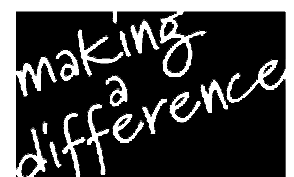


Overview and Scrutiny Committee

Tuesday, 16th August,
2011
7.00 pm

Committee Room Two
Town Hall
Redditch



www.redditchbc.gov.uk

Access to Information - Your Rights

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

Your main rights are set out below:-

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

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

**Jess Bayley and Michael Craggs
Overview and Scrutiny Support Officers**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH
Tel: (01527) 64252 (Ext. 3268 / 3267) Fax: (01527) 65216
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, 16th August, 2011

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs:	Phil Mould (Chair)	Gay Hopkins
	Mark Shurmer	Luke Stephens
	(Vice-Chair)	Brenda Quinney
	Peter Anderson	Simon Chalk
	Andrew Brazier	Alan Mason
	Andrew Fry	
	Bill Hartnett	

Co-opted Members	Trish Buckley and Rob Colebrook, (UNISON representatives to speak on employment issues)
------------------	---

<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 - 10)</p>	<p>To note the contents of the Overview and Scrutiny Actions List.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance);</p>

Overview and Scrutiny

Committee

Tuesday, 16th August, 2011

<p>5. Executive Committee Minutes and Scrutiny of the Forward Plan</p>	<p>To consider the minutes of the latest meeting(s) of the Executive Committee and also to consider whether any items on the Forward Plan are suitable for scrutiny. (Minutes to follow). (No Specific Ward Relevance);</p>
<p>6. Task & Finish Reviews - Draft Scoping Documents</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review. (No reports attached) (No Specific Ward Relevance);</p>
<p>7. Task and Finish Groups - Progress Reports</p>	<p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee. The current reviews in progress are:</p> <ul style="list-style-type: none">a) Facilities for Disabled People – Chair, Councillor Alan Mason;b) Promoting Sporting Participation – Chair, Councillor Luke Stephens; andc) Youth Services Provision – Chair, Councillor Simon Chalk. <p>(Verbal reports) (No Specific Ward Relevance);</p>
<p>8. Health Overview and Scrutiny Committee Councillor Brenda Quinney</p>	<p>To receive a verbal update on the recent work of the Worcestershire Health Overview and Scrutiny Committee. (Verbal report) (No Specific Ward Relevance);</p>
<p>9. Council Flat Communal Cleaning - Monitoring Report Stage Two (Pages 11 - 30) J Bough, Housing Services Manager</p>	<p>To consider a report concerning the implementation of recommendations made by the Council Flat Communal Cleaning Task and Finish Group in 2009 in relation to the Council's cleaning contract for communal areas in council properties. (Report attached) All Wards;</p>

Overview and Scrutiny

Committee

Tuesday, 16th August, 2011

<p>10. Private Sector Home Support Service - Post-Scrutiny (Pages 31 - 34) E Cartwright</p>	<p>To consider a report on the subject of the Private Sector Home Support Service that was introduced in early 2011. (Report attached and presentation to follow). All Wards;</p>
<p>11. Staff Volunteering Policy (Pages 35 - 44) B Talbot, Human Resources Officer</p>	<p>To undertake pre-decision scrutiny of the draft staff volunteering policy. (Report attached). (No Specific Ward Relevance);</p>
<p>12. Petitions - Monitoring Report (Pages 45 - 54)</p>	<p>To consider a report outlining the implementation of actions requested by Members in response to petitions received by the Committee since 2010/11. (Report attached) (Abbey Ward, Lodge Park Ward and Winyates Ward);</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). (No Specific Ward Relevance);</p>
<p>14. Work Programme (Pages 55 - 60)</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) (No Specific Ward Relevance);</p>

Overview and Scrutiny

Committee

Tuesday, 16th August, 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”.

These paragraphs are as follows:

Subject to the “public interest” test, information relating to:

- Para 1 – any individual;
- Para 2 – the identity of any individual;
- Para 3 – financial or business affairs;
- Para 4 – labour relations matters;
- Para 5 – legal professional privilege;
- Para 6 – a notice, order or direction;
- Para 7 – the prevention, investigation or prosecution of crime;

and may need to be considered as ‘exempt’.

(No Specific Ward Relevance);



Overview and Scrutiny Committee

Tuesday, 26th July, 2011

MINUTES

Present:

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

Officers:

S Hanley, S Horrobin and S Morgan

Committee Services Officer:

J Bayley and M Craggs

42. APOLOGIES AND NAMED SUBSTITUTES

Apologies were received from Councillor Simon Chalk. There were no named substitutes.

43. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest or of party whip.

44. MINUTES

Members requested that minute 34 be amended to reflect that the Worcestershire Health and Overview Scrutiny Committee had expressed doubt that the 'Make Ready' plan to introduce central ambulance hubs within the areas served by the Ambulance Trust had worked effectively in Staffordshire.

RESOLVED that

subject to the amendment as detailed above, the minutes of the meeting of the Committee held on 5th July 2011 be confirmed as a correct record and signed by the Chair.

45. ACTIONS LIST

.....
Chair

Overview and Scrutiny Committee

Tuesday, 26th July, 2011

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

Upon receiving an update about current timescales for resolving issues around Members' ICT Facilities, Members expressed considerable frustration with the overall process and sought a swift resolution to the ongoing problems. Party Group Leaders would be provided with a further update as soon as this was possible. It was suggested that the issue warranted a scrutiny review.

Elsewhere, Members were informed that, as previously requested by the Committee, relevant Officers had recently included a question about how local residents would prefer to be informed about service performance at the Council to the Budget Jury.

RESOLVED that

the Committee's Actions List be noted.

46. 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.

RESOLVED that

the minutes of the meeting of the Executive Committee held on 12th July 2011 be noted.

47. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

The Committee considered two draft scoping documents.

a) Facilities for Disabled People

Councillor Alan Mason presented a proposal to review the current facilities for disabled people in the Borough. It was suggested that this was a particularly pertinent issue as it was thought that there would be a growing need for adequate disabled facilities in future years. It was commented that the existing facilities in Redditch for disabled people needed to be improved and was an issue often overlooked.

Overview and Scrutiny Committee

Tuesday, 26th July, 2011

It was also suggested that the reviews on promoting sporting participation and on youth services provision should both assess current facilities for disabled people.

b) Improving Rates of Recycling

Councillor Gay Hopkins presented a proposal to investigate the recycling process in Redditch as a Short, Sharp Review. The proposal had been precipitated by a steady decline in the Council's recycling figures in recent years. The proposed review would therefore focus on arresting this slide and making the Council's recycling rates compare more favourably with that of neighbouring authorities.

Members expressed disappointment with the Council's recycling figures. It was suggested that an increasing focus on tackling climate change may come at the expense of local recycling. However, it was felt that more could still be done in the Borough to increase local rates of recycling. Members commented that people who began to recycle were very likely to continue doing so on a consistent basis. It was therefore suggested that the review needed to specifically target those residents who had not previously recycled.

It was thought that recycling might re-emerge as a national and local priority due to the escalating costs brought by sending waste to landfill. The Council therefore had an increasing financial as well as environmental incentive to improve local rates of recycling. However, concern was raised that any review undertaken by a district Council into improving its recycling rates could be frustrated as authority for the recycling process was held elsewhere.

It had been proposed that the review commence early in the New Year to avoid coinciding with the Environmental Services transformation programme. However, Members expressed concern that finalising an important review during an election period would not be practicable. It was therefore proposed that, should the review be approved, this should commence before the New Year to enable an earlier finish.

RESOLVED that

- 1) a Task and Finish review of facilities for disabled people in Redditch be launched;**

Overview and Scrutiny Committee

Tuesday, 26th July, 2011

- 2) **Councillor Alan Mason be appointed to Chair the Facilities for Disabled People Task and Finish Group;**
- 3) **a Task and Finish review of increasing local rates of recycling be launched;**
- 4) **Councillor Gay Hopkins be appointed to Chair the Increasing Rates of Recycling Task and Finish Group;**
- 5) **relevant Members and Officers meet to identify a suitable launch date for the review and appropriate length of the scrutiny exercise.**

48. TASK AND FINISH GROUP UPDATE REPORTS

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

- a) Promoting Sporting Participation – Chair, Councillor Luke Stephens

The Chair informed the Committee that the first meeting of the Promoting Sporting Participation Task and Finish Group had taken place on 20th July 2011. The meeting had largely taken the form of a brainstorming session. The Group had discussed widening the review beyond the initial scope of focusing solely on increasing sporting participation by helping more people to become physically active. The Group discussed the possibility of making existing sporting facilities in the Borough, including playing pitches, utilised more widely beyond mainstream sports such as football and cricket to give local people greater scope for using the facilities. The Group was also looking to make it easier for residents to locate information on local opportunities to participate in sport and physical activities.

