



# Executive Committee

Tue 23 Mar  
2021  
6.30 pm

Microsoft Teams

**REDDITCH** BOROUGH COUNCIL

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If you have any queries on this Agenda please contact  
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## **GUIDANCE ON VIRTUAL MEETINGS**

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Due to the current Covid-19 pandemic Redditch Borough Council will be holding this meeting in accordance with the relevant legislative arrangements for remote meetings of a local authority. For more information please refer to the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police Crime Panels meetings) (England and Wales) Regulations 2020.

Please note that this is a public meeting conducted remotely by Skype conferencing between invited participants and live streamed for general access via the Council's YouTube channel.

[Link to the live stream of the meeting](#)

You are able to access the livestream of the meeting from the Committee Pages of the website, alongside the agenda for the meeting.

If you have any questions regarding the agenda or attached papers please do not hesitate to contact the officer named above.

### **Notes:**

As referred to above, the virtual Skype meeting will be streamed live and accessible to view. Although this is a public meeting, there are circumstances when the committee might have to move into closed session to consider exempt or confidential information. For agenda items that are exempt, the public are excluded and for any such items the live stream will be suspended and that part of the meeting will not be recorded.

# **Executive**

**Tuesday, 23rd March, 2021**

**6.30 pm**

**Microsoft Teams**

## **Agenda**

### **Membership:**

**Cllrs:**

Matthew Dormer  
(Chair)  
Mike Rouse (Vice-  
Chair)  
Greg Chance  
Brandon Clayton  
Bill Hartnett

Anthony Lovell  
Nyear Nazir  
David Thain  
Craig Warhurst

### **1. Apologies**

### **2. Declarations of Interest**

To invite Councillors to declare any Disclosable Pecuniary Interests and / or Other Disclosable Interests they may have in items on the agenda, and to confirm the nature of those interests.

### **3. Leader's Announcements**

### **4. Minutes** (Pages 1 - 6)

### **5. Green Homes Funding** (Pages 7 - 12)

### **6. Finance Monitoring Quarter 3 2020/21** (Pages 13 - 36)

The Budget Scrutiny Working Group is scheduled to pre-scrutinise the Financial Monitoring Report Quarter 3 at a meeting due to take place on Wednesday, 17<sup>th</sup> March 2021. Any recommendations on this subject arising from the meeting will be reported for the Executive Committee's consideration in a supplementary pack.

### **7. Worcestershire Regulatory Services Board - Budget Recommendations** (Pages 37 - 50)

### **8. Overview and Scrutiny Committee**

There are no minutes from any meetings of the Overview and Scrutiny Committee attached for consideration.

Any recommendations arising from the meeting of the Overview and Scrutiny Committee that is scheduled to take place on Thursday, 18<sup>th</sup> March 2021, will be reported to the Executive Committee in a supplementary pack.

## **9. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels etc.**

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.

## **10. Advisory Panels - update reports**

Members are invited to provide verbal updates, if any, in respect of the following bodies:

- a) Climate Change Cross-Party Working Group – Chair, Councillor Anthony Lovell;
- b) Constitutional Review Working Panel – Chair, Councillor Matthew Dormer;
- c) Corporate Parenting Board – Council Representative, Councillor Nyear Nazir;
- d) Member Support Steering Group – Chair, Councillor Matthew Dormer; and
- e) Planning Advisory Panel – Chair, Councillor Matthew Dormer.

## **11. To consider any urgent business, details of which have been notified to the Head of Legal, Democratic and Property Services prior to the commencement of the meeting and which the Chair, by reason of special circumstances, considers to be of so urgent a nature that it cannot wait until the next meeting**



## **Executive Committee**

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**Monday, 22nd February,  
2021**

### **MINUTES**

#### **Present:**

Councillor Matthew Dormer (Chair), Councillor Mike Rouse (Vice-Chair) and Councillors Greg Chance, Brandon Clayton, Bill Hartnett, Anthony Lovell, Nyear Nazir, David Thain and Craig Warhurst

#### **Officers:**

Kevin Dicks, Claire Felton, Chris Forrester, Kate Goldey and Sue Hanley

#### **Democratic Services Officers:**

Jess Bayley

#### **82. APOLOGIES**

There were no apologies for absence.

#### **83. DECLARATIONS OF INTEREST**

There were no declarations of interest.

#### **84. LEADER'S ANNOUNCEMENTS**

The Leader advised that there were two agenda packs to refer to; the main agenda and a supplementary pack. There had been a delay in receiving the report in respect of the Council Tax Resolutions as the Council had been waiting for information from some of the preceptor authorities that received Council Tax. However, the Executive Committee minutes from a meeting held on 16<sup>th</sup> February 2021 and Overview and Scrutiny Committee minutes from a meeting held on 11<sup>th</sup> February 2021 had been available for Members to access electronically since Friday, 19<sup>th</sup> February 2021.

#### **85. MINUTES**

##### **RESOLVED that**

**the minutes of the meeting of the Executive Committee held on Tuesday, 16<sup>th</sup> February 2021 be approved as a true and correct record and signed by the Chair.**

Chair

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## 86. COUNCIL TAX RESOLUTIONS (REPORT TO FOLLOW)

The Head of Financial and Customer Services presented the Council Tax Resolutions for the Executive Committee's consideration. Members were advised that the report detailed the Council Tax calculations for the Council and the other precepting authorities.

The Hereford and Worcester Fire and Rescue Authority had not yet held a meeting to determine their requirements and therefore assumptions had had to be made in the report about the contribution to that organisation. Delegated authority had been requested for Officers to be able to amend the resolutions should the Hereford and Worcester Fire and Rescue Authority agree a position that differed from the assumptions detailed in the report.

During consideration of this item reference was made to the late notice that had been provided to Members in respect of the report, with publication having occurred on the day of the meeting. The Chief Executive explained that this delay was not caused by Council Officers but as a consequence of the precepting authorities communicating their position to the Council at a late stage. Members who served on the Hereford and Worcester Fire and Rescue Authority were urged to raise the timing of their meetings with the authority to ensure that in future the Council could receive reports in respect of the Council Tax Resolutions in a timely manner.

### **RESOLVED to NOTE:**

**that at its meeting on 12th January 2021, the Executive Committee calculated the Council Tax Base 2021/22 as:**

- (a) for the whole Council area as 26,158.13 [Item T in the formula in Section 31B of the Local Government Act 1992, as amended (the "Act")]; and**
- (b) for dwellings in those parts of its area to which a Parish precept relates; this being Feckenham Parish as 367.22.**

### **RECOMMENDED that**

- 1) the calculation for the Council Tax requirement for the Council's own purposes for 2021/22 (excluding Parish precepts) as £6,517,245.77;**
- 2) the following amounts be calculated for the year 2021/22 in accordance with sections 31 to 36 of the Act:**

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- (a) £47,617,501 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A (2) of the Act (taking into account all precepts issued to it by Parish Councils) (*i.e.*, *Gross expenditure*);
- (b) £41,090,255 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A (3) of the Act. (*i.e.*, *Gross income*);
- (c) £6,527,246 being the amount by which the aggregate of 1.2.2(a) above exceeds the aggregate at 1.2.2(b) above, calculated by the Council, in accordance with Section 31A (4) of the Act, as its Council Tax requirement for the year. (Item R in the formula in Section 31B of the Act);
- (d) £249.53 being the amount at 1.2.2 (c) above (Item R), all divided by Item T (1.1(a) above), calculated by the Council, in accordance with Section 31B of the Act, as the basic amount of its Council Tax for the year (including Parish precepts);
- (e) £10,000 being the aggregate amount of all special items (Feckenham Parish precept) referred to in Section 34 (1) of the Act;
- (f) £249.15 being the amount at 1.2.2 (d) above less the result given by dividing the amount at 1.2.2 (e) above by Item T (1.1 (a) above), calculated by the Council, in accordance with Section 34 (2) of the Act, as the basic amount of its Council Tax for the year for dwellings in those parts of its area to which no Parish precept relates;
- (g) £276.38 being the amount given by adding to the amount at 1.2.2(f), the amount of the special item relating to the Parish of Feckenham 1.2.2(e), divided by the amount in 1.1(b) above;
- (h) the amounts below given by multiplying the amounts at 1.2.2(f) and 1.2.2(g) above by the number which, in the proportion set out in Section 5(1) of the Act, is applicable to dwellings listed in a particular valuation band, divided by the number which in that proportion is applicable to dwellings listed in Band D,

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calculated by the Council, in accordance with Section 36(1) of the Act, as the amounts to be taken into account for the year in respect of categories of dwelling listed in different valuation bands;

Valuation Band	Proportion of Band D tax paid	Parish of Feckenham £	All other parts of the Council's area £
A	6/9	184.25	166.10
B	7/9	214.96	193.78
C	8/9	245.67	221.47
D	1	276.38	249.15
E	11/9	337.80	304.52
F	13/9	399.21	359.88
G	15/9	460.63	415.25
H	18/9	552.76	498.30

- 3) it be noted that for the year 2021/22, Worcestershire County Council, Police and Crime Commissioner for West Mercia and Hereford and Worcester Fire Authority have issued precepts to the Council in accordance with Section 40 of the Local Government Finance Act 1992 for each category of dwelling in the Council's area as indicated below:

	Valuation Bands							
	A	B	C	D	E	F	G	H
	£	£	£	£	£	£	£	£
Worcestershire County Council	895.89	1,045.20	1,194.52	<b>1,343.83</b>	1,642.46	1,941.09	2,239.72	2,687.66
Police and Crime Commissioner for West Mercia	160.13	186.81	213.50	<b>240.19</b>	293.57	346.94	400.32	480.38
Hereford and Worcester Fire Authority	58.45	68.20	77.94	<b>87.68</b>	107.16	126.65	146.13	175.36

- 4) that having calculated the aggregate in each case of the amounts at 1.2.2(h) and 1.2.3 above, that Redditch Borough Council in accordance with Sections 30 and 36 of the Local Government Finance Act 1992 hereby sets the amounts shown below as the amounts of Council Tax for 2021/22. for each part of its area and for each of the categories of dwellings:



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Valuation Band	Proportion of Band D tax paid	Parish of Feckenham £	All other parts of the Council's area £
A	6/9	1,298.72	1,280.57
B	7/9	1,515.17	1,493.99
C	8/9	1,731.63	1,707.43
D	1	1,948.08	1,920.85
E	11/9	2,380.99	2,347.71
F	13/9	2,813.89	2,774.56
G	15/9	3,246.80	3,201.42
H	18/9	3,896.16	3,841.70

- 5) that the Executive Director Finance & Resources be authorised to make payments under Section 90(2) of the Local Government Finance Act 1988 from the Collection Fund by ten equal instalments between April 2021 to March 2022 as detailed below:

	Precept £	Deficit on Collection Fund £	Total to pay £
Worcestershire County Council	35,152,080.00	-335,887.00	34,816,193.00
Police and Crime Commissioner for West Mercia	6,282,921.24	-57,694.58	6,225,226.66
Hereford & Worcester Fire Authority	2,293,424.78	-22,030.90	2,271,393.88

- 6) that the Executive Director Finance & Resources be authorised to make transfers under Section 97 of the Local Government Finance Act 1988 from the Collection Fund to the General Fund the sum of £6,464,599 being the Council's own demand on the Collection Fund (£6,517,246) and Parish Precept (£10,000) and the distribution of the Deficit on the Collection Fund (£62,647);
- 7) that the Executive Director Finance & Resources be authorised to make payments from the General Fund to Feckenham Parish Council the sums listed above (£10,000) by instalment after 1 April 2021 in respect of the precept levied on the Council;

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- 8) that the above resolutions to be signed by the Chief Executive for use in legal proceedings in the Magistrates Court for the recovery of unpaid Council Taxes;
- 9) notices of the making of the said Council Taxes signed by the Chief Executive are given by advertisement in the local press under Section 38(2) of the Local Government Finance Act 1992; and
- 10) that authority be delegated to the Head of Finance and Customer Services (Interim S151) following consultation with the finance portfolio holder to amend the resolution should the Hereford and Worcester Fire Authority Service not approve the estimated figure that is being used in this report. This is due to the Fire service having their approval meeting after this resolution report has been brought to Council.

#### **87. OVERVIEW AND SCRUTINY COMMITTEE**

Officers confirmed that there were no recommendations arising from the latest meeting of the Overview and Scrutiny Committee, held on Thursday, 11<sup>th</sup> February 2021.

#### **RESOLVED that**

**the minutes of the meeting of the Overview and Scrutiny Committee held on Thursday, 11<sup>th</sup> February 2021 be noted.**

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

There were no referrals from either the Overview and Scrutiny Committee or the Executive Advisory Panels for consideration on this occasion.

#### **89. ADVISORY PANELS - UPDATE REPORT**

Members noted that there were no updates from the Executive Advisory Panels or other external bodies on this occasion.

The Meeting commenced at 6.30 pm  
and closed at 6.39 pm

REDDITCH BOROUGH COUNCIL**Executive Committee 23<sup>rd</sup> March 2021****GREEN HOMES FUNDING**

<b>Relevant Portfolio Holder</b>		Councillors Craig Warhurst/ Anthony Lovell
<b>Portfolio Holder Consulted</b>		Yes
<b>Relevant Head of Service</b>		Guy Revans, Judith Willis
<b>Report Author</b>	<b>Name:</b> Simon Parry, Kath Manning <b>Job Title:</b> Housing Property Services Manager, Climate Change Officer <b>Contact email:</b> simon.parry@bromsgroveandredditch.gov.uk kath.manning@bromsgroveandredditch.gov.uk <b>Contact Tel:</b> Ext 3201, Ext 3044	
<b>Wards Affected</b>		No specific ward relevance.
<b>Ward Councillor(s) consulted</b>		n/a
<b>Relevant Strategic Purpose(s)</b>	<ul style="list-style-type: none"><li>- Finding somewhere to live</li><li>- Living independent, active &amp; healthy lives</li><li>- Aspirations, work &amp; financial independence</li><li>- Communities which are safe, well maintained &amp; green</li></ul>	
Non-Key Decision		
If you have any questions about this report, please contact the report author in advance of the meeting.		
This report contains exempt information as defined in Paragraph(s) of Part I of Schedule 12A to the Local Government Act 1972. as amended		

**1. RECOMMENDATIONS**

The Executive Committee **RECOMMEND** that:

- 1) The Capital and Revenue Budgets (Housing and General Fund) are increased to receive Redditch Borough Council's Green Homes Grant scheme Local Authority Delivery Part 2 allocation of £280,700.
- 2) Delegated authority is granted to the Head of Environmental and Housing Property Services and Head of Community & Housing Services in consultation with Portfolio Holders for Housing and Climate Change to administer the funding received in line with the grant conditions.

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**2. BACKGROUND**

- 2.1. The Department for Business, Energy and Industrial Strategy (BEIS) have allocated £59.95m of funding to Phase 2 of the Local Authority Delivery (LAD) element of the Green Homes Grant scheme, which runs until December 2021.

The distribution of this funding is being managed via Local Energy Hubs (the Midlands Energy Hub, MEH, in the case of Redditch).

The allocations have been calculated to reflect the number and proportion of EPC Band E, F and G properties within the Local Authority area: for Redditch Borough Council this will be £255,000, with an additional capitalisation allocation of £22,950 and an additional fixed cost of £2,750 for Stock Analysis or modelling to support proposal development and future energy efficiency schemes.

The deadline to accept the allocation is 15<sup>th</sup> April 2021.

2.2. Key information:

- Funded measures must improve the properties' Government's Standard Assessment Procedure for Energy Rating of Dwellings (SAP) ratings.
- Measures must be targeted at properties with the worst SAP ratings: Energy Performance Certificate (EPC) score D (up to 50% of properties), E, F and G.
- Decarbonisation of energy systems is integral to the scheme, so no fossil fuel powered measures will be funded.
- The occupants of the properties in the scheme must be overall at above average risk of fuel poverty: across the scheme, there must be an average household income of less than £30k or other factors which are a proxy for fuel poverty risk such as receipt of means tested benefits.
- The average capital works per property cannot exceed £10k.
- The deadline for completion of funded projects is December 31<sup>st</sup> 2021, unless extended by MEH with permission from BEIS and HM Treasury as required.
- Any tenures may be funded, though the proportion of funding differs between tenures (see 3. Financial Implications).

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- 2.3. RBC took part in a successful Green Homes Grants LAD Part 1a bid to fund works to privately owned properties, for which the completion deadline has been extended to June 30<sup>th</sup> 2021, so it is anticipated that the majority of the Part 2 funding will be spent on RBC Social Housing properties.

**3. FINANCIAL IMPLICATIONS**

- 3.1. RBC have been allocated a capital grant of £255,000 to be spent in line with grant conditions.
- 3.2. An additional capitalisation allocation of £22,950 can be used for administration and enabling works and can be allocated to capital or revenue budgets at the discretion of the Council. This mobilisation payment will be awarded upon signing of the Award Letter.
- 3.3. Upon Signing of the Award Letter, or once MEH has received the funding from BEIS whichever is later, an additional fixed cost of £2,750 is provide all councils for Stock Analysis or modelling requirements to support proposal development and future energy efficiency schemes.
- 3.4. A full project proposal (see Operational Implications) and compliance with reporting requirements is required for receipt of the full Part 2 grant allocation. A full breakdown of funding need and allocation between Housing and General Fund will be ascertained as part of the development of this project proposal.
- 3.5. For privately rented or social housing properties, Green Homes Grant funding can only fund up to two-thirds of the cost of measures, up to a maximum of £5000. (Any owner occupier properties are required by BEIS to be fully funded using the grant monies.) There is sufficient funding in the existing RBC Housing Capital Budget 2021-22 to provide match funding for RBC social housing properties.

**4. LEGAL IMPLICATIONS**

- 4.1 The general power of competence in s1 of the Localism Act 2011 empowers the council to undertake such a project.
- 4.2 Given the level of spend and timescale, an OJEU compliant framework will be used to procure delivery of the works (in progress).
- 4.3 A legal review of the Grant Conditions will be undertaken prior to acceptance.

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**5. STRATEGIC PURPOSES - IMPLICATIONS****Relevant Strategic Purposes**

5.1 The funding aligns as follows:

- **Finding somewhere to live:** improving housing stock
- **Living independent, active & healthy lives:** healthier home environments
- **Aspirations, work & financial independence:** addressing fuel poverty
- **Communities which are safe, well maintained & green:** reducing carbon emissions

**Climate Change Implications**

5.2 This funding is specifically to reduce energy consumption with an emphasis on decarbonisation, so is key for addressing Climate Change.

**6. OTHER IMPLICATIONS****Equalities and Diversity Implications**

- 6.1. Allocation of the funding will be based on criteria set by BEIS and will not be based on personal characteristics other than related to income.
- 6.2. Equality and Diversity considerations particularly in relation to accessibility will be included in procurement of Contractors and the design of the project, with the Policy Team consulted as necessary.

**Operational Implications**

- 6.3 The Housing Capital and Compliance Team will oversee the operational delivery, working closely with the:
- Tenancy and Neighbourhood team for liaison with tenants
  - Climate Change Officer in respect of privately owned properties
  - Public Energy Efficiency Programme Lead and Midlands Energy Hub Regional Principal Energy Projects Officer in respect of low carbon technologies.
- 6.4. Property assessments for RBC social housing are in process, under the Worcestershire County Council ERDF funded Public Energy Efficiency Programme (PEEP). These will identify appropriate measures for the Green Homes Grant funding and PEEP may also

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contribute funding to measures that are not eligible under the Green Homes Grant scheme.

- 6.5 Once contractors are procured and the mobilisation payment has been received, engagement with tenants, leaseholders and homeowners, detailed technical surveys, Retrofit Assessments and pricing will take place, to enable production of the proposal.

