

Executive Committee

Tue 21 Aug
2012
7.00 pm

Committee Room 2
Town Hall
Redditch



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Committee Support Services**

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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.

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

The emergency Assembly Area is on Walter Stranz Square.



Executive

Committee

21st August 2012

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: Bill Hartnett (Chair) Phil Mould
 Greg Chance (Vice-Chair) Mark Shurmer
 Rebecca Blake Luke Stephens
 Michael Braley Debbie Taylor
 Carole Gandy

<p>1. Apologies</p>	<p>To receive the apologies of any Member who is unable to attend this meeting.</p>
<p>2. Declarations of Interest</p>	<p>To invite Councillors to declare any interests they may have in items on the agenda.</p>
<p>3. Leader's Announcements</p>	<p>1. To give notice of any items for future meetings or for the Forward Plan, including any scheduled for this meeting, but now carried forward or deleted; and</p> <p>2 any other relevant announcements.</p> <p>(Oral report)</p>
<p>4. Minutes (Pages 1 - 10) Chief Executive</p>	<p>To confirm as a correct record the minutes of the meeting of the Executive Committee held on 24th July 2012.</p> <p>(Minutes attached)</p>
<p>5. Access for Disabled People Task Group Councillor Andrew Fry, Councillor Alan Mason</p>	<p>To receive the final report of the Access for Disabled People Task Group.</p> <p>(The final report to be circulated following the meeting of the Overview and Scrutiny Committee on 14th August 2012.)</p> <p>All Wards;</p>
<p>6. Community Right to Challenge (Pages 11 - 18) Exec Director (Finance and Corporate Resources)</p>	<p>To consider a report on the Community Right to Challenge.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance);</p>

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<p>7. Quarterly Budget Monitoring - Quarter 1 - April to June 2012</p> <p>(Pages 19 - 24)</p> <p>Head of Finance and Resources</p>	<p>To provide Members with an overview of the budget, including the achievement of approved savings as at the end of Quarter 1, 2012/13.</p> <p>(Report attached)</p> <p>All Wards;</p>
<p>8. Quarterly Customer Service Monitoring - Quarter 1 - April to June 2012</p> <p>(Pages 25 - 40)</p> <p>Head of Customer Services</p>	<p>To consider a report which provides and update on Customer Services.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance);</p>
<p>9. Overview and Scrutiny Committee</p> <p>(Pages 41 - 56)</p> <p>Chief Executive</p>	<p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on 17th July 2012.</p> <p>There are no recommendations to consider.</p> <p>(Minutes attached)</p>
<p>10. Shared Service Board</p> <p>(Pages 57 - 60)</p>	<p>To receive the minutes of the meeting of the Shared Services Board held on 12th July 2012.</p> <p>There is a recommendation to consider.</p> <p>(Minutes attached)</p>
<p>11. Worcestershire Shared Service Joint Committee - Minutes</p> <p>(Pages 61 - 62)</p>	<p>To receive and consider the minutes of the most recent meeting of Worcestershire Shared Service Joint Committee.</p> <p>(Minutes attached)</p>
<p>12. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels etc.</p> <p>Chief Executive</p>	<p>To receive and consider any outstanding minutes or referrals from the Overview and Scrutiny Committee, Executive Panels etc. since the last meeting of the Executive Committee, other than as detailed in the items above.</p>
<p>13. Advisory Panels - update report</p> <p>(Pages 63 - 66)</p> <p>Chief Executive</p>	<p>To consider, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels and similar bodies, which report via the Executive Committee.</p>

<p>14. Action Monitoring (Pages 67 - 70) Chief Executive</p>	<p>To consider an update on the actions arising from previous meetings of the Committee.</p>
<p>15. Exclusion of the Public</p>	<p>Should it be necessary, in the opinion of the Chief Executive, to consider excluding the public from the meeting in relation to the following items of business on the grounds that exempt information is likely to be divulged, it may be necessary to move the following resolution:</p> <p>“that, under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs 1, 2, 3 and 4 of Part 1 of Schedule 12 (A) of the said Act, as amended.”</p> <p>Item 15: Quarterly Monitoring - Write Off of Debts – Quarter 1 – April to June 2012</p> <p>Item 16: 7 Woodrow Centre – Options for Future Use</p> <p>Item 17: Shared Service Board – Post Room – Transformation and Service Redesign Review</p>
<p>16. Quarterly Monitoring - Write Off of Debts - Quarter 1 - April to June 2012 (Pages 71 - 86) Head of Finance and Resources</p>	<p>To consider the action taken by Officers with respect to the write off of debts during the first quarter of 2012/13 and to note the profile of outstanding debt.</p> <p>(Report attached)</p> <p>[The report may contain exempt information as defined in S.100 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as they may contain information relating to:</p> <ul style="list-style-type: none">• Information relating to any individual;• Information which is likely to reveal the identity of any individual;• The financial or business affairs of any particular person (including the authority holding that information). <p>(No Direct Ward Relevance);</p>

<p>17. Unit 7, Woodrow Centre - Concessionary Rent</p> <p>(Pages 87 - 112)</p> <p>Head of Finance and Resources</p>	<p>To consider a report on the future use of 7 Woodrow Centre.</p> <p>(Report attached)</p> <p>[The report may contain exempt information as defined in S.100 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as they may contain information relating to</p> <ul style="list-style-type: none">• The financial or business affairs of any particular person (including the authority holding that information; and <p>In view of this it is anticipated that discussion of these matters will take place after the exclusion of the public.]</p> <p>(Greenlands Ward);</p>
<p>18. Shared Services Board - Post Room - Transformation and Service Redesign Review</p> <p>(Pages 113 - 120)</p> <p>Chief Executive</p>	<p>To consider a report on the Transformation and Service Redesign Review of the Post Room.</p> <p>(Report attached)</p> <p>[The report may contain exempt information as defined in S.100 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as they may contain information relating to:</p> <ul style="list-style-type: none">• The financial or business affairs of any particular person (including the authority holding that information; and• Any consultations or negotiations, or contemplated consultations or negotiations in connection with labour relation matters arising between the authority and employees of the authority. <p>In view of this it is anticipated that discussion of these matters will take place after the exclusion of the public.]</p> <p>(No Direct Ward Relevance);</p>
<p>19. Confidential Minutes / Referrals (if any)</p>	<p>To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).</p>



Executive Committee

24th July 2012

MINUTES

Present:

Councillor Bill Hartnett (Chair), and Councillors Rebecca Blake, Michael Braley, Carole Gandy, Phil Mould, Mark Shurmer, Luke Stephens and Debbie Taylor

Also Present:

Councillor Greg Chance

Officers:

K Dicks, C Flanagan, S Jones, S Morgan, S Mould, C Walker, A de Warr

Committee Services Officer:

D Sunman

28. APOLOGIES

Apologies for absence were received on behalf of Councillor Chance.

The Chair introduced and welcomed Sheena Jones, Democratic Services Manager to her first meeting of the Committee.

29. DECLARATIONS OF INTEREST

There were no declarations of interest.

30. LEADER'S ANNOUNCEMENTS

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

- Concessionary Rents Policy

.....
Chair

He also advised that he had accepted the following matter as Urgent Business:

- Consolidated Revenue Outturn – Financial Year 2011/12 - Not on the Forward Plan for this meeting.

31. MINUTES

RESOLVED that

the minutes of the meeting of the Executive Committee held on 26th June 2012 be confirmed as a correct record and signed by the Chair.

32. CONSOLIDATED REVENUE OUTTURN - FINANCIAL YEAR 2011/12

The Committee received a report on the Council's overall revenue outturn for the 2011/12 financial year, which showed the actual income and expenditure for the year compared to the budget for General Fund Services and the Housing Revenue Account.

Officers reported that the net effect of the 2011/12 financial position had required an increase in the requirement from balances of £101k to fund the overspend to budget.

Members were informed that the reasons for the net overspend (additional requirement from balances) included:

- a) increase in superannuation costs payable from previous year restructures;
- b) shortfall in income of £231k that had been expected to be received in relation to prior year VAT refunds. Officers continue to monitor this refund with the aim to receive it in 2012/13; and
- c) financing costs had increased by £73K. This was due to an increase in the cost of borrowing short term funds.

Officers reported that the impact on the General Fund Revenue balances as a result of the increase in requirement for 2011/12 were as follows:

General Fund Balance		
	£'000	£'000
Balance as at 1 st April 2011	1,565	
Contribution from balances	(491)	
Balance as at 31 st March 2012		1,074
Proposed use of balances 2012/13	(192)	
Estimated Balances 31 st March 2013		882

Recommended level of balance of £750K.

Members noted the extra income that had been generated by targeted marketing at the Palace Theatre.

RESOLVED that

the report be noted.

33. CAPITAL PROGRAMME OUTTURN 2011/12

Members considered the Capital Programme Outturn 2011/12 which reported the actual expenditure and funding of the capital programme for 2011/12.

Officers reported that the figures included in the report would be subject to examination by the Audit Commission as part of the final accounts audit.

Officers reported that demand had dropped but were asked to clarify and notify Members regarding underspends outlined in Appendix 1 of the report for the following:

- C1241 Solid Wall Insulation
- C2000 Home Repairs Grant (Over 60's)
- C2001 Disabled Facilities Grant
- C2302 Energy & Efficiency Installs

In reply to a Member's query, Officers outlined the differences regarding the following schemes but confirmed that any repayments received would go back into the same funding streams.

- C1222 Disabled Adaptations
- C2001 Disabled Facilities Grant

RESOLVED that

the report be noted.

34. POLLING STATIONS - 'MINI-REVIEW' 2012

The Committee received a report which sought approval for amendments to Polling Station arrangements for Elections / Referenda / Polls which would take place from November 2012 onwards.

Officers confirmed that extensive consultation had been carried out which had included Ward Councillors for both Redditch Borough Council and Worcestershire County Council.

RESOLVED that

- 1) the following changes be made to existing Polling Stations, with immediate effect;**
 - a) in respect of Ipsley Youth House (Smallwood Polling District CEB), the new Polling Station be a portable building to be located on the Council Car Park adjacent to the present premises;**
 - b) in respect of the Methodist Church Schoolroom (Highfields Polling District HOB) that this premises is used for the Police and Crime Commissioner elections and any bi-elections held in 2012 and that from 2013 the new Polling Station be a portable building to be located on the Headless Cross central Car Park off 'the Green';and**
- 2) the Polling District changes attached to this report be made to Vaynor Polling District (HOA) and Highfields Polling District (HOB) in the Headless Cross and Oakenshaw |Ward, with effect from the next revised Register of Electors.**

35. SUBSTANCE MISUSE AT WORK POLICY

Members considered a report which sought approval of a Substance Misuse at Work policy that had been developed and provisionally agreed by the Corporate Management Team and Trade Union representatives.

RESOLVED that

the Substance Misuse (Drugs, Alcohol and Other Substances) at Work Policy, attached at Appendix 1 of the report, be approved and adopted.

36. PAY AND DISPLAY CAR PARKS

The Committee received a report regarding the Pay and Display Car Parks at the Town Hall and Trescott Road.

