

Overview and Scrutiny Committee

Wed 17 Oct
2007
7.00 pm

Committee Room Two
Town Hall
Redditch



www.redditchbc.gov.uk

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- 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
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Welcome to today's meeting.

Guidance for the Public

Agenda Papers

The **Agenda List** at the front of the Agenda summarises the issues to be discussed and is followed by the Officers' full supporting **Reports**.

Chair

The Chair is responsible for the proper conduct of the meeting. Generally to one side of the Chair is the Committee Support Officer who gives advice on the proper conduct of the meeting and ensures that the debate and the decisions are properly recorded. On the Chair's other side are the relevant Council Officers. The Councillors ("Members") of the Committee occupy the remaining seats around the table.

Running Order

Items will normally be taken in the order printed but, in particular circumstances, the Chair may agree to vary the order.

Refreshments : tea, coffee and water are normally available at meetings - please serve yourself.

Decisions

Decisions at the meeting will be taken by the **Councillors** who are the democratically elected representatives. They are advised by **Officers** who are paid professionals and do not have a vote.

Members of the Public

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

Special Arrangements

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

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

Further Information

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Fire/ Emergency instructions

If the alarm is sounded, please leave the building by the nearest available exit – these are clearly indicated within all the Committee Rooms.

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

Do Not stop to collect personal belongings.

Do Not use lifts.

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

The emergency Assembly Area is on the Ringway Car Park.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

- Where the item relates or is likely to affect your **registered interests** (what you have declared on the formal Register of Interests)

OR

- Where a decision in relation to the item might reasonably be regarded as affecting **your own** well-being or financial position, or that of your **family**, or your **close associates** more than most other people affected by the issue,

you have a personal interest.

WHAT MUST I DO? **Declare the existence, and nature, of your interest and stay**

- The declaration must relate to specific business being decided - a general scattergun approach is not needed
- **Exception** - where interest arises only because of your membership of another **public body**, there is no need to declare unless you **speak** on the matter.
- You **can vote** on the matter.

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

- It is a personal interest **and**
 - The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)
- and**
- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

WHAT MUST I DO? **Declare and Withdraw**

BUT you may make representations to the meeting before withdrawing, **if** the public have similar rights (such as the right to speak at Planning Committee).



Overview and Scrutiny Committee

Wednesday, 17 October 2007

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: C MacMillan (Chair) J Cookson
A Fry (Vice-Chair) B Passingham
K Banks D Taylor
J Brunner D Thomas

1. Apologies and named substitutes	To receive apologies for absence and details of any Councillor (or co-optee substitute) nominated to attend this meeting in place of a member of this Committee. (No Specific Ward Relevance)
2. Declarations of interest and of Party Whip	To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip. (No Specific Ward Relevance)
3. Minutes (Pages 1 - 8)	To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee held on the 26th September as a correct record. (Minutes attached) (No Specific Ward Relevance)
4. Call-in and Pre-Scrutiny	To consider whether any Key Decisions of the Executive Committee's most recent meeting(s) should be subject to call-in and also to consider whether any items on the Forward Plan require pre-scrutiny. (No separate report).

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<p>5. Task & Finish Reviews - Draft Scoping Documents</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <ul style="list-style-type: none">• Third Sector Funding <p>(No reports attached)</p> <p>(No Specific Ward Relevance)</p>
<p>6. Task and Finish Groups - Progress Reports</p>	<p>To consider progress to date on current scrutiny reviews against the terms set by the Overview & Scrutiny Committee. The current reviews in progress are:</p> <ol style="list-style-type: none">1. Communications Task and Finish Group (Stage One), Chair - Councillor J. Brunner.2. District Centres Task and Finish Group, Chair - Councillor A. Fry.3. Fees and Charges Task and Finish Group, Chair - Councillor C. MacMillan.4. Housing Priority Task and Finish Group, Chair - Councillor B. Passingham <p>Future Reviews (in current priority order):</p> <ol style="list-style-type: none">5. Gypsy and Travellers Task and Finish Group, Chair - Councillor P. Hill <p>(Oral reports and / or reports attached)</p> <p>(No Specific Ward Relevance)</p>
<p>7. Portfolio Holder Annual Reports – Councillor Hartnett Portfolio Holder for Community Safety</p>	<p>To receive a presentation from the Portfolio Holder for Community Safety providing a brief overview of the Portfolio followed by a wider question and answer session using the</p>

