

Executive Committee

Tuesday 11th June
2013
7.00 pm

Committee Room 2
Town Hall
Redditch



www.redditchbc.gov.uk

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- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council's Website:
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**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact
Ivor Westmore
Democratic 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.

Members of the Public

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

Special Arrangements

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

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

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Do Not stop to collect personal belongings.

Do Not use lifts.

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

The emergency Assembly Area is on Walter Stranz Square.



Executive

11th June 2013

7.00 pm

Committee

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: Bill Hartnett (Chair) John Fisher
 Greg Chance (Vice-Chair) Phil Mould
 Rebecca Blake Mark Shurmer
 Juliet Brunner Debbie Taylor
 Brandon Clayton

<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 Executive Committee Work Programme, 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 - 6) Chief Executive</p>	<p>To confirm as a correct record the minutes of the meeting of the Executive Committee held on 9th April 2013.</p> <p>(Minutes attached)</p>
<p>5. Corporate Dashboard - Pilot Head of Business Transformation</p>	<p>To receive a presentation on the Corporate Dashboard.</p> <p>(No separate report)</p> <p>(No Direct Ward Relevance)</p>
<p>6. Financial Reserves Statement 2012/13 (Pages 7 - 12) Head of Finance and Resources</p>	<p>To consider a report detailing the earmarked reserves for the year ending 2012/13 and to seek Members' approval for any movements in reserves.</p> <p>(Report attached)</p> <p>All Wards</p>

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<p>7. The Green Deal Head of Environmental Services</p>	<p>To consider the preferred option for moving forwards the Council's participation in the Green Deal and ECO (Energy Company Obligation) as our main delivery mechanism for the Council's previously agreed Home Energy Conservation Act (HECA) aims.</p> <p>(Report to follow)</p> <p>All Wards</p>
<p>8. REDI Centre (Pages 13 - 14) Exec Director (Finance and Corporate Resources)</p>	<p>To consider a proposal to declare the REDI Centre as a surplus asset.</p> <p>(Report attached)</p> <p>All Wards</p>
<p>9. Making Experiences Count - Quarterly Customer Service Report - Quarter 4 2012/13 (Pages 15 - 32) Head of Customer Services</p>	<p>To consider the latest Customer Services quarterly monitoring report.</p> <p>(Report attached)</p> <p>All Wards</p>
<p>10. Access for Disabled People Task Group Monitoring Update - Overview and Scrutiny Committee Referral (Pages 33 - 48)</p>	<p>To consider a referral from the Overview and Scrutiny Committee following on from the Access for Disabled People Task Group Monitoring Update.</p> <p>(Report attached)</p> <p>(Abbey Ward)</p>
<p>11. Overview and Scrutiny Committee (Pages 49 - 58) Chief Executive</p>	<p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on 2nd April 2013.</p> <p>There are recommendations to consider but these are included elsewhere in a separate report on this same agenda.</p> <p>(Minutes attached)</p>
<p>12. Shared Services Board (Pages 59 - 62)</p>	<p>To consider the minutes of the most recent meeting of the Shared Services Board.</p> <p>(Minutes attached)</p>

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<p>13. 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>14. 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>(Report attached)</p>
<p>15. Action Monitoring</p> <p>(Pages 67 - 68)</p> <p>Chief Executive</p>	<p>To consider an update on the actions arising from previous meetings of the Committee.</p> <p>(Report attached)</p>
<p>16. 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 any 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 (<i>to be specified</i>) of Part 1 of Schedule 12 (A) of the said Act, as amended.”</p> <p>These paragraphs are as follows:</p> <p>Subject to the “public interest” test, information relating to:</p> <ul style="list-style-type: none">• Para 1 – <u>any individual</u>;• Para 2 – the <u>identity of any individual</u>;• Para 3 – <u>financial or business affairs</u>;• Para 4 – <u>labour relations matters</u>;• Para 5 – <u>legal professional privilege</u>;

	<ul style="list-style-type: none">• Para 6 – <u>a notice, order or direction</u>;• Para 7 – the <u>prevention, investigation or prosecution of crime</u>; <p>may need to be considered as ‘exempt’.</p>
<p>17. Compulsory Purchase Order - 11 Clent Avenue, Redditch</p> <p>Deputy Chief Executive & Executive Director - Leisure, Environmental and Community Services</p>	<p>To consider a report seeking to provide officers with delegated authority to negotiate a purchase of a property and to compulsorily purchase the property if a purchase by agreement cannot be agreed.</p> <p>(This report contains exempt information as defined in Paragraphs 1, 2 and 3 of Part I of Schedule 12A to the Local Government Act 1972, as amended. For this reason it has been circulated to Members and relevant Officers only.)</p> <p>(Report to follow)</p> <p>(Headless Cross & Oakenshaw Ward)</p>
<p>18. Restructure Enabling Heads of Service</p> <p>(Pages 69 - 84)</p> <p>Exec Director (Finance and Corporate Resources)</p>	<p>To enable Members to consider a proposed restructure of a number of Heads of Service roles and responsibilities within the Finance and Resources Directorate.</p> <p>(This report contains exempt information as defined in Paragraphs 1, 2 and 4 of Part I of Schedule 12A to the Local Government Act 1972, as amended. For this reason it has been circulated to Members and relevant Officers only.)</p> <p>(Report attached)</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

9th April 2013

MINUTES

Present:

Councillor Bill Hartnett (Chair), Councillor Greg Chance (Vice-Chair) and Councillors Rebecca Blake, Carole Gandy, Phil Mould, Mark Shurmer, Luke Stephens and Debbie Taylor

Also Present:

Councillors Andrew Brazier and Gay Hopkins

Officers:

J Bayley, J Cochrane, K Dicks, C Flanagan and H Mole

Committee Services Officer:

I Westmore

178. APOLOGIES

There were no apologies for absence.

179. DECLARATIONS OF INTEREST

There were no declarations of interest.

180. LEADER'S ANNOUNCEMENTS

There were no announcements from the Leader.

181. MINUTES

RESOLVED that

the minutes of the meeting of the Executive Committee held on 12th March 2013 be agreed as a correct record and signed by the Chair.

182. ARTS AND CULTURAL CENTRE TASK GROUP - FINAL REPORT

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Chair

The Committee received a presentation from the Chair of the Arts and Culture Centre Task Group, Councillor Gay Hopkins, to accompany the final report of the Group. Councillor Hopkins explained the background to the review, including the decision to co-opt former Councillor Malcolm Hall, a keen supporter of the arts locally, onto the Task Group.

The meeting was informed that a number of regional arts venues had been visited during the course of the review to experience what could be achieved. The outcome of the consultation with local residents and arts groups was outlined for the Committee, demonstrating widespread theoretical support for an arts venue amongst the public and a rather more lukewarm response from the local arts community who were, for the most part, keen to retain their established local ties and venues. Following on from the consultation, an audit was undertaken of the opportunities for partaking in the arts in the Redditch area and it was apparent that the overwhelming majority of the activities in which consultees wished to indulge were already available through existing provision.

In conclusion, the Group did not feel that there would be enough enthusiasm and business expertise available locally to establish and run an arts centre from a single, dedicated venue. It was clear that the Borough Council had no resources to establish such a Centre and it would require substantial work from a dynamic community group to realise this ambition. The make-up of the current groupings supporting the arts in Redditch was briefly outlined for the benefit of Members. The Group instead considered that promotion of existing arts groups and activities through an Arts Map and Arts Trail could be both achievable and positive.

The Executive Committee commended the Group on the report it had produced and there was a general consensus in favour of the recommendations which had been advanced. The focus on highlighting existing provision and providing access points for information on local arts activities was endorsed. It was considered that bringing together both information about the arts and also members of the arts community itself, without the need for an established central venue, was an achievable and worthwhile objective.

RESOLVED that

the following recommendations should be implemented in the short or medium term:

- 1) the Arts in Redditch Network, and the benefits to be accrued from membership of the network, should be promoted to local arts groups;**

(RECOMMENDATION to the Arts in Redditch Network).

- 2) the Arts in Redditch Network should maintain a list of existing arts groups in Redditch on their new website;

(RECOMMENDATION to the Arts in Redditch Network).

- a) the Council should continue to maintain a link from the local authority's website to the new Arts in Redditch Network website;
- 3) an online Redditch Arts Map, including an arts trail, outlining the location of public art works and venues in the Borough and linked to an icon on the new information kiosks in the town centre, should be introduced;

(RECOMMENDATION to the Arts in Redditch Network and to Choose How You Move, Worcestershire County Council).

- 4) art exhibition space, where local artists can display their work, should be introduced at the Palace Theatre and the Abbey Stadium;
 - a) the Arts in Redditch Network should promote opportunities to display local artists' work;

(RECOMMENDATION to the Arts in Redditch Network).

- 5) the Council should continue to provide support and advice to any community group aiming to introduce a new arts group in the town. In addition:
 - a) action should be taken to increase public awareness of the support and advice provided by the Council to community groups with an interest in the arts;
 - b) any new enquiries should be signposted to the Arts in Redditch Network to facilitate the formation of new arts groups;
 - c) a new logo be created for the arts in Redditch;
- 6) the evidence gathered by Members during the course of the review and the information contained in the Arts and Culture Centre Task Group's final report should be taken into account by Officers when producing the new Redditch Arts Strategy;

the following recommendations should be implemented in the long-term:

- 7) in an ideal world an arts centre would be established in Redditch by a community group. However, in order for this objective to be achieved the community group needs to be aware of and to address the following barriers:
- a) the extent to which local arts groups would make use of an arts centre;
 - b) the financial costs involved in establishing and maintaining an arts centre;
 - c) funding application requirements;
 - d) creating a sustainable business case;
 - e) legal liability and accountability issues;
 - f) availability of volunteers to operate the centre; and
 - g) management arrangements for the centre;

(RECOMMENDATION to the Arts in Redditch Network that this proposal be noted).

- 8) the Council should provide the following support and advice to any community organisation that aims to establish an arts and culture centre in the town:
- a) guidance on how to complete funding applications for grants;
 - b) advice on how to produce a business case; and
 - c) signpost groups to relevant expert contacts for further specialist help; and
- 9) the 'Creative Redditch' artwork should be prioritised for use on the next bus shelter that is installed in Redditch town centre.

183. BECOMING A SYSTEMS THINKING ORGANIZATION

Officers provided the Committee with a presentation on Systems Thinking and how this approach was being adopted to improve services across the authority. It was explained that Systems Thinking was a different approach to improving services to those adopted previously in that it sought to achieve improvement through the removal of waste steps from systems. Members were informed that staff were now embracing these new ways of working as knowledge of the process increased and the initial fear of change

was overcome. Many staff welcomed the increased empowerment with which they were provided and Officers added that steps were actively being pursued to promote similar, dynamic ways of working at the Council's partner organisations.

Members were keen to support the process that was being undertaken, recognising the good work that had been achieved to date and the opportunities for saving money through working smarter and also for sharing our learning with other public sector organisations. It was also recognised that the present developments were achieving improved outcomes over time for local residents and businesses. Officers were clear that the systems thinking approach was a continuing challenge and that further service improvements would be sought over time as new ways of working were rolled out.

RESOLVED that

the following means of involving Members in the Systems Thinking approach be adopted:

- a) **Practical Orientation Sessions of up to a day and half;**
- b) **Interventions – visiting services to see how improvements are planned and implemented;**
- c) **Portfolio Holders – discuss with Head of Services visiting interventions;**
- d) **“Seminars” – updates from interventions / presentations from service teams (2 or 3 a year); and**
- e) **potentially utilising the Shared Services Board to share learning with all Councillors.**

184. OVERVIEW AND SCRUTINY COMMITTEE

The minutes of a recent meeting of the Overview and Scrutiny Committee were received by the Committee.

RESOLVED that

the minutes of the meeting of the Overview and Scrutiny Committee held on 5th March 2013 be received and noted.

185. WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE

The minutes of the most recent meeting of the Worcestershire Shared Services Joint Committee were received by the Committee.

RESOLVED that

the minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 21st February 2013 be received and noted.

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

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

187. ADVISORY PANELS - UPDATE REPORT

A report on the activity of the Committee's Advisory Panels and similar bodies was considered. It was reported that the Economic Advisory Panel was meeting as originally intended on 15th April and the next meeting of the Climate Change Advisory Panel had been rescheduled for 15th May 2013.

RESOLVED that

the report be noted.

188. ACTION MONITORING

The Committee received the latest Action Monitoring report and were informed that the Council's Housing Strategy team were seeking to develop their own protocol for the provision of accommodation for homeless people.

RESOLVED that

the report be noted.

The Meeting commenced at 7.00 pm
and closed at 8.09 pm

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Chair

EXECUTIVE COMMITTEE

FINANCIAL RESERVES STATEMENT – 2012/13

Relevant Portfolio Holder	Councillor, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Teresa Kristunas, Head of Finance & Resources
Wards Affected	All Wards
Ward Councillor Consulted	N/A
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To advise Members on the earmarked reserves for the year ending 2012/13 and to seek members approval for the movements in reserves.

