

# Overview and Scrutiny Committee

Tuesday, 6th  
September,  
2011  
7.00 pm

Committee Room Two  
Town Hall  
Redditch



# Access to Information - Your Rights

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

Your main rights are set out below:-

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

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

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

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Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

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### **Agenda Papers**

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

### **Chair**

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

### **Running Order**

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

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

### **Decisions**

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

### **Members of the Public**

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

### **Special Arrangements**

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

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

### **Further Information**

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

### **Fire/ Emergency instructions**

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

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

**Do Not stop to collect personal belongings.**

**Do Not use lifts.**

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

**The emergency Assembly Area is on Walter Stranz Square.**

# Declaration of Interests: Guidance for Councillors

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DO I HAVE A "PERSONAL INTEREST" ?

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

**OR**

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

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

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



# Overview and Scrutiny

## Committee

Tuesday, 6th September, 2011

7.00 pm

Committee Room 2 Town Hall

### Agenda

#### Membership:

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

<b>1. Apologies and named substitutes</b>	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.
<b>2. Declarations of interest and of Party Whip</b>	To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.
<b>3. Minutes</b> (Pages 1 - 10)	To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record.  (Minutes attached)  <b>(No Specific Ward Relevance);</b>
<b>4. Actions List</b> (Pages 11 - 12)	To note the contents of the Overview and Scrutiny Actions List.  (Report attached)  <b>(No Specific Ward Relevance);</b>
<b>5. Executive Committee Minutes and Scrutiny of the Forward Plan</b>	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).  <b>(No Specific Ward Relevance);</b>

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<p><b>6. Task &amp; Finish Reviews - Draft Scoping Documents</b></p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <p>(No reports attached)</p> <p><b>(No Specific Ward Relevance);</b></p>
<p><b>7. Task and Finish Groups - Progress Reports</b></p>	<p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee.</p> <p>The current reviews in progress are:</p> <ul style="list-style-type: none"><li>a) Facilities for Disabled People – Chair, Councillor Alan Mason;</li><li>b) Promoting Sporting Participation – Chair, Councillor Luke Stephens; and</li><li>c) Youth Services Provision – Chair, Councillor Simon Chalk.</li></ul> <p>(Oral reports)</p> <p><b>(No Specific Ward Relevance);</b></p>
<p><b>8. Fly Tipping and Progress with the Worth It Campaign - Update Report</b></p> <p>(Pages 13 - 24)</p> <p>S Horrobin, Waste Management Manager</p>	<p>To consider an annual update report on the subject of fly tipping within the Borough and progress with the Council's Worth It Campaign.</p> <p>(Report attached and presentation to follow)</p> <p><b>(No Specific Ward Relevance);</b></p>

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## 9. Performance Report for the Services Within the Remit of the Corporate Management Portfolio

(Pages 25 - 38)

To consider the content of a written report regarding the performance of services within the remit of the Corporate Management Portfolio.

The Portfolio covers the following areas:

- Internal systems;
- Support services;
- Administration;
- Audit;
- Finance;
- Human Resources;
- IT (information to follow); and
- Conduct of Council business.

(Report attached and further information to follow).

**(No Specific Ward Relevance);**

## 10. Referrals

To consider any referrals to the Overview & Scrutiny Committee direct, or arising from:

- The Executive Committee or full Council
- Other sources.

(No separate report).

**(No Specific Ward Relevance);**

## 11. Work Programme

(Pages 39 - 44)

To consider the Committee's current Work Programme, and potential items for addition to the list arising from:

- The Forward Plan / Committee agendas
- External publications
- Other sources.

(Report attached)

**(No Specific Ward Relevance);**

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## 12. 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, 16th August, 2011

## MINUTES

### Present:

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

### Also Present:

Mrs T Buckley and Mr R Colebrook (Co-opted representatives from UNISON).

### Officers:

H Arnold, H Bennett, J Bough and E Cartwright

### Committee Services Officer:

J Bayley and M Craggs

### 56. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Simon Chalk and Luke Stephens.

### 57. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

### 58. MINUTES

#### RESOLVED that

**the minutes of the meeting of the Committee held on 26th July 2011 be confirmed as a correct record and signed by the Chair.**

### 59. ACTIONS LIST

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

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Chair

# Overview and Scrutiny

## Committee

Tuesday, 16th August, 2011

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Members noted that as requested further information about Operations Magenta and Wizard had been received since the previous meeting of the Committee. However, whilst information had been due to be received by the 12th August, regarding the financial position of Pitcheroak Golf Course, Members noted that they had not yet received any information.

**RESOLVED that**

**the Committee's Action List be noted.**

**60. EXECUTIVE COMMITTEE MINUTES AND SCRUTINY OF THE FORWARD PLAN**

No items were identified from the Executive Committee's minutes from 2nd August as suitable for further scrutiny and no items were selected from the Forward Plan as suitable for pre-scrutiny.

**RESOLVED that**

**the minutes of the meeting of the Executive Committee meeting on 2nd August 2011 be noted.**

**61. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS**

There were no draft scoping documents.

**62. TASK AND FINISH GROUPS - PROGRESS REPORTS**

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

a) Facilities for Disabled People – Chair, Councillor Alan Mason

Members were advised that the final membership of the group had not yet been confirmed. However, the Chair had already undertaken some independent research, which had included identifying examples of similar reviews that had been completed by other local authorities. The research findings would be shared with the rest of the group following the launch of the review.

b) Promoting Sporting Participation – Chair, Councillor Luke Stephens

Members were advised that the group had interviewed representatives of the Council's newly established Sports Development Team regarding sporting participation and sports

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## Committee

**Tuesday, 16th August, 2011**

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development. At the following meeting of the group Members were scheduled to interview representatives of North East Worcestershire (NEW) College.

c) Youth Services Provision – Chair, Councillor Simon Chalk

The Committee was informed that the Group had held two meetings since the launch of the review. The first meeting had been attended by a local student who had accompanied one of the members to the review and had provided a youth perspective on the subject. The group had arranged to interview County Councillor Jane Potter and relevant Officers from Worcestershire County Council at their following meeting and had identified a number of additional expert witnesses who could be interviewed during the review.

