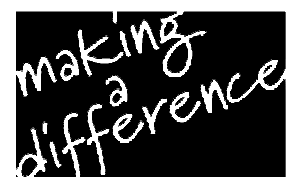


Overview and Scrutiny Committee

Tuesday, 18th October,
2011
7.00 pm

Committee Room Two
Town Hall
Redditch



www.redditchbc.gov.uk

Access to Information - Your Rights

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

Your main rights are set out below:-

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

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

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

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

Welcome to today's meeting.

Guidance for the Public

Agenda Papers

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

Chair

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

Running Order

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

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

Decisions

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

Members of the Public

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

Special Arrangements

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

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

Further Information

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

Fire/ Emergency instructions

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

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

Do Not stop to collect personal belongings.

Do Not use lifts.

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

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

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

OR

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

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

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



Overview and Scrutiny

Committee

Tuesday, 18th October, 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

1. Apologies and named substitutes	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.
2. Declarations of interest and of Party Whip	To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.
3. Minutes (Pages 1 - 22)	To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record. (Minutes attached) (No Specific Ward Relevance);
4. Actions List (Pages 23 - 24)	To note the contents of the Overview and Scrutiny Actions List. (Report attached) (No Specific Ward Relevance);
5. Executive Committee Minutes and Scrutiny of the Forward Plan (Pages 25 - 30)	To consider the minutes of the latest meeting(s) of the Executive Committee and also to consider whether any items on the Forward Plan are suitable for scrutiny. (Minutes attached). (No Specific Ward Relevance);

Overview and Scrutiny

Committee

Tuesday, 18th October, 2011

<p>6. Task & Finish Reviews - Draft Scoping Documents</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <p>(No reports attached)</p> <p>(No Specific Ward Relevance);</p>
<p>7. Task and Finish Groups - Progress Reports</p>	<p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee.</p> <p>The current reviews in progress are:</p> <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. Health Overview and Scrutiny Committee</p> <p>Councillor Brenda Quinney</p>	<p>To receive a verbal update on the recent work of the Worcestershire Health Overview and Scrutiny Committee.</p> <p>(Verbal report)</p> <p>(No Specific Ward Relevance);</p>
<p>9. Petition - War Memorial</p> <p>(Pages 31 - 32)</p>	<p>To consider a petition signed by --- people concerning Redditch ward memorial.</p> <p>(Petition prayer attached).</p> <p>(Abbey Ward);</p>

Overview and Scrutiny

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<p>10. Portfolio Holder Annual Report - Housing, Local Environment and Health</p> <p>(Pages 33 - 48)</p> <p>J Staniland, Exec Director - Planning & Regeneration, Regulatory and Housing Services</p>	<p>To receive a written report regarding the performance of services within the remit of the Housing, Local Environment and Health portfolio and to propose questions for the Portfolio Holder for Housing, Local Environment and Health, Councillor Brandon Clayton, to answer on 8th November 2011.</p> <p>Areas within the remit of the Portfolio Holder include the following:</p> <ul style="list-style-type: none">• housing and health related services;• better environment;• cleansing and waste management;• climate change; and• landscape / open space. <p>(Report attached).</p> <p>(No Specific Ward Relevance);</p>
<p>11. Portfolio Holder Annual Report - Community Safety and Regulatory Services Written Report</p> <p>(Pages 49 - 68)</p> <p>S Hanley, Deputy Chief Executive and Executive Director (Leisure, Environmental & Community Services)</p>	<p>To receive a written report concerning the performance of services within the remit of the Community Safety and Regulatory Portfolio and to propose questions for the Portfolio Holder for Community Safety and Regulatory Services, Councillor Juliet Brunner, to answer on 29th November 2011.</p> <p>Areas within the remit of this portfolio include:</p> <ul style="list-style-type: none">• crime and disorder;• safer communities;• licensing impacts; and• planning against emergencies. <p>(Report attached)</p> <p>(No Specific Ward Relevance);</p>
<p>12. Meeting of the Chair with the Leader of the Council - Feedback</p> <p>Councillor Phil Mould</p>	<p>To consider a verbal report regarding the second meeting of the Chair of the Overview and Scrutiny Committee with the Leader of the Council in 2011/12.</p> <p>(Verbal report).</p> <p>(No Specific Ward Relevance);</p>

Overview and Scrutiny

Committee

Tuesday, 18th October, 2011

<p>13. Joint Worcestershire Scrutiny Chairs' and Vice Chairs' Network Meeting - Feedback</p> <p>Councillor Phil Mould</p>	<p>To receive feedback from the Chair of the Overview and Scrutiny Committee on the outcome of the latest Joint Worcestershire Scrutiny Chairs and Vice Chairs Network Meeting on 3rd October 2011 and the implications for scrutiny in Redditch.</p> <p>(Verbal report)</p> <p>(No Specific Ward Relevance);</p>
<p>14. 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>15. Work Programme</p> <p>(Pages 69 - 74)</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>(Various Wards);</p>

Overview and Scrutiny

Committee

Tuesday, 18th October, 2011

16. 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

27th September 2011

MINUTES

Present:

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

Also Present:

Councillor Michael Braley

Officers:

T Kristunas, D Poole, J Staniland, L Tompkin and A de Warr

Committee Services Officer:

M Craggs and I Westmore

81. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillor Andy Fry.

82. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

83. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on 6th September 2011 be confirmed as a correct record and signed by the Chair.

84. ACTIONS LIST

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

Members were informed that, in respect of Actions 1 and 2, the next meeting of the Worcestershire Scrutiny Chairs and Vice Chairs had

.....
Chair

Overview and Scrutiny Committee

27th September 2011

been arranged for Monday, 3rd October. With regard to Action 3, Officers highlighted the report later on the agenda under which this matter would be addressed. Officers also noted that the additional information concerning fly-tipping had been circulated to members of the Committee following the last meeting as requested.

RESOLVED that

the Committee's Actions List be noted.

85. EXECUTIVE COMMITTEE MINUTES AND SCRUTINY OF THE FORWARD PLAN

No items were identified from the Executive Committee's minutes of 13th September as requiring further scrutiny. However, the Committee did note that an item in respect of the Review of the Housing Revenue Account was due to be considered by the Executive Committee on 15th November and requested that it be pre-scrutinised at the meeting of the Overview and Scrutiny Committee on 8th November. Officers cautioned that timely preparation of this item was dependent on external factors and the Committee consequently agreed that consideration of the matter would take place one week prior to its submission to the Executive Committee, irrespective of the date.

RESOLVED that

the minutes of the meeting of the Executive Committee held on 13th September 2011 be noted.

86. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents.

87. 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 Group was awaiting the submission of additional information regarding disabled facilities for consideration at the meeting to be held on 6th October.

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b) Promoting Sporting Participation – Chair, Councillor Luke Stephens

The Committee was advised that the Group had now met on four occasions. Whereas the original intention was that an interim report would be prepared focussing on events planned to coincide with the 2012 Olympics, it was now planned to prepare a single report for early in 2012 given the extent of Olympic-related activities that had come to light as a result of the Group's discussions with officers and other public bodies.

c) Youth Service Provision – Chair, Councillor Simon Chalk

In the absence of Councillor Chalk, other Members of the Group provided an update on its activities. Considerable useful feedback had been received from young people, including the Redditch Student Council, and a number of key themes were starting to emerge, as were certain cross-overs with the work of the Promoting Sporting Participation Group. These key themes included the location of events aimed at young people, transport difficulties for this group and support for grass-roots participation by young people. Based on the evidence Members had gathered the group had also submitted a response to Worcestershire County Council's consultation on the subject of positive activities for young people.