The review would not be focusing on a specific age range and would also review opportunities for disabled people to participate in sport and physical activity. It was not expected that the review would recommend proposals that involved significant cost. Instead, the Group was to focus on how existing provision could be more widely utilised.

The Group also briefly discussed giving greater recognition to local volunteers and sporting events and clubs.

Overview and Scrutiny Committee

Tuesday, 26th July, 2011

The second meeting was due to take place on Monday 1st August 2011.

b) Youth Service Provision – Chair, Councillor Simon Chalk

In Councillor Simon Chalk's absence, the Committee was informed that the first meeting of the Youth Services Provision Task and Finish Group was to take place on 27th July 2011.

RESOLVED that

the reports be noted.

49. HEALTH OVERVIEW AND SCRUTINY COMMITTEE UPDATE

Councillor Brenda Quinney, Redditch Borough Council's representative on the Worcestershire Health Overview and Scrutiny Committee, provided an update on the work of the Committee.

Members were informed that at its latest meeting on 19th July 2011, the Committee had received a presentation from Harry Turner, Chairman of the Worcestershire Acute Hospitals NHS Trust, regarding the local standard of care for the elderly. He expressed regret at the poor level of care that some elderly people had unfortunately received, including at the Alexandra Hospital. New care processes had consequently been introduced in the relevant wards to help instigate improvement. This included consulting with patients on a more regular basis.

The Health Overview and Scrutiny Committee had expressed concern that national proposals to place local health commissioning powers in the possession of GP clusters might result in financial considerations determining the priority of patient treatments.

RESOLVED that

the report be noted

50. CRIME AND DISORDER SCRUTINY PANEL - UPDATE REPORT

Councillor Bill Hartnett, Chair of the Crime and Disorder Scrutiny Panel, provided a summary of his written report which detailed the Panel's most recent meeting held on 19th July 2011.

Overview and Scrutiny Committee

Tuesday, 26th July, 2011

Members were referred to the crime figures contained within the update. Councillor Hartnett reported that there were a number of underlying reasons to explain why reported incidents for five of the seven main types of crime in Redditch were higher than at the same point the previous year. This included the police's adoption of an increasingly proactive approach to tackling crime. It was therefore felt that Redditch remained a safe place to live and work.

The Committee requested further information on Operations Wizard and Magenta which had been launched to tackle drug crime in the Borough. Members were interested to learn whether the operations targeted drug dealers, drug users or both.

The Committee was advised that the police remained committed to the local Partners and Communities Together (PACT) process. Concerns were expressed about Police attendance at recent PACT meetings. However, the Committee was informed that this did not reflect decreasing enthusiasm amongst the police for the PACT process. Furthermore, it was noted that PACT was a partnership rather than a Police initiative and involved a variety of forms of engagement.

RESOLVED that

the report be noted

51. TOWN CENTRE LANDSCAPE IMPROVEMENTS - PRE-SCRUTINY

Members were informed that the report on the subject of Town Centre Landscape Improvements had been postponed due to the requirement for further consultation. The report would therefore be received at a date to be confirmed during the 2011/12 municipal year.

52. WASTE COLLECTION RATES

Members received a report that provided further information on the Council's performance in relation to reducing the amount of waste disposed of through landfill. The information had been requested at the previous meeting of the Committee.

Members commented that the Council needed to remain focused on preventing waste from being sent to landfill due to the raising of

Overview and Scrutiny Committee

Tuesday, 26th July, 2011

the landfill tax. It was suggested that the newly launched Task and Finish review of local recycling could assess waste minimisation within the Borough. However, the Committee was informed that the total amount of waste collected had declined in recent years. This coincided with the fall in rates of recycling.

RECOMMENDED that

the previous best value performance indicator BV 84, which measures the total amount of waste collected (kg per head) be incorporated into the quarterly performance monitoring reports; and

RESOLVED that

the report be noted.

53. CONSOLIDATED REVENUE OUTTURN - FINANCIAL YEAR 2010/11

The Committee received the Council's overall financial outturn for the 2010/11 financial year for consideration.

Members discussed the Housing Revenue Account (HRA) outturn for 2010/11 and questioned what recent developments there had been in relation to the HRA. Members were informed that Officers were assessing different models of borrowing to finance the purchase of the HRA subsidies. Members requested further information on the current position at a future meeting.

The Committee discussed the financial position of Pitcheroak Golf Course. Members questioned why the income target had not been achieved and requested further information about current work being undertaken to review the situation.

RESOLVED that:

- 1) Officers to produce a written update report concerning the current position of the HRA and guidance on future Committee reports on the subject; and**
- 2) the report be noted**

Overview and Scrutiny Committee

Tuesday, 26th July, 2011

54. REFERRALS

There were no referrals.

55. WORK PROGRAMME

Members were informed that all of the Portfolio Holders Annual Reports had now been scheduled for the Committee's 2011/12 work programme.

RESOLVED that

the Committee's Work Programme be noted.

The Meeting commenced at 7.00 pm
and closed at 8.52 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 further notice) 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 further notice) Lead Officers, Overview and Scrutiny Support Officers.
24th May 2011 3	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.	All Councillors had been consulted by ICT Services, to varying degrees, by 03/08/11. DONE.
14th June 2011 4	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.	Officers to investigate whether the insulation requirements of properties located on Rushock Close will be incorporated into the Capital Programme. TO BE DONE

<p>14th June 2011</p> <p>5</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 have considered all feedback received from Councillors in relation to the courier service and are in the process of making a decision about the continuation of the service. Members' ICT arrangements are also in the process of being addressed (see action 4 above). TO BE DONE.</p>
<p>26th July 2011</p> <p>6</p>	<p>Members discussed Operations Magenta and Wizard, which had been launched by the Police to tackle drug abuse within the town.</p>	<p>Officers to send written information about Operations Magenta and Wizard to members of the Committee. TO BE DONE</p>
<p>26th July 2011</p> <p>7</p>	<p>The Committee discussed the financial position of Pitcheroak Golf Course. Members questioned why the income target had not been achieved and requested further information about current work being undertaken to review the situation.</p>	<p>Officers to send a written response to every member of the Overview and Scrutiny Committee regarding this matter. WILL BE COMPLETED BY 12/08/11</p>

**OVERVIEW & SCRUTINY
COMMITTEE**

16th August 2011

**COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP –
UPDATE REPORT STAGE TWO**

Relevant Portfolio Holder	Councillor Brandon Clayton, Portfolio Holder for Housing, Local Environment and Health
Portfolio Holder Consulted	
Relevant Head of Service	Liz Tompkin, Head of Housing
Wards Affected	All Wards

1. SUMMARY OF PROPOSALS

The purpose of this report is to update members on recommendations of the Council Flat Communal Cleaning Action Sheet, second stage monitoring:

2. RECOMMENDATIONS

The Committee is asked to RECOMMEND that

the second stage monitoring update report in relation to the work of the Council Flat Communal Cleaning Task and Finish Group be noted.

3. KEY ISSUES**Financial Implications**

- 3.1 There are no financial implications. A new contract was awarded 1st April 2011. The cost of the new contract is comparable to the previous contract, however, should additional cleaning to other blocks of flats be added the contract costs would increase as would rents and service charges to residents affected.

Legal Implications

- 3.2 There are no legal implications. Existing services were procured for and a new contract has been devised and agreed.

Service/Operational Implications

- 3.3 The Council Flat Communal Cleaning Task and Finish Group was established in September 2008. The review was prompted by the high number of complaints the Council had received from Council flat tenants and leaseholders regarding the poor state of cleanliness in the communal areas of some of the Council's flats. The principle aim of the scrutiny exercise was to review the cleansing arrangements for

**OVERVIEW & SCRUTINY
COMMITTEE**

16th August 2011

communal areas including both areas that are subject to contractual cleaning arrangements and areas not currently subject to contractual cleaning arrangements and look for any ways in which these could be improved.

- 3.4 In 2010 two rounds of consultation were undertaken with residents of communal blocks of flats not currently being provided with a cleaning service. The consultation exercises concluded a low level response from all residents and of those specifically targeted in Winyates and Churchill, therefore, in July 2010 Members recommended that no further action on consultation regarding cleaning of communal areas in Council properties take place unless groups of residents in properties, not currently included in the cleaning contract, approach the Council for a cleaning service.
- 3.5 Following Members updated recommendations on all actions in July 2010 the existing communal cleaning contract was retendered and in April 2011 was awarded to Maid Marions.

Customer / Equalities and Diversity Implications

- 3.6 High levels of complaints were being received regarding satisfaction of the communal cleaning service.