**RESOLVED that**

**the update reports be noted.**

**63. HEALTH OVERVIEW AND SCRUTINY COMMITTEE**

**RESOLVED that**

**the Health Overview and Scrutiny Committee update report be deferred until the following meeting of the Committee.**

**64. COUNCIL FLAT COMMUNAL CLEANING - MONITORING REPORT STAGE TWO**

Members received a monitoring report outlining the action that had been taken by officers in response to the recommendations made by the Council Flat Communal Cleaning Task and Finish Group in 2009.

The Council's cleaning contract had been renegotiated in April 2011. A new contractor, Maid Marions, had been awarded the contract and management of the contract had been assumed by the Council's Housing Services team. The charge for the cleaning services had remained relatively stable, having increased in line with inflation. The Council was in the process of producing information leaflets which would advise residents about the cleaning arrangements in the communal areas for the foreseeable future.

A resident in a block of flats located in Lingen Close had requested that the cleaning contract be extended to encompass communal areas in the property. Consequently residents had been consulted over the proposal, though enthusiasm for the service had been low.

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Further consultation was due to take place in Winyates district centre as part of the ongoing enhancements work in the area. As part of this process residents would be asked about their support for the introduction of the service.

The Committee noted that in previous years the Council's contractors had experienced difficulties when attempting to access a number of properties. This had created obstacles when attempting to deliver the cleaning service. The Council was aware of these concerns and had attempted to address problems wherever possible. In particular, the service had been removed from certain blocks of flats in Woodrow South where this problem had occurred following consultation with residents.

As requested by Members the lighting arrangements in the three storey flats located in Stretton House, Batchley, had been reviewed. A lighting upgrade had subsequently occurred and light sensors had been installed to prevent the stairwells from being turned on unnecessarily during daylight hours.

During the course of the review Members had observed evidence of fly tipping and concerns had been expressed about the potential risks to tenants of this behaviour. Following completion of the review there had been an upgrade of the fire equipment in many of the properties which helped to reduce the risks involved. Furthermore, the Council's tenancy team was more frequently in contact with residents, as a result of altered working practices and the introduction of tenancy walkabouts. As a consequence Officers were able to observe and resolve problems with fly tipping more quickly than in previous years.

### **RESOLVED that**

**the update report be noted.**

#### **65. PRIVATE SECTOR HOME SUPPORT SERVICE - POST-SCRUTINY**

The Committee considered an update on the delivery of the Home Support Service into the private sector for those eligible for Supporting People funding.

Contracts had been awarded to different organisations across Worcestershire to deliver the Home Support Service, which was designed to enable people to live independent lives rather than to provide a care package. Redditch Borough Council had been awarded a contract to deliver the support service in Redditch.

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The introduction of the service had been approved by the Executive Committee in February 2011. 37 hours per week of supporting people funding had been set aside for residents who were not Council tenants but who were eligible for the Home Support Service and supporting people funding. Council tenants were eligible for supporting people funding if they had a need for the service and were in receipt of housing benefit. Residents from the private sector were eligible for supporting people funding if they had a need for the service and were in receipt of guaranteed pension credit.

The hourly cost involved in delivering the service had been calculated as £14.16. However, demand for the Home Support Service amongst customers varied over time. Individual assessments were made and support plans created for each customer to ensure that the support s/he received suited his or her needs.

Following the introduction of the service in Redditch questions had been raised about the eligibility criteria for receiving the service. In particular, the organisations which delivered the Home Support Service in other parts of the county did not restrict access for vulnerable private residents who were not in receipt of guaranteed pension credit. Instead, these residents could pay a fee to receive the service. There was some concern that the more restrictive eligibility criteria in Redditch might have a negative impact on the potential for the Council to retain the Redditch Home Support Service contract in the long-term.

The Committee welcomed the report and the principles behind Officers aims for the future development of the service. Members commented that it was important to ensure that the eligibility criteria did not discriminate against residents living in the private sector. Officers were also urged to ensure that, if eligibility to receive the service was extended, the service was promoted effectively to local residents.

However, concerns were expressed about the need for further clarification regarding the financial implications of delivering the service and the level of staff input into the process. Members were advised that the scheme was financed utilising supporting people funding and that no funds were derived from the Housing Revenue Account (HRA) to pay for the service. It was agreed that this needed to be more explicitly stated within a wider business case for the process to enable the Executive Committee to make an informed decision about future arrangements for the service.

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### RECOMMENDED 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**

### RESOLVED that

- 1) **Officers produce a business case for the proposals detailed in the recommendations above incorporating further information about the financial implications of extending the service and the potential impact on staff resources;**
- 2) **the Executive Committee be asked to postpone consideration of the recommendations detailed above until the Committee receives this business case later in the year; and**
- 3) **the report be noted.**

## 66. STAFF VOLUNTEERING POLICY

The Committee received the draft staff volunteering policy for pre-scrutiny. The Committee's co-opted representatives from UNISON attended the meeting to speak on this item.

Members were advised that the staff volunteering policy would provide officers with an opportunity to undertake 16 hours of volunteering every year during working hours. Officers would be matched to placements and permission would need to be obtained from the employee's manager. The opportunity to participate in voluntary placements would not replace existing opportunities for staff to act in roles such as a school governor's post.