88. **PORTFOLIO HOLDER ANNUAL REPORT - CORPORATE MANAGEMENT - COUNCILLOR MICHAEL BRALEY**

Further to consideration of the Portfolio Holder for Corporate Management's written report at the previous meeting of the Overview and Scrutiny Committee on 6th September 2011, and Members' agreed themed questions to be put to the Portfolio Holder, Councillor Michael Braley, in respect of his Annual Report to the Committee, the following responses were provided:

1. **The Worcestershire HUB was the subject of a recent scrutiny review. Has the HUB service subsequently improved? If so, to what extent?**

The Committee was informed that statistics demonstrated that the performance of the Council's Customer Service Centre was indeed improving, although it was noted that such statistical information was to be gathered differently in the future with the focus being placed on problem resolution rather than basic response times. It was noted that the overwhelming majority of the interaction with the

Overview and Scrutiny Committee

27th September 2011

Council was still face to face or over the telephone and reductions in the time that both groups were having to wait was very significant.

Members were advised that, since the HUB Scrutiny report, changes had been made to the way the Council handled enquiries. One significant change had been around the layout and operation of the main reception desk at the Town Hall. The configuration of the reception area did not, at present, lend itself to a satisfactory queuing system. Officers had experimented with the use of temporary barriers but generally found that self-regulating queues were the most successful means of managing customers. Customer privacy had not generated as many issues as might have been expected and the process of transferring customers to less public locations when appropriate was managed by Customer Services staff using their expertise and discretion. Staffing levels were also being managed on a more rational basis and in accordance with demonstrable need.

The Committee was surprised at the lack of use of email as a means of doing business with the Council. Officers conceded that online business had not increased to the extent that had been expected, as it seemed there was some customer resistance to this method of interaction. Members also discussed the options around access to the Council's services over the telephone and whether there was any intention of introducing autodialing or an automated description of a customer's place in a telephone queue.

The Portfolio Holder provided a brief update on the Worcestershire HUB. It was reported that the service had demonstrated a significant improvement during the last year with customer waiting times decreasing both over the telephone and face to face. A closure report on the scrutiny of the HUB was anticipated by the end of the calendar year.

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?**

The Portfolio Holder explained that all partners were content with the shared service in respect of the valuation function being provided, with a greater pool of knowledge and expertise providing improved resilience.

Overview and Scrutiny Committee

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The facilities management aspect of the service had initially been a cause for some concern but had improved following discussions involving all partners. Once again, improved resilience had been provided by a greater pool of staff, and Officers were now becoming clearer about their roles for the County and District Councils.

In response to the suggestion that Redditch should consider Bromsgrove's example and take the service back in-house, it was noted that the two authorities were in quite different situations in that Redditch had a much wider property portfolio. It was made clear that the Portfolio Holder was minded to follow the course of action that he felt that was most appropriate for Redditch rather than being implacably tied to one model or another.

3. Do you feel that maintenance of the Council's website is adequately prioritised? If not, how should this be addressed?

It was acknowledged that the Council's website had been inadequate in the past but that the site had been substantially improved in recent years. However, the process of updating the site and ensuring that it was customer-focussed continued, with improved search facilities being incorporated, the numbers of pages being reduced and a two-click service made available in many areas. It was highlighted that the individual services had responsibility for maintaining their areas of the site and that the quality of information on the site was regularly monitored.

Members were pleased to see that improvements to the site were continuing as the increasing importance of websites as a key determinant in how those outside the Council regarded the authority was appreciated. Given the growth in social media it was stressed that the Council would increasingly need to look to such means of communication. Officers were able to confirm that the Council used both Facebook and Twitter and provided newsfeeds.

It was identified that there were potential training needs for some Members in the use of the internet and social media. The Portfolio Holder pointed to recent Members' training sessions on such areas and suggested that further opportunities might be available through Learndirect.

On behalf of the Committee, the Chair thanked Councillor Braley for his annual report and it was

RESOLVED that

the report be noted.

Overview and Scrutiny Committee

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89. EXTERNAL REFURBISHMENT OF HOUSING STOCK SHORT, SHARP REVIEW - UPDATE REPORT

Members considered an update report on actions arising from the recommendations of the External Refurbishment of Housing Stock Short, Sharp Review Group which reported in December 2010 (Appendix 1).

As an initial point of clarification, Officers noted that Councillor Phil Mould had attended the site visit to properties in Woodrow contrary to the statement in Paragraph 3.10 of the report.

The Committee was informed that, as a result of Officers successfully negotiating costs downwards with their suppliers, the repairs and repainting work to garage lintels and doors at Ombersley Close, Rushock Close and Longdon Close had been carried out using existing painting budgets. On this basis Members were requested to consider whether any further action was required in respect of this recommendation.

Consultation with Council tenants and owner occupiers of those occupying pebble dashed properties had been proposed in order to establish the levels of support for the repainting of these properties using lighter colours. This consultation had been added to the Housing Services consultation planner but Members' attention was drawn to the limited ability for Housing Services to carry out consultation activities in the near future. The total cost of the repainting would be significant and Officers were currently looking into the possibility of accessing further Community Energy Savings Programme (CESP) funding for properties of the Wimpey no-fines method of construction. CESP funding had recently been obtained for insulation of such properties in Winyates and the properties in Rushock Close and Ombersley Close were also of this method of construction.

Members noted the applicability of many of the recommendations of the Group to other areas of the town and welcomed the actions to date.

RECOMMENDED that

- 1) based on the costs involved, no further action be taken regarding repainting the pebble dashed facades of properties located on Ombersley Close and Rushock Close;**

Overview and Scrutiny Committee

27th September 2011

- 2) no further consultation work be undertaken in respect of the repainting of pebble dashed facades; and

RESOLVED that

- 3) the report be noted.

90. QUARTER 1 - BUDGET MONITORING REPORT - APRIL-JUNE 2011

The Committee considered the quarterly budget monitoring report for the period April - June 2011/12. At the present time there was a projected under spend in the current financial year of approximately £170,000 for the Council's General Fund.

Members discussed the charging policy at the Council's pay and display car parks, primarily that at the rear of the Town Hall. The Portfolio Holder for Corporate Management acknowledged that the charges were relatively expensive but, given the cost involved in revising the prices on the ticket machines and signage, it was proposed that charges remain at their present level for the time being. Officers also commented that a review of the entire pay and display service was to be undertaken in the medium term.

The holding of staffing vacancies led some Members to question whether the levels of staffing in certain areas were unwarranted or whether there was undue pressure being placed on the remaining staff. Officers explained that the vacancies concerned were in planning services. In general, it was considered prudent to maintain such vacancies in the present situation, in which shared services were being introduced. The additional flexibility which these posts provided was a valuable tool for management of the process of sharing services.

The Appendix to the main report, detailing performance at Pitcheroak Golf Course, was highlighted as a subject for further debate when the Portfolio Holder for Leisure and Tourism presented their annual report to the Committee in January.

RESOLVED that

the report be noted.

91. QUARTER 1 PERFORMANCE MONITORING REPORT - APRIL-JUNE 2011

Members considered the Corporate Performance report for the first quarter of the 2011/12 financial year.

Overview and Scrutiny Committee

27th September 2011

It was noted that there had been no definable progress made in the uptake of Leisure activities whereas Members had been informed that this was to be one of the strengths of the new leisure and cultural management team. Officers noted that the team had only recently been put in place and it was not expected that any such improvements would be apparent in the first quarter's data.

The delivery of affordable homes was highlighted as being particularly low in the first quarter. Officers explained that such housing was achieved through social landlords securing Homes and Communities Agency (HCA) Grant Funding and through a negotiated percentage of affordable homes being provided as part of a larger private development. In respect of both streams, it was hoped that both would deliver towards the affordable housing target soon as the bidding round for HCA funding has recently concluded and a number of other developments were expected to be realised in the near future. Officers undertook to provide the Committee with details of the number of affordable homes provided at Windsor Heights following the meeting. Members were also interested to know whether they might get involved in meetings with social housing partners to discuss plans for affordable housing. Officers explained that the Housing Strategy Team already held regular meetings with these partners and proposed that discussions take place with relevant Officers and partners over the involvement or attendance of Councillors at future meetings.

