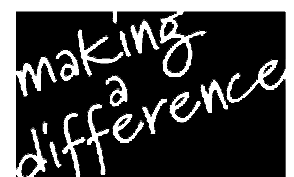


Overview and Scrutiny Committee

Tuesday, 22nd May,
2012
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
Democratic Services 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**

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, 22nd May, 2012

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership: Committee membership to be determined at the Annual Meeting of Council on Monday 21st May 2012.

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 - 10)	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. Promoting Sporting Participation Task Group Final Report Councillor Luke Stephens	To receive and consider the Promoting Sporting Participation Task Group's final report. (Report to follow). (No Specific Ward Relevance);
5. Joint Worcestershire Hub Scrutiny Review - Monitoring Update Report (Pages 11 - 16) A de Warr, Head of Customer Services	To consider a monitoring update report on the implementation of relevant recommendations detailed in the Joint Worcestershire Hub Scrutiny Report, published in 2010, and to determine an appropriate update, if any, to Worcestershire County Council on this subject. (Report Attached – original Worcestershire Hub Scrutiny report circulated by email separately). (No Specific Ward Relevance);

Overview and Scrutiny

Committee

Tuesday, 22nd May, 2012

<p>6. Overview and Scrutiny Recommendation Tracker (Pages 17 - 38)</p>	<p>To consider the Overview and Scrutiny Recommendation Tracker for 2011/12, detailing the impact of scrutiny recommendations.</p> <p>(Report attached).</p> <p>(No Specific Ward Relevance);</p>
<p>7. Overview and Scrutiny Training - Feedback</p>	<p>To consider feedback from the Overview and Scrutiny Training session on Monday 14th May 2012 and to determine whether to further investigate any suggested items for scrutiny.</p> <p>(Report to follow).</p> <p>(No Specific Ward Relevance);</p>
<p>8. Actions List (Pages 39 - 40)</p>	<p>To note the contents of the Overview and Scrutiny Actions List.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance);</p>
<p>9. Executive Committee Minutes and Scrutiny of the Forward Plan (Pages 41 - 48)</p>	<p>To consider the minutes of the latest meeting(s) of the Executive Committee and also to consider whether any items on the Forward Plan are suitable for scrutiny.</p> <p>(Minutes attached, Forward Plan to follow).</p> <p>(No Specific Ward Relevance);</p>
<p>10. 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>

Overview and Scrutiny

Committee

Tuesday, 22nd May, 2012

11. Task and Finish Groups - Progress Reports	<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) Access for Disabled People;b) Redditch Market; andc) Promoting Sporting Participation. <p>(Oral reports)</p> <p>(No Specific Ward Relevance);</p>
12. Health Overview and Scrutiny Committee	<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>
13. Referrals	<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>
14. Work Programme (Pages 49 - 52)	<p>To consider the Committee's current Work Programme, and potential items for addition to the list arising from:</p> <ul style="list-style-type: none">• The Forward Plan / Committee agendas• External publications• Other sources. <p>(Report attached)</p> <p>(No Specific Ward Relevance);</p>

15. Exclusion of the Press and Public

Should it be necessary, in the opinion of the Borough Director, during the course of the meeting to consider excluding the public from the meeting on the grounds that exempt information is likely to be divulged, it may be necessary to move the following resolution:

“That, under S.100 (A) (4) of the Local Government Act 1972, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (to be specified) of Part 1 of Schedule 12 (A) of the said Act”.

These paragraphs are as follows:

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

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

and may need to be considered as ‘exempt’.



Overview and Scrutiny Committee

Tuesday, 17th April, 2012

MINUTES

Present:

Councillor Phil Mould (Chair), and Councillors Peter Anderson, Andrew Brazier, Simon Chalk, Bill Hartnett, Gay Hopkins, Brenda Quinney, Alan Mason and Luke Stephens

Also Present:

Tim Deakin (Wychavon District Council)

Officers:

J Pickering, R Bamford, P Liddington and L Hadley

Committee Services Officer:

M Craggs and A Scarce

212. APOLOGIES AND NAMED SUBSTITUTES

Apologies were received from Councillors Andy Fry and Mark Shurmer.

213. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

214. MINUTES

RESOLVED that

The minutes of the Committee meeting held on 2nd April 2012 be confirmed as a correct record and signed by the Chair.

215. CIVIL PARKING ENFORCEMENT - ANNUAL MONITORING UPDATE REPORT

The Committee received the annual Civil Parking Enforcement Service Update Report and noted that the service was self-financing and the current arrangements whereby Wychavon District

.....
Chair

Overview and Scrutiny Committee

Tuesday, 17th April, 2012

Council operated the service on half of the Council continued to work well.

Members noted that there was currently three Civil Enforcement Officers who patrolled all areas of the Borough with the option of filling a vacant post if it was deemed necessary.

The Committee received details of the Residents' Parking Schemes (RPSs) and it was noted that the administration of the RPSs was now the responsibility of Wychavon District Council and that all permit applications were undertaken by a postal service and the administration costs were met by the income received from those Permit applications.

The Committee was informed that a superseding report would shortly be considered by the Executive Committee with the recommendation that Pay and Display car parks be discontinued.

Members questioned why it was not possible for the Dial-a-Ride service to drop and pick up passengers closer to the Town Centre without a Blue Badge. Officers explained that this was a legal requirement and not one which had been set by the authority. A Blue Badge could not be issued in respect of a specific vehicle, however if a passenger on the vehicle had a Blue Badge with them, it could be used to enable the Dial-a-Ride service to drop off and pick up passengers at a more suitable location. Officers were asked to liaise with the Dial-a-Ride service to try and resolve this issue.

Members queried whether it would be possible to create a number of designated spaces which were more convenient for dropping off and picking up, an example of this was in closer proximity to the cinema in the town centre. Officers informed Members that this was a Worcestershire County Council's Highways department matter and outside the jurisdiction of the Council.

Officers clarified the role of the Parking Enforcement Appeals Panel, which held a governance and national policy setting role. However, from this discussion Members requested that future reports should include statistically data in respect of appeals which had been made and the success rate.

RESOLVED that

The report be noted.

Overview and Scrutiny Committee

Tuesday, 17th April, 2012

216. WAR MEMORIAL - UPDATE REPORT

The Committee considered the Monitoring Report in respect of the effectiveness of actions taken to tackle anti-social behaviour around the War Memorial. Although some actions had been put in place, Members were concerned that many of the recommendations were still outstanding. Particular concern was raised in respect of the financial implications of recommendation one as these appeared to be very high and Members suggested alternative sources for the purchase of the planters.

Members agreed that recommendation two should also include the involvement of local schools in order to educate the young people as to why the War Memorial was such an important landmark in the Town Centre and to the residents. Although signage had been erected in respect of recommendation three, Members felt that the wording used could have been stronger and more direct. In respect of recommendation four, Members requested that should a further waste bin be installed it should be dual purpose to enable recycling.