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<p>(Pages 9 - 14)</p>	<p>pre-prepared question template.</p> <p>(Oral report and report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>8. Quarterly Performance Report – April – June 2007</p> <p>(Pages 15 - 26)</p>	<p>To consider aspects of the Council's overall performance.</p> <p>(Report to follow)</p>
<p>9. Referrals</p>	<p>To consider any referrals to the Overview & Scrutiny Committee direct, or arising from:</p> <ul style="list-style-type: none">• The Executive Committee or full Council• Other sources. <p>(No separate report).</p>
<p>10. Work Programme</p>	<p>To consider the Committee's current Work Programme, and potential items for addition to the list arising from:</p> <ul style="list-style-type: none">• The Forward Plan / Committee agendas• External publications• Other sources. <p>(Report attached)</p>

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11. Exclusion of the Press and Public

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

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



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2007

MINUTES

Present:

Councillor Colin MacMillan (Chair), Councillor Andrew Fry (Vice-Chair) and Councillors J Brunner, K Banks, B Passingham and D Taylor

Officers:

A Heighway, S Skinner

Committee Services Officer:

J Bayley and H Saunders

46. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Cookson and Thomas.

47. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest or of any party whip.

48. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on the 12th of September 2007 be confirmed as a correct record and signed by the Chair.

49. CALL-IN AND PRE-SCRUTINY

Members received the Decision Notice from the meeting of the Executive Committee held on Wednesday, the 19th of September 2007, with a view to considering the need for any Call-ins.

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Chair

Overview and Scrutiny Committee

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RESOLVED that

no action be taken to initiate call-in procedures on any of the Key Decisions contained in the Executive Committee Decision Notice.

50. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping reports for consideration.

51. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee considered update reports in relation to current and pending reviews.

The Chair stressed that, so as not to make this matter too cumbersome, it was important to stick to a time limit of two minutes for each report.

The following oral reports were given:

a) Communications Task and Finish Group (Stage One) – Chair Councillor J. Brunner.

The Chair of this Group reported that the Members had made good progress.

The Group had recently undertaken interviews with expert witnesses. Members were also informed that there had been some responses to the questionnaires that had been sent to Members, Officers and external organisations. The Chair reminded Members that they had all been sent copies of the questionnaire and asked that they return their copies to Officers as soon as possible.

The Committee agreed that, in view of delays occasioned by forthcoming Officer leave and the postponement of a visit to Stevenage Borough Council, the initial findings of Stage One of the Communications exercise could be postponed. The Chair agreed to consult with Members of the Group and to report a new date for the presentation of these findings at the next meeting of the Committee.

b) District Centres Task and Finish Group – Chair Councillor A. Fry

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The Chair of the District Centres Task and Finish Group explained that he was due to meet the relevant Lead Officer to discuss the progress of the exercise.

c) Fees and Charges Task and Finish Group – Chair Councillor C. MacMillan

The Chair reported that the second meeting of the Task and Finish Group took place on Tuesday the 25th September. Members were informed that the Group had discussed a list of fees and charges that had been provided by Officers for Member consideration. The Chair noted that in view of the late receipt of this information Members had agreed to analyse the content of this document at the next meeting of the Group.

The Chair informed the Committee that the Group had decided to scrutinise the Council's fees and charges on a service by service basis and that Planning Services had been selected as the first area for analysis. The Group had agreed to identify questions that they would like to address to the Head of Planning Services who has been invited to the next meeting of the Group on the 10th of October 2007.

Members were also informed that an academic representative from The Institute of Local government Studies (INLOGOV) at the University of Birmingham had been identified as an expert witness who could be invited to provide further information about fees and charges. The Group had agreed that the Chair would liaise with Officers to produce a proposal for this presentation and that this would be circulated amongst Members of the Group.

d) Housing Priority Task and Finish Group – Chair Councillor B. Passingham

The Chair of the Group informed Members that the first meeting of the Group took place on Monday the 24th September 2007. Members had discussed who they would like to invite to participate in the exercise as external witnesses.

The Chair of the Overview and Scrutiny Committee reported that he had been informed by some Members that the content of the scoping document for this exercise was too complex. Members were informed that it was intended that this exercise should be completed in two stages. The Chair of the Committee suggested that Stage One was not specifically concerned with Housing but rather with investigating the implications arising from the Council determining and setting priorities. At issue was the way that once a

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priority is set how it would impact on the allocation and use of resources and how it affects the Council's behaviour.