2. RECOMMENDATIONS

The Executive Committee is requested to RECOMMEND that

- 1) the movement in reserves as detailed in Appendix 1 to the report be approved;**
- 2) additional General Fund Reserves of £1,084K be approved;**
- 3) the use of General Fund Reserves of £460K be approved;**
- 4) additional HRA Reserves of £27K be approved; and**
- 5) the use of HRA Reserves of £15K be approved; and**
- 6) Movement in Capital Reserves of £72K be approved**

3. KEY ISSUES

Financial Implications

- 3.1 The accounts for 2012/13 are in the process of being prepared and as part of the closedown process a review of reserves and provisions has been undertaken.
- 3.2 In The majority of the contributions to reserves during 2012/13 are as a result of; grant allocations that relate to specific projects to be spent in

EXECUTIVE COMMITTEE

future years, together with the revenue proportion of income from the receipt relating to the Threadneedle House lease surrender. The significant level of reserve recommended to be carried forward is due to the funds required to support Job Evaluation, grant allocations and the Threadneedle funds.

- 3.3 The new reserves that are proposed are included at Appendix 1. As mentioned at 3.2 these relate to funding that will be utilised for specific projects in future years.
- 3.4 If approval is granted to the proposed reserves as identified above, the revised position for General Fund will be £3.211m to fund future plans of the Authority. The full schedule including the new reserves is attached at Appendix 1.
- 3.5 As in previous years officers will continue to review the level of reserve to ensure that they link with the delivery of the services of the Borough.

Legal Implications

- 3.5 Sections 32 and 43 of the Local Government Finance Act 1992 require billing and precepting authorities in England and Wales to have regard to the level of reserves needed for meeting estimated future expenditure when calculating the budget requirement.
- 3.6 Section 25 of the Local Government Act 2003 places a specific personal duty on the Chief Financial Officer to report on the adequacy of reserves and the robustness of the budget.

Service/Operational Implications

- 3.7 The Council currently sets aside specific amounts as reserves for future policy purposes or to cover contingencies. In addition the Council has specific provisions for liabilities or losses that result from past events.

Customer / Equalities and Diversity Implications

- 3.8 The adequate provision of reserves will ensure the Council has appropriate funds in place to meet future demands of its customers.

4. RISK MANAGEMENT

The closedown of the accounts and the relevant accounting treatment of provisions and reserves is contained within the Financial Services Risk Register and monitored on a quarterly basis

EXECUTIVE COMMITTEE

5. APPENDICES

Appendix 1 – Statement of Reserves 2012/13

6. BACKGROUND PAPERS

Final Accounts working papers 2012/13

AUTHOR OF REPORT

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**EXECUTIVE
COMMITTEE****Appendix A**11th June 2013

	2012/13			Bal c/fwd
	2011/12 b/FWD	Contrib. in year	Used in year	
Shopmobility Donations	-32,263.43			-32,263.43
Crematorium Donations	-5,747.25	-240.01		-5,987.26
Forge Mill Museum Donations	-2,534.22		734.22	-1,800.00
Heming Road Units	-44,768.45		22,495.00	-22,273.45
Car Loan Insurance Fund	-6,624.20	-236.95		-6,861.15
Community Safety	-161,382.17	-15,510.00		-176,892.17
Taxi licensing	-6,291.30		6,291.30	0.00
Mercury emissions	-364,500.00	-60,000.00		-424,500.00
Job Evaluation	-755,000.00			-755,000.00
IT licences	0.00	-29,210.00		-29,210.00
Land Drainage	-19,594.00			-19,594.00
Planning	-84,440.00		35,115.00	-49,325.00
Town Centre Grant	-51,820.00		200.00	-51,620.00
Charles Henry Foyle Trust	-4,353.55		1,650.00	-2,703.55
Sports Development grants	-67,430.00	-1,300.00	31,580.00	-37,150.00
Ageing Well Project		-85,250.00		-85,250.00
Choose How You Move		-30,000.00		-30,000.00
Arrow Valley Walkers		-90.00		-90.00
Positive Activities		-6,740.00		-6,740.00
Homelessness Grant	-153,117.00	-99,470.00	110,390.00	-142,197.00
Mort rescue	-37,340.37		12,870.00	-24,470.37
Risk	-21,200.00	-14,950.00		-36,150.00
Health & Well Being	-26,760.00			-26,760.00
Redditch Partnership	-10,000.00			-10,000.00
Arts	-17,020.00	-2,610.00	9,950.00	-9,680.00
Benefit grants	-23,150.00	-63,610.00	23,150.00	-63,610.00
Family Learning	-3,930.00		3,930.00	0.00
Areas of Highest Need	-160,820.00		28,150.00	-132,670.00
Recycling	-9,210.00		9,210.00	0.00
Land charges	-100,000.00			-100,000.00
Sure Start	-9,903.06			-9,903.06
Lifeline	-24,342.31		24,342.31	0.00
Shared				
services/transformation	-50,000.00		50,000.00	0.00
Reg, Services balance	-70,000.00		10,860.00	-59,140.00
Customer Services	-20,000.00		20,000.00	0.00
PCT	-156,000.00		19,850.00	-136,150.00
Warmer Homes	-1,000.00		1,000.00	0.00
Elections	-6,000.00		6,000.00	0.00
Grants to Vol Bodies	-7,660.00		7,660.00	0.00
Strategic Housing	-1,250.00			-1,250.00
Boulders Play Area	-23,670.00			-23,670.00
Elections	-16,000.00		8,000.00	-8,000.00
Crematorium	-10,820.00			-10,820.00
Planning transformation	-10,000.00		5,110.00	-4,890.00
Grants to Vol Bodies	-5,000.00	-32,960.00	5,000.00	-32,960.00
Countryside Centre	-6,000.00		6,000.00	0.00
Building Control		-19,010.00		-19,010.00

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COMMITTEE****Appendix A**11th June 2013

Development Management		-3,000.00		-3,000.00
High Street Innovation Grant		-45,110.00		-45,110.00
Threadneedle Dilapidations		-557,710.00		-557,710.00
Corporate Traineeships		-9,000.00		-9,000.00
2 Pennies (Hsg & Legal)		-7,500.00		-7,500.00
		-		
GF Earmarked Reserves	-2,586,941.31	1,083,506.96	459,537.83	-3,210,910.44
Supporting People(HRA)	-29,507.12	-23,502.88	14,670.00	-38,340.00
Community Care Prev Grant		-3,800.00		-3,800.00
HRA Earmarked Reserves	-29,507.12	-27,302.88	14,670.00	-42,140.00
Capital Reserve- Vehicles & Plant	-260,495.00			-260,495.00
Planning grant	-71,595.00		71,595.00	0.00
		-		
Capital Reserve-HRA	-6,450,000.00	2,000,000.00		-8,450,000.00
		-		
Capital Reserve	-6,782,090.00	2,000,000.00	71,595.00	-8,710,495.00

EXECUTIVE COMMITTEE

11TH JUNE 2013

REDI CENTRE

Relevant Portfolio Holder	Councillor John Fisher, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Teresa Kristunas, Head of Finance & Resources
Wards Affected	All Wards
Ward Councillor Consulted	N/A
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To enable Members to consider the proposal to declare the REDI Centre as a surplus asset.

2. RECOMMENDATIONS

The Executive Committee is requested to RESOLVE that

- 1) the REDI Centre be declared as a surplus asset; and**
- 2) Officers be instructed to review the opportunities available for the centre in conjunction with Property Services and to report back to Members with options by September 2013.**

3. KEY ISSUES

Financial Implications

- 3.1 Since the closure of the REDI Centre in December 2010 there have been costs associated with the management of a void property. The current annual costs are approximately £14k pa which includes those relating to Business Rate and provision of security.

Legal Implications

- 3.2 To enable any future sale of the site the Borough is required to declare the building surplus. This will enable the asset review to be undertaken to include options of selling the building.

Service/Operational Implications

- 3.3 As Members are aware the services provided by the REDI Centre were reviewed and a decision in July 2010 was made to re-locate the Learn Direct service to another Council facility. The report in July

focused on the service provision and the options available to the Council to address the issues that had been identified due to the limited funding opportunities that could be sourced to maintain the services.

- 3.4 A decision was not made at the time in relation to declaring the asset as surplus to requirements. It is therefore proposed that the REDI Centre is declared as surplus and that a short review be undertaken by officers together with County property services colleagues to assess the best use of this asset together with others across the Borough. This review would then form part of a report to Members in September 2013.

Customer / Equalities and Diversity Implications

- 3.5 There are no specific implications arising from this report.

4. RISK MANAGEMENT

The declaration of a surplus asset will enable officers to identify all opportunities available to the Borough to include potential sale of the property and therefore reduce the risks associated with the costs of managing the void property.

5. APPENDICES

N/A

6. BACKGROUND PAPERS

REDI Centre Options Report – July 2010

AUTHOR OF REPORT

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**EXECUTIVE
COMMITTEE**

11th June 2013

**MAKING EXPERIENCES COUNT - QUARTERLY CUSTOMER SERVICE
REPORT - QUARTER 4, 2012/13**

Relevant Portfolio Holder	Councillor Phil Mould - Corporate Management
Portfolio Holder Consulted	√
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 fourth quarter of 2012/13, along with some transactional data relating to the Customer Service Centre. It also provides a final update on the Action Plan put in place to support the Every Customer, Every Time - Everybody Matters, Customer Experience Strategy.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that:

the update for the period 1st January 2013 - 31st March 2013 is 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.
- 3.2 It also provides some transactional information for the Customer Service Centre and One Stop Shops.
- 3.3 The 'Every Customer, Every Time - Everybody Matters' Customer Experience Strategy was adopted early in 2011 and was supported by a three year Action Plan.
- 3.4 This action plan has now been completed, ahead of schedule, and many of the actions have now become on-going normal business.

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- 3.5 Customer Service is an integral part of our transformation towards a systems thinking organisation and as such we are now using systems thinking principles to develop customer care and customer service provision.

Financial Implications

- 3.6 There are no direct financial implications.

Legal Implications

- 3.7 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

- 3.8 The Every Customer, Every Time - Customer Experience Strategy was launched in March 2011 and sets out our vision for excellent customer service provision and improve the customer experience when having contact with the Council.
- 3.9 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.
- 3.10 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.
- 3.11 Customer service and excellent customer care is embedded in every transformation work strand. The Customer Services Management Team continue to work closely with service in transformation to support their work and to ensure a consistent approach to customer care quality.
- 3.12 The Customer Service Team provide a range of support from guidance to training, assistance with difficult situations to help with writing complaint responses. Customer Feedback also continues to be closely monitored by Customer Service Officers and concerns escalated to the Head of Customer Service to address with the relevant Head of Service.

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Customer / Equalities and Diversity Implications

- 3.13 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.
- 3.14 Managers are now responding to complaints in person and more quickly, thus resulting in a more responsive service and one which better understands the real issues. This in turn is leading to better outcomes for customers. This new model for handling complaints is currently being rolled in to services across the organisation.
- 3.15 Measures provide us with useful information about what is happening in our organisation and help us to understand where changes may impact.
- 3.16 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 involved Officers from many services working together to the benefit of customers.

4. RISK MANAGEMENT

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.

5. APPENDICES

Appendix 1 - Making Experiences Count, Quarterly Customer Service Report Quarter 4 2012/13

6. BACKGROUND PAPERS

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

**EXECUTIVE
COMMITTEE**

11th June 2013

AUTHOR OF REPORT

Name: Amanda de Warr
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**EVERY CUSTOMER, EVERY TIME -
“Everybody Matters”**

Making Experiences Count

Quarterly Customer Service Report

REDDITCH BOROUGH COUNCIL

1st January 2013 - 31st March 2013



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
- An update in relation to the Customer Experience Strategy action plan.

2. Customer Feedback Analysis

44 complaints were received during this quarter because we did not meet the customer's expectations, or failed to meet our own standards, or the customer was unhappy with an outcome.

33 complaints (75%) were answered in 15 working days or less.

11 complaints took longer than 15 working days to respond to and details of 7 of these complaints are detailed below. **4** of these cases were still open at the time of writing the report, and therefore not reported on.

We also received **70 compliments**.

These figures compare with last quarter and the same quarter last year as follows:-

Quarter 4 11/12		Quarter 3 12/13		Quarter 4 12/13	
Complaints	Compliments	Complaints	Compliments	Complaints	Compliments
56	41	46	74	44	70

The number of complaints and compliments is reasonably consistent with last quarter. There has been an improvement in the time we are taking to respond to them. This is partly due to a trial we are undertaking with the Repairs and Maintenance Team to improve the complaint process through consistent communication with the customer.

The common themes in the complaints received this quarter were:

- Not acting on information we received;
- Not doing what we promised;
- Staff not having any empathy or understanding of customer's needs;
- Not responding to customers calls and queries; and
- Unacceptable delays in taking action

The following table shows the totals for 2012/13 and how these compare with 2011/12.

	Total compliments	Total complaints	Dealt with in target time
2011/12	177	204	145(71%)
2012/13	316	219	162 (74%)

Although there has been a small rise in complaints compared to 2011/12 the numbers are not significant overall.

We have seen an increase in complaints in services when they start transformation as staff have a better understanding of the need for accurate data. We have then seen a drop in complaints in those same services once they are trialing a more customer focused way of working.

Increasingly there is no clear trend in the reason for complaints. Sometimes we have made a mistake, or not done what we had previously agreed to do. Occasionally staff have not met the customer expectations in terms of customer care. There is no evidence to suggest that any service is failing and individuals who fail to meet customer expectation are worked with on a one to one basis to help them develop their customer care skills.