Councillor Hopkins sought additional information on how staff absences had reportedly led to a reduction in the number of fly-tipping enforcement actions compared to the same period the previous year. Officers undertook to provide this information following the meeting.

Members were informed that the indicator BV 84 – total kg of waste collected - would be included in the second quarter's report for 2011/12 following their recommendation to the Executive Committee that it be retained.

RESOLVED that

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

92. REFERRALS

There were no referrals.

93. WORK PROGRAMME

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Members were advised of a number of updates to the current Work Programme. A report back on the Quarterly meeting between the Chair of the Committee and the Leader was scheduled to be submitted to the next meeting, as was an update from the Worcestershire Scrutiny Chairs and Vice Chairs Network meeting. A further inclusion to that agenda was a petition in respect of the War Memorial in the Town Centre which had recently been received by the Council.

The Meeting commenced at 7.00 pm
and closed at 8.39 pm

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Chair

**OVERVIEW AND SCRUTINY
COMMITTEE**

27th September 2011

APPENDIX 1**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.
- 3.5 Instead, further work was requested from Officers to enable the Executive Committee to reach an informed decision on the subject at a

OVERVIEW AND SCRUTINY COMMITTEE

27th September 2011

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.
- 3.12 To address these concerns the Executive Committee proposed that the implications of assuming responsibility for all such strips of land should

OVERVIEW AND SCRUTINY COMMITTEE

27th September 2011

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.
- 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

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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.

Legal Implications

There are no legal implications.

OVERVIEW AND SCRUTINY COMMITTEE

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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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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.

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.	It was acknowledged during the meeting of the Joint Worcestershire Chairs and Vice Chairs Network in October 2011 that lessons could be learned from the Worcestershire Hub Scrutiny Review to ensure that future joint scrutiny is effective and appropriate. DONE.
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	The framework was considered and discussed during the meeting of the Joint Worcestershire Chairs and Vice Chairs Network in October 2011 DONE.
27th September 2011 3	Officers to clarify the number of affordable housing units that had been provided as part of the new housing development at Windsor Heights.	TO BE DONE



Executive Committee

4th October 2011

MINUTES

Present:

Councillor Carole Gandy (Chair), Councillor Michael Braley (Vice-Chair) and Councillors Juliet Brunner, Greg Chance, Malcolm Hall, Jinny Pearce, Debbie Taylor and Derek Taylor

Officers:

M Bough, C Flanagan, S Hanley, T Kristunas and J Staniland

Committee Services Officer:

D Sunman

91. APOLOGIES

Apologies for absence were received on behalf of Councillor Brandon Clayton.

92. DECLARATIONS OF INTEREST

Councillors Malcolm Hall and Jinny Pearce declared personal and prejudicial interests in Item 5 (Redditch Borough Council's Grants Programme 2012/13 as detailed at Minute 95 below.

93. 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:

- Safeguarding Policy and Procedure

The Chair also advised that she had accepted the following matters as Urgent Business:

- IT Systems relating to Mapping and Planning – Request for Funding
- Learndirect – Options for Future Operation

(Not on the Forward Plan for this meeting)

.....
Chair

94. MINUTES

RESOLVED that

the minutes of the meeting of the Executive Committee held on 13th September 2011 be confirmed as a correct record and signed by the Chair.

95. REDDITCH BOROUGH COUNCIL'S GRANTS PROGRAMME 2012/13

The Committee received a report which sought approval for changes to the Grants Policy 2011 and agreement of the funding split and themes for the Voluntary and Community Sector (VCS) grants process for 2012/13.

Members were informed that paragraph 9.13 of the Voluntary and Community Sector Grants Policy, attached to the report at Appendix 1 had been amended as follows:

“Only 2 applications may be submitted by any one organisation under each theme of the grants programme.”

Officers reported that the change was to ensure that a wide range of voluntary organisations could apply for grants through the programme.

Officers explained the rationale for the figure of £15,000 being included for a 3 Year Training & Support Project.

Officers were complimented on the ‘Shout About’ magazine which gave information on how the VCS could access funding from other sources.

RECOMMENDED that

- 1) **the updated Voluntary Sector Grants Policy attached to the report at Appendix 1 be approved;**
- 2) **the following themes and percentages of funding be allocated for the 2012/13 voluntary and community sector grants process: (see Appendix 3 of the report for details on themes)**

Enterprising Communities	43.5%	=	£105,000
Safe/ Clean & Green	8%	=	£20,000
LSP theme - Health and Wellbeing	8%	=	£20,000

LSP theme - Education & Learning	27%	=	£65,000
LSP theme – Stronger Communities	6.5%	=	£15,000
3 Year Training & Support Project	6.5%	=	£15,000

and

- 3) **£1,000 (0.5%) be allocated from the Grants budget for the use by the Grants Team to deliver:**
- a) **networking and promotional events;**
 - b) **advertising and communication support;**
 - c) **newsletters.**

(Prior to consideration of this item, and in accordance with the requirements of Section 81 of the Local Government Act 2000, Councillors Malcolm Hall and Jinny Pearce declared personal and prejudicial interests in view of their involvement with VCS groups who might make applications for grant funding and left the meeting and took no part in voting.)

96. **IT SYSTEMS RELATING TO MAPPING AND PLANNING - REQUEST FOR FUNDING**

Members considered a report requesting funding for an urgent upgrade to the Council's IT software.

Officers reported that the upgrades required had been identified as necessary and would have been included in a capital bid in the financial year 2012/13.

Members were informed that changes to procedures and data transfer formats in communicating data between Central and Local Government meant that the urgency of upgrading the software had increased and would avoid the risk of defaulting on a Public Sector Mapping Agreement (PSMA) contract and incurring a fine.

RECOMMENDED that

- 1) **a sum of £22,350 be allocated in the 2011/12 Capital Programme to enable the necessary IT upgrades and the Capital Programme be amended accordingly; and subject to which**

RESOLVED that

- 2) **authority be given for expenditure of up to the sum detailed in 1), above, for the reasons summarised in this report.**

97. HEWELL ROAD POOL - DISPOSAL

The Committee received a report requesting approval to dispose of the site of Hewell Road Pool following opening of the new pool at Abbey Stadium.

Members were advised that the site map, attached to the report, should have included the playground area. Officers confirmed that a play area could be relocated on the site following development or replaced elsewhere using S 106 monies.

Officers reported that the site was considered a 'high risk' and should be demolished on closure.

RESOLVED that

- 1) **the site of Hewell Road Pool be declared surplus upon the opening of the new pool at the Abbey Stadium;**
- 2) **arrangements be made for the demolition and security of the site prior to disposal;**
- 3) **Officers be instructed to identify options for disposing of the site for residential use;**
- 4) **authority be given for expenditure for up to the sum detailed in 5), below, for the reasons summarised in the report; and**

RECOMMENDED that

- 5) **a sum of up to £210,000 be allocated in the Capital Programme to cover the cost of demolition and security of the site and the Capital programme be amended accordingly.**

98. LEARNDIRECT - OPTIONS FOR FUTURE OPERATION

Members considered a report on the future operation of the Learndirect adult learning service based at the Greenlands Business Centre following withdrawal of funding from the University for Industry (UFI) for the forthcoming academic year 2011/12 and

subsequent negotiations with North East Worcestershire College (NEWC).

RESOLVED that

- 1) **the contents of the report be noted; and**

RECOMMENDED that

- 2) **subject to formal endorsement by NEWC Board, the funding agreement / contract proposed by NEWC be accepted and that the Learndirect services be rebranded and run on a NEWC franchise basis.**

99. OVERVIEW AND SCRUTINY COMMITTEE

The Committee received the minutes of the meeting of the Overview and Scrutiny Committee held on 6th September 2011.

RESOLVED that

the minutes of the meeting of the Overview and Scrutiny Committee be received and noted.

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

There were no minutes or referrals under this item.

101. 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.

102. ACTION MONITORING

The Committee received the latest Action Monitoring report.

RESOLVED that

the report be noted.