The existing contract was due for renewal in April 2011 and was retendered in early 2011.

Since the new contract has been awarded, 2 residents complaints have been received by Officers which were dealt with immediately by the Contractor. An official compliment has been received from a resident in Evesham mews regarding the improved service and feedback from the residents meetings in Evesham Mews has been very positive.

4. RISK MANAGEMENT

From consultation it was established that there was low demand for the introduction of communal cleaning in areas where communal cleaning does not currently exist.

5. Background Papers

Council Flat Communal Cleaning Task and Finish Group final report.

6. Consultation

Secure Council Tenants and Leaseholders.

OVERVIEW & SCRUTINY COMMITTEE

16th August 2011

7. Author of Report

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

8. Appendices

Appendix 1 – Action Sheet Council Flat Communal Cleaning - Second round of monitoring July 2011.

Appendix 2 – Schedule of Communal cleaning for:
Batchley 3 Storey Flats
Evesham Mews
Woodrow Centre and Woodrow North

Appendix 3 – Example Monitoring Log Sheet

APPENDIX 1

- 1 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP – 2nd ROUND OF MONITORING

ITEM	GENERAL COMMENTS	ACTION	OFFICERS DEALING	DATE REQUIRED BY	RESPONSE AND DATE PROVIDED
<p>Recommendation 1b – cleaning in communal areas in Council Flats implemented through the new contract should be set at the basic level which is comparable to the current schedule of cleaning that is undertaken at Woodrow Centre.</p>	<p>Furthermore, the Executive Committee requested that a report be prepared to the Executive Committee regarding the feasibility of introducing a service charge for cleaning in communal areas when consultation with residents has been completed.</p>	<p>In the Task and Finish report, Members of the Group expressed the wish to be involved in the consultation process and would still be interested in being involved in the process if possible.</p>	<p>Housing Services Manager</p>	<p>The report to Executive will need to be added to the Forward Plan once Officers have worked out the timeframes needed to undertake the consultation and can bring the results of this consultation back to Members.</p>	<p><u>Update July 11</u> <i>A new cleaning contract was awarded to Maid Marion's 1st April 2011 to existing blocks of flats only; the service charge to tenants/leaseholders has only increased by inflation in this financial year and not as a result of the new contract. The charges are in line with the service provided and differ for each level of service. (Appendix 2 – Schedule of cleaning contracts)</i></p> <p><i>Batchley 3 Storey Flats: Evesham Mews Woodrow Centre and Woodrow North</i></p> <p><i>Prior to procurement Officers considered exclusion of the service to properties in Woodrow South due to historic issues. The communal area to these properties only service two flats with</i></p>

APPENDIX 1

- 2 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP – 2nd ROUND OF MONITORING

					<p><i>one stair case leading to both front doors, residents in these flats regularly complained that the service was not being undertaken and the contractor complained that this was due to not being given access by residents. Officers undertook consultation with residents and it was agreed to no longer provide the service and remove the charge from the rent/service charge.</i></p>
<p>Recommendation 1c – the Council undertake statutory consultation procedures with secure tenants and consultation with leaseholders to establish if support exists for the introduction of a service charge to cover new cleaning arrangements, and if so the Council implement cleaning arrangements and any associated service charge accordingly.</p>	<p>The Committee requested that before embarking on any consultation with residents, Officers should calculate an estimated service charge for the cleaning of communal areas that can be provided to tenants and leaseholders when consulting with them on this issue.</p>		<p>Housing Services Manager</p>		<p><u>Update July 11</u></p> <p><i>Officers were advised in July 2010 that no further consultation regarding cleaning of communal areas in Council properties should take place unless a group of residents in properties, not currently included in the contract, approach the Council for cleaning.</i></p> <p><i>A resident in a block of flats in Lingen Close made a request for a cleaning service to be</i></p>

APPENDIX 1

- 3 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP – 2nd ROUND OF MONITORING

					<p><i>introduced, Officers undertook face to face consultation, the uptake was low and the communal cleaning to this block has not implemented. Officers will continue to consult should residents request a communal cleaning service.</i></p> <p><i>The Winyates Centre security project is underway; Officers will be commencing consultation in the next month with the aim to encourage residents to agree to a paid Communal Cleaning service. The level of service is envisaged to replicate the Woodrow Centre Service and will be included in the existing contract.</i></p>
--	--	--	--	--	---

APPENDIX 1

- 4 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP – 2nd ROUND OF MONITORING

<p>Recommendation 2 – in order to ensure that the cleaning contract is adhered to by contractors; Officers implement a system of their choice to monitor the cleaning of the communal areas.</p>	<p>This recommendation is something that the Executive Committee would support if the outcome of the consultation exercise results in the cleaning contract being rolled out to all Council flat communal areas.</p>	<p>Relevant Officers to organise this pending the result of the consultation.</p>	<p>Housing Services Manager</p>	<p>Not specified.</p>	<p><u>Update July 11</u></p> <p><i>Maid Marion's were awarded the contract in April 11. Officers in Asset Management no longer manage the contract, the responsibility has been passed to the Housing Services Manager. New monitoring arrangements have been introduced as follows: Tenancy Officers receive weekly log sheets for each area. (Appendix 3 – Example of log sheets) Monthly Contract Meetings are undertaken with the Managing Director and Housing Team Leaders/Manager. Customers and Officers have direct access to the Managing Director and Operatives on site to deal with complaints.</i></p>
---	--	---	---------------------------------	-----------------------	--

APPENDIX 1

- 5 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP – 2nd ROUND OF MONITORING

<p>Recommendation 3 – details of when cleaning is due to take place in each of the communal areas and the cleaning tasks to be undertaken should be made available to tenants and leaseholders.</p>	<p>This recommendation is something that the Executive Committee would support if the outcome of the consultation exercise results in the cleaning contract being rolled out to all Council flat communal areas.</p>	<p>Relevant Officers to organise this pending the result of the consultation.</p>	<p>Housing Services Manager</p>	<p>Not specified but in line with introducing a new cleaning contract from 2010.</p>	<p><u>Update July 11</u> Following the implementation of the new contract Officers and Maid Marion's are in the process of producing an information sheet for each area detailing the cleaning schedule and contact information. The information sheet will be provided to all residents and is envisaged to be completed by the end of August 11.</p>
<p>Recommendation 8 – use of the graffiti wipes by the cleaners be made a prerequisite in the Council's cleaning contract.</p>	<p>The Executive Committee approved this recommendation.</p>	<p>Relevant Officers to organise for graffiti wipes to be used by cleaners contracted by the Council to clean communal areas in Council flats.</p>	<p>Community Safety Officer / Asset Maintenance Supervisor.</p>	<p>This recommendation can be acted upon when the new cleaning contract is renegotiated in 2010.</p>	<p><u>Update July 2011</u> The use of graffiti wipes were included in the specification and confirmed by the new contractor as part of their equipment and materials. Also as part of the specification the Contractor is to report direct to the Estate Tenancy Officer any persistent graffiti and any they are unable to remove. This information will be reported via the weekly log sheets and acted upon by Tenancy Officers as appropriate.</p>

APPENDIX 1

- 6 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP – 2nd ROUND OF MONITORING

<p>Ongoing Monitoring arrangements</p>	<p>Monitoring the implementation of recommendations is a standard feature of the Overview and Scrutiny process.</p>	<p>Monitoring of the recommendations of this Task and Finish Group is scheduled to take place at a meeting of the Committee on 13 January 2010. This monitoring can provide an opportunity for Officers to report back on the trials mentioned in Recommendations 5 and 6 and also to inform Members about the progress and outcome of the consultation.</p>	<p>Overview and Scrutiny Support Officers and relevant Policy Officers.</p>	<p>13 January 2010</p>	<p><u>Update July 11</u> <u>5: Lighting sensors – 3 Storey flats:</u> <i>When the lighting upgrade took place at the Batchley flats light sensors were installed to prevent the stairwell lighting from being on unnecessarily during daylight hours. This has worked better than time clocks as they often became out of sync due to power cuts / BST changes etc. No negative feedback has been received since the installation. Occupancy sensors weren't practical due to wiring configuration and the emergency escape lighting requirements. There is potential to extend this in other communal blocks and consideration will be given to this within the Housing Capital Programme.</i></p>
---	---	--	---	------------------------	--

APPENDIX 1

- 7 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP – 2nd ROUND OF MONITORING

					<p><u>6: Wall mounted air fresheners.</u> An Air freshener was installed on Woodrow Centre stairwell block as per recommendations. No negative or positive feedback has been received; however, the Stairwell is now pleasant due to the installation of new security measures.</p>
--	--	--	--	--	---

Overview and Scrutiny Committee - Council Flat Communal Cleaning

APPENDIX 2:

Schedule of Communal Cleaning:

Cleaning Schedule – Batchley 3 Storey Flats

30 blocks over 3 floors with communal stair way to all floors, each block having its own bin store with chutes and laundry area.

