

# Executive Committee

Tuesday 17<sup>th</sup> September  
2013  
7.00 pm

Committee Room 2  
Town Hall  
Redditch



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# Access to Information - Your Rights

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Your main rights are set out below:-

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- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
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- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council's Website:  
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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**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH  
Tel: 01527 64252 (Extn. 3269) Fax: (01527) 65216  
e.mail: [ivor.westmore@bromsgroveandredditch.gov.uk](mailto:ivor.westmore@bromsgroveandredditch.gov.uk)**

# Welcome to today's meeting.

## Guidance for the Public

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### **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.

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### **Further Information**

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### **Fire/ Emergency instructions**

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

**Do Not stop to collect personal belongings.**

**Do Not use lifts.**

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

**The emergency Assembly Area is on Walter Stranz Square.**





# Executive

17<sup>th</sup> September 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

<b>1. Apologies</b>	To receive the apologies of any Member who is unable to attend this meeting.
<b>2. Declarations of Interest</b>	To invite Councillors to declare any interests they may have in items on the agenda.
<b>3. Leader's Announcements</b>	<ol style="list-style-type: none"><li>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</li><li>any other relevant announcements.</li></ol> <p>(Oral report)</p>
<b>4. Minutes</b> (Pages 1 - 10) Chief Executive	To confirm as a correct record the minutes of the meeting of the Executive Committee held on 2 <sup>nd</sup> September 2013.  (Minutes to follow)
<b>5. Consolidated Revenue and Capital Outturn - Financial Year 2012/13</b> (Pages 11 - 22) Head of Finance and Resources	For Members to note the Council's overall financial outturn for the 2012/13 financial year.  (Report attached)  <b>(All Wards)</b>
<b>6. Options for 54 South Street (Previous REDI Centre)</b> (Pages 23 - 28) Head of Finance and Resources	Tom consider the options for the future of 54 South Street, the previous REDI Centre.  (Report attached)  <b>(Central Ward)</b>

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<p><b>7. Finance Monitoring Report 2013/14 - April - June (Quarter 1)</b>  (Pages 29 - 34)  Head of Finance and Resources</p>	<p>To consider the Council's financial position for the period April to June 2013 (Quarter 1 – 2013/14).  (Report attached)  <b>(All Wards)</b></p>
<p><b>8. Making Experiences Count - Quarterly Customer Services Report - Quarter 1, 2013/14</b>  (Pages 35 - 48)  Head of Customer Services</p>	<p>To consider the latest Customer Services Quarterly Monitoring Report for Quarter 1, 2013/14.  (Report attached)  <b>(All Wards)</b></p>
<p><b>9. Overview and Scrutiny Committee</b>  (Pages 49 - 56)  Chief Executive</p>	<p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on 13<sup>th</sup> August 2013.  There are no recommendations to consider.  (Minutes attached)</p>
<p><b>10. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels etc.</b>  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><b>11. Advisory Panels - update report</b>  (Pages 57 - 60)  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.  (Report attached)</p>
<p><b>12. Action Monitoring</b>  (Pages 61 - 62)  Chief Executive</p>	<p>To consider an update on the actions arising from previous meetings of the Committee.  (Report attached)</p>

## 13. Exclusion of the Public

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:

**“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 (*to be specified*) of Part 1 of Schedule 12 (A) of the said Act, as amended.”**

**These paragraphs are as follows:**

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

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

**may need to be considered as ‘exempt’.**

## 14. Confidential Minutes / Referrals (if any)

To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).







## Executive Committee

2<sup>nd</sup> September 2013

### MINUTES

#### Present:

Councillor Bill Hartnett (Chair), Councillor Greg Chance (Vice-Chair) and Councillors Rebecca Blake, Juliet Brunner, Brandon Clayton, John Fisher, Phil Mould, Mark Shurmer and Debbie Taylor

#### Also Present:

Councillors Carole Gandy, Pattie Hill and Brenda Quinney and Mr David Rose

#### Officers:

E Baker, R Bamford, K Dicks, C Felton, C Flanagan and S Morgan

#### Committee Services Officer:

I Westmore

#### 33. APOLOGIES

There were no apologies for absence.

#### 34. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### 35. LEADER'S ANNOUNCEMENTS

The Leader advised that a question had been received in accordance with Procedure Rule 16 in respect of Item 5, Borough of Redditch Local Plan No.4, and that the question would be read at the start of that item.

#### 36. MINUTES

##### RESOLVED that

**the minutes of the meeting of the Executive Committee held on 9<sup>th</sup> July 2013 be confirmed as a correct record and signed by the Chair.**

.....  
Chair

**37. BOROUGH OF REDDITCH LOCAL PLAN NO. 4**

As noted at Minute 35 above, a question to the Leader in respect of this item had been received from Mr David Rose, as set out below:

Why are Redditch Borough Council still advocating building between 600 and 3,400 houses in Webheath, when Redditch Borough Council Planning Committee on 22<sup>nd</sup> May, 2013 voted against Taylor Wimpey building 200 new houses, (which surely means that Redditch Borough Council have decided not to build in Webheath), because of poor highway infrastructure, over subscribed local schools, poor unsustainable infrastructures (including foul sewage) etc.?

The Leader replied as follows:

Paragraph 3.16 in the Report answers this question and explains why an early planning application from a developer, on part of a proposed site, is different to the consideration of sites for inclusion through the Plan making process.

3.16 "...With regards to Policy 48 Webheath, Officers are aware that the Council refused planning permission on 22<sup>nd</sup> May 2013 for a proposal on part this Strategic Site set out in the Draft Local Plan No.4. The refusal was based upon the proposal's additional traffic generation on the local road network coupled with the lack of suitable infrastructure to support the development and the lack of contribution towards the wider highway network infrastructure; however this does not alter the fact that the proposal site and the remainder of the Webheath Strategic Site is capable of sustainable delivery in the short to medium term, subject to necessary infrastructure being delivered. This Strategic Site should therefore continue to feature in the Proposed Submission version of the Borough of Redditch Local Plan No.4."

More details will follow later this year on the viability of the site to be able to deliver the necessary infrastructure. This will confirm whether there are showstoppers to the Local Plan's proposed allocated sites being delivered sustainably. The necessary works for the Foxlydiate site will be tested through detailed highway modelling. The costs of wider highway infrastructure and other sustainable transport costs will need to be aggregated to the Webheath site and to the cross boundary site at Foxlydiate in order to test the viability accurately. The cost of implementing necessary sewerage treatment for the two sites is borne by both the developer (for the on-site drainage, connection, pumping station and pressurised sewer) and Severn Trent Water and therefore has little impact on the ability of the site to be delivered, in any case the cost

of upgrade works to serve these sites would not be vastly different to the alternative site options.

Mr Rose subsequently asked the following supplementary question of the Leader:

The Leader was asked to which overseeing Local Government watchdog local residents might complain regarding the proposal by the Council to contradict the decision made by its Planning Committee and the throwing of money at a scheme which was not sustainable.

Officers provided the following answer to this supplementary question on behalf of the Leader:

Until the Local Plan inquiry process was under way there was no recourse for local residents, developers or any other interested party to complain about the content of the document. Officers undertook to seek confirmation that there was no further redress for parties to the Local Plan process and pass on any further details to Mr Rose following the meeting.

Officers then presented the printed report. It was noted that the report contained summaries of all consultation responses received during the last consultation in April to May 2013 and details of minor changes made as a consequence. There were no responses received which brought into doubt the key points in the draft Plan. Therefore the amount of residential and employment development required to the end of the Plan period was not suggested to change and neither were the main locations suggested for such development.

It was reported that most of the comments received had related to the rejection of Bordesley as a preferred option for future housing development. Officers confirmed that the rejection of Bordesley was based on its visual prominence and the harmful effect on the retention of the openness of the Green Belt. Development at Bordesley would also considerably reduce the gap between Redditch and Alvechurch as well as the strategic gap with Birmingham.

The meeting was informed that Members of the Committee and other Members of the Council had had the opportunity to consider the appendices to the report and consider in detail all the consultation responses through briefings from Officers, the documents being made available in Group Rooms and through meetings of the Planning Advisory Panel in recent months.

The Portfolio Holder stressed the need for the Borough to have a sound Local Plan and reminded those present that, even following any approval of the Committee's recommendations by the Council the following week, there would be a further period during which the soundness of the Plan could be challenged before it was presented to the Secretary of State and his inspectors for rigorous examination.

The question was raised as to why Officers were being offered delegated authority to make revisions, technical corrections and editorial changes without reference back to all Members. In order to allay any such concerns it was proposed that such changes be made by Officers following consultation with the Portfolio Holder and the Leader of the Opposition.

Officers were asked what processes were to be used to publicise the Local Plan process and to assist local residents and others to become involved in the next stage in its development. The Committee was informed that there were no plans to go out to local centres or hold road shows at present because the forthcoming stage in the process was different in nature to earlier stages. Officers would make themselves available to members of the public to help them to fill out the forms through which comments on the soundness of the Plan might be submitted. A lay-persons guide was also to be prepared to this end. Officers added that they had been proactive in meeting with those individuals and groups locally who had demonstrated an interest in the process but stated they were prepared to hold surgeries in other parts of the town should Members feel it necessary.

There was some discussion around certain details of the proposals. The possible access routes to the area around Webheath and potential bus routes were discussed. Officers advised that Highways Officers of the County Council would be attending a meeting of the Planning Advisory Panel on 17<sup>th</sup> September 2013 at which Members would have the opportunity to ask detailed questions of them. Officers referred to Appendix 5 of Appendix 3 to the Report which stated that an overall transport assessment would be undertaken in due course. Furthermore, Members were advised that the Local Plan documents set out the issues that any potential future developers would need to address but were not designed to establish every detail of every possible development area.

The proposal within the Local Plan to designate land within the Winyates area for housing and employment use was raised given a stance taken by the Council several years earlier on a proposal from Stratford-upon-Avon District Council to carry out similar development. Officers were able to confirm that the negative view taken at that time was based on inadequate highways infrastructure

based, as it was, on access from Far Moor Lane. The current proposals were for a direct access from the Coventry Highway which was considered to be sustainable.

**RECOMMENDED that**

- 1) the Officer responses and actions (Appendix 1) to consultation held on Draft Borough of Redditch Local Plan No.4 be endorsed;**
- 2) the Officer responses and actions (Appendix 2) to consultation held on Redditch Housing Growth be endorsed;**
- 3) the Proposed Submission Borough of Redditch Local Plan No.4 (Appendix 3) and Sustainability Appraisal (Appendix 4) for representations to be made by statutory bodies and members of the public, commencing 30th September 2013 until 11<sup>th</sup> November 2013 be approved;**
- 4) authority be delegated to the Executive Director of Planning, Regeneration, Regulatory and Housing Services/Head of Planning and Regeneration and the Development Plans Manager following consultation with the Portfolio Holder for Planning and Regeneration and the Leader of the Opposition to review the representations made following the close of the representations period, and that subject to no significant weaknesses being raised to doubt the soundness of the draft Plan (for tests of soundness see paragraph 3.20 of this report), that the Borough of Redditch Local Plan No.4 be submitted to the Secretary of State for examination in December 2013;**
- 5) authority be delegated to the Executive Director of Planning, Regeneration, Regulatory and Housing Services/Head of Planning and Regeneration and the Development Plans Manager following consultation with the Portfolio Holder for Planning and Regeneration and the Leader of the Opposition to prepare and submit the necessary documents to support Submission of the Local Plan; and**
- 6) authority be delegated to the Executive Director of Planning, Regeneration, Regulatory and Housing Services/Head of Planning and Regeneration and the Development Plans Manager following consultation with the Portfolio Holder for Planning and Regeneration and the Leader of the Opposition, to undertake such further**

**revisions, technical corrections and editorial changes deemed necessary in preparing the Local Plan for submission to the Secretary of State and to agree subsequent changes where appropriate during the examination.**

(At 7.49pm, following consideration of this item, there was a short adjournment. The meeting reconvened at 7.53pm.)

**38. CHANGES TO SCHEME OF FEES AND CHARGES FOR NON-STATUTORY PLANNING ADVICE**

The Committee received a report on on-going transformation work in Planning and consequent proposed changes to the charges levied for permitted development enquiries and pre-application advice. The transformation project had determined that the interests of both the customer and the Planning Officers were not best served by the present arrangement.

It was intended to introduce a revised, hybrid process which was more customer-focussed but still retained an element of charging for some specific types of enquiries and the provision of advice. Members welcomed the new initiative whilst recognising that there would be a very small loss of income which would be offset by the redirection of Officer time to more productive areas of work.