- 6.4 Key Dates:

15/4/21	Deadline to enable signing of award letter and enable release of mobilisation payment
24/5/21	Final deadline for submitting proposal and accessing full funding allocation
July	Interim report
December 31 <sup>st</sup> 2021	Delivery completion deadline

**7. RISK MANAGEMENT**

<b>Risk</b>	<b>Effect</b>	<b>Mitigation</b>
No funding	Benefits not realised.	<ul style="list-style-type: none"> <li>• Accept funding</li> </ul>
Timescales - deadlines not met	Funding not accessed or needs to be returned.	<ul style="list-style-type: none"> <li>• Preparation already in progress.</li> <li>• Regular monitoring of spend.</li> <li>• Close communication with Midlands Energy Hub regarding potential delays and any need for reallocation.</li> <li>• Finance and legal to review Grant Conditions regarding any risks related to returning funding.</li> </ul>
Covid19	Transmission and resultant harm, impact on timescales.	<ul style="list-style-type: none"> <li>• Covid-secure practices.</li> <li>• Health and Safety involvement in project planning.</li> </ul>
Insufficient experience of low carbon technologies	Measures underperform	<ul style="list-style-type: none"> <li>• Expert advice from PEEP and Midlands Energy Hub</li> </ul>

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**8. APPENDICES and BACKGROUND PAPERS**

Background papers:

- MEH Green Homes Grants Local Authority Delivery Part 2 – Grant Letter Redditch
- MEH Green Homes Grants Local Authority Delivery Part 2 Guidance

**9. REPORT SIGN OFF**

Department	Name and Job Title	Date
Portfolio Holder	<ul style="list-style-type: none"> <li>• Cllr Craig Warhurst Portfolio Holder for Housing and Procurement</li> <li>• Cllr Anthony Lovell Portfolio Holder for Climate Change</li> </ul>	9/3/2021
Lead Director / Head of Service	<ul style="list-style-type: none"> <li>• Guy Revans Head of Environmental and Housing Property Services</li> <li>• Judith Willis Head of Community &amp; Housing Services</li> </ul>	9/3/2021
Financial Services	<ul style="list-style-type: none"> <li>• Kate Goldey Senior Business Support Accounting Technician</li> <li>• Chris Forrester Head of Finance and Customer Services</li> </ul>	2/3/2021  11/3/2021
Legal Services	<ul style="list-style-type: none"> <li>• Clare Flanagan Principal Solicitor</li> <li>• Rachel Martin Team Leader – Contracts and Commercial</li> </ul>	3/3/2021  11/3/2021
Policy Team	n/a	
Climate Change Officer	Kath Manning Climate Change Officer	Report author



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Relevant Portfolio Holder	Councillor David Thain Portfolio Holder for Finance and Enabling Services
Portfolio Holder Consulted	Yes
Relevant Head of Service	Chris Forrester Head of Finance and Customer Services
Report Author	Name: Kate Goldey Job Title: Senior Business Support Accounting Technician Contact email: k.goldey@bromsgroveandredditch.gov.uk Contact Tel: 01527 881208
Wards Affected	none
Ward Councillor(s) consulted	n/a
Relevant Strategic Purpose(s)	All
Key Decision / Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	
This report contains exempt information as defined in Paragraph(s) of Part I of Schedule 12A to the Local Government Act 1972, as amended	

**1. RECOMMENDATIONS****The Executive Committee to RESOLVE –**

The current financial position in relation to revenue and capital budgets for the financial period April 2020 – December 2020.

**The Executive Committee to RECOMMEND the: -**

- 1.1 Approval of an increase to the Capital programme 2020/21 of match funding from PCC for digital upgrade of CCTV £21k **see 3.6.1**
- 1.2 Approval of the revised fees and Charges for Bereavement services be introduced for 2020/21 **see appendix 4.**

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**2. BACKGROUND**

To report to Executive on the Council's financial position for Revenue and Capital for the financial period April 2020 – December 2020.

**3. FINANCIAL IMPLICATIONS**

- 3.1 This report provides details of the financial performance of the Council for 2020/21. The report reflects the finances across the new strategic purposes to enable Members to be aware of the level of income and expenditure attributed to each area and how this compares to budget. The summary below shows the financial revenue position for the Council for the period April to December 2020/21.
- 3.2 Financial reports are sent to budget holders on a monthly basis. As part of this process a detailed review is undertaken with support from the finance team to ensure that all issues are considered and significant savings or cost pressures are addressed. This report explains the key variances to budget for 2020/21.
- 3.3 The £9.702m original budget as included in the table below is made up of the budget approved in February 2020.

In addition the Latest Budget 2020/21 of £10.267m includes transfers from reserves of £565k which is shown in **appendix 2**.

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**Revenue Budget Summary – Overall Council Financial Year 2020/21**

Please note figures have been rounded

Strategic Purpose	Original Budget 2020/21 £'000	Revised budget 2020/21 £'000	Budget to date 2020/21 £'000	Actuals to date 2020/21 £'000	Variance to date 2020/21 £'000	Projected outturn 2020/21 £'000	Projected Variance 2020/21 £'000
Aspiration, work & Financial independence	663	654	648	890	242	883	229
Communities which are safe, well maintained and green	4,203	4,559	3,391	3,267	-124	4,447	-112
Enabling the Authority	2,674	2,465	1,747	1,837	90	2,636	172
Finding somewhere to live	1,055	1,060	792	610	-182	866	-193
Living independent, active & healthy lives	664	716	440	352	-88	659	-57
Run and grow a successful business	444	814	649	742	93	903	89
<b>Totals</b>	<b>9,702</b>	<b>10,267</b>	<b>7,667</b>	<b>7,698</b>	<b>31</b>	<b>10,394</b>	<b>127</b>
Corporate Financing	-9,702	-10,267	-9,227	-9,107	119	-10,209	59
<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>-1,559</b>	<b>-1,409</b>	<b>150</b>	<b>185</b>	<b>185</b>

**Financial Commentary:**

It is important to note that the council has received £1,456k in COVID-19 grants in four tranches from central government to date of which £771k has been spent. This means that there is £626k remaining which can be used to mitigate some of the overspends/losses as shown above and explained in more detail below as appropriate. It has recently been announced that the Council will receive a fifth tranche of grant £496k which is still waiting to be received.

The Council has also filled in returns to central government with the expectation that a proportion of the losses the council has experienced detailed on the returns due to COVID-19 will be met by government which should reduce the deficit position detailed above. The Council has received the first quarter of this grant and has been

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factored into the above figures. The Council is still awaiting confirmation on the second quarter grant and if and when this will be received.

There are a number of variances across the strategic purposes. The summary above shows the 2020/21 revenue position for the Council to the end of quarter 3 and the main variations are as a result of the below.

**Aspiration, work & Financial independence (£229k projected overspend)**

The strategic purpose includes all costs relating to the support of benefits and the administration and delivery of Council Tax services in the Borough.

- There have been some additional costs required within Benefits subsidy for Benefit payments on B&B's due to the COVID-19 pandemic. There also has not been any court recoveries taking place and none have been projected by the year end to take place. **£327k.**
- Benefits and Revenues have some salary savings due to a pending service review **£97k.**

**Communities which are safe, well maintained and green (£112k projected saving)**

These budgets include those relating mainly to Environmental Services, Planning, CCTV and other activities to deliver against the purpose to ensuring an area is a safe and attractive place for the community.

The variances to report are:

- There is a saving within the Anti-Social behaviour team budgets due to salary vacancies which are being addressed in a service review. The underspend, however, will be offset against the overhead recharge to the HRA (shown in enabling services) due to the service being 100% attributable to the HRA of **£135k.**
- Bereavement services is forecast a projected overspend due to additional expenditure on works for the planning application for the potential new cemetery at Ipsley Church along with additional expenditure for the upkeep and extensive use of the equipment during the pandemic **£159k.**
- Core Environmental operations have an underspend in quarter 3 due to the strategic routes teams having low vehicle costs as a result of restricted work due to COVID-19 **£50k.**
- Development Control have received additional income against their budgeted income target. This is expected to continue for the remainder of the financial year showing a projected outturn of an additional **£59k** to be received.
- Strategic planning is expected to have underspend by the end of the year due to temporary salaries savings **£39k.**

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**Enable others to work/do what they need to do (to meet their purpose) (£172k projected overspend)**

All support services and corporate overheads are held within the enabling purpose. These include IT, HR, Finance, Management team and other support costs.

- There is an overspend within Accounts and Financial Management due to additional resources required due to the pressures of Covid on projects like the implementation of the new ERP system of conducting the council audits remotely. These require greater resources than would have been the case if officers were still on site. **£16k.**
- There is an underspend within Asset & Property Management due to sites being closed as a result of COVID-19 and therefore savings are materialising on utility budgets and small operational budgets **£131k**
- There is a variance in Corporate services which is mainly due to a vacancy management factor target to be met. This will be reallocated from other services by the end of the financial year. See savings monitoring at point 4 to this report **£116k.**
- Corporate services also have an overspend due to higher than originally budgeted for pension costs. Officers are currently looking into how this deficit can be mitigated **£313k.**
- Customer Services have savings on salaries and secondments, and this is currently being reviewed **£60k.**
- Human resources and ICT also have underspends on salaries which will be reviewed going into the final quarter of 2020/21 however some of the savings will be used to offset the corporate savings targets **£101k.**

**Finding somewhere to live (£193k projected saving)**

The costs associated with homeless prevention, housing strategy and land charges are all included in this strategic purpose. It is worth noting that these costs solely relate to those charged to the General Fund not the Housing Revenue Account

- Within Homelessness Services there has been a review of the budget and grant received which has resulted in a projected saving that will also be factored into next years budgets **£190k.**

**Living independent, active & healthy lives (£57k projected underspend)**

There are a number of budgets relating to the delivery of the strategic purpose including Lifeline and Community Transport.