Officers reported that the Council currently charges for weekend parking at the Town Hall and Trescott Road via Pay and Display Machines. The enforcement of the parking charges is carried out, on behalf of the Council, by Wychavon District Council.

Members were informed that the actual income from the two sites had not, and was unlikely to; meet the income targets that were suggested initially by external consultants who had been engaged to advise on the provision and charging for car park facilities.

Officers reported that Wychavon District Council had intimated that they would be interested in purchasing two of the Pay and Display machines.

RECOMMENDED that

- 1) the Pay and Display scheme in the Town Hall and Trescott Road car parks be discontinued so that weekend parking does not incur a charge and that the Traffic Order be varied accordingly; and**

RESOLVED that

- 2) the Pay and Display machines be removed and then sold.**

37. OVERVIEW AND SCRUTINY COMMITTEE

The Committee received the minutes of the meetings of the Overview and Scrutiny Committees held on 19th and 25th June 2012.

Members noted that there were no outstanding recommendations to consider.

RESOLVED that

the minutes of the meetings of the Overview and Scrutiny Committees held on 19th and 25th June 2012 be received and noted.

38. WORCESTERSHIRE SHARED SERVICE JOINT COMMITTEE - MINUTES

The Committee received the minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 28th June 2012.

RESOLVED that

the minutes be noted.

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

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

40. ADVISORY PANELS - UPDATE REPORT

The most recent report on the activity of the Council's Advisory Panels and similar bodies was received by the Committee. It was noted that a meeting of the Member Support Steering Group had taken place on 23rd July 2012.

41. ACTION MONITORING

The latest Action Monitoring Report for the Committee was received and noted.

42. EXCLUSION OF THE PUBLIC

RESOLVED that

under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matters on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 3 and 4 of Part 1 of Schedule 12 (A) of the said Act, as amended.

Item 16 – Co-Location of One Stop Shop and Woodrow Library

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43. CO-LOCATION OF ONE STOP SHOP AND WOODROW LIBRARY

The Committee received a report on the subject of the Co-location of the One Stop Shop at Woodrow Library.

[During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public prior to any debate on the grounds that information would be revealed relating the financial or business affairs of a particular person (including the authority holding that information) and information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connections with any labour relations matters arising between the authority and employees of the authority.]

The Meeting commenced at 7.00 pm
and closed at 8.00 pm

.....
Chair

By virtue of paragraph(s) 3, 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

**EXECUTIVE
COMMITTEE**

21st AUGUST 2012

COMMUNITY RIGHT TO CHALLENGE

Relevant Portfolio Holder	Councillor Phil Mould, Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Teresa Kristunas – Head of Finance and Resources
Wards Affected	All

1. SUMMARY OF PROPOSALS

To enable Members to consider local arrangements for the new Community Right to Challenge contained in Part 5, Chapter 2 of the Localism Act 2011.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

the local arrangements for managing the Community Right to Challenge, as set out in the report, be approved.

3. KEY ISSUES

- 3.1 Members may be aware of the various community rights under the Localism Act: Right to Challenge (running services) and Right to Bid (Assets of Community Value). Draft Statutory Guidance on the Community Right to Challenge was recently published by the Government and the provisions are expected to come into force on 27 June 2012. A summary of this guidance is attached at Appendix 1. The Right to Bid is expected to come into force in the summer.
- 3.2 The Community Right to Challenge allows communities to submit expression's of interest to deliver council services. Relevant authorities such as County and District Councils must consider expressions of interest in respect of relevant services from relevant bodies. Relevant bodies will include voluntary / community bodies, charities, parish councils and two or more employees of the relevant authority. Where the relevant authority accepts the expression of interest then a procurement exercise for the service in question must be carried out.

Financial Implications

- 3.3 There may be additional officer time required in relation to the assessment of the Expression of Interest together with the undertaking of the procurement exercise. Currently the level of demand is unknown and therefore it is proposed that resources are monitored with the aim

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to refer back to members should the number of Expressions of Interest be material.

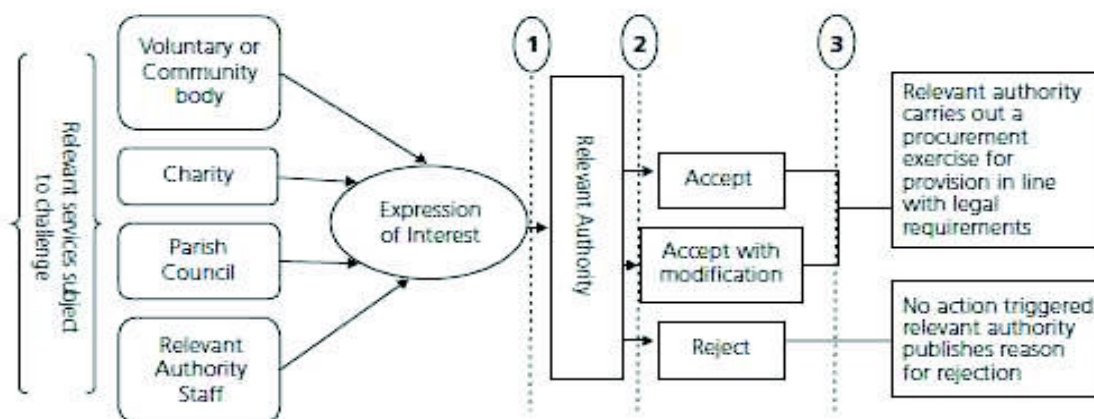
Legal Implications

- 3.4 The Council has a statutory responsibility to deliver the legislative requirements as detailed in the Localism Bill.

Service/Operational Implications

- 3.5 As detailed within the guidance attached there are specific regulations in relation to the nature of services include and criteria for acceptance of expressions of interest. In general the regulations :
- Specify information required in an expression of interest
 - Specify grounds whereby an expression of interest may be rejected
 - State which kinds of services are excluded from the Right, and
 - Add certain fire and rescue authorities as relevant authorities.

3.6 The process



- 3.7 As a relevant authority there are a number of decisions to take regarding local arrangements for managing expressions of interest. Given that the Community Right to Challenge was expected to be effective from 27 June, these arrangements have already been published on the Council's website explaining that these are subject to endorsement by the Committee at this meeting.

- 3.8 It is proposed that the local rules for the Council are:

- The Council will accept expressions of interest at any time.

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21st AUGUST 2012

- Expressions of interest should be sent to the Council's Monitoring Officer (or S151 Officer).
 - That information required to be included in an expression of interest will be as set out in Paragraph 4.2 of the Statutory Guidance. Following receipt of expression of interest we may ask that the relevant body demonstrates that they meet the definition of a relevant body.
 - We will notify the relevant body of our decision regarding an expression of interest within 12 weeks of receiving the expression of interest.
 - The period between an expression of interest being accepted (and notified to the relevant body in writing) and any procurement exercise starting will be no less than 3 months and no more than 6 months.
- 3.9 Officers are currently developing the internal process for assessment of the expressions of interest received.

Customer / Equalities and Diversity Implications

- 3.10 By addressing the issues raised within the Localism Bill the Council will accept requests by all members of the community and therefore, there are no specific customer or equality and diversity implications.

4. RISK MANAGEMENT

The adoption of a clear set of rules and procedures will reduce any risk associated with the alternative ways of providing services.

5. APPENDICES

Appendix 1 – Draft Guidance

6. BACKGROUND PAPERS

Localism Bill (as detailed in the report)

AUTHOR OF REPORT

Name: Jayne Pickering
E Mail: j.pickering@bromsgroveandredditch.gov.uk
Tel: (01527) 881400

APPENDIX 1

BRIEFING NOTE: COMMUNITY RIGHT TO CHALLENGE

CLG Community Right to Challenge - Statutory Guidance (Draft)

Communities and Local Government has published statutory guidance on the Community Right to Challenge. This guidance provides further explanation of the legislative framework for the Community Right to Challenge (Part 5, Chapter 2 of the Localism Act 2011).

The Community Right to Challenge provisions will be commenced at the same time as the Regulations come into force, which is expected to be 27 June 2012. The Regulations are subject to Parliamentary approval. As such, this guidance is published in draft, with a final version to be published when provisions come into force later in June.

The community right to challenge refers to the ability of relevant bodies to express interest to deliver services on behalf of the authority.

The Regulations:

- a) Specify information required in an expression of interest
- b) Specify grounds whereby an expression of interest may be rejected
- c) State which kinds of services are excluded from the Right, and
- d) Add certain fire and rescue authorities as relevant authorities.

Section 1: relevant authorities and relevant bodies

The regulations define which bodies the right extends to. It also sets out the requirements that bodies expressing an interest in taking on a service will need to demonstrate e.g. evidence of community benefit.

Whilst only relevant bodies are eligible to submit an expression of interest (EOI) these relevant bodies may do so in partnership with other relevant bodies and/or non-relevant bodies.

Section 2: relevant services

The community right to challenge applies to the provision of all services, except those that are protected by secondary legislation. It does not, however apply to the delegation of functions of an authority. The responsibility of the function remains with the authority. Therefore, for example; functions such as the power to grant or refuse planning permission where an application is made to the authority cannot be delegated to a third party.

Where shared service/joint commissioned/provided arrangements exist, those authorities should agree the relevant timescales and arrangements for considering and responding to EOIs.

Certain services are excluded from the community right to challenge, either for a limited period or permanently. Those include;

- a) A service commissioned in conjunction with one or more health services by a relevant authority or by a Primary Care Trust, NHS trust or foundation trust under a partnership arrangement or by a relevant authority and a NHS body acting jointly. This will apply until 1 April 2014.
- b) A relevant service commissioned by an NHS body on behalf of a relevant authority. This will apply until 1 April 2014.
- c) A relevant service commissioned or provided by a relevant authority in respect of a named person with complex individual health or social care needs.
- d) Services which are commissioned and managed by individuals or their representatives using direct payments

Section 3: submitting expressions of interest

It is recommended that relevant authorities specify periods during which EOIs can be submitted in particular to a relevant service. These dates should be mindful of; the need to provide sufficient time for bodies to prepare EOIs, the nature and scale of the service being offered to EOIs and correlation with existing commissioning cycles relevant to the service.

Section 4: expressions of interest requirements

Relevant authorities must consider an EOI submitted by a relevant body which is in writing and meets the other requirements (as specified in the Regulations)

The regulations set out the information required in an EOI e.g. information about financial resource, the relevant body will be capable of providing or assisting the service etc. Relevant bodies will also need to demonstrate how they will deliver outcomes that meet the needs of users of the relevant service.

Section 5: notifying decisions on expressions of interest

Relevant authorities must specify the maximum period that it will take to notify the relevant body of its decision and publish details of the specification including on its website. Different periods may be specified for different cases.

Notification of the decision made must be made in writing. This must be done within 30 days after the close of any period specified by the authority for submitting EOI, or if no such period has been specified, within 30 days of the relevant authority receiving the EOI

Section 6: grounds whereby an expression of interest may be rejected

Relevant authorities may only reject an EOI on one or more of the grounds specified in the Regulations e.g.