The Chair of the Committee and the Chair of the Task and Finish Group agreed to meet, together with relevant Officers, to clarify the scope of the exercise further.

e) Gypsies and Travellers Task and Finish Group – Chair Councillor P. Hill

Officers reported that they had only received one nomination to date for membership of this Group from outside the Overview and Scrutiny Committee. Members were informed that the deadline for nominations would be the end of September.

Officers noted that an issue had arisen in relation to this exercise during Councillor Thomas's consultation with Officers over Member remuneration. It was noted that the original intention had been that members of the O&S Committee would Chair Task and Finish Groups and, based on this additional responsibility, an approach would be made to the Council about awarding Special Responsibility Allowances to Members of the Committee, in line with payments to Executive members.

However, Members agreed that regardless of these considerations, Councillor Hill remained the most suitable choice as Chair of this exercise due to her expert knowledge of the subject. It was agreed therefore that there be no change to the Chairing of the Group.

RESOLVED that

1) **the Committee note the reports and agree the proposed action; and**

2) **adjustments to reporting deadlines be accepted;**

all as detailed in the preamble above.

52. NEIGHBOURHOOD GROUP / PACT MEETINGS

Members were informed that seven of the thirteen forthcoming Neighbourhood Group meetings in Redditch would be merged with Police PACT meetings. Officers reported that they were working towards amalgamating all the Neighbourhood Groups and PACT meetings within the Borough but that this would not be achieved in full until the following year.

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For comparison purposes, Officers distributed a scrutiny report produced by Wyre Forest District Council on the subject of joint Neighbourhood Groups and PACT meetings in their local authority area. Officers provided further explanation about the contents of the document to Members.

The Committee was advised that Officers would be producing their own report on the merger proposals in due course which would be reported to the Executive Committee for consideration. Members therefore agreed to read their copies of the Wyre Forest report but to postpone any O&S action in relation to the Neighbourhood Groups until after the Executive Committee had considered this report.

RESOLVED that

the proposed his course of action be supported.

53. ANTI-SOCIAL BEHAVIOUR REPORT – OFFICER UPDATE

The Head of Community Strategy & Partnerships attended the meeting to provide Members with an update on the Council's responses to recommendations contained in the Anti-Social Behaviour report, produced by the Social Overview and Scrutiny Committee in 2006. Members were informed that some changes at the national level, including the introduction of the Respect Agenda, had rendered some of the recommendations invalid since the production of the report. Similarly some local changes had also impacted on recommendations, such as deletion of the Youth Team.

Members were also informed that, due to the scale of the recommendations and their resource implications, Officers had not yet acted in response to four of the original recommendations. Those four recommendations were: the provision of mediation services; the provision of an anti-social behaviour helpline in conjunction with Redditch Community Safety Partnership; the provision of a Seminar for Members and the Council's partners on Anti-Social Behaviour; and the promotion of diversionary activities to young people by both the Council and its partners.

Members agreed that Councillors Brunner, Passingham and Taylor, who had been involved in the original scrutiny exercise, should meet together to consider the Council's response to those four recommendations in more detail. These Members also agreed to analyse the terms of those recommendations and suggest updates to the recommendations where necessary to correspond with

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current circumstances. The Chair reminded Members that if the Members decides that further scrutiny work was required they would need to complete a scoping document in accordance with current Overview and Scrutiny Procedures.

RESOLVED that

subject to Members' comments as detailed in the preamble above, the report be noted, and proposed action agreed.

54. PORTFOLIO HOLDER ANNUAL REPORTS - PREPARATION

The Chair informed Members that the Portfolio Holders had been asked to provide a ten minute presentation to the Overview and Scrutiny Committee and that this would be followed by up to twenty minutes of questions from the Members of the Committee. Members were asked to suggest additional questions that they would like to address to the Portfolio Holders.

Members suggested a number of additional questions, some focused generally upon the role of a Portfolio Holder, whilst other questions focused upon the subjects of particular portfolios. These suggestions were recorded by Officers. Officers informed Members that the questions would be dispatched to the Portfolio holder for Community Safety, who would be the first Member to present his Annual Report to the Committee. The Members also agreed that Officers should attach written guidance relating to the role of a Portfolio Holder to the agenda for the next meeting.

RESOLVED that

the agreed action be approved.

55. COMMUNITY CALLS FOR ACTION

Officers informed Members that there were currently due to be two forms of "Community Call for Action": a version focusing on Crime and Disorder-related matters (CCA) and a local government version involving community issues that did not relate to the subjects of Crime, Disorder or Health (CCfA). Members were informed that the Crime and Disorder version of the Community Call for Action (CCA) had been postponed, though the local government version was due to be introduced in Spring 2008. Officers noted that many Councils had not yet developed plans about how to respond to the Community Calls for Action because they were awaiting guidance from Central

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Government.