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- There is a shortfall in income within community transport/Dial-a-ride and shop mobility due to the impact of COVID-19 **£66k**.
  - Parks and events have savings as events have not taken place also due to COVID-19 along with some temporary salary savings **£117k**.

**Run and grow a successful business (£89k projected overspend)**

The budgets within the strategic purpose include the management fee to Rubicon Leisure, economic development, all licenses and costs associated with the town and other Properties within the Borough.

- Assets and Facilities management have some small underspends on general utilities and operational budgets **£35k**.
- Business development have seen reduced income from their learning online services and Civic suite hire which is a due to the Impact of COVID-19 **£50k**
- In Economic & Tourism development there is a projected overspend by year end due to some additional costs following the closure of the Rubicon Business centre. There is also a shortfall in income at the other business centres projected **£102k**.
- Whilst there is no variance showing please note there will be an additional client payment to Rubicon Leisure of **£112k** to quarter 3. This is as a result of the net loss of income following the forced closure of the sites due to the Government legislation during the COVID-19 pandemic. The Shareholder Committee receives financial and performance reports to enable the Council to understand the Company financial position. Weekly reviews of the cash flow position are undertaken by Rubicon Leisure and the request from the Council is the most up to date and timely figure that can be assessed. The Company requires the funding to enable it to continue to pay its suppliers and employers and therefore ensure sufficient funds are available. It is furthermore projected that Redditch Borough Council will need to also make a final payment to the end of the financial year of **£288k**. This additional support required by Rubicon Leisure Ltd from the Council is to be met via the general COVID-19 grant received.

**Corporate Financing (£59k projected overspend)**

- It is expected that additional costs will be incurred for a Levy payment to the Worcestershire Pool due to the growth of Business Rates in the area from what we had predicted in the initial Government Return at the start of the year. Some of this will be re-distributed back to the Council which would not have been the case if we weren't part of a pooling arrangement.
- This has been netted off against savings on MRP and interest due the Capital programme having delays on certain projects.

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**3.4 Savings Monitoring**

The medium-term financial plan included £467k of savings identified to be delivered during 2020/21 the breakdown of these savings is attached at **appendix 3**. £45k of these identified savings is in relation to reductions in enabling costs.

To quarter 3 £282k identified savings have been realised against the budgeted April to September savings of £350k.

In addition to the above officers have been required to find further savings throughout the financial year 2020/21 to meet the vacancy factor (£205k) and the enabling services (£45k) targets. At quarter 3 additional savings (above those identified) have been realised of £733k.

**3.5 Cash Management****Borrowing**

As of the 31<sup>st</sup> of December 2020, there was no short term borrowing and £103.929m in long term borrowing with associated costs in the quarter of £888k. All long-term borrowing costs relate to the HRA.

An interest payable budget has been set of £341k for 2020/21 due to expenditure relating to current capital projects.

**Investments**

As at the 31<sup>st</sup> of December 2020, the council had placed £11m in investment accounts to generate an income for the Council. Within the quarter, the council received £1,791.67 in interest from their investments, and paid £201.70 in negative interest charges. It has been necessary to make some negative interest rate investments to spread the risk of the council's investment portfolio and adhere to the treasury management strategy's maximum investment limits. Negative interest deposits have only been made with the Government's Debt Management Office deposit facility when the maximum investment limit has been reached with the higher yielding Money Market Fund and when bank balances have been above the £2m risk level.

An interest receivable budget has been set of £209k for 2020/21 for any investments made.

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**3.6 Capital Budgets**

**Capital Budget Summary – Overall Council Financial Year 2020/21**

Please note figures have been rounded

Strategic Purpose	Original Budget 2020/21 £'000	Revised budget 2020/21 £'000	Budget to date 2020/21 £'000	Actuals to date 2020/21 £'000	Variance to date 2020/21 £'000	Projected outturn 2020/21 £'000	Projected Variance 2020/21 £'000
Communities which are safe, well maintained and green	3,430	8,779	6,585	3,484	-3,101	4,507	-4,273
Enabling the Authority	55	392	330	194	-136	218	-174
Living independent, active & healthy lives	40	1,837	1,378	371	-1,007	521	-1,315
Run and grow a successful business	250	500	375	156	-219	426	-73
<b>Totals</b>	<b>3,775</b>	<b>11,508</b>	<b>8,667</b>	<b>4,205</b>	<b>-4,462</b>	<b>5,672</b>	<b>-5,835</b>

**Financial Commentary:**

**Communities which are safe, well maintained and green**

These budgets include those relating mainly to Environmental services – Fleet replacement, Finance and Customer Services – Regeneration fund and Planning, Regeneration and Leisure Services to deliver against the purpose ensuring an area is both safe and attractive for the community.

The main variances for this strategic purpose relate to the following projects.



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- One of the main projects within this strategic purpose is the capital budget for the Vehicle replacement. It is planned for all vehicles to be replaced by March 2021 in line with the current vehicle replacement programme.
- The capital budget for the removal of 5 weirs through Arrow Valley Park has been delayed due to Covid-19 and it is therefore expected this will not commence until the early part of 2021/22.
- There are number of S106 schemes that are also unspent mainly due to the delay from the impact of Covid-19 along with not being able to appoint contractors. It is projected and hoped that these schemes will now commence in 2021/22 and it therefore requested to carry the budgets forward into the New financial year.
- The Regeneration project whilst an amount has been spent there is no further planned spend in this financial year due to unforeseen circumstances with the current pandemic. This project will therefore resume in the new financial year and a request for the budget to be carried forward into 2021/22 will be made.

**Enabling the Authority**

These budgets include those relating mainly to Environmental services – Computer Systems and Finance and Customer Services – New Enterprise systems to deliver robust and efficient enabling services.

- The variance for this quarter relates to the Fleet management computer system and the Environmental Services Computer system. Suitable systems are being finalised prior to procurement taking place via a Framework. This is likely to now take place the end of March and the beginning of the new financial year. It will therefore be requested to carry forward the budget into 2021/22.

**Living independent, active & healthy lives**

There are a number of budgets relating to the delivery of the strategic purpose including Funding for Disabled Facilities Grants, CCTV and Home repairs Assistance.

- The main underspend relates to the Disabled Facilities grant budget (DFG's) there has been little activity on this project in the first year of using a new agency and due to the COVID-19 pandemic. It will be requested to carry forward the balance remaining into the new financial year 2021/22.

**Run and grow a successful business**

The budgets within the strategic purpose include economic development and costs associated with the town and other Properties within the Borough.

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- This capital budget is for the public buildings project which has commenced in this financial year 2020/21. The project is intended to be complete by the end of the year however there are building works which have been slightly delayed due to the pandemic and buildings having limited openings. This will be monitored through the last quarter of the financial year.

**3.6.1 CCTV infrastructure**

As requested at **1.1** West Mercia PCC has made available a further £21k CCTV capital grant to support the current digital infrastructure upgrade to the North Worcestershire CCTV scheme.

This further funding is to join the already approved scheme which CCTV Community Services are currently co-ordinating. This will further enhance the CCTV infrastructure upgrade as opposed to the purchase of replacement analogue cameras and once implemented the digital infrastructure will reduce transmission costs from the revenue budget

Following the successful digitization of the CCTV infrastructure project at Redditch and Bromsgrove and other collaborative initiatives across West Mercia the PCC were keen to make further investment in CCTV across the region, enabling Councils to further enhance and improve the CCTV provision, of which the Police force is a primary beneficiary

**3.7 Housing Revenue Account**

Appendix 1 details the financial position for the Housing Revenue Account (HRA) for the period April 2020 – September 2020.

**3.8 Earmarked Reserves**

The position as at 30th December 2020/21 is shown in **Appendix 2**.

**3.9 General Fund Balances**

The General Fund Balance as at the 31<sup>st</sup> of March 2020 was £1.599m. A balanced budget was approved in February 2020 to include identified savings which have been built into individual budget allocations. This also included a planned return to balances for 2020/21 of £82k. The current level of balances will therefore increase to £1.681m with recommended level of balances of £750k.

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**4. LEGAL IMPLICATIONS**

- 4.1 No Legal implications have been identified.

**5. STRATEGIC PURPOSES - IMPLICATIONS**

**Relevant Strategic Purpose**

- 5.1 The Strategic purposes are included in the Council's corporate plan and guides the Council's approach to budget making ensuring we focus on the issues and what are most important for the borough and our communities. Our Financial monitoring and strategies are integrated within all of our Strategic Purposes.

**Climate Change Implications**

- 5.2 The green thread runs through the Council plan. The Financial monitoring report has implications on climate change and these will be addressed and reviewed when relevant by climate change officers to ensure the correct procedures have been followed to ensure any impacts on climate change are fully understood.

**6. OTHER IMPLICATIONS**

**Equalities and Diversity Implications**

- 6.1 No direct implications as a result of this report.

**Operational Implications**

- 6.2 Managers meet with finance officers monthly to consider the current financial position and to ensure actions are in place to mitigate any overspends.

**7. RISK MANAGEMENT**

- 7.1 The financial monitoring is included in the corporate risk register for the authority.