The Committee urged relevant Officers to accelerate progress to implement of the recommendations that were endorsed by the Executive Committee in October 2011 to reduce anti-social behaviour around the War Memorial and to ensure that these were all completed before 11th November 2012.

RESOLVED that

- 1) the Committee receive a further monitoring update on actions taken to implement the recommendations concerning the War Memorial petition at its meeting on 11th September 2012; and**
- 2) the report be noted.**

217. FINANCIAL BORROWING REPORT

Members received a verbal report into the Council's financial borrowing position. This had been requested by the Committee during consideration of the quarter three financial monitoring report for 2011/12 at its previous meeting.

Having received the Council's latest financial borrowing figures, a Member suggested that it might be more advantageous for the Council to finance the development of housing stock through short rather than long-term loans as it was thought that the interest rates would be lower. Officers responded that while interest rates were

Overview and Scrutiny Committee

Tuesday, 17th April, 2012

usually lower for short-term loans, these would increase considerably if the Council was unable to repay the loans by set dates.

Officers confirmed that they would be able to provide Members with more detailed information on this matter at a forthcoming meeting.

RESOLVED that

- 1) A further report on the Council's financial borrowing position be considered by the Committee and included on it's work programme for its meeting on 19th June 2012; and**
- 2) the report be noted.**

218. ACCESS FOR DISABLED PEOPLE TASK GROUP - FINAL REPORT

Councillor Alan Mason, Chair of the Access for Disabled People Task Group provided the Committee with a presentation which summarised the work of the Task Group, its findings and the proposed recommendations following completion of the review. Councillor Mason explained that he had proposed this topic as he felt the needs of people with disabilities living in Redditch needed to be investigated, however it had soon become apparent that the topic was wide reaching that it was agreed that the main objectives of the review would be to consider how people with disabilities accessed Redditch town centre by bus or taxi and the provision of disabled parking spaces. Each member of the Task Group was responsible for meeting a particular objective in order to complete the review within the allotted timescale.

The Committee was shown a "safer journey" card which had been designed specifically for the needs of bus users with disabilities and which allowed them to travel independently, by making the driver of the vehicle aware of their needs in a discreet manner. Members were also made aware that at recommendation seven, in respect of the use of audio-visual systems on buses, since completion of the report First Bus Group had also indicated that they would be interested in participating in negotiations for such a system.

Members were informed that regarding recommendation one, the Group had come up with a majority and minority recommendation as they were unable to reach a consensus position.

Recommendation two was dependant upon the minority recommendation being carried forward.

Overview and Scrutiny Committee

Tuesday, 17th April, 2012

Councillor Mason thanked the Members of the review and supporting Officers, in particular, Jess Bayley, for their help and support in what was a very detailed investigation.

Members also discussed the following areas in more detail:

- The responses to the questionnaire prepared by the Task Group.
- The inclusion of the map showing disabled parking spaces on the Council's website.
- The number of disabled parking spaces available and legislative requirements.
- Drop off and pick up points and any improvements that could be made (and the role of Worcestershire County Council's Highways Department in providing these).
- The availability of the area and possible uses of the rear of the Debenhams store (this would be subject to the appropriate planning permission being granted for some of the suggested uses).
- Access to the Shop-mobility scheme and provision of different types of wheelchair.
- The Town Centre Partnership and the sale of the Kingfisher Centre.
- The use of the blind and deaf system already in place at the Kingfisher Centre, which it was understood had not been activated at the moment.

The Committee agreed that further input from partner agencies was required before the recommendations could be passed to the Executive Committee for endorsement.

RESOLVED that

- 1) The Access for Disabled People Task and Finish Group undertake further discussions with relevant agencies to complete all outstanding areas of the review; and**
- 2) A revised final report be considered by the Committee at its future meeting on 11th September 2012.**

219. YOUTH SERVICES PROVISION TASK GROUP - FINAL REPORT

Councillor Simon Chalk, Chair of the Youth Services Provision Task Group, provided a presentation which summarised the work of the Group, its findings and the proposed recommendations following completion of the review. Cllr Chalk explained that he had

Overview and Scrutiny Committee

Tuesday, 17th April, 2012

proposed the topic as he was concerned that there was little available for young people to do in Redditch and wanted to help young people to access what was available. The review was undertaken at a time when Worcestershire County Council (WCC) was reviewing its methods for delivery of youth services and the Task Group considered WCC's proposed changes. The recommendations were therefore, largely designed to influence the new provision of those new services; how the funding available could be put to the best use, how the activities could be facilitated and communicated to the young people in Redditch.

The Committee discussed the following areas in more detail:

- The availability of activities for young people and what the young people would like to see provided.
- The promotion of activities and the most appropriate method of communicating with young people (including through Redditch Matters, Facebook and Twitter).
- Access to the activities including the cost and availability of public transport.
- The Plug and Play website and the Frog intranet system currently used by the local High Schools and the development of both these systems.

Members agreed that recommendation two needed to clarify that the proposed youth work co-ordinator post would be funded from the monies provided by WCC to the Commission Group and not from the Council's budget. The Committee therefore asked that this recommendation be re-worded to ensure there was no confusion.

Councillor Chalk thanked the members and supporting Officers for the hard work shown throughout the investigation and gave specific thanks to Harry Bishop, a student at Trinity High School, who had been co-opted on to the Group and had attended several meetings to ensure that a younger person's perspective was provided throughout the review.

RECOMMENDED that

further to the re-wording of recommendation two as detailed above, all of the final recommendations of the review be approved.

RESOLVED that

the report be noted.

Overview and Scrutiny Committee

Tuesday, 17th April, 2012

220. ACTIONS LIST

The Committee received a brief summary of the updated actions since the previous meeting. Members received clarification on how visitor numbers for local attractions are counted, and were informed of the Council's procedure for dealing with Dial-a-Ride vehicles that remain off the road due to being uneconomic to repair.

Members were also informed that Hereford and Worcestershire Golf Partnership's contract to provide the Golf Professional Services for the course had been extended by three years. The Committee expressed its satisfaction upon learning this as they felt that this reflected an excellent service.

RESOLVED THAT

the actions list be noted.

221. EXECUTIVE COMMITTEE MINUTES AND SCRUTINY OF THE FORWARD PLAN

The Committee received the minutes of the Executive Committee meeting held on 3rd April 2012 and considered the latest edition of the Forward Plan.

Members noted that all the recommendations contained within the final report of the Increasing Rates of Recycling Review had been endorsed by the Executive Committee.

RESOLVED that

the minutes of the meeting of the Executive Committee held on 3rd April 2012 and the Forward Plan be noted.

222. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There was no draft scoping documents for consideration.