**RECOMMENDED that**

**the fees and charges scheme and schedule as set out in Appendix 1 to the report be approved to come into effect between 1st October 2013 and 31st March 2014 and Appendix 2 to the report be approved to come into effect from 1st April 2014.**

**39. GREATER BIRMINGHAM AND SOLIHULL LOCAL ENTERPRISE PARTNERSHIP - DELEGATIONS OF FUNCTIONS TO A JOINT COMMITTEE (LOCAL SUPERVISORY BOARD)**

The Committee considered an update on the current position regarding the Greater Birmingham and Solihull Local Enterprise Partnership (GBSLEP) and on the governance arrangements for the body in particular.

It was proposed that a Supervisory Board be established to ensure that any decisions taken under a Single Local Growth Fund had the required legal mandate. As a consequence, it would be necessary to have a single voting representative from each constituent local authority. Scrutiny arrangements were in the process of being developed for the LEP but Officers explained that the form of such

arrangements had still to be determined. Officers of the Council were to discuss the developing Scrutiny arrangements with colleagues from Birmingham City Council later in the month but at present were unable to confirm details of political balance or the timescales for finalisation of the arrangements. Officers undertook to keep Members informed of on-going developments in this regard.

**RESOLVED that**

- 1) **the creation of a Joint Committee to act as a Supervisory Board for the Greater Birmingham and Solihull Local Enterprise Partnership in accordance with the Local Government Act 1972 with voting representatives appointed by each constituent local authority and non voting business representatives be approved;**
- 2) **functions relating to the bidding for and approval of schemes and expenditure of funds devolved under the Single Local Growth Fund be delegated to the Joint Committee (Supervisory Board);**
- 3) **the appointment of the Leader as an ex officio appointment as the Redditch Borough Council Representative on the Joint Committee be approved;**
- 4) **the appointment of the Deputy Leader as an ex-officio appointment as the Redditch Borough Council substitute representative on the Joint Committee be approved;**
- 5) **the Head of Legal, Equalities and Democratic Services be authorised to agree and enter into all necessary legal documents to effect the above decisions and update the Council constitution; and**

**RECOMMENDED to Council that**

- 6) **authority be delegated to the Head of Legal, Equalities and Democratic Services, following consultation with the Leader of the Council and the Leader of the Opposition Group, to agree the establishment of a Joint Scrutiny Committee, its terms of reference and the appointment of a representative from this Council to the Committee as appropriate.**

**40. LOCAL TRANSPORT BOARD**

A report was considered which related to the establishment of a Joint Committee to act as the Local Transport Board for the Greater Birmingham and Solihull Local Enterprise Partnership (GBSLEP). Officers considered that this new arrangement might have the potential for providing a better outcome for Redditch Borough.

The Committee was informed that, should the issue with Wyre Forest's respective allocations to the Worcestershire LEP and the GBSLEP not be resolved, Redditch Borough and Bromsgrove District Councils would need to arrange for alternative representation on the Joint Committee. Officers highlighted that scrutiny arrangements would also be developed for the Local Transport Board and delegated authority was sought to agree appropriate arrangements following consultation with lead Members.

**RECOMMENDED that**

- 1) the creation of a Joint Committee to act as the Local Transport Board for the Greater Birmingham and Solihull Local Enterprise partnership in accordance with Section 102 of the Local Government Act 1972 be approved;**
- 2) functions relating to the approval of Local Transport schemes in the area of the Greater Birmingham and Solihull Local Enterprise partnership and the bidding for and expenditure of funds devolved to the Joint Committee under the Local Major Transport Scheme capital funding be delegated to the Joint Committee (Local Transport Board);**
- 3) the Terms of Reference of the Local Transport Board as detailed at Appendix 3 to the report and the Local Transport Board Assurance Framework as detailed at Appendix 4 to the report be approved;**
- 4) Councillor J-P Campion for Wyre Forest District Council be appointed as the representative on the Local Transport Board to represent the Borough Council, Bromsgrove and Wyre Forest District Councils, with Councillor P Mould as the substitute representative; and**
- 5) authority be delegated to the Head of Legal, Equalities and Democratic Services to agree and enter into all necessary legal documents to effect the above decisions and to update the Council Constitution accordingly.**



**41. OVERVIEW AND SCRUTINY COMMITTEE**

The Committee considered the minutes of the meetings of the Overview and Scrutiny Committee held on 2nd and 23rd July 2013 and the outstanding recommendations arising out of these meetings.

A number of Members expressed their disappointment and concern at the proposal to reduce the number of occasions upon which the Crime and Disorder Scrutiny Panel was scheduled to meet. The Committee members stated their wish that the Panel should meet on more than just the one occasion each year and also that Members be encouraged to bring forward proposals for matters which might be considered by this body as they arose.

Members also noted the comments within Minute 25 of the Overview and Scrutiny Committee minutes in respect of the sexual health clinics. It was agreed that the Local Strategic Partnership be requested to discuss this matter further at a future meeting.

2<sup>nd</sup> July 2013

**Future Approach to Crime and Disorder Scrutiny at Redditch Borough Council - Discussion**

**RECOMMENDED that**

- 1) **subject to the comments in the preamble, above the Crime and Disorder Scrutiny Panel hold at least one scheduled meeting during the year to scrutinise the work of the local Crime and Disorder Reduction Partnership;**

23<sup>rd</sup> July 2013

**Local Strategic Partnership – Monitoring Update Report**

**RESOLVED that**

- 2) **Officers be requested to try and identify suitable sources of funding, including from external partner organisations such as Worcestershire County Council, that could be used to fund the installation of adult exercise equipment in Morton Stanley Park; and**
- 3) **the Local Strategic Partnership be requested to consider the issue of sexual health clinics and teenage pregnancy at a forthcoming meeting.**

**42. WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE**

**RESOLVED that**

**the minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 27<sup>th</sup> June 2013 be received and noted.**

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

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

**44. SHARED SERVICES BOARD**

**RESOLVED that**

**the minutes of the meeting of the Shared Services Board held on 4<sup>th</sup> July 2013 be received and noted.**

**45. ADVISORY PANELS - UPDATE REPORT**

The latest update on the activity of the Council's Advisory Panels and similar bodies was considered by the Committee.

**RESOLVED that**

**the report be noted.**

**46. ACTION MONITORING**

The latest version of the Committee's Action Monitoring report was received by the Committee.

**RESOLVED that**

**the Action Monitoring report be noted.**

The Meeting commenced at 7.00 pm  
and closed at 8.43 pm

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Chair

**EXECUTIVE  
COMMITTEE**

17th September 2013

**CONSOLIDATED REVENUE & CAPITAL OUTTURN - FINANCIAL YEAR  
2012/13**

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

**1. SUMMARY OF PROPOSALS**

- 1.1 For Members to note the Council's overall financial outturn for the 2012/13 financial year.
- 1.2 The report shows the actual income and expenditure for 2012/13 financial year and compares this to the budget for General Fund Services and the Housing Revenue Account.
- 1.3 Appendix 1 details the Capital Outturn position.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

**subject to Members' comments, the report be noted.**

**3. KEY ISSUES**

- 3.1 The Budget monitoring Report has been presented to Members on a quarterly basis during 2012/13. This report presents a summary of the final financial position for the financial year.
- 3.2 The formal Statement of Accounts was signed by the S151 Officer by 30th June and following the annual audit these will then be approved by Members on 26th September.
- 3.3 During the financial year there have been quarterly financial reports presented to Executive and Overview and Scrutiny. In addition monthly reports are reviewed by individual Managers and Heads of Service to ensure any areas of concern are addressed.

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3.4 The 2012/13 summary position for the General Fund is:-

	(a) Approved Budget 2012/13 £000	(b) Actual 2012/13 £000	(b-a) Variance £000
Chief Executive	111	111	-
Finance & Resources	149	(16)	(165)
Leisure, Environmental & Community	5,048	4,980	(68)
Planning, Regeneration, Reg & Housing	287	265	(22)
Support Services	5,070	5,002	(68)
Savings to be identified	(433)	-	433
<b>Net Directorate Expenditure</b>	<b>10,232</b>	<b>10,342</b>	<b>110</b>
<b>Non Service Specific Expenditure</b>			
Superannuation	1,412	1,437	25
Financing costs	343	322	(21)
Net other Changes	(1,173)	(1,213)	(40)
<b>Total General Fund Expenditure</b>	<b>10,814</b>	<b>10,888</b>	<b>74</b>
Income from Grants and Local Taxation	(10,814)	(10,814)	-
<b>Contribution From General Fund Balances</b>	<b>-</b>	<b>74</b>	<b>74</b>

3.5 The variance represents the difference between the budget allocation for 2012/13 and the actual net expenditure for each department.

3.6 The Support Services are those functions that support the front line service delivery including; finance, human resources and Information Technology.

3.7 As part of the savings to be achieved during 2012/13 there was a total of £654k of unidentified savings that were to be realised during the year. Budget savings of £221K were identified and this was reduced to £433K. The Net expenditure variance of £110k shows that the services were overspent by this amount for the year and therefore the total savings were not achieved as anticipated. There were also a number of costs not directly attributable to each service including superannuation

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(pension) and financing costs which have reduced the overspend to £74k for the year.

3.8 The main reasons for the £110k of overspend included:

- Shortfalls in income for Pitcheroak Golf Club due to the severe weather which resulted in 80 days lost during the year. It is worth noting that the income for the first quarter of this year is significantly higher. (£23k)
- Shortfalls in income at Arrow Vale Sports Centre due to the closure for refurbishment combined with the transfer of some members dance classes from Abbey Stadium to Arrow Vale. In addition a new all weather pitch has been opened in Studley which has reduced the income generation of the pitch at the Centre.(£47k)
- Shortfalls in income from Learning Online due to a reduction in the grants paid by external agencies to support these initiatives.(£23k)
- Shortfalls in the income generated from on street parking due to a downturn in the number of tickets issued. (£36k)
- Reduction in the number of applications for building control due to the current economic climate (£12k)
- Redundancy costs associated with the delivery of savings in future years. The costs have been allocated to 2012/13 to enable full year savings to be realised for 2013/14. (£60k)
- The above overspend have been partially offset by underspends realised from vacant posts, contract renegotiations and additional income generated within some service areas reducing the overspend to £110K.

3.9 To meet the overspend there will be a transfer from general fund balances to meet the actual net expenditure during the year.

<b>General Fund Balance</b>		
	£'000	£'000
Balance as at 1st April 2012	1,075	
Contribution from balances	(74)	
Estimated Balances 31st March 2013		1,001

The current recommended level of balances is £750K.

**EXECUTIVE  
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3.10 The 2012/13 financial position resulted in an underspend of £94k against the approved budget of £195k. The amount in HRA balances now stands at £816k.

3.11 The main variations are due to:-

- a) A reduction in borrowing costs due to a decrease in the cost of financing the debt (£865k).
- b) An additional amount of £1m was transferred to earmarked reserves as a contribution to the Capital Programme and/or as a set-aside to repay the borrowing.

**Housing Revenue Account 2012/13**

	<b>Approved Budget 2012/13 £000</b>	<b>Actual 2012/13 £000</b>	<b>Variance £000</b>
Income	22,975	23,014	(39)
Expenditure	23,170	23,115	(55)
Net Expenditure	(195)	(101)	(94)
<u>Housing Revenue Account Balance</u>			
Surplus as at 1st April 2012	918	918	0
Surplus(Deficit) for year 2012/13	(195)	(101)	(94)
Surplus as at 31st March 2013	723	817	(94)

**Capital Expenditure**

3.12 Appendix 1 details the Capital Budgets and Expenditure for the financial year. This shows both General Fund and HRA projects and the main reasons for any slippage or overspend to budget.

**Legal Implications**

3.13 There are no specific Legal Implications.

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### **Service/Operational Implications**

- 3.14 The Statement of Accounts for the year 2012/13 were signed by the Section 151 Officer on 29th June 2012.
- 3.15 The Audit Commission have undertaken their formal examination of the accounts and will providing their opinion on them at the end of September.

### **Customer / Equalities and Diversity Implications**

- 3.16 The Council needs to regularly monitor budgets against actual expenditure; this is to ensure it maintains a well managed organisation. All budget holders have been consulted in this report.

## **4. RISK MANAGEMENT**

There are no specific risks associated with the details included in this report.

## **5. APPENDICES**

Appendix 1            Capital Expenditure.

## **6. BACKGROUND PAPERS**

Available from Financial Services Manager.

