to 19.55 days.
- 3.8 The three indicators highlighted as showing particular concern are:
- a) BV 012 – the number of working days / shifts lost to the Local Authority due to sickness absence per full time equivalent staff member has increased from 9.02 days to 10.16 days when compared to the same period last year. An active sickness management process is in place and the Sickness Absence policy is under review by Human Resources;
 - b) BV 079b(i) – the amount of housing benefit overpayments recovered as a percentage of all housing benefit overpayments, when compared to the same period last year, has dropped from 75.99% to 67.15% missing the 80% target by 12.85 percentage points. The 2009/10 figure was inflated due to recovery of council tenants rent reduction in quarter 3 showing a fall in performance. However, when compared to the 2008/09 figure, which was not influenced by specific events, there has been an increase in the recovery rate rising from 65.24% to 67.15%.

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This would suggest the original target of 80% was too high and 70% would have been more realistic;

- c) NI 015 – there has been a steady rise in the volume of violent offences, showing there has been a 26% increase (equivalent to 20 additional offences) for 2010/11 compared to 2009/10. It is uncertain as to whether recording issues are clouding the true picture, and work is ongoing with the Crown Prosecution Service to clarify the situation.

- 3.9 The National Indicator (NI) set was introduced with effect from 1 April 2008 and became the only indicators that public authorities are required to report on to central Government. Figures collected for 2008/09 formed the baseline for future reporting. 27 national indicators were included in the Local Area Agreement (LAA) for Worcestershire of which 12 were district indicators. The LAA is now complete and has been abolished.
- 3.10 To maintain data quality, the Council uses an electronic data collection (EDC) spread sheet. This shows our current and historic performance against selected national indicators and local performance indicators.
- 3.11 The Council's current Council Plan makes a clear commitment to improve the way in which priority actions are planned and to improve the way in which performance is managed. Appendix 1 reports on the 2010/11 performance indicators contained within the Council Plan.
- 3.12 The performance indicator set includes BV 012 which reports on the number of working days / shifts lost to the local authority due to sickness absence per full time equivalent staff member. Quarter 4, 2010/11 shows an increase in the amount of time lost due to sickness absence compared to the same period last year (April – March).
- 3.13 The performance data contained in the attached report relates directly to all the Council's priorities and objectives.
- 3.14 There are a total of 4 performance indicators that relate to air quality and climate change within the list of National Indicators all of which are included in the corporate set. These indicators are all reported annually.
 - a) NI 185 – Percentage reduction in CO₂ from Local Authority operations;
 - b) NI 186 – Per capita reduction in CO₂ emissions in the local authority area;
 - c) NI 188 – Planning to adapt to climate change and;

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- d) NI 194 – Air quality – percentage reduction in NO_x and primary PM₁₀ emissions through local authority's estate and operations.

Performance management implications are detailed within this report at Appendix 1.

- 3.15 There are a number of performance indicators relating to community safety in the 2010/11 corporate indicator set.
- a) NI 15 – Serious violent crime rate;
 - b) NI 16 – Serious acquisitive crime rate;
 - c) NI 17 – Perceptions of anti-social behaviour and;
 - d) NI 21 – Dealing with local concerns about anti-social behaviour and crime issues by the local council and police;
 - e) NI 27 – Understanding of local concerns about anti-social behaviour and crime issues by the local council and police and;
 - f) NI 41 – Perceptions of drunk or rowdy behaviour as a problem;
 - g) CS 002 – Total British Crime Survey crimes.

Performance for these indicators can be seen in Appendix 1.

Customer / Equalities and Diversity Implications

- 3.16 Information contained in the attached appendix will be communicated to both internal and external customers via the intranet/Internet following approval at committee.
- 3.17 Additional customer service performance indicators have been added for 2010/11:
- a) WMO 011 – Percentage of calls resolved at first point of contact;
 - b) WMO 012 – Percentage of calls answered (switchboard and contact centre);
 - c) WMO 013 – Average speed of answer (seconds);
 - d) WMO 014 – Number of complaints received;
 - e) WMO 015 – Number of compliments received.

Performance for these indicators can be found in Appendix 1

- 3.18 Enhanced performance will assist to improve customer satisfaction.
- 3.19 There are two performance indicators included in the 2010/11 corporate set which relate to equality and diversity. These indicators are both performing well with the number of racial incidents recorded

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(BV 174) improving and the percentage of recorded incidents resulting in further action (BV 175) remaining at 100%.

4. RISK MANAGEMENT

Assessing the Council's performance forms part of the Council's approach to risk management.

5. APPENDICES

Appendix 1 - Quarter 4 Corporate Performance Report, period ending 31 March 2011

6. BACKGROUND PAPERS

The details to support the information provided within this report are held by the Policy Team and on the Electronic Data Collection (EDC) system.