We have now put in place a systems thinking driven trial to handle complaints differently, with Managers talking directly to the customer in an attempt to resolve the problem. At this stage the trial has only included two services (Repairs and Maintenance and Housing Options). So far the trial has shown that we can resolve the majority of complaints more quickly by taking a personal approach and gaining a greater understanding of what the real problems are.

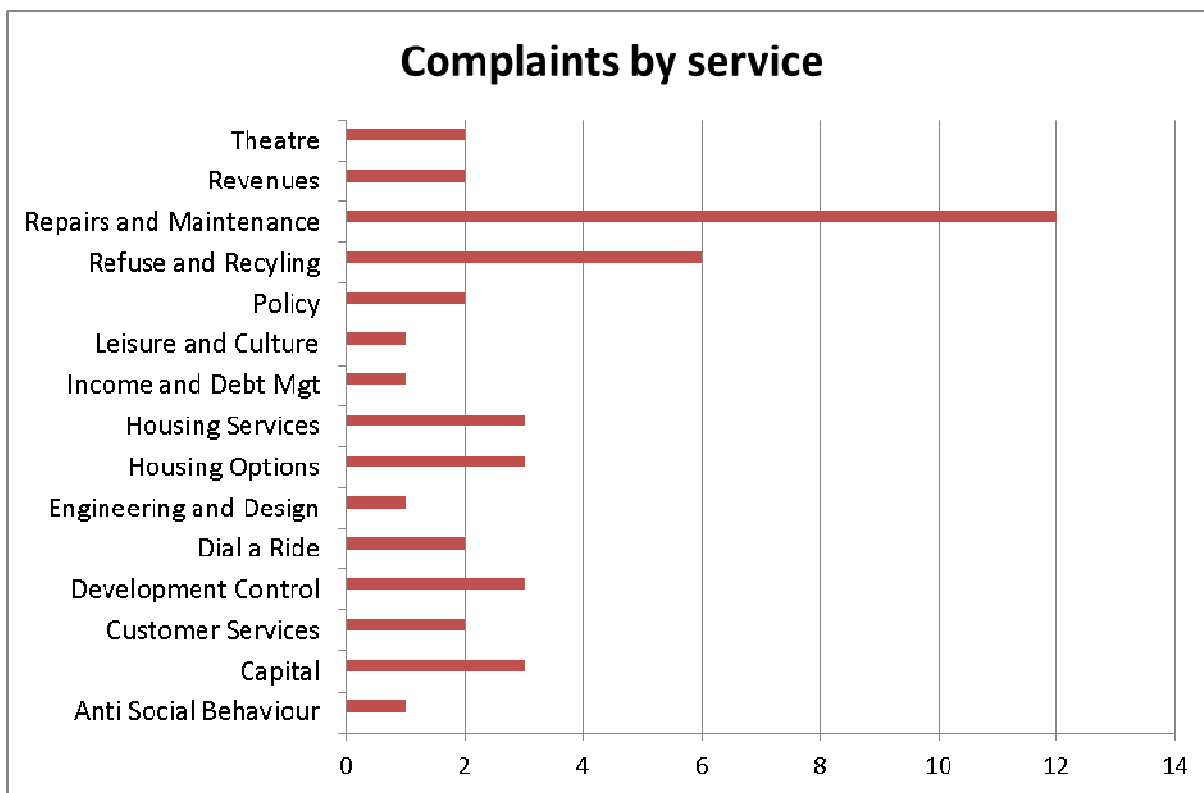
Complaints and compliments by department

The following table shows the total of the complaints and compliments received by department. Those departments with the highest demand inevitably have higher number of complaints but compared with the total demand the numbers are low.

Dept	Compliments	Complaints	Responded to within 15 working days	Still open
Community Services	19	3	3	0
Customer Services	12	2	1	0
Environmental Services	13	7	6	1
Housing	9	21	15	1
Legal and Democratic	1	0	0	0
Leisure and Culture	12	3	3	0
Planning and Regeneration	1	3	1	1
Policy	1	2	2	0
Resources	2	3	2	1
Total	70	44	33	4

Number of complaints by service (detailed)

The following table provides a more detailed breakdown of complaints by service.



Time taken to respond to complaints

We aim to respond to customer complaints within 15 working days and 75% of complaints received during this quarter were dealt with within that timeframe. Where it has taken us longer to respond than expected, (11 cases) customers were informed that there would be a delay, except where the delay was only 1 day (1 case).

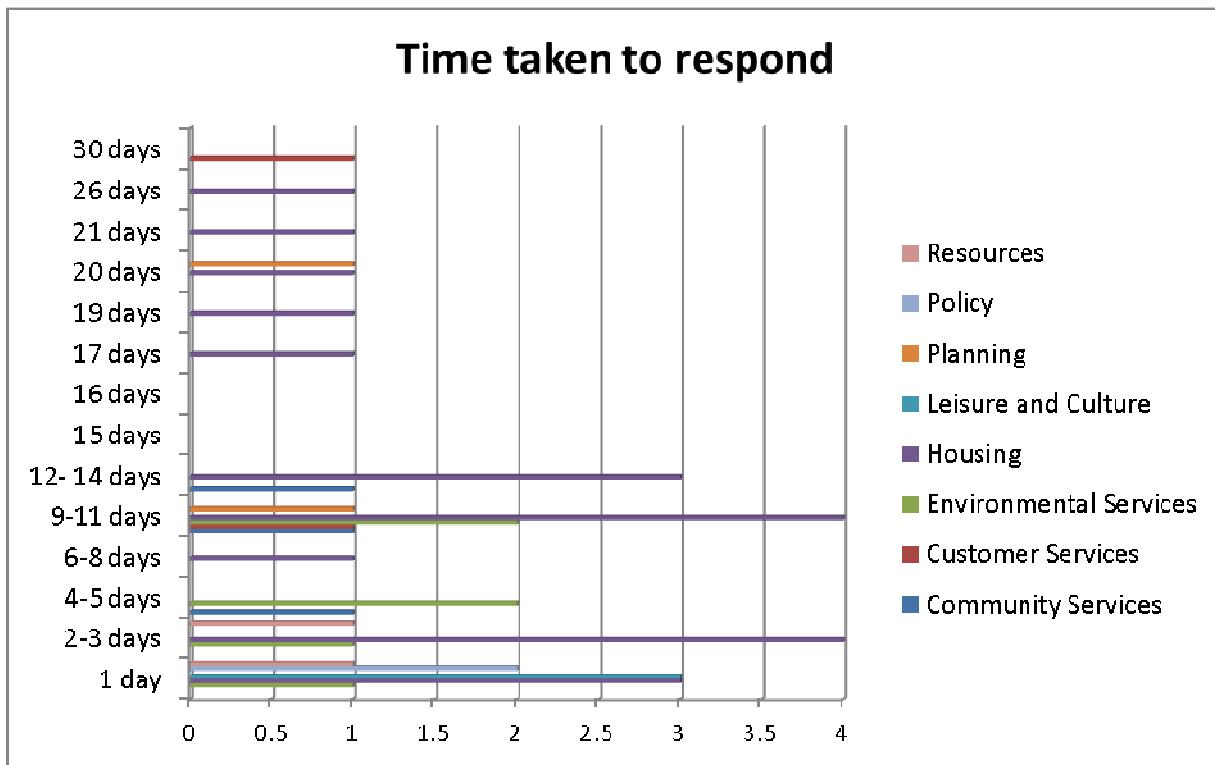
The following table details 7 of those complaints which took longer than 15 working days to deal with and the reasons why. 4 cases remained open at the time of writing and are therefore not included as the investigations have not been concluded.

Complaint details	Outcome of investigation	Action taken	Days taken to respond and reason for delay
Customer Services			
Customer unhappy that she couldn't apply for her bus pass as the leaflet she had printed from our website had said she could. She would like recompense for the cost of her photos.	It was found that the customer had printed the leaflet 2 years before the regulations had changed.	Explanation given and customer can apply later this year so photos can be used then.	30 Several messages were left for the customer.

Housing			
Customer unhappy about the attitude of a repair operative who was parked across his drive even though his is not a Council property.	Member of staff concerned advised about attitude and customer care.	Apology given to customer.	20 Member of staff on leave.
Customer unhappy that she requested a repair to garage roof over 12 months ago and despite several more requests, nothing has happened.	Contractor reported that roof need replacing due to asbestos but this was not picked up.	Apology given to customer and compensation given for goods damaged by leak in roof.	26 Complex investigation involving contractors.
Customer unhappy about the attitude of a Housing Officer when he visited the Town Hall because he felt belittled and uncomfortable.	Member of staff advised about our customer care standards and further training has been given.	Apology given to customer and situation will be monitored.	21 Complex investigation.
Customer unhappy with the attitude of a Housing team member after she asked for help when given notice to quit private rented property. Customer feels that she hasn't been given any help and her calls have been ignored.	Mistakes had been made and member of staff advised about customer care standards.	Apology given to customer and homeless application is being processed. This will be monitored.	17
Customer unhappy that when her boiler broke down she called Ableflame who gave another number to call as it wasn't them that dealt with it. She rang and they promised to visit that day but didn't so she rang Ableflame back as she was worried and they were very rude to her.	Contractor was not aware that it was their responsibility to arrange this repair.	Apology given to customer and repair done. Contractor advised about our customer care standards and service agreement.	19 Complex investigation involving contractor.
Planning and Regeneration			
Customer is unhappy that his 17 year old daughter received a letter about her planning consultation comments when she hadn't made any.	Comments had been received in this name and it has not been possible to find out who entered these details under his daughters name.	Apology given and gift voucher sent as compensation.	16

Time taken to respond to complaints by service.

This chart shows the breakdown 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 and/or complaint 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 few days. Complaints for Housing and Planning Services are more variable because investigations can be quite complex and time consuming. A high proportion of Environmental Services complaints are dealt with within 2 to 3 days.

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

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

- Customer care training refreshed where necessary for housing teams;
- Contractors reminded of our customer care standards; and
- Use feedback from Council tenants when amending service contracts with contractors.

Number of complaints escalated to Head of Customer Services

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

Happy Customers!

From the 70 compliments received we can see that customers appreciate the range of services the Council provides, especially 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
Lifeline	Customer wished to thank Lifeline for all the help they have given him.
Lifeline	Customer thanked us for calling back following incident and remarked 'that is what makes our service complete'.
ASB	Compliment to Lynn Barnes for taking their complaints seriously. Appreciate that she is busy with other cases but pleased with the response time.
Legal and Democratic Services	Customer was happy with service supplied and said, "Much obliged for your several very speedy responses . Much appreciated. Thanks again".
Community Safety	Thank you to Lee Pitchford for his time and contribution at PACT meeting that helped to keep everyone up to date on the aspects of Community Safety. After the meeting we had excellent feedback from the residents in attendance who really appreciated being kept in the picture.
Dial a Ride	Customer very happy with service received from Dial-a-Ride drivers Mike Pilkington and Jenny Snell for escorting her in the snow to and from Dial-a-ride bus so that she was able to attend her breathing exercise class.
Customer Services	I had no heating or hot water for the last three days and have made quite a few phone calls to Able Flame. Hilary was amazing and helped me so much, thank you. Hilary made several phone calls, sorted it all out and made an appointment for tomorrow and also a promise from the company to call me between 8am - 9am tomorrow to arrange a time.
Customer Services	Karen Jukes dealt with my Blue Badge application over the phone and I wanted to say what a lovely manner she had, she was most obliging, very helpful indeed.
Customer Services	I would like to say that I am very impressed with the service that I have received from Beverley and Neil, Reception, RBC. It doesn't matter what my enquiry is they always point me in the right direction or contact someone and my enquiry is resolved.
Landscaping	Thank you to Colin Pitts, Andrew Walker, Gavin Boyes and the team for the excellent job done in dealing with a fallen tree.

Landscaping	The landscape team that attended a fallen tree did an excellent job and because the road was not accessible due to icy conditions the team had to bring equipment by hand to move the tree. I would like this noted that I am extremely happy with the great service I received.
Refuse	My wife and I would like to express our thanks to your team for persevering in this extreme weather and finally being able to empty the waste bins. It is always pleasing to see that the local Council and its employees take their responsibilities seriously even when conditions are against them.
Street Cleaning	I would like to say thank you for the quick response and I am very pleased with the service I received.
Housing Services/Capital	Customer would like to pass on her happiness with the service she received on her new boiler. The three gentlemen that came to her house were very good and she is over the moon. A big thank you for an excellent job and service.
Housing Options	Compliment for Stephanie Nall, Estate Tenancy Officer, Housing Services - thank you very much for all your help the past few weeks it's very appreciated.
Repairs	I feel that I have to write to you about Darren that called to repair my porch door. He was very helpful, polite, and punctual and cleaned up the mess. He made a good job of the door, now shuts properly.
Theatre	A massive thank you to your staff for all their help on Saturday night, especially Carl who stood in at the last moment as our lampy couldn't make it, and also Martin front of house who helped me tremendously regarding the filming and seat allocation, and Paul in marketing too.
Theatre	Thank you to Tim and his team for assisting us with our production at the Palace Theatre to ensure it was a successful show. The expertise of the theatre stage staff makes all the difference. The fantastic lighting effects and the excellent work by Robert with the sound meant that the audience could see the full effect of the set with its black and white theme and could clearly hear both singing and dialogue. Everyone is always so willing to assist whatever the problem.
Benefits	The Customer came over to the desk after seeing a Benefit Officer to say how pleased he was with the service. Very happy. He was very useful and really good.

