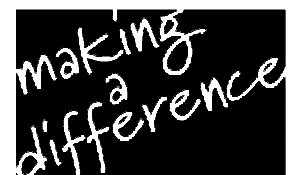


Overview and Scrutiny Committee

Tuesday, 27th
September, 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
email: 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, 27th 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	

<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 - 6)</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 7 - 8)</p>	<p>To note the contents of the Overview and Scrutiny Actions List.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance);</p>
<p>5. Executive Committee Minutes and Scrutiny of the Forward Plan (Pages 9 - 28)</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.</p> <p>(Minutes and Forward Plan attached).</p> <p>(No Specific Ward Relevance);</p>

Overview and Scrutiny

Committee

Tuesday, 27th September, 2011

<p>6. Task & Finish Reviews - Draft Scoping Documents</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <p>(No reports attached)</p>
<p>7. Task and Finish Groups - Progress Reports</p>	<p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee.</p> <p>The current reviews in progress are:</p> <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>(Oral reports)</p> <p>(No Specific Ward Relevance);</p>
<p>8. Portfolio Holder Annual Report - Corporate Management - Councillor Michael Braley</p> <p>(Pages 29 - 32)</p> <p>Councillor Michael Braley, Deputy Leader of the Council</p>	<p>To receive the Portfolio Holder Annual Report from the Portfolio holder for corporate Management, Councillor Michael Braley.</p> <p>(Verbal report and questions attached).</p> <p>(No Specific Ward Relevance);</p>
<p>9. External Refurbishment of Housing Stock Short, Sharp Review - Update Report</p> <p>(Pages 33 - 44)</p> <p>L Tompkin, Head of Housing and Community Services</p>	<p>To receive an update report on the outcome of actions requested by the Overview and Scrutiny Committee and to determine what further action, if any, is required.</p> <p>(Report attached).</p> <p>(Greenlands Ward);</p>

Overview and Scrutiny

Committee

Tuesday, 27th September, 2011

<p>10. Quarter 1 - Budget Monitoring Report - April-June 2011</p> <p>(Pages 45 - 54)</p> <p>J Pickering - Exec Director (Finance and Corporate Resources)</p>	<p>To consider the content of the quarterly budget monitoring report for the first quart of 2011/12.</p> <p>(Report attached).</p> <p>(No Specific Ward Relevance);</p>
<p>11. Quarter 1 Performance Monitoring Report - April-June 2011</p> <p>(Pages 55 - 62)</p> <p>H Bennett - Director of Policy, Performance and Partnerships</p>	<p>To consider the content of the quarterly performance monitoring report for the first quarter of 2011/12.</p> <p>(Report attached).</p> <p>(No Specific Ward Relevance);</p>
<p>12. Referrals</p>	<p>To consider any referrals to the Overview & Scrutiny Committee direct, or arising from:</p> <ul style="list-style-type: none">• The Executive Committee or full Council• Other sources. <p>(No separate report).</p> <p>(No Specific Ward Relevance);</p>
<p>13. Work Programme</p> <p>(Pages 63 - 68)</p>	<p>To consider the Committee's current Work Programme, and potential items for addition to the list arising from:</p> <ul style="list-style-type: none">• The Forward Plan / Committee agendas• External publications• Other sources. <p>(Report attached)</p> <p>(No Specific Ward Relevance);</p>

Overview and Scrutiny

Committee

Tuesday, 27th September, 2011

14. 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, 6th September, 2011

MINUTES

Present:

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

Also Present:

M Collins, (Vice Chair of the Standards Committee).

Officers:

C Felton, S Horrobin and J Pickering

Committee Services Officers:

J Bayley and M Craggs

70. APOLOGIES AND NAMED SUBSTITUTES

Apologies were received on behalf of Councillor Brenda Quinney.

71. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

72. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on 16th August 2011 be confirmed as a correct record and signed by the Chair.

73. ACTIONS LIST

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

.....
Chair

Overview and Scrutiny Committee

Tuesday, 6th September, 2011

RESOLVED that

the Committee's Action List be noted.

74. EXECUTIVE COMMITTEE MINUTES AND SCRUTINY OF THE FORWARD PLAN

The Committee was advised that its recommendation from the meeting on 26th July 2011 to incorporate the previous best value performance indicator (BV84) into future performance quarterly reports had been approved by the Executive Committee on 23rd August. Members were advised that due to the reporting timetable the measure would start to be recorded in the second quarterly performance monitoring report for 2011/12.

No items were identified from the Executive Committee's minutes from 23rd 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 23rd August 2011 be noted.

75. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents.

76. 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 first meeting had taken place immediately preceding the Committee meeting. The group had identified a number of potential contacts to consult regarding disabled parking provision within the Borough. It was expected that a number of site visits to car parks would eventually be undertaken.

The next meeting was due to take place on 6th October 2011.

Overview and Scrutiny Committee

Tuesday, 6th September, 2011

b) Promoting Sporting Participation – Chair, Councillor Luke Stephens

Members were informed that the group had had a positive discussion with a representative from North East Worcestershire (NEW) College regarding the opportunities for sporting participation and volunteering that it provided. It appeared that the Council and NEW College could continue to work together to provide more opportunities.

The group was due to interview the Director of the Herefordshire and Worcestershire County Sports Partnership at its following meeting on 22nd September 2011.

c) Youth Services Provision – Chair, Councillor Simon Chalk

The Committee was informed that the group had recently discussed Worcestershire County Council's consultation on youth services with representatives from the County Council. The group was due to interview a number of young people in Redditch and also the Borough's own Student Council for their perspective and would be submitting a response before the deadline of 30th September 2011.

In relation to this item, Councillor Hopkins informed Members that she had met with young people in Church Hill to discuss youth services and the county consultation process. Another meeting had been arranged for 13th October. She would provide a summary of both discussions for the consideration of the group.

RESOLVED that

the update reports be noted.

77. FLY TIPPING AND PROGRESS WITH THE WORTH IT CAMPAIGN - UPDATE REPORT

The Committee received an annual update report on fly-tipping within the Borough and progress on the Council's *Worth It* campaign. Officers provided a verbal summary and clarified that the estimated cost for clearing fly-tipping in Redditch during 2010/11 was £41,375 and not £34,320 as stated in the report.

Members queried whether action taken through the enforcement process for fly-tipping represented a sufficient deterrent. It was suggested a stricter approach to enforcement could reduce fly-

Overview and Scrutiny Committee

Tuesday, 6th September, 2011

tipping. However, Members felt that the current practice of charging residents for disposing of certain larger scale domestic items was deterring them from doing so and was leading to increased fly-tipping. It was suggested that the issue should therefore be considered as part of the forthcoming review on improving rates of recycling in Redditch.

Having been informed that Redditch had the second highest number of fly-tips dealt with during 2010/11 of all the local authorities in Worcestershire, Members queried whether a consistent approach had been applied for identifying and reporting fly-tipping across the county. It was suggested that, if there was indeed a higher propensity for fly-tipping in Redditch, the Council should liaise with those neighbouring local authorities with the lowest rates to learn what further action could be undertaken to more effectively reduce fly-tipping and report to Members for further consideration.

Members noted that the locations in which there were higher rates of fly tipping were amongst the lowest socio-economic areas in Redditch. A number of actions had been targeted at these hot spot areas which officers agreed to circulate for Members' consideration. This included walkabouts in certain communities, which was described as being an effective method for identifying and resolving case of fly-tipping.

It was queried whether many fly-tipped items, particularly builders' rubble, had been left by a disproportionately small number of repeat offenders. No such patterns had yet been detected although the information required to form a clear picture was often difficult to obtain. It was suggested that residents should be further encouraged to report cases of fly-tipping and the build up of litter to help ensure that repeat offenders were penalised and that consideration should be given as to how reporting processes were communicated to the public.

Members commented that an amnesty could be held to give residents the opportunity to dispose of unwanted household items through the Council's collection service free of charge. This was likely to entail significant financial costs for the Council and would not correspond with targets for encouraging the reuse of household items and for reducing waste. However, Members suggested this might be a useful idea to revisit.

It was questioned whether a significant proportion of fly-tipping in the Borough may have been left by the travelling community, Officers explained that travellers' waste was dealt through another

Overview and Scrutiny Committee

Tuesday, 6th September, 2011

route and would not have contributed to the Council's figures for fly-tipping.

A suggestion was accepted by the Chair from a member of the audience that Community Groups could be allowed to use the collection service to take items on behalf of residents. Members commented that this might help people on low incomes and could lead to a reduction in fly tipping.

RESOLVED that:

subject to noting Members comments and requests for further information, the report be noted.

**78. PERFORMANCE REPORT FOR THE SERVICES WITHIN THE
REMIT OF THE CORPORATE MANAGEMENT PORTFOLIO**

The Committee received a written report which detailed the performance of services within the remit of the Portfolio Holder for Corporate Management, Councillor Michael Braley.

Members discussed issues contained within the report, including procurement; energy supplies; property services; transformation; and the promotion of local democracy. Based on these discussions the following questions were proposed for the Portfolio Holder to address in his verbal Annual Report to the Committee.

- a) The Worcestershire HUB was the subject of a recent scrutiny review. Has the Hub service subsequently improved? If so, to what extent?
- b)
 - i) What is the current position of the shared Property Services and what, if any, improvements have been made to address earlier concerns?
 - ii) Would you consider it appropriate to follow Bromsgrove District Council in taking this service back in-house? (Please explain your answer).
- c) Do you feel that maintenance of the Council's website is adequately prioritised? If not, how should this be addressed?

RESOLVED that

the content of the written performance report be noted.