AUTHOR OF REPORT

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Corporate Performance Report
Quarter 4, 2010/11 - Period Ending 31 March 2011

The following pages provide a report for all corporate performance indicators which are contained in the Council Plan, for which data was expected and provided in quarter 4 (January - March) and annual indicators for 2010/11; the information relates to a year to date comparison where data is available for both periods.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Policy, Performance & Partnerships (PPP)		Planning, Regeneration, Regulatory & Housing Svcs (PRRH)		Total	
Total number of corporate performance indicators providing comparative outturn data for quarter 4	5	%	30	%	3	%	5	%	43	%
Total number of indicators showing improvement compared to the same period last year 😊	1	20.0%	16	53.3%	1	33.3%	3	60.0%	21	48.8%
Total number of indicators showing a decline compared to the same period last year ☹️	4	80.0%	12	40.0%	1	33.3%	2	40.0%	19	44.2%
Total number of indicators showing no change compared to the same period last year 😐**	0	0.0%	2	6.7%	1	33%	0	0.0%	3	7.0%

**One of the indicators showing no change is currently at optimum performance and as such, no improvement is possible

Key Findings for Quarter 4

This report shows that of the 43 indicators reported this quarter, 48.8% have improved when compared to the same period last year. By way of example, it can be seen that the length of time taken to process housing benefit/council tax benefit new claims and change events (NI 181) has reduced from 13.40 days last year to 11.35 days, a reduction of 2.05 days; this is against a target of 12 days. Likewise, the levels of litter have reduced from 8% to 5%, a reduction of over 35%. Another indicator performing particularly well is the average time taken to re-let local authority housing which has reduced from 22.92 days to 19.55 days, beating the 24 day target by 4.45 days.

However, there are also indicators which are highlighted as areas for concern; the number of days/shifts lost due to sickness absence (BV 012) has increased from 9.02 days in 2009/10 to 10.16 days a decline in performance by 1.14 days. There is an active sickness procedure in place and the Sickness Absence policy is being reviewed. Similarly, the level of serious violent crime (NI 15) has risen from 0.98 (per 1,000 population) to 1.28, a total of 26% increase on the same period last year. It is uncertain as to whether recording issues are clouding the true picture, and work is ongoing with the Crown Prosecution Service to clarify the situation.

Additional Information

In quarter 1, 2010/11 a new column was added to this report showing the most recent benchmarking data where it is available. These benchmark figures have been collated by taking the best outturn from a list of our 'nearest neighbours'. The nearest neighbour list is put together by CIPFA (Chartered Institute of Public Finance & Accountancy) and contains a list of authorities which most closely match the characteristics of Redditch. The benchmark for BV 008 (percentage of invoices paid) and BV 012 (sickness absence) is no longer available nationally, therefore we have taken the best outturn for Worcestershire as a benchmark for these indicators.

Continued over

Corporate Performance Report
Quarter 4, 2010/11 - Period Ending 31 March 2011

The table below shows a key to terms and symbols used throughout this report.

Key to Terms and Symbols					
Improving performance compared to same period last year	☺	Positive Trend	+ve	Lower Super Output Area	LSOA
Worsening performance compared to same period last year	☹	Negative Trend	-ve	West Midlands	WM
No change in performance compared to same period last year	☺☹	Data is provisional	*	Dept of Energy and Climate Change	DECC
No data available for the period	#	To be confirmed	TBC	Redditch School Sports Partnership	RSSP
Not applicable for this indicator/period	NA	Place Survey	(PS)		

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	13.40	11.35	☺	12 days	5	17.70	13.40	Average for the year is 11 days.
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	75.99%	67.15%	☹	80.00%	NA	65.24%	75.99%	The figures since quarter 1 (2010/2011) have had to be re-done as a software fault meant previously identified overpayments were under-reported. Due to the fluidity of the figures, they will include changes caused by other transactions since original report e.g. awards of underlying entitlement. The comparison on the year to date 2009/10 (75.99%) and 2010/11 (67.15%) does not mean performance has deteriorated as last year's recovery was inflated due to recovery of council tenants rent reduction in quarter 3. Ignoring quarter 3 (2009/10), the highest actual amount recovered was in Quarter 4 (2010/11). There has been an increase in number and amounts of overpayments identified due to fraud where recovery is more difficult.
Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	BV 008	93.55%	92.39%	☹	95%	98.24%	91.62%	93.55%	The Senior Payments Officer has been working on a project to progress a new self service system which has resulted in a reduction in resources within the service; however the new self service system will dramatically reduce officer time in raising orders and paying invoices.
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	9.02	10.16	☹	9.02	9.02	9.60	9.02	Decrease in sickness from last quarter and decrease in sickness from the same quarter in 09/10. Active sickness management taking place, and Sickness Absence policy still under review by HR.
Customer services - percentage of enquiries resolved at first point of contact	WMO 011	NA	99.00%	NA	90%	NA	NA	NA	The quarter 4 figure (98.52%) indicates a high level of service at the first point of contact and is borne out with satisfaction levels in the Customer Service Centres and One Stop Shops. The difference to last quarter figure (99.47%) is due to the telephone contact centre no longer logging enquiries on One Serve.
Customer services - percentage of calls answered (switchboard and contact centre)	WMO 012	NA	82.40%	NA	80%	NA	NA	NA	% of call answered much improved in this quarter as changes have been made within the service, which have resulted in an increase in the number of Customer Services Assistants available to work on the telephone.
Customer services - average speed of answer (seconds)	WMO 013	NA	15.5	NA	20 secs	NA	NA	NA	Much improved call answering in this quarter despite an increase in call numbers due to having changed the way we work to ensure best use of resources