223. TASK AND FINISH GROUPS - PROGRESS REPORTS

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

Overview and Scrutiny Committee

Tuesday, 17th April, 2012

a) Access for disabled People – Chair, Councillor Alan Mason

There was no update as the final report had already been considered by the Committee.

b) Promoting Sporting Participation – Chair, Councillor Luke Stephens

Councillor Stephens explained that the recommendations had been formulated and that the final report would be ready for consideration by the Committee at its next meeting on 22nd May 2012.

c) Youth Services Provision – Chair, Councillor Simon Chalk

There was no update as the final report had already been considered by the Committee.

RESOLVED that

The update report be noted.

224. HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Councillor Quinney had been unable to attend the recent meeting of the Worcestershire Health Overview and Scrutiny Committee (HOSC) and was therefore unable to provide the Committee with an update.

225. CRIME AND DISORDER SCRUTINY PANEL - CHAIR'S UPDATE

The Chair of the Redditch Crime and Disorder Scrutiny Panel, Councillor Bill Hartnett, delivered an overview of his report for the most recent Panel meeting on 11th April 2012.

Members were informed that the main agenda item had been the Annual Report of the Chair of the Community Safety Partnership and the Panel was provided with a response to three specific questions which had been submitted in advance. These were on the subjects of the Victim Support and Community Payback schemes, and finally in relation to two officers of the Community Safety Team receiving training to become specialist advisors on crime prevention.

The Panel had also considered the Partnership's quarter three performance tables and it was noted that although there had been increases in incidents of domestic burglary, criminal damage and

Overview and Scrutiny Committee

Tuesday, 17th April, 2012

serious acquisitive crime compared to the previous year, West Mercia was a low crime area.

RESOLVED that

the report be noted.

226. REFERRALS

There were no referrals.

227. WORK PROGRAMME

As this was the final meeting of the Overview and Scrutiny Committee for 2011/12, the Chair took the opportunity to thank Members for their hard work and dedication over the past twelve months and in particular gave special thanks to Councillor Anderson who would not be standing for re-election at the forthcoming elections.

RESOLVED that

The Committee's Work Programme be noted.

The Meeting commenced at 7.00 pm
and closed at 9.12 pm

Worcestershire Hub Scrutiny

Monitoring Report on Recommendations – May 2012

In 2009 and 2010 Redditch Borough Council took part in a review of the Worcestershire Hub. The Worcestershire Hub Scrutiny report was noted by the Overview and Scrutiny Committee on 8th December 2010, and by Executive on 12th January 2011.

Worcestershire County Council is currently arranging to monitor implementation of the recommendations that were proposed by the Worcestershire Hub Scrutiny Group. There were a number of recommendations that had implications for district hub arrangements. The County Council has therefore invited District Councils to contribute to this monitoring process by way of an update on local action against those recommendations which related to all Council's within the Hub partnership.

This provides an update on those recommendations in the Worcestershire Hub Scrutiny Report requiring local action. It is important to make the distinction between the Hub Shared Service, which Redditch Borough Council is not a part, and the arrangements locally where we work in partnership with the County Council, as part of the Worcestershire Hub partnership, to provide access to services through the Redditch Borough Council managed Customer Service Centre and One Stop Shops.

Recommendation	Response
<p>1: If the Hub is to be increasingly used as a basis for service transformation across the County, it is vital that there is councillor understanding and support across all authorities. All authorities should ensure their inductions include briefing about customer service strategies across the whole of the Worcestershire Hub (and not just their local area), including visits to both local centres and the Worcestershire Hub Shared Service Contact Centre (based at Perry Wood Walk).</p>	<p>Local transformation has resulted in greater focus on local service delivery and members are kept informed on developments through quarterly update reports. The Head of Customer Services presents regular updates to the Leader and relevant portfolio holder, and Executive Committee.</p> <p>All members have been invited to visit the Centres and arrangements have been made as required. This invitation is extended to new members via the New Members induction process.</p>
<p>2: All authorities consider their scrutiny arrangements of shared services – this could be done at the joint scrutiny chairs and vice-chairs network.</p>	<p>A letter regarding joint scrutiny and the arrangements thereof was sent to Worcestershire County Council early in 2011.</p> <p>Clear arrangements are in place in respect of scrutiny of shared services locally.</p>

<p>3: We recommend that each authority and the Worcestershire Hub Shared Service review governance arrangements across the Worcestershire Hub Partnership. The aim would be to ensure clarity, accountability and transparency and to move towards a single governance structure.</p>	<p>Governance arrangements were reviewed and as a result the relevant portfolio holder appointed to the Hub Board.</p> <p>There has not been need for this Board to meet during the last 12 months.</p>
<p>4: We recommend that the District Councils should consider researching the cost of individual transactions for different services, which will build on the work being carried out by the Hub Shared Service.</p>	<p>Customer Service transaction costs were provided via the quarterly customer services update reports to Executive Committee. The transformation reviews are being used to establish costs on a service by service basis.</p>
<p>5: The more services use the Hub, the better value it becomes. Therefore, as part of the BOLD programme, the County Council should increase its efforts to ensure all its services use the Hub.</p>	<p>This recommendation related only to Worcestershire County Council.</p>
<p>6: In light of future funding and the move towards self-service within the Hub, all authorities and the South Worcestershire Shared Services Joint Committee should monitor and record the efficiencies and savings gained by use of the Hub.</p>	<p>Redditch Borough Council's focus is on the transformation of services to meet customer needs through Systems Thinking. It is through these reviews and shared management that efficiencies and savings will be identified</p> <p>This work is starting to develop a different type of customer service provision locally which relies on experts being available to deal with customer enquiries.</p> <p>Self-service is only being progressed where the Systems Thinking reviews evidence that it is appropriate and does not drive waste into our processes.</p>
<p>7: Appropriate resource plans for the Hub are in place to better plan for forecast demand.</p>	<p>This recommendation related only to Worcestershire Hub Shared Service.</p>
<p>8: The Hub also needs to be prepared to deal with unpredicted peaks in service demand, and we recommend that Business Continuity Plans are in place across the Hub Shared Service and the non shared service Hubs.</p>	<p>This recommendation related only to the Worcestershire Hub Shared Service. However, active queue management is in place, as well as business continuity plans.</p>

<p>9: Performance information should be consistent across the Shared Service and the non-Shared Service districts, to enable like for like comparisons, and we recommend a single performance management framework is established across the Hub</p>	<p>A single framework is in place and Hub Shared Service performance data is available on request.</p> <p>Local data is provided via the quarterly customer service update.</p>
<p>10: All performance information – for shared service and non-shared service districts – should be made available to all councillors.</p>	<p>Local data is provided via the quarterly customer service update to Executive Committee.</p>
<p>11: We recommend that all partners consider the role which scrutiny could play in helping to monitor performance of the Worcestershire Hub, if they have not already done so.</p>	<p>Relevant local performance information is reported via the quarterly customer service update to Executive Committee and an annual report of customer service and Hub related matters made by the portfolio holder to Overview and Scrutiny Committee.</p>
<p>12: For telephone enquiries inform customers of their place in the queue, or an estimated wait time for them to be able to speak to a customer services advisor.</p>	<p>The telephone system is County Council managed and to date this has not been implemented, mainly due to concerns about the usefulness of this approach as it is not possible to accurately advise customers of how long they may have to wait. Focus has been on reducing waiting times and this has been very successful locally where waiting times have reduced significantly compared with in 2010.</p>
<p>13: Define and agree Service Level Agreements between the Worcestershire Hub and every service area.</p>	<p>These were already in place locally and are closely managed through on going dialogue with service managers.</p>