## **AUTHOR OF REPORT**

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





## General Capital Projects Outturn

Outturn / 13/14 / WIP	Description	Budget £'000	Actual £'000	Variance £'000	Comments
outturn	South Street S106 Fund	39.8	10.73	29.07	Remaining amount has been requested for a Leisure project at Glover St in 13/14
outturn	Hewell Rd Pool Works	210	12.17	197.83	Budget no longer required
outturn	Arrow Vale Fitness Suite	72	73.52	-1.52	complete
outturn	Morton Stanley Footpaths	13	13	0	complete
outturn	Public Youth Arts	5.05	5.05	0	complete
outturn	It Replacement Programme	45.3	68.89	-23.59	Funding contributed from revenue for expenditure incurred for the Microsoft Office 2010 rollout. Microsoft have withdrawn support for earlier versions of Office software.
outturn	Strat Hsg Research & Dev	20.57	2	18.57	to be spent 2013/14
outturn	Telephones		12.99		previous year scheme now completed
outturn	Idox Uniform Software	22.35	22.35	0	complete
outturn	Air Conditioning Unit	38	20.11	17.89	Complete
outturn	Public Building	200	210.25	-10.25	ongoing
outturn	Redevelopment Of Churchill Centre	50	52.63	-2.63	complete
outturn	Batchley Brook	0	6.95	-6.95	Part of the works carried out by North Worcestershire Water Management
outturn	Resurfacing Redditch United	50	50	0	complete
outturn	Home Repairs Assistance	150	50.16	99.84	All applications received are being processed but demand is outside of the Authority's control.
outturn	Disabled Facilities Grant	575	307.84	267.16	All applications received are being processed but demand is outside of the Authority's control.
outturn	Kickstart		57.19	57.16	external funding
outturn	Vehicle Purchase - Cleansing	716.58	205.13	511.45	deferred ordering new waste collection vehicles until after the introduction of route optimisation in June 2013 when they would be able to best determine the types of vehicles needed
outturn	L'Scape Imp Programme	195	105.08	89.60	Ongoing works - various works programmed in 2012/13 have fell into 2013/14

## General Capital Projects Outturn

Outturn / 13/14 / WIP	Description	Budget £'000	Actual £'000	Variance £'000	Comments
outturn	Recycling Project	90.02	22.91	67.11	Ongoing capital scheme (originally grant funded) for rolling out recycling facilities across the borough
outturn	Contaminated Land (BDC)		2.16		complete
outturn	Solar Panels	180	145	35	Scheme is now finished and final payment processed in 13/14 - saving of £4k on scheme
outturn	Sandycroft	15	26.08	-26.08	to be spent 2013/14
outturn	Gf Asbestos	80	31.41	48.59	to be spent 2013/14
outturn	Hmo Grants	39.4	19.06	20.34	All applications received are being processed but demand is outside of the Authority's control.
outturn	Energy & Efficiency Installs	94.22	0.65	93.57	Other Companies provided energy and efficiency installations.
outturn	Micro Gen Tech	0.6	0.6	0	complete
outturn	Warmer Worcs Insul Scheme (£40k)	40	14.97	25.03	All applications received are being processed but demand is outside of the Authority's control.
2013/14	Kingsley Sports Centre	37	0	37	Awaiting an invoice from WCC for contribution towards agreed refurb costs.
2013/14	P/S Hsg Computer System	10	0	10	to be spent 2013/14
2013/14	Members Ict Facilities	9.3	0	9.3	Members ICT facilities are currently under review with different devices being tested eg: ipads. The project was expected to commence 13/14 but has been delayed due to testing to ensure the most appropriate devices are provided.
2013/14	Energy Manage/Measure	25.35	0	25.35	to be spent 2013/14
2013/14	Cctv/Lifeline Ss	7	0	7	£6,634 paid in 2012/13, accrual form 2011/12
2013/14	Crossgate Depot Imps 2010	30	-0.78	30.78	Completion of works will take place in 2013/14
2013/14	Energy Management System 2010	100	0	100	to be spent 2013/14
2013/14	Oakenshaw Woods	5.2	0	5.2	to be spent 2013/14
2013/14	Culvert & Ditch Pitcheroak Woods	40	0	40	Schemes now fall within the responsibility of North Worcestershire Water shared service with Redditch, Bromsgrove and Wyre Forest authorities
2013/14	C'Hill Brook Culvert & F/Bridge	20	0	20	

## General Capital Projects Outturn

Outturn / 13/14 / WIP	Description	Budget £'000	Actual £'000	Variance £'000	Comments
2013/14	Foxlydiate Crescent Lighting	25	0	25	Scheme will be undertaken in 2013/14
2013/14	C'Hill Brook Footpath Imps	20	0	20	Schemes now fall within the responsibility of North Worcestershire Water shared service with Redditch, Bromsgrove and Wyre Forest authorities
2013/14	Flood Alleviation	44	0	44	to be spent 2013/14
2013/14	Moons Moat Dr Culvert	15	0	15	to be spent 2013/14
2013/14	Batchley Brook Culvert	10	0	10	to be spent 2013/14
2013/14	Regulatory Shared Services	100.4	16.02	84.38	IT project still in progress
2013/14	Private Sector Stock Survey	3.75	0	3.75	
WIP	Est Enhancement-Lodgepark	383.53	270.81	112.72	The estate enhancement schemes are still ongoing but legal issues relating to the bins stores/outbuildings belonging to leaseholders have currently stalled works
WIP	Est Enhancement-Woodrow	59.17	32	27.17	to be spent 2013/14
WIP	Est. Enhancement-Winyates	237.82	143.21	94.61	to be spent 2013/14
WIP	Small Area Improvements	46.5	0.72	45.78	to be spent 2013/14
WIP	Crematorium Enhancement	1,057.5	801.39	256.12	The project has run into 2013/14 - Phase 2 will follow on from this (the three schemes are to be included in phase 2)
WIP	Drainage Works Cemetery	13.53	6.2	7.33	to be spent 2013/14
WIP	Crematorium Extension	35	24.34	10.66	to be spent 2013/14

## General Capital Projects Outturn

Outturn / 13/14 / WIP	Description	Budget £'000	Actual £'000	Variance £'000	Comments
WIP	Town Centre Landscape Scheme	450.22	15.6	434.62	It is because the initial scheme was based on the premise that we would be undertaking a large scale project in conjunction with St Stephens church. Unfortunately what they want to do is subject to gaining the necessary funding and the entire scheme has faltered. We have therefore met with Councillors and are now working towards undertaking a smaller project on the land owned by RBC ( the fountain/bandstand area) so that we can improve some of Church Green as was originally intended and we will then take a view ( with Councillors) whether they still want to wait for the Church before continuing the scheme throughout Church Green.
WIP	Abbey Stadium Consultation	0	-82.98	82.98	now fully complete
<b>General Capital Total</b>		<b>5,726.84</b>	<b>2,775.44</b>	<b>3,065.91</b>	

## HRA / Housing Capital Projects Outturn

Outturn / 13/14 / WIP	Description	Budget3 £'000	Act + Comm + Accrual £'000	Variance £'000	Comments
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## General Capital Projects Outturn

Outturn / 13/14 / WIP	Description	Budget £'000	Actual £'000	Variance £'000	Comments	
					This was the first year of self financing and the new five year programme, therefore there was an element of the unknown with the programme that was agreed, also there were a few vacant posts that weren't filled until part way through the year resulting in some schemes being delayed, and several were postponed until 13/14.	
outturn	Catch Up Rep-Bath Replacemts	938	726.43	211.57		
outturn	Improved Parking Scheme	240	146.42	93.58	ongoing scheme	
outturn	Buy Back Ex Council Props	200	137.5	62.5	to be spent in 2013/14	
outturn	Catch Up Rep-Kitchen Upgrades	119	129.18	-10.18	This was the first year of self financing and the new five year programme, therefore there was an element of the unknown with the programme that was agreed, also there were a few vacant posts that weren't filled until part way through the year resulting in some schemes being delayed, and several were postponed until 13/14.	
outturn	Catch Up Repairs	381.5	428.1	-46.6		
outturn	Asbestos General	516	391.28	124.72		
outturn	Structural Repairs	260	87.08	172.92		
outturn	General Roofing	630	274.12	355.88		
outturn	Rewiring	945	894.61	50.39		
outturn	Upgrade Of Ch Systems	1,505	1,013.02	491.98		
outturn	Window Replacements	95	77.4	17.6		
outturn	Disabled Adaptations	673.5	546	127.5		
outturn	Security Door Entry Scheme	170	100.21	69.79		
outturn	Housing Stock Improvements	24	24.45	-0.45		
outturn	Solid Wall Insulation	997.5	671.59	325.91		
outturn	Repairs To Sheltered Hsg Stock	92.5	63.32	29.18		
outturn	Housing Solar Panels	0	134.45	-134.45		Net Budget is zero due to this being an inv to save.
outturn	Insulation	52.5	53.6	-1.1		This was the first year of self financing and the new five year programme, therefore there was an element of the unknown with the programme that was agreed, also there were a few vacant posts that weren't filled until part way through the year resulting in some schemes being delayed, and several were postponed until 13/14.
outturn	Water Supply	84	20.41	63.59		
outturn	Environmental Enhancements	367.5	101.27	266.23		
outturn	Masonry Works	210	31.09	178.91		
outturn	Housing Stock		34.49			
2013/14	Housing Management It System	100	0	100		
2013/14	Ext Cladding & Wall Hanging	168	0	168		
2013/14	Winslow Close Heating	36.2	0	36.2		
2013/14	Drainage	31.5	0	31.5		
<b>HRA Total</b>		<b>8,836.70</b>	<b>6,086.04</b>	<b>2,785.14</b>		



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**OPTIONS FOR 54 SOUTH STREET (PREVIOUS 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

**1. SUMMARY OF PROPOSALS**

Members are requested to consider the options for the 54 South Street, the former REDI Centre building.

**2. RECOMMENDATIONS**

**The Executive Committee is asked to RECOMMEND that**

- 1) the property be marketed for disposal; and**
- 2) the Head of Finance & Resources agree the final details of any sale, following the receipt of any bids/expressions of interest, following consultation with the Portfolio Holder for Corporate Management.**

**3. KEY ISSUES**

3.1. Members at their meeting on the 11<sup>th</sup> June 2013 resolved to declare 54 South Street (the previous REDI Centre) surplus and requested officers to prepare a report on a range of options for the building.

**3.2. The Property**

**Main Building**

3.2.1. The property was acquired from Worcestershire County Council in March 2003 for the sum of £108,000. The original two storeys building currently standing was constructed in approximately 1896 as the Silverwood Junior School.

3.2.2. The property is of brick and tile construction and is not listed or recorded as being of local historical interest.

3.2.3. The property consists of a reception area, offices, meeting rooms, workshop areas, small hall, kitchen and coffee bar.

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- 3.2.4. The Council does not hold a copy of a condition survey or measured survey for the property, however the Valuation Office Agency records for Business Rates purposes, that the net internal area is 393.90sqms or 4,215 sqft.

Car Park

- 3.2.5. There is a 25 space car pack adjacent to the building accessed via Ipsley Street.
- 3.2.6. The Black Horse pub has by way of a licence agreement, a right to cross the car park for access to its premises. This licence can be terminated upon four weeks notice.

Potential Uses3.3. Disposal for Development

- 3.3.1. Advice has been sought from two agents with regards to the potential disposal of the former REDI Centre site. Both indicated that it would likely to be unattractive to developers for commercial or residential conversion. New build residential development was considered to be the most favourable option particularly if the site formed part of a larger site consisting of the County Council's Youth Centre site. The Youth House has been registered as an Asset of Community Value.
- 3.3.2. It is the opinion of the agents that the inclusion of the REDI Centre site with the Youth Centre as a joint disposal would not significantly increase the attractiveness or value of the County Council's site.
- 3.3.3. Any potential disposal of the REDI Centre is likely to generate interest from local community groups, who in turn may seek to acquire the property for community benefit now that the decision of the Youth House has been made. The Youth House is to be offered for sale on the open market following a failed bid from community groups to acquire the building.
- 3.3.4. The former REDI Centre building, 54 South Street, has to date not been registered as an Asset of Community Value. Should a community group successfully register the former REDI Centre building as an Asset of Community Value the Council would be expected to give community groups sufficient time to develop an interest in the building in the form of a business case before deciding if any such offer achieved best value in terms of capital receipt and/or a tangible community benefit. If an acceptable offer was not forthcoming then the Council would then be in a position to offer the property for sale on the open market.