Petition Prayer

We respectfully draw your attention to the area around the War Memorial at St Stephen's Church in Redditch Town Centre. It is being used for skateboarding and recently, bicycles were actually leaning on the memorial itself. People are sitting on the steps eating and drinking (possibly because some seating has been removed from that side).

Total Number of signatures: 169.

Lead Petitioner: Mrs S Boyd.

OVERVIEW AND SCRUTINY COMMITTEE

18th October 2011

PORTFOLIO HOLDER ANNUAL REPORT: HOUSING, LOCAL ENVIRONMENT, AND HEALTH

Relevant Portfolio Holder	Councillor Brandon Clayton, Portfolio Holder for Housing, Local Environment, and Health
Portfolio Holder Consulted	Yes
Relevant Heads of Service	Heads of Housing and Environmental Services.
Non-Key Decision	

1. SUMMARY OF PROPOSALS

The report provides a summary of the Council's progress for the Housing, Local Environment and Health Portfolio.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE

- 1) **a number of questions based on the content of the attached report to be addressed by the Portfolio Holder for Housing, Local Environment, and Health during his annual report on 8th November 2011; and**
- 2) **that the report be noted.**

3. KEY ISSUES

Background

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

Financial Implications

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

Legal Implications

- 3.3 There are no legal implications to this report.

OVERVIEW AND SCRUTINY COMMITTEE

18th October 2011

Service / Operational Implications

- 3.4 The Housing, Local Environment, and Health Portfolio is critical to achieving the Council's priorities.

Customer / Equalities and Diversity Implications

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

4. RISK MANAGEMENT

There are no risks arising directly from this report.

5. APPENDICES

Appendix 1 – Portfolio Holder Annual Report: Housing, Local Environment, and Health

6. BACKGROUND PAPERS

Not Applicable

AUTHORS OF REPORT

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Guy Revans, Head of Environment Services

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Portfolio Holder Annual Report

Portfolio: Housing, Local Environment & Health

Portfolio Holder: Brandon Clayton

Year: 2010/11

1. Executive Summary

1.1. Please provide a summary of progress over the last year

Housing

- Produced our first Tenants Annual Report and worked with our tenants to agree the local offers under each of the standards. We have also set up a performance development review group of tenants and officers who will monitor our performance against these standards
- Produced an Older Persons Housing & Support Strategy
- Completed the review of the councils Sheltered Housing and introduced 3 main schemes, Arthur Jobson, Harry Taylor and Ibstock House
- Achieved Customer Service Excellence accreditation
- Maintained the Quality Care excellent rating for St David's House
- Completed the replacement of the digital Aerial replacement programme before the 2012 deadline
- All communal areas in blocks of flats have had upgrades or installation of new fire safety equipment and a weekly monitoring programme is in place in line with the new legislation
- Met the decent homes standard for all council housing stock
- Under the Housing Options trailblazer, continued to support the Link worker post assisting people back into work or education
- Continued to work with social services and the probation service by housing young people in 2 training flats providing support to enable them to learn life skills to live independently
- Developed and rolled out an information pack for use in the magistrates court for prisoners accessing housing and presented this across the county to other local authorities and probation services
- Through our Tenant Involvement Strategy we have set up a new Borough Tenants Forum and introduced mystery shopping by training tenants to carry this out on behalf of the council
- A contract is in place to carry out external insulation works in the Winyates area under the CESP funding arrangement, Officers have worked with EON to produce a programme of works which will be carried out over the next 12 months

Environment

LANDSCAPE, ENGINEERING & BEREAVEMENT

- Worked closely with Leisure Services to retain Green Flag awards for Arrow Valley Park, Morton Stanley Park and Overdale Park;
- Heart of England in Bloom - achieved Gold Award status;
- Improved Parking Project – several sites at Frankton Close, Eathorpe Close, Langley Close, Grendon Close, Pedmore Close and Evesham Road have been completed and the list of potential sites for inclusion in the project has been expanded;
- Town Centre Improvements – consultation exercises have been completed and further work is underway with St Stephen’s Church to establish how the reordering of the building will be done, in what fashion and when. It should also be noted that the Traffic Order relating to the town centre, which impacts on the overall project, is currently under review by the County Council;
- Efforts are continuing to enable the Brockhill Section 106 land transfer from the developer of Areas 1 and 2 which will then allow the transfer of funds to RBC;
- Environmental Enhancement Programme – Winyates – work is ongoing with regard to the removal of the brick bin stores to allow completion of the project in this area;
- Pesticide Review – ongoing to establish the potential gains in available resources;
- Continuation of Capital Landscape Project to address various needs across the Borough;
- Tender for new cremator and mercury abatement equipment to be issued October 2011. Work is underway to install connecting pipe work to the new Abbey Stadium complex;
- Work is currently underway to redesign and improve the triangle of land adjacent to the train station – completion due by spring 2012;
- Initial work has been done to develop a system for the TPO review including the establishment of a shared tree service across RBC and BDC;
- Investigatory work is ongoing to identify a new cemetery site for Redditch;
- Major work undertaken to redirect the river at Old Forge so as to limit the risk to the adjacent road and services;

- Negotiations taking place between RBC and the HCA regarding the proposed final CRA transfer.

WASTE & STREET SCENE

- District lead on redraft of Joint Municipal Waste Management Strategy (JMWMS) - finalised and prepared the revised JMWMS for publication in August 2011;
- Launched 3 year waste and street scene publicity plan, agreed by Executive in August 2011. Publicity includes focus on:
 - Food waste;
 - Dog fouling;
 - Litter;
 - Recycling.
- Livery introduced on all waste collection and the electric vehicles to support the above campaigns;
- Ran successful dog fouling awareness campaign from July through to the end of October 2011;
- Continued work to tackle fly-tipping and incorrectly disposed of waste – see report to O&S 6th September 2011;
- Continued work to enable recycling from flats and hard to reach properties with additional properties coming on line = detail to be discussed/reviewed as part of the scrutiny review November – March 2012;
- Introduced a new way of monitoring/improving quality of street scene after end of requirement to report against NI 195;
- Introduced very successful bad weather (snow and ice) planning arrangements – clear reporting to customers, Members and support services on changes to waste collection as a result of snow and ice conditions/closer working with WCC on bad weather contingency arrangements – e.g. grit bin filling;
- Brought collection of waste from council buildings in house (was with Veolia) – leading to significant costs savings.
- Successfully managed operational services using the bad weather plan during significant snowfall;

TRANSPORT & SUPPLIES

- Transport Services successful implemented a service review;
- Taxi testing moved in house managed by Transport Services;
- Further roll out of new sites to move towards 100% recycling;
- Joint procurement of refuse vehicles with BDC which are arriving in January 2012;
- Purchased the authorities first electric vehicle for town centre cleansing operations;
- Crossgate Depot has had significant security improvements;

2. Performance

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

Housing

- Our voids performance is around 20 days continuing to be in the top quartile
- Our rent arrears are continually lower each month compared to the equivalent month the previous year

Environment

LANDSCAPE, ENGINEERING & BEREAVEMENT

- Provision of additional parking in residential areas to address parking, ASB and garage maintenance/revenue issues;
- Achievement Heart of England in Bloom awards;
- Old Forge river erosion scheme completed;
- Developed a shared tree service)
- Developed a shared bereavement service) allows for provision of consistent service delivery;
- Green waste produced by Landscape Services is now recycled and produces an income for the Authority;
- Green Apple award for crematorium waste heat scheme;
- Crematorium waste heat scheme went international.

WASTE & STREET SCENE

	NI 192 - % of waste recycled:	NI 191 – kg of waste per household	BV 84 – kg of waste per person
2005/06	12.93%	783	393
2006/07	20.11%	751	387
2007/08	32.21%	581	357
2008/09	31.50%	565	346
2009/10	29.10%	569	340
2010/11	28.56%	569	346
2011/12 (6 months)	26.32%	294	114

- Sickness absence significantly reduced in waste collection services;
- Procured 2 new vehicles for delivery in March 2012;
- Basset locking system designed and implemented in Laurel Close to support the 100% project;
- Sweeper schedules developed for each area and implemented;
- Dog fouling campaign made national television.