<p>14: Ensure there is sufficient time allocated for service area staff and Hub staff to review any issues or needs, and to monitor service provision via the Hub</p>	<p>Regular meetings are held between customer service managers and service managers to address any issues and local arrangements did not need to be changed.</p> <p>Issues with provision of service at the Hub Shared Service Contact Centre are escalated via the Head of Customer Services or Customer Services Manager and discussed directly with the relevant Shared Service Manager.</p>
<p>15: Further work on the flow of information between the service area and the Hub (and vice versa) should take place, to ensure that the correct information is provided by the Hub to the service area, and that service area staff provide a response which enables Hub staff to answer the customer enquiry. It is important that both teams understand the implications of what the information they provide will be for the customer. The creation of Service Level Agreements between the Hub and services will support this.</p>	<p>See comments in relation to recommendations 13 and 14. This was not an issue locally and related primarily to the Worcestershire Hub Shared Service.</p>
<p>16: Give all customers the enquiry reference number, to encourage and enable them to track progress themselves online, and reduce the need for repeat enquiries to the Hub.</p>	<p>A reference number can only be provided where the enquiry is logged through the Customer Relationship Management (CRM) system. This does not interface with the majority of systems and the use of it results in duplication of effort by staff.</p> <p>For this reason focus has been on reducing failure demand (where a customer has had to make multiple or preventable contact with the Customer Service Centre) and locally this is being done through the transformation reviews.</p>

<p>17: Move towards more consistent IT packages, as contracts come up for renewal.</p>	<p>This is progressed where there is a clear business case.</p>
<p>18: In view of the negative feedback from our survey of parish councillors, we recommend further dialogue between senior officer representatives from the Worcestershire Hub and parish councils, to ensure their feedback can be used to improve the overall Hub service.</p>	<p>This recommendation related only to Worcestershire Hub Shared Service.</p>
<p>19: The 'Hub' means different things to different people. We recommend further communication of the Hub's identity and services to the public. This could, for example, accompany the issue of council tax bills, which would present a cost-effective opportunity for marketing.</p>	<p>Extensive marketing has taken place through the Council Tax bill, local council magazines, and by the Worcestershire Hub Shared Service in local press. Locally residents are well aware of how to contact the Council.</p>
<p>20: Our investigation of best practice advice and customer survey results supports our findings that the website offers huge potential for helping customers to help themselves, and for making substantial efficiency savings. This can only be achieved if the website is as user-friendly and effective as possible. We are pleased to see that the website is being improved and recommend that this work continues in order to realise the potential gains in customer satisfaction and efficiency gains.</p>	<p>Work is ongoing to improve the Redditch Borough Council website.</p>
<p>21: In addressing the website and its expanding role in customer contact, we recommend that consideration is given to where the website sits within the council's organisational structure. This should take account of the need to align expertise in customer contact and communication, as well as information technology.</p>	<p>Web development sits within the Business Transformation team and this ensures that all developments link to the wider transformation of service delivery.</p> <p>Customer Service and Business Transformation Managers liaise regularly and are working closely together through the transformation of service delivery.</p>

<p>22: Councils' websites are very important and their profile needs to reflect this. A cabinet member for each authority should have responsibility for the website within his or her portfolio.</p>	<p>This was already in place at Redditch Borough Council.</p>
--	---

Overview and Scrutiny Recommendations Tracker
Recommendations made directly by the Overview and Scrutiny Committee 2011/12

Date of O&S Committee	Recommendation	Date considered by Executive Committee	Comments on action taken to implement the Committee's recommendations (where required).
24/05/11	<p>Petition: Unicorn Hill – Location of the Taxi Rank</p> <p>Recommended that the petition and an accompanying Officer report be submitted to the Licensing Committee for consideration by that body.</p>	21/06/11	<p>The Overview and Scrutiny Committee's recommendation was APPROVED.</p> <p>The petition was considered at a meeting of the Licensing Committee on 14th July 2011. Following receipt of the petition a consultation exercise had been carried out with relevant agencies, including West Mercia Police, West Mercia Road Traffic Management Police, Redditch Taxi Association and Worcestershire County Council (WCC). The consensus amongst those consulted was that the current location of the taxi rank was the most ideal location to service travellers on that side of the town.</p> <p>The suggestion by the petitioners to move the rank to the station car park was not considered to be viable as the Council has no right of access to Private Land and previous enquiries had resulted in a negative response from the land owners.</p>

			A further attempt was made to present the petition for the consideration of the Overview and Scrutiny Committee in November 2011. However, the petition was not accepted for reconsideration, because it had been determined by the Council as recently as July 2011.
26/07/11	<p>Waste Collection Rates</p> <p>Recommended that the previous best performance indicator BV 84, which measures the total amount of waste collected (kg per head) be incorporated into the quarterly performance monitoring report.</p>	23/08/11	<p>The Overview and Scrutiny Committee's recommendation was APPROVED.</p> <p>The PI started to be monitored in the Council's quarterly monitoring reports from the second quarter of the 2011/12 year.</p>
16/08/11	<p>Private Sector Home Support Service – Post-Scrutiny</p> <p>Recommended that:</p> <ol style="list-style-type: none"> 1) the Home Support Service be extended to all eligible residents of the Borough regardless of tenure; 2) the Council enable this service to be available to those who are not eligible for supporting people funding; and 	21/02/12	<p>The recommendations were REJECTED.</p> <p>The recommendations were not approved when a report was presented on the subject to the Executive Committee in February 2012. However the Executive Committee agreed with the Overview and Scrutiny Committee's suggestion that any proposals to increase staffing or the capacity of the service should be brought back to the Executive Committee in the form of a business case.</p>

	3) arrangements mirror other housing associations and extend the supporting people eligibility to those on Council tax benefit.		
16/08/11	<p>Staff Volunteering Policy</p> <p>Recommended that</p> <p>subject to noting Members' comments as detailed in the preamble above (<i>as set out in relevant minute</i>), the Staff Volunteering Policy be approved.</p>	23/08/11	The recommendation was APPROVED.
27/09/11	<p>External Refurbishment of Housing Stock Short, Sharp Review – Update Report</p> <p>Recommended that:</p> <p>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;</p> <p>2) no further consultation work be undertaken in respect of the repainting of pebble dashed facades.</p>	15/11/11	The recommendations were APPROVED. No further action was required in relation to these recommendations.