- a) The EOI does not comply with any of the requirements specified in the Act or in regulations
- b) Information provided in the EOI is inadequate and inaccurate
- c) The relevant body or any sub-contractor is not suitable to provide or assist in providing the relevant service
- d) The EOI relates to relevant service where a decision has been taken by a relevant authority to stop providing that service
- e) The EOI relates to NHS body and authority, where the continued integration of such services is deemed as critical to the wellbeing of those persons
- f) The relevant service is already the subject of a procurement exercise
- g) The relevant authority and a third party have entered into negotiations for provision of the service
- h) The relevant authority has published its intention to consider the provision of the service by a body that 2 or more specified employees of that authority propose to establish.
- i) The relevant authority considers that the EOI is frivolous or vexatious
- j) The relevant authority considers that acceptance of the EOI is likely to lead to contravention of an enactment or other rule of law or breach of a statutory duty.

Any judgement must be based only on the information that is included in the EOI.

A local authority must continue to comply with its best value duty when procuring services.

Section 7: modifying an expression of interest

If a relevant authority believes it would otherwise reject an EOI, it may seek instead to agree to it being modified. If agreement cannot be reached, the relevant authority may reject the EOI.

Section 8: period between an expression of interest being accepted and a procurement exercise starting

It is for the relevant authority to set the period between accepting an EOI and starting a procurement exercise. If an authority does not set this period then a relevant body may submit an EOI at any time.

Section 9: The procurement exercise

Procurement exercises must be appropriate to the value and nature of the EOI. Relevant authorities are responsible for determining how in-house bids will be considered.

Points to Consider:

- Resource/financial cost of ensuring appropriate procurement systems are in place to respond to EOIs
- Need to consider which services are eligible for EOI within the authority

- Need to liaise with partners and other local authorities as to the services potentially open to EOI and the mechanisms that will facilitate the right
- Need to decide on the timescales that will be applied to the submission and acceptance or rejection of EOIs

**EXECUTIVE
COMMITTEE**

21st August 2012

APRIL – JUNE (QUARTER 1) - FINANCE MONITORING REPORT 2012/13

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

1. SUMMARY OF PROPOSALS

This report details the Council's financial position for the period April to June 2012 (Quarter 1 – 2012/13).

2. RECOMMENDATIONS

The Executive Committee is asked to RESOLVE that

the current financial position on Revenue and Capital be noted, as detailed in the report;

3. KEY ISSUES

- 3.1 This report provides details of the financial information across the Council. The aim is to ensure Officers and Members can make informed and considered judgement of the overall position of the Council.

Financial Implications

- 3.2 The Council set a balanced budget in February 2012 for the financial year 2012/13. Within the budget were included savings of £654K which were not fully identified. These included savings relating to Shared Services, Transformation, and general vacancies with the Council.

Revenue Budget summary Quarter 1 (April – June) 2012/13 – Overall Council

- 3.3 The current financial position for services delivered within the Borough is detailed in the table below.
- 3.4 Internal recharges have not been included in these figures to allow comparison for each service area.

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Service Head	Budget 2012/13 £'000	Budget April - June £'000	Actual spend April - June £'000	Variance to date April - June £'000
Environmental Services	3,395	957	931	(26)
Community Services	1,720	460	451	(9)
Regulatory Services	572	143	143	-
Leisure & Cultural Services	3,435	874	855	(19)
Planning & Regeneration	1,851	462	419	(43)
Customer Services	847	244	233	(11)
Finance & Resources	5,408	1,352	1,307	(45)
Legal, Equalities & Democratic Services	1,257	302	281	(21)
Business Transformation	980	318	309	(9)
Head of Housing Services	1,006	252	230	(22)
Corporate Services	89	(8)	151	159
SERVICE TOTAL	20,560	5,356	5,310	(46)

**EXECUTIVE
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Financial Commentary

- 3.5 At the end of the first quarter there are savings of £46K, the £654K unidentified savings have been included in the Corporate Services line.
- 3.6 The savings are due to staff vacancies and savings in contracts.

Capital Budget summary Quarter 1 (April - June) 2012/13 – Overall Council

Department	Budget 2012/13 £'000	Actual spend April – June £'000	Remaining Balance 2012/13 £'000
Business Transformation	55	5	50
Environmental Services	3,190	22	3168
Planning & Regeneration	22	17	5
Regulatory Services	104	-	104
Community Services	943	-	943
Leisure & Cultural Services	199	5	194
Finance & Resources	573	-	573
Head of Policy, Performance & Partnerships	180	-	180
Housing Services (inc HRA)	9,277	968	8309
Total	14,543	1,017	13,526

**EXECUTIVE
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Financial Commentary:

- There is limited expenditure on capital projects at the end of the first quarter due to contracts being established and development plans agreed. It is anticipated that this will increase during the period July – September.

Treasury Management

- 3.7 The Council's Treasury Management Strategy has been developed in accordance with the Prudential Code for Capital Finance prudential indicators and is used to manage risks arising from financial instruments. Additionally treasury management practices are followed on a day to day basis.

Credit Risk

- 3.8 Credit risk arises from deposits with banks and financial institutions, as well as credit exposures to the Council's customers. Credit risk is minimised by use of a specified list of investment counterparty criteria and by limiting the amount invested with each institution. The Council receives credit rating details from its Treasury Management Advisers on a daily basis and any counterparty falling below the criteria is removed from the list.
- 3.9 At 30th June 2012, short-term investments comprise:

	30th June 2012 £000
Deposits with Banks/Building Societies	9,200

Income from investments

- 3.10 An investment income target of £79k has been set for 2012/13 using a projected rate of return of 0.75% - 1.50%. During the past financial year, bank base rates have remained at 0.50% and current indications are projecting minimal upward movement for the short-term.
- 3.11 In the 3 months to 30 June, the Council earned income from investments of £54k. The Council is on track to achieve the budget on investments for 2012.

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- 3.12 The Council's Treasury Management Strategy has been developed in accordance with the Prudential Code for Capital Finance prudential indicators and is used to manage risks arising from financial instruments. Additionally treasury management practices are followed on a day to day basis.

General Fund Balances

- 3.13 The General Fund Balance as at the 31st March 2012 is £1,289K; the budget set in February 2012, amended on 23rd July 2012 included an estimated use of balance of £192K.

Legal Implications

- 3.14 No Legal implications have been identified.

Service/Operational Implications

- 3.15 Sound performance management and data quality are keys to achieving improved scores in the Use of resources judgement. This performance report supports that aim.

Customer / Equalities and Diversity Implications

- 3.16 Performance Improvement is a Council Objective.

4. RISK MANAGEMENT

Risk considerations are covered within the report.

5. APPENDICES

None.

6. BACKGROUND PAPERS

None.

AUTHOR OF REPORT

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Tel: (01527) 64252 ext 3790

EXECUTIVE COMMITTEE

21st August 2012

MAKING EXPERIENCES COUNT - QUARTERLY CUSTOMER SERVICE REPORT - QUARTER 1, 2012/13

Relevant Portfolio Holder	Councillor Phil Mould – Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Amanda de Warr – Head of Customer Services
Wards Affected	All Wards
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report provides Members with details of customer feedback data for the first quarter of 2012/13, along with some transactional data relating to the Customer Service Centre.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that:

the update for the period 1st April 2012 – 30th June 2012 be noted.

3. KEY ISSUES

- 3.1 The report, attached at Appendix 1, sets out details of customer feedback, including complaints, compliments, Local Government Ombudsman complaints and other customer satisfaction feedback. It gives information on how well we have handled complaints against our agreed timescales.
It also provides some transactional information for the Customer Service Centre and One Stop Shops.

Financial Implications

- 3.2 There are no direct financial implications.

Legal Implications

- 3.2 There are no specific legal issues arising from this report. Any legal issues arising from complaints are dealt with on a case by case basis.

Service/Operational Implications

- 3.4 The Every Customer Every Time Customer Experience Strategy was launched in March 2011 and sets out our vision for excellent customer

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service provision and improve the customer experience when having contact with the Council.

- 3.5 Quarterly reporting is intended to ensure Members are aware of progress and updated in respect of customer feedback, especially complaints made in respect of service provision.
- 3.6 Good customer service improves value for money by reducing failure demand. Improvements to the way we handle complaints has resulted in less officer time spent chasing responses and re-investigating.

Customer / Equalities and Diversity Implications

- 3.7 It is important to monitor aspects of customer service to ensure that we are improving and developing. Customers need to know that we respond properly to complaints, act on the issues raised and report on them. Customer feedback is a valuable tool for understanding what is going well, and what not so well, within the organisation. These form vital information for all transformation reviews.
- 3.8 Measures provide us with useful information about what is happening in our organisation and help us to understand where changes may impact.
- 3.9 Although led by the Head of Customer Services, the customer experience strategy applies to all services and all customers and progress against the action plan involves officers from many services working together to the benefit of customers.

4. RISK MANAGEMENT

- 4.1 It is important to analyse the Council's complaints or compliments and for the Council to identify whether there are any trends which need to be addressed and any lessons learned in order to improve the Council performance and service to the Customer. The Customer Service Centre data is important for monitoring service delivery and identifying areas for change or improvement.
- 4.2 Failure to monitor actions in respect of the customer experience strategy could result in failure to progress.

5. APPENDICES

Appendix 1 - **Making Experiences Count, Quarterly Customer Service Report Quarter 1 2012/13**

6. BACKGROUND PAPERS

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The details to support the information provided within this report are held by Head of Customer Services

AUTHOR OF REPORT

Name: Amanda de Warr
E Mail: a.dewarr@bromsgroveandredditch.gov.uk
Tel: (01527) 881241



**EVERY CUSTOMER, EVERY TIME -
“Everybody Matters”**

Making Experiences Count

Quarterly Customer Service Report

REDDITCH BOROUGH COUNCIL

1st April 2012 – 30th June 2012

REDDITCH BOROUGH COUNCIL

*making
a
difference*

www.redditchbc.gov.uk

1. Introduction

This report provides some of the key customer service information for the organisation, including:-

- Analysis of the complaints and compliments received during this quarter and any other relevant feedback.
- Customer Service Centre management information, including transactional statistics for information; and
- Customer satisfaction information.

2. Customer Feedback Analysis

56 complaints were received during this quarter, with 39 of them (70%) answered in 15 working days or less. 17 complaints took longer than 15 working days to respond to and details of these complaints are detailed below.

We also received 81 compliments.

We categorise complaints as:-

- 'upheld', where we are totally in the wrong, have made a mistake or could have done something better;
- 'partially upheld' where we can see that we were partly in the wrong but that there are also issues over which we either had no control or could not have acted differently; and
- 'not upheld' where our investigation shows that we have acted appropriately, or could not have done anything more.

40 (71%) complaints were considered to be upheld or partial upheld as we could have done better.

Sometimes it is possible to resolve a complaint on the spot and that happened in 8 cases this quarter.