A similar policy had been introduced in recent years at Bromsgrove District Council. The impact of the policy had not yet been monitored, though it was understood that the number of officers who had utilised the opportunity to volunteer had been relatively low, ensuring that requests to volunteer had not undermined service

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delivery. However, feedback received from members of staff who had participated in voluntary placements had been largely positive.

Concerns were expressed about the potential benefits of staff participating in voluntary placements rather than attending work. Council staff were considered to be a valuable resource and therefore any placements needed to represent value for money for both the Council and local residents. However, it was noted that through volunteering an officer could make a valuable contribution to local voluntary and community sector organisations and the local economy whilst the officer could develop transferable skills that might be utilised to deliver services more effectively at the Council. Furthermore, the exigencies of the service would be prioritised.

Placements would not automatically be approved. The needs of the service area in which the officer worked would be prioritised by managers when considering applications to volunteer. Managers would also have the authority to reject proposed placements which were not considered likely to add value.

Members noted that the policy would need to be promoted effectively to ensure that officers were aware of the opportunity to participate in volunteering activities. As part of this process information about the policy could be provided during staff briefings and in the Council's online staff magazine. It was also suggested that members of staff from Bromsgrove who had participated in the scheme could be invited to brief Redditch based staff about the process.

The Committee's co-opted representatives commented that the unions would be largely supportive of the introduction of this policy. The appropriate timing for the introduction of the policy would need to be considered carefully, as many Council staff would be involved in the Council's transformation programme and would potentially be affected by the introduction of shared services. In this context many staff might welcome the opportunity to participate in volunteering activities which could help them to develop their skills and thereby improve their future career prospects.

### **RECOMMENDED that**

**subject to noting Members' comments as detailed in the preamble above, the Staff Volunteering Policy be approved.**

### **67. PETITIONS - MONITORING REPORT**

The Committee was advised that the Petitions Monitoring Report had been introduced in 2011/12. The report provided Members

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## Committee

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with an opportunity to monitor the implementation of actions that had been recommended in response to petitions considered by the Committee in 2010/11 and to date in 2011/12.

In 2010/11 the Committee had received four petitions. Members had concluded that no further action was required in relation to two of these petitions because the Council did not have the power to secure any alternative outcomes in relation to the subject of the petition. The Committee had agreed, however, that action was required in relation to two further petitions.

The first of these petitions had been received by the Committee in August 2010 and related to reports of anti-social behaviour in Lowlands Lane Park, Winyates. A Partners and Communities Together (PACT) meeting had subsequently taken place in Winyates where the subject had been considered in detail. No further reports had been received of anti-social behaviour from residents and support remained for the continuing use of the park. However, it had been agreed that work could be undertaken to redecorate the skate ramps located within the park.

The second petition had been presented by local residents who expressed concerns that the removal of barriers from Yardley Close had resulted in an increase in anti-social behaviour. Officers had met local residents to discuss the issue and had identified three core actions that could be taken to improve the situation: a gap in the hedge bordering the close could be filled, members of the public could be discouraged from using the close to reach other parts of the Borough; and gates could be installed in place of the barriers.

One petition had been received in 2011/12 by the committee, regarding the location of the taxi rank on Unicorn Hill. As requested, this petition had been referred to the Licensing Committee which had considered the item at a meeting on 14th July 2011. Evidence had been gathered from a variety of expert bodies. Based on this evidence the Licensing Committee had concluded that no further action could be taken.

**RESOLVED that**

**the report be noted.**

### **68. REFERRALS**

There were no referrals.



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### 69. WORK PROGRAMME

The Committee was advised that as requested at the previous meeting Councillor Hopkins had met with relevant Council Officers to discuss the appropriate timing for the Improving Recycling Rates Task Group review. It had been agreed that the review would launch in November 2011 and Members would aim to complete the exercise in March 2012.

#### **RESOLVED that**

**the Committee's Work Programme be noted.**

The Meeting commenced at 7.00 pm  
and closed at 8.35 pm



**Actions requested by the Overview and Scrutiny Committee**

<b>Date Action Requested</b>	<b>Action to be Taken</b>	<b>Response</b>
8th December 2011  <b>1</b>	Members requested that the Joint Worcestershire Hub review be raised for discussion at the next following Joint Chairs and Vice Scrutiny Network Meeting.	(next Joint Chair and Vice Chairs meeting postponed until further notice) Lead Officers, Overview and Scrutiny Support Officers.  TO BE DONE
2nd March 2011  <b>2</b>	Members requested that the Joint Worcestershire Scrutiny Framework be considered at the following meeting of the Joint Worcestershire Chairs and Vice Chairs Network	(next Joint Chair and Vice Chairs meeting postponed until further notice) Lead Officers, Overview and Scrutiny Support Officers.  TO BE DONE
14th June 2011  <b>3</b>	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
14th June 2011  <b>4</b>	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.	Members feedback was considered as part of the discussions regarding the Members' courier post.  DONE.

<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.</p> <p>DONE</p> <p>(Information sent by email to Members on 24/8/11)</p>
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## OVERVIEW AND SCRUTINY COMMITTEE

6th September 2011

### REPORT TITLE: Update on Fly-tipping and Campaign work

Relevant Portfolio Holder	Councillor Brandon Clayton, Portfolio Holder for Housing, Local Environment and Health
Portfolio Holder Consulted	
Relevant Head of Service	Guy Revans, Head of Environmental Services
Wards Affected	All
Ward Councillor Consulted	N/A
Non-Key Decision	

### 1. SUMMARY OF PROPOSALS

- 1.1 To provide the Committee with the latest facts and figures and an update on action taken to tackle fly-tipping during 2010/11.
- 1.2 To provide the Committee with more detail on planned waste and street scene publicity work including forthcoming fly-tipping campaigns.