The Council has an Estate Warden on site daily to carry out various duties.

Daily

1. Litter pick stair wells and communal walkways
2. Remove debris from all communal areas (ie, newspapers, drink cans, leaflets, bagged rubbish) and dispose of using chutes.

Weekly

1. Sweep all common area's and stair wells
2. Wipe stair rails, window ledges, door handles and finger plates.
3. Mop all stairwells with hot water and detergent

Monthly

Cleaning to be carried out day after bin collection day (currently Thursday)

1. Sweep, clean, mop and disinfect all bin areas

Quarterly (every 3rd month)

1. Clean all glazing to entrances and stair wells
2. Sweep, damp wipe, mop all communal area's
3. Damp wipe all hand rails and window ledges

Annually

1. Strip and seal all communal walkways and stair wells

Notes:

1. Contractor to monitor attendance of site Operatives.
2. For cleaning above 2.44 (8'0"). The contractor shall provide appropriate equipment to meet Health and Safety Regulations.

3. The Contractor to place appropriate warning cleaning signs when cleaning in progress.
4. Weekly log sheets to be provided to Estate Tenancy Officers outlining any concerns/issues for action by the Council.
5. Regular Inspections will be conducted by Estate Tenancy Officers (or nominated Tenant Inspector) to monitor work, direct liaison with Contract Manager and on Site Operatives as and when required.
6. Monthly/Quarterly meetings to be held with the Contractor, Housing Services Manager, Housing Services Team Leader and Estate Tenancy Officer.

Cleaning Schedule – Evesham Mews

Block of 62 flats and bedsits across 4 floors, with communal access to all floors via 3 stair wells one to include a lift.

Daily

Cleaning to be carried out Monday to Friday.

3. Litter pick stair wells and communal walkways
4. Remove debris from all communal areas (ie, newspapers, drink cans, leaflets, bagged rubbish) and dispose of using chutes .
5. Report bulky fly tipping (to include car parking area), blockage of rubbish chutes, graffiti, damage etc to Tenancy Estate Officer.
6. Check all bin cupboards and rotate bins as required

Weekly

Cleaning to be carried out day after bin collection day (currently Thursday)

4. Sweep all common area's and stair wells
5. Wipe stair rails and window ledges
6. Mop all stairwells and lift with hot water and detergent
7. Wipe all glazing and top ledges
8. Sweep, clean, mop and disinfect all bin areas

Quarterly (every 3rd month)

4. Clean all glazing to entrances and stair wells

5. Damp wipe all areas not done on a weekly basis
6. Litter pick, disinfect and damp mop all areas adjacent to all bin chutes and clean opening areas to all chutes
7. Damp wipe all hand rails, pipes on all stair ways,
8. Sweep and damp mop all access walkways, landings and floors.
9. Remove all debris from all adjacent wall structures and planting boxes
10. Remove all debris and litter pick all communal areas, including under all staircases adjacent to car parks

Notes:

7. Contractor to monitor attendance of site Operatives.
8. For cleaning above 2.44 (8'0"). The contractor shall provide appropriate equipment to meet Health and Safety Regulations.
9. The Contractor to place appropriate warning cleaning signs when cleaning in progress.
10. Weekly log sheets to be provided to Estate Tenancy Officers outlining any concerns/issues for action by the Council.
11. Regular Inspections will be conducted by Estate Tenancy Officers (or nominated Tenant Inspector) to monitor work, direct liaison with Contract Manager and on Site Operatives as and when required.
12. Monthly/Quarterly meetings to be held with the Contractor, Housing Services Manager, Housing Services Team Leader and Estate Tenancy Officer.

Cleaning Schedule – Woodrow Centre and Woodrow North

Woodrow Centre:

3 blocks (2-84) on one level with communal access to both sides, one side with stairways.

Woodrow North:

Astley (2 blocks - 67-83), Bushley (4 blocks - 46-79), Crophorne (3 blocks - 48-78), Doverdale (2 blocks - 31-53)

Weekly

9. Remove debris from all communal areas (ie, newspapers, drink cans, leaflets etc) and dispose of.

10. Report bulky fly tipping (to include car parking area), blockage of rubbish chutes, graffiti, damage etc to Tenancy Estate Officer.
11. Sweep all common area's and stair wells
12. Wipe stair rails and window ledges
13. Mop all stairwells with hot water and detergent
14. Wipe all glazing and top ledges

Quarterly (every 3rd month)

11. Clean all glazing to entrances and stair wells
12. Damp wipe all areas not done on a weekly basis
13. Damp wipe all hand rails, pipes on all stair ways,
14. Sweep and damp mop all access walkways, stairs, landings and floors.

Notes:

13. Contractor to monitor attendance of site Operatives.
14. For cleaning above 2.44 (8'0"). The contractor shall provide appropriate equipment to meet Health and Safety Regulations.
15. The Contractor to place appropriate warning cleaning signs when cleaning in progress.
16. Weekly log sheets to be provided to Estate Tenancy Officers outlining any concerns/issues for action by the Council.
17. Regular Inspections will be conducted by Estate Tenancy Officers (or nominated Tenant Inspector) to monitor work, direct liaison with Contract Manager and on Site Operatives as and when required.
18. Monthly/Quarterly meetings to be held with the Contractor, Housing Services Manager, Housing Services Team Leader and Estate Tenancy Officer.

Appendix 3 – Example Monitoring Log Sheet
Council Communal Cleaning report

00068



Maid Marions®
Communal Cleaning Checklist

Site Address: WOODROW CENTRE

PRE CLEAN INSPECTION

BUILDING INTERIOR			BUILDING EXTERIOR		
DESCRIPTION	TYPE	LOCATION	DESCRIPTION	TYPE	LOCATION
Refuse	✓	LANDINGS	Refuse	✓	BT BINS
Furniture			Furniture		
Vandalism			Vandalism		
Graffiti	✓	BT ENTRANCE DOOR	Graffiti		
Clothing			Clothing		
Glass			Glass		
Oil			Oil		
Chemicals			Chemicals		
Water			Water		
Cigarette Ends	✓	OUTSIDE 14 & LANDINGS	Cigarette Ends	✓	BT ENTRANCE
Blood			Blood		
Urine			Urine		
Vomit			Vomit		
Faeces			Faeces		
Needles			Needles		
Other (Specify)	✓		Other (Specify)		
MOTORBIKE		LANDING 1			

WORK DONE

- | | |
|---|---|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Dust Cobwebs on Ceiling and Walls <input type="checkbox"/> Clean Skirting Boards <input type="checkbox"/> Clean and Disinfect Hand Railings <input checked="" type="checkbox"/> Clean Stairs and Stair Strips <input type="checkbox"/> Wipe Internal Window Ledges and Surface Polish <input checked="" type="checkbox"/> Clean Internal Windows <input type="checkbox"/> Clean Light Switches <input type="checkbox"/> Clean Signs <input type="checkbox"/> Clean Fire Extinguishers | <ul style="list-style-type: none"> <input type="checkbox"/> Wash Internal Doors and Doorframes <input type="checkbox"/> Clean and disinfectant Wipe over Lift Internal and External <input checked="" type="checkbox"/> Sweep and Disinfect Mop Floors <input type="checkbox"/> Vacuum Floors <input type="checkbox"/> Wash External Doors and Doorframes Vacuum Floors <input type="checkbox"/> Clean External Windows <input type="checkbox"/> Sweep External Area <input checked="" type="checkbox"/> Tidy External Area and Parking Lot <input checked="" type="checkbox"/> Clean External Bin Area <input type="checkbox"/> Clean Bin Cupboard |
|---|---|

EXTRAS

NOTES:

Operative Name: Christina Signed: [Signature] Date: 11-07-11

Supervisor Name: P. Turnbull Signed: [Signature] Date: 11/07/11

Appendix 3 – Example Monitoring Log Sheet
Council Communal Cleaning report

00259



Maid Marions®

Communal Cleaning Checklist

Site Address: Lock Close Bachelery

PRE CLEAN INSPECTION

BUILDING INTERIOR			BUILDING EXTERIOR		
DESCRIPTION	TYPE	LOCATION	DESCRIPTION	TYPE	LOCATION
Refuse			Refuse		
Furniture <u>Cupboard cabinet</u>		<u>Kamerton 9</u>	Furniture		
Vandalism			Vandalism		
Graffiti			Graffiti		
Clothing			Clothing		
Glass			Glass		
Oil			Oil		
Chemicals			Chemicals		
Water			Water		
Cigarette Ends			Cigarette Ends		<u>inside Kamerton (1-6)</u>
Blood			Blood		
Urine			Urine		
Vomit			Vomit		
Faeces			Faeces		
Needles			Needles		
Other (Specify)			Other (Specify)		
<u>Kids</u>	<u>bed</u>	<u>Kamerton 5</u>			