<p>18/10/11</p>	<p>Petition Regarding the War Memorial</p> <p>Recommended that:</p> <ol style="list-style-type: none"> 1) that planters be installed around the war memorial to deter people from sitting on the war memorial; 2) a campaign of education about the war memorial be launched to increase awareness of the purpose of the war memorial; 3) the Executive Committee ask Officers to investigate the possibility of introducing improved signage for the war memorial; 4) the Executive Committee ask Officers to investigate the possibility of introducing seating in the area; 5) the Executive Committee ask Officers to investigate the possibility of installing an extra litter bin in the area. 	<p>15/11/11</p>	<p>The recommendations were APPROVED.</p> <p>Officers have had some plans drawn up for the planters which will go around and replicate the shape of the Memorial. These will cost £710 in materials and will take approximately one week to make. This cost does not include any of the soil/materials/plants that will be required.</p> <p>The electrical box situated opposite the Memorial has been identified as a suitable location for some polite signage requesting that people treat the area with due respect and reverence.</p> <p>Officers have identified that two benches could be placed on the raised area surrounding the Memorial. They can be attached to the wall to make them secure which will require the manufacture of some bespoke brackets. The brackets will cost approximately £140 plus vat. The Council would be able to utilise benches that are currently in storage but they would need to be refurbished. A quotation received for this work is £1,150 plus VAT, however, Officers are awaiting a second quotation.</p> <p>The Portfolio Holder has been kept up to date with what Officers are doing regarding the War memorial.</p>
-----------------	--	-----------------	---

<p>18/10/11</p>	<p>Quarterly Meeting of the Leader and Chair of the Overview and Scrutiny Committee</p> <p>Recommended that</p> <p>the quarterly meetings between the Chair of the Overview and Scrutiny Committee and the Leader of the Council be removed as a requirement from the Council's constitution.</p>	<p>15/11/11</p>	<p>The recommendation was APPROVED.</p> <p>This requirement has now been removed from the Council's constitution.</p>
<p>08/11/11</p>	<p>Community Safety Partnership</p> <p>Recommended that</p> <p>Redditch Borough Council does not approve the merger of Redditch Community Safety Partnership (RCSP) with Bromsgrove Community Safety Partnership (BCSP) and Wyre Forest Community safety Partnership (WFCSP) resulting in the creation of a North Worcestershire Community Safety Partnership (NWCSP).</p>	<p>15/11/11</p>	<p>The recommendation was REJECTED.</p>

<p>08/11/11</p>	<p>Gritting and Snow Clearance – Redditch Borough Council’s Approach</p> <p>Recommended that</p> <p>1) the following policy be adopted with regards to gritting and snow clearance:</p> <p>Redditch Borough Council will strive to keep the following areas clear of snow and ice and safe to use:</p> <ul style="list-style-type: none"> a) crematorium and cemeteries to allow funerals to continue; b) Redditch Borough Council staff car parks to ensure that there are suitable parking areas for Council staff who are getting into work to provide essential services; c) key Council sites like the Town Hall and district centres to assist local shops and businesses and enable residents to access services; 	<p>15/11/11</p>	<p>Each of the recommendations were APPROVED.</p> <p>Officers have arranged to present a separate report outlining the response to the Committee’s recommendations as well as the original recommendations from the Gritting Short, Sharp Review Group on 6th March 2012. Further information on the action that has been taken in response to scrutiny proposals will therefore be provided on that date.</p>
-----------------	--	-----------------	---

	<p>d) gritting/snow clearance at other areas including Council sheltered accommodation will only be carried out subject to available resources; gritting/snow clearance at Council owned sheltered accommodation will be to allow the home Support Service Access to residents;</p> <p>2) the Council will not provide grit bins on any highway land but may provide grit bins on its own land to enable gritting to take place – e.g. at leisure sites;</p> <p>3) further publicity is undertaken to ensure that residents are aware of how the Council will deal with gritting/snow clearance and what to do when bad weather affects their waste collection service;</p> <p>4) Officers purchase appropriate snow clearance and gritting equipment from within existing budgets; and</p>		
--	---	--	--

	<p>5) relevant Officers from Redditch Borough Council arrange a meeting with relevant Officers from Worcestershire County Council in advance of winter 2011/12 to discuss additional issues raised in the Gritting Short, Sharp Review Group's final report and arrangements for gritting and snow clearance in Redditch for the winter.</p>		
10/01/12	<p>Budget Setting 2012/13</p> <p>Recommended that:</p> <p>the priority levels for the revenue and capital bids be supported subject to the following amendments:</p> <ul style="list-style-type: none"> i) the bid for improvement to footpaths in Morton Stanley Park be removed; and ii) the bid for the Energy Advisor be deferred to allow Officers to obtain additional information and report back to the Committee. 	10/01/12	<p>The first recommendation was REJECTED.</p> <p>The second recommendation was APPROVED.</p>

24/01/12	<p>Petition – Short Stay Parking – Town Centre</p> <p>Recommended that:</p> <ol style="list-style-type: none"> 1) the Executive Committee refer the issue of short-stay car parking in Redditch town centre for consideration to the Worcestershire County Council’s Highways Forum; and 2) the Executive Committee ask Officers to facilitate a meeting with relevant agencies and stakeholders, including the petitioners, to obtain further information on proposals for short-stay car parking in the town centre prior to its consideration at the Highways Forum. 	31/01/12	<p>The first recommendation was REJECTED.</p> <p>The second recommendation was APPROVED.</p>
24/01/12	<p>Energy Advisor – Revenue Bid 2012/13 – Update Report</p> <p>Recommended that:</p> <p>the revenue bid for the Council to invest with Bromsgrove District Council in an</p>	31/01/12	<p>The recommendation was APPROVED.</p>

	Energy Advisor be supported as a high bid in the budget bids process for 2012/13		
14/02/12	<p>Housing Revenue Account 2012/13</p> <p>Recommended that</p> <ol style="list-style-type: none"> 1) the draft 2012/13 Estimates for the Housing Revenue Account, attached to the report at Appendix 1, be approved; 2) the actual average rent increase for 2012/13 be 7 %; and 3) £2 million be transferred to a reserve as a Revenue Contribution to Capital to fund the future Capital Programme. 	20/02/12	All of the recommendations were APPROVED.
14/02/12	<p>Housing Revenue Account Report – Update on Future Arrangements</p> <p>Recommended that</p> <p>subject to the Council's approval of the</p>	21/02/12	All of the recommendations were APPROVED.