Corporate Performance Report
Quarter 4, 2010/11 - Period Ending 31 March 2011

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of complaints received	WMO 014	83	80	NA	Contextual measure	NA	NA	83	The number of complaints is more than the last quarter (18) and higher than the same quarter last year (12). The feedback we receive is very useful and in turn our understanding of service delivery and areas for improvement. However over the year the number of complaints has remained much the same.
Number of compliments received	WMO 015	287	231	☹	Contextual measure	NA	NA	287	We have received more compliments than last quarter (39) but fewer than the same quarter last year (84). Over the year the number of compliments has reduced but it is not possible to see if there is a trend behind this or just that we have become less likely to record them.

Key to Terms and Symbols			
Improving performance compared to same quarter last year	☺	Data is provisional	*
Worsening performance compared to same quarter last year	☹	Recovery plan in place	(RP)
No change in performance compared to same quarter last year	☺	To be confirmed	TBC
No data available for the period	#	Proxy indicator	(P)
Not applicable for this indicator/period	NA	Lower Super Output Area	LSOA

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
% of people who believe people from different backgrounds get on well together in their local area (Worcestershire Viewpoint Survey)	NI 001	71.7%	71.4%	☹	+ve	81.90%	72% (P)	71.7%	This is an annual survey which takes place in November. The results of which were published in quarter 3. Good performance is shown by a higher figure.
Serious violent crime rate	NI 015	0.98	1.28	☹	0.98	NA	0.57	0.98	NI 15 rates (per 1,000 population) in Q4 have increased by 70% (equivalent to 12 additional offences) compared to Q3. Rates have increased by 22% (equivalent to 5 additional offences) compared to the same quarter of last year. These increases illustrate the seasonal nature of these types of offence, which are typically more frequent during Q2 and Q4. However, year to date, rates were 26% greater for 2010/11 compared to 2009/10 (equivalent to 20 additional offences). This indicates a steady increase in the volume of violent offences, although it is uncertain as to whether recording issues are clouding the true picture. Work is ongoing within the CPS to clarify this situation.
Serious acquisitive crime rate	NI 016	11.51	10.90	☺	11.50	NA	12.93	11.51	NI 16 rates (per 1,000 population) in Q4 have decreased by 1% compared to Q3 (equivalent to 3 fewer offences). Rates have increased by 51% (equivalent to 82 additional offences) compared to the same quarter of last year. It is worth noting that Q4 of 2009/10 did see particularly lower rates than other quarters, and during Q4 this year there was a spike of offences in January and February. Often, a small number of prolific offenders can generate a large number of offences in a short period of time which can have a large impact on overall volume. Over the full year to date, rates were 5% lower for 2010/11 compared to 2009/10 (equivalent to 53 fewer offences).
Perceptions of anti-social behaviour (Worcestershire Viewpoint Survey)	NI 017	12.9%	13.5%	☹	19.5% by 2011	13.6	21.1% (P)	12.9%	This is an annual survey which takes place in November. The results were published in quarter 3. Good performance is shown by a lower figure.
Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (Worcestershire Viewpoint Survey)	NI 021	30.5%	42.9%	☺	30.1% by 2011	30.8	24.8% (P)	30.5%	This is an annual survey which takes place in November. The results were published in quarter 3. Good performance is shown by a higher figure.
Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (Worcestershire Viewpoint Survey)	NI 027	31.6%	Viewpoint Survey	NA	TBC	28.5	25.1% (P)	31.6%	This is an annual survey which takes place in November, however this question was not asked in the November 2010 Worcestershire Viewpoint Survey and as such there is no comparison.
Perceptions of drunk or rowdy behaviour as a problem (Worcestershire Viewpoint Survey)	NI 041	23.9%	25.2%	☹	TBC	20.5	30.8% (P)	23.9%	This is an annual survey which takes place in November. The results were published in quarter 3. Good performance is shown by a lower figure.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of affordable homes delivered (gross)	NI 155	111	100	☹	64	250	10	111	18 Homebuy Direct units at Windsor Road have completed and 3 mortgage rescue units. Although the report shows a negative direction of travel compared to the same period last year, the target of 64 for 2010/11 has been exceeded by 36 units.
Residual household waste per household (kg)	NI 191	574.94	569.17*	☺	570kg	480	566.74	574.94	Target of 570 achieved, but note that the figures are not finalised until the final return to waste data flow is made in September.
Percentage of household waste sent for reuse, recycling and composting	NI 192	28.30%	28.73%*	☺	30%	51.91%	31.43%	28.30%	Target of 30% not achieved but the figures are not finalised until the end of year return to Waste Data Flow is completed around September time.
Improved street and environmental cleanliness - levels of litter	NI 195(a)	8%	5%	☺	6%	0%	5%	8%	This is a good score and shows that the streets have a high standard of cleanliness with regards to litter levels and the target for the current year of 6% has been met.
Improved street and environmental cleanliness - levels of detritus	NI 195(b)	26%	28%	☹	25%	1%	11%	26%	Levels of detritus remain comparable with the previous year's performance but the target (25%) has just been missed; we are continuing to make improvements to mechanical sweeping schedules.
Improved street and environmental cleanliness - graffiti	NI 195(c)	2%	2%	☺	2%	0%	1%	2%	Very low levels of graffiti found and the target (2%) has been met