Overview and Scrutiny Committee

Tuesday, 6th September, 2011

79. REFERRALS

There were no referrals.

80. WORK PROGRAMME

Members were advised that the written performance report for services within the remit of the portfolio for Community Safety and Regulatory Services would now have been received at the Committee meeting of 18th October 2011. However, the Portfolio Holder would still be attending a meeting of the committee on 29th November, as arranged, to provide her response.

Members were also informed that the second meeting of the West Midlands Scrutiny Network had been scheduled for 17th November. Members were advised that another councillor from the authority could accompany the Chair.

RESOLVED that

the Committee's Work Programme be noted.

The Meeting commenced at 7.03 pm
and closed at 8.35 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.	(next Joint Chair and Vice Chairs meeting postponed until further notice) Lead Officers, Overview and Scrutiny Support Officers. TO BE DONE (for the next meeting expected in October – date to be confirmed)
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	(next Joint Chair and Vice Chairs meeting postponed until further notice) Lead Officers, Overview and Scrutiny Support Officers. TO BE DONE (for the next meeting expected in October – date to be confirmed)
14th June 2011 3	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
6th September 2011 3	Members requested further information on a number of matters in relation to fly-tipping, including more detailed information about: - Specific work undertaken to address fly tipping in hot spot areas; - what builders' rubble consisted of and whether there have been found to be any links with particular businesses; and also	Officers to obtain requested information and circulate amongst the Committee TO BE DONE

	- what specific approaches had been made by neighbouring local authorities to successfully tackle fly-tipping.	
6th September 2011 4	Members proposed a number of questions for Councillor Braley to address during the delivery of his Portfolio Holder Annual Report before the Committee on 27th September.	DONE (Questions submitted to Councillor Braley on 8/9/11)



Executive Committee

13th September 2011

MINUTES

Present:

Councillor Carole Gandy (Chair), and Councillors Juliet Brunner, Brandon Clayton and Malcolm Hall and Derek Taylor

Also Present:

Councillor Andrew Brazier

Officers:

R Cooke, K Dicks, S Hanley, M Hanwell, T Kristunas, J Pickering, D Taylor and A de Warr

Committee Services Officer:

I Westmore

74. APOLOGIES

Apologies for absence were received on behalf of Councillors Michael Braley, Jinny Pearce and Debbie Taylor.

75. DECLARATIONS OF INTEREST

There were no declarations of interest.

76. LEADER'S ANNOUNCEMENTS

The Chair advised the Committee that the following item of business, scheduled on the Forward Plan to be dealt with at this evening's meeting, had been rescheduled to a later meeting of the Committee:

- Hewell Road Pool – Disposal.

.....
Chair

77. MINUTES**RESOLVED that**

the minutes of the meeting of the Executive Committee held on 23rd August 2011 be confirmed as a correct record and signed by the Chair, subject to it being noted that Councillor Derek Taylor had been omitted from the list of those present and, in respect of Minute 72 (Shared Services Business Case – Car Parking), it being noted that recommendations 2) to 6) were matters properly for decision by Bromsgrove District Council.

78. ICT POLICIES

The Committee considered a number of documents supplied by central Government that would help to ensure that the Council was compliant with the Code of Connection. Compliance with the Code was essential to ensure that the Council could operate certain key services.

It was made clear that summaries of the documents would be available to Officers as it was recognised that the documents in their entirety were impractical for day to day use or reference. The obligations on Officers contained within these documents would also be communicated through the staff induction process.

Officers commented that they were already investigating or would investigate potential issues in the following areas:

- printing and access more generally through Citrix;
- the enabling of the use of personal lap-tops in the Town Hall through the installation of Wi-Fi;
- the forwarding of blocked e-mails to Redditch Helpdesk rather than Bromsgrove Helpdesk where appropriate; and
- the problems experienced by some Housing Officers over the locations of their telephones.

RECOMMENDED that

the documents, at Appendix 1 to the report, be approved for use and apply to all members of staff and Councillors.

79. QUARTERLY PERFORMANCE MONITORING - QUARTER 1 - APRIL TO JUNE 2011

Members considered a report highlighting key areas of the Council's performance over the first quarter of the 2011/12 financial year.

Officers reported on actions being taken to address two of the areas of concern. It was reported that a time limit on getting invoices paid by the Council signed off and payments made was to be instituted by Senior Management. The increase in the number of British Crime Survey comparator crimes had been brought to the attention of the Redditch Community Safety Partnership and was to be addressed through that body.

Members requested that, for those indicators where there was currently no data available, the indicators only be incorporated within the report at year end once there was data available. Members also suggested that the direction of travel for visits to the Arrow Valley Countryside Centre was misleading and should be removed and the commentary reflect that Officers were unable to accurately report attendance figures due to the automatic counting system being inoperable for a period of time.

Officers undertook to meet with Councillor Malcolm Hall following the meeting to discuss the programme of events provided at the Palace Theatre.

RESOLVED that

the update on key performance indicators for the period ending 30th June 2011 be noted.

80. QUARTERLY MONITORING OF THE BENEFITS SERVICE IMPROVEMENT PLAN - QUARTER 1 - APRIL TO JUNE 2010

A report was received which advised Members of the performance of the Benefits service during the first quarter of 2011/12. The Committee stated that staff within the Benefits Service were to be congratulated for the progress that had been made in the performance of the service.

RESOLVED that

- 1) the report be noted; and**
- 2) Officers be requested to provide updates on transformation and future measures of the service to reflect new processes that are being implemented within the service.**

81. QUARTERLY BUDGET MONITORING - QUARTER 1 - APRIL TO JUNE 2011

The Committee considered an overview of the General Fund budget situation, including the achievement of approved savings for the first quarter of 2011/12. Explanations were provided for

variances in the budget for the first quarter. Members were informed that there was a dispute over the payment of the rent for the grazing project at Papermill Farm and the need for a new agreement with the tenant to be signed was highlighted.

The over-ambitious income projection targets for the Pitcheroak Golf Course were noted. Officers reported that the good work being undertaken at the course by the Hereford and Worcestershire Golf Partnership was expected to demonstrate real benefits within a five year timescale.

Following a brief discussion of the Reddicard discount scheme it was noted that the scheme would benefit from the additional marketing support available through the new Leisure and Cultural Services management team

RESOLVED that

- 1) **the report be noted; and**
- 2) **Officers be requested to show the budgets at service level and reflect variations against the service budgets in future reports.**

82. QUARTERLY CUSTOMER SERVICES - QUARTER 1 - APRIL TO JUNE 2011

Officers presented a report which provided the Committee with key information in respect of customer services. Members were informed that the rise in recorded complaints was seen as a positive development and reflected more effective recording by staff. The increased volume of complaints would better enable the Council to identify those aspects of the Council's services which were not working well. It was also noted that a drop in the number of complaints responded to within 15 working days was within the context of customers receiving a fuller, better quality response to their complaint in the first instance. Members commended the report for being clear and comprehensive.

RESOLVED that

the update for the period 1st April 2011 – 30th June 2011 be noted.

83. WRITE-OFF OF DEBTS - MONITORING REPORT

Following a previous Executive Committee decision to amend the manner in which the Council authorised the write-off of debts, Members received the first monitoring report detailing those debts

written off during the first quarter of 2011/12 and the profile of the outstanding debt.

Councillor Derek Taylor was invited to meet with Officers to discuss the action that was taken by the Council to manage bad debt and Officers undertook to provide Councillor Carole Gandy with further detail on the liquidation / winding up write-offs for non-domestic rates.

RESOLVED that

the contents of the report be noted.

84. OVERVIEW AND SCRUTINY COMMITTEE

The Committee received the minutes of the meeting of the Overview and Scrutiny Committee held on 16th August 2011. In respect of Minute 65 (Private Sector Home Support Service – Post Scrutiny) it was noted that consideration of the recommendations from the Committee was pending a further report and business case for the proposals outlined in the report to the Overview and Scrutiny Committee.

RESOLVED that

the minutes of the meeting of the Overview and Scrutiny Committee held on 16th August 2011 be received and noted.

85. MINUTES / REFERRALS - OVERVIEW AND SCRUTINY COMMITTEE, EXECUTIVE PANELS ETC.

There were no minutes or referrals under this item.

86. ADVISORY PANELS - UPDATE REPORT

The Committee received an update on the work of the Council's Advisory Panels and similar bodies.

RESOLVED that

the report be noted.

87. ACTION MONITORING

The Committee received the latest Action Monitoring report.

RESOLVED that

the report be noted.

88. EXCLUSION OF THE PUBLIC

RESOLVED that

under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matters on the grounds that they involve(s) the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12 (A) of the said Act, as amended.”

- **Review of Lease – Unit 1, Matchborough House**
- **Park House (150 Evesham Street) Site - Disposal**

89. REVIEW OF LEASE - UNIT 1, MATCHBOROUGH CENTRE

The Committee received a report on the review of the lease for a unit at the Matchborough District Centre in the light of a report to a previous meeting of the Committee. Alongside consideration of the terms of the lease Members requested that a policy be developed to determine appropriate rents for voluntary sector organisations.

(During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public prior to any debate on the grounds that information would be revealed relating to the financial or business affairs of any particular person (including the authority holding that information).)

90. PARK HOUSE (150 EVESHAM STREET) SITE - DISPOSAL

The Committee received a further report on the former Park House site, detailing the outcome of the consultation by Ward Members with local residents.