The majority of complaints received this quarter had several factors in common which were:

- Not doing what we have said we will do
- Giving customers incorrect or confusing information
- Not responding to customers calls and queries
- Delays in taking action
- Not having any empathy or respect for customers

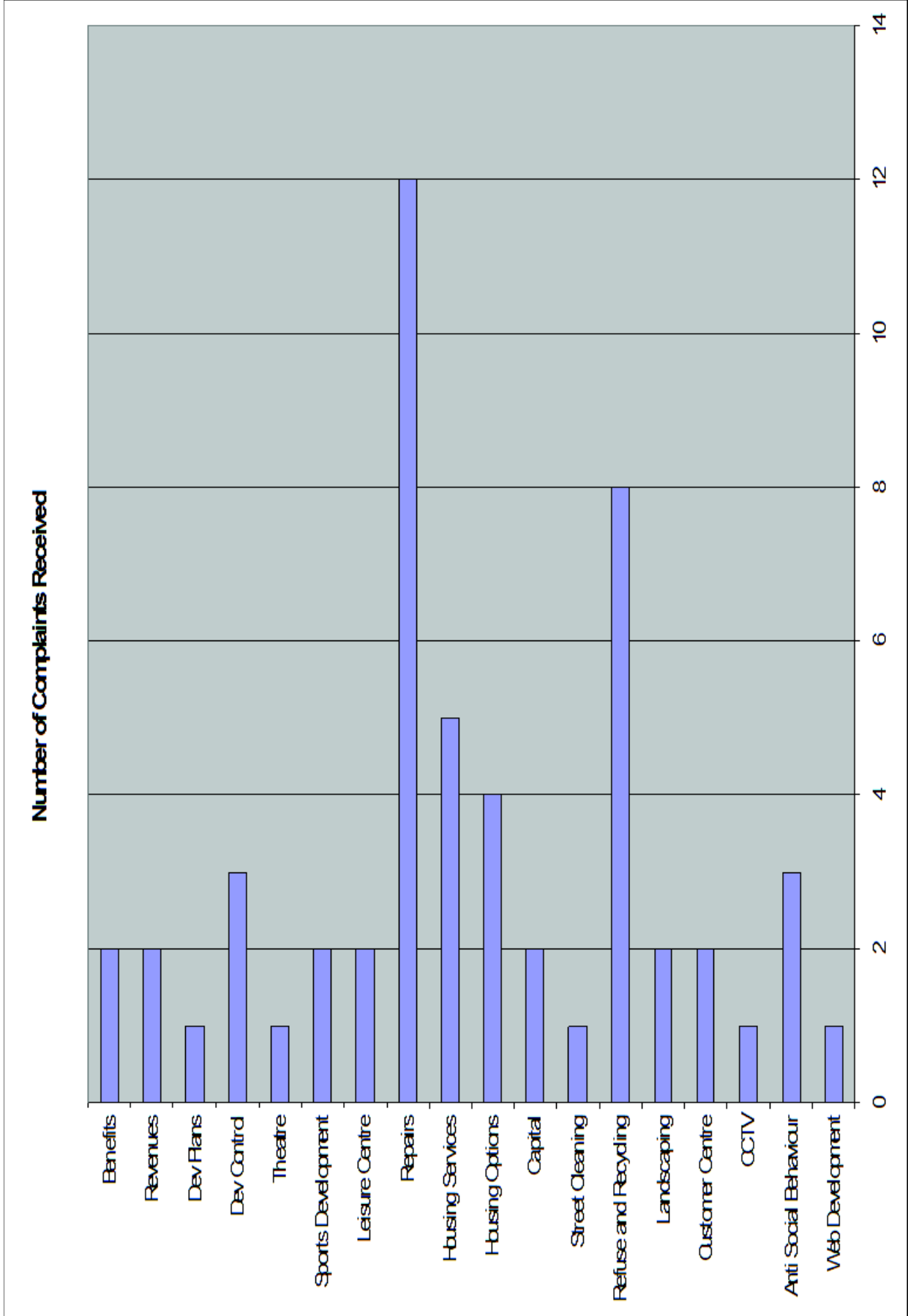
These are issues that we are addressing by:

- Arranging small workshops with teams to discuss customer service issues and then delivering training tailored to their needs.
- Staff briefings have been held to highlight common causes of complaint and how we can improve our customer care.
- Later this year we have arranged a series of courses for managers designed to develop their coaching and communications skills in customer care.

The following table shows a breakdown of the complaints and compliments received by department.

Dept	Compliments	Complaints	Responded to within 15 working days	Complaint upheld or partially upheld	Complaint not upheld	Still open
Business Transformation	0	1	1	0	1	0
Community Services	6	4	3	0	4	0
Customer Services	4	2	1	2	0	0
Environmental Services	13	10	10	7	3	0
Leisure and Culture	31	5	5	3	2	0
Housing	26	26	13	21	3	2
Planning and Regeneration Resources	1	4	3	4	0	0
	0	4	3	3	1	0
Totals	81	56	39	40	14	2

Number of complaints by service (detailed)



Time taken to respond to complaints

We aim to respond to customer complaints within 15 working days and 70% of complaints received during this quarter were dealt with within that timeframe. Where it has taken us longer to respond than expected, (17 cases) customers were informed that there would be a delay in responding.

In the majority of these cases the delay was due to the case being complex, or involving various parties, thus taking a while to investigate. In two cases a breakdown in communication resulted in the complaints not being picked up and the customer was contacted and received a full apology for this. The following table provides details on each of the complaints that took over 15 days to handle during this quarter.

Complaint details	Outcome of investigation	Action taken	Days taken to respond and reason for delay
Community Services			
Customer alleges that the Council is not taking her complaint about a neighbour seriously and is protecting him as he is a police informer	Not upheld – ASB team and Police are actively involved in trying to find workable solutions	This is a long standing dispute between two families who fell out over a personal matter some years ago. The ASB Team and Police are trying a number of interventions to resolve this situation and this is likely to be ongoing.	24 days Complex ongoing case and officer involved not available to comment
Customer Services			
Customer very unhappy about several issues relating to problems he had contacting the Council and the misleading information he was given.	Upheld	Apology given for delays and wrong information. Training issue identified.	23 days Relevant officers on leave
Housing			
Customer is unhappy about various repairs which she has been waiting for.	Partially Upheld	This was a void property and the tenants concerns were not considered when undertaking the works however the customer had unreasonable expectations of what was possible.	29 days Team did try to contact customer on the phone by the target date but couldn't get an answer. All repairs were carried out by the time the customer got back in contact.

Customer unhappy that he was overpaid benefit due to not all payslips being provided by Housing Options.	Upheld	Misunderstanding about the number of payslips to be forwarded to Benefits. Apology given.	19 days Complex investigation involving multiple officers.
Delay in carrying out repairs to the property after a leak from the flat above.	Upheld	Apology given and repairs scheduled.	22 days Customer informed that response would be delayed due to HOS having to also look at insurance issue.
Customer unhappy about delays to various repairs to property and no response to phone calls and emails.	Upheld	Apology given and works agreed with customer.	23 days Reason for delay unclear.
Customer has ongoing problems with plumbing and operative who called to inspect was very rude.	Upheld	Apology given and works rescheduled. Through the transformation process the way repairs are reported and assessed is being changed so this situation should not happen in the future.	17 days Contractor problem-not communicating issues to Council
Customer unhappy about the attitude of the Housing Options staff and the way had to keep chasing them up about bid for a new property.	Upheld	Delay in points being awarded on the application due to transformation work being carried out. Apology given.	21 days Delay due to relevant staff being unavailable.
Customer unhappy about the delay in responding to housing concerns	Not upheld	Customer was informed that the LGO had informed the Council that they would be investigating her complaint but the LGO had failed to get back to her.	19 days Confusion with Ombudsman involvement caused delay

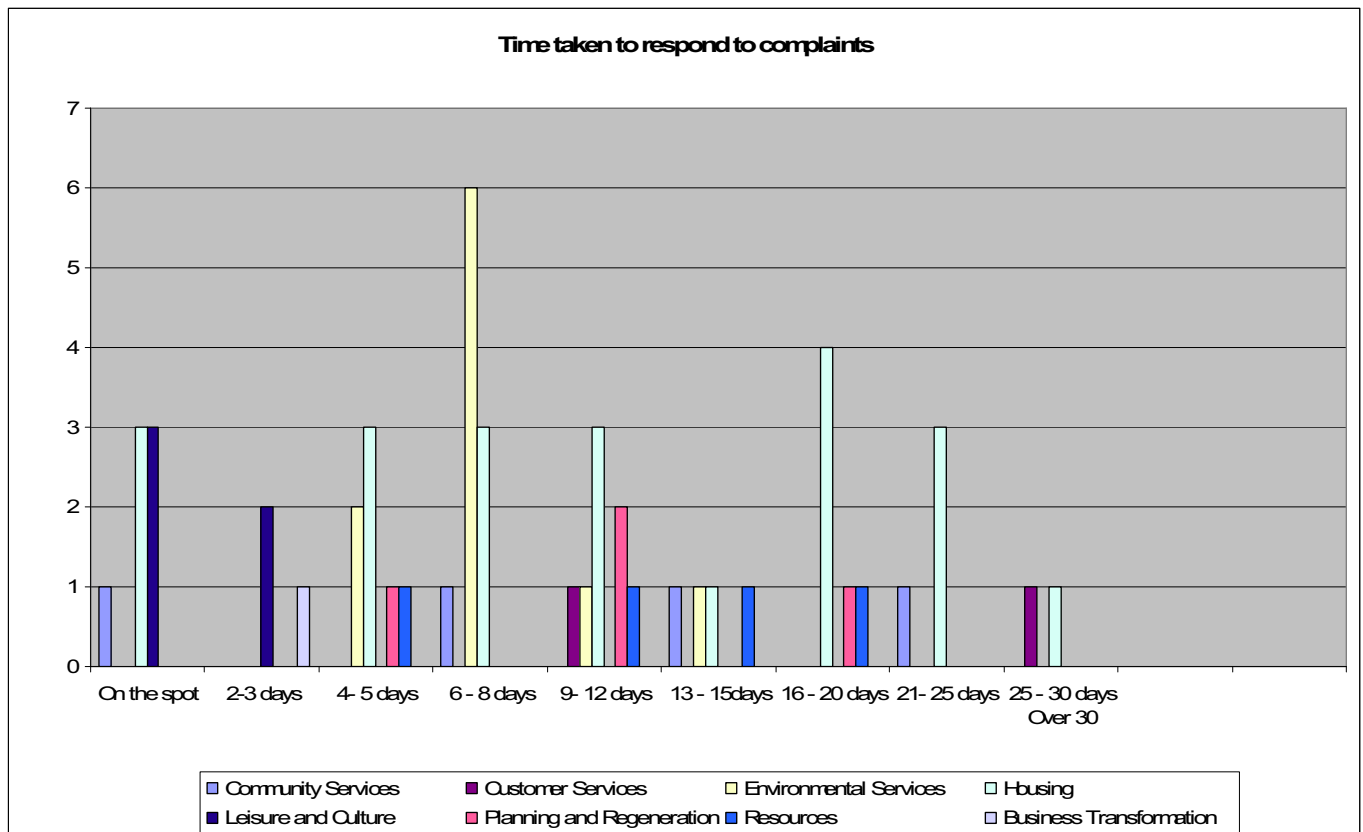
<p>Customer unhappy about the problems encountered getting boiler fixed and the attitude of the workman</p>	<p>Upheld</p>	<p>The repair was difficult, however, the Out of Hours workman's attitude did not show the customer care expected of him.</p> <p>Apology given and customer care discussed with member of staff</p>	<p>16 days</p> <p>Complex repair issue.</p>
<p>Customer unhappy about not being consulted about a green space being turned into a car park on his street.</p>	<p>Not upheld</p>	<p>The correct procedure and consultation had taken place throughout the process. Customer had been consulted.</p> <p>Initial complaint was responded to within 15 days time but customer sent a further three emails which took a little longer to answer</p>	<p>18 days</p> <p>Case not closed down on correct date.</p>
<p>An error by the housing team, informing the council tax team that the customer had left the property led to an incorrect bill and later when mistake realised a very large bill.</p>	<p>Partially upheld</p>	<p>Apology given as partly our mistake but customer did not read advice sent to her.</p>	<p>18 days</p> <p>Complex investigation</p>

Time taken to respond to complaints by service.