Officers also reported that the Community Calls for Action would require wider action from the Council because it was likely that they would only be reported to the Overview and Scrutiny Committee as a last resort.

RESOLVED that

the Executive Committee be requested to consider:

1) the implications for the Council of the two versions of the Community Call for Action; and

2) associated Member Development needs.

56. REFERRALS

There were no referrals.

57. WORK PROGRAMME

The programme of future work was received and accepted, without comment.

RESOLVED that

the Committee Work Programme be noted.

The Meeting commenced at 7.05 pm
and closed at 8.25 pm

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PORTFOLIO HOLDER ANNUAL REPORTS: QUESTIONS AND SUBJECTS FOR DISCUSSION WITH COUNCILLOR HARTNETT, PORTFOLIO HOLDER FOR COMMUNITY SAFETY

The following questions have been suggested by Members of the Overview and Scrutiny Committee. Questions will be posed to Councillor Hartnett, Portfolio Holder for Community Safety at the Overview and Scrutiny Committee meeting on Wednesday the 17th of October.

Roles and Responsibilities

1. What is your role as a Portfolio Holder?
2. How do you think the role of a Portfolio Holder at Redditch Borough Council could be improved?
3. What additional help do you feel you need to do this?
4. What decision making powers would you like to be given as a Portfolio Holder (if any)?

Key Issues of Portfolio

5. What are the key issues facing your Portfolio?
6. What solutions do you propose to respond to those issues?
7. What level of research do you, as the Lead Member for your Portfolio area, undertake into the various issues within your remit?
8. What are the three most important pieces of information that you receive in a month and what actions have you initiated as a result?

Budget and Resource Allocation

9. What role do you have in the budget setting process within your portfolio area?
10. How do you input into the resource identification and allocation process?

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11. How do you monitor decisions about expenditure in your service area?
12. Do you think that Redditch receives its 'fair share' of resources for community safety?
13. What else could we do to ensure that we receive our 'fair share' of resources?

Crime Disorder and Reduction Partnership (CDRP)

14. How do you feel the Crime Disorder and Reduction Partnership (CDRP) is working?
15. How do you monitor the CDRP?
16. How would you change the CDRP to improve it / make it more effective?

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NB Note draft revision /Update – Page 2. S

REDDITCH BOROUGH COUNCIL **GUIDE TO / FOR PORTFOLIO HOLDERS**

Portfolio Holders are appointed annually by the Council (separate sheet refers) and between them cover all areas of the Council's work and responsibility.

"Portfolio" indicates a specified area of responsibility allotted by formal resolution, for the purposes listed below.

"Portfolio Holder" indicates a member of the Council's Executive Committee who, within the allotted area of responsibility,

CAN	1.	Monitor Council performance informed by documents such as: <ul style="list-style-type: none"> • Community Strategy • Corporate Plan • Service Plans • Budgets • E.Government statements • BVPI's / Local PI's (separate document available) • Forward Plan 	*
	2.	Monitor the implementation of Council policy and decisions informed, in addition to the above, by <ul style="list-style-type: none"> • Council reports and Minutes • Personal contact with Officers 	*
	3.	Act as consultee for Members and Officers <ul style="list-style-type: none"> • Formally, in accordance with approved delegations of authority to Officers • Informally for general reference. 	*
	4.	Act as "Spokesperson" for the Council in relation to Press / Media / outside the Council, but not exclusively (other Members may also	

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		have this shared role) (Council decision – 11th October ??)	
	5.	Act as “Rapporteur” a) to report annually to Overview & Scrutiny on the Services for which the Portfolio Holder has responsibility; and b) to act as a channel for feedback from representatives of outside bodies which fall within the remit of the Portfolio Holder. (Council Annual Meeting 22 nd May 2006)	
	6.	<i>the role of Portfolio Holders be expanded to include a higher level of involvement with the Local Strategic Partnership, and, more specifically, with relevant Sub-Groups of the Redditch Partnership, as and when formed.</i> (Exec January 2007 / Council ...)	
CANNOT		Act with delegated authority in any personal capacity (PFHs cannot therefore commit resources – financial / staffing, without further authority – Exec., Council, or Officer authority)	
			*
MAY	1.	Represent and “sponsor” their allotted Portfolio(s) at meetings of the Executive and the Council, and, <i>where appropriate</i> , at other Council meetings, e.g. O&S.	
	2.	Develop closer working relationship with relevant lead Directors and, via Directors, other relevant Officers.	
	3.	Attend relevant meetings, e.g. relevant O&S meetings, beyond those to which formally appointed by the Council <ul style="list-style-type: none"> • As an approved duty where invited to the meeting • Also as an approved duty when present on own initiative. <p style="text-align: right;">in accordance with current approved constitutional requirements.</p>	
	4.	Seek to trigger reports to <ul style="list-style-type: none"> • the Executive or Council, via normal report / agenda preparation processes • Regulatory Committees, via normal report / 	