WORK DONE

- | | |
|---|--|
| <input type="checkbox"/> Dust Cobwebs on Ceiling and Walls | <input type="checkbox"/> Wash Internal Doors and Doorframes |
| <input type="checkbox"/> Clean Skirting Boards | <input type="checkbox"/> Clean and disinfectant Wipe over Lift Internal and External |
| <input type="checkbox"/> Clean and Disinfect Hand Railings | <input type="checkbox"/> Sweep and Disinfectant Mop Floors |
| <input type="checkbox"/> Clean Stairs and Stair Strips | <input type="checkbox"/> Vacuum Floors |
| <input type="checkbox"/> Wipe Internal Window Ledges and Surface Polish | |
| <input type="checkbox"/> Clean Internal Windows | <input type="checkbox"/> Wash External Doors and Doorframes Vacuum Floors |
| <input type="checkbox"/> Clean Light Switches | <input type="checkbox"/> Clean External Windows |
| <input type="checkbox"/> Clean Signs | <input type="checkbox"/> Sweep External Area |
| <input type="checkbox"/> Clean Fire Extinguishers | <input type="checkbox"/> Tidy External Area and Parking Lot |
| | <input type="checkbox"/> Clean External Bin Area |
| | <input type="checkbox"/> Clean Bin Cupboard |

EXTRAS

NOTES: 10:00 - 10:40 polish Stretton (1-6) and (7-12)
10:40 - 12:00 - Kamerton (7-12) scrub floor,
12:30 - 2:30 Kamerton (1-6) scrub floors,

Operative Name: Fadial Agnes Signed: [Signature] Date: 11.07.2011

Supervisor Name: P. Tuenuu Signed: [Signature] Date: 11/07/11

Appendix 3 – Example Monitoring Log Sheet
Council Communal Cleaning report



Maid Marions[®]
Communal Cleaning Checklist

03858

Site Address: Evasham Mews

PRE CLEAN INSPECTION

BUILDING INTERIOR			BUILDING EXTERIOR		
DESCRIPTION	TYPE	LOCATION	DESCRIPTION	TYPE	LOCATION
Refuse	handbags	L3	Refuse		
Furniture		Recycle bin	Furniture		Recycle bin
Vandalism			Vandalism		
Graffiti			Graffiti		
Clothing			Clothing		
Glass			Glass		
Oil			Oil		
Chemicals			Chemicals		
Water			Water		
Cigarette Ends		L2 L3 L3	Cigarette Ends		car park
Blood			Blood		
Urine			Urine		
Vomit			Vomit		
Faeces			Faeces		
Needles			Needles		
Other (Specify)			Other (Specify)		

WORK DONE

- | | |
|---|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Dust Cobwebs on Ceiling and Walls <input type="checkbox"/> Clean Skirting Boards <input type="checkbox"/> Clean and Disinfect Hand Railings <input checked="" type="checkbox"/> Clean Stairs and Stair Strips <input type="checkbox"/> Wipe Internal Window Ledges and Surface Polish <input checked="" type="checkbox"/> Clean Internal Windows <input type="checkbox"/> Clean Light Switches <input checked="" type="checkbox"/> Clean Signs <input type="checkbox"/> Clean Fire Extinguishers | <ul style="list-style-type: none"> <input type="checkbox"/> Wash Internal Doors and Doorframes <input type="checkbox"/> Clean and disinfectant Wipe over Lift Internal and External <input checked="" type="checkbox"/> Sweep and Disinfectant Mop Floors <input type="checkbox"/> Vacuum Floors <input type="checkbox"/> Wash External Doors and Doorframes Vacuum Floors <input checked="" type="checkbox"/> Clean External Windows <input type="checkbox"/> Sweep External Area <input type="checkbox"/> Tidy External Area and Parking Lot <input type="checkbox"/> Clean External Bin Area <input checked="" type="checkbox"/> Clean Bin Cupboard |
|---|--|

EXTRAS

Two handbags kid bouncy castle

NOTES: Lift is broken again - Mattresses, sofa and other household stuff by recycle bin

Operative Name: Lisa Smith Signed: Lisa Smith Date: 11-07-11

Supervisor Name: P. Turnbull Signed: [Signature] Date: 11/07/11

Overview and Scrutiny Committee

16th August 2011

UPDATE ON THE INTRODUCTION OF THE HOME SUPPORT SERVICE INTO THE PRIVATE SECTOR – FOR SUPPORTING PEOPLE FUNDED CUSTOMERS ONLY

Relevant Portfolio Holder	Cllr Brandon Clayton
Portfolio Holder Consulted	√
Relevant Head of Service	Liz Tompkin
Wards Affected	All Wards
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To update members on the introduction of the home support service, to customers who reside in the private sector who are eligible for supporting people funding, as per Overview and Scrutiny's request dated 19th January 2011.

2. RECOMMENDATIONS

The Committee is asked to **RECOMMEND** that

- 1) **the Home Support Service be extended to all eligible residents of the Borough regardless of tenure;**
- 2) **the Council enable this service to be available to those who are not eligible for supporting people funding; and**
- 3) **arrangements mirror other housing associations and extend the supporting people eligibility to those on council tax benefit; and**

to **RESOLVE** that

the report be noted

3. KEY ISSUES**Financial Implications**

- 3.1 Currently 37hours per week of supporting people funding has been set aside to fund those customers who are not council tenants but who are eligible for the Home Support Service and supporting people funding. This approach does not generate any additional income for the Council.

Overview and Scrutiny Committee

16th August 2011

- 3.2 The delivery of this service to non-council tenants is currently dependant on supporting people funding. This funding derives from central government and given to local administering authorities; ours is Worcestershire County Council, to commission services.
- 3.3 Where a customer is a council tenant, they are eligible for supporting people funding if they have a need for the service and are in receipt of housing benefit.
- 3.4 Where a customer is not a council tenant, they are eligible for supporting people funding if they have a need for the service and are in receipt of guaranteed pension credit. On conducting market research officers have found other providers use council tax benefit as their eligibility criteria for supporting people funding. Officers would recommend this being considered.
- 3.5 Officers would like to be able to extend the Home Support Service to non-council tenants who would pay for the service. The current hourly rate for this service is £14.16. Dependant on their assessed support need this could be provided in 30minutes blocks. This is comparable to other provider's charges.

Legal Implications

- 3.6 There are no legal implications.

Service/Operational Implications

- 3.7 Following approval of the Executive Committee Report 1st February 2011, the Home Support Service has been extended to those who own their own homes and would be eligible for supporting people funding. We currently have 11 customers in receipt of the service. This equates to 12 hours of support per week.
- 3.8 The extension of this service has enabled vulnerable people to increase their quality of life. This has included maximising income to enable services, such as lifeline, to be re-installed.
- 3.9 When assessing potential customers the officer has had to refuse some elderly people who need the service. This is because they do not meet the eligibility requirements for support people funding.
- 3.10 We have been to the Older Person's forum and conducted a survey at their meeting. Of the 25 that attended the meeting 9 said they would be willing to pay for the service.
- 3.11 As demand for this service grows we will need capacity to expand the service. We also need to be able to charge for this service. This will

Overview and Scrutiny Committee 16th August 2011

make the service more financially sustainable and less dependant on supporting people funding.

Customer / Equalities and Diversity Implications

- 3.12 Currently we are unable to offer this service to those who live in the private sector that can afford to pay for it. Thus the provision of the service is unequal and based on where you live.

4. RISK MANAGEMENT

- 4.1 Historically the service attracted its customers from those that lived in council owned properties. A condition of moving into some of these properties was to have a Home Support Services Officer thus the customer base was guaranteed. As a result of changes to the supporting people contract and the outcomes of the Older Person's Housing and Support Strategy this is no longer the case. It is only a condition of the tenancy to have a need for the service in our Category A schemes.
- 4.2 For the service to continue and to meet the terms of the supporting people contract the customer base needs to be expanded to include all residents of the Borough. Failure to do so puts the service at risk.
- 4.3 The service need to attract funding from sources other than supporting people. This can be achieved, in part, by extending the service to those who could afford to pay for the service and reside in the private sector. Failure to do this could result in potential customers being offered the service by other providers.

5. APPENDICES

None.

6. BACKGROUND PAPERS

1st February 2011 Executive Committee Report ~ Introduction of a private home support service.