Improved street and environmental cleanliness - fly-posting	NI 195(d)	0%	5%	☹	0%	0%	0%	0%	Very low levels of fly-posting found but the target (0%) has not been achieved
Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor)	NI 196	1	3	☹	Level 1	1	2	1	The final score is a level 3 because the total number of fly-tips is slightly up from last year - but only by 15! However, the total number of enforcement actions has increased significantly from last year - up by 126 actions. Unfortunately the indicator does not take into account these factors and because the number of fly-tips has slightly increased, performance is classed as 'good' rather than 'effective (level2) or 'very effective' (level 1)
The number of racial incidents recorded by the authority per 100,000 population	BV 174	24.15	29.21	NA	Contextual measure	NA	12.56	24.15	Racially motivated crimes have remained relatively stable in the Borough so an increase in reporting can be seen as a positive as it suggests increased confidence and engagement in the reporting system.
The percentage of racial incidents that resulted in further action	BV 175	100%	100%	☺	Contextual measure	NA	100%	100%	All racial incidents reported via the Hate Incident Reporting Scheme have further action taken ranging from liaison with the victim and witnesses and referral to the responsible agency to multi-agency case meetings through Redditch Anti Harassment Partnership.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of British Crime Survey Comparator crimes reported	CS 002	3,469	3,241	☺	Contextual measure	NA	3,690	3,469	BCS Crime rates (per 1,000 population) in Q4 2010/11 have increased by 4% (equivalent to 29 additional offences) compared to Q3, and rates have increased by 14% (equivalent to 91 additional offences) compared to the same quarter of last year. Despite small increases between quarters, over the full year to date, rates were 6% lower for 2010/11 compared to 2009/10 (equivalent to 228 fewer offences).
Number of people using the Dial-A-Ride service	WMO 016	32,865	35,196	☺	34,330	NA	NA	32,865	In comparison to previous year end of 2009/10 we have achieved 2331 more single journeys for year end 2010/11. I believe this is due to having the balance right with staff / resources and marketing the service well.
Number of people using the Shopmobility service	WMO 017	19,238	16,252	☹	19,238	NA	NA	19,238	In comparison to end of 2009/10 visits are down by 2986. Introduction of car park fees, closing on bank holidays and Christmas Sundays, poor economic climate and extreme weather conditions have all had a part in the falling figures. However, new registrations are increasing and new leaflet design will be produced which should improve on last years total.
Morton Stanley Park - number of visitors to the festival	CG 001	NA	NA	NA	Baseline year	NA	NA	NA	This is an annual indicator which is reported in quarter 2.
Satisfaction with parks and open spaces (%) (Worcestershire Viewpoint Survey)	CG 002	79%	77%	☹	Baseline year	NA	73% (P)	79%	This is an annual survey which takes place in November. The results were published in quarter 3. Good performance is shown by a higher figure.
Number of visitors to the Abbey Stadium and Hewell Road Swimming Pool	EC 005	291,081	296,945	☺	296,903	NA	NA	291,081	Increase against annual performance 09/10. 4th quarter affected by closure of Abbey Stadium Sports Hall due to water damage to floor.
Number of visitors to the Palace Theatre	EC 006	44,857	53,015	☺	45,756	NA	NA	44,857	Increase in annual performance comparable with 09/10 due to additional marketing of shows and higher attendances for pantomime. All ancillary room hire usage now reported.
Number of visitors to leisure centres	EC 007	565,157	569,187	☺	576,460	NA	NA	565,157	Increase comparable with annual performance 09/10.
Number of visitors to the Museum and Bordesley Abbey Visitors Centre	EC 008	15,068	21,347	☺	15,369	NA	NA	15,068	Significant increase comparable with annual performance 09/10 due to increase in attendances through events and summer exhibitions as well installation of new play area and interpretation posts.
Number of over 60's swimming usage	EC 009	8,340	7,385	☹	9,176	NA	NA	8,340	Reduction in annual performance due to end of free swimming programme and closure of facilities due to adverse weather.
Number of under 16's swimming usage	EC 010	23,203	16,337	☹	23,667	NA	NA	23,203	Reduction in annual performance due to end of free swimming programme and closure of facilities due to adverse weather.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Attendance at community events	EC 011	44,364	62,073	☺	43,248	NA	NA	44,364	Annual performance significantly increased comparable with 09/10 due to three large events and fine weather positively affecting attendances of regular events in annual programme. No events planned into programme during winter months.
Attendance at community centres	EC 012	151,650	180,439	☺	154,683	NA	NA	151,650	Significant increase in annual performance due to additional hires.
Attendance at sports development sessions	EC 013	59,741	62,241	☺	60,935	NA	NA	59,741	Increase in attendances compared with annual performance 09/10 due to additional activities and summer youth festival event.
Attendance at arts development sessions	EC 014	9,851	14,236	☺	10,048	NA	NA	9,851	Annual performance is significantly higher due to externally funded projects, arts festival / events in second and third quarters, and a School's Theatre In Health Education Tour.
Number of visits to Arrow Valley Countryside Centre	EC 015	335,025	342,973	☺	341,726	NA	NA	335,025	Increase on annual performance compared with 2009/10 due to fine weather in period 2 and additional attendances at events.