3. Local Government Ombudsman Complaints

There were no complaints referred from the Ombudsman this quarter.

There have been a total of four complaints referred from the Ombudsman during 2012/13, for investigation.

Team	Complaint	Decision
Housing Options	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.
Housing Repairs	The customer felt that there has been unacceptable delays and poor quality of repairs to her property.	There was evidence of some delays. Ombudsman proposed and agreed a local settlement of some additional works.
Engineering and Design	Customer feels that the Council has not done anything to stop tree roots causing damage to a water pipe, affecting the water supply to his private home.	After investigation the Ombudsman found no evidence of maladministration.
Landscaping	Customer felt that the Council has failed to properly maintain the trees at the back of his house causing an adverse impact on his property and amenity.	The LG decided not to investigate as they could not find any evidence of maladministration by the Council.

The nature and outcome of the LGO Complaints indicates that there are no major underlying problems within the Council's services and that our complaints process works to resolve the majority of issues with individuals.

It is recognised that customers are not always happy with the outcome of complaints. Our redesigned system is evidencing that better outcomes can be achieved more quickly if Officers have an 'in person' and direct relationship with the customer, and agree outcomes early in the process.

4. Customer Service Centre Information

This section provides some statistical information in respect of the service provided at the Customer Service Centres (CSC) and One Stop Shops (OSS).

The operational purpose of the Customer Services team is 'Help me get the support I need with my issue or problem'.

Customer numbers

The following table shows the numbers of customer transactions recorded by the Customer Service Team:

	Totals for 2011/12	4th quarter 2011/12	1st quarter 2012/13	2nd quarter 2012/13	3rd quarter 2012/13	4th quarter 2012/13	Totals for 2012/13
Face to face (enquiries)	72,785	18,266	14,130	15,080	16,285	14,699	60,194
Telephone (enquiries)	76,813	14,422	12,579	13,007	15,439	14,487	55,512
Switchboard calls (handled by operator)	77,017	27,497	26,299	27,817	30,416	24,151	108,683
Switchboard calls (handled by automated system)*	118,586 (figures only available from 17/07/11)	41,783	39,125	41,170	39,283	34,434	154,012
Email (enquiries handled by CS team)	3,270	1,014	825	770	1,159	1,159	3,913
Payments (through cash offices)	118,576	23,781	28,031	28,867	28,094	20,093	105,085
Payments (online)	16,786	3,636	5,202	4,173	5,534	4,519	19,428
Payments (automated telephone service)	9,921	1,844	2,447	1,828	2,134	1,642	8,051
Payments (assisted telephone service)	4,676 **	2,433	3,693	2,619	3,321	2,756	12,389
Total customer contacts	498,310	134,676	132,331	135,331	141,665	117,940	527,267

* It is not known how many of these calls were unsuccessful and resulted in a repeat call which the operator then had to handle but the proportion is expected to be quite high.

** Service not available until Q2 2011

After a peak in quarter 3 we have seen contact numbers drop back to the expected levels, suggesting that the peak was mainly flood related in late 2012.

There has been an overall drop in customers handled by the Customer Service team and an increase of calls handled by the switchboard and passed through to another service. This is as expected as service delivery changed in Revenues and Benefits.

The trend for increased online payments is continuing and there has been a corresponding drop in face to face and automated telephone payments. Our automated telephone payments demand has never fully recovered following the failure of the service in Summer 2012.

Resources in the Customer Services and Cashiers team have reduced to reflect this reduction in demand.

78% of all calls were answered in less than 8 seconds during this quarter. The average wait time on switchboard was 0.06 seconds and for a Customer Service Advisor in the Contact Centre is was 18.3 seconds.

The new call handling system (implemented March 2013) has proven successful and we are able to provide a more responsive service as a result.

5. 'Every Customer, Every Time - Everybody Matters' - Action Plan

The Every Customer, Every Time - Everybody Matters' Customer Experience Strategy set out a clear vision in respect of customer service.

Our vision is to:-

- **make it easy to access services, joining up with other organisations where possible;**
- **provide a high quality customer experience for all customers who make contact with us, regardless of when or how they make contact;**
- **ensure customers get the information and advice they need in a way that suits their needs and is easy to understand.**

This was supported by an action plan, focusing on 4 key themes intended to focus on delivering the best quality services that meet the needs of individuals for the lowest possible costs. These 4 themes are:

- **Customer experience** - going back to basics to ensure that the customer's experience of contacting us is always positive - even when we can't give the answer the customer wants.
- **Transform** - reviewing, and changing, service delivery based on what customers actually want and need and building the processes around the customer rather than to meet organisational needs.

- **Understanding the customer (including internal customers or partners)** - through feedback, complaints, compliments, surveys, forums, and using customer insight tools such as Mosaic and the information held on our own systems.
- **Our Staff** - ensuring all our staff are truly customer focused, and share the values and behaviours necessary to ensure we exceed our standards and our customer's expectations.

By implementing the Strategy we were also mindful of Redditch Borough Council's priorities specifically to have a **Well Managed Organisation**.

In the last two years there has been considerable progress with much of the action plan having been completed. Many of the actions have now become normal business and our approach to service transformation has customer service at its core thus ensuring a customer focused approach to all service development.

Some of the successes include:-

- Customer Focused 'behaviours' and expectations are embedded in our recruitment and performance development processes, ensuring that all staff are clear about how we will interact with customers and colleagues . Managers have received training to help them work with members of their team using coaching methods to help improve customer care provisions.
- We have held regular training events in a variety of formats ranging from in-house short awareness sessions such as the Customer Services pantomime, and 'handling complaints' training tailored to meet individual team needs, to formal training sessions on:
 - Customer focused written communications;
 - Customer Care Excellence;
 - Dealing with Difficult Customers; and
 - Coaching for Excellence.

Customer service focused training forms part of the annual training plan.

- A range of guidance has been provided to staff and is available on the Customer Service pages of the staff intranet. These include:
 - Staff customer care handbook;
 - Complaints - handling and recording;
 - Key behaviours;
 - Telephone techniques;
 - Dealing with Difficult Customers.
- Considerable work has been done on improving the content and accessibility of the Council's website, including a feedback mechanism to enable users to highlight problems or poor content. This work is ongoing with each service managing their own content but working with the Web Development experts to ensure consistency and a high standard.

- An in house Mystery Shopping regime has been developed and is used annually. This is the subject of further development as it is important to ensure this fits with the changing face of service delivery as a result of transformation. This is supported by the 'call back' system, where Customer Service staff make contact with customer a few weeks after their contact with the Council to find out whether they were happy with the service and if their issue was resolved.
- The customer feedback system was overhauled and new software introduced to enable improved management of responses and reporting. This is now being reviewed again using systems thinking principles, specifically that the managers should speak directly to the customer about their concerns and agree a suitable resolution, wherever possible. This is showing that complaints can be handled more quickly and also more effectively to the customers satisfaction. Although it is recognised that sometimes we are unable to satisfy the customer evidence so far suggests that the personal interaction is helpful in breaking down misconceptions and poor communication.
- The work of the Customer Service team has changed dramatically over the last two years and so is under constant review, but changes made to the front of house service, cashiering service and structure, and the telephone software have resulted in a more responsive service, as well as reducing the resources required.
- To support the established and well recognised staff awards scheme, we have introduced an ongoing Customer Heroes Award which enable staff and customer to nominate a member of staff at any time of year in recognition of being a customer hero. This has highlighted excellent customer care across the authority.

There are 3 actions currently in development. These are:

- Providing guidance/opportunities for people to get involved at the Council;
- Staff surveys; and a
- Rolling communications/consultation plan.

6 actions out of a total of 57 have not been completed. These have all been reviewed and no further action taken as the systems thinking approach has superseded the need. The actions not completed are:

- Action - CMT Walking the Wards.
 - System Thinking requires system leaders to understand their systems in much greater depth, including the impact on the locality. Work in Housing, Planning and Environmental Services has resulted in CMT and other managers working in specific areas and 'out in the work'.
- Action - Use of Customer Insight tools to inform decision making.
 - Although we carried out a pilot we found that the customer insight data did not take account of true customer demand. Again, as systems thinking places the customer's needs at the heart of service delivery we found that there was little or no advantage in using such tools.

- Action - Working with partners across Worcestershire to implement a joint self-service strategy.
 - We are developing self-service mechanism in line with systems thinking principles, based on needs identified within each service and where it adds value to our customers.
- Action - Achieve Customer Service Excellence Accreditation.
 - An internal review of the organisation against the CSE criteria showed that we met the majority. The decision was taken to not pursue the costly accreditation and focus our resources instead on system thinking transformation which looks at customer service in the context of the whole system.
- Action - Ensure customer service features in action plans of all services, as part of our business planning process.
 - The formal business planning process has been discontinued as a result of our move towards the systems thinking approach. This sees customer service as an integral part of all service transformation reviews.
- Action - Implement GovMetric to capture real time customer feedback on their experience.
 - This has been deferred due to changing priorities. We will continue to monitor customer feedback through complaints, comments and compliments received as well as real time discussions with customers as they do business with us.

The Head of Customer Services will continue to identify areas for improvement and any actions necessary to support the vision to ensure that **every customer** has an excellent experience when dealing with the Council, **every time**.

Amanda de Warr
Head of Customer Services
April 2013

**EXECUTIVE
COMMITTEE**

11th June 2013

**ACCESS FOR DISABLED PEOPLE TASK GROUP MONITORING UPDATE –
OVERVIEW AND SCRUTINY COMMITTEE REFERRAL**

Relevant Portfolio Holder	Councillor Greg Chance, Portfolio Holder for Planning, Regeneration Economic Development and Transport, and Councillor Bill Hartnett, Portfolio Holder for community Leadership and Partnership.
Portfolio Holder Consulted	No
Relevant Head of Service	Judith Willis, Acting Head of Community Services
Ward(s) Affected	Abbey ward
Ward Councillor(s) Consulted	N/A
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report summarises the action proposed by the Overview and Scrutiny Committee to install a canopy over the entrance ramp access to Shopmobility.

2. RECOMMENDATIONS

The Committee is asked to RECOMMEND that

funding of £5,000 be released from balances in 2013/14 to meet the costs associated with the installation of a canopy over the access ramp to Shopmobility.

3. KEY ISSUES

Background:

- 3.1 The Overview and Scrutiny Committee commissioned a review of access for people with disabilities to Redditch town centre in 2011. A total of seven Members served on the review over the course of two municipal years including Councillors M Chalk, A Clayton, Fry (Chair, May – August 2012), Hartnett, Mason (Chair, September 2011 – May 2012), Quinney and Smith. The review was completed in August 2012.
- 3.2 During the course of the review the Councillors focused on the needs of people with all types of disability. The group was specifically tasked with investigating access for people with disabilities to the town centre by bus, taxi and by car. At the end of the review the group proposed 11 recommendations, the majority of which were approved, though a number required external organisations to make a final decision.

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- 3.3 Included within the recommendations were proposals for Officers to investigate a number of areas in further detail. One of the subjects that Officers were asked to review was the potential for a canopy to be installed over the ramp access to Shopmobility. Officers investigated this subject in detail and reported their findings for the consideration of the Overview and Scrutiny Committee on 2nd April 2013. (Appendix A).

Financial Implications

- 3.4 The estimated cost to install the shelter, including Landlord approval costs, would be £5,000. The figure quoted in this report relates only to the plans provided in Appendix B.
- 3.5 Additional expenditure would be required if seating was added to the shelter. The cost of incorporating seating into the structure would be £300 for a small bench and £600 for a bench extending across the width of the shelter, in addition to the £4,857 reported to the Overview and Scrutiny Committee as the cost for the installation of a canopy. This proposal would cost just under £5,500. An outline of a canopy incorporating seating can be viewed in Appendix C.
- 3.6 The Overview and Scrutiny Committee was advised that the installation of a canopy over the ramp access to Shopmobility could not be paid for out of existing budgets. The Committee therefore proposed that a request be made to fund the cost associated with the installation during 2013/14 from balances, a request that would be subject to Full Council approval. However, an alternative option would be to fund the installation of the canopy using the Shopmobility service's earmarked reserves.

Legal Implications

- 3.7 There are no legal implications for this report.

Service / Operational Implications

- 3.8 The ramp is located on private land owned by the Kingfisher Shopping Centre. The Council will therefore require the Kingfisher Shopping Centre's approval to carry out the proposed works.
- 3.9 Generally, in cases where the Council installs bus shelters planning permission is not required because these structures are often installed on Council land. However, as the shelter would be installed on private land planning permission would be required in this case.

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Customer / Equalities and Diversity Implications

- 3.10 The canopy would benefit Shopmobility users as it would provide shelter to customers waiting for a Dial a Ride vehicle during adverse weather. In addition, the canopy would benefit users if it allowed for seating.

4. RISK MANAGEMENT

There are none identified.

5. APPENDICES

Appendix A – Extract from the minutes of the Overview and Scrutiny Committee meeting held on 2nd April 2013.

Appendix B – Draft proposed plans for the canopy.

Appendix C – Draft proposed plans for a canopy incorporating seating.

6. BACKGROUND PAPERS

Access for Disabled People Task Group – Final Report (August 2012).

Access for Disabled People Task Group – Monitoring Update Report (April 2013).