TRANSPORT & SUPPLIES

- Taxi testing service returned in house using newly installed one man testing lane;
- Transport service review completed and posts recruited to;
- Salt supplies successfully managed for the winter period 2011/12;
- Wheelie bin supplier changed bringing significant cost savings, reduction of lead times, use of frameworks, improved standard of bin and old bin recycling scheme;
- Consolidated invoice scheme implemented in the supplies service significantly reducing the amount of individual invoices processed.

2.2. Please detail key performance indicators that are of concern

Key Performance Indicators – Areas of Concern			
Ref	PI Description	Explanation and/or corrective action.	Impact on budget
	Numbers approaching as homeless		Due to the financial climate we are seeing more people approaching the council for assistance, this in turn has increased the numbers we have had to provide temporary accommodation for
	Numbers of household in temporary accommodation		We have had to increase the number of dispersed properties available to provide temporary accommodation
	Number of homeless preventions		We still continue to prevent homelessness but due to the reduction in private landlord accommodation and the changes to the Housing Benefit allowances this have meant that people cannot make up the shortfall in their rent, therefore we are accepting more cases as homeless than in the previous year
NI 192	% household waste re-used, recycled and composted	O&S scrutiny review November – March 2012 to identify potential corrective action Recycling of street sweepings will make a difference – currently every tonne of material swept is one tonne less recycled.	Already have a promotional budget set aside to further promote recycling and materials that can go in green bins. No impact on budgets.

3. Revenue Budget

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

There are no problem areas with budgets, costs of the service are continually being reviewed.

Revenue Budget – Areas of Concern			
Budget Code	Description	Explanation and/or corrective action.	Impact on performance and priorities
	Heart of England in Bloom	Continued expectation that RBC will maintain Gold standard	No additional budget has been identified and so all costs have to be met from existing revenue and the co-ordination of the event has to be built in to existing officer workloads.

Capital Budget

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

There are no problem areas with budgets at the moment, the review of the HRA will determine for future years how much money will be available for capital works

Revenue Budget – Areas of Concern			
Budget Code	Description	Explanation and/or corrective action.	Impact on performance and priorities
	TPO review	Potential need to purchase software to enable to review to take place and no funding has been allocated.	Software requirements may be met via existing systems but data capture and system enhancements are yet to be fully evaluated to which there may be a future cost.
	Software management		

5. The Year Ahead

5.1 Please detail the portfolio holder's main areas of focus in 2011 – 2012

Housing

- In November the council should be notified of the amount of debt it will have to take on as part of the review of the Housing Revenue Account (HRA), a financial business case is currently being produced and will be presented to Members.
- A requirement of the Localism Bill is that Local authorities must draw up a Tenancy Strategy in consultation with other local social landlords, tenants, voluntary and community organisations. Each Local Authority would then produce their own Tenancy Policy setting out how they will allocate and manage their housing in the future.
- As part of the council's transformation programme Housing will commence their Intervention week commencing 17th October 2011 this will start with Repairs & Maintenance and Tenancy services. This will be major piece of work for the whole of the housing service over the next 12 months.
- We will continue with the Capital Programme of works to ensure our properties retain the decent homes standard.
- We are about to commence a programme of works to externally insulate our properties on the Winyates estate working in partnership with EON under the CESP programme. We will also be looking to see what further funding is available to carry out similar works in other areas of the Borough
- We have a Programme of work to install solar panels on St David's House and several sheltered housing schemes work is currently being carried out to establish which schemes are suitable for the works, Members will be advised once the programme has commenced

Environment

ALL SERVICES

- Transformation programme;
- Shared services implementation.

LANDSCAPE, ENGINEERING & BEREAVEMENT

- Transfer of Section 106 land from developer to RBC together with commuted sums;
- Environmental Enhancement Programme – completion of outstanding works;
- Continuation of Improved Parking Project;
- Commencement of work and/or obtain funding for the Town Centre Improvements;
- Retain Heart of England in Bloom award;
- TPO review;
- Capital Landscape Project;
- New cemetery site in Redditch.

WASTE & STREET SCENE

- Looking at introduction of all green/all grey as part of route optimisation on waste collection services;
- Looking at option of recycling in house waste arisings (Council buildings);
- Implementation of JMWMS action plan overseen by Joint Waste Board;
- New publicity campaigns on litter, fly-tipping at agreed periods;
- Continue work to improve communal/hard to reach waste collection arrangements (100%/estate enhancement projects).

TRANSPORT & SUPPLIES

- Capital vehicle replacement;
- Fleet rationalisation;
- Vehicle tracking assessment;
- Procurement cards and frameworks.

OVERVIEW AND SCRUTINY COMMITTEE

18th October 2011

PORTFOLIO HOLDER ANNUAL REPORT: COMMUNITY SAFETY AND REGULATORY SERVICES

Relevant Portfolio Holder	Councillor Juliet Brunner, Portfolio Holder for Community Safety and Regulatory Services
Portfolio Holder Consulted	Yes
Relevant Heads of Service	Heads of Community Safety and Regulatory Services
Non-Key Decision	

1. SUMMARY OF PROPOSALS

The report provides a summary of the Council's progress for the Community Safety and Regulatory Services Portfolio.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE

- 1) **a number of questions based on the content of the attached report to be addressed by the Portfolio Holder for Community Safety and Regulatory Services during her annual report on 29th November 2011; and**
- 2) **that the report be noted.**

3. KEY ISSUES

Background

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

Financial Implications

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

Legal Implications

- 3.3 There are no legal implications to this report.

OVERVIEW AND SCRUTINY COMMITTEE

18th October 2011

Service / Operational Implications

- 3.4 The Community Safety and Regulatory Services Portfolio is critical to achieving the Council's priorities.

Customer / Equalities and Diversity Implications

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

4. RISK MANAGEMENT

There are no risks arising directly from this report.

5. APPENDICES

Appendix 1 – Portfolio Holder Annual Report: Community Safety and Regulatory Services

6. BACKGROUND PAPERS

Not Applicable

AUTHORS OF REPORT

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Portfolio Holder Annual Report

Portfolio: Community Safety & Regulatory Services

Portfolio Holder: Cllr. J. Brunner

Year: 2011/12

1. Executive Summary

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

CCTV & Lifeline

The Service includes CCTV monitoring, Lifeline Installation, Lifeline call handling for both Redditch Borough Council and Bromsgrove District Council's 'out of hours' emergency contact service and plays a key role in the emergency plan.

This year the focus of the service has been to review, amend and adopt the new procedures that have been written following shared services in June 2010. We have ensured processes are in place to meet the objectives of both Councils, the needs of the service users and meet the expected industry standards. There has been an extreme learning curve for all members of the team and we have had to allow a period of stability to be maintained.

Within the Lifeline Service we have reviewed our customer contact and looked at ways to enhance the Lifeline service user's experience. We have implemented new customer feedback systems, contacting customers following use of the service, reviewing operator performance on a monthly basis and we have instigated a rigorous equipment testing regime.

The remainder of the year we aim to grow the customer base and attract new corporate customers (i.e. retirement complex).

Supporting People strategic review and tendering exercise will have a significant impact on the service and every endeavour will be made to win the Supporting People contract.

The accreditation to the Telecare Service Association Code of Practice, achieved last year, has been maintained. The NEW Lifeline Service was rigorously audited for a full day in September. The auditor carried out spot checks on our procedures, paperwork and testing regimes. He was highly impressed with the monitoring centre team and spent some time with the operators watching and listening to them work. He also listened to random recorded calls from the previous 12 months.

He was extremely pleased with the call response times we are achieving. He said we were delivering some of the best results he has ever seen, and could directly relate this to the staff profiling exercise we carried out at the implementation of shared services. The TSA auditor also commented on the fact that having a multifunctional Monitoring centre was by far the most effective use of resources. He said it was delightful to see a team of managers so proud of their service.