The outcome of the consultation had been a proposal that the site be used as a play area / open space. Officers confirmed that, although there was an overall over-provision of play areas in the Borough, the Town Centre area was relatively poorly served. However, Officers did not consider that this site was at all suitable for the proposed use as the footprint was extremely steep, the site was surrounded by residential properties and it was next to a busy road. Officers noted that the new Leisure and Culture Services management team was actively seeking longer-term solutions to the issue of the lack of Town Centre play area provision.

RESOLVED that

- 1) **the feedback from the Central Area PACT be noted, as detailed in the report; and**
- 2) **Officers be instructed to progress with the disposal of the land at 150 Evesham Street, formerly the site of Park House.**

(During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public prior to any debate on the grounds that information would be revealed relating to the financial or business affairs of any particular person (including the authority holding that information) However, there is nothing exempt in this record of the proceedings.)

The Meeting commenced at 7.00 pm
and closed at 8.36 pm

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

EXECUTIVE COMMITTEE LEADER'S

FORWARD PLAN

1st October 2011 to 31st January 2012

(published as at 15th September 2011)

This Plan gives details of items on which key decisions are likely to be taken in the coming four months by the Borough Council's Executive Committee.

(NB: There may be occasions when the Executive Committee may make recommendations to Council for a final decision.
e.g. to approve a new policy or variation to the approved budget.)



www.redditchbc.gov.uk

This Plan gives details of items on which key decisions are likely to be taken by the Borough Council's Executive Committee, or full Council, in the coming four months.

“Key Decisions” are ones which are likely to:

- (i) result in the Council incurring expenditure, foregoing income or the making of savings in excess of £50,000 or which are otherwise significant having regard to the Council's budget for the service or function to which the decision relates; or**
- (ii) be significant in terms of its effect on communities living or working in the area comprising two or more wards in the Borough;**
- (iii) involve any proposal to cease to provide a Council service (other than a temporary cessation of service of not more than 6 months).**

The Forward Plan is available for inspection free of charge at the Town Hall, Walter Stranz Square, Redditch, B98 8AH from: 9am to 5pm Mondays to Fridays; or on the Council's website (www.redditchbc.gov.uk).

If you wish, you can see or obtain copies of any documents, detailed in the plan, provided they are not confidential, and be kept informed of any additional supporting documents as they become available. You can also arrange to have copies of additional supporting documents. Please ask the Town Hall receptionist to call one of the Committee Services Team on ext: 3269. There is a charge per side of A4. If you wish to make any representations they should be made in writing addressed to the Officer whose name is given as the contact for the relevant item.

The Executive Committee's meetings are normally held every three weeks at 7pm on Tuesday evenings at the Town Hall. They are open to the public, except when confidential information is being discussed. If you wish to attend for a particular matter, it is advisable to check with the Committee Services Team on (01527) 64252, ext: 3269 to make sure it is going ahead as planned. If you have any other queries, Committee Services Officers will be happy to advise you.

The full Council meets in accordance the Council's Calendar of Meetings. Meetings commence at 7.00pm.

EXECUTIVE COMMITTEE MEMBERSHIP

Councillor Carole Gandy	Leader of the Council and Portfolio Holder for Community Leadership & Partnership
Councillor Michael Braley	Deputy Leader and Portfolio Holder for Corporate Management
Councillor Juliet Brunner	Portfolio Holder for Community Safety & Regulatory Services
Councillor Brandon Clayton	Portfolio Holder for Housing, Local Environment & Health
Councillor J Pearce	Portfolio Holder for Planning, Regeneration, Economic Development & Transport
Councillor Derek Taylor	Portfolio Holder for Leisure & Tourism
Councillor G Chance	
Councillor M Hall	
Councillor Debbie Taylor	

CONSULTATION AND REPRESENTATIONS

For **Key Decisions** the summary document appended to the Forward Plan sets out details of any proposed consultation process. Any person / organisation not listed who would like to be consulted or who wishes to make representations on the proposed decision are encouraged to get in touch with the relevant report author as soon as possible before the proposed date of the decision. Contact details are provided.

Alternatively you may write to the Head of Legal, Equalities and Democratic Services, The Town Hall, Walter Stranz Square, Redditch, B98 8AH or e-mail: denise.sunman@bromsgroveandredditch.gov.uk

Item No.	Decision Taker	Expected Date of Decision	Original Expected Date of Decision	Proposed Decision	Type of Decision (Key or Non-Key)	Lead Councillor/ Portfolio Holder	Comments
1	Council	17 Oct 2011		Redditch Borough Council's Grants Programme 2012/13	Non-Key	Councillor Carole Gandy	*Executive Committee will make recommendations to full Council following its meeting on 4 Oct 2011
2	Executive	4 Oct 2011	13 Sep 2011	Hewell Road Swimming Baths	Key	Councillor Michael Braley	
3	Council	5 Dec 2011	17 Oct 2011	Safeguarding Policy and Procedure	Non-Key	Councillor Juliet Brunner	*Executive Committee will make recommendations to full Council following its meeting on 15 Nov 2011
4	Council	5 Dec 2011		Gritting and Snow Clearance - Redditch Borough Council Approach	Non-Key	Councillor Brandon Clayton	*Executive Committee will make recommendations to full Council following its meeting on 15 Nov 2011
5	Council	16 Jan 2012		Children's Centres Contract	Non-Key	Councillor Juliet Brunner	*Executive Committee will make recommendations to full Council following its meeting on 6 Dec 2011
6	Executive	6 Dec 2011		Quarterly Performance Report - Quarter 2 - July to September 2011	Non-Key	Councillor Michael Braley	

Item No.	Decision Taker	Expected Date of Decision	Original Expected Date of Decision	Proposed Decision	Type of Decision (Key or Non-Key)	Lead Councillor/ Portfolio Holder	Comments
7	Executive	6 Dec 2011		Quarterly Budget Monitoring - Quarter 2 - July to September 2011	Non-Key	Councillor Michael Braley	
8	Executive	6 Dec 2011		Quarterly Monitoring of the Benefits Service Improvement Plan - Quarter 2 - July to September 2011	Non-Key	Councillor Michael Braley	
9	Executive	6 Dec 2011		Quarterly Customer Services Monitoring - Quarter 2 - July to September 2011	Non-Key	Councillor Michael Braley	
10	Executive	6 Dec 2011		Quarterly Monitoring - Write Off of Debts - Quarter 2 - July to September 2011	Non-Key	Councillor Michael Braley	
11	Council	20 Feb 2012		Statutory Development Management Services - Proposed Fees	Non-Key	Councillor Jinny Pearce	*Executive Committee will make recommendations to full Council following its meeting on 31 Jan 2012

Item No.	Decision Taker	Expected Date of Decision	Original Expected Date of Decision	Proposed Decision	Type of Decision (Key or Non-Key)	Lead Councillor/ Portfolio Holder	Comments
12	Executive	31 Jan 2012	11 Nov 2010	Street Naming Policy - Review	Key	Councillor Michael Braley	
13	Executive	13 Mar 2012		Quarterly Performance Report - Quarter 3 - October to December 2011	Non-Key	Councillor Michael Braley	
14	Executive	13 Mar 2012		Quarterly Budget Monitoring - Quarter 3 - October to December 2011	Non-Key	Councillor Michael Braley	
15	Executive	13 Mar 2012		Quarterly Monitoring of the Benefits Service Improvement Plan - Quarter 3 - October to December 2011	Non-Key	Councillor Michael Braley	
16	Executive	13 Mar 2012		Quarterly Customer Services Monitoring - Quarter 3 - October to December 2011	Non-Key	Councillor Michael Braley	

Item No.	Decision Taker	Expected Date of Decision	Original Expected Date of Decision	Proposed Decision	Type of Decision (Key or Non-Key)	Lead Councillor/ Portfolio Holder	Comments
17	Executive	13 Mar 2012		Quarterly Monitoring - Write Off of Debts - Quarter 3 - October to December 2011	Non-Key	Councillor Michael Braley	
18	Council	Awaiting New Date	17 Oct 2011	Housing Allocations Policy - Review	Non-Key	Councillor Brandon Clayton	*Executive Committee will make recommendations to full Council
19	Council	Awaiting New Date	17 Oct 2011	Roxboro House - Disposal Options	Non-Key	Councillor Brandon Clayton	*Executive Committee will make recommendations to full Council
20	Council	Awaiting New Date	12 Jan 2011	Town Centre Landscape Improvements (including Church Green)	Non-Key	Councillor Brandon Clayton Councillor Jinny Pearce	*Executive Committee will make recommendations to full Council

Item No. 2

KEY DECISION

Proposed to be made by the Executive
on **4 Oct 2011**

LEAD MEMBER / PORTFOLIO HOLDER	ITEM	WARDS AFFECTED
<p>Councillor Michael Braley</p> <p>DOCUMENTS TO BE CONSIDERED BY THE DECISION TAKER Report of the Head of Finance and Resources</p> <p>REPORT AUTHOR T Kristunas, Head of Finance and Resources</p>	<p>SUMMARY</p> <p>To consider declaring the site of Hewell Road Swimming Baths surplus to requirements and disposing of the site.</p>	<p>(Batchley & Brockhill Ward);</p> <p>REASONS FOR BEING ON THE FORWARD PLAN</p>
CONSULTATION DETAILS	Method of Consultation	Consultation Period or Dates

DECISIONS TO BE MADE IN PARTNERSHIP WITH

Item No. 12

KEY DECISION

Proposed to be made by the Executive
on 31 Jan 2012

<p>LEAD MEMBER / PORTFOLIO HOLDER Councillor Michael Braley</p>	<p>ITEM Street Naming Policy - Review</p>	<p>WARDS AFFECTED All Wards;</p>
<p>DOCUMENTS TO BE CONSIDERED BY THE DECISION TAKER Background Papers: none specified. REPORT AUTHOR D Poole, Head of Business Transformation</p>	<p>SUMMARY To consider a review of the Street Naming Policy.</p>	<p>REASONS FOR BEING ON THE FORWARD PLAN</p>
<p>CONSULTATION DETAILS</p>	<p>Method of Consultation</p>	<p>Consultation Period or Dates</p>

<p>DECISIONS TO BE MADE IN PARTNERSHIP WITH</p>



Overview & Scrutiny Committee

No Direct Ward Relevance

27th September 2011

PORTFOLIO HOLDER ANNUAL REPORTS: QUESTIONS AND SUBJECTS FOR DISCUSSION WITH COUNCILLOR MICHAEL BRALEY, PORTFOLIO HOLDER FOR CORPORATE MANAGEMENT

The following themes have been suggested by Members of the Overview and Scrutiny Committee. Questions relating to these themes will be posed to Councillor Michael Braley, Portfolio Holder for Corporate Management at the Overview and Scrutiny Committee meeting on Tuesday 27th September 2011.