Key to Terms and Symbols

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Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	Target 2009/10	Benchmark (where applicable)	2008/09	2009/10	
Total tonnage of CO2 emissions from Local Authority operations	NI 185 (a)	3,085	#	#	-4% on 08/09 baseline	NA	3,294	3,085	A new methodology for calculating this indicator has recently been set out by DECC, now including water consumption and waste to landfill. We are required to re-calculate past years out-turns as well as 2010/11 by September 2011.
CO2 - % reduction from Local Authority operations previous 12 months (April - March)	NI 185 (b)	6.35%	#	#	-4% on 08/09 baseline	NA	NA	6.35%	
Per capita reduction in CO2 emissions in the LA area	NI 186	#	#	#	3% reduction	7.8	7.3*	#	The benchmark provided is 2005. 2008 data provided - but there is a significant time-lag in obtaining this information
Planning to adapt to climate change (Level 0 - low performance, Level 4 - high performance)	NI 188	1	1	☺	2	1	0	1	The Council has an integrated climate change into the existing risk management process, where it will remain. We have completed a number of actions towards achieving level 2, including identifying our more vulnerable services and risk assessing these against increasing severe weather events. However, having received a letter from DEFRA (Department for Environment, Food and Rural Affairs) stating that there is no longer a requirement for LA's to report on NI188, our view is that our adaptation work should be a lower priority than for our other indicators (especially climate change mitigation) – therefore we have made a decision not to report on this indicator any longer. For the purposes of reporting, therefore, we will remain at Level 1.
Air quality - total NOx and PM10 emitted through local authority estate and operations	NI 194(a)	6,430.9	#	#	-4% on 08/09 baseline	NA	8,787	TBC	A new methodology for calculating this indicator has recently been set out by DECC, now including water consumption and waste to landfill. We are required to re-calculate past years out-turns as well as 2010/11 by September 2011.
Air quality - % reduction in NOx and PM10 emitted through local authority's estate and operations for previous 12 months (April - March)	NI 194(b)	8.41%	#	#	-4% on 08/09 baseline	NA	NA	TBC	
Percentage who people who agree that the Council provides value for money	WMO 018	35.6%	40.0%	☺	+ve	NA	35% (P)	35.6%	The results for this indicator are gathered from an annual survey which takes place in November. The results were published in quarter 3. Good performance is shown by a higher figure.
Percentage of people who are satisfied with the way the Council runs things	WMO 019	47.3%	45.0%	☹	+ve	NA	43% (P)	47.3%	The results for this indicator are gathered from an annual survey which takes place in November. The results were published in quarter 3. Good performance is shown by a higher figure.

Indicator Description	Indicator Reference	Current				Historic		Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	Target 2009/10	Benchmark (where applicable)	2008/09	

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Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of households living in temporary accommodation	NI 156	7	3	☺	15	0	10	7	Reduced due to levels of homeless prevention work
Processing of major planning applications determined within 13 weeks	NI 157(a)	100.00%	76.92%	☹	97%	100%	93.75%	100%	1 major application determined out of time again this quarter, this has been the same outcome for the past three quarters now. Although, due to the number of of major applications being received, the percentage has varied over the last 3 quarters.
Processing of minor planning applications determined within 8 weeks	NI 157(b)	95.24%	100.00%	☺	93%	100%	90.41%	95.24%	All minor applications determined within 8 weeks for the 4th quarter running.
Processing of other planning applications determined within 8 weeks	NI 157(c)	98.16%	95.40%	☹	96%	100%	97.83%	98.16%	2 applications determined out of time, which is more than the previous quarter, but application numbers have increased since last quarter. (One of the applications was only 3 days over the 8 week timeframe because it needed to be reported to committee).
New business registration rate (per 10,000 population)	NI 171	51.4	#	NA	4 more than WM rate	68.8	50.9	51.4	Worcestershire County Council advise data will be released January 2012
% of small businesses in an area showing employment growth	NI 172	#	#	NA	2% points above WM rate	15.90%	15.90%	#	Data to be provided by County - date unknown
Average time taken to relet local authority housing (days)	BV 212	22.92	19.55	☺	24 days	NA	27.46	22.92	Performance is well within our target; this continues to be down to teams working together looking at areas to improve. Over the December/January period the weather had an impact on the turn around times for those weeks however the cumulative performance demonstrates that we are improving year on year.
Business events per annum	EC 004	NA	3	NA	2	NA	NA	NA	Events held: 11/5/10 - Redditch Biz Expo, 9/11/10 - Bromsgrove & Redditch Biz Expo, 25/11/10 - Olympic Procurement Workshop.
Number of vacant units in Town Centre	EC 016	NA	39	NA	TBC	NA	NA	NA	The number of vacant units quoted is at 31 March 2011. The majority of vacant units are in the Kingfisher Shopping Centre (82%)