**8. APPENDICES and BACKGROUND PAPERS**

Appendix 1 - HRA April – December 2020/21

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Appendix 2 - Earmarked Reserves 2020/21

Appendix 3 - Savings Monitoring 2020/21

Appendix 4 – Bereavement Services fees and charges 2021/22

Appendix 5 – Capital programme – slippage request to 2021/22

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<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillor David Thain Portfolio Holder for Finance and Enabling Services	various
Lead Director / Head of Service	Chris Forrester Head of Finance and Customer Services	various
Financial Services	Chris Forrester Head of Finance and Customer Services	various
Legal Services	Claire Felton Head of Legal, Democratic and Property services	various
Policy Team (if equalities implications apply)	n/a	
Climate Change Officer (if climate change implications apply)	n/a	

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**HOUSING REVENUE ACCOUNT (HRA)****REVENUE 2020/21 Quarter 3**

	2020/21 Full Year Budget £'000	2020/21 Budget to Date Apr - Dec £'000	2020/21 Actuals Apr - Dec £'000	2020/21 Variance Apr - Dec £'000	2020/21 Projected Outturn £'000	2020/21 Projected Variance £'000
<b>INCOME</b>						
Dwelling Rents	-23,083	-17,794	-17,677	117	-22,936	147
Non-Dwelling Rents	-537	-498	-479	19	-543	-6
Tenants' Charges for Services & Facilities	-667	-498	-436	62	-592	75
Contributions towards Expenditure	-44	-33	-50	-17	-59	-15
<b>Total Income</b>	<b>-24,331</b>	<b>-18,823</b>	<b>-18,642</b>	<b>181</b>	<b>-24,130</b>	<b>201</b>

**EXPENDITURE**

Repairs & Maintenance	6,038	4,469	3,545	-924	5,398	-640
Supervision & Management	8,249	2,494	1,987	-507	7,832	-417
Rent, Rates, Taxes & Other Charges	294	221	39	-182	209	-85
Provision for Bad Debts	182	0	0	0	182	0
Depreciation & Impairment of Fixed Assets	5,715	0	0	0	5,715	0
Interest Payable & Debt Management Costs	4,179	1,759	1,760	1	4,179	0

<b>Total Expenditure</b>	<b>24,657</b>	<b>8,943</b>	<b>7,331</b>	<b>-1,612</b>	<b>23,515</b>	<b>-1,142</b>
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<b>Net cost of Services</b>	<b>326</b>	<b>-9,880</b>	<b>-11,311</b>	<b>-1,431</b>	<b>-615</b>	<b>-941</b>
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<b>Net Operating Expenditure</b>	<b>326</b>	<b>-9,880</b>	<b>-11,311</b>	<b>-1,431</b>	<b>-615</b>	<b>-941</b>
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Interest Receivable	-118	-89	-89	0	-118	0
Revenue Contribution to Capital Outlay	0	0	0	0	0	0
Planned use of Balances	-208	-156	0	156	0	208
Transfer to Earmarked Reserves	0	0	0	0	0	0
<b>(Surplus)/Deficit on Services</b>	<b>0</b>	<b>-10,125</b>	<b>-11,400</b>	<b>-1,275</b>	<b>-733</b>	<b>-733</b>

**Financial Commentary:**

Appendix 1 details the financial position for the Housing Revenue Account (HRA) for the period April - December 2020

**The major variances are due to the following:**

- **Repairs & Maintenance** - Due to covid restrictions the R&M teams have had limited access to properties. Consequently, expenditure is lower than normal by a significant margin
- **Supervision & Management** - the variance is predominantly due to vacant posts pending the ongoing review of the Housing function and reduced professional and consultancy fees
- **Rents, rates & taxes** - Awaiting insurance premium costs but expected to be lower than budgeted

NB: For items where budgets to date show as zero this is due to these costs being allocated as part of the year end accounting processes

**HRA CAPITAL 2020/21 Quarter 3****Strategic Purpose****Help Me to Find Somewhere to Live in my Locality**

	2020/21 Full Year Budget £'000	2020/21 Budget to Date Apr - Dec £'000	2020/21 Actuals Apr - Dec £'000	2020/21 Variance YTD £'000	2020/21 Projected Outturn £'000	2020/21 Projected Variance £'000
1-4-1 Housing Replacement	3,200	1,959	1,970	11	3,000	-200
Bathroom Renewals	105	79	0	-79	0	-105
Kitchen Renewals	180	135	1	-134	3	-177
Catch Up Repairs	0	0	4	4	4	4
Asbestos Removal	400	300	86	-214	150	-250
Structural	30	23	21	-2	33	3
Roofing	270	203	0	-203	0	-270
Electrics	888	666	316	-350	480	-408
Gas Central Heating	416	312	148	-164	200	-216
Windows	100	75	5	-70	6	-94
Balcony Replacements	150	113	0	-113	0	-150
disabled adaptations	700	524	14	-510	80	-620
Water Supply	50	38	0	-38	0	-50
Excellent Estates	350	263	14	-249	150	-200
FRA Works	0	0	0	0	0	0
Stock Condition Survey	0	0	49	49	63	63
Fencing Replacements	90	68	0	-68	0	-90
New Housing System	469	352	201	-151	250	-219
Door Access Systems	72	54	0	-54	15	-57
Electric Heating	42	32	0	-32	0	-42
Electrics - Catch up works	624	468	0	-468	0	-624
Door Renewals	20	15	0	-15	0	-20
Hard Wire Smoke Detector Installation	378	284	0	-284	150	-228
Damp & Mould	38	29	0	-29	0	-38
Fire Safety	82	61	0	-61	0	-82
HRA Property Purchase Capital Works	270	203	0	-203	0	-270
Compartmentation Works	1,800	1,350	261	-1,089	350	-1,450
Bin Stores	200	150	0	-150	0	-200
External Painting	0	0	12	12	30	30
Design & Supervision	300	0	0	0	0	-300
	<b>11,224</b>	<b>7,756</b>	<b>3,102</b>	<b>-4,654</b>	<b>4,964</b>	<b>-6,260</b>

**Financial Commentary:**

The projects form the basis of an interim capital improvement plan pending the outcome of a comprehensive stock condition survey. The survey will be used to inform the budgets required for the 30 year business plan.

Works are also currently being undertaken on a needs only basis pending the survey outcome

1-4-1 Housing Replacement: properties built or purchased using 1-4-1 capital receipts generated from Right to Buy sales



Description	Balance b/fwd 1/4/2020	Budgeted Release/new reserves 2020/21	Revised Balance b/fwd 1/4/2020	Transfers in existing reserve 2020/21	Transfers out existing reserve 2020/21	New Reserve 2020/21	C/fwd 31/3/2021	Planned use for 2021/22 Budget	Comment
<b>GF Earmarked Reserves</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>		
Community Development	(66)	0	(66)	0	0	0	(66)	0	To support the costs associated with community projects
Community Safety	(302)	0	(302)	0	272	0	(30)	0	External grant funding to be released over a number of years on Community Safety Projects ongoing
Corporate Services	(150)	0	(150)	0	1	0	(149)	0	Funding to support potential costs of future service reviews.
Economic Growth Development	(330)	0	(330)	0	0	0	(330)	0	To fund the Economic Development opportunities across the Borough
Electoral Services	(44)	0	(44)	(5)	0	0	(49)	0	To support the delivery of individual electoral registration and to set aside a reserve for potential refunds to government
Equipment Replacement	(48)	0	(48)	0	22	0	(26)	0	ICT equipment reserve
Financial Services	(132)	(300)	(432)	0	0	0	(432)	0	Brexit reserve along with a transformational growth reserve and also funds to support the new enterprise system
Corporate Financing	(1,997)	(836)	(2,833)	0	0	0	(2,833)	0	The reserve has been created to offset the loss on Business rates collection and appeals in 2019/20.
Housing Benefits Implementation	(269)	0	(269)	0	0	0	(269)	0	Specific welfare reform grant received
Housing Support	(746)	50	(696)	(25)	0	0	(721)	0	Government Specific Grant - annual funding
Land charges	(9)	0	(9)	0	0	0	(9)	0	To fund potential litigation in relation to Land Charges
Land Drainage	(129)	0	(129)	0	0	0	(129)	0	To support costs associated with health and safety issues within the environment
Parks and Open spaces	(8)	0	(8)	0	0	0	(8)	0	To fund a review of the local allotments.
Planning	(669)	0	(669)	0	241	0	(428)	0	Custom build grant to provide support to the council towards expenditure lawfully incurred in relation to the provision and maintenance of a self-build register. Along with grants for One Public estates, Business Improvemnets district grant and Town deals grant.
Sports Development	(68)	0	(68)	0	59	0	(9)	0	Ringfenced grants for a number of sports development activities to improve Health and Wellbeing in the Borough
Town Centre	(2)	0	(2)	0	0	0	(2)	0	To support improvements in the Town Centre High Street
Warmer Homes	(12)	0	(12)	0	0	0	(12)	0	To support the costs associated with community projects (repair)
<b>Totals</b>	<b>(4,981)</b>	<b>(1,086)</b>	<b>(6,067)</b>	<b>(30)</b>	<b>595</b>	<b>0</b>	<b>(5,502)</b>	<b>0</b>	
<b>HRA Capital Reserve</b>									
Capital Reserve-HRA	(15,259)	0	(15,259)	0	0	0	(15,259)	0	Reserve to enable the debt repayment on HRA, and future repairs and maintenance along with support for the Housing Growth Programme.
<b>Totals</b>	<b>(15,259)</b>	<b>0</b>	<b>(15,259)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(15,259)</b>	<b>0</b>	

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## SAVINGS &amp; ADDITIONAL INCOME - RBC