### 2. RECOMMENDATIONS

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

### 3. KEY ISSUES

#### Financial Implications

- 3.1 Clearance of fly-tipping forms part of street cleansing operations and it is difficult to separate out the cost of dealing with fly-tipping from other street cleansing operations. However, the national Flycapture database provides a set of standard figures which all authorities can use to estimate the cost of clearing fly-tipping in their area and in Redditch for 2010/11 this is estimated at: £34,320 (see appendix 1). The cost of carrying out campaign and publicity work is met by existing environmental services budgets.
- 3.2 Housing have found that improvements to waste collection systems have resulted in significantly reduced costs this year in clearing items fly-tipped in communal bin stores and other communal living areas.

## OVERVIEW AND SCRUTINY COMMITTEE

6th September 2011

### Legal Implications

- 3.3 The Council has a duty to keep streets clear of litter and refuse. This applies to land in the open air to which there is public access.

### Service / Operational Implications

- 3.4 Fly-tipping varies in size from a single mattress or black bin bag to large-scale truck loads of construction, demolition and excavation waste. Some illegal dumps, whilst small in size, can be serious particularly if hazardous waste is involved. Guidance states that waste should be counted as a fly-tip *“if the fly-tip waste is too large to be removed by a normal hand sweeping barrow. In simple terms, a single full bin bag upwards would constitute a fly-tip. Similarly several carrier bags full of rubbish dumped together would also constitute a single fly-tip.”*
- 3.5 There is evidence nationally that a lot of fly-tipping is organised by professional criminals who can gain significant financial rewards. However, in Redditch there are few fly-tips of this nature. Analysis of the first 421 fly-tips dealt with during the first three months of 2011 has shown that the majority (232) of the fly-tipped items were household items like sofas, carpets, mattresses and electrical items. There were also fairly high numbers of fly-tipped black sacks and builders’ rubble. The table below shows further details.

Description	Number of fly-tips
Household items including sofas, carpet, furniture, mattresses and electrical items	232
Black bags	66
Builders’ rubble	60
Garden waste	30
Carpet	20
Car parts/tyres	20
Toys	20
Doors	15

- 3.6 Whilst numbers of fly-tips have generally been steadily reducing, instances of fly-tipping in the town are high compared to other Worcestershire authorities with the exception of Bromsgrove (see appendix 1). Dealing with fly-tipping is resource intensive as last year approximately 66 reports of fly-tipping were received per month. In addition, housing services have ongoing problems with dumped rubbish in bin stores, landings, gardens etc.

## OVERVIEW AND SCRUTINY COMMITTEE

6th September 2011

3.7 It is recognised that the problem of fly-tipping cannot be treated in isolation and has to be linked with other services, particularly housing and waste collection. Therefore a cross service project team to review the problem of fly-tipping in the Borough was established in July 2009. The team represents environmental and housing services and the anti-social behaviour team and was set up to look into the issues underlying the high level of fly-tipping in the town, i.e. the 'what, why and where' of fly-tipping, and develop an improvement plan to tackle the issues to commence in April 2010.

3.8 Enforcement action is taken wherever possible in relation to fly-tips and all reports of fly-tipping are passed to the enforcement officers for investigation. During 2010/11 1,040 enforcement actions were carried out as follows:

<b>By Action Type</b>	<b>No. of Actions</b>
<b>investigation:</b>	672
<b>warning letter:</b>	108
<b>statutory notice:</b>	30
<b>fixed penalty notice:</b>	2
<b>duty of care inspection:</b>	13
<b>formal caution:</b>	215

3.9 A number of key actions were carried out last year to tackle fly-tipping and full details are given in appendix 2. Key outcomes were that:

- monitoring on bin days in 'hot spot' areas found that there were no significant amounts of fly-tipping found on bin days;
- there is a reduction in clearing fly-tipping generally across all of the housing estates and that there is less reported fly-tipping coming through from these areas;
- multi service estate walkabouts happen regularly in housing estates and these provide a proactive approach in tackling both tenancy and environmental issues like fly-tipping; and
- some publicity has been carried out and a three year plan has been developed with fly-tipping as the focus in January – March 2012.

3.10 A comprehensive waste and street scene publicity plan has been developed and was endorsed by the Executive Committee on 23rd August. A summary of key dates is included at Appendix 3. The plan focuses on five key themes including food waste, dog fouling, recycling, fly-tipping and litter.

3.11 The first round of campaign and publicity work around fly-tipping will be carried out from January to March 2012 and aims to reduce annual

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levels of fly tipping, raise awareness of what fly tipping is and raise awareness amongst business owners of how to correctly dispose of business waste. Amongst planned action will be new campaign livery on waste collection and the electric vehicles, a business waste letter sent to all businesses in the authority area and banners and 'Worth it' posters displayed at fly tipping hotspots. Along with press releases and more information on the website, in a similar way to the dog fouling campaign running this summer.

### **Customer / Equalities and Diversity Implications**

- 3.12 The plan recognises that different audiences require different communication methods and a range of methods will be used to promote the anti-fly-tipping message.

#### **4. RISK MANAGEMENT**

Having a planned approach to publicity and campaign work targets resources at specified times and reduces the risk of trying to tackle too many issues and campaigns being ineffective.