	<p>budgetary implications,</p> <ol style="list-style-type: none"> 1) the 5 year Housing Capital Programme, as set out at Appendix 1 to the report, be approved; 2) the Director of Finance and Corporate Resources be authorised to acquire debt from the Public Works Loans Board up to the amount of the actual Debt Cap in line with the profile set out at Appendix 4 to the report; 3) subject to Members' comments, the viability of the 30 year business case for the Housing Revenue Account, and the projected availability of resources within the Business Plan to undertake projects such as regeneration be noted; 4) Officers be authorised to incur expenditure as detailed in Appendix 1 to the report, up to the limit approved by the Council and for the purposes detailed in the report; and 5) the Council approve the financial / budgetary implications, as detailed in the report. 		
--	---	--	--

<p>14/02/12</p>	<p>Street Naming and Numbering Policy – Pre-Scrutiny</p> <p>Recommended that</p> <ol style="list-style-type: none"> 1) the revised policy on Street Naming and Numbering, as attached to the report at Appendix 1 and 2, be approved and adopted; 2) authority be delegated to the Head of Business Transformation to carry out all functions relating to the addressing process, as now detailed in the revised Policy; 3) the Scheme of Delegation to Officers be updated accordingly; and 	<p>21/02/12</p>	<p>All of the Committee’s recommendations were APPROVED.</p>
<p>02/04/12</p>	<p>Quarterly Performance Report – Quarter Three – Period Ending 31st December 2011</p> <p>Recommended that</p> <p>the Council issue an open letter to the Government expressing its concern with</p>	<p>03/04/12</p>	<p>The recommendation was APPROVED.</p>

	the recent changes to housing benefits, especially concerning its direct payment to the applicant and not the landlord		
02/04/12	<p>Increasing Recycling Rates Review – Final Report</p> <p>We recommend that:</p> <p>1. <u>WORKING WITH THE MEDIA</u></p> <p>(a) A media strategy be developed to help forge a close working relationship with the local media to publicise what can be recycled, illustrate how recycled waste is eventually re-used, and to explain the importance of reducing waste - for example through the <i>Love Food Hate Waste</i> campaign;</p> <p>(b) Press releases are issued to the local media on a regular basis to remind residents that they can have an extra or larger green bin at no charge; and</p> <p>(c) The Council work with the local media to publicise its new approach to</p>	03/04/12	The recommendations were all APPROVED.

	<p>collect waste from grey bins from all districts in the Borough one week, and to collect from all green bins the next when this is introduced in 2012/13 as part of the 'route optimisation' work.</p> <p>2. <u>GENERAL PUBLICITY</u></p> <p>(a) As part of the Council's regular recycling campaign, that images be displayed of items made 100% from recycled products on the Council's fleet of waste collection vehicles to publicise what happens to recycling and to reassure residents that recycling is worthwhile; and</p> <p>(b) A new sticker be produced that can be placed on bins with excess recyclables to inform residents that they can have an extra or larger green bin at no charge.</p> <p>3. <u>CAPTURING AND UTILISING WASTE DATA</u></p> <p>(a) Maps which illustrate tonnage levels for grey bin waste and green bin waste collected by individual areas be</p>		
--	---	--	--

	<p>produced at regular intervals; and</p> <p>(b) This information be used to target areas with the lowest recycling rates with publicity and awareness raising activities to promote waste minimisation and recycling.</p> <p>4. <u>ENGAGING WITH MINORITY ETHNIC AND TRANSIENT COMMUNITIES</u></p> <p>(a) The Council engages with groups and forums that represent minority ethnic communities in Redditch to help inform more residents from these communities about recycling;</p> <p>(b) The Council work with the local education authority to further promote the benefits of recycling in schools, especially in those areas identified by the recycling maps as having the lowest rates in Redditch; and</p> <p>(c) The Council work closely with local landlord groups, representatives, and the Council's Tenancy team, to communicate information about recycling and waste minimisation to</p>		
--	---	--	--

	<p>transient communities within Redditch.</p> <p>5. <u>RAISING MEMBERS AWARENESS</u></p> <p>A Members Information Session be arranged to inform Members of the new 'route optimisation' approach to collecting recyclable and non-recyclable waste in Redditch and Bromsgrove, and at the same time, to receive a general overview of the waste collection service, including information on the EnviroSort facility.</p> <p>6 <u>OPERATIONAL</u></p> <p>(a) The waste collection crews be encouraged to feedback any concerns when collecting from the grey or green bins, including identifying any specific areas that do not appear to be recycling properly, so that improvements quickly can be made;</p> <p>(b) The waste collection crews be empowered to swiftly resolve recycling/general waste issues for residents where this is possible;</p>		
--	--	--	--

	<p>(c) The Council should look to address the problem of residents requesting extra grey bins; and</p> <p>(d) The Council consider introducing dual purpose litter bins outside retail outlets, especially in public parks and local centres.</p> <p><u>7 IMPLEMENTING AND MONITORING RECOMMENDATIONS</u></p> <p>That Officers develop an implementation plan, including financial considerations, to deliver the report's recommendations and to update the Overview and Scrutiny Committee on progress made within six months of the report's endorsement.</p>		
17/04/12	<p>Youth Services Provision Task Group – Final Report</p> <p>We RECOMMEND that</p> <p>1) Youth activities in Redditch should be promoted using the following</p>	24/04/12	<p>Nine of the group's recommendations were APPROVED.</p> <p>Recommendation 8a was REJECTED.</p> <p>The Executive Committee supported recommendation 8b in principle but requested a</p>

	<p>communication tools:</p> <ul style="list-style-type: none"> a) a new dedicated Redditch youth website; b) Worcestershire Plug and Play website; c) local high schools' Frog Intranet systems; and d) social networking platforms. <p>2) There should be a youth work co-ordinator for Redditch financed by funding held by Worcestershire County Council to help maximise the number of youth activities in the town.</p> <p>3) The Redditch Commissioning Group should ensure that there is a seamless transition from the old system for delivering youth services to the new commissioning framework to make sure that gaps in service provision to young people in Redditch do not occur.</p> <p>4) The Redditch Commissioning Group should seriously consider the following types of bids for funding:</p>		<p>report on the feasibility of this proposal be provided by relevant Officers prior to a decision being made on the subject. Therefore a decision on Recommendation 8b is PENDING.</p>
--	--	--	--

	<p>a) bids for youth work to be delivered using a social enterprise model; and</p> <p>b) bids requesting that the funding cover the costs of employing a trained youth worker as part of delivering a positive activity to young people.</p> <p>5) The Redditch Commissioning Group has been tasked with consulting with young people. We recommend that the following groups should be consulted as part of this process:</p> <p>a) Redditch Student Council; and</p> <p>b) a focus group of young offenders and young people at risk of offending.</p> <p>6) The Redditch Community Safety Partnership / North Worcestershire Community Safety Partnership should be invited to present information to the Redditch Commissioning Group about youth related crime and anti-social behaviour in Redditch as part of the new commissioning framework.</p> <p>7) Redditch Borough Council should submit bids for positive activities funding in the new</p>		
--	--	--	--