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3.4.1. Although the Agents suggested a lack of interest for such use, Property Services consider that the property could be refurbished to a lower specification level for use as Doctors Surgery or Veterinary Clinic.

**3.5. Retained for Future Use****3.5.1. Voluntary Sector:**

3.5.2. In addition to being used to deliver Council services the property has historically been utilised by the Voluntary Sector for the provision of community services uses such as a Crèche and café. Since closure interest has been received for an arts centre.

3.5.3. The property lends itself to use by multiple occupiers because of its common reception area and scope for the separation of significant working areas. It may be of significant interest to Community Groups wishing to rent offices or space to undertake activities, as is currently happening at Community House, Easemore Road, under the management of the Redditch Neighbourhood Trust.

3.5.4. Should this option be considered, the property will likely require day to day management or caretaking services to open and secure the property at the beginning and end of the business day. Tenancy arrangements could be dealt with by the Property Services as with all other commercial arrangements.

3.5.5. With respect to total rental income and subject to no rent concessions, a sum of £20,000 to £25,000 pa would not be unrealistic if fully let.

**Business Start-Ups:**

3.6. Planning consent permitting, consideration could be given to the property being used a base for a small number (potentially 6) of start-up enterprises. The Council currently offers such facilities at Greenlands, The Rubicon and Hemming Road Centres. Typically units could be let on an inclusive rent basis as with the existing Centres and managed by the existing Economic Development Team.

**Potential for alternative use.**

3.7. During the period that 54 South Street has been vacant a number of organisations and businesses have approached the Council with a view to leasing the property but it has remained vacant. It is unlikely that this situation will change in the near future and there will be an ongoing cost

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to the Council all the time the property remains empty. Officers would therefore recommend that the property is marketed for disposal.

3.8. Marketing Appraisal of the former REDI Centre, 54 South Street.

Existing Use Value

3.8.1. The following valuations have been based upon the Valuation Office Agency's rateable value figures for rent of £25,000 for the property and assume that the property is fully let.

3.8.2. It has been assumed that of the 25 space car park serving the property 16 spaces would be allocated to tenants as part of the tenancy terms. The remaining 9 spaces would be separately let to tenants if required.

Disposal Value

3.8.3. The property does not lend itself easily to conversion to residential units due to its physical characteristics and shape, therefore to maximise the use of the existing building, part demolition and/or new build may be necessary.

3.8.4. New build costs are approximately 15% lower than rehabilitation/conversion costs, it is therefore anticipated that any prospective developer would consider conversion a less attractive option and unless planning requirements dictated retention of the existing building preclude any offers for such.

3.8.5. It is estimated that the disposal of the building would generate a capital receipt in the region of £200k.

**Financial Implications**

3.9 Disposal of the building would general a capital receipt that could be used to support the Council's Capital Programme. Retention of the building for alternative use may involve the Council in incurring expenditure on the building in addition to the interim cost of maintaining the security of the void premises.

**Legal Implications**

3.10 There are no legal implications.

**Service / Operational Implications**

3.11 No direct implications. The property has not been used as a Community Centre for a number of years. Community groups are, however, able to

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apply to register the building as an Asset of Community Value and thereby, if successful, bid to acquire the property.

**Customer / Equalities and Diversity Implications**

3.12. No direct implications.

**4. RISK MANAGEMENT**

There are no risks identified.

**5. BACKGROUND PAPERS**

Files held by Property Services.

**AUTHORS OF REPORT**

Name: Teresa Kristunas, Head of Finance & Resources  
E Mail: [t.kristunas@bromsgroveandredditch.gov.uk](mailto:t.kristunas@bromsgroveandredditch.gov.uk)  
Tel: (01527) 64252 ext 3295



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**FINANCE MONITORING REPORT 2013/14 - APRIL – JUNE (QUARTER 1)**

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

**1. SUMMARY OF PROPOSALS**

This report details the Council's financial position for the period April to June 2013 (Quarter 1 – 2013/14).

**2. RECOMMENDATIONS**

**The Executive Committee is asked RESOLVE that**

- 1) the current financial position on Revenue be noted, as detailed in the report; and**

**RECOMMEND to Council that**

- 2) £48k of currently available S106 funds be included in the 2013/14 capital programme to fund the improvements to the play area at Glover Street.**

**3. KEY ISSUES**

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

**Financial Implications**

- 3.2** The Council set a balanced budget in February 2013 for the financial year 2013/14. Within the budget were included savings of £550K which were not fully identified. These included savings relating to Shared Services, Transformation, and general vacancies with the Council. The table at 3.5 shows that £107K of these savings has been identified in the 1<sup>st</sup> quarter of the financial year.

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Overall Council**

3.3 The current financial position for services delivered within the Borough is detailed in the table below.

3.4 Internal recharges have not been included in these figures to allow comparison for each service area.

3.5

<b>Service Head</b>	<b>Budget 2013/14 £'000 (a)</b>	<b>Budget April - June £'000 (b)</b>	<b>Actual Spend April – June £'000 (c)</b>	<b>Variance to date April - June £'000 (c-b=d)</b>	<b>Reference to financial comments</b>
<b>Environmental Services</b> Inc: Waste, Landscape & Bereavement services	3,312	1,097	1,076	-21	3.14
<b>Community Services</b> Inc: Strategic Housing, CCTV/ Lifeline & Community safety	1,640	371	371	0	-
<b>Regulatory Services</b>	568	139	137	-2	-
<b>Leisure &amp; Cultural Services</b>	2,786	698	689	-9	3.8
<b>Planning &amp; Regeneration</b>	1,753	344	352	8	3.9
<b>Customer Services</b>	537	134	122	-12	3.11
<b>Finance &amp; Resources</b> Inc: HR, & Revenues and Benefits	4,969	1,207	1,166	-41	3.12

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<b>Legal, Equalities &amp; Democratic Services</b>	848	211	186	-25	3.13
<b>Business Transformation</b> Inc: IT Services	940	356	350	-6	3.10
<b>Head of Housing Services (GF)</b>	883	223	216	-7	3.7
<b>Corporate Services</b> Inc: CMT & Communications	1,342	336	344	8	-
<b>SERVICE TOTAL</b>	<b>19,578</b>	<b>5,116</b>	<b>5,009</b>	<b>-107</b>	<b>3.6</b>
<b>Savings to be found</b>	<b>-550</b>	<b>-138</b>	<b>-</b>	<b>138</b>	<b>3.15</b>
<b>Total for Quarter</b>	<b>19,028</b>	<b>4,978</b>	<b>5,009</b>	<b>31</b>	

**Financial Commentary**

- 3.6 Savings of £107K have been found during the 1<sup>st</sup> quarter towards the unidentified savings of £550K.
- 3.7 The Housing (general fund) savings are due to savings with the dispersed units.
- 3.8 The savings within Leisure & Cultural Services are mostly due to vacancies within the Business Development Team in the first quarter of the year. The requirement to fill these vacancies is linked to the ongoing transformation process within the Service.
- 3.9 The share of the Building Control partnership income is not going to be paid as it is going to be reinvested into the Service.
- 3.10 The savings within Business Transformation are in relation to vacancies within the department.
- 3.11 The under spend within the Customer Services department is due to a number of new vacancies that exist.

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- 3.12 The variances with Finance & Resources are as follows:

Human Resources – The under spend to date is due to the Corporate Training budget is to be allocated to services in due course. HR is currently visiting DMT's to determine their needs. This will be reviewed in the 2<sup>nd</sup> quarter

Benefits – The underspend to date within the Benefits service is due to several staff on maternity leave and a vacant post, this will be reviewed for the 2<sup>nd</sup> quarter.

Revenues – Variance to date is due to a member of staff on long term sickness.

Asset & Property Management – The overspend for the quarter is made up of a shortfall of income on Investment Properties due to vacant units, which then impacts on increased NNDR costs.

- 3.13 The variances within Legal, Equalities & Democratic Services are predominantly due to vacant posts in all three areas, however a service review has taken place and the new structure came in to effect from 01/07/13. Budgets will be revised and reflected in the 2<sup>nd</sup> quarter report. There are also small savings to date within the Members services from the Members training and expenses budgets.
- 3.14 An underspend of £21k within Environmental Services is due to vacant posts within Cleansing and Bereavement Services, and reduced working hours for a store-person.
- 3.15 A number of savings were identified at the budget setting process by Heads of Service; these have not affected the service delivered, Heads of Service have been able to apply these savings using a Transformation Methodology. The progress of these savings is being monitored by Finance and the Heads of Service, the total is £755K across the whole authority and are included in the table at 3.15. There is an additional risk that if these savings are not achieved then this will increase the amount of unidentified savings.

**Treasury Management**

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



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- 3.17 Credit risk arises from deposits with banks and financial institutions, as well as credit exposures to the Council's customers. Credit risk is minimised by use of a specified list of investment counterparty criteria and by limiting the amount invested with each institution. The Council receives credit rating details from its Treasury Management Advisers on a daily basis and any counterparty falling below the criteria is removed from the list.
- 3.18 At 30th June 2013, short-term investments comprise:

	30 <sup>th</sup> June 2013 £000
Deposits with Banks/Building Societies	6,000

**Income from investments**

- 3.19 An investment income target of £25k has been set for 2013/14 using a projected rate of return of 0.75% - 1.50%. During the past financial year, bank base rates have remained at 0.50% and current indications are projecting minimal upward movement for the short-term.
- 3.20 In the 3 months to 30 June, the Council earned income from investments of £6k. The Council is on track to achieve the budget on investments for 2013.

**General Fund Balances**

- 3.21 The General Fund Balance as at the 31st March 2013 is £1m; a balanced budget was set in February 2013, should the unidentified savings not be achieved during the year or any unexpected expenditure occur this would be funded from Balances.

**Legal Implications**

- 3.22 No Legal implications have been identified.

**Service/Operational Implications**

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

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## Customer / Equalities and Diversity Implications

3.24 Performance Improvement is a Council objective.

### **4. RISK MANAGEMENT**

Risk considerations are covered within the report.

### **5. APPENDICES**

None

### **6. BACKGROUND PAPERS**

None.

## AUTHOR OF REPORT

Name: Sam Morgan

E Mail: [sam.morgan@bromsgroveandredditch.gov.uk](mailto:sam.morgan@bromsgroveandredditch.gov.uk)

Tel: (01527) 64252 ext 3790

## EXECUTIVE COMMITTEE

Date: 17<sup>th</sup> September 2013

### MAKING EXPERIENCES COUNT – QUARTERLY CUSTOMER SERVICE REPORT – QUARTER 1, 2013/14

Relevant Portfolio Holder	Councillor John Fisher
Portfolio Holder Consulted	✓
Relevant Head of Service	Amanda de Warr – Head of Customer Services
Wards Affected	All Wards
Ward Councillor Consulted	N/A
Non-Key Decision	

#### 1. SUMMARY OF PROPOSALS

This report provides Members with details of customer feedback data for the first quarter of 2013/14, along with transactional data relating to the Customer Service Centre.

#### 2. RECOMMENDATIONS

**The Executive Committee is asked to RESOLVE that  
the contents of the report be noted.**

#### 3. KEY ISSUES

- 3.1 The Report, attached as Appendix 1, sets out details of customer feedback, including complaints and outcomes, compliments, Local Ombudsman complaints and other customer satisfaction. It gives information on how well the Council has handled complaints against its agreed timescales.
- 3.2 It also provides some transactional data for the Customer Service Centre and One Stop Shops.

#### Financial Implications

- 3.3 There are no direct financial implications, although failure to deal appropriately with complaints can lead to financial recompense being necessary.

#### Legal Implications

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

**EXECUTIVE  
COMMITTEE**Date: 17<sup>th</sup> September 2013**Service/Operational Implications**

- 3.5 The Every Customer Every Time, Customer Service Strategy was launched in March 2011 and sets out our vision for excellent customer service provision and improving the customer experience when having contact with the council.
- 3.6 As an authority committed to improving customer care customer feedback and demand data is used to measure what is happening in our systems, and to inform improvements
- 3.7 Quarterly reporting is intended to ensure Members of the Council and customers are updated in respect of customer feedback, especially complaints made in respect of service provision.
- 3.8 Good customer service has improved value for money by reducing failure demand. Improvements to the way we handle complaints has resulted in less officer time spent chasing responses and re-investigating.

**Customer / Equalities and Diversity Implications**

- 3.9 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 and act on the issues raised to reduce the possibility of them happening again.