7. KEY

None

AUTHOR OF REPORT

Name: Liz Tompkin
E Mail: l.tompkin@bromsgroveandredditch.gov.uk
Tel: (01527) 64252

OVERVIEW AND SCRUTINY COMMITTEE

16th August 2011

REVISED EMPLOYMENT POLICIES

Relevant Portfolio Holder	Mike Braley, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Teresa Kristunas, Head of Finance and Resources
Wards Affected	None
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To present Members a proposed policy that have been developed in conjunction with Trade Union Representatives to support Staff in undertaking volunteering duties across the Borough.

2. RECOMMENDATIONS

The Committee is asked to RECOMMEND that

the staff volunteering policy attached at Appendix 1, subject to any member comments, is recommended to Executive for approval.

3. KEY ISSUES

- 3.1 As members are aware officers and unions have been working together to review a number of employee related policies over the last 12 months. A number of policies were reported to the Executive on 2nd August 2011. The proposed Volunteering Policy has been developed following discussions with Officers, Staff and Trade Unions. The policy attached details how the staff could undertake volunteering duties as part of their contracted hours. The policy allows employees up to 16 hours in any one year to undertake volunteering duties.

Financial Implications

- 3.2 None as a direct result of this report.

Legal Implications

- 3.3 All proposed changes to employee related policies have been developed in conjunction with Union representatives in accordance with employee legislation. In addition officers have considered the following in developing the proposed policies :
- Working Time Regulation 2007

- National agreement on pay and conditions of service for Local Government Services
- Employment Rights Act 1996
- Employment Relations Act 2004
- Trade Union and Labour Relations (consolidation) Act 1992

Service/Operational Implications

- 3.4 The proposed revised policies have been developed in consultation with Union representatives.

4. RISK MANAGEMENT

The proposed policies reflect the changes required to ensure a consistent approach to employee related matters.

5. APPENDICES

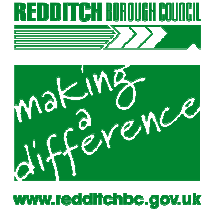
Appendix 1 – Volunteering Policy

6. BACKGROUND PAPERS

Previous employment related policies
Minutes / documents from negotiations with Union representatives

AUTHOR OF REPORT

Name: Becky Talbot
E Mail: becky.talbot@bromsgroveandredditch.gov.uk
Tel: 01527-64252 ext 3385



APPENDIX 1

Volunteer Policy

1. Introduction

Redditch Borough Council (RBC) recognises the contribution that an employee-volunteering scheme can make to the wider community; allowing employees to 'give something back' to their community whilst at the same time enhancing flexibility and development opportunities for its employees. The Council also wishes to take proactive steps to develop our relationship with the voluntary sector and regards this as one small step towards that objective.

Employee volunteering can also act as a development tool for employees, providing them with "hands on" experience and the opportunity to make a real, worthwhile difference to the community. A range of skills can be acquired through participating in voluntary work, which in turn will benefit local communities. Achievements and opportunities may be recognised in the employee PDR scheme.

Volunteering is a chance to get out and meet new people, interact with other employees and explore new challenges. Volunteering opportunities will be promoted and supported by the Council.

RBC is committed to supporting employees who wish to take time to volunteer and become more involved in community activities during their normal working hours. RBC will encourage its employees to volunteer, but recognises that volunteering is a matter of personal choice.

This policy applies to all employees of the council, irrespective of their status or position.

2. Main policy areas

What is Employee Volunteering?

Employee volunteering is when volunteers are supported by their employer, either during work time or on their own time. Volunteering is promoted, encouraged and recognised by the Council.

Why Employee Volunteering Can Make a Difference

There are benefits for RBC, its employees and the local community at large in volunteering.

Benefits to Employees

Community involvement offers a whole range of benefits to employees including:

- **Learning new skills**
- **Meeting new people**
- **Boosting Confidence**
- **Making a difference**

Benefits to the Local Community

The voluntary sector relies on outside support to meet the needs of the community it serves. Employee volunteers contribute time, skills and enthusiasm to get things done. Skilled employee volunteers can not only provide the professional skills which voluntary organisations struggle to afford, but also help the organisation's own staff. Volunteers, in turn, develop new skills and increased confidence.

Benefits to the Council

Employee volunteering can help RBC to:

- **Help the local Community**
- **Improve local reputation**
- **Build important relationships**
- **Enhance the skills of employees**
- **Improve levels of recruitment and retention**

Time allowed for Volunteering and Application Request

What can I request?

RBC will grant a maximum of 16 volunteer hours during any 12-month period, which is paid time away from work (For part time employees, this will be on a pro rata basis for all employees) to carry out individual and skills bank voluntary activities.

The 16 volunteer hours, may be taken as a whole block of time or alternatively, can be spread across the year. However, time off must be agreed in advance with the employee's line manager and will be subject to service needs.

How do I make an application?

It will be the employee's responsibility to organise his or her own volunteering activity whilst being supported by RBC. It is important for employees to take time to decide what volunteering activity they would be interested in, because working in an area that they would enjoy will make the experience more rewarding.

Once the employee has identified a volunteering activity and made contact with the voluntary organisation, they must complete the Employee Volunteering Request Form, which is attached to this guidance. Employees should remember to leave enough time for the request to be agreed with their line manager.

The Employee Volunteering Request Form must be completed every time they make an application to volunteer and be sent to their line manager.

What happens next?

The line manager will consider the application as they are the person who will authorise time off for volunteering activities. The line manager also reserves the right to decline an application. Reasons for this decline could include service needs/delivery, planned structural changes, etc.

Once agreed or declined a copy of the Employee Volunteering Request Form will be sent to Human Resources for monitoring and evaluating purposes.

Once agreed, times and dates of the volunteering activity should be agreed in conjunction with the employee's line manager and the voluntary organisation/charity.

Conditions of Volunteering Activities Supported by this Scheme

An employee who wishes to participate in a volunteer activity in the community must adhere to the following conditions:

- Time away from work must be agreed with their line manager in advance, and reasonable notice of the request must be given (at least 4 weeks). Reasonable notice is required to allow both the individual and their line manager to organise any necessary cover within their team.
- The volunteering activity should not bring the Council into disrepute.
- The volunteering activity must not conflict with the employee's work for the Council for example, acting as a treasurer for a charity that you have regular contact with in your council role. Employees should seek further advice from their line manager if they are concerned about potential conflicts of interest.
- As an employee of the Council it is important to adhere to Council's policies and procedures including the Code of Conduct. Employees must also respect confidentiality when undertaking voluntary activity. In practice, this will mean being aware of sensitive or confidential information disclosed.
- Time taken for voluntary activities must be recorded as "Volunteer Hours".
- Employees who accept a volunteering activity are expected to attend and meet their commitment. If an employee fails to attend a pre-agreed volunteering activity they will need to explain their non-attendance to their line manager. If non-attendance is due to sickness absence, then it must be reported by the usual sickness absence notification. Please

refer to the Sickness Absence policy for further information. If no reason for the absence is provided for the employee's non-attendance, this should be treated as an unauthorised absence and no payment for the time not worked will be made.

- Either party has the right to terminate an arrangement to volunteer, however a reason for the discontinuation will be required from the Council.

Use of Council Resources and Equipment

In preparing for a volunteering placement, it is anticipated that it will be necessary to use some of the Council's equipment, within reason. As a reasonable guide, employees may use office facilities for the purpose of arranging their placement as detailed below:

- Up to 5 local rate telephone calls
- Up to 50 pages of photocopying
- Up to 5 faxes

Should employees require further equipment or facilities above this limit, they will need to discuss and agree this with their line manager.

There is no central volunteering budget; therefore time and costs will be covered from existing budgets. However, apart from the indirect cost of covering the work of the volunteers, it is not anticipated that direct costs will be unmanageable.

Monitoring and Evaluation

Evaluation of the Employee Volunteering programme is vital so that we can improve and build on it. We endeavour to continually monitor and evaluate its impact to ensure long-term success.

Employees must send a copy of their completed "Employee Volunteering Form" to the HR Team. Their line manager will keep the original of the form to discuss with the employee as part of the wider evaluation of their learning and development activities during annual PDR meetings and at 1-2-1's.

It is the responsibility of the employee and their line manager to monitor the number of volunteering hours their employees undertake.

After the volunteering experience, we would welcome employees to record and share their experiences by completing the "Volunteering Feedback Form" and return to the HR team. This feedback will assist us to ensure our Employee Volunteering Programme is successful and worthwhile for our employees.

Communication

Volunteering activities will be promoted in the following ways through:

- The intranet with appropriate links to external web sites about volunteering
- Notice Boards
- Employee Induction
- PDR's and Development
- Cascade through team talks, team briefings & 1-2-1's

Redditch Borough Council Volunteering Activities

If an employee undertakes a volunteering activity, they will be automatically covered by the Council's Public Liability Insurance and the Council's Employer's Liability Insurance.