This chart shows the break down of all complaints by response time. This suggests that the end to end time for responding to complaints is generally based on the nature of the service rather than any one service dealing with complaints in an unsatisfactory way.

The nature of Leisure and Culture complaints is such that they can usually be dealt with either on the spot or within a couple of days. Complaints for the Housing and Resources (Council Tax and Benefits included) Services are more variable. The vast majority of Environmental Services complaints are dealt with within 6 to 8 days.

Time taken to respond to complaints by service



“You said – we listened” – what did we change as a result of complaints?

Some of the changes made as a result of complaints include:-

- Additional training has been delivered to CSA’s to update/remind them on processes and procedures.
- Contractors briefed on required level of customer care.
- Refuse crews to receive regular updates on changes to customer collections

Number of complaint escalated to Head of Customer Services

There were no complaints escalated to the Head of Customer Services, for further investigation or action during this quarter.

Happy Customers!

From the compliments received we can see that customers appreciate the range of services the Council provides and when we deal with their requests in a timely and professional manner. Here are some of the compliments we have received for information.

Team	Compliment Detail
Dial A Ride	Mrs X would like to say what a wonderful service Dial-A-Ride is; the service has changed her life.
Children's Centre	Customer wrote in about one of the children's workers to say she was a pleasure to work with.
Customer Service Centre	Customer sent in a comment card to thank OSS in particular Bev Hopcroft for their time and patience for helping her get on the waiting list and helping her with her homelessness.
Landscaping	Thank you to Chris Franklin and Wayne Beard very much for your help with the flower seed planting this morning at School. I think the children thoroughly enjoyed it and I am sure will be keeping an eye on the results. Our thanks are also due to the Borough Council for providing the seed and your expertise.
Landscaping	Customer would like to compliment the tree surgeons who have carried out the work to the poplar trees at rear of his property. He says they have carried out the work with exceptional professionalism, taken the trees out and tided the area efficiently and effectively with virtually no disruption to the residents.
Street Cleaning	The caller lives in Birmingham, phoned to say she visits her niece in Other road and is very impressed with how clean the area is around Grove Street and Archer Road and that the operative who does the cleansing is always very pleasant.
Housing Services	Customer called to thank Equipment & Adaptations and the team for the bathroom works which were completed today. He is really pleased with the result.
Repairs and Maintenance	Team arranged for a plumbing repair to be done on the same day it was reported. Customer called back to say it was a first class service very quick and a very clean job done and thank you to the team and all concerned.
Housing	Compliment about the Jubilee Party organised by the Home Support Team, which was held at the South Redditch Social Club on the 1st June 2012.

Repairs and Maintenance	Customer wanted to say what a good job Wesley Newman has done with putting up fencing and rails at Eathorpe Close. She said he turned up in all weathers and has done an excellent job.
Theatre	Customer called to say what a delightful lady Natasha is and a great asset to the Palace Theatre.
Sports Development	Customer wrote to say what a caring and professional attitude Hayley has and she has made such a difference to the older people in her area by organising activities and making everyone at ease.
Sports Development	Customer very happy with trampolining event.
Development Plans	Many thanks to Louise Jones of Development Plans for the way she has dealt with my request which has been excellent. Her help has been prompt, efficient and very helpful. She is a credit to Redditch Borough Council and the Planning profession.

3. Local Government Ombudsman Complaints

There was one complaint referred from the Ombudsman this quarter. This related to a Housing Options issue. The customer felt that the Council failed to properly consider her housing needs since losing her home. After investigation the Ombudsman found no evidence of maladministration.

4. Customer Service Centre Information

The section provides some statistical information in respect of the service provided at the Customer Service Centres (CSC) and One Stop Shops (OSS). The purpose of the Customer Services team is **to help resolve customer's problems or requests**.

Customer numbers

The following table shows the numbers of customer enquiries dealt with by the Customer Service Team:

	1 st quarter 2011/12	4 th quarter	Totals for 2011/12		1 st quarter 2012/13
Face to face	20,955	18,266	72,785		14,130
Telephone	19,333	21,273	76,813		27,180
Email	725	1,014	3,270		825
Payments	32,454	23,781	118,576		28,031
Total customer contacts	73,467	64,334	271,444		69,341

Failure and Value demand

Failure demand is customer contact that is a result of the organisation not doing something, or not doing something right and for the purposes of transformation it is necessary to establish the rate of failure demand within a service. The CSC's deals with customer demand for a range of services and records the failure demand received.

During the 1st quarter of 2012/13 we recorded an average of 28% failure demand. This compares with 23% in the last quarter and 39.9% in quarter 1 of 2011/12. We believe this slight increase is may be attributable to the weather which has impacted on the volume of calls as well as the amount of failure demand at the end of June.

5. Customer Satisfaction

The majority of problems or requests received by Customer Service Staff are handed over to someone else within the organisation to resolve. We have established a scheme to gain feedback from customers who have recently made contact with us on how well the organisation (or a part of it) responded to customer's problems and during this quarter we made contact with 35 customers, who had made contact with us with issues relating to Council Tax in April. We received the following responses to our questions:

How was your enquiry handled by the customer services adviser?

Poor	Fair	Average	Good	Excellent
0	0	0	8	27

Was your enquiry resolved to your satisfaction by the council?

Yes	No
35	0

Amanda de Warr
Head of Customer Services
July 2012



Overview and Scrutiny Committee

17th July 2012

MINUTES

Present:

Councillor Juliet Brunner (Chair), Councillor Simon Chalk (Vice-Chair) and Councillors Andrew Brazier, David Bush, Andrew Fry, Pattie Hill, Gay Hopkins and Pat Witherspoon

Officers:

A Guida-Jones, J Pickering, L Tompkin and A de Warr

Democratic Services Officers:

J Bayley and M Craggs

31. APOLOGIES AND NAMED SUBSTITUTES

An apology for absence was received on behalf of Councillor John Fisher.

32. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

33. MINUTES

RESOLVED that

the minutes of the meetings of the Overview and Scrutiny Committee held on Tuesday 19th June and Monday 25th June 2012 be approved as true and correct records of the meetings and signed by the Chair.

34. EXTERNAL REFURBISHMENT OF HOUSING STOCK - TRANSFORMATION UPDATE REPORT

The Committee received an update on external refurbishment works in Woodrow and a presentation regarding the outcomes of the transformation process on repairs and maintenance arrangements at Redditch Borough Council.

.....
Chair

Overview and Scrutiny Committee

17th July 2012

Officers explained that as part of the External Wall Insulation Project works had already been undertaken on properties located in Winyates. The works had been offered to both Council house tenants and owner occupiers in Winyates, particularly residents who lived in Dolben Lane, Fownhope Close, Kinnersley Close, Lingen Close and Mordiford Close.

The majority of feedback that had been received regarding the External Wall Insulation Project had been positive. Indeed, whilst initially there had been some resistance amongst a number of residents to the works, by July 2012 every eligible resident had agreed to undertake insulation works on their properties.

The choice of the surface colour for the external insulation works was discussed in detail. Some concerns were expressed that the cream colour, which had been selected for the insulation works in Winyates, might attract graffiti and could require extensive cleaning. However, Members were advised that the colour had been selected because it was considered to be neutral and the material was supposed to be self-cleaning which would minimise the risk of deterioration in appearance of the properties. Furthermore, Members noted that the use of a cream surface colour had helped to improve the level of lighting in some parts of Winyates, particularly in the alleyways located in the estates.

Members were advised that a similar external wall insulation project was due to be delivered in Woodrow. A feasibility study of the works had been completed and suitable sites for the project had been identified. The main focus of this work would be on Ombersley Close and Rushock Close, which had formed a significant part of the focus of the External Refurbishment of Housing Stock Short, Sharp review in 2010. In total 261 properties would be eligible for the insulation works, including 112 Council houses and 149 private homes.

Lessons had been learned from the Winyates project which would be addressed in Woodrow. In particular, Officers had been concerned about the level of consultation that had been undertaken in advance of project delivery in Winyates. To minimise the potential for similar problems to occur in Woodrow Officers had sent written correspondence to every property in eligible areas. This correspondence had explained the purpose of the project and had provided information about the additional repairs and maintenance services that would be available. In addition, all residents had been informed that the works could be delivered free of charge. A community bus, which would act as a base where residents could

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17th July 2012

learn more about the project, would also be utilised for consultation purposes in Woodrow.

As part of the project loft insulation works and boiler replacements would be provided alongside external insulation works. In addition, there would be an opportunity to replace gutters and down pipes and to undertake painting works on the roofs of properties. Similar works had been undertaken in Winyates where existing structures were observed to have been in a condition of disrepair.

The insulation works in Winyates had been delivered at a cost of £450,000. This had represented a significant reduction in relation to initial estimates that the project would cost £750,000 to deliver. By contrast, the project was due to be delivered at no cost to the Council in Woodrow. A utilities company, E.ON, had been approached to help finance the project on the basis that it would enable the company to meet specific carbon debt targets. There was a risk that if E.ON was unable to address this debt the company would receive a significant fine from the Office of Gas and Electricity Markets, (Ofgem). Through funding the insulation project the company would be able to demonstrate that it was helping to meet carbon management targets.

There was the potential that a similar amount of funding would be available to fund a further insulation project in another part of the Borough. Abbeydale had been identified as a suitable location for an insulation project, though further work was required to identify specific properties in the ward that required insulation works.

The presentation from Officers focused in detail on the impact of the Council's trial transformation process on repairs and maintenance services. Prior to the launch of the trial Officers had listened to verbatim requests that were made directly to Customer Service Advisers over the phone. A number of key issues were consistently raised as areas of concern by customers. This included; a request for the Council to clarify when an operative would be visiting their property; ensuring that Officers understood the customers' interpretation of their problem and that staff could meet the customer's needs; and helping to prevent issues that would impact on the condition of a home, such as a damp problem.