**4. RISK MANAGEMENT**

It is important to use the Council's complaints or compliments to measure how well the system is meeting its purpose and to act on those complaints to fix the system where it is failing

**5. APPENDICES**

Appendix 1 - Quarterly Customer Feedback Report Quarter 1  
2013/2014

**6. BACKGROUND PAPERS**

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

**AUTHOR OF REPORT**

Name: Lynn Jones  
E Mail: l.jones@bromsgroveandredditch.gov.uk  
Tel: 01527 64252 ext 3851



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

**Making Experiences Count**

**Quarterly Customer Service Report**

**REDDITCH BOROUGH COUNCIL**

**1<sup>st</sup> April 2013 – 30 June 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, and
- Customer Service Centre management information, including transactional statistics for information.

## 2. Customer Feedback Analysis

**32** 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.

**27** complaints (84%) were answered in 15 working days or less.

**5** complaints took longer than 15 working days to respond to and details of these complaints are listed below.

We also received **54 compliments**.

The number of complaints and compliments received is slightly lower than last quarter; which is consistent with the same period in previous years.

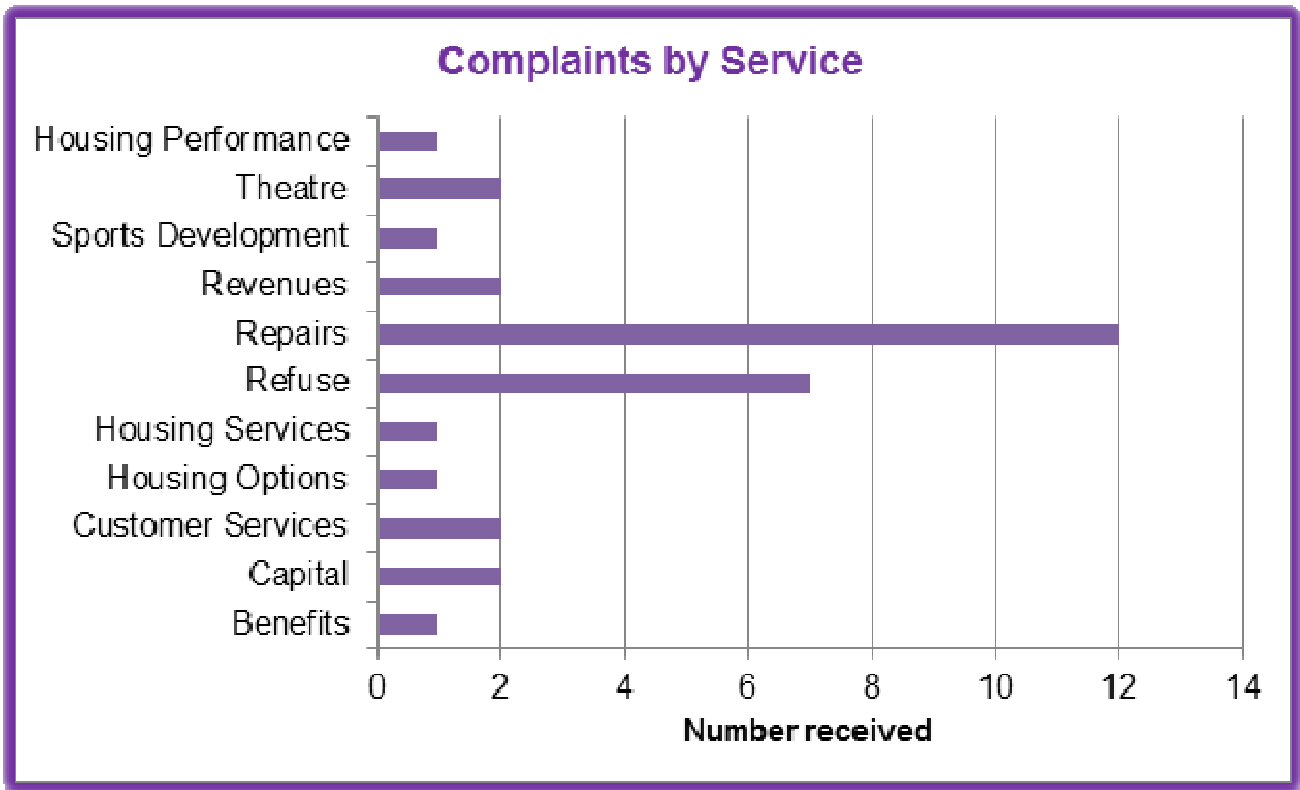
The ongoing trial with the Repairs and Maintenance Team to improve the complaint process through consistent communication with the customer is ongoing and data is showing us that we can resolve the majority of complaints more quickly by taking a personal approach and gaining a greater understanding of what the real problems are. The trial will be rolled out to other departments within the next month.

The common themes in the complaints received this quarter were:

- Automated systems not working properly
- Confusing information or no information received about changes to refuse service
- Missed bins
- Staff being unfriendly
- Not doing what we promised
- Not responding to customers calls and queries
- Unacceptable delays in taking action
- Not keeping customers informed of changes/cancellations of service

**Number of complaints by service**

The following chart provides a breakdown of complaints by service.



**Time taken to respond to complaints**

We aim to respond to customer complaints within 15 working days and 84% of complaints received during this quarter were dealt with within that timeframe. Where it has taken us longer to respond than expected, (5 cases) customers were informed that there would be a delay, except where the delay was only 1 day (1case).

The following table details the complaints which took longer than 15 working days to deal with and why.

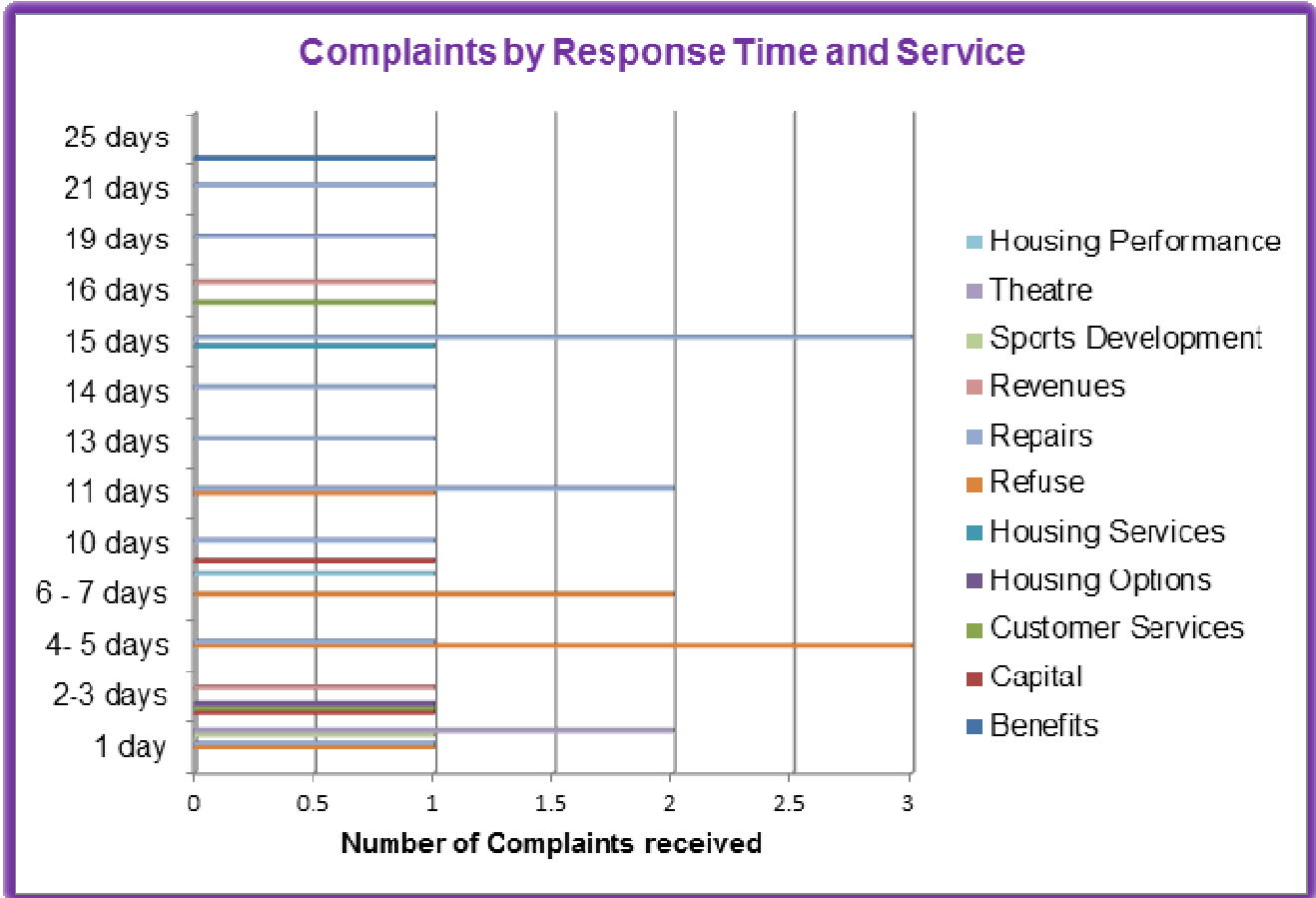
Complaint details	Days taken to respond	Action taken	Outcome update from Head of Service
<b>Customer Services</b>			
Customer phoned to pay the rent and the lady adviser was very unfriendly and she sounded more like a debt collector. Customer has been a tenant since 1976 and has never been spoken to like this before.	16	Spoke to customer and she explained that she felt the member of staff she spoke to was rude and very impatient with her. She did not know who member of staff was or in which team. Apology given to customer.	Customer Service training scheduled for August and this issue will be discussed.

<b>Housing</b>			
Customers heating broke down; Council attended and said they would need to condemn the boiler because they did not have the part to repair it. Alternative heating was provided which a very small heater for a family of 5 in a 3 bedroom house. The family were freezing. The youngest being 3.5 years old had a horrendous cold. It has made customers asthma worse and she had to go out and buy two heaters which cost £65.00 with £10.00 of electric per day to run them.	21	The heating has been fixed now and apology given to the customer for only supplying a small heater when heating broke down during the cold weather.	No further action required
Customer unhappy that a leak in her property had been seen by four different tradesmen and they couldn't agree what the fault was. The last person realised that it was a leak in a pipe in the loft and repaired it. Customer came to the Town Hall to make a complaint about the leak not being looked at properly and Reception, telephoned SPI, and organised for an Electrician to come out that afternoon to look at the light fitting and make sure it's safe.	19	Officer visited tenant 14th May to resolve and she was very happy with outcome. He apologised and said that we should have done something differently and investigated the problem further. Staff will be spoken to regarding not seeing a job through to completion.	Training session to be arranged for repair operatives.
<b>Resources</b>			
Customer unhappy that she hasn't received a response to a letter handed in.	25	Letter of explanation and apology sent	No further action
Customer saw a Council Tax Officer and felt she was rude, had no empathy and that she had talked spoke down to them.	16	Apology given and staff reminded to be more understanding of the customers situation	No further action



**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.



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

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

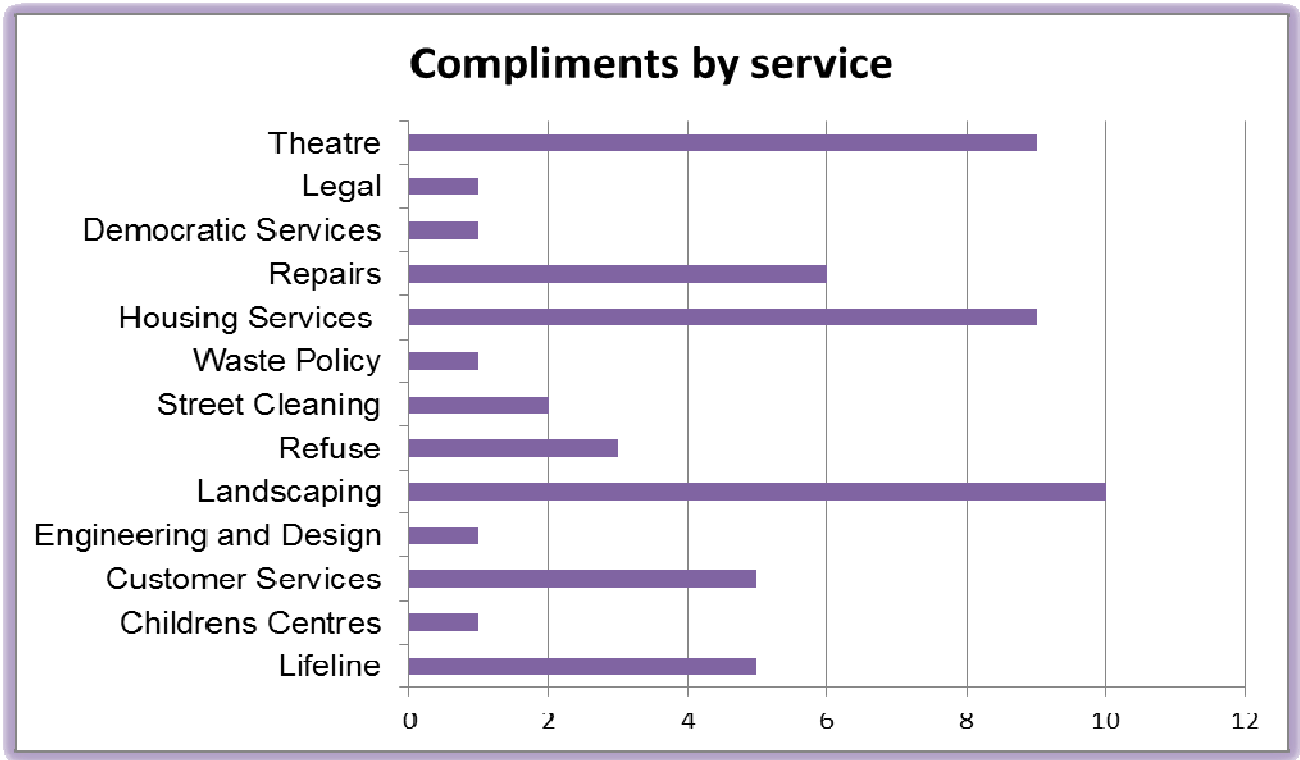
- Training for Repairs inspectors to improve communication with contractors.
- New process introduced to improve communication between teams to ensure changes in tenants housing circumstances are reported promptly.
- Leisure Services introduced new process to ensure they give customers 2 weeks prior notice before cancelling children’s activities/ courses.
- Improvement in Theatre booking system.