He went out on a Lifeline installation with an Officer and he commended them on their professional yet caring approach. He said she found just the right balance.

Within the CCTV service, priority for operators was to identify hot spots and learn the geographical layout of all CCTV areas. We have established good working relations with all partner agencies and have a strong position within the Bromsgrove and Redditch pubwatch schemes. Production of evidence has been streamlined in partnership with the police, producing DVD's as our standard format.

Community Safety

- Completed Gateway Mural Project at Redditch Train Station
- Began implementation of the Winyates Centre security scheme as part of the AOHN project
- Completed implementation of the Dolben Lane security system
- Refreshed the SmartWater Forensic Property Marking Strategy in partnership with West Mercia Police
- Continued to secure vulnerable homes through Home Security Project and Domestic Abuse Sanctuary Scheme
- Refurbished 3 more Bus shelters with community art through the Redditch Roadway Arts Programme
- Began implementation of the Beoley Court/Grange Court security improvements
- Developed new CSP performance monitoring framework
- Allocated CSP grant funding for 2011/12 and secured significant partner contributions to key projects
- Updated joint Hate Incident Partnership action plan and increased confidence of residents to report hate incidents

- Began working with Town Centre Partnership to address issues of anti-social behaviour in and around Church Green
- Successfully bid for funding to resume Operation StaySafe in 2011/12 in order to reduce underage alcohol misuse
- Gained approval for implementation of a pilot Gating Order in Crabbs Cross Lane
- Contributed to the countywide review of future CSP working arrangements in Worcestershire

Anti-Social Behaviour

- 176 anti-social behaviour cases were closed during the last 12 months (from August 2010).
- Of these cases the average time to investigate, take action as appropriate and resolve a case through to closure was 7.5 months.
- The ASB Team are currently actively managing 101 cases of anti-social behaviour; a slight increase on the position this time last year.
- The team continues to build on good working relationships with partner agencies such as Police, Fire, Tenancy and will seek new opportunities to enhance the service provided to customers through creative approaches.
- The team has historically supported school curriculum by delivering sessions on ASB within a classroom environment and there are plans for future sessions in schools during the current academic year although this is likely to be on an ad-hoc basis.
- Members of the team actively contributed to the Winyates Community Action Days earlier this year which built on earlier success. Initially a Fire Service initiative, this was widened to promote a wide range of services such as Police, ASB, Tenancy and Sure Start; with the aim of capturing those people in the community who may not have been aware of services, or who for various reasons have not engaged with the agencies available. A door knocking programme and a special road show was incorporated into the 4 day event and issues raised by residents were taken back for action by the appropriate service and the outcome fed back to the residents.
- The team was again asked to be part of the Young Citizens Challenge which the Fire Service organises. Two officers represented the ASB team over a 3 day period during which they asked young people about their perceptions of ASB. Through this engagement the aim was to encourage certain behaviours to be challenged and for the young people to understand the affect of ASB on other people.

2. Performance

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

Lifeline

- NEW Lifeline has been rebranded and promotional materials modernised to reflect the high quality service on offer. It will be developed to attract new customer groups.
- We have embarked on a robust marketing programme to raise awareness of NEW Lifeline, advertising the service at appropriate venues and in suitable publications, leaflet distribution, and attending talks, presentations, and open events aimed at our user groups.
- Advances in the available technology and the solutions it provides to service users is on going. NEW Lifeline has reviewed the product ranges available to ensure service users can access a range of quality solutions and demonstrate a choice in the level of service received.
- We have worked hard to be seen as a leading organisation in the Community Alarm and Telecare field within Worcestershire, and we have developed a beneficial working relationship with our main competitor Worcestershire Telecare. We have participated in the Worcestershire Falls Response Pilot scheme developed by a multi-agency working group, providing procedural operational guidance to the project.
- The monitoring centre has taken over 119,000 Lifeline calls in the last 12 months, that is a significant increase on last year. Within this number, Operators have dealt with around 3,100 medical emergencies; over 3,000 calls where the service user was requesting other help and support; 1,600 calls where the service user was unable to respond and the operator had to investigate urgently; over 4,000 fire alarm/smoke detector activations (including tests); made and received over 28,000 test calls and 11,000 false alarms. (Other types of call operators receive include door entry

requests, information exchange, support officers and other staff logging in and out, auto alarms for low batteries, etc., and lone worker calls.)

- We currently have 5,179 homes connected to Lifeline across Redditch (3,081) and Bromsgrove (2,098). There is a reduction in Bromsgrove due to the Housing Trust reducing their number of service users.
- A thousand customers were randomly selected and asked to respond to our customer satisfaction survey. We received 376 questionnaires back. The results were very favourable;

When asked "Overall are you satisfied with the quality of the Lifeline Service?"
99% responded satisfied or very satisfied.
99% were satisfied or very satisfied with the help they had received in an emergency.
99% were satisfied or very satisfied with the speed at which the call was answered.
98% thought the service was value for money.
- Installation of Lifeline equipment.
We aim to fit 9 out of 10 urgent installations within 2 days; this target was achieved throughout the year.
All non-urgent installations were achieved within the target of 10 working days.

After installing 369 Lifeline machines in the last 12 months when surveyed;
100% were satisfied with the quality of the service they had received at installation.
100% were satisfied with the speed of the response to their request for an appointment.
100% thought the staff were helpful; and
97% thought the service was value for money
- Maintenance of equipment.
We aim to repair 9 out of 10 critical repairs within 48 hours. We achieved this target throughout the year, often reinstating service in less than 24 hours.
99.3% of non critical maintenance was completed within 10 working days.

- **Quality of service.**
There is a TSA requirement to ensure the quality of operators' response to Lifeline calls received in the monitoring centre. On occasion the Team Leader will listen in live and on occasion the voice recorder is used. The calls are selected randomly. All operators currently work part time on Lifeline and therefore the target set is to listen to 3 calls per operator per month. 100% of checks have been completed.
- **Performance – Call Handling**
Every month calls are monitored to see how quickly operators pick up the calls. The targets set by the Telecare Services Association have this year been lowered to 97.5% from 98.5% with 1 minute and 99% within 3 minutes.

	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Calls answered within 1 minute (target 98.5%)	99.80%	98.78%	99.04%	98.56%	99.49%	99.66%	99.55%	99.78%	99.68%	99.67%	99.70%	99.56%
Calls answered within 3 minutes (target 99%)	99.96%	99.85%	99.80%	99.43%	99.77%	99.85%	99.89%	99.93%	99.96%	99.97%	99.97%	99.98%

CCTV

- Since the installation of the new electronic CCTV Incident Management system (called VTAS) we have been able to electronically record the details of all CCTV incidents. Over time this will allow data and trends to be analysed, enabling us to pinpoint the most effective cameras, the areas of least activity and profile operator resources.
- The shared service CCTV Monitoring Centre now covers Redditch Town Centre, Headless Cross, Batchley, Matchborough Centre, Winyates Centre, Woodrow, Bromsgrove Town Centre, Rubery, Aston Fields, Alvechurch, Hagley, Barnet Green, Wythall, Kidderminster Town Centre, Stourport and Bewdley, and we have developed a proactive monitoring timetable to ensure that all areas are monitored throughout the day.
- The Monitoring Centre is actively reviewing the RBC and BDC CCTV schemes within the Depots and Town Hall. We aim to be monitoring these cameras in due course.