## APPENDIX 3

Department	Service	Strategic Purpose	Description of saving	2020-21 £'000	2020-21 Apr - Dec £'000	Quarter 3			
						On target Y/N	Additional (add to to in yr savings) £'000	below target Y/N	Pressure £'000
Business Transformation	Human Resources	Enabling	Savings on car mileage budget	-2	-1	Y			
Community Services	Lifeline	Living independent, active & healthy lives	Additional income for digitalised systems	-17	-13	N		Y	17
Community Services	Community Services - Shopmobility	Living independent, active & healthy lives	Savings arising from a new model of working the shopmobility service	-1	-1	N		Y	13
Community Services	Community Transport	Living independent, active & healthy lives	Dial - a Ride savings	-90	-68	N		Y	25
Corporate Services	Communications & Print	Enabling	Additional Saving from New Print Contract	-10	-8	Y	-10		
Corporate Services	Communications & Print	Enabling	Additional Saving from New Print Contract - Shared Service Element of above	0	0	Y	4		
Corporate Services	Corporate Services	Enabling	Management Review	-54	-41	Y			
Corporate Services	Corporate Services	Enabling	Reduction in enabling costs - 1% per annum	-45	-34	Y			
CAFS	Customer Access & Financial Support	Aspiration, work & financial independence	Service restructure	-30	-23	N		Y	8
Environmental Services	Core Environmental Operations	Communities which are safe, well maintained & green	Inflation on income from WCC for underpass maintenance	-2	-1	Y			
Environmental Services	Engineering	Communities which are safe, well maintained & green	Inflation on income from WCC for land drainage	-2	-1	Y			
Environmental Services	Transport	Enabling	Additional income from MOTs.	-3	-2	N		Y	2
Environmental Services	Place Teams	Communities which are safe, well maintained & green	Inflation on income from WCC for verge maintenance	-3	-2	Y			
Environmental Services	Engineering	Communities which are safe, well maintained & green	Income from WCC for design services provided by Engineering & Design Team	-3	-2	N		Y	2
Environmental Services	Bereavement Services	Communities which are safe, well maintained & green	Additional income from changes in structure re commercialism	-11	-8	N		Y	8
Finance & Resources	Finance	Enabling	Insurance contract saving	-80	-60	Y			
Family support	0-19 Prevention and Early Intervention Service	Enabling	Income for new contract for Prevention and Early Intervention service	-32	-24	Y			
Legal & Democratic Services	Democratic Services	Enabling	Budget no longer required	-3	-2	Y			
Legal & Democratic Services	Democratic Services	Enabling	Budget no longer required	-10	-8	Y			
Legal & Democratic Services	Legal Services	Enabling	Additional income from HRA recharge	-34	-26	Y			
Leisure & Cultural	Business Development - Business	Run and grow successful business	Community centre no longer in use - Hawthorn Road	-1	-0	Y			
Leisure & Cultural	Business Development - Cultural	Communities which are safe, well maintained & green	Additional income from civic suite	-1	-1	N		Y	
Leisure & Cultural	Business Development - Cultural	Communities which are safe, well maintained & green	Reduction in advertising budget civic suite	-1	-1	Y			
Leisure & Cultural	CMT	Enabling	Professional fees budget saving	-17	-13	Y			
Planning & Regeneration	Development Management	Communities which are safe, well maintained & green	Savings on car mileage budgets	-2	-2	Y			

Department	Service	Strategic Purpose	Description of saving	2020-21 £'000	2020-21 Apr - Dec £'000	On target Y/N	Additional (add to to in yr savings) £'000	below target Y/N	Pressure £'000
Planning & Regeneration	Planning Policy	Communities which are safe, well maintained & green	General supplies and services budget savings	-5	-4	Y			
Planning & Regeneration	Building Control	Communities which are safe, well maintained & green	General supplies and services budget savings	-1	-1	Y			
RBC Reg Client	Licensing	Run and grow successful business	Inflationary increase on income	-1	-1	Y			
RBC Reg Client	Licensing	Run and grow successful business	Inflationary increase on income	-3	-2	Y			
Rubicon Client	Rubicon Client	Run and grow successful business	Saving due to AVVC being run by Rubicon	-4	-3	Y			
TOTAL				-467	-350		-7		75

Issue over incorrect information in 2021 – 22 fees and charges agreed at full council 25<sup>th</sup> January 2021 for Chapel Media supplier within Bereavement Services.

**The following information was on page 66 of the public reports pack relating to fees and changes, this extract shows what was approved with regards to the Chapel media supplier. These charges are from the old provider shown below:**

Wesley music additional options

Administration for first visual tribute in a service 24.00

Administration for additional visual tributes in same service 12.00

Visual tribute cost per photograph 3.00

Visual tribute cost per minute of video 6.00

Visual tribute(s) only provided on USB 30.00

CD of Chapel Service 61.00

Additional copies of CD of chapel service 38.00

DVD of Chapel Service 74.00

Additional copies of DVD of chapel service 44.00

Visual tribute(s) added to DVD / USB recording of service 24.00

Webcast of Chapel Service 88.00

**The items that should have been included in this section are as follows:**

**Chapel Media Supplier**

Webcast Live (inc VAT)		£88.00
Webcast Live & 28 day view inc downloadable version (inc VAT)		£50.00
Keepsake copy of webcast (DVD/USB) (inc VAT)		£74.00
Single Photo (inc VAT)		£27.00
Slideshow (up to 25 photos) (inc VAT)		£75.00
Pro Slideshow (up to 25 photos set to music) (inc VAT)		£99.00
Family made video checking		£24.00
Keepsake copy of Pro tribute (DVD/USB/Downloadable)		£30.00
Additional physical copies (DVD/USB)		£44.00
Each extra 25 photos		£38.00
Extra work (such as adding videos to pro tribute)		£38.00

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Description	Strategic Purpose	Revised Full Year Budget 2020-21 £	Projected Outturn 20-21 £	Projected Variance £	Request for Slippage to 2021/22 £	Comments
Locality project - landscape improvement	Communities which are safe, well maintained & green	25,000	23,175	-1,825	1,825	Budget to be spent on Capital hedge works - orders have been issued to contractors.
Open space improvements - North Moons moat	Communities which are safe, well maintained & green	3,000	0	-3,000	3,000	vacant office post has led to delay - this should take place Q4 2021/22
Arrow Valley Country Park - Play, Open Space and Sports Improvements.	Communities which are safe, well maintained & green	184,000	178,000	-6,000	6,000	The project is expected to be completed by the year end.
Terrys Field	Communities which are safe, well maintained & green	9,000	0	-9,000	9,000	Works have been committed and contractors appointed but will take place in the first quarter of 2021/22.
Gf Asbestos	Communities which are safe, well maintained & green	40,000	30,000	-10,000	10,000	
Improved Parking Scheme	Communities which are safe, well maintained & green	81,048	60,786	-20,262	20,000	The balance will be requested to be carry forward into the new financial year when the project will be completed.
Hedgerow Mitigation measures by restoration and hedge laying with associated fencing and gates at AVP SHM and AVP North	Communities which are safe, well maintained & green	21,500	0	-21,500	21,500	Vacant officer post has led to delays and it is anticipated that spend will take place over 3 years 21-23
Replacing 3 fuel pumps and upgrading tank monitoring equipment	Communities which are safe, well maintained & green	25,000	0	-25,000	25,000	There are discussions over the current position of the Depot and will require the budget to be carried forward in to 2021/22
Improvement to Morton Stanley Open Space	Communities which are safe, well maintained & green	25,633	0	-25,633	25,633	Roll forward into 2021/22 (some value of this S106 not yet received)
New Digital Service	Communities which are safe, well maintained & green	86,450	60,000	-26,450	26,450	Project delayed due to the current pandemic and will be requested to carry forward the budget into 2021/22.
Improvement to original Pump Track at AVCP	Communities which are safe, well maintained & green	60,606	0	-60,606	60,606	Project consultation with local cycle enthusiasts completed. Reviewing match funding opportunities . Works proposed Summer 2021
Improvement to Morton Stanley -Play Area for toddler and junior play	Communities which are safe, well maintained & green	79,686	0	-79,686	79,686	This works will be completed in April 21
Improvement to Sports Pitches infrastructure in Morton Stanley Park	Communities which are safe, well maintained & green	98,535	0	-98,535	98,535	Awaiting Specification for Framework for agronomist seasonal sports turf probably be 2022 because of play season window
Café and Infrastructure Morton Stanley Park	Communities which are safe, well maintained & green	100,000	0	-100,000	100,000	This should be completed by Sept 21
Grassland Mitigation measures- recreating and monitoring grassland habitats in MS and AVCP	Communities which are safe, well maintained & green	146,590	0	-146,590	146,590	Vacant officer post has led to delays it is anticipated that spend will take place over 3 years 21-23
Green Lane Studley	Communities which are safe, well maintained & green	200,000	0	-200,000	200,000	Planning negotiations still ongoing Move to 2021/21
Morton Stanley Play, Sport and Open Space Improvements (General)	Communities which are safe, well maintained & green	333,403	35,000	-298,403	298,403	Western Power order raised for infrastructure works but remaining budget will need to roll forward into 2021/22
Removal of 5 weirs through Arrow Valley Park	Communities which are safe, well maintained & green	437,000	0	-437,000	437,000	This Project has been delayed due to COVID and there will be no spend expected in this financial year. Project expected to take place 21/22
Regeneration Fund	Communities which are safe, well maintained & green	5,225,276	2,870,606	-2,354,670	2,354,670	Nothing further planned for this financial year due to unforeseen circumstances with current pandemic - projects will resume in 2021-22.
Fleet Management Computer System	Enabling the Authority	16,600	0	-16,600	16,600	Move to 2021/22 - framework contract due to be completed early next financial year
Environmental Services Computer System	Enabling the Authority	157,200	0	-157,200	157,200	Contract to be signed at the beginning of March. It is unlikely that payments will be made this financial year. Request funding is moved to 21/22
HMO Grants	Living independent, active & healthy lives	29,515	0	-29,515	29,515	Spend based on information from Millbrook agency
Energy & Efficiency Installs	Living independent, active & healthy lives	90,065	40,000	-50,065	50,065	3 year projects

Description	Strategic Purpose	Revised Full Year Budget 2020-21 £	Projected Outturn 20-21 £	Projected Variance £	Request for Slippage to 2021/22 £	Comments
Disabled Facilities Grant	Living independent, active & healthy lives	1,556,847	400,000	-1,156,847	1,156,847	Spend based on information from Millbrook agency
Improvements at Business Centres	Run and grow a successful business	73,614		-73,614	73,614	The project of refurbishing Greenlands Business centre has now started on site ( Jan 2021)The progress on the project has been held back since last quarter while we secured additional funding from SALIX to replace the rear windows.This SALIX funded project will affect how the refurbishment capital project work is progressed. Salix funded window replacement in May 2021. Expenditure of this capital fund completed July 2021. IF a request to be able to slip the budget into next Financial year can be made.
			3,697,567	-5,408,001	5,407,739	



**WORCESTERSHIRE DISTRICT COUNCILS**

**VIRTUAL MEETING OF THE**  
**WORCESTERSHIRE REGULATORY SERVICES BOARD**

**THURSDAY, 11TH FEBRUARY 2021, AT 4.33 P.M.**

PRESENT: Councillors H. Dyke (Chairman, during Minute No's 31/20 to part of 38/20), J. Squires (Vice-Chairman in the Chair for part of Minute No. 38/20), A. D. Kent, H. J. Jones, J. Raine, T. Wells, N. Nazir, M. Johnson, E. Stokes, D. Morris and P. Dyke

Officers: Mr. S. Wilkes, Ms. C. Flanagan, Mr. D. Mellors, Mr. M. Cox, Ms. K. Lahel, Mr. C. Forrester, Ms. K. Goldey, Mrs. P. Ross and Ms. K. Somers

Partner Officers: Mr. L. Griffiths, Worcester City Council, Mr. P. Merrick, Malvern Hills District Council and Wychavon District Council and Mr. M. Parker, Wyre Forest District Council

31/20 **APOLOGIES**

There were no apologies for absence.