	<p>commissioning framework in partnership with Voluntary and Community Sector organisations that have experience delivering youth activities and should offer to host these activities at Council owned <i>community centres</i> where appropriate.</p> <p>8) Access to public transport has been consistently identified as a barrier to youth participation in positive activities. We recommend that to address this problem the following actions should be considered:</p> <p>a) the remit of the WRVS Redditch Community Rides scheme should be extended to helping transport young people to different activities in the Borough and this pilot scheme should be extended beyond the current deadline of April 2012; and</p> <p>b) Dial a Ride vehicles should be provided to transport young people to local events and festivities.</p> <p>9) Links should be provided directly from the Frog intranet system used by local high schools to bus companies'</p>		
--	---	--	--

	<p>websites to provide young people with access to up to date information about bus timetables and routes in Redditch.</p> <p>10) The Youth Services Provision Task Group's findings and the content of the group's final report should be considered by the Redditch commissioning Group prior to commissioning youth activities for the Borough.</p>		
--	--	--	--

Total Number of recommendations 2011/12: 54

Number of Recommendations APPROVED by the Executive Committee: 47

Number of Recommendations REJECTED by the Executive Committee: 6 ½

Number of Recommendation PENDING a decision from the Executive Committee: ½ a recommendation.

Actions requested by the Overview and Scrutiny Committee

Date Action Requested	Action to be Taken	Response
24th January 2012 1	Officers to report back to the Committee at a later date on the outcomes of transformation and the implications for the recommendations detailed in the final report of the External Refurbishment of Housing Stock Short Sharp Review.	Officers to schedule a date for this update to be presented for the consideration of the Committee. TO BE DONE
14th February 2012 2	Members commented that the proposed concession rates increase for use of the Abbey Stadium and Arrow Vale Sports Centres appeared to be disproportionate to that of the proposed increase in the Reddicard charge.	Relevant Officers to provide written clarification on this matter and to circulate to Members TO BE DONE
6th March 2012 3	Members requested a full list of the restaurant / cafe chains that the North Worcestershire Economic Development Unit had contacted about setting up new outlets in Redditch.	Officers to provide the list as requested and to invite Members suggestions on which other chairs could be contacted. TO BE DONE
2nd April 2012 4	Members sought further information on the £300k variance which is due to be paid from the HRA to the General Fund.	Officers to provide Members with information as requested via email. TO BE DONE
2nd April 2012 5	Members requested an update on when the additional report on the Housing Revenue Account is due to be considered by Full Council.	Officers to provide Members with confirmation via email. TO BE DONE



Executive Committee

24th April 2012

MINUTES

Present:

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

Also Present:

Councillors David Bush, Simon Chalk and Gay Hopkins

Officers:

J, Bayley, K Dicks, C Flanagan and A Heighway

Committee Services Officer:

I Westmore

212. APOLOGIES

There were no apologies for absence.

213. DECLARATIONS OF INTEREST

There were no declarations of interest.

214. LEADER'S ANNOUNCEMENTS

The Leader advised that the following item of business, scheduled on the agenda to be dealt with at this meeting, had been rescheduled to a later meeting of the Committee as the Overview and Scrutiny Committee considered that additional work was required prior to submission of the final report to the Executive:

- Access for Disabled People Review – Final Report

She also advised that she had accepted the following item as Urgent Business:

- Youth Service Provision Review – Final Report

(Not meeting the publication deadline.)

.....
Chair

215. MINUTES

RESOLVED that

the minutes of the meeting of the Executive Committee held on 3rd April 2012 be confirmed as a correct record and signed by the Chair.

216. ACCESS FOR DISABLED PEOPLE TASK AND FINISH GROUP - FINAL REPORT

As mentioned above in the Leader's Announcements, this item had been deferred.

217. YOUTH SERVICES PROVISION TASK AND FINISH GROUP - FINAL REPORT

Councillor Simon Chalk, Chair of the Youth Service Provision Task and Finish Group, presented the final report prepared on behalf of the Group to the Executive Committee.

The Group had set out to examine the provision of activities and services to young people in the Borough in the context of a changing model of provision, with the establishment of a local Commissioning Group which was tasked with commissioning positive activities for young people. The Group recognised that much of the importance of its review lay in its ability to influence the commissioning process.

Councillor Chalk outlined the key findings of the Group, noting that most young people simply wanted a warm, secure place in which to meet their friends, socialise, listen to and create music and the means by which they could participate in sporting activities. The barriers preventing young people from participating in activities were also touched upon with transport, cost, access to information, the location of activities and a lack of self-confidence amongst some young people being identified as key factors.

Members of the Executive Committee congratulated Councillor Chalk and his Group for the report which was considered to have much to commend it.

Promotion and communication was seen as a key area to be addressed. Despite the recognition that the Council's website was now much improved and that the Council did now make use of Facebook and Twitter, there was still considered to be a significant gap between the Council's means of communicating and the expectations and reality for young people today. The Committee

was receptive to the idea of making greater use of the Frog Intranet system which was available to high school students across the Borough.

The problem of young people accessing activities was discussed at some length. It was acknowledged that public transport provision was not adequate to fulfil the needs of young people to the extent that they or the Council might wish. The means by which the Council could assist were considered and it was proposed that a further report be prepared exploring the feasibility of using the Council's Dial-a-Ride service to make certain events more accessible for young people. The proposal within the report to make use of the WRVS Community Transport Scheme, which was currently being piloted, was not seen as an appropriate or effective solution on a number of levels, including the fact that the pilot may not continue beyond June.

It was recognised that much good work was already being carried out by the Borough Council, County Council and the Voluntary and Community Sector in providing positive activities for young people. It was hoped that this could be continued and built upon where possible and the expertise of experienced youth workers, both paid and voluntary, be retained.

It was proposed that the Commissioning Group receive a presentation from the Task and Finish Group in order that it might outline the findings of the review and thereby positively influence the commissioning of services.

RESOLVED that

- 1) **youth activities in Redditch should be promoted using the following communication tools:**
social networking platforms;
- 2) **Redditch Borough Council should submit bids for positive activities funding in the new commissioning framework in partnership with Voluntary and Community Sector organisations that have experience delivering youth activities and should offer to host these activities at Council owned *community centres* where appropriate;**
- 3) **Officers be requested to explore the option of Dial a Ride vehicles being used to transport young people to local events and festivities and a report be submitted to a future meeting of the Overview and Scrutiny Committee; and**

RECOMMENDED to Worcestershire County Council and the Redditch Commissioning Group that