AUTHOR OF REPORT

Name: Jess Bayley, Democratic Services Officer, on behalf of the Overview and Scrutiny Committee.

email: jess.bayley@bromsgroveandredditch.gov.uk

Tel.: 01527 64252 ext 3268



Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

MINUTES

Present:

Councillor Juliet Brunner (Chair), and Councillors Andrew Brazier, David Bush, John Fisher, Andrew Fry, Pattie Hill, Roger Hill (substituting for Councillor Simon Chalk), Gay Hopkins and Pat Witherspoon.

Also Present:

Mr M Hall, (Co-opted Member of the Arts and Culture Centre Task Group and Chair of the Arts in Redditch Network).

Officers:

L Berry, J Pickering and F Scott.

Democratic Services Officers:

J Bayley and M Craggs

APPENDIX A: MINUTE 168

ACCESS FOR DISABLED PEOPLE TASK GROUP - MONITORING UPDATE REPORT

Members received a monitoring report update on action taken to implement recommendations made by the Access for Disabled People Task Group in August 2012.

Members received updates on the following recommendations:

Recommendations 3 and 4: Accessibility of Taxi Services

The Committee was informed that the outcomes of a six week consultation with local taxi drivers and the local Taxi Association on the possibility of offering extend licenses for adapted vehicles to 12 years, rather than 9 years for standard vehicles, were to be reported for the consideration of the Licensing Committee at its meeting on 1st July 2013. Members commented that the Council

.....
Chair

Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

needed to make it more financial viable for taxi operators to purchase adapted vehicles for their fleet.

The Licensing committee was also proposing that taxi drivers should be offered mandatory disability awareness training. This was similarly subject to the outcomes of consultation with relevant stakeholders.

Recommendation 6: Member Development

Members were advised that an equalities training session had already been held for Councillors. It was reported that this session had been relatively successful, although the subject matter could not be discussed in any great detail, especially around what is meant by 'discrimination', due to the brevity of the session. However, Members in attendance did return positive feedback. Therefore it was proposed that a similar session be included on an annual basis in the Member Development schedule.

Recommendation 10a: Shopmobility Access Ramp

Officers had been asked to investigate the potential for a canopy to be installed over the ramp access to Shopmobility. This review had been completed in time for the meeting and Officers reported that the installation of a canopy would require planning permission as well as permission from the Kingfisher Centre. Plans outlining a possible design for the canopy had been submitted by Officers, though Members were advised that these plans could be amended. The Committee was advised that it would cost the Council £4,857.00 to install a canopy at this location if these plans were adopted, which would require an in-year bid from Council balances.

Members recognised that the Council had to consider this level of expenditure on Council services very carefully. However, the Committee concurred that the idea should still be pursued as the canopy would provide much needed shelter for Shopmobility customers.

Recommendation 10d: Disability Parking spaces - Former Covered Market

Officers proposed that no further action be taken to introduce disabled parking spaces or a Dial a Ride collection and delivery point in the former covered market area. Members were informed that the majority of local stakeholders consulted on the proposal were opposed to the idea. There were health and safety concerns relating to the potential for conflict between vehicles and

Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

pedestrians. Furthermore, planning permission was unlikely to be obtained for any additional car parking in the location as the area had been designated for retail development.

RECOMMENDED that

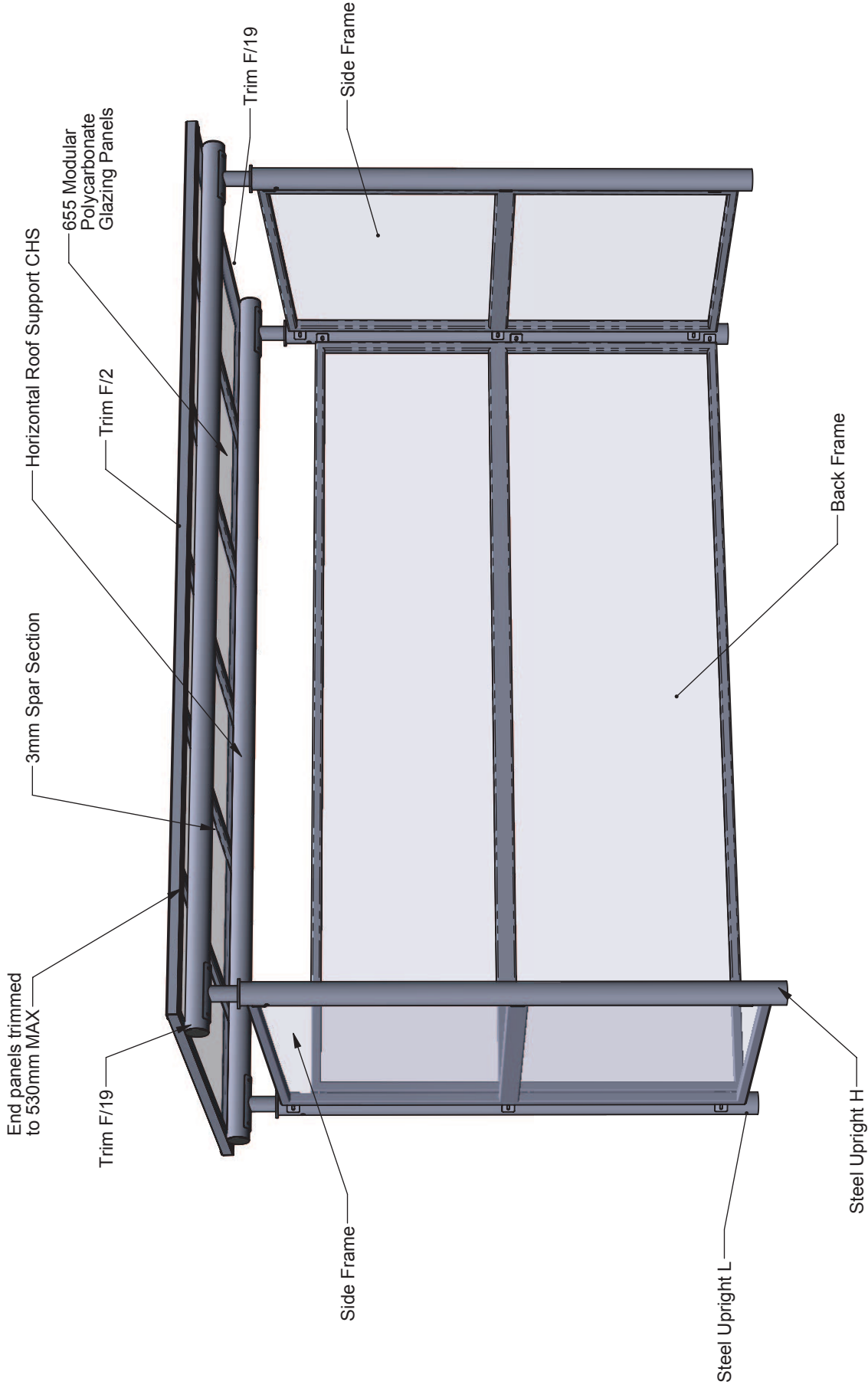
- 1) a disability awareness session should be delivered on an annual basis as part of the Member Development Programme at Redditch Borough Council; and**
- 2) funding of £4,857 be released from balances in 2013/14 to meet the costs associated with the installation; and**

RESOLVED that

the report be noted.

The Meeting commenced at 7.00 pm
and closed at 8.25 pm

APPROVAL STAGE GENERAL VIEW



General Notes:

All Dimensions in mm

Project Kingfisher Centre Bus Shelter

Date Issued 28-10-13

Ch'd By RPP

Drawn By KQ

Scale NTS

Issue: A

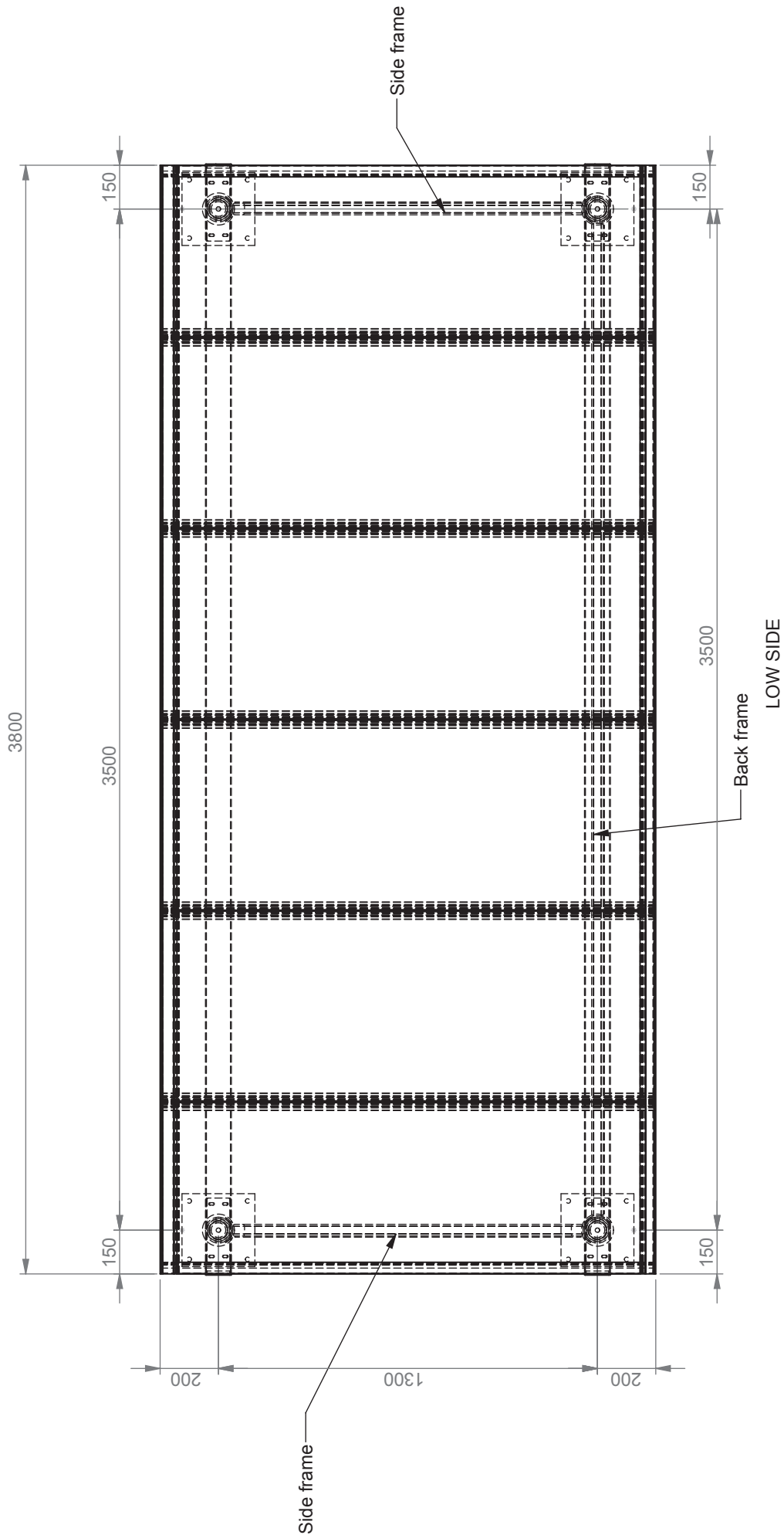


A&S Landscape

Alpine House - Drayton Road
Shawbury - Shropshire - SY4 4NZ

Telephone: 01939 250066 - Fax: 01939 252122
Email: sales@aandslandscape.com

APPROVAL STAGE PLAN



General Notes:
All Dimensions in mm

Project Kingfisher Centre Bus Shelter

Date Issued 28-1-13

Ch'd By RPP

Drg No. AS-A-002

Issue: A

Scale 1:20



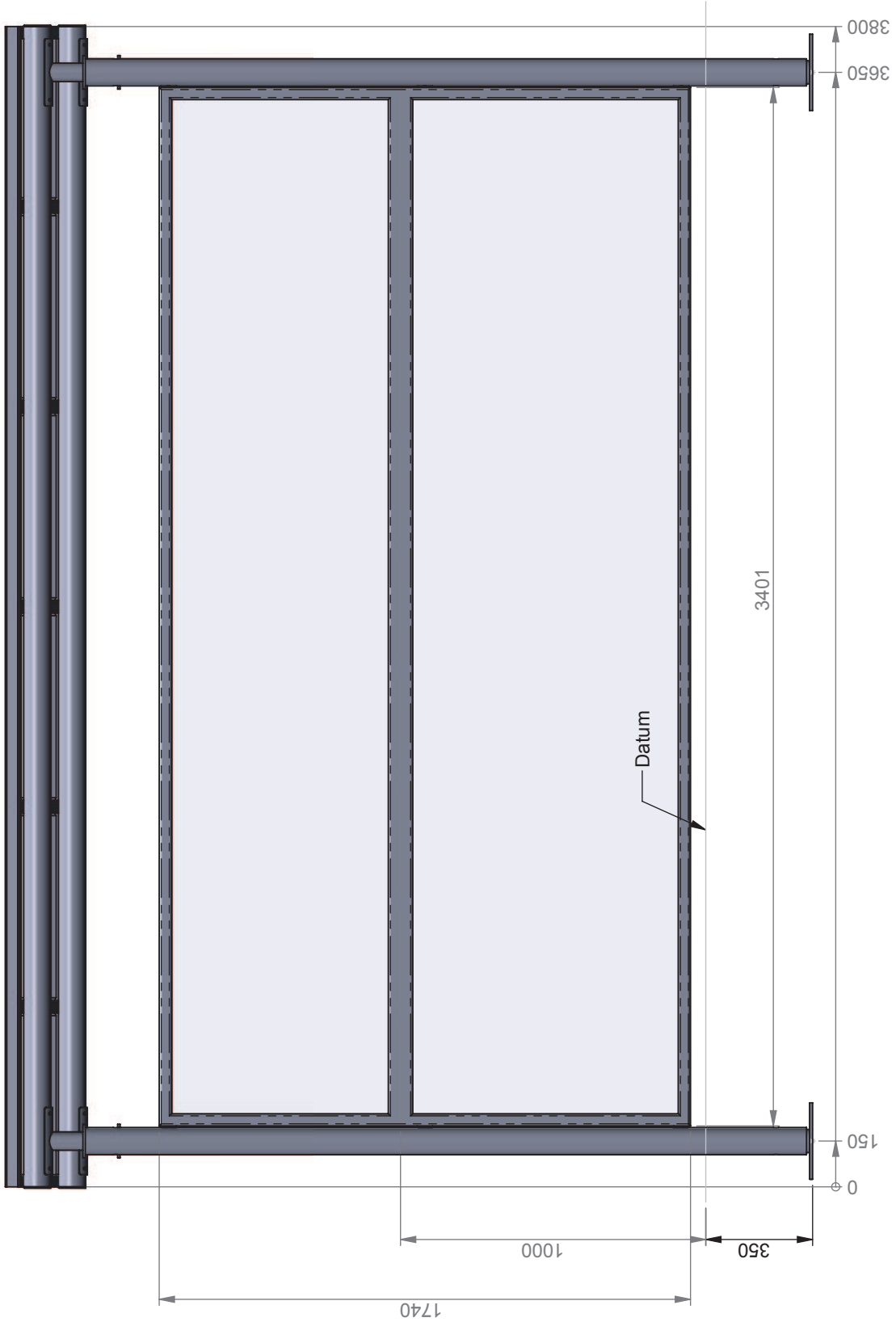
A&S Landscape

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Shawbury - Shropshire - SY4 4NZ

Telephone: 01939 250066 - Fax: 01939 252122
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APPROVAL STAGE

FRONT VIEW



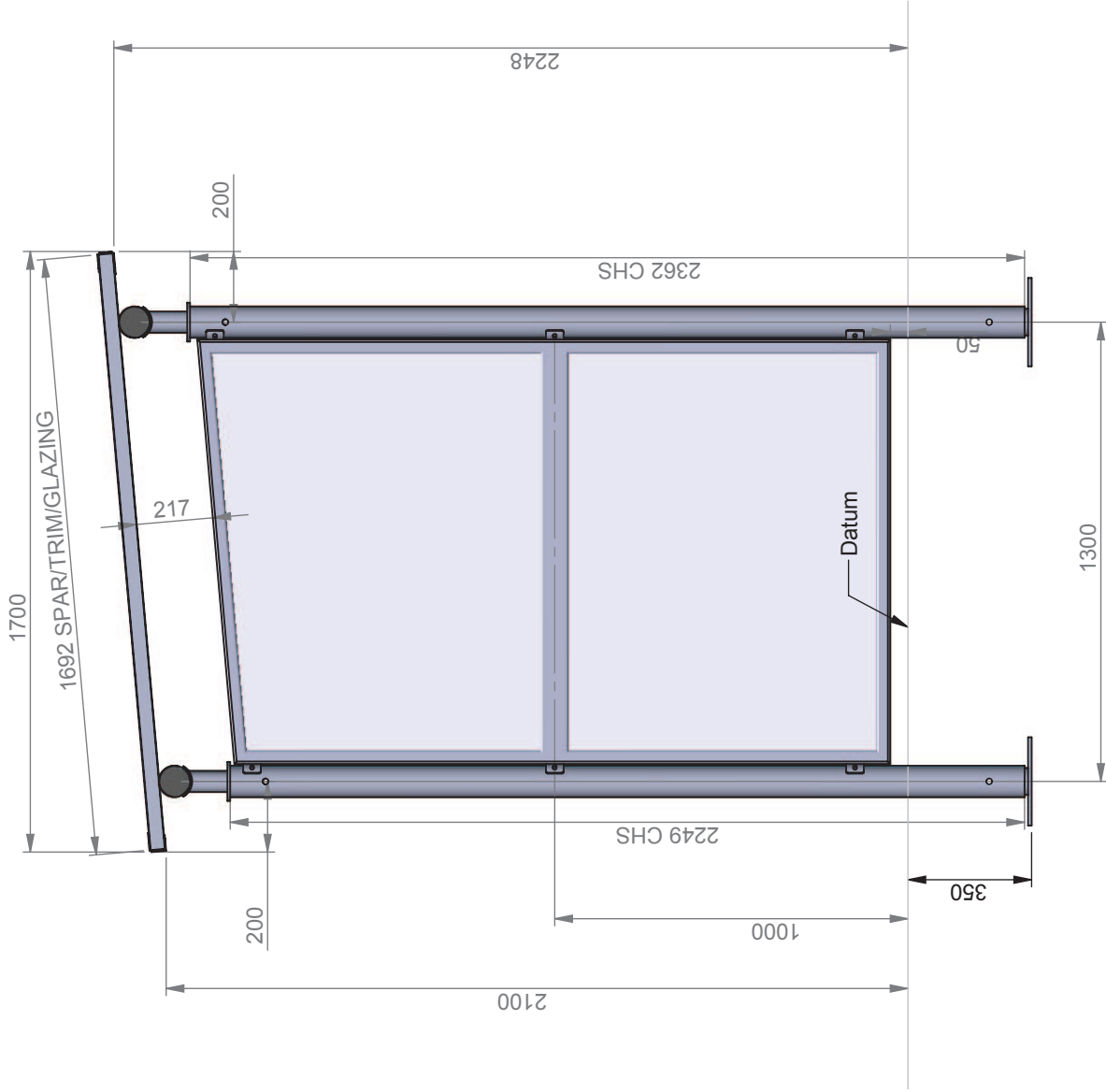
General Notes:
All Dimensions in mm

Project Kingfisher Centre Bus Shelter

Date Issued	28-1-13	Drawn By	KQ	Ch'd By	RPP
Drg No.	AS-A-003	Issue.	A	Scale	1:20

A&S Landscape
 Alpine House - Drayton Road
 Shawbury - Shropshire - SY4 4NZ
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 Email: sales@aandlandscape.com

APPROVAL STAGE SECTION VIEW



General Notes:
All Dimensions in mm

Project Kingfisher Centre Bus Shelter

Date Issued 28-1-13

Drg No. AS-A-004

Drawn By KQ

Issue: A

Ch'd By RPP

Scale 1:20

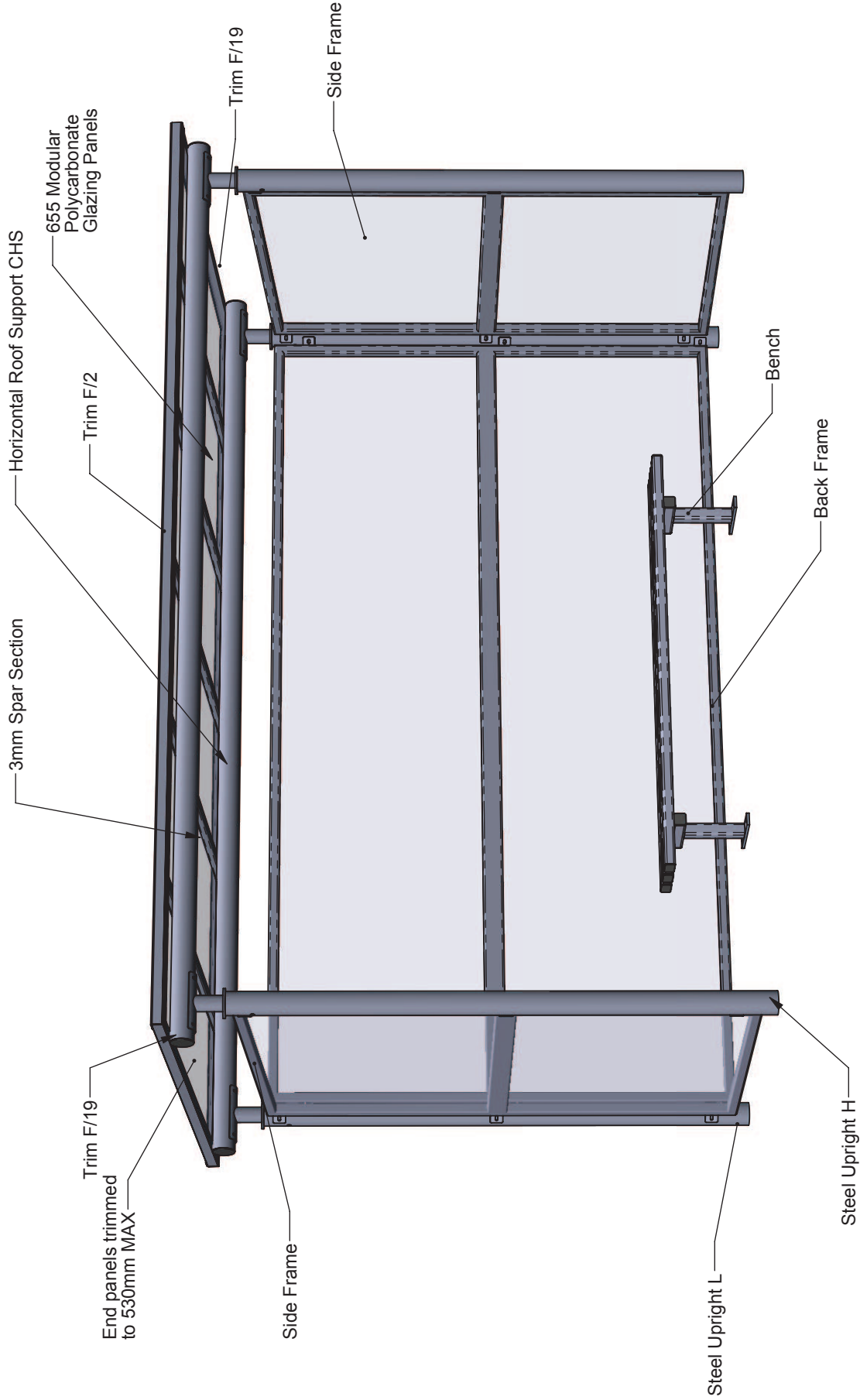


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Shawbury - Shropshire - SY4 4NZ

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Email: sales@aandstandlandscape.com

APPROVAL STAGE GENERAL VIEW



General Notes:

All Dimensions in mm

Project Kingfisher Centre Bus Shelter

Date Issued 28-5-13

Drg No. AS-A-001

Drawn By KQ

Issue: B

Ch'd By RPP

Scale NTS

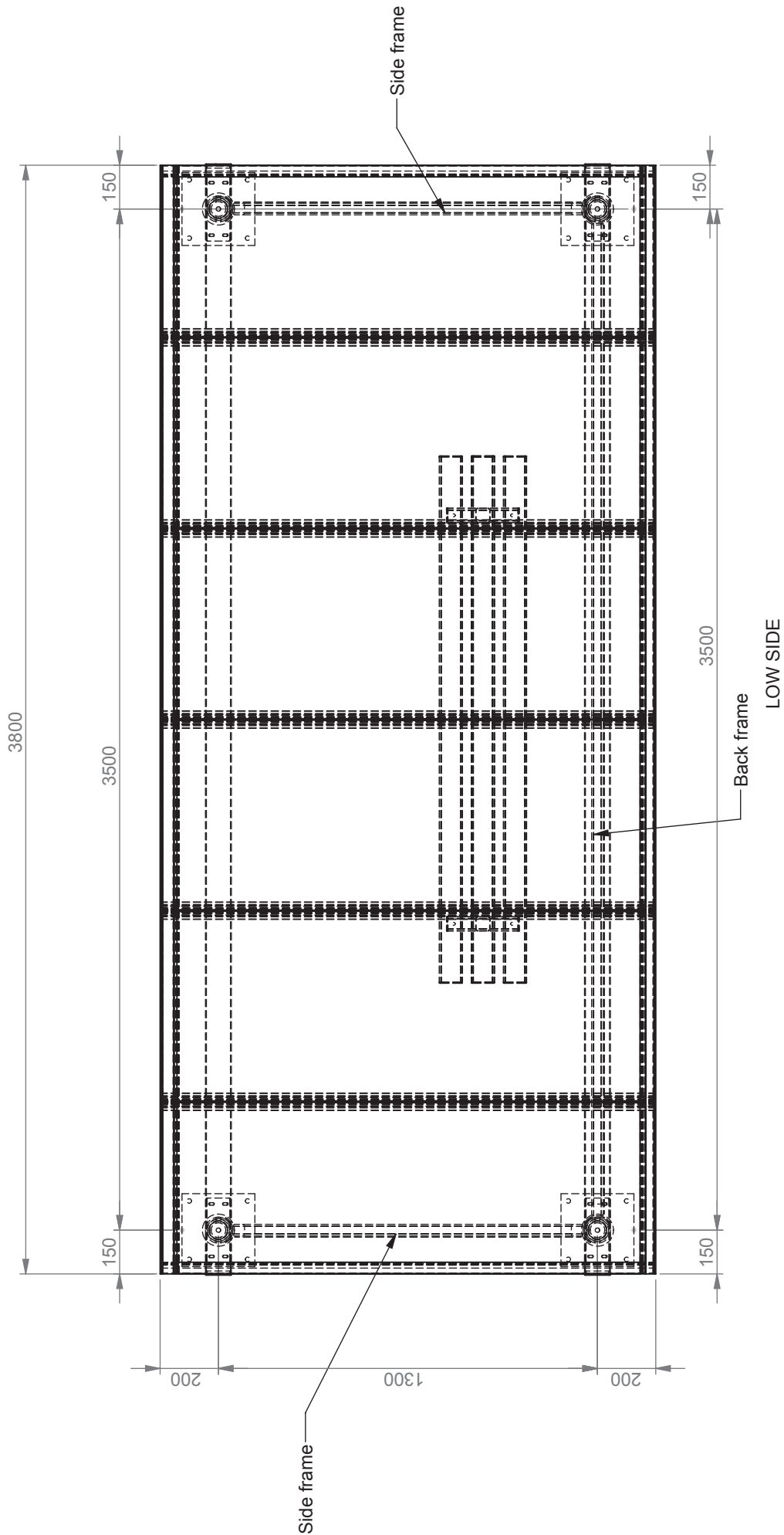


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APPROVAL STAGE PLAN



General Notes:
All Dimensions in mm

Project Kingfisher Centre Bus Shelter

Date Issued 28-5-13

Ch'd By RPP

Drawn By KQ

Drg No. AS-A-002

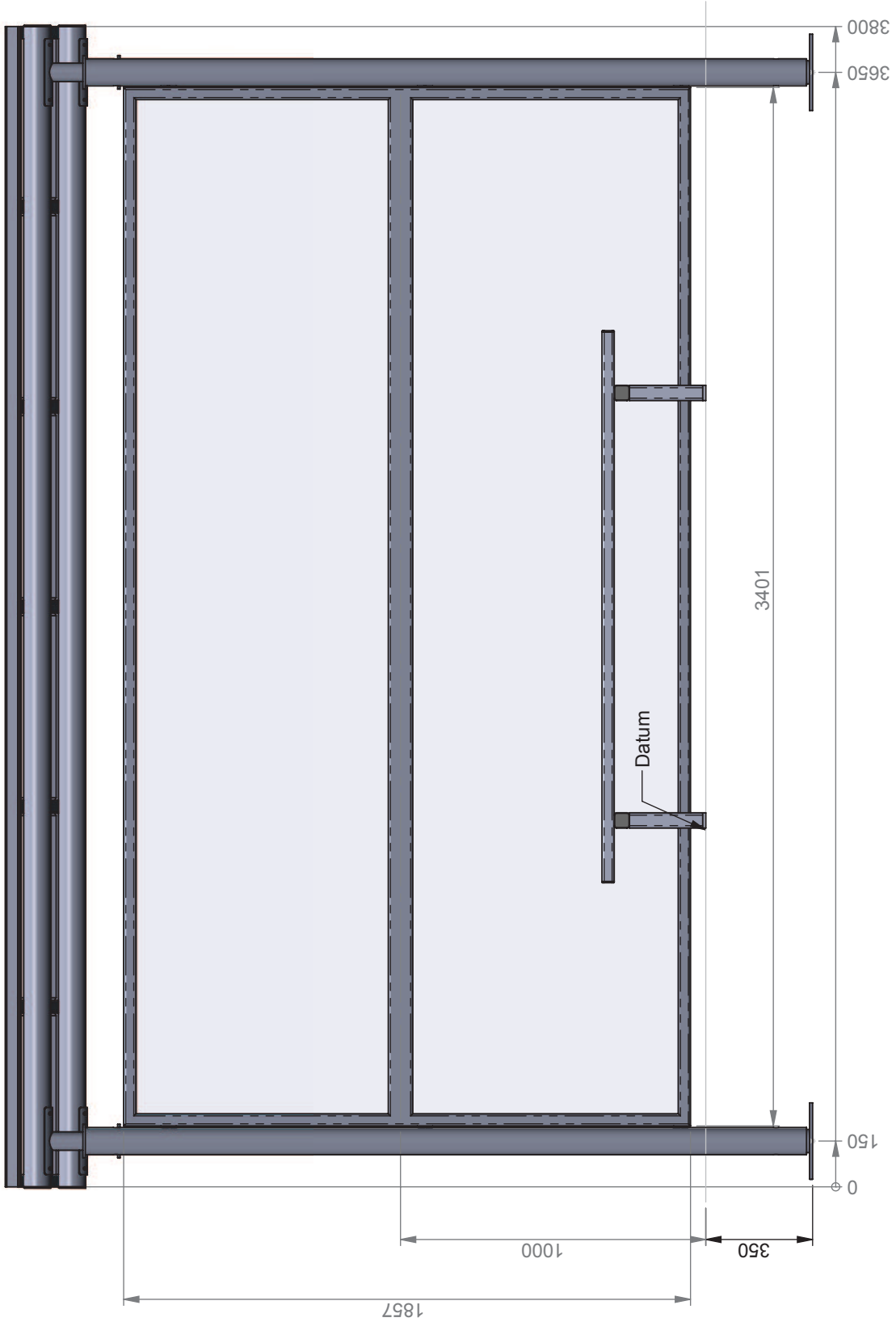
Issue: B

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APPROVAL STAGE

FRONT VIEW



General Notes:
All Dimensions in mm

Project: Kingfisher Centre Bus Shelter

Date Issued: 28-5-13

Drg No.: AS-A-003

Drawn By: KQ

Issue: B

Ch'd By: RPP

Scale: 1:20

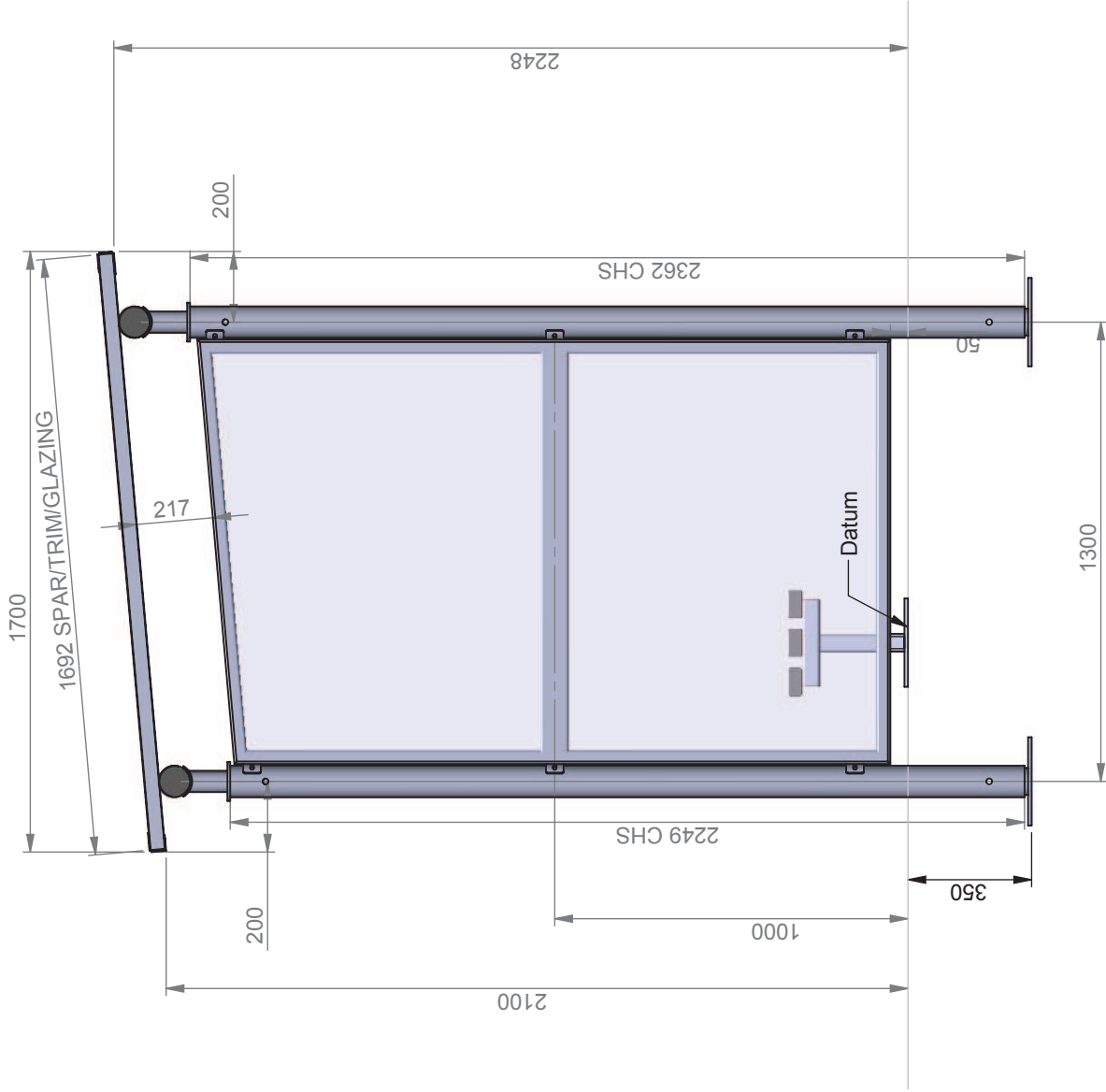


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APPROVAL STAGE SECTION VIEW



General Notes:
All Dimensions in mm

Project Kingfisher Centre Bus Shelter

Date Issued 28-5-13

Drg No. AS-A-004

Drawn By KQ

Issue: B

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Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

MINUTES

Present:

Councillor Juliet Brunner (Chair), and Councillors Andrew Brazier, David Bush, John Fisher, Andrew Fry, Pattie Hill, Gay Hopkins, Pat Witherspoon and Roger Hill.

Also Present:

Mr M Hall, (Co-opted Member of the Arts and Culture Centre Task Group and Chair of the Arts in Redditch Network).

Officers:

L Berry, J Pickering, L Berry and F Scott and F Scott.

Democratic Services Officers:

J Bayley and M Craggs

164. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillor Simon Chalk. Councillor Roger Hill was confirmed as his substitute.

165. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

166. MINUTES

RESOLVED that

the minutes of the meeting of the Overview and Scrutiny Committee held on Tuesday 5th March be approved as a true and correct record of the meeting and signed by the Chair.

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Chair

Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

167. ARTS AND CULTURE CENTRE TASK GROUP - FINAL REPORT

As Chair of the Review, Councillor Gay Hopkins presented the Committee with the findings and recommendations of the Arts and Cultural Centre Task Group. Members were provided with a summary of what the task group had accomplished during the review, the venues Members had visited, who they had interviewed, and what the group had found.

It was explained that final outcome of the review was not what had initially been expected. The group was ultimately proposing that in the short term there should be a focus on more effectively promoting and publicising existing arts facilities and attractions in the town, in order to raise awareness of existing facilities. This would include the development of new maps to highlight where local residents and visitors could find all of the main arts and culture attractions, events, and relevant groups in the town. In the long-term it was possible that a community group would be able to establish an arts and culture centre in Redditch, though the group was not proposing that the Council should establish, fund or manage this type of venue.

Councillor Hopkins thanked all of her fellow task group members for the enthusiasm they had shown throughout the review. Officers were also thanked for their guidance and assistance, especially Jess Bayley for all her hard work and support.

The Chair of the Overview and Scrutiny Committee congratulated the task group on completing an excellent review. In particular, The Chair noted that the group had generated a superb response to the public consultation.

The Committee were united in their support for the group's findings and recommendations. In addition, Members proposed that a new logo should be created to brand the arts in Redditch.

RECOMMENDED that

Recommendations that could be implemented in the short to medium term:

- 1) **the Arts in Redditch Network, and the benefits to be accrued from membership of the network, should be promoted to local arts groups;**

Overview and Scrutiny Committee

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- 2) the Arts in Redditch Network should maintain a list of existing arts groups in Redditch on their new website;
 - a) the Council should continue to maintain a link from the local authority's website to the new Arts in Redditch Network website;
- 3) an online Redditch Arts Map, including an arts trail, outlining the location of public art works and venues in the Borough and linked to an icon on the new information kiosks in the town centre, should be introduced;
- 4) art exhibition space, where local artists can display their work, should be introduced at the Palace Theatre and the Abbey Stadium;
 - a) the Arts in Redditch Network should promote opportunities to display local artists' work;
- 5) the Council should continue to provide support and advice to any community group aiming to introduce a new arts group in the town. In addition:
 - a) action should be taken to increase public awareness of the support and advice provided by the Council to community groups with an interest in the arts;
 - b) any new enquiries should be signposted to the Arts in Redditch Network to facilitate the formation of new arts groups; and
 - c) a new logo be created for the arts in Redditch;
- 6) the evidence gathered by Members during the course of the review and the information contained in the Arts and Culture Centre Task Group's final report should be taken into account by Officers when producing the new Redditch Arts Strategy;

Recommendations that could be implemented in the long-term:

- 7) in an ideal world an arts centre would be established in Redditch by a community group. However, in order for this objective to be achieved the community group needs to be aware of and to address the following barriers:
 - a) the extent to which local arts groups would make use of an arts centre;
 - b) the financial costs involved in establishing and maintaining an arts centre;

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- c) **funding application requirements;**
 - d) **creating a sustainable business case;**
 - e) **legal liability and accountability issues;**
 - f) **availability of volunteers to operate the centre; and**
 - g) **management arrangements for the centre.**
- 8) **the Council should provide the following support and advice to any community organisation that aims to establish an arts and culture centre in the town:**
- a) **guidance on how to complete funding applications for grants**
 - b) **advice on how to produce a business case; and**
 - c) **signpost groups to relevant expert contacts for further specialist help;**
- 9) **the 'Creative Redditch' artwork should be prioritised for use on the next bus shelter that is installed in Redditch town centre.**

RESOLVED that

the report be noted.