**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 **54** 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 details of some of the compliments we have received for information.

Team	Compliment Detail
Lifeline	Customer wanted to thank us for helping her on Easter Sunday, says we saved her life!
Children’s Centres	Customer would like to express how brilliant the Baby Bistro group at Oak Trees Children's Centre is.” I just wanted to say the group was there for me at a crucial time and I hope it continues to be available to other moms”.
Customer Services	Customer would like to say thank you very much to Customer Services Adviser Sue Trevitt –“ she was extremely pleasant and very helpful and I felt she tried her best for me”.
Customer Services	Customer aged 95 was very upset as she was having many ongoing problems with her heating and was helped by Hilary .Customer came into the Winyates office to thank Hilary in person. The boiler had never been connected properly in the first place and now works perfectly.
Landscaping	Compliment regarding Gavin Boyes from customer to say that he was very happy with the professional and polite way in which the matter

	has been handled (regarding TPO). In his opinion Gavin can be a role model for how the Council should deal with the public.
Landscaping	Customer called to say how pleased he was to the work done to the hedge - the hedge has been lowered and trimmed and has let in more light.
Refuse	Customer commented on how friendly and helpful the Waste collection crew are who collect from her - and that they never leave any mess - she thinks they are fantastic.
Street Cleaning	Customer said she was walking her dog this morning and wanted to compliment the man who was working on the footpath. She said he was very considerate and stopped his sweeping machine to let her young dog pass, She said he didn't restart the machine until she was well in front and wanted to pass on her compliments to him.
Housing Services	Customer emailed to say" I guess that you receive a lot of negative feedback from disgruntled tenants, so I wish to thank you for the very polite and prompt service I received when I phoned up on 2nd April 2013, regarding urgent repairs required to the back door lock at my home. The lady in the housing repairs department was very friendly and courteous, and when I explained that I needed an approximate time for the visit, because I had to take time off work, she provided an excellent response. I spoke to her at 09:50 and she stated that the engineer would arrive between 10.30 and 11.30 on the same day. The engineer, Chris Williams, arrived at 10:50, diagnosed the problem, and affected the repairs within a short time. Chris Williams was also very polite and friendly – and efficient.
Housing Services	Customer phoned to say how grateful she is for the quick response and service you have provided today in repairing/securing the back gate for the safety of her 5 year old disabled son.
Repairs	Customer rang to say what a good service, as plumber was out 20mins after she reported the problem & the plumber was happy and cheerful- 'a credit to RBC' she said.
Repairs	Customer phoned to say" Thank you so much for the speed and efficiency in which the work was carried out, the young workman went to great lengths to ensure the rail was at the correct height". It's changed their lives, they are so grateful.
Legal	Customer called very concerned about boundary responsibility at her property. Linda Craddock carried out search and provided the information sought. Customer said, "Thank you very much. You have been really, really helpful, I appreciate it. Have a good day".
Theatre	Thank you to Tim Mackrill for help regarding the set for the show (Anything Goes coming up later in the year). Really appreciate the time he gave both to Steve and myself – we found it very useful. It was so much easier actually being on the stage to discuss what would

	fit and your input was brilliant. It has helped me immensely to plan the show. You and your team are a real credit.
Theatre	It was a delight to enjoy the beautiful Palace Theatre. We look forward to our next visit. Keep up the good work.

### 3. Local Government Ombudsman Complaints

There was one complaint referred to the Ombudsman this quarter:

- The customer complained about the way the Council dealt with a prior approval application for a monopole near to her property.

The Ombudsman considered that the Council was at fault as it wrongly set the deadline date for deciding the application so it was approved by default. However the Council investigated the matter and corrected the error. The Ombudsman discontinued their investigation and closed the file on the complaint as they cannot add to the Council’s investigation.

### 4. Customer Service Centre Information

This section provides some statistical information in respect of the amount of customer demand received via the telephones, face to face and through our payment channels.

The operational purpose of the Customer Services Team is “Help me get the support I need with my issue or problem”. Most customer demand is now passed to expert teams and the customer service staff act as a filter to ensure that the customer gets to see or speak to the right expert.

We use this information to help us understand the demand on all council services.

The following tables and charts show the number of customer transactions recorded and trends over time.

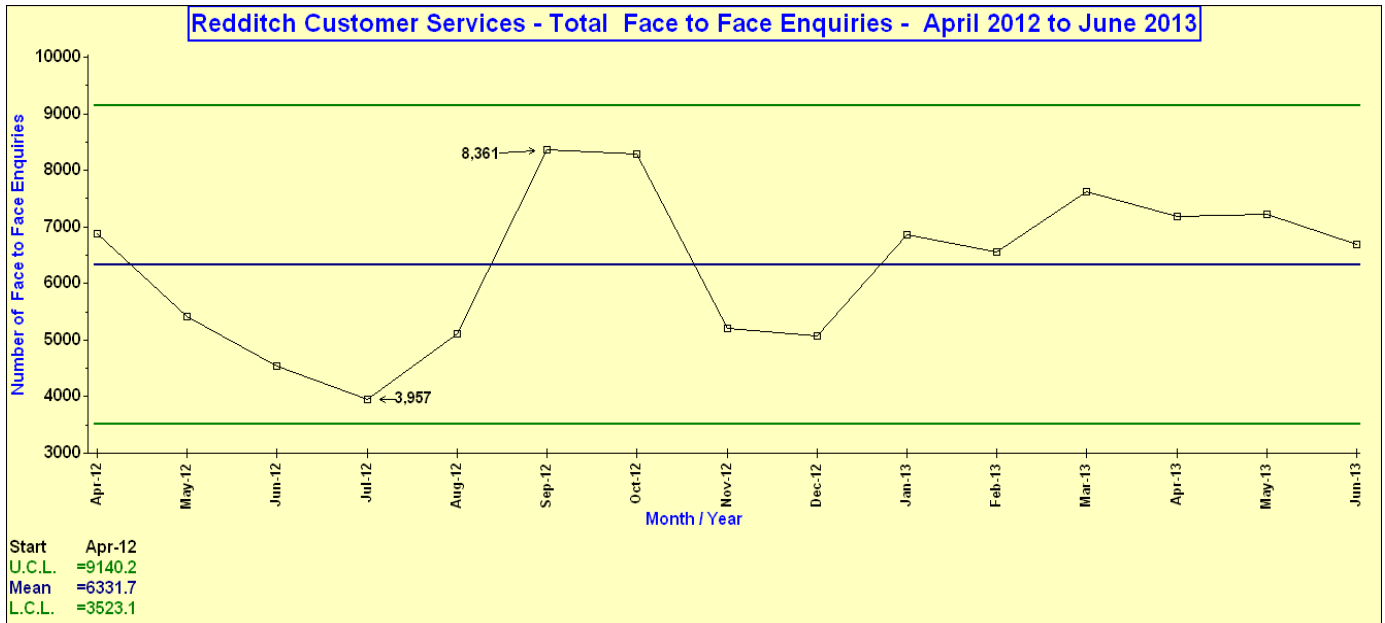
#### Face to face demand at the Customer Service Centre

The following chart shows the total face to face enquiries being dealt with at the customer service centre and One Stop Shops on a month by month basis from April 2012 to June 2013.

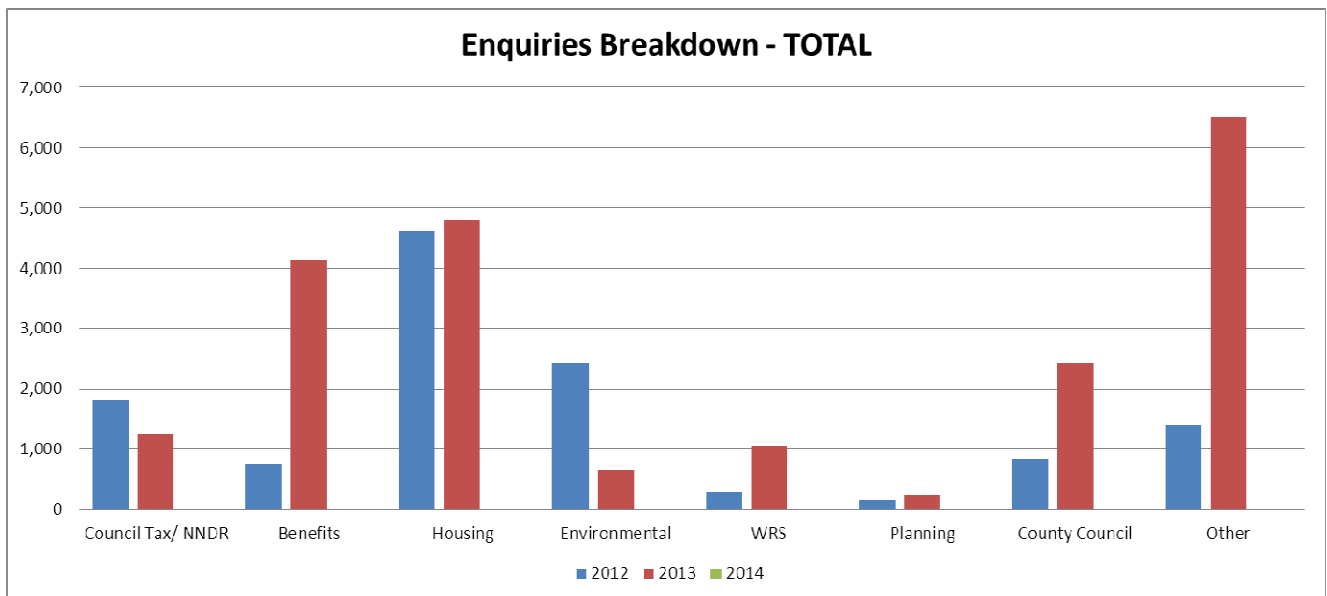
This is showing that there has been increase in face to face business since August 2012, but this is not necessarily the case. In July 2012 we implemented a new queue management system and therefore the data from August 2012 is more accurate.

We do know that during the period September and October 2012 a Housing trial at the Town Hall generated a large number of customers and when the trial ended there was a marked decrease in the number of enquiries. As with most trials when customers are aware they can be seen by an expert they will make the journey to the Town Hall rather than receive the old world service by telephone or in one stop shops.

During quarter 1 of 2013/14 the number of face to face enquiries has been reasonably consistent.