1. The Worcestershire HUB was the subject of a recent scrutiny review. Has the HUB service subsequently improved? If so, to what extent?
2.
 - (a) What is the current position of the shared Property Services and what, if any, improvements have been made to address earlier concerns?
 - (b) Would you consider it appropriate to follow Bromsgrove District Council in taking this service back in-house? (Please explain your answer).
3. Do you feel that maintenance of the Council's website is adequately prioritised? If not, how should this be addressed?

Overview & Scrutiny

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27th September 2011

NB Note draft revision /Update – Page 2. S

REDDITCH BOROUGH COUNCIL GUIDE TO / FOR PORTFOLIO HOLDERS

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

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

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

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

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

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

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

OVERVIEW AND SCRUTINY COMMITTEE

27th September 2011

External Refurbishment of Housing Stock Short, Sharp Review – Update Report

Relevant Portfolio Holder	Councillor Brandon Clayton, Portfolio Holder for Housing, Local Environment and Health
Portfolio Holder Consulted	Yes
Relevant Head of Service	Liz Tompkin, Head of Housing, and Guy Revans, Head of Environmental Services
Wards Affected	Greenlands ward
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report contains an update on actions that were requested by the Executive Committee in relation to a number of the recommendations proposed by the External Refurbishment of Housing Stock Short, Sharp Review Group in December 2010. Further implications, particularly with regards to the financial costs involved in delivering the recommended actions are provided to help inform further decision making on this subject.

During a meeting of the Overview and Scrutiny Committee on 14th June Members requested further information in relation to the points identified by the Executive Committee. *Further updates on the work Officers have undertaken in response to this request for additional work are shown in italics throughout the report.*

2. RECOMMENDATIONS

The Committee is asked to **RECOMMEND** that

- 1) **based on the costs involved, no further action be taken regarding repainting the pebbledash facades of properties located on Ombersley Close and Rushock Close;**
- 2) **if recommendation 1 is agreed then no consultation work is undertaken; and**

to **RESOLVE** that

the report be noted.

OVERVIEW AND SCRUTINY COMMITTEE

27th September 2011

3. KEY ISSUES

Background

- 3.1 The External Refurbishment of Housing Stock Short Sharp Review was completed in December 2010. Two members were appointed to this Group, former Councillor Graham Vickery (Chair) and Councillor William Norton. The Group focused in particular on conditions of Council housing stock in Woodrow, though many of the 12 recommended actions that they proposed were applicable to other parts of the Borough. These recommended actions were designed to improve the appearance of properties in the Council's housing stock and the surrounding environment.
- 3.2 The Executive Committee considered the Group's final report on 12th January 2011. Members of the Committee welcomed the report and largely endorsed both the analysis of the effect of a poor environment on the aspirations of people living in those areas and the measures that were being proposed.
- 3.3 However, concerns were expressed over several of the measures in respect of the possible cost and resource implications. Officers were requested to carry out further work on three of the proposals and to report their findings for the consideration of the Overview and Scrutiny Committee in due course. *The Overview and Scrutiny Committee received an initial update report on 14th June at which further actions were requested from officers prior to reporting to the Executive Committee. This report outlines the action that was requested and the outcomes of these further areas of work.*

TASK AND FINISH RECOMMENDATIONS

Updates and action taken in response to the Task and Finish Group's recommendations

Task and Finish recommendation 1: We recommend that the lintels featured on Council properties be decorated to improve the visual appearance of those properties.

- 3.4 The Executive Committee was advised that Redditch Borough Council did not have a budget for decorating the lintels featured on Council properties. Therefore whilst the Committee recognised the value of the proposed action Members felt that they could not approve the recommendation in January 2011.

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- 3.5 Instead, further work was requested from Officers to enable the Executive Committee to reach an informed decision on the subject at a later date. Specifically, Members requested that Officers gather further information about the costs involved in decorating the lintels on Council buildings and how these costs could be met. Furthermore, Members requested that the ongoing maintenance implications for this proposed action should be identified.
- 3.6 Following the 12th January 2011 Executive Committee meeting a trial of painting the lintels was carried out on a block of 12 garages in Rushock Close. Photographs of before and after the works had been carried out are in Appendix 1.
- 3.7 The cost of repairs to the lintel and the painting of the lintel and the garage doors in Rushock Close and Ombersley Close would be £8,499.00.
- 3.8 A 30 year Capital programme is currently being put together for 2012 onwards which will include all the capital works the Council will be carrying out on its 6,053 stock.

This has now been acted on

- 3.9 *Work to repair and paint the lintels and garage doors at Ombersley Close, Rushock Close and Longdon Close have been completed using the Council's existing painting budget. Therefore Members may feel that no further recommendations on this subject are required.*
- 3.10 *Ward Members Councillor Blake and Councillor Norton met the Housing Capital Manager on site at Rushock Close to look at the work already carried out on the garages and visited the properties to look at the pebbledash. Councillor W King and Councillor Mould (as Chair of the Overview and Scrutiny Committee) were also invited but gave their apologies.*

Task and Finish Group Recommendation 4: We recommend that the Council assume responsibility for the maintenance of small strips of land located close to private properties and public spaces.

- 3.11 The need to maintain the local environment in a tidy and safe manner was recognised during the course of the Executive Committee meeting. However, concerns were expressed about the legal powers available to the Council to assume responsibility for these strips of land as well as the potential impact on Council resources. For these reasons the recommendation was not endorsed in January 2011.

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- 3.12 To address these concerns the Executive Committee proposed that the implications of assuming responsibility for all such strips of land should be reviewed in Woodrow as an initial pilot area. Officers were tasked with considering the legal, financial and other resource implications for the Council as part of this process.
- 3.13 Officers undertook the requested review in spring 2011. During the course of this review Officers noted that the majority of strips of land in the area were already maintained by Redditch Borough Council to an appropriate standard. Some additional minor landscaping work was also identified in the area, including the need to lower some hedgerows and to grind out some tree stumps. A small amount of fly tipping was also observed, though each instance of fly tipping had been addressed by following established Council procedures.
- 3.14 In general however the surrounding landscape is maintained effectively. In recent years work has had a positive impact and has contributed to major improvements to the landscape in the area. *Under these circumstances Members may question whether any further action needs to be taken in relation to the Task and Finish Group's recommendation.*

Task and Finish Group Recommendation 10: We recommend that consultation be undertaken with Council tenants and owner occupiers to find out whether they would support repainting of the pebbledash properties on Ombersley Close and Rushock Close using lighter colours and, if so, which colours they would prefer to use (it being made clear to owner occupiers that this service would only be made available to them at a cost).

- 3.13 The Executive Committee recognised the value of the action proposed in the recommendation. However concerns were expressed about the financial costs involved in both delivering the consultation process and in completing the suggested works.
- 3.14 During the course of the meeting the Executive Committee was advised that the tenant consultation process had been set for the following 12 month period. Whilst there were some concerns that consultation could raise expectations amongst tenants that it might not then be possible for the Council to meet Members requested that consideration should be given to extending the consultation programme to encompass a fifteen month timeframe. As part of the consultation process the Executive Committee also requested that the financial costs involved and potential sources of funding should be considered.

OVERVIEW AND SCRUTINY COMMITTEE

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- 3.15 This consultation has been added to Housing Services' consultation planner, (see Appendix 2) to commence in March 2012. However, Housing Services currently only has one part time officer in the Tenant Involvement team due to sickness and a vacant post. All of Housing Services are about to commence a programme of transformation over the next six months and therefore currently do not have the capacity to carry out any consultation.
- 3.16 The total cost of repairing and painting the rough cast on properties in Ombersley Close and Rushock Close is £ 415,608.00. There are a total of 159 properties in Rushock Close and Ombersley Close with rough cast exteriors, 110 are council owned and 49 privately owned. The cost of the work to the council owned properties would be £284,580.00. The cost of the work to the privately owned properties would be £131,028.00. (See 3.18 for financial implications)
- 3.17 *Officers are looking at the possibility that if further Community energy Savings Programme (CESP) funding is released Woodrow may qualify for this funding. The properties in Rushock and Ombersley Close Wimpey No Fines which would qualify them for the external insulation works. This would then negate the need for the repair and painting of the pebble dash on the front of the properties. Under the current funding scheme owner occupier properties have also been included under the funding. Officers will keep members informed of any progress in obtaining this funding.*

Financial Implications

- 3.17.1 The total cost of repairs and painting to the garage lintels is £8,499.00. *This work has now been completed under the painting contract.*

The total cost of works to repair the rough cast to properties in Rushock Close and Ombersley Close is £415,608.00.