#### **5. APPENDICES**

Appendix 1 – Fly-tipping Statistics

Appendix 2 – Update on key actions taken during last year

Appendix 3 – Overview of Waste and Street Scene Publicity Plan 2011  
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#### **6. BACKGROUND PAPERS**

Report to Overview and Scrutiny Committee 17th March 2010

### **AUTHOR OF REPORT**

Name: Sue Horrobin  
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**Appendix 1 – Fly-tipping Statistics****1. Numbers of fly-tips and costs**

The Council completes a monthly return to the national 'Flycapture' database which records information on the nature and location of fly-tips and any enforcement action taken. The following table compares the number of fly-tips recorded in Flycapture for the last 5 years (figures relate to fly-tips in the open air, and not within housing property boundaries, e.g. gardens, bin stores etc). Calculating the actual cost of dealing with fly-tipping is difficult but the Flycapture system provides an estimated cost of dealing with fly-tipping using a set of standard costs based on the fly-tip sizes – please note therefore these figures should only be used as a guide.

	<b>Total no. reports (Flycapture)</b>	<b>Estimated cost (taken from Flycapture)</b>
<b>2005/06</b>	1220	£105,553
<b>2006/07</b>	1611	£70,785
<b>2007/08</b>	1270	£60,571
<b>2008/09</b>	934	£27,796
<b>2009/10</b>	870	£40,531
<b>2010/11</b>	892*	£34,320

\*It is estimated that a slight increase on the figure from 2009/10 is due to some duplications being included; however over the course of the year the number is still significantly lower than 3 years ago.

**2. Where is the fly-tipping problem?**

Over the last 2 years the following five areas have been found to have the highest levels of fly-tipping:

<b>Area</b>	<b>Number of fly-tips reported (2009/2010)</b>	<b>No. of fly-tips reported (2010/2011)</b>
Winyates West	200	172
Winyates East	147	126
Church Hill South	139	148
Woodrow South	79	65
Batchley	71	105

**3. Comparison with other Worcestershire authorities**

The following table compares the number of fly-tips across Worcestershire authorities last year (2010/11):

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<b>Authority</b>	<b>Number of fly-tips dealt with 2010/11</b>
Redditch	892
Bromsgrove	1419
Malvern Hills	299
Worcester City	621
Wychavon	603
Wyre Forest	230

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### Appendix 2 – Update on key actions taken during last year

A number of key actions were agreed last year to tackle fly-tipping as detailed below:

**ACTION 1: Of the top 5 areas for fly-tipping, identify exactly where within these areas the fly-tipping is occurring and run 4 targeted campaigns on bin day during 2010/11, monitor effects.**

A number of bin day inspections were carried out by enforcement/waste officers last summer. Areas with high levels of fly-tipping were selected for intensive monitoring and action including Exhall Close, Bushley Close, Crophorne Close, Leysters Close, Winslow Close, Felton Close, Farnborough Close, Haseley Close and Dunchurch Close. This monitoring concluded that there were no significant amounts of fly-tipping found on bin days and any problems were cleared by collection crews.

**ACTION 2: Housing and waste services work closely to improve communal waste collection systems, including better information provided to residents who use these systems – link with provision of recycling to communal properties.**

A number of improvements to waste collection systems are being/have been introduced in Exhall Close, Laurel Close, Ibstock Close, Dolben Lane, Leysters Close, Northleach Close, Mainstone Close, Winyates Centre (in conjunction with the estate enhancements programme) and Evesham Mews. Generally all of the new systems aim to improve recycling facilities and reduce fly-tipping in communal areas. In order to prevent fly tipping in communal bin cupboards that are no longer required, we are identifying those no longer in use and once they have been cleared, cupboards are secured. We have noted that there has been a reduction in clearing fly-tipping generally across all of the estates and that there is less reported fly-tipping coming through from these areas.

**ACTION 3: Continue estate walkabouts with housing, tenancy, ASB and police officers and monitor effects.**

Multi service estate walkabouts happen regularly in housing estates and these provide a proactive approach in tackling both tenancy and environmental issues like fly-tipping. Additionally, fire detection equipment has been installed in all communal areas and weekly testing of equipment also identifies fly-tipped items which could be potential fire hazards and this ensures their fast removal.

#### **4. Run Borough wide and targeted publicity campaigns**

Limited publicity has been carried out as resources have been focussed on the dog fouling campaign, on producing livery for all campaigns which has

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now been acquired and on drawing up the 3 year plan (see appendix 3). One 'Worth it' advert appeared in the local paper during the summer and special 'one off' fly-tipping posters which are similar to the dog fouling ones have been created to use in areas with high levels of fly-tipping.

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REDDITCH BOROUGH COUNCIL

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Appendix 3 – overview of Waste and Street Scene Publicity Plan 2011 – 14

	Apr	May	Jun	Jul	Aug	Sep	Oct*	Nov o ◇	Dec	Jan	Feb	Mar
<b>2011</b>												
Food Waste	■	■	■									
Dog Fouling				■	■	■						
Recycling							■	■	■			
Fly Tipping										■	■	■
<b>2012</b>												
Litter	■	■	■									
Dog Fouling				■	■	■						
Recycling							■	■	■			
LFHW										■	■	■
<b>2013</b>												
Litter	■	■	■									
Dog Fouling				■	■	■						







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### **PORTFOLIO HOLDER ANNUAL REPORT: CORPORATE MANAGEMENT**

Relevant Portfolio Holder	Councillor Michael Braley, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	
Relevant Heads of Service	Heads of Business Transformation, Customer Services, Finance and Resources, and Legal, Equalities and Democratic Services.
Non-Key Decision	

#### **1. SUMMARY OF PROPOSALS**

The report provides a summary of the Council's progress for the Corporate Management Portfolio.

#### **2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE**

- 1) **a number of questions based on the content of the attached report to be addressed by the Portfolio Holder for Corporate Management during his annual report on 27th September 2011; and**
- 2) **that the report be noted.**

#### **3. KEY ISSUES**

##### **Background**

- 3.1 As part of Overview and Scrutiny Committee's work programme it has been agreed that each Portfolio Holder will provide a written report on progress in their area or responsibility and attend a meeting of the Committee.