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U Is there a place for a
Regional Scrutiny
Network? **B**

John Cade, Institute of Local Government Studies
j.cade@bham.ac.uk



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Plenty on our plates already

- Lots to look at in own Authority
- Impact of budget cuts
- Want to do more with Partners
- Coventry is not Stafford, is not Redditch – vive la difference!!
- And, Scrutiny itself is in a harsh climate

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What might a Regional Network offer?

- Cost effective way of learning about National developments
- Sharing experiences of where things have gone well and not so well
- Sounding board for emerging issues
- Contributing to self-regulation
- Providing scope for training and development
- Mutual support and championing of Scrutiny

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Cost effective way of learning about National developments

- Will shortly hear from Ed and stance of CfPS
- CfPS limiting its number of national events
- Encouraging Regional Networks which CfPS will support

- I was involved last week in Yorkshire and Humberside regional network event

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- And, of course, in-house budget reductions will limit scope for attending National events

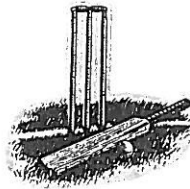


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Localism Bill

Public/Local Scrutiny: good

Local Authority Scrutiny:
lukewarm



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2

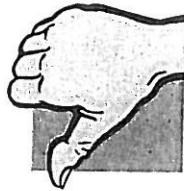
“Because information is power, we are bringing real transparency to Government..... who spends your money, what they spend it on, what the results are, where the waste is, what they spend on themselves and their salaries – we’re putting it in your hands. It’s your money – so you should know how it is being spent.”

*David Cameron,
Birmingham 6th October 2010*

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Message from D.C.L.G.

Senior Ministers not interested in any prescriptive amendments; will only consider permissive ones.



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Bill requires all Authorities to operate their governance arrangements in one of three forms:

- Executive arrangement (either Leader, Cabinet and Scrutiny or Executive Mayor, Cabinet and Scrutiny)

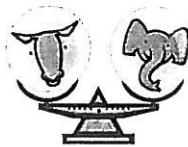
- A Committee System

- Another prescribed arrangement as approved by Secretary of State

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Process for changing governance arrangements is a two stage one:

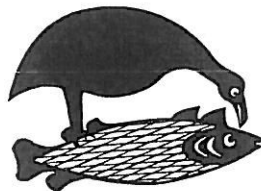
- Resolution of full Council
- Change can then be made following the next relevant election



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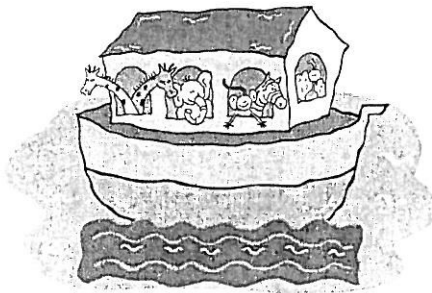
Dichotomy introduced

- If Authority settles on Executive arrangements **MUST** include provision for at least one Scrutiny Committee and retain designated Scrutiny Officer
- If Authority opts for Committee arrangements **MAY** have a Scrutiny Committee



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Retention of Health, Community Safety and
Flood Risk Management scrutiny
responsibilities for all Councils



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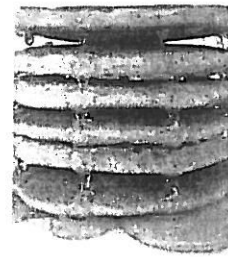
We must make the case for the unique, niche
position of Local Authority Scrutiny in joining
up the various scrutiny expectations.



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Sharing experiences of where things have gone well and not so well

- Intending to look at an issue: has a neighbouring Authority already done so?
- Not sure whether stacks up
- Have you had difficulty in getting information on this?



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Sounding board for emerging issues

- How is your Council responding to this?
- What do you understand it is intended for Local HealthWatch bodies to do?

(There will be a big health agenda irrespective of how the Health and Social Care Bill turns out, with Local Authorities getting public health powers back.)

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- And how are Police and Crime Panels going to impact on us?