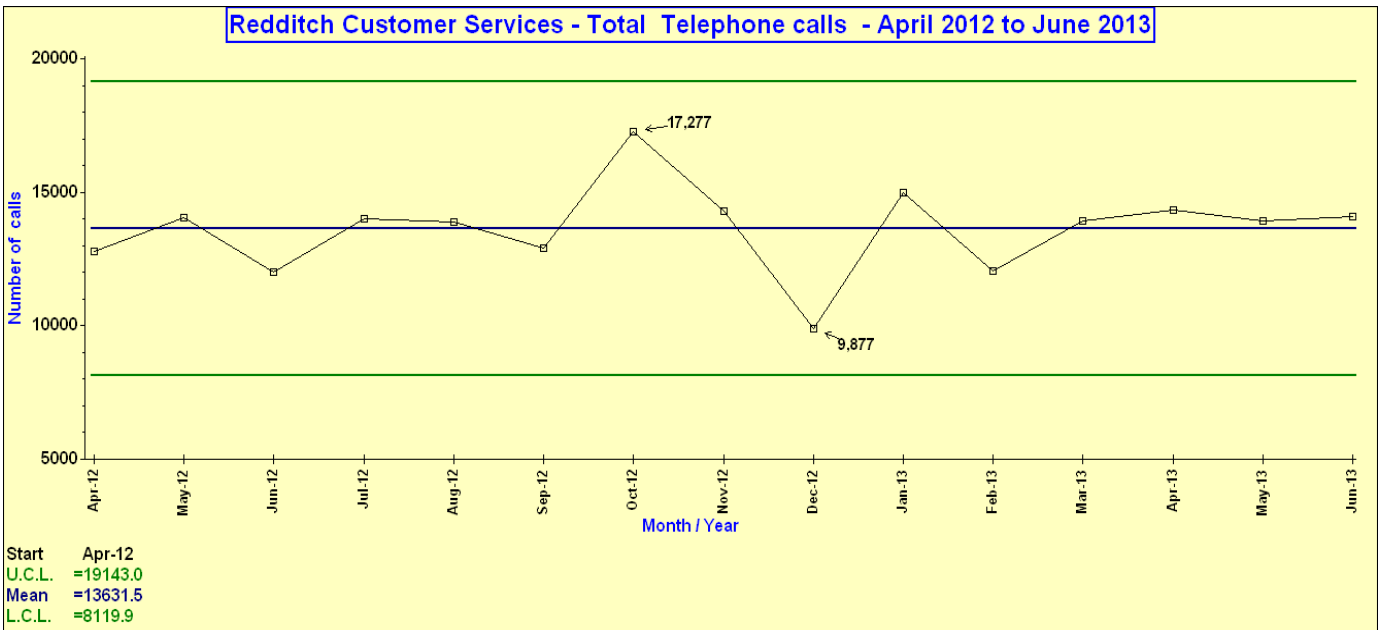
The following chart shows the breakdown of face to face enquiries received during the 1<sup>st</sup> quarter of 2013/14, compared with the same period last year. Due to the change in recording during 2012/13 the data cannot be used as a comparison, only as an indicator of the spread of volumes.



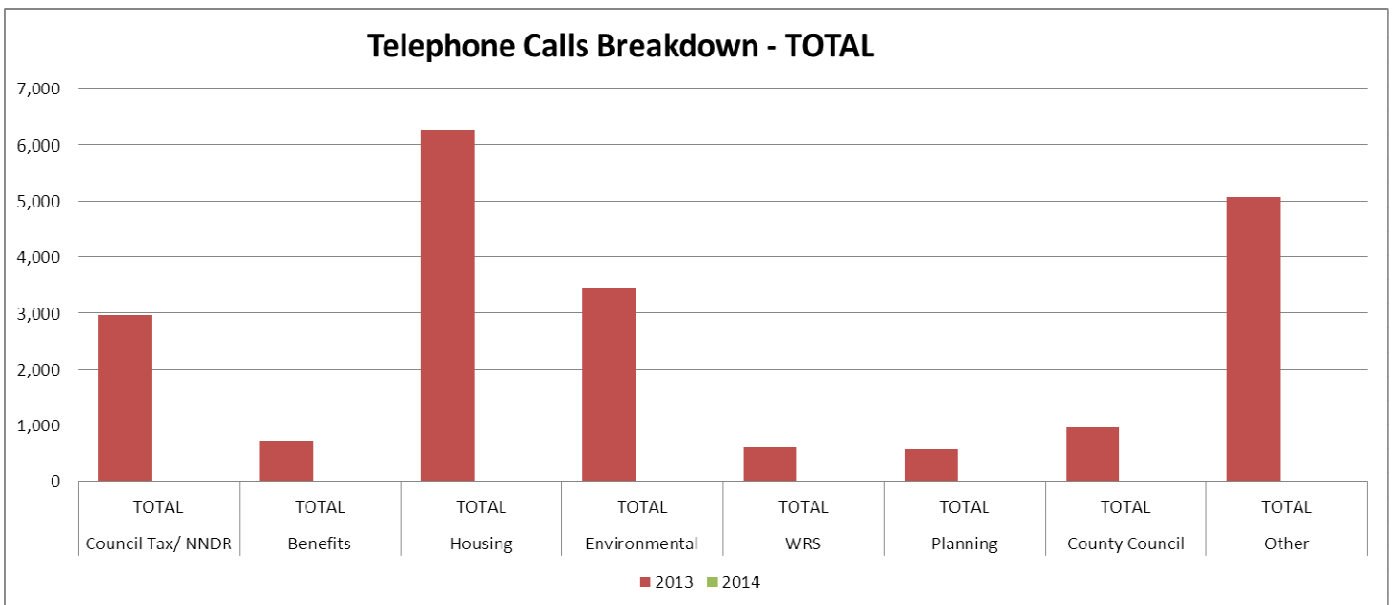
### Telephone Demand Received

The following chart shows the total telephone calls recorded on the customer service systems from April 2012 until the end of June 2013. This shows a peak in October 2012 due to Bromsgrove Telephone failure and calls transferred to Redditch.

As expected the chart shows a reduction in calls during December 2012, this generally is a quiet period, due to a reduction in office opening hours through the Christmas period and generally less contact through the festive season.



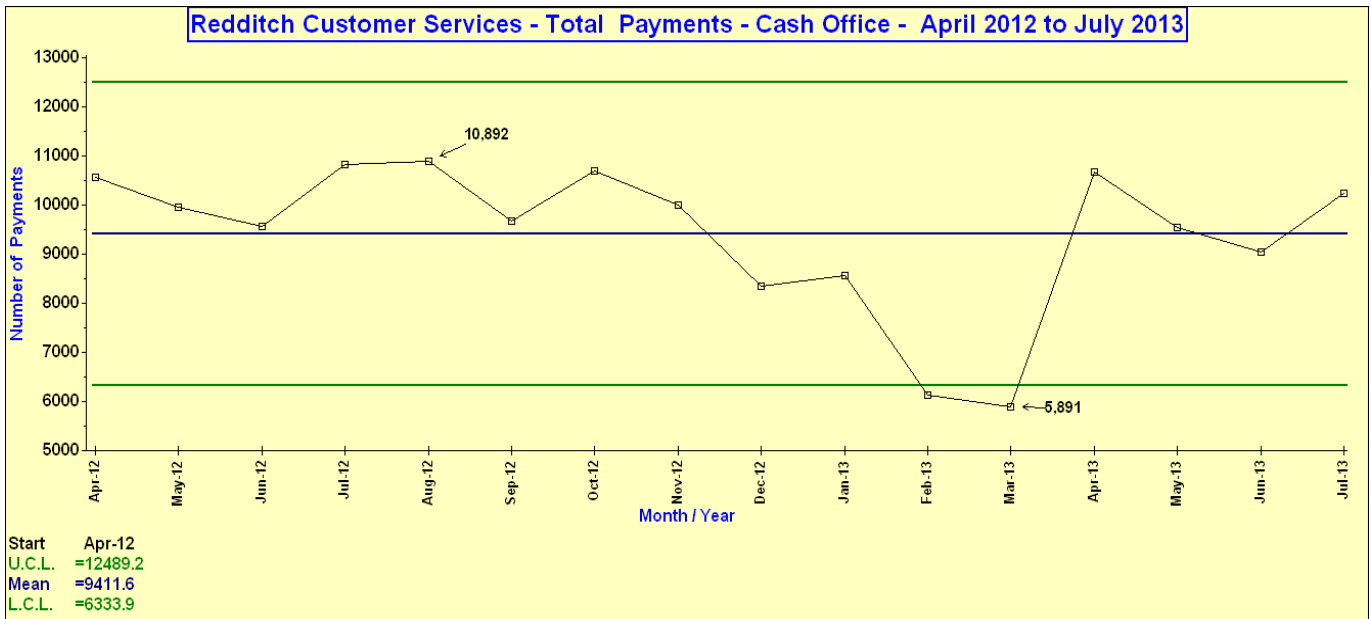
The following chart shows the breakdown of calls received via the switchboard and customer service centre phone lines by department during the quarter. (Calls made to direct dial lines are not recorded and therefore not included.)



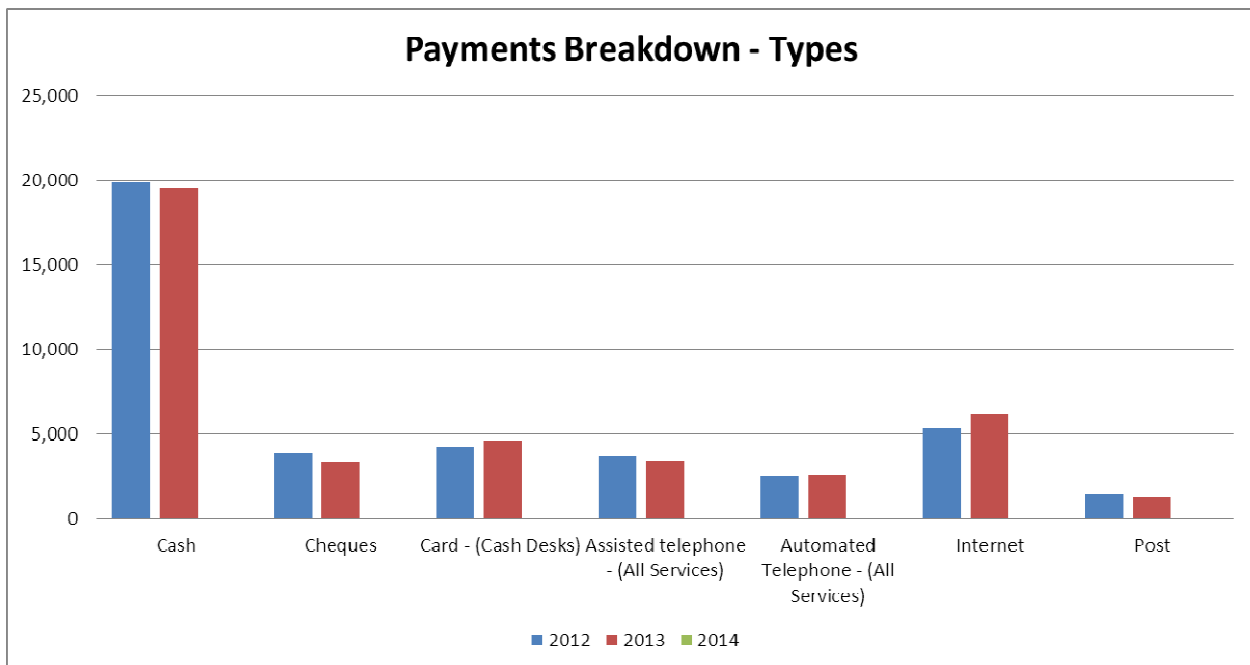
### Payments

The following chart shows a month on month comparison of payments received by the cash offices and customer services staff during the period April 2012 to end of July 2013.

The data shows the expected peak in payments during April 2012 and 2013; due to payments for Council Tax bills for the new financial year. February to mid - March also shows that these months are quieter and is consistent with previous years data.



This chart shows the breakdown of payments across all payment channels and evidences the high proportion of payments made by cash. We are seeing a small but consistent increase in the use of automated payments channels – online and on the telephone.



Lynn Jones  
 Customer Services Manager  
 August 2013







# Overview and Scrutiny Committee

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Tuesday, 13th August, 2013

## MINUTES

### Present:

Councillor David Bush (Chair), Councillor Gay Hopkins (Vice-Chair) and Councillors Simon Chalk, Andrew Fry, Carole Gandy, Alan Mason, Yvonne Smith and Pat Witherspoon

### Also Present:

Councillors Brandon Clayton and Derek Taylor

### Officers:

D Hancox, S Hanley, A Haslam and J Staniland

### Democratic Services Officers:

J Bayley and M Craggs

### 32. APOLOGIES AND NAMED SUBSTITUTES

There were no apologies for absence.