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		agenda preparation processes <ul style="list-style-type: none"> • Overview and Scrutiny Committee in accordance with current approved constitutional requirements.	

G:M&C/Members/Portfolio Holder Guide
& Constitution / Const.documents/revised sms/8.7.6/16.7.7

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No Direct Ward Relevance

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8. QUARTERLY PERFORMANCE MONITORING – APRIL-JUNE 2007

(Report of Borough Director)

1. Purpose of Report

To report on aspects of the Council's overall performance.

2. Recommendation

The Committee is asked to RESOLVE that

the verbal update on key performance indicators for the period April–June 2007 be noted and commented upon.

3. Financial, Policy and Legal Implications

Financial

3.1 There are no financial implications for the Council.

Policy

3.2 The Council's Corporate and performance plan makes a clear commitment to improve the way in which priority actions are planned and to improve the way in which performance is managed, including setting Service Standards.

Legal

3.3 Under the Local Government Act 1999, Redditch Borough Council is obliged each year to publish a Best Value Performance Plan by 30th of June. This contains, amongst other things, details of performance against a range of Performance Indicators.

Risk

3.4 Without adequate performance management the Council cannot review its performance at a corporate or service level adequately.

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Report

4. Background

- 4.1 All performance indicators are included on the Council's electronic Performance Management System, showing our current and historic performance and comparisons with other District Councils as provided by the Audit Commission. This is accessible through the Council's intranet and enables Members and Officers to have access to regular information in a more visual format.
- 4.2 Members of the Chairs' Steering Committee considered the current, reporting/monitoring arrangements for the first time in August 2005 and subsequently at further rounds of meetings during 2005/06. Members endorsed the Quarterly Performance Report format and selected Basket of Performance Indicators and noted the clarification of the role of Members in analysing and monitoring performance information.
- 4.3 There were sound reasons for developing the current framework. Officers wished to avoid presenting, bulky and sometimes ill-defined information which could make interpreting and acting on this information difficult. Furthermore, Officers were seeking to involve Members in analysing both national and local indicators, which were better defined. Quarterly reporting looks to drive improvement based on organisational need and local priorities.

5. Key Issues

Basis of Quarterly Reporting

- 5.1 In moving the agenda forward, the Council looked to address the following:-
- a) Retaining a tighter focus at a corporate level – with a clearly defined number of PIs reported and monitored.
 - b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.
 - c) Creating opportunities to automate the reporting of performance information using TEN software.
 - d) Continuing to monitor all BVPI's at a Member level at least annually.
 - e) The development of links to how the Council is performing in its key delivery projects.

Member Role

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- 5.2 Member involvement in monitoring performance for the remainder of the year will involve:

Quarter	Period	Member Group	Purpose of reporting.
1	Apr – Jun	September Overview and Scrutiny Committee and/or Portfolio holder	<i>Revise Corporate Basket Agree improvement Priorities Receive year end PI data</i>
2	July – Sept	November Overview and Scrutiny Committee	<i>Review service Plans Receive half year Stats Analyse corporate basket</i>
3	Oct – Dec	January Overview and Scrutiny Committee and/or Portfolio holder	<i>Receive RAG (Red. Amber and Green) Report Analyse Corporate Basket</i>
4	Jan - Mar	May Overview and Scrutiny Committee	<i>Approve Service Plans Draft BVPP</i>

The Corporate basket.

- 5.3 The Corporate basket comprises indicators covering a wide range of Council activity.
- 5.4 They will be the focus of corporate level performance management and will be received by CMT and Members on a quarterly basis.