However, employees may need to undertake a risk assessment and have any additional health and safety training that is relevant to the activity i.e. manual handling. The voluntary agency will be asked to advise if this is required prior to the volunteering commencing.

EMPLOYEE VOLUNTEERING REQUEST FORM

This form should be completed when making a request for time off under this policy.

Time away from work must be agreed with your line manager in advance.

You should give as much notice as you can, (a minimum of 4 weeks), as this will help you and your line manager to make any necessary arrangements for cover etc where the request is approved.

Name	
Job Title	
Service	

Details of the Request (to be completed by employee)

Reason for request (please attach any available information you may have about the volunteering opportunity)

Time off required: (dates and no of hours requested)

Signed: (employee)

Date:

When you have completed this section pass the form to your manager or supervisor who will advise you of the decision, returning a copy of the completed form to you.

Line Manager to Complete: Decision: Agreed/Not Agreed (delete as appropriate)

If **not agreed** please give the reason(s) for your decision

Line Manager Name:

Signed:

Date:

FOR FURTHER INFORMATION ON THIS POLICY, PLEASE CONTACT YOUR HUMAN RESOURCES OFFICER.

NOTE: RBC reserve the right to vary the content of this document with consultation where appropriate.

OVERVIEW AND SCRUTINY COMMITTEE

16th August 2011

Petitions to the Overview and Scrutiny Committee – Monitoring Update Report

Relevant Portfolio Holder	Councillor Michael Braley, Portfolio Holder for Corporate Management
Relevant Head of Service	Claire Felton, Head of Legal, Equalities and Democratic Services
Wards Affected	Abbey, Lodge Park and Winyates Wards

1. SUMMARY OF PROPOSALS

This monitoring report is designed to update members of the Overview and Scrutiny Committee on the actions that have been taken in response to petitions received by the committee in 2010/11 and 2011/12.

2. RECOMMENDATIONS

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

3. KEY ISSUES

Background

- 3.1 The Local Democracy, Economic Development and Construction Act 2009 introduced a requirement for local authorities to designate an Overview and Scrutiny Committee with responsibility for considering certain types of petitions. These included petitions requesting that a senior officer provide evidence for the consideration of Members and appeals against decisions on the subject of petitions considered previously by full Council.
- 3.2 Redditch Borough Council introduced a new petitions scheme in response to these legislative requirements in June 2010. The council's petitions scheme extended the role of overview and scrutiny in relation to petitions. Petitions which did not receive the number of signatures required to enable the petition to be considered at full council, which in Redditch was established at 400 signatures or more, were instead to be presented for the consideration of the Overview and Scrutiny Committee.
- 3.3 The Overview and Scrutiny Committee has been allocated a specific role in relation to considering petitions. The Committee is not tasked with making any decisions about the petition. Instead, the role of the committee is to assess relevant processes that have been followed by

OVERVIEW AND SCRUTINY COMMITTEE

16th August 2011

the Council and partner organisations with regards to the subject of the petition.

- 3.4 The lead petitioner must be invited to present the petition at a meeting of the committee and can be permitted to participate in Members' discussions about the item. When considering the petition Members can gather evidence by reviewing relevant policies and interviewing expert witnesses. In some cases the committee may determine that the subject of the petition is suitable for a detailed policy review. At the end of the committee's deliberations Members can recommend that action be taken to resolve the problem identified by the petitioners, though equally, the committee may conclude that no further action is required.
- 3.5 From the start it was agreed that it would not be appropriate for certain types of petitions to be considered by the Overview and Scrutiny Committee. This included petitions on the subject of licensing and planning applications, which are subject to separate quasi-judicial processes, petitions relating to issues where there is an existing right of appeal, such as Council tax banding, and petitions for an elected mayor, which is subject to separate legislation.
- 3.6 Concerns were expressed during 2010/11 that it was not appropriate for petitions on council processes that are framed by legislation, such as the council housing allocations process, or petitions concerning confidential information about individuals to be referred to the committee for consideration. The committee was not in a position to suggest any actions that might alter the outcomes of these issues. Consequently, in 2011 the Council's constitution was amended to extend the number of excluded petitions that could not be considered by the Overview and Scrutiny Committee to encompass both of these areas.

Petitions Received by the Overview and Scrutiny Committee 2010/11

- 3.7 In 2010/11 the Overview and Scrutiny Committee received four petitions (Appendix 1). Two of these petitions, considered in October 2010 and February 2011, related to the Council's housing allocations process and referred to confidential information about individual residents. The Overview and Scrutiny Committee concluded that they could not propose further action as the Council is not in a position to amend a process that is informed by legislation. Therefore, the petitions were noted and no further action was required.
- 3.8 The Overview and Scrutiny Committee concluded that further action was required in response to two of the petitions received in 2010/11.

OVERVIEW AND SCRUTINY COMMITTEE

16th August 2011

- 3.9 The first of these petitions concerned reports of anti-social behaviour occurring in Lowlands Lane Park, Winyates, which was considered in August 2010. The Overview and Scrutiny Committee requested that a multi-agency approach, involving relevant Council services and partner organisations, should be adopted to resolve the problems identified in the petition.
- 3.10 A Winyates Partners and Communities Together (PACT) meeting was held at the park, partly in response to this petition. Officers spoke to 46 local residents and young people and did not receive any complaints about anti-social behaviour. In addition, in June 2010, the Redditch Community Safety Partnership delivered Operation Stay Safe, a project designed to help young people at risk as a result of alcohol abuse. During the course of this operation no reports were received about anti-social behaviour in the park. The overall response that has been received from local residents on this subject is that they are opposed to closing the park.
- 3.11 However Officers have discussed with the young people the possibility of getting the skate ramps located in the park repainted. This is being looked at by Leisure Services, with a view to setting up a project to work with the young people to complete the work.
- 3.12 The second of these petitions concerned the removal of barriers from the footpath located on Yardley Close, Winyates. The barriers had been removed to enable disabled access to the local doctor's surgery. However, concerns were expressed by petitioners that the removal of the barriers had led to anti-social behaviour occurring in the close and the petition proposed that these barriers should be reinstated. The Overview and Scrutiny Committee concluded that local representatives, including Council staff and representatives of the local Police force, should meet with the aim to identify a compromise solution to the situation.
- 3.13 A local residents' meeting took place on 15th June 2011 to discuss the issues raised in the petition. A key concern remained with regards to anti-social behaviour in Yardley Close. Residents were advised to obtain crime reference numbers when reporting complaints about anti-social behaviour to enable all agencies to monitor the extent of the problem. Concerns were also expressed that the dropped kerbs were not situated in the most appropriate locations in the close for the use of five local disabled residents.
- 3.14 A number of preferred actions were identified which all individuals attending the meeting endorsed. These were as follows:

OVERVIEW AND SCRUTINY COMMITTEE

16th August 2011

- a) to replace the gap in the hedge bordering the close (a request for fencing to be installed at this location had already been submitted);
 - b) to encourage people to think about using Yardley Close to progress through to other local areas by displaying a sign stipulating that preferred access was for residents only; and
 - c) to investigate the possibility of installing gates instead of a barrier in the close, thereby enabling the disabled residents to access the Doctor's Surgery located in Winyates centre.
- 3.14 Following the meeting senior officers were advised of the actions that had been proposed. An audit of the ramp, entrances and exits to the close and the placement of the dropped kerbs is due to take place in the next few weeks to assess the problems identified by local residents.
- 3.15 A further meeting of the residents group was due to take place on 11th July. During this meeting the issues raised by the petitioners and the feasibility of the requested actions were due to be discussed. In the long-term Officers are aiming to establish a permanent Yardley Close Residents' Group. This Group would be in a position to actively identify and address issues affecting the local community as and when they occur.

Petitions received in 2011/12

- 3.16 To date in 2011/12 the Overview and Scrutiny Committee has received one petition. This petition was launched by local business representatives based on Unicorn Hill who were concerned about the location of the town's taxi rank on the road. The Overview and Scrutiny Committee concluded that the petition was suitable for further consideration by the Licensing Committee.
- 3.17 The petition was consequently considered at the following meeting of the Licensing Committee on 14th July 2011. During the course of this meeting the lead petitioner outlined the concerns of the business owners and traders located on Unicorn Hill regarding the detrimental effect on trade which had arisen since a taxi rank had been sited on the left side of Unicorn Hill (looking down from the churchyard). He reported that several businesses had been forced to close and that the concern of local businesses was that, due to a lack of parking, more would follow. He asked that consideration be given by the Council to re-siting the taxi rank (perhaps to the station car park or Bates Hill) or restricting the time of their rank usage to 5.30pm onwards and that consideration of providing some 'short stay' parking bays in Unicorn Hill would be helpful.