### 33. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

### 34. MINUTES

The Chair informed Members that a slight amendment had been made to the minutes since the publication of the agenda pack; the start and end times for the meeting, which had been missing due to a computer error, had been added to the final version.

### RESOLVED that

**the minutes of the meeting of the Overview and Scrutiny Committee held on 23rd July 2013 be approved as a true and correct record and signed by the Chair.**

.....  
Chair

# Overview and Scrutiny Committee

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Tuesday, 13th August, 2013

## 35. COUNCIL PROCUREMENT ARRANGEMENTS

The Committee received a report detailing the Council's approach to procuring peripheral items including stationery, refreshments, ink cartridges and toners for printers.

Members were advised that the Council had a contract with an external company for the maintenance and provision of printers. Officers confirmed that the Council's printing contract did not cover the cost of procuring paper. The Council procured paper through a separate contract. Under the terms of this contract the Council spent 0.5 pence per sheet of paper.

Members concluded that based on the content of the report there was limited potential to make savings on the procurement of peripheral items by the Council. Further scrutiny work of potential budgetary savings could be undertaken, at Members' request, but would need to focus on a wider group of services to enable Members to bring forward constructive recommendations on the subject.

### **RESOLVED that**

**the report be noted.**

## 36. SECTION 106 ARRANGEMENTS

The Committee received a presentation on the subject of Section 106 Agreements (Appendix A). During consideration of this item the following points were discussed.

- In Redditch funds derived from Section 106 Agreements had generally been allocated to affordable housing, education and open space maintenance.
- One of the key considerations for Officers when negotiating a Section 106 agreement or CIL arrangement was the viability of the proposed project(s). In some cases particular projects had to be prioritised to ensure that the agreed projects would be viable.
- From 2014, or the date when the CIL charging schedule was adopted in Redditch, the Council would no longer be able to pool more than five Section 106 contributions towards one infrastructure project.
- Elected Members could get involved in discussions about Section 106 arrangements for large developments in their wards.

# Overview and Scrutiny Committee

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Tuesday, 13th August, 2013

- Members required pre-application training to become actively involved in the Section 106 process for a particular development, though Members who had not been trained could submit written comments for Officers' consideration.
- The involvement of Members in work on Section 106 agreements was welcomed by the Council, particularly as Officers recognised that Members would have valuable local knowledge about the potential impact of a proposed development on the area.
- Officers were asked to investigate the possibility of providing Members with prior notice about developments that could require a Section 106 Agreement and / or CIL arrangement.
- The support, including finances and resources, required to support the Community Infrastructure Levy (CIL) was debated. Concerns were expressed that these costs could be relatively high and might have a negative impact on developer companies that were already experiencing financial pressures.
- Officers explained that CIL agreements would be essential for new developments as it would help to fund infrastructure requirements for the residents who would live in that development.
- The potential for the Council to influence Section 106 and CIL arrangements involving cross boundary development was also debated. Officers explained that cross boundary developments were complex as they needed to meet the housing needs in one local authority area though the decision about the development would be made by Councillors representing a different local authority. In these circumstances Officers would aim to develop a protocol between the two Councils.
- There was no set guidance dictating the size of developments which would be subject to a Section 106 agreement. However, Section 106 agreements were more likely to be applied to larger developments due to the potential impact on local infrastructure.
- In future years it was likely that the Council would negotiate a mixture of Section 106 agreements and CIL arrangements for some large developments.
- The potential for CIL money to be paid up front by developers was debated. On the one hand it was suggested that this would help to ensure that appropriate funding was provided to invest in infrastructure for a development regardless of whether the developer subsequently went out of business. On the other hand Members noted that some developers might struggle to pay CIL funding prior to recouping funds through house sales.

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- Concerns were expressed about cases where developers, for a variety of reasons, had not provided funding requested in a Section 106 agreement. In these circumstances residents in the new developments could struggle to secure necessary infrastructure.
- Section 38 Agreements with Worcestershire County Council were used when organising for roads in new developments to become adopted public highways. A bond needed to be paid by the developer as part of a Section 38 Agreement. This bond could then be utilised to fund the adoption of roads regardless of whether the developer subsequently went out of business.
- There would need to be appropriate monitoring to manage CIL agreements once the process was actively applied in Redditch. It was possible that this monitoring role would be assumed by the Council's existing Section 106 Officer working group.

**RESOLVED that**

**the report be noted.**

## **37. TASK GROUP REVIEWS - DRAFT SCOPING DOCUMENTS**

The Committee had received scoping documents containing the draft terms of reference for two proposed reviews. The following points were raised during consideration of these items:

a) Landscaping Review – Proposed by Councillor Gay Hopkins

Councillor Hopkins advised the Committee that she had been intending to present the proposed terms of reference for a review of the Council's Landscaping Services. However, she had recently received information from Officers pertaining to the proposed review which required further discussion. For this reason she requested that consideration of the proposal should be deferred until the following meeting of the Committee.

b) Voluntary Sector Review - Proposed by Councillor Witherspoon

Councillor Witherspoon presented the terms of reference for the proposed review of the Voluntary Sector for Members' consideration. She explained that, whilst a Task Group would receive an overview of the Council's grants process, the focus

# Overview and Scrutiny Committee

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Tuesday, 13th August, 2013

of the review would be on the support provided by the Council and partner organisations to local voluntary and community sector groups and the additional support that might be required by those groups.

During discussion of this item a couple of amendments were suggested to the terms of reference for the review. In the first place, it was noted that, as the Council's Concessionary Rents Policy had only recently been approved by the Council, it might be premature to review the impact of the policy on local Voluntary Sector organisations. Instead, Members agreed that it might be more appropriate at this time for a Task Group to receive an overview of the policy in order to appreciate the implications of this procedure for the sector.

The most suitable approach to consulting with representatives of the Voluntary Sector was also debated. Members recognised that, due to the focus of the review, it would be appropriate for Members to engage with representatives of the Voluntary Sector as part of the review. However, Officers suggested that it might be more appropriate to engage representatives of the sector through a variety of consultation methods rather than just by interview as had been proposed in the terms of reference.

Members noted that nominations to the Task Group would be confirmed at the following meeting of the Committee. Whilst all interested Members were encouraged to express an interest in the review the Chair noted that members of the Grants Panel were being advised that it would not be appropriate for them to serve on this review due to the potential for a conflict of interest to arise.

Members concluded this item by noting that three Task Group exercises had been approved for the year: the Abbey Stadium Task Group; the Joint Worcestershire Regulatory Services (WRS) Task Group and the Voluntary Sector Task Group. Officers were scheduled to provide support to all three of these reviews and would only have capacity left to support one further Task Group alongside the main Committee. Members concluded that for the rest of the year the Committee would therefore need to ensure that appropriate work was prioritised in order to make the best use of available resources.

# Overview and Scrutiny Committee

Tuesday, 13th August, 2013

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**RESOLVED that**

- 1) **the terms of reference for the proposed review of the Council's Landscaping Services be considered at the meeting of the Committee on 10th September 2013;**
- 2) **subject to the amendments detailed in the preamble above, the terms of reference for the proposed Task Group review of the Voluntary Sector be approved;**
- 3) **Councillor Witherspoon be appointed to Chair the Voluntary Sector Task Group; and**
- 4) **further nominations to the Voluntary Sector Task Group be confirmed at the following meeting of the Committee.**

**38. SCRUTINY OF THE EXECUTIVE COMMITTEE'S WORK PROGRAMME**

**RESOLVED that**

**the latest edition of the Executive Committee's Work Programme be noted.**

**39. WORK PROGRAMME**

Members discussed the content of the Committee's Work Programme. During consideration of this item the following issues were raised:

- The proposed review of landscaping would be resubmitted for Members' consideration at the following meeting of the Committee.
- A report on the subject of land maintained by both Redditch Borough Council and Worcestershire County Council was due to be considered at the meeting of the Committee in September 2013. Members requested that Officers investigate the potential for information about maintenance arrangements for land owned by absent private landlords to be included in this report.
- The Chair noted that at the previous meeting of the Committee Members had been advised that table tennis facilities would be installed in Morton Stanley Park by the end of July 2013. However, during a recent visit to the Park no table tennis facilities had been observed in the park. Members therefore requested that a further update with regard to work on the installation of the table tennis facility be provided for Members' consideration.

# **Overview and Scrutiny Committee**

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Tuesday, 13th August, 2013

**RESOLVED that**

**subject to the amendments detailed in the preamble above the Committee's Work Programme be noted.**

**40. APPOINTMENT OF THE MEMBERS OF THE ABBEY STADIUM TASK GROUP REVIEW**

The Committee was advised that Councillors Andrew Fry, Carole Gandy, Alan Mason and Derek Taylor had been nominated to sit on the Abbey Stadium Task Group.

**RESOLVED that**

- 1) Councillor Gandy be appointed to Chair the Task Group; and**
- 2) Councillors Fry, Gandy, Mason and Derek Taylor be appointed to the Abbey Stadium Task Group.**

**41. TASK GROUPS - PROGRESS REPORTS**

Members were advised that the first meeting of the Joint WRS Task Group would be taking place on either Monday 23rd September or Thursday 26th September 2013.

During consideration of this item reference was made to the implementation of recommendations that had been made by the Market Review Task Group. On the basis of these discussions the Committee agreed that further information about the process for monitoring the implementation of Overview and Scrutiny recommendations would be useful.

**RESOLVED that**

- 1) an item be added to the Committee's agenda for the meeting of the Committee on 10th September 2013 to discuss the Council's approach to monitoring the implementation of Overview and Scrutiny recommendations; and**
- 2) the progress report on current Task Group reviews be noted.**

# **Overview and Scrutiny Committee**

Tuesday, 13th August, 2013

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## **42. HEALTH OVERVIEW AND SCRUTINY COMMITTEE**

Members were advised that there had been no further meetings of the Worcestershire Health Overview and Scrutiny Committee since July 2013.

The Meeting commenced at 7.02 pm  
and closed at 8.00 pm



REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**17<sup>th</sup> September 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**

	<b><u>Meeting :</u></b>	<b><u>Lead Members / Officers :</u></b> (Executive Members shown <u>underlined</u> )	<b><u>Position :</u></b> (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 <sup>th</sup> May 2013
2.	Economic Advisory Panel	Chair: <u>Cllr Greg Chance</u> / Vice-Chair: Cllr John Fisher  John Staniland /	Last meeting – 15 <sup>th</sup> April 2013

**REDDITCH BOROUGH COUNCIL****EXECUTIVE COMMITTEE**17<sup>th</sup> September 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 meetings –  17 <sup>th</sup> September and 15 <sup>th</sup> October 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 –  16 <sup>th</sup> September 2013.
7.	Grants Panel	Chair: Cllr David Bush / Vice-Chair: <u>Cllr Greg Chance</u>  Donna Hancox	Next meeting –  10 <sup>th</sup> September 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**

**17<sup>th</sup> September 2013**

9.	Independent Remuneration Panel	Chair: Mr R Key / Sheena Jones	Last meeting – 16 <sup>th</sup> August 2013
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**AUTHOR OF REPORT**

Name: Ivor Westmore  
E Mail: [ivor.westmore@bromsgroveandredditch.gov.uk](mailto:ivor.westmore@bromsgroveandredditch.gov.uk)  
Tel: (01527) 64252 (Extn. 3269)



REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**17<sup>th</sup> September 2013**ACTION MONITORING**

<b>Portfolio Holder(s) / Responsible Officer</b>	<b>Action requested</b>	<b>Status</b>
<b>9<sup>th</sup> July 2013</b>		
<b>Cllr Chance / R Bamford / E Baker</b>	<p><b>Housing Density Targets Task Review - Final Report</b></p> <p>Planning Officers were tasked with developing an amended form of words for Policy 5 of the emerging Draft Borough of Redditch Local Plan No. 4 which would ensure an appropriate level of flexibility in housing density requirements, to be submitted for consideration at a future meeting of the Planning Advisory Panel.</p>	<p>Considered at the meeting of the Planning Advisory Panel on 20<sup>th</sup> August. Policy 5 subsequently amended following consultation with the Portfolio Holder.</p>
<b>2<sup>nd</sup> September 2013</b>		
<b>Cllr Hartnett / K Dicks / I Westmore</b>	<p><b>Overview and Scrutiny Committee</b></p> <p>The Local Strategic Partnership was requested to consider the issue of sexual health clinics and teenage pregnancy at a forthcoming meeting.</p>	<p>Redditch Partnership Manager and Chair of the Local Strategic Partnership made aware of the request.</p>
<b><u>Note:</u></b>	<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: 9/7/13 to present