- 3.18 The Council is waiting to hear how much debt they will have to take on as part of the review of the Housing Revenue Account changes. Officers have prepared a 30 year capital programme of work, however the amount of work which will be carried out over the next 10 years will depend on the amount of money the Council will have to pay back to finance the debt payment. Current estimates show that the Council's capital programme will be reduced dramatically. There are essential works that will be required to ensure the council's housing stock continues to meet the decent homes standard before external works are considered.

OVERVIEW AND SCRUTINY COMMITTEE

27th September 2011

Legal Implications

There are no legal implications.

Service/Operational Implications

There are no service or operational implications.

Customer / Equalities and Diversity Implications

There are no customer, equalities or diversity implications.

4. RISK MANAGEMENT

There is a risk to the authority if we carry out the work and the privately owned properties do not pay the council for the work. There would also be cost incurred if the authority had to recover the costs through the courts.

5. APPENDICES

Appendix 1 - Photographs of work carried out on garage lintels.
Appendix 2 - Consultation planner

6. BACKGROUND PAPERS

There are no background papers.

AUTHOR OF REPORT

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Tel: (01527) 64252 Ext: 3304



Housing Services Involvement & Consultation Programme 2011-12

Consultation Project Name	Involvement/ Consultation target	Lead Officer	Timescales	Comments
<i>Service Standards</i>	<i>Borough Tenants Forum</i>	<i>J Bough</i>	<i>January 11 – March 11</i>	<i>Completed on target</i>
<i>Local Offers</i>	<i>Borough Tenants Forum</i>	<i>J Bough E Cartwright</i>	<i>February 11- March 11</i>	<i>Completed on target</i>
Home Support Service	Older Persons Forum	J Bough S Powell	March 11 – Sept 11	Review of the home support service
Winyates Enhancement project	Special interest group	Liz Williams C Smith	March 11 – March 12	Actively be involved in the consultation with tenants.
Photo voltaic cells St Davids House and Queens Cottages	Tenants in St Davids House and Queens Cottages	I Ranford E Wordley	March 11 – May 11	Photo voltaic cells installed on roofs to reduce energy costs.
HRA Implications to Tenants	All tenants BTF	L Tompkin	June 11 – March 12	Timescales may alter dependant on the outcome of the HRA review
30 Year Capital Programme/Business Plan	Borough Tenants Forum	L Tompkin I Ranford	April 11- Dec 11	Timescales may alter dependant on the outcome of the HRA review
Winslow Close heating boilers	Tenants in Winslow Close	I Ranford	April 11 – Oct 11	New heating system replacement
Tenant Involvement Strategy Review	Special Interest Group of tenants	J Bough	April 11 – March 12	Special interest group to review the strategy and action plan
RBC Annual Report 2010	Special Interest Group of tenants BTF	E Cartwright	June 11 – Sept 11	To be submitted to the Housing regulator by 1 st October 2010

Housing Services Involvement & Consultation Programme 2011-12

Consultation Project Name	Involvement/ Consultation target	Lead Officer	Timescales	Comments
Voids and Repairs Standards	Special Interest Group of tenants	J Bough C Smith K Lethbridge	Sept 11 – March 12	Review the current service standards of both voids and repairs
Car Parking Enhancement	Affected residents by area	Cllr B Clayton	March 10 – March 12	Capital budget TI Officers consulting as part of the Car Parking Programme
Rent cards and no collection weeks	Survey tenants	J Braithwaite V Caney	Sept 11 – Nov 11	Consult on use of rent cards and no collection weeks for new financial year
Leaseholders	Special interest group of Leaseholders	E Cartwright K Lethbridge	October 11 – Dec 11	Consult with leaseholders on service charging processes.
Housing Budget expenditure	Borough Tenants Forum	L Tompkin J Young	November 11 – Dec 11	In preparation for new financial year housing expenditure.
Service Standards and Local Offers	BTF PDRP	J Bough E Cartwright E Hopkins I Ranford	January 12 – March 12	Review Service standards and local offers in preparation for new financial year
Garage Strategy	BTF PDRP	J Bough C Smith	Dec 11 – March 12	Consult with Tenants on proposed garage strategy
Consult on any changes to tenure as a result of the Fairer Future for Council Housing	Tenants	J Bough	Dec 11- Dec 12	Dates are dependant on the outcome of the consultation.
External Refurbishment of Housing Stock –	Tenants	J Bough K Lethbridge	March 12 – May 12	As part of the O & S External Refurbishment Task and Finish group

Housing Services Involvement & Consultation Programme 2011-12

Consultation Project Name	Involvement/ Consultation target	Lead Officer	Timescales	Comments
Woodrow South properties with black pebble dash				recommendations.

NB: Timescales may change from time to time.

OVERVIEW AND SCRUTINY COMMITTEE

27th September 2011

BUDGET MONITORING –APRIL – JUNE 2011

Relevant Portfolio Holder	Councillor Michael Braley, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	
Relevant Head of Service	Teresa Kristunas, Head of Finance and Resources
Wards Affected	All Wards
Ward Councillor Consulted	
Non-Key Decision	

1. SUMMARY OF PROPOSALS

The report provides the Committee with an overview of the General Fund Budget including the achievement of approved savings for the period April – June 2011.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

subject to any comments, the report be noted;

3. KEY ISSUES

Financial Implications

- 3.1 As Members are aware, the Central Government funding of Local Government is becoming more limited over the current year and future years. It is therefore important to monitor the financial position of the Council on a regular basis to ensure Officers and Members can take any necessary action on areas of expenditure or income that may result in further pressures having to be addressed in the future.
- 3.2 The Council set its budget for 2011/12 in February 2011. The net position of £11.250m included savings of £1.211m to be realised during this period. Savings included those realised from the sharing of services with Bromsgrove District Council £577k and savings from efficiencies and vacant posts £350k.
- 3.3 Service Managers receive monthly reports to consider the financial position on their operational areas and meet regularly with Finance Officers to discuss actions that may be required to address any overspends.

**OVERVIEW AND SCRUTINY
COMMITTEE**

27th September 2011

- 3.4 In using the period April – June 2011 (Quarter 1) it is estimated that the year end financial position will result in an overall under spend for the Councils General Fund services of £173k. Appendix 1 details the material variances for this estimated under spend which include;
- a) Savings on Business Rate (NNDR) valuations and extension to implementation of small business rate relief - £97k.
 - b) Grant income received from the County Council in relation to waste management funding arrangement - £100k (relates to 2010/11 & 2011/12).
 - c) Savings from vacant posts - £21k.
- 3.6 The under spend relating to vacant posts is based on the first quarter. If posts remain vacant further savings will be realised.
- 3.7 Included in Appendix 1 is the projected position for the Housing Revenue Account of £56k, mainly as a result of staffing vacancies.
- 3.8 A review of any variances to the anticipated levels of expenditure and income is undertaken each month. This enables Service Managers to address any areas of concern by putting actions in place to mitigate any overspends over the future months.
- 3.9 The quarterly monitoring reports will reflect changes in the anticipated financial position and actions in place to address concerns.

Legal Implications

- 3.10 Under section 151 of the Local Government Act 1972, every Local Authority has a duty to make arrangements for the proper administration of their financial affairs.

Service/Operational Implications

- 3.11 These are included within the Financial Implications.

Customer / Equalities and Diversity Implications

- 3.12 There are no specific implications.

OVERVIEW AND SCRUTINY COMMITTEE

27th September 2011

4. RISK MANAGEMENT

- 4.1 Without adequate budget monitoring procedures, the Council will not achieve its objectives. The Council needs to monitor its financial performance in order that corrective action may be taken to minimise risks to the organisation.
- 4.2 There is also a risk that the Council will overspend its budget if action is not taken to monitor the delivery of planned savings during the year.

5. APPENDICES

Appendix 1 - Explanations for projected variances.

6. BACKGROUND PAPERS

These are available from Financial Services.

AUTHOR OF REPORT

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E Mail: sam.morgan@bromsgroveandredditch.gov.uk
Tel: (01527) 64252 ext 3790

Overview & Scrutiny Appendix 1

Committee

27th September 2011

Budget Monitoring Apr – June 2011

Explanations for projected outturn and April – June variances**GENERAL FUND SERVICES**

Executive Director of Finance & Resource

Head of Finance & Resources

Description		Variance £	Explanation
Administrative Buildings		(24,369)	The NNDR has been re-calculated for the Town Hall resulting in the saving shown.
Community Related Assets		(44,696)	£19k budget for Arrow Valley Social Club NNDR is no longer required as the premises have been demolished. The remaining NNDR savings are due to the small business rate relief being extended to 30 th September 2012.
Total	Finance & Resources	(69,065)	

Executive Director of Planning & Regeneration, Regulatory & Housing Services

Head of Planning & Regeneration

Description		Variance £	Explanation
Planning Services		(20,985)	Qtr year savings due to vacant posts
Business Centres		(12,690)	There will be NNDR savings due to the Small Business Rate Relief being extended to 30th September 2012.
Total	Planning & Regeneration & Regulatory	(33,675)	

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Executive Director of Leisure, Environment & Community Services

Head of Environmental Services

Description	Variance £	Explanation
Refuse Misc	(101,387)	Waste funding agreement from County Council – amount relates to 2 years. Approx. £50k will be ongoing.
Pay and Display Car Parks	10,000	Officers are to undertake a review of pay and display provision due to the continued low level of usage. Income levels remain low. Budget has been reduced.