##### **Financial Implications**

- 3.2 There are no financial implications arising directly from the report, however, the report does refer to revenue and capital budget issues.

##### **Legal Implications**

- 3.3 There are no legal implications to this report, though information about the Council's Legal Services does appear within the report.

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### **Service / Operational Implications**

- 3.4 The Corporate Management portfolio is critical to achieving the Council's priorities.

### **Customer / Equalities and Diversity Implications**

- 3.5 There are no direct recommendations on customer service; however, the report does provide information on services to our customer over the last year.
- 3.6 There are no direct recommendations on equalities and diversity.

### **4. RISK MANAGEMENT**

There are no risks arising directly from this report.

### **5. APPENDICES**

Appendix 1 – Portfolio Holder Annual Report: Corporate Management

### **6. BACKGROUND PAPERS**

Not Applicable

### **AUTHOR OF REPORT**

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# Portfolio Holder Annual Report

Portfolio: Corporate Management

Portfolio Holder: Councillor Michael Braley

## Year: 2010/11

# 1. Executive Summary

1.1. Please provide a summary of progress over the last year (no more than one page).

## Customer Services

- Launched Every Customer Every Time customer experience strategy.
- Implemented revise customer feedback policy and software to enable us to better record, track and report on complaints, compliment and MP enquiries.
- Implemented customer care training for all staff as well as various other customer service initiatives to help managers and staff to improve the level of customer care provided.
- Key role in supporting the revenues and benefits transformation.
- Worked with HMRC to bring them into the Town Hall, providing their service to customers from our customer service centre.
- Provided specific support to the elections by dealing with all customer enquiries, thus releasing capacity within the elections team.
- Implemented changes to the use of resources at the enquiries desk as well as in the telephone service to improve waiting time and reduce the number of lost calls.
- Worked with individual service to develop customer care initiatives and address specific issues, for example individual performance management.

## Finance and Corporate Resources

### **Financial Services**

- Officers trained on the requirement associated with introducing International Financial Reporting Standards
- Agreed to host a payroll service for Wyre Forest District Council which went live in April 2011
- Progressed the implementation of e-procurement
- Worked with Procurement Team on corporate contracts for energy and mobile phones
- Led on collaborative procurement with Bromsgrove District Council of new software for the management of BACS

**Revenue Services**

- Revised Write Policy and procedures drafted and approved by members
- Scoping exercise undertaken for Revenues Transformation Programme and team established
- Income Team moved from Housing to be part of Revenues Team

**Benefits Service**

- Improvement plan developed and performance monitored following Inspection
- Quarterly reporting of performance to Executive Committee
- Benefits Service re-inspected and judged to be 'good with promising prospects for further improvement'
- Scoping exercise undertaken for Benefits Transformation Programme and team established

**Procurement Service**

- Collaborative Agreement signed by all district CEOs in the county to deliver savings and efficiencies by collaborative procurement
- Officer is now the representative for all the Worcestershire Authorities on the newly formed WMRIEP Regional Strategic Procurement Board which cover West Midlands, Staffordshire, Shropshire and Herefordshire
- Harmonisation work taking place across RBC/BDC/Wyre Forest DC & Wychavon DC to establish common procurement documentation, policies and procedures
- Contract management and Specification writing training delivered
- Contributed to significant savings across the authority

**Property Services**

- Estates and Asset Management Team were TUPE transferred to the WETT Property Services hosted by the county council
- Client Officer Group established to oversee the service

**Human Resources**

- Business Case for a shared HR & OD Service with Bromsgrove District Council approved by members

- Job Evaluation exercise progressed to enable pay modelling to take place and consultation with staff and unions to commence
- Terms and Conditions of employment reviewed and consultation undertaken with staff and unions
- HR support provided to the newly formed Worcestershire Regulatory Services
- Health & Safety training programme delivered
- Fire risk assessments reviewed

### **Internal Audit**

- Internal Audit Team was TUPE transferred to the Worcestershire Internal Audit Service hosted by Worcester City Council.
- Savings delivered in terms of the cost of Internal Audit

### **Legal and Democratic Services**

#### **General**

- Proposals formulated towards new Shared Services - before the Council on 5th September

#### **Democratic**

- Strong Leader model adopted by the Council has now been implemented - doesn't change things enormously because of the way the Leader wishes to continue to work.
- Continued improvement in Council meeting arrangements, further to Constitutional review, approved by the Council in May 2011.
- Electronic Room Booking for Civic Suite fully implemented
- Following last year's transfer of local land charges, street naming and numbering, local property gazetteer post shared management team restructure, administration of Civic Suite Hire is the final element to be transferred out of the team - to Leisure Services. This now happens on 1st September.
- Member Development Programme approved and implemented
- Member IT arrangements reviewed and in the process of implementation, albeit with some teething problems.

## Legal

- (2010) Large scale voluntary registration work – Commercial and open space completed – now working on residential area
- (2010) Solicitors from both RBC and BDC are working collaboratively to ensure that all legal work remains in house
- May 2010 combined Parliamentary and Borough Elections managed successfully in RBC. Note this was the first time that the new shared services working structure of officers at both sites had been used and it proved to be a very easy transition for both staff and candidates/agents.
- May 2011 saw the successful completion of combined Referendum, District and Parish Elections in BDC and combined Referendum and Borough Elections in RBC. The Referendum in particular was very challenging, it was new to all concerned and was led by the Electoral Commission, the fact that the EC led the Referendum meant that the team were faced with vast amounts of paperwork, that aside they were a great success with the counts in particular being noted by candidates, agents, press and staff as being exemplary.
- May 2011 saw the first joint postal vote operation between BDC and RBC. BDC hosted postal vote opening sessions for both Councils and used a mix of experienced and inexperienced staff from both authorities. The operation was a great success and is a model for the future.