Best Value Performance Indicators

- 5.5 There continues to be a requirement to collect, calculate and collate all statutory BVPI's as well as a number of useful optional indicators, even though they may be excluded from the Corporate Basket.
- 5.6 Officers undertook a comprehensive analysis of these indicators to determine their scope, purpose, limitations and trend. A review was undertaken on how targets had been determined and projected, and on any difficulties in collating the data. This assisted in collecting and presenting information for the current performance system.
- 5.7 Members will be reassured to know that it is not the case that revising the reporting frequency for some BVPIs from quarterly to

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annually should lead to a decline in the Council's ability to collect and calculate them.

Comprehensive Performance Assessment

- 5.8 This process forms an integral part of the Council's CPA Direction of Travel Assessment

6. Conclusion

The report provides Members with an opportunity to review the Council's performance on a quarterly basis.

7. Background Papers

The details to support the information provided within this report are held by Corporate Strategy.

8. Consultation

There has been no consultation other than with relevant Borough Council Officers.

9. Author of Report

The author of this report is Chris Smith (Borough Director), who can be contacted on extension 3250 (e-mail chris.smith@redditchbc.gov.uk) for more information.

10. Appendix

CMT Basket - Quarterly Performance Monitoring – April – June 2007

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INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April - June	Target 2007/8	2004/5	2006/7 estimated	2001/02	2002/03	2003/04	2004/5	2005/6	2006/7	
Priority 1 - Community safety												
Violent crime per year, per 1,000 population	BV127a	5.51	22.00							22.71	23.18	
The number of racial incidents recorded per 100,000 population	BV174	22.71	NA					0	0	3.78	18.91	
Number of reported incidents of criminal damage	LPSA2	398	1753					2,232	1,911	1,738	1,678	
Number of reported incidents of domestic burglary	LPSA2	92	396						427	332	278	
Number of reported incidents of theft of vehicles	LPSA2	54	407					443	415	235	187	
Number of reported incidents of interference or tampering of vehicles	LPSA2	30	221					215	241	129	108	
Number of British Crime Survey Comparator crimes reported	CS2	1028	4350					6069	5199	4,350	4,110	
Priority 2 - Environment and Transport												
Percentage of household waste recycled	BV082a	30.94%	25%	18.0%	21.0%	6%	8.10%	11.44%	15.88%	16.86%	20.23%	
Kilogrammes of household waste collected per head	BV084a	94	370	396.7	410	411	425	405	416.7	415	409	
Percentage of population served by a kerbside recyclable collection	BV091a	94.25%	100%	100%	100%			44%	65.55%	82.80%	93.73%	
Percentage of major planning applications determined within 13 weeks	BV109a	50.00%	60%	69%	73%		15.40%	18%	61%	63.64%	77.27%	7
Percentage of minor planning applications determined within 8 weeks	BV109b	88.89%	65%	75%	83%		32%	36%	65%	81.31%	75.69%	

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April - June	Target 2007/8	2004/5	2006/7 estimated	2001/02	2002/03	2003/04	2004/5	2005/6	2006/7	
Percentage of other planning applications determined within 8 weeks	BV109c	86.32%	80%	88%	91%		75.40%	55%	77%	88.86%	92.46%	
Percentage of land and highways that is assessed as having litter and detritus that fall below an acceptable level	BV199a		8%	11%	7%			13.60%	9.22%	8.11%	8.3%	2
Number of public reports of fly tipping	ET05	355	966					1620	1487	1,017	943	
Percentage of scheduled high risk food premises inspections that were completed on time	ET07a	100%	100%				65%	87%	70%	100%	100%	
Number of Dial-A-Ride passenger trips	ET09	9,465	33,500			21,559	19,874	19,942	26,254	31,471	37,707	
Number of concessionary journeys	ET15	378,490	1,300,000						823,351	1241132	1,498,838	
Priority 3 - Housing												
The average length of stay (weeks) in hostel accommodation of households with either dependent children or pregnant women and which are unintentionally homeless and in priority need.	BVPI 183b	11.1	6.85	0	0		6.7	7.8	8.7	11.07	6.87	3
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	37.24	40			37.37	45.7	53.19	60.01	66.14	29.94	4
Rent arrears as a percentage of rent roll	LIB 231	3.37%	3%			2.58%	2.54%	2.88%	2.67%	2.56%	3.49	1
Percentage of urgent repairs completed within Government time limits (Categories A,B and C)	HIP	78.3%	95%			97%					77%	5