Head of Leisure and Cultural Services

Description	Variance £	Explanation
Reddicard	15,000	Efficiency savings of £30,000 will not be achieved – the shortfall is projected to be between £10k to £15k
Golf Course	14,927	The under achievement on income is projected to be £36,530. (Please see briefing note at end of Appendix 1). There will be a saving on the NNDR account of £21,603 for this financial year due to a re-evaluation and previous year credits. The variance shows the net estimated position at the end of the year.
Arrow Valley Countryside Centre	(15,000)	The responsibility for paying NNDR has now been transferred to the new contractor for the facility
Grazing Project	5,750	Officers are continuing to review the lease and financial arrangements with the aim to agree a final position and will report to members once this is confirmed.
Total	(70,710)	
	Leisure, Environment & Community	

TOTAL GENERAL FUND	(173,450)	
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HOUSING REVENUE ACCOUNT

Head of Housing

Description	Variance £	Explanation
Housing Capital	(29,762)	Vacant post – post will be deleted in 2011/12
Home Support Service	(20,559)	Vacant posts from 1/4/2011 – pending current review of service. This is the 1 st quarter year saving.
Tenant Participation	(5,700)	Saving due to a part time TP Officer post vacancy in the first quarter of year.
TOTAL HOUSING	(56,021)	

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BRIEFING NOTE

Pitcheroak Golf Course - Hereford & Worcestershire Golf Partnership

Introduction

In the Partnerships first full year of operation, during 2009/10, the income compared with 2008/09 increased by 11%. Additionally there have been some significant efficiency savings made on the Landscape re-charge which has been achieved by the H&WGP identifying improved ways of working. The value of this savings is up to the value of £25K, which has resulted in a re-allocation of budget into Parks and Open Spaces to resource priority works.

The H&WGP has proved extremely successful in significantly increasing usage base in particular targeting a diverse group of core participants which is refreshingly different to the National Trend in relation to Golf participation (Active England Survey is predicting a year on year decline in golf participation up to 2013).

Achievements – 2009-11

Junior Development.

- 1,000 hours coaching has been delivered to Redditch Borough Schools over the past 2 years. Previously it was under 100 hours per year.
- Pitcheroak was accredited with the Club Mark award 2011.
- Golf Foundation Pessyp grant awarded £1,000 (School coaching)
- Sport England Small Grant awarded £8,500 (Junior Player Pathway)
- Sport Unlimited grant awarded £2,000 (16+) 2011, £1,500 2009/10
- EGU grant awarded £1,100 (Coaching - recruitment & retention)
- Junior membership from 1 (2009) to current level 35 (2011)
- Junior membership as % of total members at Pitcheroak is 13.5%, compared with Worcs county 8% and Nationally at 9%
- Elite; 1 county girl and 3 county boys (participating in County Championship)

Membership Development

- Current membership is 260 from 70 in 2009
- 60% of players are under 40 at Pitcheroak, compared to approx national average of 25%
- Attracted over 150 Under 25 year olds into golf at Pitcheroak
- Awarded £11,000 from Sport England/England Golf for U25 development over 3 years

Course Developments

- Given Free Course design advice and consultancy via the EGU Course Director to make substantial improvements to Pitcheroak course via CGP (at no cost to RBC)

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- following on from the above held 2 Midland County events 2010 and 2011 (for First time in courses history).

Future Provision

The HWGP SLA will be extended from 1st October 2011 for a period of 3 years. The SLA will look to build on the excellent work that the partnership has achieved over the last 2 years.

The partnership will continue to target new members, in particular juniors under 25's and females. They will also be given additional accountability to liaise with the new caterer and landscape team to improve course and catering standards to improve the overall offer.

Income

There has been a shortfall in income for 2010/11. This was due to an income target of £117,200, which was a unrealistic figure and extremely ambitious, given the previous income record and the recent financial climate

The course has also experienced more closures in 2010/11 due to an exceptionally poor spell of bad weather in November, December and January resulting in 23 days lost due to snow.

Year	2007/08	2008/9	2009/10	2010/11	2011/12
Green Fee Income Target	85,000	74,938 (1/2 yr revised down)	109,480	117,200	121,030
Achieved Income	75,931	74,938	83,368	83,214	85,000 (predicted)

In order to address this issue the following will be included within the SLA agreement;

- Procurement of a new caterer to improve standards of catering to hopefully attract new people to the courses
- Joint Marketing approach with the Caterer to encourage usage of the course and club house
- The HWGP will promote the facilities to local business/ golf societies in order to get more golf days thus improving revenue on the course
- Support from the Council's Business Development Team to improve Marketing and Sponsorship opportunities
- Support from the Council's Sports Development Team, Club Coach & Development Officer in order to support the club to attract new members to the course, improve schools to club links, and establish opportunities for funding bids.

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CORPORATE PERFORMANCE REPORT QUARTER 1, PERIOD ENDING 30TH JUNE 2011

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

1. SUMMARY OF PROPOSALS

This report provides Members with an opportunity to review the Council's performance for quarter 1 of the 2011/12 financial year and to comment upon it.

2. RECOMMENDATIONS

2.1 The Committee is asked to RESOLVE that:

The update on key performance indicators for the period ending 30th June 2011 be considered and commented upon.

3. KEY ISSUES

Financial Implications

3.1 Poor financial performance will be detrimental to any Council assessment and overall performance. Specific financial indicators included in the 2011/12 set are listed below:

- a) Time taken to process housing benefit / council tax benefit new claims and change events;
- b) The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments;
- c) Paid by the Council within 30 days of receipt or within the agreed payment terms;
- d) Percentage of council tax collected by the authority in the year.

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Legal Implications

- 3.2 The Government announced that the former National Indicator set was to be reduced. At present there is no legal requirement for the local authority to produce specific performance data.

Service/Operational Implications

Basis of Quarterly Reporting

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

Corporate Performance Report

- 3.4 The corporate performance report compares the year to date outturn with the same period last year and shows those indicators which are included in the Council Plan and whether they have improved, declined or remained static in performance.
- 3.5 Due to the change in strategic focus, the transformation programme and associated system thinking, targets were not required for the business plans 2011/12 and as such are no longer contained within the report.
- 3.6 In total, data has been provided for 28 indicators for quarter 1. Of these, 13 have improved in performance and 13 have declined compared to the same period last year. In addition there are 2 indicators which have remained static, of which 1 is at optimum performance and as such no improvement is possible.
- 3.7 Of those indicators which have declined, there are 3 which are specifically problematic and require further analysis (see section 3.9).

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- 3.8 This report shows that of the 29 indicators reported this quarter, 46.4% have improved when compared to the same period last year (April to March). By way of example:
- a) The time taken to process Housing Benefit / Council Tax Benefit new claims and change events has demonstrated a positive direction of travel as the length of time to process the claims has reduced by 2.4 days when compared to the same period last year, falling from 12.60 days to 10.20 days;
 - b) The percentage of housing benefit overpayments recovered (as a % of all housing benefit overpayments) has dramatically improved, rising from 66.00% in quarter 1 last year to 80.14% in 2011/12. This is due to new processes which have been implemented;
 - c) There has been a small reduction in the amount of household waste going to landfill dropping from 154.52 kg per household to 143.74 kg (to be confirmed) when compared with the same period last year (April – June);
 - d) In quarter 1 this year, there has been a small increase in the number of people using the Shopmobility service, rising from 4,096 to 4,275 when compared to quarter 1 in 2010/11;
 - e) The number of ‘other’ planning applications determined within 8 weeks has increased from 88.10% to 100% when compared to the same period last year.
- 3.9 There are three indicators highlighted as showing particular concern:
- a) When compared to the same period last year, the percentage of invoices paid by the Council within 30 days of receipt has dropped from 93.32% to 90.48%; this is the lowest quarterly performance since quarter 1, 2008/09 (see appendix 1, page 2 for further comment). Officers are reviewing the procedure in relation to the time it takes to authorise invoices with the aim to reduce the period of payment to suppliers;
 - b) There has been an 11% increase in the number of British Crime Survey comparator crimes in quarter 1 compared to the same period last year (an equivalent of 92 crimes). This performance is significantly worse than our peers (iQuanta most similar family group) and ranks the Authority as 14th out of 15. This problem is being addressed by looking at individual crime types within this group;

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- c) The number of households living in temporary accommodation has increased from 7 to 9 due to difficulty in finding homes in the private sector. This situation is expected to continue, particularly with the reforms to the Welfare system.
- 3.10 To maintain data quality, the Council uses an electronic data collection (EDC) spread sheet. This shows our current and historic performance against selected performance indicators.
- 3.11 The Council's current Council Plan makes a clear commitment to improve the way in which priority actions are planned and to improve the way in which performance is managed. Appendix 1 reports on the 2011/12 performance indicators contained within the Council Plan.
- 3.12 The performance indicator set includes one which reports on the number of working days / shifts lost to the local authority due to sickness absence per full time equivalent staff member. Quarter 1, 2011/12 shows a decrease in the amount of time lost due to sickness absence compared to the same period last year (April – June).
- 3.13 The performance data contained in the attached report relates directly to the Council's priorities and objectives.
- 3.14 There are a total of 2 performance indicators that relate to air quality and climate change within the list of National Indicators all of which are included in the corporate set. These indicators are all reported annually.

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

- 3.15 There are a number of performance indicators relating to community safety in the 2011/12 corporate indicator set.

Quarterly indicators:

- a) Number of British Crime Survey comparator crimes.

Annual indicators:

- a) Perceptions of anti-social behaviour;
- b) Dealing with local concerns about anti-social behaviour and crime issues by the local council and police;
- c) Perceptions of drunk or rowdy behaviour as a problem;

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d) Perceptions of drug use or drug dealing as a problem and,

Performance for these indicators can be seen in Appendix 1.