Repair and maintenance job tickets could be raised by a variety of teams. Unfortunately, Officers discovered that many job tickets were being raised for inspection purposes rather than for the trade operatives, thereby delaying works. Furthermore, Officers discovered that there was a relatively high rate of failure demand, or actions which had not met the customers' expectations. Trade

Overview and Scrutiny Committee

17th July 2012

operatives were also found to be undertaking a number of jobs which could be considered to be waste. Generally, waste occurred as a result of the trade operative needing to return to stores for particular tools and materials in order to complete a job.

A total of 1,370 repair and maintenance job tickets were considered by Officers. 76 per cent of the jobs had been completed following an issue of a single job ticket. However, 26 per cent of the jobs reviewed had required between 2 – 7 additional tickets. Multiple tickets were issued for a variety of reasons, including due to a need for an external contractor to deliver work, referral to another department and the need to await of additional parts.

To address these problems the Housing Team had launched a new trial repairs and maintenance system as part of the transformation process. A group of four trade operatives had participated in this trial and the work that they had undertaken had been closely monitored. The vans utilised by the trade operatives had been fully stocked with standard equipment to minimise the requirement for trade operatives to leave properties in order to obtain necessary tools.

The outcomes of the trial had been largely positive. Out of 215 demands received by the operatives only three had resulted in failure demands, representing a 99 per cent value demand rate. In addition the end to end time for completing the works required had reduced from a maximum of 75 days to a quicker completion rate of 6.52 days. The tradesmen had reported an increase in job satisfaction whilst tenants had predominantly complimented the new service arrangements.

Additional work remained to be completed in order to establish the new process as the standard working practice in repairs and maintenance. The system would need to be extended to encompass a total of 43 staff from the four tradesmen who were already participating in the process. In addition, the Council's ICT team were in the process of developing a system that would enable the Council to more effectively control repair and maintenance work and appointments. Officers were considering introducing a single base for all repairs and maintenance and housing staff, though there was also the possibility that only the housing capital and housing repairs teams would be based at the same sites. The housing team would continue to work with the stores as part of transformation at the site, to ensure that further improvements could be made.

Overview and Scrutiny Committee

17th July 2012

The Committee praised Officers for the improvements that had been made to repair and maintenance arrangements as a result of transformation and thanked Officers for the presentation.

RESOLVED that

the report be noted.

35. CO-LOCATION OF THE ONE STOP SHOP AT WOODROW LIBRARY - PRE-DECISION SCRUTINY

The Committee received a presentation and report on the subject of the Co-location of the One Stop Shop at Woodrow Library for Pre-Scrutiny.

(During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public prior to any debate on the grounds that information would be revealed relating to:

- the financial or business affairs of a particular person (including the authority holding that information) and;
- any consultations or negotiations, or contemplated consultations or negotiations in connection with labour relation matters arising between the authority and employees of the authority).

36. CORPORATE PERFORMANCE REPORT - QUARTER 4, PERIOD ENDING 31ST MARCH 2012

The Committee received the quarter four corporate performance report for 2011/12 for comment.

The report focused on 18 indicators, of which 11 had improved in performance and three had declined in performance when compared with the same time the previous year. The indicators which demonstrated improvements in performance included: the time taken to process housing benefit and Council Tax Benefit; the time lost to the organisation due to sickness absence; a reduction in the amount of residual household waste collected by the Council; and a reduction in the amount of rent owing from Council tenants.

There were two indicators which were highlighted as showing relative concern in relation to declining performance. This included the number of households requiring temporary accommodation, which had increased from three households in 2010/11 to 14 households in 2011/12. In addition, Officers had raised concerns

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that the number of invoices paid by the Council within 30 days of receipt had remained relatively static for the last eight quarters.

The Committee noted that there had been a decline in the average time taken to re-let local authority housing. This increase in time was largely as a result of high maintenance requirements in January 2012 resulting from a heavy workload and staff shortages. Members noted that the rate for re-letting Council housing impacted to an extent on the number of households in temporary accommodation and it was therefore important to increase the average time taken to re-let local authority housing in order to increase accommodation provision for people at risk of homelessness.

Members noted that there had been a slight reduction in the percentage of household waste which was re-used, recycled or composted. This reduction had largely occurred prior to the conclusion of the Increasing Rates of Recycling Scrutiny Review and it was anticipated that the actions proposed by the group would start to impact on the Council's performance in subsequent quarters.

RESOLVED that

the report be noted.

37. ACTIONS LIST

RESOLVED that

the Committee's Actions List be noted.

38. EXECUTIVE COMMITTEE MINUTES AND SCRUTINY OF THE FORWARD PLAN

The Committee received the minutes of the Executive Committee meeting held on 26th June 2012 and the latest edition of the Forward Plan. The following discussions ensued.

a) Executive Committee minutes

The Committee noted that the Executive Committee had received and endorsed all of the recommendations that had been proposed by the Promoting Sporting Participation Scrutiny Group. However, the Committee's recommendations on the subject of the revision of the Medium Term Financial Plan 2012/13 had been rejected by the Executive Committee.

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b) Forward Plan

Members noted that a number of items were due to be subject to pre-decision scrutiny in September 2012. To ensure that Members completed evidence based pre-scrutiny the Committee agreed that Short, Sharp Reviews should be established to scrutinise these subjects in further detail during July - September 2012. In particular, it was agreed that Short, Sharp Reviews should be established to scrutinise the *Concessionary Rents Policy* and the *Sickness Policy – Review*, scheduled for the Executive Committee's consideration on 18th September 2012.

The Committee noted that Members were also scheduled to pre-scrutinise the Tenancy Strategy and Policy 2012-14. However, Members did not consider that it was necessary to establish a Short, Sharp Review of this subject and it was concluded that the item should be removed from the Committee's Work Programme.

RESOLVED that

- 1) **the minutes of the Executive Committee meeting that was held on 26th June 2012 be noted;**
- 2) **a Short, Sharp Pre-Scrutiny Review of the Concessionary Rents Policy take place in July – September 2012;**
- 3) **Councillors Brunner and Brazier be appointed to the Short, Sharp Pre-Scrutiny Review of the Concessionary Rents Policy;**
- 4) **A Short, Sharp Pre-Scrutiny of the Sickness Policy – Review take place in July – September 2012;**
- 5) **Councillors Fisher and Witherspoon be appointed to the Short, Sharp Pre-Scrutiny of the Sickness Policy – Review; and**
- 6) **the Tenancy Strategy and Policy 2012-14, scheduled for pre-scrutiny in September 2012, be removed from the Committee's Work Programme.**

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39. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

Councillor Hopkins presented a completed scoping document containing the proposed terms of reference for a review of whether to establish an Arts Centre in Redditch.

The Committee was advised that the potential to establish an arts centre for Redditch had been discussed in previous years, though no centre had been introduced to date. Members were advised that a central venue could help to increase opportunities for residents to participate in the arts. Furthermore, there were a number of arts groups which would benefit from the introduction of an arts centre as many arts bodies were struggling to secure permanent premises in which to operate.

Councillor Hopkins acknowledged that there was a risk that the review would raise expectations within the local community that could not necessarily be met. However, there was significant support within the local community for the introduction of a Redditch Arts Centre and a review would help to establish in a transparent fashion whether this objective would be feasible.

The Committee was generally receptive to the proposed review and concurred that it could represent a useful exercise. However, concerns were raised that the review needed to take into account additional leisure and cultural activities; such as arts and crafts and youth activities as well as ongoing campaigns to retain community assets such as the Redditch Youth House. To address these concerns it was agreed that the title of the review should be altered to Arts and Culture Centre Task Group.

Members noted that the Redditch Town Centre Partnership had submitted a bid for funding in the second round of the Mary Portas Pilot to revitalise towns in Britain. As part of this bid process the Redditch Town Centre Partnership was proposing that funding would be utilised to create a community arts centre in one of the vacant units located in the town centre. Success in this bidding process would create the potential for an Arts Centre scrutiny review to duplicate existing work. For this reason Councillor Hopkins explained that she was proposing that the review should be launched in September 2012 only in the event that the partnership's bid was unsuccessful.

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RESOLVED that

- 1) **subject to funding not being secured in the second round of the Mary Portas Pilot, an Arts and Culture Centre Task Group review be launched in September 2012;**
- 2) **Councillor Gay Hopkins be appointed to Chair the review; and**
- 3) **the contents of the scoping document be noted.**

40. TASK GROUPS - PROGRESS REPORTS

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

- a) Access for Disabled People Task Group – Chair, Councillor Andrew Fry

The Committee was informed that the group had recently visited Shopmobility. Members had visited Shopmobility using a Dial a Ride vehicle and the Chair had travelled in a wheelchair to provide him with an understanding of the customers' experience. The wheelchair had been securely fastened in the vehicle and the journey had felt safe and secure.

The group was on target to complete their review according to schedule in August 2012. The review findings would be jointly presented by the current Chair of the group as well as the former Chair of the group, Councillor Alan Mason. The Committee was advised that the need for consistency in the chairmanship of Task Group reviews would be raised and suggestions would be made about the potential for changes to be made to the Council's constitution on this subject.

- b) Redditch Market – Chair, Councillor Andrew Brazier

The Chair advised that the group had held two meetings. At the first meeting former reviews that had focused on relevant subject areas had been considered by Members. A brainstorming exercise had also been undertaken to provide Members with an opportunity to identify appropriate sources of evidence that would need to be considered during the review.

A second meeting had taken place on 17th July 2012. During this meeting representatives of the Redditch Town Centre

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Partnership had been interviewed. The group had also arranged to interview representatives of the North Worcestershire Economic Development Unit as part of the exercise.

RESOLVED that

the update reports be noted.

41. HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Councillor Witherspoon, the Committee's representative on the Worcestershire Health Overview and Scrutiny Committee (HOSC), provided an update on the latest meeting of HOSC which had taken place on Tuesday 17th July 2012.

During the course of the meeting Members had been consulted about the application for Foundation Trust Status for Worcestershire Health and Care NHS Trust. The implications of Foundation Trust status for community hospitals in the county had been discussed in detail. Concerns had been expressed about the potential difficulties that would occur as a result of the consultation process coinciding with the ongoing Joint Services Review for the Acute NHS Trust, though Members had been assured that no difficulties were anticipated by Officers.

The Strategic Modernisation Programme of the Adult Acute and Community Mental Health Services had also been considered during the meeting. These services were in the process of being reviewed and a number of beds for patients receiving mental health support services were due to be removed. However, many of the centre where mental health services were provided in the county would remain open.

RESOLVED that

the report be noted.

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

The Chair of the Crime and Disorder Scrutiny Panel, Councillor Andrew Brazier, provided an update on the latest meeting of the Panel which had taken place on Thursday 5th July 2012.

The meeting of the Panel had taken place a few days after the launch of the North Worcestershire Community Safety Partnership. For this reason it had not been possible to consider the work of the

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partnership in detail. However, Members had been assured that the specific community safety needs of Redditch residents would continue to be addressed by the partnership.

RESOLVED that

the report be noted.