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Contributing to Self-Regulation

- Local Gov't Group: "Taking the Lead: Self-Regulation and Improvement in Local Government"
- Sees scrutiny by Elected Members as being a key contribution to driving improvement and accountability to local people
- "Use Scrutiny to challenge and improve Council services and those of their Partners"

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Five Regional events

- Cambridge (7/7)
- Exeter (12/7)
- London (18/7)
- Newcastle (19/7)
- Nottingham (20/7)

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Providing scope for training and development

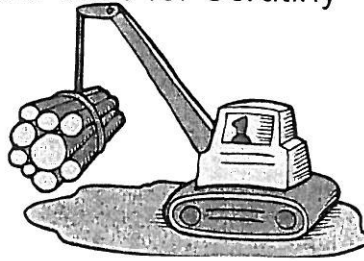
- Network can be a cost effective way of providing training and development
- Also scope to develop local programmes on identified issues



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Mutual support and championing Scrutiny

- Testing times
- Whilst Authorities different, quite often the case that the same kind of issues are faced
- Need to make case for Scrutiny



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So, if we do feel there would be value in a Regional Network:


- Need small core group to sustain
(Build on Wolverhampton's initiative)
- INLOGOV will continue to support
- Frequency and resourcing
- Identify issues where Regional Network is not just an add-on but makes a distinctive contribution

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Thoughts, Ideas

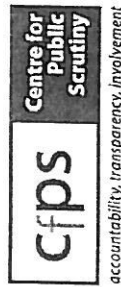


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The national perspective

Ed Hammond
Research and Information Manager, CfPS



Centre for Public Scrutiny

What is the Centre for Public Scrutiny?

Four principles of effective scrutiny:

- Provides critical friend challenge
- Reflects the voice and concerns of the public
- Owned and led by members
- Drives improvement in public services**

Scrutiny is a member-led function working with local people to improve services.

Big themes

cfps Centre for Public Scrutiny
accountability, transparency, involvement

Structural reform
Localism Bill
Health and Social Care Bill
Police Reform and Social Responsibility Bill

Cultural reform
The Big Society
Transparency
Finances

What this means for local government and regional working

Structural reform Localism Bill

cfps Centre for Public Scrutiny
accountability, transparency, involvement

The "community right to challenge"

Amendments to planning law – far greater powers for local people

Scrutiny – no major changes but more freedom over executive arrangements – right to return to the committee system

Mayoral arrangements – in a state of flux

Centre for Public Scrutiny
cfps
accountability, transparency, involvement

Structural reform Health and Social Care Bill

Currently in a "pause"

Significant doubt whether its provisions will now come to pass

Main things: GP consortia, creation of Local HealthWatch, creation of new regulation and monitoring regime for healthcare markets

Local authorities will get public health powers back

Centre for Public Scrutiny
cfps
accountability, transparency, involvement

Structural reform Police Reform Bill

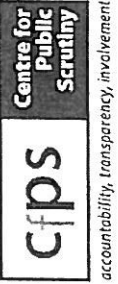
Will introduce directly-elected Police and Crime Commissioners, held to account by a Police and Crime Panel

The Lords have overturned the PCC provision but this will be reinstated by the Commons

Question mark over the interaction between PCPs and crime and disorder O&S

PCPs will be "scrutiny bodies" but may have executive membership!

**Cultural reform
The Big Society**




Idea about devolving power-down to individuals and communities

Government has found it very difficult to gain traction and to explain fundamentally what it means

A top-down approach is being taken to engineering a bottom-up solution – vanguard areas, Community Organisers

It is about councils gaining a **cultural understanding** that they may have to cede control in many areas

**Cultural reform
Transparency**



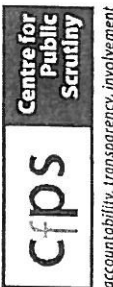
Government departments are publishing expenditure data above £25,000 – councils over £500

But there is no evidence that this data can be, or is being, used effectively by local people

There is a need for councils to think **culturally** about the openness with which they make decisions and publish data in order to make real use of information

Scrutiny could play a part through investigations into performance, finance and risk issues

Cultural reform Finances



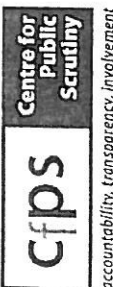
Councils facing on average a 23% cut in the RSG over 2011/12, and further cuts in 12/13 and 13/14.

Huge focus on saving money and finding efficiencies through:

- Commissioning, shared services, more robust prioritisation, more robust assessment of VfM

Again, a role for scrutiny in assessing assumptions, making judgments on transformation and change and trying to bring in public discourse

What this means for scrutiny

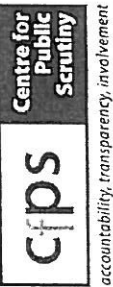


Potentially huge opportunities for scrutiny to:

- Mediate between competing interests
- Act as a champion for local people
- Promote a culture of transparency
- Make the council and its partners more able to cope with transformation and change

But equally, pressures on scrutiny budgets and a perception that scrutiny does not need much resourcing – cutbacks in dedicated officer support

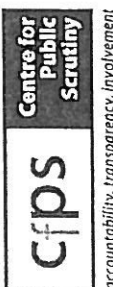
Regional networking



In this context regional networks help to:

- Share experiences of where things have gone well
- Talk about areas of mutual interest
- Plan out mutual work
- Provide training and development for officers and members
- Speak up on behalf of the function and influence policy-makers