32/20 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

33/20 **MINUTES**

The minutes of the meeting of the Worcestershire Regulatory Services Board held on 19<sup>th</sup> November 2020, were submitted.

**RESOLVED** that the minutes of the Worcestershire Regulatory Services Board meeting held on 19<sup>th</sup> November 2020, be approved as a correct record.

34/20 **WORCESTERSHIRE REGULATORY SERVICES BUDGETS 2021/2022 - 2023/2024**

The Senior Business Support Accounting Technician, Bromsgrove District Council (BDC), introduced the report and in doing so drew Members' attention to the Recommendations as detailed on pages 17 and 18 of the main agenda report.

The Senior Business Support Accounting Technician, BDC further drew Members' attention to page 19 of the main agenda report. Whereby it

was noted that, following further discussions with the Chief Executive, Wyre Forest District Council, the host for Worcestershire Regulatory Services (WRS), IT and accommodation providers; the Chief Executive had withdrawn their proposed £13k increase in charges for 2020/2021 and 2021/2022. Therefore, Members were being asked to approve the reduced revised budget.

The Senior Business Support Accounting Technician, BDC highlighted that the remainder of the budgets, as agreed by the Board at the meeting held on 19<sup>th</sup> November 2020, remained the same.

Appendix 1 to the report detailed the 2021/2022 – 2023/2024 budget breakdown for the district council's partners and the revised budget for 2020/2021.

Appendix 2 to the report detailed the partner contributions breakdown for 2021/2022 to 2023/2024.

The Head of Regulatory Services responded to a question with regard to Redditch Borough Council's (RBC) partner contributions, and in doing so explained that partner contributions were based on the original amount of funding that partners had put into the partnership in 2010, when the partnership was first formed.

A small exercise was carried out in 2013/2014 to look at revising the partner percentages against the workload created by each of the partner councils.

The only change was that RBC had spent slightly more on its Environmental Health and Licensing services. So, this was reflective of the historical contribution that RBC had always made.

The Head of Regulatory Services responded to a question with regards to Wyre Forest District Council removing the additional £13k increase in hosting WRS. Members were informed that further discussions had taken place with the Chief Executives of each of the partner authorities and that following those discussions the Chief Executive, Wyre Forest District Council had agreed to withdraw the additional £13k charges. However, this was on the assumption that the officer partners of the Board would meet during the summer to further discuss the cost of hosting all aspects of the service going forward.

The Head of Regulatory Services and the Technical Services Manager, Worcestershire Regulatory Services (WRS), responded to Members in respect of income generation, namely the three additional technical officers working on income generation and the Business and Relationship Manager vacant post.

The Technical Officer, WRS commented that the current Business and Relationship Manager's post had been kept vacant because of the ongoing situation with Covid-19. Some of those funds had been used

for agency staff. Income generation had largely stayed the same, ongoing contracts had continued and there had been some surprising opportunities to bid for additional work outside of WRS's existing business relationships and significant contracts could be awarded this year. There were some opportunities that officers would be going for.

The Head of Regulatory Services further commented that he could not deal with the Business and Relationship Manager's post until he had finalised the Licensing and Support Services Manager's role. He was hoping to compete this within the next seven days. He would then look at the Business and Relationship Manager's role and if the original reasons for having that post remained the same of if there was a better way going forward.

**RECOMMENDED** that partner authorities approve the following for 2021/22 and 2023/24:

- 1.1 the 2021/22 gross expenditure budget of £3,726k as shown in Appendix 1.
- 1.2 the 2021/22 income budget of £529k as shown in Appendix 1.
- 1.3 the revenue budget and partner percentage allocations for 2021/22 onwards:

<b>Council</b>	<b>£'000</b>	<b>Revised %</b>
Bromsgrove District Council	466	14.59
Malvern Hills District Council	410	12.82
Redditch Borough Council	562	17.57
Worcester City Council	530	16.58
Wychavon District	745	23.29
Wyre Forest District Council	484	15.15
<b>Total</b>	<b>3,197</b>	

- 1.4 the additional partner liabilities for 2021/22 in relation to unavoidable salary pressure.

Bromsgrove District Council	£9k
Malvern Hills District Council	£8k
Redditch Borough Council	£10k

Worcester City Council	£10k
Wychavon District Council	£14k
Wyre Forest District Council	£9k
<b>Total</b>	<b>£60k</b>

- 1.5 the additional partner liabilities for 2021/22 in relation to three Technical Officers.

<b>Council</b>	<b>Tech Officer Income Generation £000</b>	<b>Tech Officer Animal Activity £000</b>	<b>Tech Officer Gull Control £000</b>
Bromsgrove District Council	5	6	
Malvern Hills District Council	4	10	
Redditch Borough Council	6	2	
Worcester City Council	5	4	30
Wychavon District Council	7	9	
Wyre Forest District Council	5	5	
<b>Total</b>	<b>32</b>	<b>36</b>	<b>30</b>

35/20

**WORCESTERSHIRE REGULATORY SERVICES REVENUE  
MONITORING APRIL - DECEMBER 2020**

The Senior Business Support Accounting Technician, Bromsgrove District Council (BDC), introduced the report and in doing so drew Members' attention to the Recommendations as detailed on pages 29 and 30 of the main agenda report.

The Senior Business Support Accounting Technician, BDC explained that the report covered the period April to December 2020, Quarter 3.

The detailed revenue report was attached at Appendix 1 to the report. The revised budget for 2020/2021 excluded the increase in ICT and rent at Wyre Forest District Council, as discussed during Agenda Item 4, (Minute No. 34/20). There was a projected outturn for 2020/2021 of £44k surplus.

It was appreciated that this was an estimation to the year-end based on the following assumptions:-

- There were two vacant posts within the service, we have assumed no recruitment to either the Business & Relationship Manager and the Regulatory Apprentice for the current year.
- If April to December 2020 spend on pest control continued on the same trend for the rest of the year, there would be an overspend on this service of £14k.

Appendix 1 to the report detailed the WRS – Profit & Loss Report 2020/2021 showing an overall projected outturn of £88k surplus reducing to a £44k surplus by the year end.

The following variances were highlighted: -

- Savings due to employees working on the Local Outbreak Response Team.
- Reduction in car allowances, due to a change in working patterns with the current pandemic.
- Savings due to a reduction in dogs straying.

Appendix 2 to the report detailed the WRS Income for 2020/2021, Income from Partners, an additional income of £290k.

Councillor J. Squires, Worcester City Council queried the funding received from Public Health. Councillor Squires had noted that the report stated that, any grant funded expenditure was shown separate to the core service costs as this was not funded by the partnership. Where was the accountability for this funding?

The Head of Regulatory Services clarified that effectively Worcestershire County Council (WCC) had commissioned WRS to do a number of pieces of work, so from a financial probity situation, the responsibility for ensuring that the funds were spent well and obtained best value for money would sit with WCC and the Director of Public Health.

The governance of the expenditure fell with WCC.

Members agreed that they were happy with the explanation provided and would ask the Head of Regulatory Services to only provide the Board with further information should there be any future variances to his statement.

**RESOLVED** that

- a) the final financial position for the period April to December 2020, be noted,
- b) partner authorities be informed of their liabilities for 2020/2021 in

relation to Bereavements as follows:-

<b>Council</b>	<b>Apr-Dec Actual Bereavements £000</b>	<b>20 for</b>
Redditch Borough Council	9	
Malvern Hills District Council	6	
Worcester City Council	10	
Bromsgrove District Council	5	
<b>Total</b>	<b>30</b>	

- c) partner authorities are informed of their liabilities for 2020/2021 in relation to Pest Control as follows:-

<b>Council</b>	<b>Estimated Projected Outturn Recharge in Relation to Pest Control 2020/21 £000</b>
Redditch Borough Council	7
Wychavon District Council	6
Bromsgrove District Council	1
<b>Total</b>	<b>14</b>

- d) partner authorities are informed of their liabilities for 2020/2021 in relation to three additional Technical Officers as follows:-

<b>Council</b>	<b>Estimated Projected Outturn 2020/21 Tech Officer Income Generation £000</b>	<b>Estimated Projected Outturn 2020/21 Tech Officer Animal Activity £000</b>	<b>Estimated Projected Outturn 2020/21 Gull Control £000</b>
Redditch Borough Council	2	2	
Malvern Hills District Council	1	8	

Worcester City Council	2	3	35
Bromsgrove District Council	1	5	
Wychavon District Council	2	7	
Wyre Forest District Council	1	4	
<b>Total</b>	<b>9</b>	<b>29</b>	<b>35</b>

36/20

### **WORCESTERSHIRE REGULATORY SERVICES, SERVICE PLAN 2021-2022**

The Board considered the Worcestershire Regulatory Services (WRS) Service Plan 2021/2022.

The Head of Regulatory Services introduced the report and in doing so drew Members' attention to the Recommendations, as detailed on page 37 of the main agenda report.