- CCTV monitoring centre procedures have been rewritten to reflect new equipment and harmonise processes following shared services.
- In the first half of the year Operators have recorded over 2,000 incidents. This includes where operators have been asked to look for an incident occurring or a suspect, review footage where an incident may have occurred previously, have spotted suspicious behaviour, or seen an incident occurring that they have reported to the police.
- There have been over 150 CCTV incidents where an arrest (of one or more people) has resulted. This only includes incidents where the arrest is seen and logged by the operator, not incidents where CCTV has assisted in an arrest that occurs at a later date or off camera. However we are in the process of developing a feedback scheme using the Community Safety Analyst, where hopefully we shall be able to submit a list of police incident references and be provided with results for each individual case.
- Where an incident is logged/monitored because of information received from others it is noted as “reactive”. Where an incident is logged because of an operator noticing suspicious behaviour or criminal/anti-social activity it is noted as “pro-active”. We are always striving to improve the pro-active monitoring results, currently running at 17.7% of all incidents.
- In July CCTV was found to be an invaluable tool in identifying culprits involved in riots and looting across the country. The incident started in Tottenham, but then copycat events were organised using social networking sites. West Mercia Police received intelligence that there was the potential for unrest in the locality. They immediately informed the CCTV Monitoring Centre and asked for vigilance in all areas. Additional operators were brought in. Groups of youths started to gather in Redditch town centre, CCTV operators were able to direct the police resources, enabling them to disperse the groups and expel people away from the town centre before any damage was caused.
- CCTV takes an active role in the Redditch Pubwatch scheme and has initiated talks between the Redditch and Bromsgrove schemes as it has become apparent the issues and personnel involved are often similar or the same.

- We have strengthened our Partnership with the Police inviting the Inspectors from Bromsgrove, Redditch and Wyre Forest to view the Monitoring Centre and make improvements to our practices. This has resulted in streamlined evidence collection procedures, a donation of 1,000 DVD's from the Police, and communication at a higher level.
- SIA licence training has now started and all staff will become qualified as level 2 CCTV operators and CCTV licensed by the end of 2011.

Out of Hours

- On average the monitoring centre answer 350-400 calls outside office hours per month.
- Out of Hours calls are taken for Redditch Borough Council, Bromsgrove District Council, Bromsgrove District Housing Trust, Redditch Friends Housing Association and Worcestershire County Council.
- The service plays an important role within the emergency plan for both Bromsgrove and Redditch. This year has seen us participate in an emergency plan practice exercise. We are defined in the plan as the initial point of contact should an emergency be declared. Therefore all operators have to be ready to put the plan into action at a moments notice.

Community Safety

Performance data to date as reported at RCSP Meeting - 24th August.

Reducing Re-offending: Crimes where the offender is under 18rs of age is reducing, with 350 offences in 10/11 (Jun to Jul) compared to 442 in the same 12 month period in 09/10. The volume of young offenders committing more than one offence is also decreasing – 69 in 09/10 (Jun to Jul) compared to 56 10/11 (Jun to Jul)

Secure Homes: – There has been a slight reduction in Domestic Burglary (18 offences) compared to same 12 month period last year with 272 offences 09/10 (Jun to Jul) compared to 254 offences in 10/11 (Jun to Jul). Criminal damage has also seen a decrease (63 fewer offences) with 1,130 offences in 09/10 (Jun to Jul) down to 1,067 in 10/11 (Jun to Jul).

Safer Streets and Places: Recent work indicates significant reductions (43 offences) in the town centre Night Time Economy (NTE) crime and disorder from 241 offences in 09/10 (Jun to Jul) down to 198 offences in 10/11 (Jun to Jul). This gives an average of 17 offences per month this year compared to 20 per month in the same 12 month period of the previous year. NB Crime related to the night time economy (NTE) is defined as a range of specific types of offences (broadly including personal violence, public order, damage, drugs, sexual offences and a small number of other offences) which occur in the town centre area between the hours of 5pm and 5am.

Anti-Social Behaviour

- All reports of anti-social behaviour are systematically recorded and a process is in place to ensure that in the most serious circumstances a customer is contacted within 24 hours. Early response and investigation is a key factor in the successful outcome of a case. All others are contacted within 5 days on an initial report.
- Customers are able to report ASB in various ways to suit their needs – via email, through the internet, at a One Stop Shop, in person, through another agency such as the Police, via Councillors or in writing. Systems have been developed to enable witnesses and victims to record and report evidence in a manner most convenient to them – this may be in writing, by use of a Dictaphone, via email, over the phone, or by a member of the team directly witnessing what is happening (during daytime hours).
- On closure of a case the customer is asked to complete a satisfaction survey; although response rates tend to be low, those who do respond are generally positive about the service they have received. We are going to trial a telephone survey for non-respondents in order to gain further insight into customer experience and perception.
- Comments from recent satisfaction surveys include:
 - In this case I don't think anything else could have been done
 - Quick response from your team, thank you
 - My life is now good, I'm happy
 - Thank you for your help
 - I have nothing but respect for the ASB team; they have explained any queries and when I phoned there was always someone there who would listen and help. The ASB Co-ordinator put herself out; thank you again for all your hard work.

2.2. Please detail key performance indicators that are of concern

CCTV & Lifeline

Following the shared services project performance indicators are being developed at a local level for monitoring 2011/12.

Community Safety

Key Performance Indicators – Areas of Concern			
PI Ref	PI Description	Explanation and/or corrective action	Impact on budget
NI15	Serious Violent Crime	Most serious violent crime remains an issue with a slight increase in year to date figures from 88 offences in 2009/10 (Jun to Jul) to 91 offences in 2010/11 (Jun to Jul). Assaults on all levels (Interpersonal Violence) which includes assault without injury, assault with less serious injury and most serious violence continues to increase (by 52 offences) with 1,157 offences in 2010/11 (Jun to Jul) compared to 1,105 for the same 12 month period in 2009/10 (Jun to Jul). Whilst these are relatively small numbers further analysis of violent crime data needs to take place to identify reasons for the increase. It has previously been stated that similar increases across the other north Worcestershire districts would indicate that West Mercia may be recording more robustly than some other force areas but the Partnership is keen to ensure that all other avenues are explored particularly links to alcohol and domestic abuse. This work will get picked up in the RCSP's annual strategic assessment process which identifies the priority areas for the forthcoming year.	None

3. Revenue Budget

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

CCTV & Lifeline

The shared service has not yet completed a full financial year; therefore the complete budget picture is not completely clear and it is difficult to comment accurately at this stage. The service appears to be performing within budget, and a significant saving was made by RBC despite pay protection and redundancy costs. A lot of work has been carried out detailing which expenditure is a shared service cost, which is an RBC cost and which is BDC only cost. This profiling is carried out case by case as each invoice is received on an ongoing basis.

Community Safety

There are no budget issues for 2011/12. Community Safety Area Based Grant is on target to be fully utilised by the end of the financial year and significant Partner contributions have been received which can be carried forward to next financial year. Community Safety Grant funding for Redditch CSP increased slightly as the allocation formula changed to focus more on need than population as before. Funding for 2012/13 is the final year that the community safety grant will be allocated to the County Council before transferring to the control of the new Police and Crime Commissioner in 2013. There has been a further 40% reduction in funding in 2012/13 down to £275,382 for Worcestershire. As before this funding will be administered by the Worcestershire Safer Communities Board and allocated to the District CSP's. Redditch CSP are currently awaiting notification of the final district allocations for 2012/13 to allow early decisions to be taken for next year.

Anti-Social Behaviour

Revenue Budget – Areas of Concern			
Budget Code	Description	Explanation and/or corrective action	Impact on performance and priorities
07804350	Legal fees	These are the fees incurred when taking legal action in court for which there is no budget. We are currently considering an injunction on the grounds of harm to vulnerable individuals.	There is no provision for the cost of legal action. Whilst the majority of cases are resolved through early non-legal intervention there will be cases where we need to go to court. New legal powers and tools will be available early in 2012; where appropriate we will need to utilise these interventions which will incur legal costs.

4. Capital Budget

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

CCTV & Lifeline

There are no capital budget issues.

Community Safety

There are no capital budget issues.

Anti-Social Behaviour

There are no current problem areas; however we are investigating funding sources for four listening equipment kits. Negotiations with the CSP are currently taking place.