OVERVIEW AND SCRUTINY COMMITTEE

16th August 2011

- 3.18 However, Members were informed that following receipt of the petition a consultation exercise had been carried out with relevant agencies, including West Mercia Police, West Mercia Road Traffic Management Police, Redditch Taxi Association and Worcestershire County Council (WCC). The consensus amongst those consulted was that the current location of the taxi rank was the most ideal location to service travellers on that side of the town.
- 3.19 In a previous consultation carried out in 2003/04 Worcestershire County Council Highways Department had advised that it would not be legally possible to provide road markings for short term parking in the day time and a taxi rank at night because of the different road markings that would be required. The suggestion by the petitioners to move the rank to the station car park was similarly not considered to be viable as the Council has no right of access to Private Land and previous enquiries had resulted in a negative response from the land owners. Consequently, the Licensing Committee concluded that no further action should be taken in response to this petition.

Financial Implications

- 3.20 There are no financial implications.

Legal Implications

- 3.21 There is currently a legal requirement for the Overview and Scrutiny Committee to consider certain types of petitions. However, to date petitions relating to senior Officers and appeals against decisions made on the subject of petitions have not been referred to the committee for consideration.

Service/Operational Implications

- 3.22 One of the standard features of effective overview and scrutiny is the use of a process to monitor the implementation of recommendations. This year, the scrutiny monitoring process was extended to encompass a process for tracking the implementation of scrutiny recommendations made in response to petitions. Through monitoring the implementation of these recommended actions councillors and petitioners should be able to assess the extent to which concerns within the local community have been addressed.
- 3.23 One of the Council's objectives is for Redditch Borough Council to be a well managed organisation. Through monitoring the implementation of recommended actions the Overview and Scrutiny Committee can review the extent to which Council processes are operating effectively.

OVERVIEW AND SCRUTINY COMMITTEE

16th August 2011

- 3.24 The petitions received by the Overview and Scrutiny Committee in 2010/11 and 2011/12 have focused on a variety of issues affecting the local community. In some instances the subject of the petition has had implications for Council services only. In other instances, particularly involving wider issues relating to community safety and anti-social behaviour, the subject of the petition has also had implications for local partner organisations.

Customer / Equalities and Diversity Implications

- 3.25 Petitions that are presented for the consideration of the Overview and Scrutiny Committee have garnered support from representatives of the local community. By tracking the implementation of the actions that have been recommended by the Overview and Scrutiny Committee in response to a petition Members are further addressing these local issues and demonstrating a commitment to resolving issues of concern to the community.

4. RISK MANAGEMENT

The Overview and Scrutiny Committee can propose recommendations in response to petitions. There is a risk that if recommended actions are not openly monitored there could be some uncertainty within the local community about the overall response of the Council to the petition. Furthermore, petitioners could become disillusioned about relevant Council services as well as the Overview and Scrutiny process.

5. APPENDICES

Appendix 1 - Table of petitions received 2010/11
Appendix 2 Table of petitions received to date 2011/12

6. BACKGROUND PAPERS

Redditch Borough Council's Constitution (May 2011)

7. KEY

Senior Officer Petitions – In Redditch senior officers are regarded as staff employed at the level of Head of Service or Director.

AUTHOR OF REPORT

Name: Jess Bayley (on behalf of relevant officers)
E Mail: jess.bayley@bromsgroveandredditch.gov.uk

**OVERVIEW AND SCRUTINY
COMMITTEE**

16th August 2011

Tel: (01527) 64252 Extn: 3268

APPENDIX 1
Petitions – Overview and Scrutiny
Recommendations Tracker

2010/11

Title of Petition	Date considered	Initial Response	Comments on Action Taken
1) Petition against anti-social behaviour in Lowlands Lane Park	04/08/10	The Committee recommended that a multi-agency approach be adopted to resolve the anti-social behaviour in Lowlands Lane Park.	Action has been taken to resolve this issue by Officers from the Council representing a variety of service areas and the Police. No further reports of anti-social behaviour in the park have been received from other residents. Further details are provided in the main report.
2) Petition to keep a family resident in a property on Prospect Road.	27/10/10	The Petition was noted. (Members did not request any further action on the basis that the process was the subject of an established housing allocations process.	N/A
3) Petition concerning residency at Winslow Close	09/02/11	The Petition was noted. (Members did not request any further action on the basis that the process was the subject of an established housing allocations process.	N/A
4) Petition regarding the removal of barriers from Yardley Close.	13/04/11	The Committee recommended that Officers meet with petitioners, a local disabled resident and Police representatives with a view to identifying a compromise solution.	Officers are in the process of addressing the issues raised in the petition. This action remains ongoing. Further information is provided in the main report.

APPENDIX 2
Petitions – Overview and Scrutiny
Recommendations Tracker

2011/12

Title of Petition	Date considered	Initial Response	Comments on Action Taken
1) Request for relocation of the taxi rank from Unicorn Hill.	24/05/11	The committee recommended that the petition should be forwarded to the Council's Licensing Committee for further consideration.	The petition was considered at a meeting of the Licensing Committee as it was considered to be more relevant to the work of that body. Further information about the outcome of these deliberations is provided in the main report.



Overview and Scrutiny

No Direct Ward Relevance

Committee

16th August 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

16th August 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>OTHER ITEMS - DATE FIXED</p>		
<p>16th August 2011</p>	<p>Council Flat Communal Cleaning Task and Finish Group – Update on Implementation of Recommendations Stage Two.</p>	<p>Relevant Lead Head of Service</p>
<p>16th August 2011</p>	<p>Private Sector Home Support Service – Post Scrutiny</p>	<p>Relevant Lead Head of Service</p>
<p>16th August 2011</p>	<p>Petitions – Monitoring Update Report</p>	<p>Relevant Lead Head(s) of Service</p>

Overview and Scrutiny

Committee

16th August 2011

16th August 2011	Staff Volunteering Policy – Pre-Decision Scrutiny	Relevant Lead Head(s) of Service
6th September 2011	Performance report for services within the remit of the Corporate Management portfolio	Relevant Lead Head of Service
6th September 2011	Update on fly tipping and progress with the Worth It campaign	Relevant Lead Head of Service
6th September 2011	Update report on the position of the Housing Revenue Account (HRA)	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
27th September 2011	External Refurbishment of Housing Stock Short, Sharp Review Group – Update Report	Relevant Lead Head(s) of Service
18th October 2011	Performance report for services within the remit of the portfolio for Housing, Local Environment and Health	Relevant Lead Head(s) of Service
November 2011	Improving Recycling Rates Short, Sharp Review Group – Launch of Review	Councillor Hopkins

Overview and Scrutiny

Committee

16th August 2011

8th November 2011	Budget Bids and Savings – Pre-Scrutiny	Relevant Lead Head(s) 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
29th November 2011	Youth Employment at Redditch Borough Council – Update Report	Relevant Lead Head of Service
3rd January 2012	Performance report for services within the remit of the portfolio for Leisure and tourism	Relevant Lead Head(s) of Service
24th January 2012	Budget Update Report – Pre-Scrutiny	Relevant Lead Head(s) of Service
24th January 2012	External Refurbishment of Housing Stock – Monitoring Update Report	Relevant Lead Head(s) of Service
24th January 2012	Portfolio Holder Annual Report – Portfolio for Leisure and Tourism, Councillor Derek Taylor	Councillor Derek Taylor
14th February 2012	Performance report for services within the remit of the portfolio for Planning, Regeneration, Economic Development and Public Transport	Relevant Lead Head(s) of Service

Overview and Scrutiny

Committee

16th August 2011

6th March 2012	Performance report for services within the remit of the portfolio for Community Leadership and Partnership	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
27th March 2012	Improving Recycling Rates Short, Sharp Review – Final Report	Councillor Gay Hopkins
17th April 2012	Youth Services Provision Task Group – Final Report	Councillor Simon Chalk
22nd May 2012	Promoting Sporting Participation Task Group – Final Report	Councillor Luke Stephens
22nd May 2012	Work Experience Task Group – Monitoring Report	Relevant Lead Head of Service
August 2012	Update Report – Promoting Redditch Task and Finish Group	Relevant Lead Head of Service
OTHER ITEMS – DATE NOT FIXED		
	Town Centre Landscape Improvements (including Church Green Improvements) – Pre-scrutiny	Relevant Lead Head of Service

Overview and Scrutiny

Committee

16th August 2011

	Energy Consumption – Submission of a Scoping Document	Councillor Anderson
	Equalities and Diversity – Submission of a Scoping Document	Councillor Fry
	Gritting short, Sharp Review Group – Monitoring Report	Relevant Lead Head of Service
	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service
	Worcestershire Supporting People Strategy	Relevant Lead Head of Service