Further information



<http://www.cfps.org.uk>
<http://www.lgiu.gov.uk>
<http://www.local.gov.uk>

CfPS regularly publishes Policy Briefings on interesting issues and is about to publish a series of four Skills Briefings for elected members

We are also thinking about the way that we support regional networks on an ongoing basis



Overview and Scrutiny

No Direct Ward Relevance

Committee

5th July 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 Groups / Short, Sharp Review 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

5th July 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>Updates on the work of the Worcestershire Health Overview and Scrutiny Committee</p> <p>Updates on the outcome of quarterly meetings of the Leader and Chair of the Overview and Scrutiny Committee</p> <p>Petitions (as and when received)</p> <p>Bi-Annual Recommendation Tracker Reports – Scrutiny Committee</p> <p>Bi-Annual Recommendation Tracker Reports - Petition Recommendations</p>	<p>Relevant Lead Head(s) of Service</p> <p>Chair of the Crime and Disorder Scrutiny Panel</p> <p>Redditch Borough Council representative on the Health Overview and Scrutiny Committee</p> <p>Relevant Lead Head(s) of Service</p> <p>Relevant Lead Head(s) of Service</p> <p>Relevant Lead Head(s) of Service</p> <p>Relevant Lead Head(s) of Service</p>
<p>OTHER ITEMS - DATE FIXED</p>		
<p>5th July 2011</p>	<p>Alcohol related admissions to hospital – discussion of next steps</p>	<p>Councillor Hartnett</p>
<p>5th July 2011</p>	<p>Feedback from a meeting with representatives of the Alexandra Hospital</p>	<p>Councillor Hartnett</p>
<p>5th July 2011</p>	<p>Feedback from the Regional Scrutiny Members Meeting</p>	<p>Councillor Mould</p>

Overview and Scrutiny

Committee

5th July 2011

5th July 2011	Feedback from the quarterly meeting of the Chair of the Committee with the Leader of the Council	Councillor Mould
5th July 2011	Phone Masts – Submission of Scoping Document	Councillor M Chalk
5th July 2011	Quarterly Performance Report – Quarter 4 – January – March 2011	Relevant Lead Director
5th July 2011	Young People in Sport – Submission of Scoping Document	Councillor L Stephens
5th July 2011	Youth Service Provision – Submission of Scoping Document	Councillor S Chalk
26th July 2011	Council Flat Communal Cleaning Task and Finish Group – Update on Implementation of Recommendations Stage Two.	Relevant Lead Head of Service
26th July 2011	Private Sector Home Support Service – Post Scrutiny	Relevant Lead Head of Service
26th July 2011	Quarterly Budget Report – Quarter 4 – January – March 2011	Relevant Lead Head of Service
26th July 2011	Town Centre Landscape Improvements (including Church Green Improvements) – Pre-scrutiny	Relevant Lead Head of Service
26th July 2011	Youth Employment at Redditch Borough Council – Update Report	Relevant Lead Head of Service

Overview and Scrutiny

Committee

5th July 2011

6th September 2011	Update on fly tipping and progress with the Worth It campaign	Relevant Lead Head of Service
27th September 2011	Portfolio Holder Annual Report – Corporate Management, Councillor Braley	Councillor Braley
27th September 2011	Quarterly Performance Report – Quarter 1 – April – June 2011	Relevant Lead Director
27th September 2011	Quarterly Budget Report – Quarter 1 – April – June 2011	Relevant Lead Head of Service
8th November 2011	LSP Task and Finish Group – Monitoring Update Report	Relevant Lead Director
8th November 2011	Monitoring Report – Scrutiny of the Sustainable Community Strategy	Relevant Lead Director
8th November 2011	Portfolio Holder Annual Report – Housing, Local Environment and Health, Councillor B Clayton	Councillor B Clayton
24th January 2012	External Refurbishment of Housing Stock – Monitoring Update Report	Relevant Lead Head(s) of Service
6th March 2012	Portfolio Holder Annual Report – Portfolio for Planning, Regeneration, Economic Development and Transport, Councillor Pearce	Councillor Pearce
27th March 2012	Portfolio Holder Annual Report – Portfolio for community Leadership and Partnership, Councillor Gandy	Councillor Gandy

Overview and Scrutiny

Committee

5th July 2011

August 2012	Update Report – Promoting Redditch Task and Finish Group	Relevant Lead Head of Service
OTHER ITEMS – DATE NOT FIXED		
	Energy Consumption – Submission of a Scoping Document	Councillor Anderson
	Equalities and Diversity – submission of a Scoping Document	Councillor Fry
	External Refurbishment of Housing Stock Short, Sharp Review – Update Report on additional actions	Relevant Lead Head of Service
	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service
	Remaining Portfolio Holder Annual Reports – To be arranged	Relevant Lead Head of Service
	Staff Volunteering Policy – Scrutiny.	Relevant Lead Director
	Worcestershire Supporting People Strategy	Relevant Lead Head of Service