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April - June	Target 2007/8	2004/5	2006/7 estimated	2001/02	2002/03	2003/04	2004/5	2005/6	2006/7	
Average time (days) taken to complete non-urgent responsive repairs (Categories D & E)	HIP	30 days	25			22	21	21			20	6
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	17	18							18.69	20.64	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	17.72	32			32.02	35.96	40.1	41.84	29.21	23.69	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	90%	70%							57.14%	54%	
Percentage of repair appointments made that were kept by RBC	HH 18	98%	97%							98.81%	98%	
Priority 4 - Leisure												
The number of visits to/usages to museums per 1000 population	BVPI 170a	63	212	934	1100	220	235	230	235	221	218.8	
Total concessionary use	LT 1	11,770	23568							31,531	61,909	
Sport and Leisure overall satisfaction rate	LT 2	77.94%	74%							73.08%	77%	
Average number of visits to facilities per head of population	LT 3	1.99	8.55 Target set on population of 78813				8.64	8.65	7.56		Based on pop. 78813 = 8.57 Based on pop. change 79300 = 8.51	

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April - June	Target 2007/8	2004/5	2006/7 estimated	2001/02	2002/03	2003/04	2004/5	2005/6	2006/7	
Percentage of working population who are unemployed	ED 1	2.2%									2.5%	
Priority 5 - Well managed organisation												
The quality of our Race Equality Scheme (RES)	BVPI 2b	79%	85%	74%	90%			52%	52%	58%	78.95%	
Percentage of invoices paid within 30 days	BVPI 8	89.24%	94.5%	95.97%	96.00%	94.21%	93.85%	91.00%	91.70%	93.71%	94.1%	
The percentage of Council Tax collected	BVPI 9	29.14%	98.50%	98.30%	98.40%	97.02%	97.41%*	98.02%	97.57%	97.79%	96.67%	
The percentage of Non-Domestic Rates collected by the Authority in the year	BVPI 10	30.83%	99.65%	99.10%	99.10%	97.80%	97.20%	99.29%	99.50%	99.65%	99.55%	
The number of working days/shifts lost due to sickness absence per FTE	BVPI 12	1.90	9.77	8.4	8.5	12.2	11.6	13	12.94	11.53	10.62	
Average processing time (days) taken for all new Housing and Council Tax Benefit claims, for which the date of decision is within the period being reported	BVPI 78a	35.04	34	29.4	27	45.84	44.95	45.07	30.45	35.66	34.49	
Average processing time (days) taken for all written notifications of changes to a claimant's circumstance that require a new decision	BVPI 78b	15.30	9	7.4	7	7.48	5.64	9.25	7.4	9.13	12.9	8
Percentage of cases for which the calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	100%	98.7%	99.0%	99.2%	97.4%	98.4%	97.2%	99.0%	98.6%	97.6%	
The amount of Housing Benefit overpayments recovered as a percentage of HB deemed recoverable overpayments	BVPI 79b	63%	87%	50%	46%					86%		

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April - June	Target 2007/8	2004/5	2006/7 estimated	2001/02	2002/03	2003/04	2004/5	2005/6	2006/7	
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 16	68.14%	80%							61.73%	66.81	
One Stop Shop: Customer satisfaction	WMO 3	95.04%	95%							92.23%	95.46%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	82.29%	80%							77.49%	77.84%	

- Notes:
1. Arrears have been impacted by the Tolerated Trespasser Court ruling. A policy has now been agreed and an action plan is in place to improve the service
 2. Figures collected on 4-monthly basis.
 3. The average length of stay has been affected by 2 cases pending Court. Officers are expecting, with the introduction of Choice Based Lettings for the actual to reduce.
 4. For the first quarter there has been a significant increase in void properties due to a number of evictions taking place and recently RSL properties becoming available. A number of the properties have been left in a bad state and required substantial works to return them to a lettable position.
 5. 99% of all priority Bs are completed within target, however the jobs in category C are the ones not being completed on tim. Officers are working with the Contact Centre to ensure correct categorisation.
 6. We experienced a high volume of fencing repairs following high winds and storms in the first quarter and we have also seen an increase in plastering and flooring works so we have incurred delays in all of these. We have taken on a couple of agency staff to cover vacancies and to try and reduce the backlog.
 7. During the April-June quarter, we determined 4 major applications, of which two were determined within the 13 week target and two fell outside - hence the 50% figure. The two that fell outside were the affordable housing scheme in Feckenham and an extension to the Morrisons' retail store. The affordable housing scheme required a significant amount of work on it in order to recommend it to Committee for approval. It also required a legal agreement which effectively took it over the target date. The Morrisons' extension was an old application which had been with us since 2005. This involved detailed retail impact assessments and a legal agreement and at one time had been deferred at the request of the applicant.
 8. The dip in performance is due to lack of experienced staff (2 returning from maternity leave) on new system. The actual figure for 2006/07 was 12.9 (due to implementation of new system).