The Board signed off on the service plan for WRS each year. The process helped to make Members aware of what the service was proposing for the relevant financial year and provided a sign off that some central government bodies liked to see in relation to service delivery plans e.g. the Food Standards Agency.

The plan followed very much the pattern of previous years and had an Executive Summary to pick up the main points. Last year's plan was overtaken by events, with the response to the global pandemic. At the time of writing the plan, the country remained in lockdown, with only a limited picture of how we would move forward.

Government was clear that lockdown would be followed by a move back to a tier-based framework of controls that would stay in place for a period, whilst the vaccination programme was on-going. At the moment, the service was planning for some involvement in COVID-19 controls for the first quarter of 2021/22, but it seemed likely that could run well into quarter two.

Flexibility would be necessary to reshape what was being delivered as the local environment changed during the first half of the financial year.

Away from the pandemic, the service would continue to shape its work around the long-standing strategic priorities for local authority regulatory services provided by the Department for Business, Energy & Industrial Strategy (BEIS).

A range of high-level activities had been identified within the plan so that Members would be aware of the general focus of activity.

The plan was devised in the face of on-going financial uncertainty in local government generally. Working with businesses and other partners was a key theme for both generating income to mitigate financial risk but also to ensure that outcomes were delivered that matched the priorities of partners and stakeholders.

Whilst much of our work for customers had fallen off during the initial period of the pandemic response, most of our long-standing customers had come back to WRS.

The performance indicators suite generated for 2017/18 had been retained to give continued comparability of performance across the years. WRS would continue to use intelligence to drive the business forward and the embedding of this approach and its associated processes would continue.

The Risk Register had been updated to reflect the current position. Our long-standing investment in mobile and flexible working had found WRS well-placed to deal with the need for home working and the majority activities were now enabled for this working pattern.

As with previous years, Members were asked to pay particular attention to the provisions for food hygiene delivery in the coming year. This was to meet one of the recommendations of the auditors from the Food Standards Agency who visited the service in May 2017. This year would be different from previous years due to the impact of pandemic controls. The Food Standards Agency had already decided that its moratorium on the normal inspection programme would remain in place until at least 30<sup>th</sup> June 2021.

WRS were unclear at this stage as to what the Food Standard Agency's expectations would be in relation to these businesses, whether the visit programme would simply be re-scheduled or whether some investment in resource to catch-up would be required; potentially for 2 years with additional support from partner authorities to enable officers to catch up. Further information would be provided to the Board once the picture was clearer.

The Head of Regulatory Services responded to questions from Members with regards to additional funding for the 'visit programme' and the future vision for WRS in respect of working from home and virtual meeting areas/rooms; and if a fixed presence was required.

Members were informed that currently no additional funding was available for the catch up of the 'visit programme'.

With regards to the success of officers working remotely from home this was something that would be considered going forward; however, there was a balance to be achieved in maintaining team identity and morale.

WRS carried out investigative work for some larger investigations which required a group of people working together and to maintain those relationships, by being able to bounce ideas off each other. This did not work as well in the



virtual world, as it did face to face.

There would be opportunities to reduce the footprint in terms of the number of desks required but in his opinion some of the negative things that had come out of the lockdown was personal isolation and these things needed to be addressed to ensure that we could deal such things, before rushing into an arrangement to get rid of office space and go effectively into virtual meetings and purchasing office space as and when required. He would not envisage this as the way forward, certainly not for the kind of services that WRS delivered. But there were options going forward to change the way that WRS delivered some of its services.

**RESOLVED** that

- a) the Worcestershire Regulatory Services Plan for 2021/2022, as detailed at Appendix 1 to the report, be approved; and
- b) that Members specifically note the level of work to be undertaken by the service this year in relation to the partners' roles as local food authorities.

37/20

**ACTIVITY & PERFORMANCE DATA - QUARTER 1 TO QUARTER 3**

The Community Environmental Health Manager, WRS, presented the Activity and Performance Data for Quarters 1, 2 and 3 for 2020/2021; and in doing so highlighted that, as Members would appreciate the year had continued to be a most extraordinary year in officer's professional careers; with significant resources increased in quarter 3 with officers either being fully or partly engaged in the Covid-19 response.

**ACTIVITY DATA**

As highlighted by the Head of Regulatory Services during the previous agenda item, the suspension of the Food Hygiene inspection programme at the beginning of lockdown would see a significant backlog having to be addressed once lockdown restrictions were lifted. However, he would reassure Members that where intelligence indicated that a premises presented a problem, officers would continue to respond.

There had been an unexpected flurry of statutory nuisance work during November.

On the Health and Safety at Work front, there was a reversal from the last quarter with accident numbers up and a fall in complaints and enquires. However, two lengthy and complex investigations had concluded in quarter 3, which related to serious injuries being sustained at a workplace and a fatality in connection with leisure activities.

Although numbers had increased into quarter 3, the number of licensing cases received in the year to date represented a reduction of approximately 31% and 24% compared to previous years. This was hardly surprising with the hospitality sector and night time economy significantly affected by COVID-19 restrictions and overall officers had seen a significant reduction in the volume of alcohol licensing applications, particularly for temporary event notices.

In quarter 3 planning application numbers continued to rise, following the trajectory predicted by our historical data. Information Requests, often associated with the planning and development process had also continued on an upward trajectory during this period, supplemented by requests for information about the Covid-19 response.

### **Performance**

Quarter 3 was a period in the year where reporting against the suite of indicators was more limited. The year continued reasonably well from a customer satisfaction perspective with the non-business customer measure at 73.6% and business customers at 98.1%. Given the demands and pressures on the service this year, this was seen as impressive.

People who felt better equipped to deal with issues had fallen slightly from 72.3% to 67.5%, however it was still above the 62% that it was this time last year.

Compliments outnumber complaints by around 4:1 (31:120). Staff sickness was up but still looking good at 1.65 days per Full Time Equivalent (FTE). This included additional staff taken on for the pandemic response. This was better than last year's figure at quarter 3 (3.82 days per FTE.)

Members were further informed that, engagement with licensed premises featured heavily in Covid-19 related activity. Officers reported each year on the proportion of premises subject to allegations of failing to uphold the 4 licensing objectives.

The table below showed the levels of allegations that our normal indicator would yield up until 31<sup>st</sup> December 2020 and alongside these, the same figure if Covid-19 breaches were included in the calculation.

<b>District</b>	<b>Normal Measure</b>	<b>With Covid-19 Breaches</b>
<b>Bromsgrove</b>	4.9	15.8
<b>Malvern Hills</b>	3.0	8.3
<b>Redditch</b>	8.3	19.9

<b>Worcester City</b>	4.5	10.7
<b>Wychavon</b>	3.3	14.0
<b>Wyre Forest</b>	4.5	23.0

This reflected the hugely increased level of engagement with the licensing trade that WRS had seen during the pandemic. It was important to note that the vast majority of breaches identified had been minor and that the vast majority of pubs and restaurants with alcohol licenses had worked incredibly hard to achieve compliance and protect the health of customers. Now that premises could only operate as takeaways and alcohol sales had to be by delivery only, these figures should fall dramatically.

Members took the opportunity to thank officers for everything they had done throughout the pandemic and the work that they continued to do now. Officers were doing a remarkable job and Members expressed their thanks for keeping people safe.

The Community Environmental Health Manager, WRS stated that he would be pleased to pass on the thanks expressed by Members to the teams.

**RESOLVED** that the Activity and Performance Data Quarters 1, 2 and 3 for 2020/2021, be noted and that Members use the contents of the report in their own reporting back to their respective partner authority.

38/20

#### **WORCESTERSHIRE REGULATORY SERVICES INFORMATION REPORT - COVID ADVISORS**

The Chairman took the opportunity to thank the Technical Services Officer, Worcestershire Regulatory Services (WRS) for the weekly COVID-19 activity updates distributed to Board Members. It was useful to know where there were issues and what those specific issues were and how they were being dealt with.

The Technical Services Officer, WRS then provided the Board with an information report on Covid Advisors.

Members were informed that the Worcestershire district councils had received a grant allocation to fund compliance and enforcement work, therefore Covid advisors were largely funded by the district councils. However, there were now seven posts funded by Worcestershire County Council, following a request from the Incident Management Teams, 3 advisors for Redditch Borough Council and Bromsgrove District Council and 4 advisors for Worcester City Council.

There were 24 Covid Advisors in post, but unfortunately some had recently been lost due to illness. Advisors focused on assisting with business compliance and engaging with the public, ensuring that they were maintaining Covid secure activities. When infection rates had started to increase last year, advisors also engaged with local schools and recreational areas.

During Lockdown 2 preparations were made for reopening of the Night time Economy by attempts to recruit Security trained personal. As well as being more expensive, the supply and quality was generally not good.

Members' attention was drawn to the Tables as detailed on pages 114 and 115 of the main agenda report.

Some Members further reiterated that the weekly Covid updates from the Technical Services Officer, WRS were greatly appreciated and had proved very useful and informative.

At this stage in the meeting, the Vice-Chairman took over the meeting, as the Chairman had to leave the meeting due to technical issues.

In response to Member's questions the Technical Services Officer, WRS stated that no real issues had been identified, most issues were minor. Sensible conversations were had with members of the public and the Covid Advisors. People and businesses generally engaged with the Covid Advisors whether the outcome was positive or negative.

The Incident Management Teams had raised an issue with regards to concerns being raised in communities where English was the second language. There had been a particular business that had involved a large outbreak and Public Health were involved, whereby a large number of the workforce were foreign nationals. WRS were able to access both Romanian and Bengali translators and also had the back up of a translation service.

Councillor Kent took the opportunity to thank the Head of Regulatory Services and his teams for their valued response to Member engagement.

The Vice-Chairman took the opportunity to express further thanks and appreciation to officers for the work they continued to do under very difficult circumstances.

**RESOLVED** that the Information Report – Covid Advisors be noted.

The meeting closed at 5.45 p.m.

Chairman

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