- 4) **youth activities in Redditch should be promoted using the following communication tools:**
 - a) **a new dedicated Redditch youth website;**
 - b) **Worcestershire Plug and Play website;**
 - c) **local high schools' Frog Intranet systems;**
- 5) **there should be a youth work co-ordinator for Redditch financed by funding held by Worcestershire County Council to help maximise the number of youth activities in the town;**
(The Redditch Commissioning Group to be advised of this recommendation, rather than this being a recommendation to the Group itself);
- 6) **the Redditch Commissioning Group should ensure that there is a seamless transition from the old system for delivering youth services to the new commissioning framework to make sure that gaps in service provision to young people in Redditch do not occur;**
- 7) **the Redditch Commissioning Group should seriously consider the following types of bids for funding:**
 - a) **bids for youth work to be delivered using a social enterprise model; and**
 - b) **bids requesting that the funding cover the costs of employing a trained youth worker as part of delivering a positive activity to young people;**
- 8) **when the Redditch Commissioning Group is consulting with young people, the following groups should be consulted as part of this process:**
 - a) **Redditch Student Council; and**
 - b) **a focus group of young offenders and young people at risk of offending;**
- 9) **the Redditch Community Safety Partnership / North Worcestershire Community Safety Partnership should be invited to present information to the Redditch Commissioning Group about youth related crime and anti-social behaviour in Redditch as part of the new commissioning framework;**

- 10) **links should be provided directly from the Frog intranet system used by local high schools to bus companies' websites to provide young people with access to up to date information about bus timetables and routes in Redditch; and**
- 11) **the Youth Services Provision Task Group's findings and the content of the group's final report should be considered by the Redditch Commissioning Group prior to commissioning youth activities for the Borough.**

218. **WORCESTERSHIRE EXTRA CARE HOUSING STRATEGY 2011 - 2026**

The Committee considered adoption of a County-wide strategy for Extra Care Housing for older people and those with disabilities covering the period 2011-2026.

Members considered that a very good report had been produced which would assist in the Core Strategy process and which contained an excellent level of detail.

RECOMMENDED that

- 1) **the Worcestershire Extra Care Housing Strategy, as attached to the report at Appendix 1, be endorsed and adopted; and**
- 2) **it be added to the Council's Constitutional Policy Framework.**

219. **OVERVIEW AND SCRUTINY COMMITTEE**

The Committee received the minutes of the meeting of the Overview and Scrutiny meeting held on 2nd April 2012. Members considered the one outstanding recommendation requesting that the Council issue a letter to the Government expressing its concern with the recent changes to Housing Benefits, particularly the direct payments of benefits to applicants rather than landlords.

The Leader explained that she had met with Worcestershire MPs recently and had highlighted this as a matter to be raised with the Government. The Leader also commented on the request from the Overview and Scrutiny Committee that the letter be an open letter. It was noted that the matter had been extensively covered in the local media, and the Leader stressed that the Council was considering providing details of local case studies to support the views expressed in the letter, case studies which would not be

appropriate for inclusion in an open letter. It was suggested that a Press Release be prepared to accompany the issuing of the letter.

RESOLVED that

- 1) **the Council issue a letter to the Government expressing its concern with the recent changes to housing benefits, especially concerning its direct payment to the applicant and not the landlord; and**
- 2) **the minutes of the meeting of the Overview and Scrutiny Committee held on 2nd April be received and noted.**

220. SHARED SERVICES BOARD

The Committee considered the minutes of the most recent meeting of the Shared Services Board.

RESOLVED that

the minutes of the meeting of the Shared Services Board held on 8th March 2012 be noted.

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

There were no minutes or referrals to consider under this item.

222. ADVISORY PANELS - UPDATE REPORT

Members considered and noted the latest version of the report on the Council's Advisory Panels and similar bodies.

223. ACTION MONITORING

Members considered and noted the most recent version of the Committee's Action Monitoring report.

224. URGENT BUSINESS - RECORD OF DECISIONS

The Executive Committee considered an Urgent Business decision which had been approved in accordance with the Council's urgency procedures, namely:

Queen's Diamond Jubilee Celebrations – Street Closure Fund
(Urgent Business Reference 496)

The decision involved the approval of the use of the unallocated balance from the Voluntary and Community Sector Grants Programme.

RESOLVED that

the decision be noted.

225. REVIEW OF OPERATION OF THE COMMITTEE

Given that this was the last scheduled meeting of the municipal year, Members considered the operation of the Committee and any amendments they might wish to have incorporated in the Committee's Terms of reference and Procedure Rules during the process of updating the Council's Constitution at the Annual Meeting.

Officers noted a discrepancy between the current Terms of Reference and Procedure Rules in respect of the quorum of the Committee, a matter which would be resolved during the updating of the Constitution.

The Meeting commenced at 7.00 pm
and closed at 8.07 pm

.....
Chair



Overview and Scrutiny

No Direct Ward Relevance

Committee

22nd May 2012

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

22nd May 2012

	<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>Petitions (as and when received)</p> <p>Bi-Annual Recommendation Tracker Reports – Scrutiny Committee</p> <p>Bi-Annual Monitoring Report – Redditch Sustainable Community Strategy</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>
OTHER ITEMS - DATE FIXED		
14th May 2012	Overview and Scrutiny Training	
22nd May 2012	Joint Worcestershire Hub Scrutiny Update Report	Relevant Lead Head of Service
22nd May 2012	Promoting Sporting Participation Task Group – Final Report	Councillor Stephens
22nd May 2012	Overview and Scrutiny Recommendation Tracker – Year End Report 2011/12	Relevant Lead Head of Service

Overview and Scrutiny

Committee

22nd May 2012

19th June 2012	Financial Borrowing Report	Relevant Lead Head of Service
19th June 2012	Work Experience Task Group – Monitoring Report	Relevant Lead Head of Service
17th July 2012	Quarterly Performance Report – Quarter Four – January – March 2012	Relevant Lead Head of Service
17th July 2012	Quarterly Budget Report – Quarter Four – January – March 2012	Relevant Lead Head of Service
17th July 2012	Redditch Sustainable Community Strategy – Monitoring Update Report	Relevant Lead Head of Service
14th August 2012	Update Report – Promoting Redditch Task and Finish Group	Relevant Lead Head of Service
14th August 2012	Youth Employment at Redditch Borough Council – Update Report	Relevant Lead Head of Service
11th Sept 2012	Access for Disabled People Task Group – Final Report	Councillor Mason
11th Sept 2012	Transportation for young people – Dial A Ride – Feasibility Report	Relevant Lead Head of Service
8th Jan 2013	Market Scrutiny Task Group – Final Report	Councillor (TBC)

Overview and Scrutiny

Committee

22nd May 2012

5th March 2012	Increasing Rates of Recycling – Monitoring Update Report	Relevant Lead Head of Service
2nd April 2012	Youth Services Provision Task Group – Monitoring Update Report	Relevant Lead Head of Service
OTHER ITEMS – DATE NOT FIXED		
	Equalities and Diversity – Submission of a Scoping Document	Councillor Fry
	Highway Impact and Accessibility Modelling Report – Worcestershire County Council (Halcrow) – May 2011 – Pre – Scrutiny	Relevant Lead Head of Service
	Housing Allocations Policy Review – Pre-Scrutiny	Relevant Lead Head of Service
	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service
	Worcestershire Supporting People Strategy	Relevant Lead Head of Service