**43. WEST MIDLANDS REGIONAL SCRUTINY NETWORK -
FEEDBACK REPORT**

Councillor Witherspoon provided an update on the recent meeting of the West Midlands Regional Scrutiny Network, which took place on Friday 22nd June 2012 in Stoke-on-Trent.

The meeting had provided Members with an opportunity to speak with representatives of other local authorities about best practice in Overview and Scrutiny. During the course of the meeting the potential for development training sessions to be provided at meetings of the West Midlands Regional Scrutiny Network had been discussed. These training sessions could be facilitated by representatives of the Centre for Public Scrutiny (CfPS) at a cost of £40.00 per delegate. Fifteen topics had been identified as potential subject for consideration during these development sessions.

The Committee was advised that participation in the network meetings represented value for money. Members were urged to consider participating in future sessions.

RESOLVED that

1) Members of the Committee should inform Officers about their preferred subjects for development sessions; and

2) the report be noted.

44. REFERRALS

There were no referrals.

45. WORK PROGRAMME

RESOLVED that

the Committee's Work Programme be noted.

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46. EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED that

under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matters on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 3 and 4 of Part 1 of Schedule 12 (A) of the said Act, as amended.

Item 5: Co-Location of the One Stop Shop at Woodrow Library –
Pre-Decision Scrutiny

The Meeting commenced at 6.58 pm
and closed at 8.50 pm

By virtue of paragraph(s) 1, 2, 3, 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

**REDDITCH BOROUGH COUNCIL AND
BROMSGROVE DISTRICT COUNCIL**

SHARED SERVICES BOARD

12th July 2012 at 5.30pm

COMMITTEE ROOM 2, TOWN HALL, REDDITCH

Present: Councillors Bill Hartnett (Chair), Michael Braley (substitute for Cllr Carole Gandy) Greg Chance, Debbie Taylor, (Redditch Borough Council)

Mark Bullivant (substitute for Cllr Hollingworth), Steve Colella and Mike Webb (Bromsgrove District Council).

Officers: Ruth Bamford, Kevin Dicks, Sue Hanley, T Kristunas, Helen Mole, Deb Poole, Guy Revans and Liz Tompkin

Notes: Denise Sunman

1. APOLOGIES

Apologies for absence were received on behalf of Cllrs Hollingworth, Sherrey (BDC) and Cllr Gandy (RBC).

2. MINUTES

2.1 The minutes of the previous meeting of the Board held on 19th April 2012 were agreed as a correct record.

2.2 MATTERS ARISING

In response to a Member's query regarding the contract for the ICT Helpdesk (Cllr Colella), Officers confirmed that the contract with Tamworth Council had not been terminated but would be in the near future.

CONFIDENTIALITY

These notes are an open public record of proceedings of the Board.

[Meetings of the Board are not subject to statutory Access to Information requirements; but information relating to individual post holders and/or employee relations matters would nonetheless not be revealed to the press or public.]

3. REVENUES – SHARED SERVICE BUSINESS CASE

The Board considered a report and presentation by Mrs Kristunas on the business case for a shared Revenues Service between Bromsgrove District Council (BDC) and Redditch Borough Council (RBC).

It was **AGREED that**

- 1) the report and presentation be noted; and**
- 2) the Board recommends to both Redditch Borough Council's Executive Committee and Bromsgrove District Council's Cabinet that the business case for a shared Revenues Service be approved for implementation.**

4. PRESENTATIONS

4.1 Planning

Mrs Bamford gave a verbal update on transformation of the planning application process. She reported that collection of information from a variety of sources had started in February and had identified possible ways of improving the system.

She reported that the next stage would be to pilot a new process but at the same time keep the old one running thus allowing Officers to identify best practice from both.

Members were informed that the new process would give Officers more time and opportunities to involve other professionals and the public at an earlier stage in the planning application process.

4.2 Environmental Services

Mr Revans gave a presentation on Environmental Services transformation. He reported that the process was at an early stage having started on 14th June. Two areas had been identified to undergo transformation:

- Waste Collection / Management
- Stores

In respect of Waste Transformation work had begun on gathering demand and data collection for waste transformation. The information gathered would be used in the project for route optimisation which would be carried out over the next 6-8 months. The team had looked at service requests but had found that these did not show the whole picture. Identification of latent demand had shown that proactive, planned works were not being carried out on time and this failure was adding to service requests received.

A strategic purpose had been identified as 'keep my place safe and looking good'.

In respect of Stores Transformation Mr Revans reported that planning work had been undertaken and work was expected to start in August. The intervention team would include, among others, staff from Stores and Housing. The Heads of Environmental and Housing Services would both be involved in the intervention and it was anticipated that the process would be relatively quick with implementation within a month of the start date.

4.3 Rent & Welfare & Housing Options

Mrs Tompkin gave an update on transformation in Housing, with a particular focus on Housing Options. Using the Vanguard Model checks had been made on the following areas:

- Housing Advice / Homelessness
- Special Needs Housing
- Housing Allocations
- Customer Services

In March 2012 a trial was undertaken which involved a multi-disciplinary team of Officers from the One Stop Shop (OSS), Benefits, Special Needs and Housing Advice. New demands were dealt with at the first point of contact until completion using a common purpose and principles as follows:

Common Purpose: 'Help me find somewhere to live that meets my needs, when I need it.'

Principles:

- Take time to listen and understand my problem
- Help me find a solution
- Don't leave me until my problems is resolved

5. NEXT MEETING

Members noted that the next meeting of the Board would be held on **Thursday, 11th October 2012 at Committee Room 2, Redditch Borough Council** commencing at **5.30 pm**, as previously.

The meeting commenced at 5.30 pm and closed at 7.40pm

BROMSGROVE DISTRICT COUNCIL**WORCESTERSHIRE REGULATORY SERVICES****MEETING OF THE WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE****WEDNESDAY, 11TH JULY 2012 AT 4.35 P.M.**

PRESENT: Councillors M. Hart (Chairman), D. Thain (Vice-Chairman),
M. A. Bullivant, C. B. Taylor (during Minute No 10/12 and part of 11/12),
Mrs. B. Behan, M. Braley, P. Mould, Mrs. L. Hodgson, J. Riaz,
K. Jennings, Mrs. E. Stokes and I. Hardiman (Substituting for P. Harrison)

Officers: Mr. S. Jordan, Ms. C. Flanagan, Mr. M. Thomas and
Mrs. P. Ross

11/12 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors A. Blagg,
Worcestershire County Council and P. Harrison, Wyre Forest District Council.

12/12 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

13/12 **LOCAL GOVERNMENT ACT 1972**

RESOLVED that under Section 100 I of the Local Government Act 1972, as amended, the public be excluded from the meeting during consideration of the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A to the Act, as amended, the relevant paragraph of the part, as set out below, and that it is in the public interest to do so:-

<u>Minute No.</u>	<u>Paragraph</u>	
11	3	“

14/12 **IT PROJECT - ITT EVALUATION REPORT**

The Committee considered a report on the procurement of an integrated IT solution that would enable Worcestershire Regulatory Services to deliver its functions and priorities more effectively.

The Head of Worcestershire Regulatory Services and Mr. M. Thomas, ICT Project Manager responded to Members' questions with regard to the evaluation undertaken and the conclusions reached as detailed in the IT

Project – ITT Evaluation Report - July 2012. Following further discussion it was

RESOLVED: that the recommendation from the Management Board to appoint the preferred supplier, as detailed in the IT Project – ITT Evaluation Report – July 2012 for the delivery of an integrated IT solution for Worcestershire Regulatory Services, be approved.

The meeting closed at 5.22 p.m.

Chairman

REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

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ADVISORY PANELS, WORKING GROUPS, ETC - UPDATE REPORT

Relevant Portfolio Holder	Councillor Phil Mould
Relevant Head of Service	Claire Felton, Head of Legal, Equalities and Democratic Services
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To provide, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels, and similar bodies which report via the Executive Committee.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

subject to Members' comments, the report be noted.

3. UPDATES**A. ADVISORY PANELS**

	<u>Meeting :</u>	<u>Lead Members / Officers :</u> (Executive Members shown <u>underlined</u>)	<u>Position :</u> (Oral updates to be provided at the meeting by Lead Members or Officers, if no written update is available.)
1.	Climate Change Advisory Panel	Chair: <u>Cllr Debbie Taylor</u> / Vice-Chair: Cllr Andy Fry Kevin Dicks / Ceridwen John	Last meeting – 7th February 2012. Next meeting – to be arranged
2.	Economic Advisory Panel	Chair: <u>Cllr Greg Chance</u> / Vice-Chair: Cllr John Fisher John Staniland / Georgina Harris	Next meeting – 20th August 2012.

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3.	Housing Advisory Panel	Chair: <u>Cllr Mark Shurmer</u> / Vice-Chair: Cllr Pat Witherspoon Liz Tompkin	Last meeting – 22nd March 2012.
4.	Planning Advisory Panel	Chair: <u>Cllr Greg Chance</u> / Vice-Chair: <u>Cllr Rebecca Blake</u> John Staniland / Ruth Bamford	Last meeting – 31st July 2012 Next meetings – 21st and 28th August 2012

B. OTHER MEETINGS

5.	Constitutional Review Working Party	Chair: <u>Cllr Bill Hartnett</u> / Vice-Chair: <u>Cllr Greg Chance</u> Sheena Jones	Next meeting – Date to be established.
6.	Member Support Steering Group	Chair: Cllr John Fisher / Vice-Chair: <u>Cllr Phil Mould</u> Sheena Jones / Michael Craggs	Last meeting – 23rd July 2012.
7.	Grants Panel	Chair: <u>Cllr David Bush</u> / Vice-Chair: <u>Cllr Greg Chance</u> Angie Heighway	Last Meeting – 6th June 2012 Next meeting – to be set in September 2012
8.	Procurement Group	Chair: <u>Cllr Bill Hartnett</u> / Vice-Chair: <u>Cllr Greg Chance</u> Jayne Pickering / Teresa Kristunas	In abeyance pending Transformation.

REDDITCH BOROUGH COUNCIL

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9.	Independent Remuneration Panel	Chair: Mr R Key / Sheena Jones / Ivor Westmore	Last meeting – 9th May 2012
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AUTHOR OF REPORT

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REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

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ACTION MONITORING

Portfolio Holder(s) / Responsible Officer	Action requested	Status
27th January 2010		
Cllr Hartnett / R Dunne	Single Equalities Scheme Members requested that a report/action plan be submitted to a future meeting of the Committee or Council detailing what the Council, as Community Leader, expected to receive in terms of education provision for the Borough and its children and young people.	Officers to update at future meeting. The LSP action plan in respect of this issue is under consideration at present. The Single Equalities Scheme itself is no longer extant.
21st May 2011		
Cllr Mould / T Kristunas	Review of Lease - 21 and 21a Salters Lane Officers to prepare a report on a policy regarding the granting of concessionary rents.	Policy to be submitted to meeting of the Committee on 18th September 2012.
13th September 2011		
Cllr Mould / T Kristunas	Review of Lease - Unit 1, Matchborough Centre Alongside consideration of the terms of the lease Members requested that a policy be developed to determine appropriate rents for voluntary sector organisations.	Policy to be submitted to meeting of the Committee on 18th September 2012.

REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

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20th February 2012		
Cllr Mould / S Jones	Independent Remuneration Panel for Worcestershire District Councils - Annual Report and Recommendations for 2012-13 Member Support Steering Group to consider the apportionment of Special Responsibility Allowances to determine whether they are set at the appropriate levels and targeted at the appropriate posts.	Last meeting held on 16th July 2012.
21st February 2012		
Cllr Shurmer / Cllr Mould / L Tompkin / T Kristunas	Housing Revenue Account - Outcome of Review Officers bring forward a report outlining the proposals for how this Council might build council houses on some of the land owned by the Council and already declared surplus.	Pending submission of a report to the Executive Committee – discussions underway with new administration.
24th April 2012		
Cllr Stephens / J Godwin / A Heighway / J Willis	Youth Services Provision Task Group Officers were requested to explore the option of Dial a Ride vehicles being used to transport young people to local events and festivities and submit a report to a future meeting of the Overview and Scrutiny Committee.	This report will be presented to Overview & Scrutiny Committee on 11th September 2012.

REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

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26th June 2012		
Cllr Mould / J Pickering / T Kristunas	Financial Reserves Statement 2011/12 Officers undertook to check that the money from donations to Forge Mill Museum was earmarked for specific purposes at the Museum and that there was no intention to return the funds to balances.	Officers confirm that this money is in a reserve for Forge Mill Museum.
24th July 2012		
Cllr Mould / J Pickering / T Kristunas	Capital Programme Outturn 2011/12 Officers undertook to clarify underspends outlined in Appendix 1 regarding the following: C1241 Solid Wall Installation C2000 Home Repairs Grant (Over 60's) C2001 Disabled Facilities Grant C2303 Energy & Efficiency installs	
<u>Note:</u>	<i>No further debate should be held on the above matters or substantive decisions taken, without further report OR unless urgency requirements are met.</i>	Report period: 27/01/10 to 24/07/2012

**EXECUTIVE
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**QUARTERLY MONITORING OF WRITE OFFS – 1ST APRIL – 30TH JUN
2012**

Relevant Portfolio Holder	Councillor Phil Mould, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Teresa Kristunas, Head of Finance and Resources
Wards Affected	All Wards
Ward Councillor Consulted	No
Key Decision	
Appendices 4-6 of this report contain exempt information as defined in Paragraphs 1, 2 and 3 of Part 1 of Schedule 12A to the Local Government Act 1972, as amended.	

1. SUMMARY OF PROPOSALS

- 1.1 Members are requested to consider the action taken by officers with respect to the write off of debts during the first quarter of 2012/13 and to note the profile and/or level of outstanding debt.
- 1.2. Members are also requested to consider the three cases listed for discretionary write off, which fall outside of the areas where authority to write off debts has been delegated to officers of the Council.

2. RECOMMENDATIONS

The Executive Committee is requested to RESOLVE that

- 1) subject to any comments, the contents of the report be noted; and**
- 2) the debts detailed in the confidential appendices be written off.**

3. KEY ISSUES

- 3.1 In 2010/11 Members approved a revised Write Off Policy which changed the process for the reporting and approval process for the writing off of debts due to the Council. The revised Policy requires Officers to report to members of the actual level of write offs and the profile of outstanding debt.

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3.2 The current bad debts provisions are as follows:

	£
Council Tax	249.2
Housing Revenue Account	586.8
Sundry Debtors	114.8
Benefits	227.1
Misc.	<u>3.3</u>
Total	<u>1,181.2</u>

3.3. Set out in appendices 4 – 6 are the details of three potential write offs for which authority has not been delegated, due to the nature of the cases, to Officers through the Council's Write Office. Members are requested to consider the details of the cases set out within appendices 4 – 6 and determine whether the debts should be written off.

Financial Implications

3.4 The current bad debt provisions are adequate in relation to level of write offs and the level of outstanding debt.

Legal Implications

3.5 There are no legal implications.

Service/Operational Implications

3.6 No direct implications.

Customer / Equalities and Diversity Implications

3.7 No direct implications.

4. RISK MANAGEMENT

There are no risks identified.

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5. APPENDICES

- Appendix 1 - Write offs 1st April 2011 – 30th June 2012
Appendix 2 - Aged Debt Profile for Sundry Debts and Former
Tenant Arrears.
Council Tax Arrears and Business Rates Arrears
as at 30th June 2012.
Appendix 3 - Write off of Overpaid Housing Benefit 1st April
2011 – 30th June 2012.
Appendix 4 - Discretionary Write Off No. 1.
Appendix 5 - Discretionary Write Off No. 2.
Appendix 6 - Discretionary Write Off No. 3.

6. BACKGROUND PAPERS

There are no background papers with this report.

AUTHOR OF REPORT

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REDDITCH BOROUGH COUNCIL**EXECUTIVE
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21st August 2012

Write Offs of Council Tax and Non-Domestic Rates
1st April – 30th June 2012

Council Tax		01/04/12 - 30/06/12
Period		
CT - 01	Gone away	14,978.59
CT - 02	Deceased no funds in estate	155.98
CT - 03	Bankruptcy	3,429.34
CT - 04	Statue Barred	0.00
CT - 05	Remitted by Court	0.00
CT - 06	Uneconomical to pursue	3,964.47
CT - 07	Committal Sentence	0.00
CT - 08	Admin Order/IVA	0.00
CT - 09	Automatic w/o +/-1p	-0.01
CT - 10	Balance under £5.00	5.32
CT - 11	Other	144.77
CT - 12	Credits - unable to refund	-10,781.17
	Total	11,897.29

NDR		01/04/12 - 30/06/12
Period		
NDR - 01	Gone away	12,195.78
NDR - 02	Encon	0.00
NDR - 03	Liquidation/Winding up	68,729.70
NDR - 04	Statue Barred	0.00
NDR - 05	Remitted by Court	0.00
NDR - 06	Uneconomical to pursue	131.17
NDR - 07	CVA	0.00
NDR - 08	Discretionary/Hardship	0.00
NDR - 09	Automatic w/o +/-1p	0.01
NDR - 10	Ratepayer deceased	930.66
NDR - 11	Credits - unable to refund	-6,485.46
	Total	75,501.86

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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Write Offs of Sundry Debts and Former Tenant Arrears (HRA)
1st April 2011– 31st March 2012

Sundry Debts	Reason	01/04/12 – 30/06/12 £
SDR – 01	Gone away	3,244.89
SDR – 02	Imprisonment	475.00
SDR – 03	Liquidation/Bankrupt	1,407.62
SDR – 04	Statue Barred	1,237.27
SDR – 05	Remitted by Court	
SDR – 06	Uneconomical to pursue	11,389.31
SDR – 07	CVA	
SDR – 08	Discretionary/Hardship	
SDR – 09	Automatic w/o +1/-1p	
SDR – 10	Debtor deceased	-21.19
SDR – 11	Credits - unable to refund	
	Total	17,732.90

Former Tenant Arrears	Reason	01/04/12 - 30/06/12 £
FTA – 01	Gone away	1,943.80
FTA – 02	Imprisonment	237.60
FTA – 03	Liquidation/Bankrupt	3,218.06
FTA – 04	Statue Barred	2,919.41
FTA – 05	Remitted by Court	
FTA – 06	Uneconomical to pursue	7,323.77
FTA – 07	CVA	
FTA – 08	Discretionary/Hardship	
FTA – 09	Automatic w/o +1/-1p	
FTA – 10	Tenant deceased	815.82
FTA – 11	Credits - unable to refund	
	Total	16,458.46

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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**Aged Debt profiles for Sundry Debts and Former Tenant Arrears
- 1st April 2011 to 31st March 2012**

Age	Sundry Debts	Former Tenant Arrears
	£	£
0 - 3 months	1,239,358.44	23,311.75
3 - 6 months	133,167.29	16,523.92
6 - 12 months	158,409.83	58,753.51
12 - 24 months	311,414.66	71,106.40
24 months and over	656,332.27	190,961.89

Council Tax Arrears

Year	Arrears Total as at 30/06/12
1996/97	734.68
1997/98	1,115.61
1998/99	2,596.19
1999/00	6,670.78
2000/01	10,702.52
2001/02	19,083.45
2002/03	25,592.61
2003/04	40,027.58
2004/05	63,535.51
2005/06	86,473.54
2006/07	136,912.04
2007/08	175,632.70
2008/09	213,806.34
2009/10	264,459.34
2010/11	361,723.86
2011/12	630,406.76
Total	2,039,473.51

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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Business Rates Arrears

Year	Arrears Total as at 30/06/12
2000/01	600.50
2001/02	2,222.72
2002/03	11,269.43
2003/04	13,281.67
2004/05	20,779.80
2005/06	21,778.48
2006/07	43,472.11
2007/08	108,596.53
2008/09	104,483.58
2009/10	79,234.83
2010/11	249,601.11
2011/12	322,016.70
Total	977,337.46

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE****Appendix 3**

21st August 2012

**Write off of Overpaid Housing Benefit – 1st April 2011 to 30th
June 2012**

Housing Benefit Write-Offs as at 30/06/2012		
Reason	Amount £	No. of cases
Possible Write back	nil	nil
Deceased	153.98	1
Debt Relief Order	1268.36	2
Bankruptcy	Nil	Nil
Person Abroad	Nil	Nil
Hardship/Compassion	1413.50	2
Not reasonable to recover	10147.53	35
Uneconomic to recover	540.83	8
Debt matching	Nil	Nil
Cannot trace	Nil	Nil
No prospect of recovery	424.61	3
Totals	£13,948.81	51

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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EXECUTIVE COMMITTEE

21st August 2012

POST ROOM - TRANSFORMATION AND SERVICE REDESIGN REVIEW

Relevant Portfolio Holder	Councillor Phil Mould
Portfolio Holder Consulted	Yes
Relevant Head of Service	Kevin Dicks, Chief Executive
Wards Affected	All Wards
Ward Councillor Consulted	Not applicable
Non-Key Decision	

1. SUMMARY OF PROPOSALS

The report provides details of the transformation work undertaken for Redditch Borough Council (RBC) and Bromsgrove District Council's (BDC) post rooms and proposals for the new service to be provided as a shared service with savings to each Council.

2. RECOMMENDATIONS

The Executive is asked to RECOMMEND to Council that

the Post Room Transformation Service Redesign Review, attached at Appendix 1 to the report, be approved, subject to the consideration and recommendation of the Shared Service Board.

3. KEY ISSUES

Financial Implications

3.1 As detailed in Appendix 1 the revised structure and delivery of the service following the transformation will realise savings of £31k. This will be shared between the two Councils

- £18k savings for Redditch BC
- £13k savings for Bromsgrove DC.

3.2 The Executive Director of Finance and Resources, the Head of Finance and Resources, the Financial Services Manager and Accountants at both RBC and BDC have been consulted.

Legal Implications

3.3 None specific.

**EXECUTIVE
COMMITTEE**

21st August 2012

AUTHOR OF REPORT

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