## Participation

- Events were held throughout Democracy week for the promotion of Electoral Services, in conjunction with other departments we had a stands at both New Collages with a polling booth to encourage everyone to become involved in Democracy.
- A complete overhaul has been completed for the Electoral Services pages of both Councils web pages. They have been made much more ‘user friendly’ and even though major works are now complete they are reviewed regularly. Feedback is monitored and to be honest it is all very favourable. Our web pages have become models for other Councils and we are often asked if our images and ideas can be used. There is still a little more work to be done on the youth section.
- Work is well underway on the production of a new easy to use folder system for use in Residential and care homes throughout BDC and RBC. This new folder will be introduced to the homes by way of a personal visit from an

Electoral Services team member who will talk to the manager, and if required, the residents about registration and voting options.

- 2011 saw the introduction of the first 'Be A Councillor' drop in meetings, these were held at both Councils and were a great success. They were independent in as much as they were in formal planned sessions where members from Committee Services, Electoral Services and Equalities were represented so that anyone who was thinking about becoming a Councillor at any level could come along and have their questions answered in a non formal environment. Feedback received after these events was very constructive and people welcomed the opportunity to find out more.
- 2011 saw the introduction of formal training for all polling station staff (previously only Presiding Officers were trained), this proved successful and feedback regarding splitting poll clerks and presiding officers for future training events has been taken on board, this will enable us to target staff on their experience.

### **Canvass for the Register of Electors**

- The 2010 Canvass was completed on time and saw the reintroduction of an all out door to door canvass at RBC. This was well received and saw the increase of the response rate in previously poorer responding areas.
- The 2011 Canvass has now begun and this year for the first time we have re introduced a full first stage hand delivery for the RBC canvass areas (previously this first stage was done by Royal Mail) but cost savings can be achieved by the use of our own hand delivery staff.

### **Other Matters**

- 2011, after the retirement of Heather Hayes, the structure of the Electoral Services Department was reassessed and a new career graded post will be put in place, this is an excellent opportunity to develop a new team member and ensure that the knowledge base and experience of the team is enhanced.
- 2011 will see Lizzie Tovey successfully complete the Certification Level of her professional qualification for the Association of Electoral Administrators.
- The review of the temporary electoral services staff (elections and canvass staff) is well under way, a new application form has been designed and telephone interviews will now take place. There are also plans in place to introduce



promotional recruitment campaigns in both BDC and RBC where a more face to face approach will be developed in order to recruit staff with the right qualities for the jobs undertaken.

- In August/September 2010, Electoral Services were inspected by the Electoral Commission in connection with raising our Performance Standard level. The visits were a great success and the EC representative was very impressed with the team and their procedures, this included the training developed for Canvass staff. As a result of the visits our performance indicators were increased to a higher level.
- A mini polling station review was undertaken for both Councils in January 2011.

### **Legal**

- Completed legal agreements with Sport England and Redditch Premiers BMX Club for use and management of new BMX track.
- Completed legal agreement to out-source the management of the Arrow Valley Countryside Centre by Mr Creaton's Foods.
- Successfully recovered land at rear of Batsford Close which had been occupied by a number of residents, without recourse to litigation.
- Responded to the first application by residents for land at Peterbrook Close to be declared a "Village Green" [outcome awaited]
- Completed the transfer of the Care and repair Service to Festival Housing.
- Supported Standards Committee with the first matter to go to Final Determination Hearing of a complaint under the Standards regime.
- Assisted BDC to support Licensing Committee at Worcester City Council
- Completed legal agreements for Worcestershire enhanced two tier ["WETT"] agreements for delivery of Property, Audit, Payroll, Services
- Further collaborative working between lawyers from both RBC and BDC to ensure provision of legal services to all departments whether already in a shared service or yet to be shared

## **2. Performance**

### **2.1. Please detail areas of good performance over the past year.**

#### **Customer Services**

- Improved response times for complaints - 5% more complaints dealt with within the agreed timescales.
- Improved waiting times face to face – down by 10 minutes
- Dealt with 72,932 face to face customers
- Dealt with 59,475 telephone enquiries

#### **Finance and Corporate Resources**

- Time taken to process Housing Benefit/Council Tax Benefit claims has reduced from 13.4 days to 11.35 days
- £233,000 in additional welfare benefits claimed through the support of the Income Maximisation Officers
- Council tax collection improved from 97.0% to 97.6%
- The collection of NDR was maintained at 98.4%, despite the economic downturn

#### **Legal and Democratic Services**

See summary above

2.2. Please detail key performance indicators that are of concern

Key Performance Indicators – Areas of Concern			
PI Ref	PI Description	Explanation and/or corrective action.	Impact on budget

### 3. Revenue Budget

3.1. Explain problem areas – what has been done, what is planned to be done – impact on priorities, key deliverables

Revenue Budget – Areas of Concern			
Budget Code	Description	Explanation and/or corrective action.	Impact on performance and priorities

## 4. Capital Budget

4.1. Explain problem areas – what has been done, what is planned to be done – impact on priorities, key deliverables

Revenue Budget – Areas of Concern			
Budget Code	Description	Explanation and/or corrective action.	Impact on performance and priorities

## 5. The Year Ahead

5.1 Please detail the portfolio holder's main areas of focus in 2011/2012:-

### **Customer Services**

- Systems thinking transformation of service delivery
- Implementation of shared management structure
- Review of letters and implementation of training to improve the standard of letters sent to customers
- Work with other services and partners to develop customer service provision.