Customer / Equalities and Diversity Implications

3.16 Information contained in the attached appendix will be communicated to both internal and external customers via the intranet/Internet following approval at committee.

3.17 Additional customer service performance indicators have been added for 2011/12:

a) Percentage of customers satisfied with the service received at Customer Service Centres and;

b) Percentage of complaints handled within the agreed time frames.

Performance for these indicators can be found in Appendix 1.

3.18 Enhanced performance will assist to improve customer satisfaction.

3.19 There are two performance indicators included in the 2011/12 corporate set which relate to equality and diversity. These indicators are both performing well with the number of racial incidents recorded improving and the percentage of recorded incidents resulting in further action remaining at 100%.

4. RISK MANAGEMENT

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

5. APPENDICES

Appendix 1 - Quarter 1, 2011/12 Corporate Performance Report, period ending 30 April 2011.

6. BACKGROUND PAPERS

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

**OVERVIEW AND SCRUTINY
COMMITTEE**

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AUTHOR OF REPORT

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Redditch Borough Council Corporate Performance Report
Quarter 1, 2011/12 - Period Ending June 2011

The following pages provide a report for all corporate performance indicators which are contained in the Council Plan, for which data was expected and provided in quarter 1 (April - June) 2011/12 and where there is comparative data available; the data relates to a year to date comparison.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Area of Highest Need (AOHN)		Policy, Performance & Partnerships (PPP)		Planning, Regeneration, Regulatory & Housing Svcs (PRRH)		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Total number of corporate performance indicators providing outturn data for quarter 1 where comparative data is available	6	%	15	%	0	%	0	%	7	%	28	%
Total number of indicators showing improvement compared to the same period last year ☺	4	66.7%	8	53.3%	THIS IS THE BASE LINE YEAR FOR ALL AOHN INDICATORS		NO OUTTURNS EXPECTED THIS QUARTER	1	14.3%	13	46.4%	
Total number of indicators showing a decline compared to the same period last year ☹	2	33.3%	7	46.7%				4	57.1%	13	46.4%	
Total number of indicators showing no change compared to the same period last year** 😐	0	0.0%	0	0.0%				2	28.6%	2	7.1%	

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

Key Findings for Quarter 1

This report shows that of the 28 indicators reported this quarter, 46.4% have improved when compared to the same period last year. By way of example, the time taken to process Housing Benefit / Council Tax Benefit new claims and change events continues to improve as the length of time to process the claims has reduced by 2.40 days compared to the same period last year. Likewise, the amount of residual waste per household has reduced by approximately 10 kilograms when compared to the same period last year.

However there are also indicators which are highlighted as areas for concern; the percentage of invoices paid by the Council within 30 days of receipt has dropped from 93.32% to 90.48% when compared to the same period last year. In addition, there has been an 11% increase in the number of comparator crimes reported compared to the same period last year, rising from 831 to 923. An investigation is under way looking at the individual crime types in the comparator crime group.

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

Key to Terms and Symbols			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	😐	To be confirmed	TBC
No data available for the period	#	Worcestershire Viewpoint Survey	(WVP)
Not applicable for this indicator/period	NA	Customer Service Centre	CSC
Data is provisional	*	West Midlands	WM

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Amount of housing benefit overpayments recovered as a % of all HB overpayments	66.00%	80.14%	☺	75.99%	67.15%	Improved recovery rate of 80.14% compared to 66.00% in Quarter 1 last year. New processes now in place and working well.
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	12.60	10.20	☺	13.40	11.35	Target met. Improved performance compared to same period last year, however the decrease in new claims and increase in changes may partly explain this.
% of invoices paid by the Council within 30 days of receipt	93.32%	90.48%	☹	93.55%	92.39%	Still awaiting new system to be rolled out. Issues over delays in officers signing invoices and returning to Payments Section on time.
Number of working days / shifts lost to the local authority due to sickness absence per FTE (full time equivalent) staff members (days)	2.41	1.96	☺	9.02	10.16	Decrease in sickness from last quarter and decrease in sickness from same period last year. There has been an increase in FTE due to the Shared Services Agenda.
% of council tax collected by the authority in the year	29.81%	29.84%	☺	97.23%	97.69%	Q1 outturn is 0.74% up on the projected collection target and 0.03% points up compared to Q1 for 2010/11.
% of customers satisfied with the service received (CSC)	NA	99.36%	NA	NA	NA	Customer Satisfaction continues to be consistently at a high level. Improvements made throughout the service and have not affected satisfaction.
% of complaints handled within the agreed time frames	78.57%	60.71%	☹	NA	81.25%	This is a drop in the percentage dealt with within agreed timescales compared with last year. 5 cases were still open as they were complex cases. We are aiming to provide customers with a fuller, better quality response to their complaints in the first instance, and this appears to have been successful as no complaints were escalated for further review to the Head of Customer Services. We will be working to improve on our response rate. Where it has taken us longer to respond than expected customers were informed that there would be a delay in all cases.
% electoral turnout	66.0%	37.8%	Contextual	35.4%	66.0%	2011/12 was a combined Borough election and referendum. 2010/11 election was a Parliamentary election at which there is nationally a higher turnout.

Key Findings for Quarter 1

Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	☹☺	To be confirmed	TBC
No data available for the period	#	Worcestershire Viewpoint Survey	(WVP)
Not applicable for this indicator/period	NA	Customer Service Centre	CSC
Data is provisional	*	West Midlands	WM

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
% of people who believe people from different backgrounds get on well together in their local area (WVP)	NA	NA	NA	71.7%	71.4%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Perceptions of anti-social behaviour (%) (WVP)	NA	NA	NA	12.9%	13.5%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (%) (WVP)	NA	NA	NA	30.5%	42.9%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Perceptions of drunk or rowdy behaviour as a problem (%) (WVP)	NA	NA	NA	23.9%	25.2%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Perceptions of drug use or drug dealing as a problem (%) (WVP)	NA	NA	NA	26.0%	27.0%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Number of affordable homes delivered	43	2	Contextual	111	100	1 Homebuy Direct unit at Windsor Road and 1 mortgage rescue unit converted from owner occupation to rent. The reduced number of affordable homes delivered is a consequence of the economic situation, problems with planning and securing HCA (Homes and Communities Agency) grant funding (now resolved).
Number of racial incidents recorded by the authority per 100,000 population (contextual)	10.16	6.35	Contextual	24.15	29.21	There has been a reduction in hate crime reporting across all reporting routes.
% of racial incidents that resulted in further action (contextual)	100%	100%	Contextual	100%	100%	All racial incidents reported via the Hate Incident Reporting Scheme have further action taken ranging from liaison with the victim and witnesses and referral to the responsible agency to multi-agency case meetings through Redditch Anti Harrasment Partner
Adult re-offending rates for those under probation supervision	TBC	TBC	TBC	TBC	TBC	This is a new indicator at district level. Awaiting verification of data from Worcestershire County Council.
Number of British Crime Survey comparator crimes reported	831	923	☹	3,469	3,241	There have been 923 BCS comparator crimes over Q1, which is an 11% increase compared to the same period last year. Performance is significantly worse than peers, ranking 14th out of 15. This problem is being addressed by looking at individual crime types
Number of people using the Dial-A-Ride service	8,574	8,144	☹	32,865	35,196	Down by 272 users on same period last year. There have been 2 full time drivers off work resulting in the number of buses being reduced from 6 to 5 on some days. Another casual driver has been recruited which will give more flexibility to cover during busy periods.
Number of people using the Shopmobility service	4,096	4,275	☺	19,238	16,252	Promotional visits to local groups are continuing. Kingfisher Shopping Centre have noticed a drop in footfall which will impact on Shopmobility figures.
% of lifeline calls answered within 1 minute	99.30%	99.71%	☺	NA	99.24%	This is within Telecare Services Association target of 97.5%.
% of CCTV incidents which are proactive monitoring	NA	18.98%	NA	NA	NA	2011/12 is the baseline year for this new performance indicator.

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of CCTV evidential seizures	NA	24	NA	NA	NA	2011/12 is the baseline year for this new performance indicator (data has not previously been split by Council).
Number of attendances at community events	14,714	18,200	☺	44,364	62,073	The number of people attending community events has increased, which may be as a result of additional events at Stitch Meadow/Forge Mill.'
Attendance at sports development sessions	18,095	15,048	☹	59,741	62,241	There has been a reduction in the number of people attending when compared with the same period in 10/11. This is as a result of 2 events being cancelled due to bad weather and the Sports Unlimited Programme ending. The new Sportivate funding through Sport England should see attendances recover.
Attendance at arts development sessions	3,210	2,947	☹	9,851	14,236	There has been a slight drop in the number of people attending compared to the same period last year, as there has been no play directed on behalf of a local school by the Palace Youth Theatre team.
Number of visitors to Palace Theatre	13,540	10,540	☹	44,857	53,015	Decrease in attendances compared with comparable period 10/11 due to less popular Society Performances. This issue will be addressed through the Programming Board.
Number of people visiting leisure centres	131,720	134,238	☺	565,157	569,187	Slight increase compared with comparable period 10/11 due to increase in gym membership.
Number of visits to Arrow Valley Countryside Centre	81,000	74,522	NA	335,025	342,973	The automatic counting system at Arrow Valley Countryside Centre was inoperable for a period of time during quarter 1 and as such, we are unable to accurately report the number of visitors for April - June.
Number of visitors to the Museum & Bordesley Abbey Visitors Centre	7,350	7,915	☺	15,068	21,347	Increase from same period in 10/11 due to increase in attendances as a result of capital investment into the play area.
Number of visitors to the Abbey Stadium & Hewell Road Swimming Pool	78,073	78,437	☺	291,081	296,945	Performance comparable with same period 10/11.
Residual waste per household (kgs)	154.52	143.74 *	☺	574.94	569.17	Slight improvement (reduction in waste) on same period last year. Figures are an indication of the final figures which we will available through Waste Data Flow in September.
% of household waste re-used, recycled or composted	25.77%	26.33%	☺	28.30%	28.73%*	Slight increase in the amount of household waste re-used, recycled or composted compared with the same quarter last year. Publicity work is planned for Autumn.
Improved street and environmental cleanliness - levels of litter	NA	12.16% *	NA	NA	NA	This is a new indicator. The figures are yet to be confirmed. This performance indicator has previously been reported using a different methodology and as such the historic data is not comparable.