5. The Year Ahead

5.1 Please detail the portfolio holder's main areas of focus in 2012/2013:-

Lifeline

We aim to develop a business strategy for the NEW Lifeline service, to ensure the service is sustainable and allows for income generation.

Supporting People

Funding for the service from Supporting People is currently under review and Supporting People have decided to go through a tendering process for Call Alarm services where dispersed units are in place (individual units that plug into the service users telephone line). They plan to imbed Telecare into support packages at the initial stage, and this will result in many more service users. Redditch Borough Council will be tendering for this business however we plan to explore the options for working together with Worcestershire Telecare, an organisation based in the South of the county and possibly offer a County wide service to the County Council.

This is a significant issue for NEW Lifeline and the outcome will have an impact on the service whether we are successful within the tender process or not.

Implications of the Older Persons Housing and Support Strategy

The Older Persons Housing Strategy will have an impact on the NEW Lifeline Service because certain schemes are to be de-designated. These schemes are currently home to older people who have the Lifeline Service (using hardwired permanently located equipment). A piece of work is required to determine at each scheme the requirement and/or desire of tenants to have Lifeline, whether the equipment is suitable, cost for removal where not required and to establish an action plan.

CCTV

The Protection of Freedoms Bill has stated the requirement for a Code of Practice to be introduced for Public bodies and local authorities. The Code is currently going through a 12 week consultation process and may change in its content however the requirement of the document is:-

- Establish a checklist of actions to be carried out before installing new cameras to check whether they are absolutely necessary;
- Develop industry standards for equipment to ensure it is reliable, effective and gathers images that are of sufficient quality and in a useable format;
- Improve public knowledge about systems in communities through consultation by police and local authorities and better public information;
- Consider whether further guidance is needed on how long data collected by CCTV and ANPR should be retained;
- Ensure processes are in place to determine the ongoing requirements for CCTV to be in use.

Once the Code is finalised an action plan will be established to ensure RBC and BDC are both code compliant. This will require rewriting the existing CCTV codes of practice currently in place.

Out of Hours

We shall endeavour to review the out of hours provision for call handling outside normal working hours. We wish to develop a service level agreement and clear operational guidance with every service area for which we have customer contact.

Lone worker service development

Currently lone workers employed by RBC have access to use the lone worker monitoring system. This has the potential to become a revenue generating service if offered to outside organisations. To ensure this opportunity is not overlooked we will develop a policy and vision, establish requirement of BS8484, confirm fees and charges and establish a marketing plan.

Community Safety

Key areas of work for Redditch Community Safety Partnership for 2012/13 are:-

Implementation of the annual strategic assessment and deliver the CSP partnership plan around the partnership themes of Secure Homes, Safer Streets & Public Places, Protecting Communities and Reducing Re-offending/Restorative Justice.

Increasing the resilience of the Community Safety Partnership and reducing reliance on Community Safety grant by working with Partners to further mainstream grant funded activity and support continued implementation of Section 17 across statutory responsible authorities and other partners.

Implement the recommendations of the countywide review into the future working arrangements of Worcestershire's CSPs once agreed by the statutory responsible authorities.

Work with Worcestershire SCB and West Mercia Criminal Justice Board to establish links with new West Mercia Police & Crime Commissioner role to be elected in November 2012.

Delivery of an enhanced enforcement role with transfer of the function to the Community Safety team.

Anti-Social Behaviour

- A range of new tools and powers were announced earlier this year for which the consultation period ended in May. It is anticipated that these interventions will be introduced early in 2012; the date is yet to be confirmed. These tools and powers will replace some of the existing and will be adopted as part of the ASB policy and procedures.
- The proposed new measures to better protect communities from the serious harm caused by criminal and anti-social behaviour include:
 - community triggers where local agencies will be compelled to take action if several people in the same neighbourhood have complained and no action had been taken; or the behaviour in question has been reported to the authorities by an individual three times, and no action had been taken;
 - criminal behaviour orders — issued by the courts after conviction, the order would ban an individual from certain activities or places and requires them to address their behaviour for example attending drug treatment programmes. A breach would see an individual face a maximum five year prison term;
 - crime prevention injunctions - designed to nip bad behaviour in the bud before it escalates. The injunction would carry a civil burden of proof, making it quicker and easier to obtain than previous tools. For adults, breach of the injunction could see you imprisoned or fined. For under-18s a breach could be dealt with through curfews, supervision or detention;
 - community protection orders - comprising one order for local authorities to stop persistent environmental ASB like graffiti, neighbour noise or dog fouling; and another for Police and local authorities to deal with more serious disorder and criminality in a specific place such as closing a property used for drug dealing;
 - Police 'direction' powers — a power to direct any individual causing or likely to cause crime or disorder away from a particular place and to confiscate related items.
- The ASB Team will continue to effectively manage cases of ASB, support Community Action days, carry out work in schools and within the local community whilst seeking to enhance partnership working to tackle all forms of anti-social behaviour within the Borough of Redditch.



Overview and Scrutiny Committee

No Direct Ward Relevance

18th October 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

18th October 2011

	<p>REGULAR ITEMS</p> <p>Update on fly tipping and progress with the Worth It campaign</p> <p>Update on the work of the Crime and Disorder Scrutiny Panel.</p> <p>Updates on the work of the Worcestershire Health Overview and Scrutiny Committee</p> <p>Updates on the outcome of quarterly meetings of the Leader and Chair of the Overview and Scrutiny Committee</p> <p>Petitions (as and when received)</p> <p>Bi-Annual Recommendation Tracker Reports – Scrutiny Committee</p> <p>Bi-Annual Recommendation Tracker Reports - Petition Recommendations</p>	<p>Relevant Lead Head(s) of Service</p> <p>Chair of the Crime and Disorder Scrutiny Panel</p> <p>Redditch Borough Council representative on the Health Overview and Scrutiny Committee</p> <p>Relevant Lead Head(s) of Service</p> <p>Relevant Lead Head(s) of Service</p> <p>Relevant Lead Head(s) of Service</p> <p>Relevant Lead Head(s) of Service</p>
<p>OTHER ITEMS - DATE FIXED</p>		
<p>18th October 2011</p>	<p>Parliamentary Seminar Series – consideration of Training Opportunity</p>	<p>Relevant Lead Head(s) of Service</p>
<p>18th October 2011</p>	<p>Performance report for services within the remit of the portfolio for Housing, Local Environment and Health</p>	<p>Relevant Lead Head(s) of Service</p>
<p>18th October 2011</p>	<p>Performance report for services within the remit of the portfolio for Community Safety and Regulatory Services</p>	<p>Relevant Lead Head(s) of Service</p>

Overview and Scrutiny

Committee

18th October 2011

18th October 2011	Petition – Redditch War Memorial	Lead Petitioner
18th October 2011	Quarterly Leader and Chair of the Overview and Scrutiny Committee's meetings – Update Report	Councillor Mould
18th October 2011	Worcestershire Scrutiny Network Meeting – Update report on the outcomes of the latest meeting	Councillor Mould
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
8th November 2011	Petition Appeal – Save Brockhill Green Belt	Relevant Lead Head(s) of Service
29th November 2011	Youth Employment at Redditch Borough Council – Update Report	Relevant Lead Head of Service
29th November 2011	Portfolio Holder Annual Report – Community Safety and Regulatory Services, Councillor Brunner	Councillor Brunner

Overview and Scrutiny

Committee

18th October 2011

29th November 2011	West Midlands Regional Scrutiny Network Meeting – update on the outcomes of the latest meeting	Councillor Mould
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

Overview and Scrutiny

Committee

18th October 2011

27th March 2012	Improving Recycling Rates Short, Sharp Review – Final Report	Councillor Hopkins
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		
	Final Outcome of the Review of the Housing Revenue Account	Relevant Lead Head of Service
	Town Centre Landscape Improvements (including Church Green Improvements) – Pre-scrutiny	Relevant Lead Head of Service
	Energy Consumption – Submission of a Scoping Document	Councillor Anderson

Overview and Scrutiny

Committee

18th October 2011

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