### **Finance & Resources**

- Implementation of job evaluation
- Establishment of shared service for Financial Services
- Support to be provided by HR & OD Service to overall Shared Service Programme
- Further development of Transformation Programme into other service areas
- Development of Training and Organisational Development Programme
- Further progress of Asset Disposal Programme
- Identification of further areas for collaborative procurement
- Implementation of CHRIS 21 kiosk (payroll and HR system) for RBC/BDC & WFDC

### **Legal and Democratic Services**

#### **General**

- Implementation of Shared Services across rest of Legal and Democratic Services in April 2012
- slotting in / recruitment and selection, as appropriate.

- associated reviews of working methods across both Councils / training as appropriate.
- interim arrangements pending solutions around office changes in Bromsgrove.

#### **Democratic Services / Committee Services / Members' Support**

- Conclusion of further review of Constitution; with particular reference to updates to Delegations / Protocols for approval by Council in May 2012, latest
- Review and update of Member Development Programme, via MSSG
- Review of revised Member IT arrangements, via MSSG

#### **Electoral Services**

- Preparation for Police Commissioner Election processes
- Polling Station Review
- Elections May 2012 (RBC 1/3)



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No Direct Ward Relevance

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### WORK PROGRAMME

(Report of the Chief Executive)

Date of Meeting	Subject Matter	Officer(s) Responsible for report
<b>ALL MEETINGS</b>	<b>REGULAR ITEMS</b>	<b>(CHIEF EXECUTIVE)</b>
	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
	<b>REGULAR ITEMS</b> 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

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	<p><b>REGULAR ITEMS</b></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>
<b>OTHER ITEMS - DATE FIXED</b>		
<b>6th September 2011</b>	Performance report for services within the remit of the Corporate Management portfolio	Relevant Lead Head of Service
<b>6th September 2011</b>	Update on fly tipping and progress with the Worth It campaign	Relevant Lead Head of Service
<b>27th September 2011</b>	External Refurbishment of Housing Stock Short, Sharp Review Group – Update Report	Relevant Lead Head of Service



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<b>27th September 2011</b>	Portfolio Holder Annual Report – Corporate Management, Councillor Braley	Councillor Braley
<b>27th September 2011</b>	Quarterly Performance Report – Quarter 1 – April – June 2011	Relevant Lead Director
<b>27th September 2011</b>	Quarterly Budget Report – Quarter 1 – April – June 2011	Relevant Lead Head of Service
<b>27th September 2011</b>	Update report on the position of the Housing Revenue Account (HRA)	Relevant Lead Head(s) of Service
<b>18th October 2011</b>	Performance report for services within the remit of the portfolio for Housing, Local Environment and Health	Relevant Lead Head(s) of Service
<b>18th October 2011</b>	Performance report for services within the remit of the portfolio for Community Safety and Regulatory Services	Relevant Lead Head(s) of Service
<b>November 2011</b>	Improving Recycling Rates Short, Sharp Review Group – Launch of Review	Councillor Hopkins
<b>8th November 2011</b>	Budget Bids and Savings – Pre-Scrutiny	Relevant Lead Head(s) of Service
<b>8th November 2011</b>	LSP Task and Finish Group – Monitoring Update Report	Relevant Lead Director
<b>8th November 2011</b>	Monitoring Report – Scrutiny of the Sustainable Community Strategy	Relevant Lead Director

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<b>8th November 2011</b>	Portfolio Holder Annual Report – Housing, Local Environment and Health, Councillor B Clayton	Councillor B Clayton
<b>29th November 2011</b>	Youth Employment at Redditch Borough Council – Update Report	Relevant Lead Head of Service
<b>29th November 2011</b>	Portfolio Holder Annual Report – Community Safety and Regulatory Services, Councillor Brunner	Councillor Brunner
<b>3rd January 2012</b>	Performance report for services within the remit of the portfolio for Leisure and tourism	Relevant Lead Head(s) of Service
<b>24th January 2012</b>	Budget Update Report – Pre-Scrutiny	Relevant Lead Head(s) of Service
<b>24th January 2012</b>	External Refurbishment of Housing Stock – Monitoring Update Report	Relevant Lead Head(s) of Service
<b>24th January 2012</b>	Portfolio Holder Annual Report – Portfolio for Leisure and Tourism, Councillor Derek Taylor	Councillor Derek Taylor
<b>14th February 2012</b>	Performance report for services within the remit of the portfolio for Planning, Regeneration, Economic Development and Public Transport	Relevant Lead Head(s) of Service
<b>6th March 2012</b>	Performance report for services within the remit of the portfolio for Community Leadership and Partnership	Relevant Lead Head(s) of Service
<b>6th March 2012</b>	Portfolio Holder Annual Report – Portfolio for Planning, Regeneration, Economic Development and Transport, Councillor Pearce	Councillor Pearce

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<b>27th March 2012</b>	Portfolio Holder Annual Report – Portfolio for community Leadership and Partnership, Councillor Gandy	Councillor Gandy
<b>27th March 2012</b>	Improving Recycling Rates Short, Sharp Review – Final Report	Councillor Gay Hopkins
<b>17th April 2012</b>	Youth Services Provision Task Group – Final Report	Councillor Simon Chalk
<b>22nd May 2012</b>	Promoting Sporting Participation Task Group – Final Report	Councillor Luke Stephens
<b>22nd May 2012</b>	Work Experience Task Group – Monitoring Report	Relevant Lead Head of Service
<b>August 2012</b>	Update Report – Promoting Redditch Task and Finish Group	Relevant Lead Head of Service
<b>OTHER ITEMS – DATE NOT FIXED</b>		
	Town Centre Landscape Improvements (including Church Green Improvements) – Pre-scrutiny	Relevant Lead Head of Service
	Energy Consumption – Submission of a Scoping Document	Councillor Anderson

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	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