Overview & Scrutiny

No Direct Ward Relevance

Committee

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10. WORK PROGRAMME

(Report of the Borough Director)

Date of Meeting	Subject Matter	Officer(s) Responsible for report
ALL MEETINGS	REGULAR ITEMS	(LEAD DIRECTOR - CHRIS SMITH)
	Minutes of previous meeting	Borough Director
	Consideration of the Forward Plan	Borough Director
	Consideration of Executive Committee key decisions	Borough Director
	Call-ins (if any)	Borough Director
	Referrals from Council or Executive Committee, etc. (if any)	Borough Director
	Task & Finish Groups - feedback	Relevant Lead Director
	Committee Work Programme	Borough Director
	REGULAR ITEMS	
	Quarterly Performance Report	Borough Director
	Quarterly Budget Monitoring Report	Borough Director
	Review of Service Plans 2007/10	Relevant Lead Director

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<p>17th October 2007</p>	<p>REGULAR ITEMS</p> <p>Oral updates on the progress of:</p> <ol style="list-style-type: none"> 1. the District Centres Task and Finish Group; 2. the Communications Task and Finish Group; 3. the Fees and Charges Task and Finish Group; and 4. the Housing Priority Task and Finish Group. <p>REGULAR ITEMS</p>	<p>Relevant Lead Directors</p> <p>Relevant Lead Directors</p> <p>Relevant Lead Directors</p> <p>Relevant Lead Directors</p>
<p>17th October 2007</p>	<p>Portfolio Holder Annual Reports - Community Safety (Cllr Bill Hartnett)</p> <p>REGULAR ITEMS</p>	<p>Relevant Lead Director</p>
<p>7th November 2007</p>	<p>Quarterly Performance Report</p> <p>Quarterly Budget Monitoring Report</p> <p>REGULAR ITEMS</p>	<p>Relevant Lead Directors</p> <p>Relevant Lead Directors</p>
<p>7th November 2007</p>	<p>Portfolio Holder Annual Reports - Corporate Management (Cllr Michael Braley)</p> <p>REGULAR ITEMS</p>	<p>Relevant Lead Director</p>
<p>28th November 2007</p>	<p>Portfolio Holder Annual Reports - Housing and Health (Cllr Mark Shurmer)</p> <p>REGULAR ITEMS</p>	<p>Relevant Lead Director</p>
<p>19th December 2007</p>	<p>Portfolio Holder Annual Report - Community Leadership and Partnership (Cllr Phil Mould)</p>	<p>Relevant Lead Director</p>

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<p>16th January 2008</p>	<p>REGULAR ITEMS</p> <p>Quarterly Performance Report</p> <p>Quarterly Budget Monitoring Report</p>	<p>Relevant Lead Directors</p> <p>Relevant Lead Directors</p>
<p>16th January 2008</p>	<p>REGULAR ITEMS</p> <p>Portfolio Holder Annual Report - Leisure and Tourism (Cllr Malcolm Hall)</p>	<p>Relevant Lead Director</p>
<p>6th February 2008</p>	<p>REGULAR ITEMS</p> <p>Quarterly Performance Report</p> <p>Quarterly Budget Monitoring Report</p>	<p>Relevant Lead Director</p> <p>Relevant Lead Director</p>
<p>27th February 2008</p>	<p>REGULAR ITEMS</p> <p>Portfolio Holder Annual Report - Local Environment, Planning and Transport (Cllr Greg Chance)</p>	<p>Relevant Lead Director</p>
<p>9th April 2008</p>	<p>Annual Overview and Scrutiny Report 2007/08</p>	<p>Borough Director</p>
<p>OTHER ITEMS - DATE FIXED</p>		
<p>17th October 2007</p>	<p>Gypsies and Travellers Task and Finish Group to be launched</p>	<p>Relevant Lead Director</p>
<p>16th January 2008</p>	<p>Communications Task and Finish Group Stage One: Recommendations</p>	<p>Relevant Lead Director</p>

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6th February 2007	Fees and Charges Task and Finish Group - Recommendations	Relevant Lead Director
OTHER ITEMS - DATE NOT FIXED		
	Community Calls for Action - Discussion	Relevant Lead Director
	District Centres Task and Finish Group - Recommendations	Director of Housing and Asset Management
	Member Support – Proposed Baseline IT/Equipment Task and Finish Group	Relevant Lead Director