168. ACCESS FOR DISABLED PEOPLE TASK GROUP - MONITORING UPDATE REPORT

Members received a monitoring report update on action taken to implement recommendations made by the Access for Disabled People Task Group in August 2012.

Members received updates on the following recommendations:

Recommendations 3 and 4: Accessibility of Taxi Services

The Committee was informed that the outcomes of a six week consultation with local taxi drivers and the local Taxi Association on the possibility of offering extend licenses for adapted vehicles to 12 years, rather than 9 years for standard vehicles, were to be reported for the consideration of the Licensing Committee at its meeting on 1st July 2013. Members commented that the Council needed to make it more financial viable for taxi operators to purchase adapted vehicles for their fleet.

The Licensing committee was also proposing that taxi drivers should be offered mandatory disability awareness training. This was similarly subject to the outcomes of consultation with relevant stakeholders.

Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

Recommendation 6: Member Development

Members were advised that an equalities training session had already been held for Councillors. It was reported that this session had been relatively successful, although the subject matter could not be discussed in any great detail, especially around what is meant by 'discrimination', due to the brevity of the session. However, Members in attendance did return positive feedback. Therefore it was proposed that a similar session be included on an annual basis in the Member Development schedule.

Recommendation 10a: Shopmobility Access Ramp

Officers had been asked to investigate the potential for a canopy to be installed over the ramp access to Shopmobility. This review had been completed in time for the meeting and Officers reported that the installation of a canopy would require planning permission as well as permission from the Kingfisher Centre. Plans outlining a possible design for the canopy had been submitted by Officers, though Members were advised that these plans could be amended. The Committee was advised that it would cost the Council £4,857.00 to install a canopy at this location if these plans were adopted, which would require an in-year bid from Council balances.

Members recognised that the Council had to consider this level of expenditure on Council services very carefully. However, the Committee concurred that the idea should still be pursued as the canopy would provide much needed shelter for Shopmobility customers.

Recommendation 10d: Disability Parking spaces - Former Covered Market

Officers proposed that no further action be taken to introduce disabled parking spaces or a Dial a Ride collection and delivery point in the former covered market area. Members were informed that the majority of local stakeholders consulted on the proposal were opposed to the idea. There were health and safety concerns relating to the potential for conflict between vehicles and pedestrians. Furthermore, planning permission was unlikely to be obtained for any additional car parking in the location as the area had been designated for retail development.

Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

RECOMMENDED that

- 1) **a disability awareness session should be delivered on an annual basis as part of the Member Development Programme at Redditch Borough Council;**
- 2) **funding of £4,857 be released from balances in 2013/14 to meet the costs associated with the installation; and**

RESOLVED that

the report be noted.

169. LIVING WAGE - OUTLINE REPORT

The Committee considered a report regarding the Living Wage and the current implications for employees. The issue was initially raised as a 'Motion on Notice' at the Full Council meeting of 15th January 2013, whereupon it had been referred to the Overview and Scrutiny Committee for further investigation.

Members heard that the national Living Wage of £7.45 (for those living outside of London) was above the current earnings of thirty six members of staff, and also Scale 1 of the new salary grades that would soon be introduced once Job Evaluation had been formally agreed with the relevant trade union representatives. However, it was confirmed that all members of staff would be employed on at least Scale 2 once Job Evaluation came into effect, and therefore would earn in excess of the Living Wage.

Members agreed that the Committee should take another look at this issue in six month times. In particular, Officers were asked to provide an update in this report on the progress that had been made in implementing job evaluation.

RESOLVED that

- 1) **the Overview and Scrutiny Committee consider an update report on the Living Wage at its meeting on 8th October 2013; and**
- 2) **the report be noted.**

Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

170. WEST MIDLANDS REGIONAL SCRUTINY NETWORK - UPDATE REPORT

Councillor Witherspoon provided a verbal update on the West Midlands Regional Scrutiny Network meeting that took place on 21st March 2013 at Malvern Hills District Council, which had focused on education scrutiny.

The Committee expressed some concern that any scrutiny undertaken by local authorities into the performance of schools might conflict with the work undertaken by Ofsted. Furthermore, it was felt that head teachers, school chairmen and governors would not welcome additional scrutiny.

RESOLVED that

the report be noted.

171. EXECUTIVE COMMITTEE MINUTES AND SCRUTINY OF THE FORWARD PLAN

RESOLVED that

the minutes of the meetings of the Executive Committee held on Tuesday 12th March and the latest edition of the Executive Committee Work Programme be noted.

172. ACTIONS LIST

RESOLVED that

the Actions List be noted.

173. TASK GROUP REVIEWS - DRAFT SCOPING DOCUMENTS

The Committee considered a proposal received from Wychavon District Council to undertake a joint scrutiny of Worcestershire Regulatory Services (WRS).

It was explained that every Council in Worcestershire, apart from the County Council, had expressed an interest in participating in the review and the draft terms of reference had already been agreed by Bromsgrove District Council, Malvern Hills District Council, Worcester City Council and Wychavon District Council. The review would be facilitated by Bromsgrove District Council as the host authority for the WRS.

Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

Members noted that the review was not due to start until the new municipal year. Appointments from the Council to the joint review would therefore be made alongside other Committee appointments during the annual meeting of Council in May 2013.

RESOLVED that

- 1) **Redditch Borough Council Scrutiny Members participate in the joint scrutiny of Worcestershire Regulatory Services;**
- 2) **the terms of reference for the proposed review of Worcestershire Regulatory Services, as attached at Appendix 1 to the report, be approved; and**
- 3) **the report be noted.**

174. TASK GROUPS - PROGRESS REPORTS

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

- a) Arts and Culture Centre – Chair, Councillor Gay Hopkins

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

- b) Housing Density – Chair, Councillor David Bush

The Housing Density Task Group had held two meetings to date. Relevant Officers from the planning and housing teams had attended to give background information to the review, and had been requested to provide further details.

The group had also met with Officers to discuss a possible public consultation in order to obtain local residents' views on the matter.

RESOLVED that

the update report be noted.

175. HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Councillor Witherspoon updated the Committee on the latest business of the Worcestershire Health Overview and Scrutiny Committee (HOSC).

Overview and Scrutiny Committee

Tuesday, 2nd April, 2013

Members were advised that at a recent informal meeting, representatives received information on Worcestershire HealthWatch, an independent consumer body that would be accountable to the County Council and was to be based in Pershore. Representatives were also informed about where HealthWatch would fit into the local NHS structure.

Members were interested to find out more information on the proposals for HealthWatch due to the potential significance to local residents. The Committee therefore requested that a representative of Worcestershire HealthWatch be invited to a forthcoming meeting to explain how it would affect the district. It was suggested that this presentation should be opened up for all Borough Councillors to attend.

RESOLVED that

- 1) a representative of Worcestershire HealthWatch, be invited to present information on the new body and the implications for the Borough at a forthcoming meeting of the Committee; and**
- 2) the report be noted.**

176. REFERRALS

There were no referrals.

177. WORK PROGRAMME

Members were informed about Overview and Scrutiny Work Programme Planning Event scheduled for Monday 13th May which would be open for all Borough Councillors to attend.

RESOLVED that

the Committee's Work Programme be noted.

**REDDITCH BOROUGH COUNCIL AND
BROMSGROVE DISTRICT COUNCIL**

SHARED SERVICES BOARD

15th April 2013 at 5.30pm

COMMITTEE ROOM 2, TOWN HALL, REDDITCH

Present: Councillors Bill Hartnett (Chair), Greg Chance, Carole Gandy and Debbie Taylor (Redditch Borough Council)

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

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

Notes: Michael Craggs

1. APOLOGIES

Apologies for absence were received from Councillor Roger Hollingworth (BDC) and Angie Heighway.

2. MINUTES

2.1 The minutes of the previous meeting of the Board held on 10th January 2013 were agreed as a correct record.

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.]

PRESENTATIONS – TRANSFORMATION UPDATES

3.1 Environmental Services Intervention

Mr Revans and Mrs Horrobin gave an update on Environmental Services transformation regarding the following areas:

- Waste collection
- Street cleansing
- Landscape & Grounds Maintenance

Members heard that service transformation was being achieved under the new strategic purpose of “Keep my place safe and looking good”. Transformation under Waste Intervention started in 2012. It was expected that significant savings would be achieved.

The introduction of a new Environmental Services ‘ops’ centre in January 2013 had helped to improve customer service and had generated savings. The number of missed collections had reduced significantly in Bromsgrove following its introduction.

Officers were looking at working more closely with partners, including the county council, to successfully tackle any issues and to improve services for customers.

Tree management was reported as a very significant issue, especially as there was plenty of reactive demand in Redditch and because it was managed differently across the two councils. Officers were looking to plan more proactive work in high demand areas in future through transformation.

In terms of bulky collections, Members heard that an emphasis was being placed on making the service fit with that customers wanted. This would again involve working holistically with relevant partners to meet customer demand, potentially to include working closely with the third sector to meet this demand.

The Board thanked the Officers for the update.

3.2 Planning Services Intervention

Mrs Bamford referred the Board to the revised working principles that had been developed as part of the planning services intervention. These were all intended to help Officers move away from a targets driven approach to focusing instead on the specific needs of the customer. This included communicating more often with the customer during the application process to help guard against any confusion and miscommunication further down the line.

Members heard that transformation had helped Officers process applications more quickly and efficiently as administrative burdens had steadily been reduced. Some lessons had been learnt from the planning

team at Wolverhampton City Council who had recently been through their own service transformation.

Officers across both Redditch and Bromsgrove were also being invited to make their own suggestions to improve the process and to challenge the historic way of working. However, potential changes would need to be supported by fact and data before they were introduced.

Officers were firmly focused on reducing waste which was of no benefit to the customer. In particular, it was reported that approximately forty per cent of customer queries received were wasteful. Eliminating these queries would enable Officers to focus on areas of work that were genuinely helpful for the customer.

On behalf of the Board, the Chair thanked Mrs Bamford for her presentation.

4. PROGRESS REPORT

The Board received a progress report which provided an update on all elements of the Shared Services / Transformation work taking place across both Councils.

5. FUTURE MEETINGS FOR SHARED SERVICES BOARD

Group leaders were invited to encourage more of their Group members to attend future meetings of the Board to witness future presentations on service transformation. It was hoped that this would help to involve them more closely in the transformation process, as well as reducing the possibility of the any presentation being duplicated at other Council meetings.

It was agreed that any presentation/s would precede the consideration of specific matters for the Board at future meetings.

6. NEXT MEETING

Members noted that the next meeting of the Board would be held on **Thursday, 4th July 2013** in the **Conference Room, Bromsgrove District Council** commencing at **5.30 pm**, as previously.

The meeting commenced at 5.30 pm
and closed at 7.00 pm

REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

11th June 2013

ADVISORY PANELS, WORKING GROUPS, ETC - UPDATE REPORT

Relevant Portfolio Holder	Councillor John Fisher, Portfolio Holder for Corporate Management
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 – 15 th May 2013
2.	Economic Advisory Panel	Chair: <u>Cllr Greg Chance</u> / Vice-Chair: Cllr John Fisher John Staniland /	Last meeting – 15 th April 2013

REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

11th June 2013

		Georgina Harris	
3.	Housing Advisory Panel	Chair: <u>Cllr Mark Shurmer /</u> Vice-Chair: Cllr Pat Witherspoon Liz Tompkin	Next meeting – Date to be established
4.	Planning Advisory Panel	Chair: <u>Cllr Greg Chance</u> / Vice-Chair: <u>Cllr Rebecca Blake</u> John Staniland / Ruth Bamford	Next meeting – 18 th June 2013

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	Next meeting – 17 th June 2013.
7.	Grants Panel	Chair: Cllr David Bush / Vice-Chair: <u>Cllr Greg Chance</u> Donna Hancox	Next meeting – 19 th June 2013.
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

EXECUTIVE COMMITTEE

11th June 2013

9.	Independent Remuneration Panel	Chair: Mr R Key / Sheena Jones	Last meeting – 12th December 2012
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AUTHOR OF REPORT

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Tel: (01527) 64252 (Extn. 3269)

REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

11th June 2013

ACTION MONITORING

Portfolio Holder(s) / Responsible Officer	Action requested	Status
18th December 2012		
Cllr Shurmer/ D Allen / M Bough	Worcestershire Homelessness Strategy Officers were in the process of developing a Protocol with other Local Authorities to address the provision of accommodation for homeless people and offered to circulate it to members of the Committee following the meeting.	Given that a Protocol has not been forthcoming from neighbouring authorities, Officers intend to develop a protocol locally..
<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: 18/12/12 to 9/04/13

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

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