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Improved street and environmental cleanliness - levels of detritus	NA	33.78% *	NA	NA	NA	This is a new indicator. The figures are yet to be confirmed. This performance indicator has previously been reported using a different methodology and as such the historic data is not comparable.
Number of fly-tipping incidents dealt with	396	405	☹	NA	NA	Slight increase in number of fly-tips. This may be due to some duplication but is no major cause for concern.
Number of fly-tipping enforcement actions	75	56	☹	NA	NA	Enforcement actions are less than the same quarter last year due to staff absence.

<u>Key to Terms and Symbols</u>			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺	To be confirmed	TBC
No data available for the period	#	Worcestershire Viewpoint Survey	(WVP)
Not applicable for this indicator/period	NA	Customer Service Centre	CSC
Data is provisional	*	West Midlands	WM

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of young people (13 - 17 years) involved in positive activities	NA	NA	NA	NA	NA	The new Activity Programme began on 4th July 2011. Attendance numbers will be available next quarter. This is the baseline year for this indicator and as such no comparison is available.
Number of adults (18+ years) participating in sport and exercise	NA	NA	NA	NA	NA	The new Activity Programme began on 4th July 2011. Attendance numbers will be available next quarter. This is the baseline year for this indicator and as such no comparison is available.
Number of local residents improving their skill level through Winning Winyates Project	NA	11	NA	NA	NA	New Work Club begins 27th July 2011. This is the baseline year for this indicator and as such no comparison is available.
% of residents who feel they belong to their immediate neighbourhood (WVP)	Annual	Annual	NA	39% (proxy)	NA	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.

<u>Key to Terms and Symbols</u>			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺☹	To be confirmed	TBC
Key Findings for Quarter 1	#	Worcestershire Viewpoint Survey	(WVP)
Not applicable for this indicator/period	NA	Customer Service Centre	CSC
Data is provisional	*	West Midlands	WM

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Greenhouse gas emissions from Local Authority operations previous 12 months (April - March)	Annual	Annual	NA	4,021	4,322	The methodology of calculating this indicator has changed from that required by the former National Indicator. The historic data has been entered using the new methodology to ensure consistency of reporting. However, it must be noted that whilst the results are factually correct, they are not a true indication of the Council specifically; as we are undergoing a period of unprecedented change in response to a difficult financial climate. All Bromsgrove and Redditch Councils' services will be shared by the end of 2011/12, resulting in increased staff mileage which may counteract much of the reductions achieved elsewhere. There has been a 7% increase in emissions from last year.
Per capita reduction in CO2 emissions in the LA area (%)	Annual	Annual	NA	7.8 (2005 - Baseline)	7.4 (2008)	There is a significant time lag in reporting this indicator. Due to revisions in the Kyoto Protocol, the historic figures for this indicator have been revised and now take into account land use, land use change and forestry, based on greenhouse gas emissions and removals. Since 2005, there has been a 5% reduction in the average Redditch resident's carbon footprint.
% of residents who agree that the Council provides value for money (WVP)	Annual	Annual	NA	35.6%	40.0%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
% of residents who are satisfied with the way the Council runs things (WVP)	Annual	Annual	NA	47.3%	45.0%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
% of residents who agree they can influence decisions in their local area (WVP)	Annual	Annual	NA	29.9%	31.6%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Mortality rate from circulatory diseases for under 75's (per 100,000 population)	Annual	Annual	NA	74.45	TBC	This data is provided by Worcestershire County Council. There is a significant time lag in producing this data. The next update is expected in December 2011.
% of Children and Young Peoples plan delivered / on target at year end	Annual	Annual	NA	NA	NA	This is a new annual performance indicator. Data is expected in quarter 4

Key to Terms and Symbols

Improving performance compared to same period last year	☺	Positive Trend	+ve
Key Findings for Quarter 1	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺	To be confirmed	TBC
No data available for the period	#	Worcestershire Viewpoint Survey	(WVP)
Not applicable for this indicator/period	NA	Customer Service Centre	CSC
Data is provisional	*	West Midlands	WM

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of households living in temporary accommodation (Snapshot)	7	9	☹	7	3	There has been an increase in homeless applications as finding accommodation in the private sector has become more difficult, therefore the need to provide temporary accommodation has been significant. It is envisaged this is likely to increase further due to reforms to the Welfare system in particular.
Net additional homes provided	Annual	Annual	NA	171	124	This is an annual indicator and will be reported in quarter 4.
Average time taken to re-let local authority housing (days)	18.54	20.73	☹	22.92	19.55	Our performance has declined this quarter compared to the same period last year, however we are still within our target of 25 days. The allocation target is 5 days and we are currently performing at an average of 5.48 days. Performance in May affected the team's performance, however this was mainly due to the length of time it took to allocate one property which has affected the statistics disproportionately. Our repair target is 15 days and our average turnaround for this is 14.82 days.
Rent arrears as a percentage of rent roll	NA	2.84%	NA	3.57%	2.65%	This indicator was reported as an annual indicator in 2009/10 and 2010/11 and as such there is no comparative data available.
Voids loss expressed as a percentage of gross rent (annual)	Annual	Annual	NA	NA	NA	This is an annual indicator and will be reported in quarter 4.
Processing of major planning applications determined within 13 weeks	100.00%	50.00%	☹	100%	76.92%	1 major application determined out of time again this quarter, this has been the same outcome for the past 4 quarters now. Although due to the number of of major applications being received, the % has varied over the last 4 quarters.
Processing of minor planning applications determined within 8 weeks	100.00%	100.00%	☺	95.24%	100%	All minor applications determined within 8 weeks for the 5th quarter running.
Processing of other planning applications determined within 8 weeks	88.10%	100.00%	☺	98.16%	95.40%	All applications determined within the 8 weeks, improvement from last quarter and for the same period last year.
Number of vacant units in Town Centre (snapshot)	Annual	Annual	NA	NA	39	This is an annual indicator and will be reported in quarter 4.
Percentage of business centre units vacant	32.38%	32.38%	☺	NA	TBC	This is the same void rate as June 2010. We have a marketing campaign which will begin in August, so we would hope for a reduction in the void rate by quarter 3 this year.
Number of businesses provided with financial incentives (early evening economy)	NA	0	NA	NA	NA	This is a new performance indicator. The Town Centre Partnership are currently agreeing a scheme. It is anticipated that the grant will be available from September.
Number of businesses provided with grants or training: business start up programme	NA	0	NA	NA	NA	This is a new performance indicator. The business start up programme is due to be launched in September.
Number of businesses provided with grants or training: business booster grant	3	1	☹	NA	11	There has been a decline in demand for the business booster but we anticipate that Q2 will be better.

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of businesses provided with grants or training: manufacturers' grant	NA	0	NA	NA	NA	The launch of this grant is on hold pending decisions regarding the future of the Manufacturing Advisory Service (our delivery partner). It is anticipated that the grant will be available in the Autumn.

Key to Terms and Symbols			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Key Findings for Quarter 1	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺	To be confirmed	TBC
No data available for the period	#	Worcestershire Viewpoint Survey	(WVP)
Not applicable for this indicator/period	NA	Customer Service Centre	CSC
Data is provisional	*	West Midlands	WM



Overview and Scrutiny

Committee

No Direct Ward Relevance

27th September 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

27th September 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>27th September 2011</p>	<p>External Refurbishment of Housing Stock Short, Sharp Review Group – Update Report</p>	<p>Relevant Lead Head of Service</p>
<p>27th September 2011</p>	<p>Portfolio Holder Annual Report – Corporate Management, Councillor Braley</p>	<p>Councillor Braley</p>
<p>27th September 2011</p>	<p>Quarterly Performance Report – Quarter 1 – April – June 2011</p>	<p>Relevant Lead Director</p>

Overview and Scrutiny

Committee

27th September 2011

27th September 2011	Quarterly Budget Report – Quarter 1 – April – June 2011	Relevant Lead Head of Service
18th October 2011	Housing Revenue Account 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
18th October 2011	Performance report for services within the remit of the portfolio for Community Safety and Regulatory Services	Relevant Lead Head(s) of Service
18th October 2011	Scrutiny Proposal – Review of Redditch Market	Councillor Quinney
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

Overview and Scrutiny

Committee

27th September 2011

29th November 2011	Portfolio Holder Annual Report – Community Safety and Regulatory Services, Councillor Brunner	Councillor Brunner
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
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 Hopkins

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27th September 2011

17th April 2012	Youth Services Provision Task Group – Final Report	Councillor S Chalk
17th April 2012	Facilities for Disabled People Task Group – Final Report	Councillor Mason
22nd May 2012	Promoting Sporting Participation Task Group – Final Report	Councillor 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
	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

Committee

27th September 2011

	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service
	Worcestershire Supporting People Strategy	Relevant Lead Head of Service