

Overview and Scrutiny Committee

Wed 19 Dec
2007
7.00 pm

Committee Room Two
Town Hall
Redditch



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

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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

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

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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, 19 December 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

<p>1. Apologies and named substitutes</p>	<p>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.</p>
	<p>(No Direct Ward Relevance)</p>
<p>2. Declarations of interest and of Party Whip</p>	<p>To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.</p>
	<p>(No Direct Ward Relevance)</p>
<p>3. Minutes (Pages 1 - 8)</p>	<p>To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee held on the 28th November as a correct record.</p>
	<p>(Minutes attached)</p>
	<p>(No Direct Ward Relevance)</p>
<p>4. Call-in and Pre-Scrutiny</p>	<p>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.</p>
	<p>(No separate report).</p>
	<p>(No Direct Ward Relevance)</p>
<p>5. Task & Finish Reviews - Draft Scoping Documents</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p>
	<p>(No reports attached)</p>
	<p>(No Direct Ward Relevance)</p>

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<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.</p> <p>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. Passingham5. Gypsy and Travellers Task and Finish Group, Chair - Councillor P. Hill6. Joint scrutiny on flooding – Representative – Councillor A. Fry <p>(Oral reports and / or reports attached)</p> <p>(No Direct Ward Relevance)</p>
<p>7. Joint Scrutiny Exercise on Flooding (Pages 9 - 10)</p>	<p>To consider the arrangements for the joint scrutiny exercise on flooding.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance)</p>
<p>8. Quarterly Performance Report – July-September 2007 (Pages 11 - 20)</p>	<p>To consider the Council's performance report data for the second quarter of the year.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance)</p>

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9. Referrals	<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>
10. Work Programme (Pages 21 - 24)	<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> <p>(No Direct Ward Relevance)</p>
11. Exclusion of the Press and Public	<p>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:</p> <p>"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".</p>



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2007

MINUTES

Present:

Councillors A Fry (Vice Chair in the Chair), J Brunner, P Hill and D Taylor

Non Members:

Councillors R King and M Shurmer

Also Present:

Mrs P Bridle (Borough Tenants' Panel Representative) and Mr M Chawner (Substitute Borough Tenants' Panel Representative)

Officers:

E Hopkins, J Smith and L Tompkin

Committee Services Officer:

J Bayley and H Saunders

79. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Banks, Cookson, MacMillan, Passingham and Thomas.

80. CONFIRMATION OF CO-OPTED MEMBERS

Mrs P Bridle was confirmed as a co-opted Member of the Overview and Scrutiny Committee. Mr M Chawner was confirmed as a substitute co-opted Member of the Overview and Scrutiny Committee.

81. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

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Chair

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82. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on the 7th of November 2007 be confirmed as a correct record and signed by the Chair.

83. CALL-IN AND PRE-SCRUTINY

Members received the Decision Notice from the meeting of the Executive Committee held on Wednesday, the 21st of November 2007, with a view to considering the need for any Call-ins.

RESOLVED that

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

84. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping reports for consideration.

85. TASK AND FINISH GROUPS - PROGRESS REPORTS

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

The following oral reports were given:

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

Members were informed that the Group had completed its consultation process and had begun to collate information obtained during that period.

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The Chair explained that the Group had started to consider final recommendations and had started to produce a presentation for the first stage of the exercise.

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

The Chair of the District Centres Task and Finish Group explained that the Group had met on the 22nd of November. Members were informed that a number of items had been discussed and the Group had started to consider possible recommendations.

The Chair explained that the completion date for the exercise had also been discussed at the last meeting of the Group. Members were informed that the Group hoped to complete the exercise by March 2008.

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

Officers provided an update on the progress of the exercise on behalf of the Chair of the Group.

Members were informed that at the last meeting of the Fees and Charges Task and Finish Group Members had interviewed the Head of Financial, Revenues and Benefits Services to clarify relevant terminology and to discuss financial arrangements at Redditch Borough Council. Officers explained that Members had invited the Head of Leisure and the Arts to the next meeting of the Group to discuss fees and charges in that service area. Members were also informed that the Group was scheduled to review local authority powers to trade.

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

Members were informed that the Council's visioning event was addressing issues of relevance to the Task and Finish Group exercise. Officers suggested that Members should postpone a decision about the progress of this exercise until Officers had reported the initial findings from the visioning exercise to the Executive Committee. This suggestion was approved.

e) Gypsies and Travellers Task and Finish Group

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– Chair Councillor P. Hill

Members discussed the date for the first meeting of this exercise. The Chair explained that due to personal circumstances and concerns about Officer and Member capacity she would prefer to postpone the first meeting of the Group until 2008.

Members agreed to discuss the date for the first meeting of this Group in 2008.

f) Joint Scrutiny on Flooding

Officers reported to Members that the first meeting for this review had taken place on Monday the 26th of November at 6pm at County Hall. Members were informed that Councillor Chalk had attended the meeting to represent the interests of Redditch Borough Council.

Officers explained to Members that the next meeting was not scheduled to take place until January 2008, to enable Officers to gather information about current actions in response to the floods. Members were informed that this information would inform the framework of the Joint Scrutiny exercise.

Members discussed the exercise and requested that Councillor Chalk attend the next meeting of the Overview and Scrutiny Committee to discuss proceedings at the Joint Scrutiny on Flooding meeting on the 22nd November.

RESOLVED that

the Committee note the reports and agree the proposed action, all as detailed in the preamble above.

86. PREVENTING HOMELESSNESS REPORT: OFFICER UPDATE

Officers explained that the report contained an update on the actions that had been undertaken in response to recommendations contained within the Preventing Homelessness Report that had been produced by the former Social Overview and Scrutiny Committee in July 2006.

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The Chair asked Officers to explain what action the Council had undertaken to prevent homelessness and what changes had occurred to the provision of relevant services in 2007. Officers explained to Members that Housing Options Officers and Housing Advice Officers had been encouraged to focus upon managing individual cases to ensure continuity of care. Members were also informed that choice-based lettings had been introduced since the publication of the Preventing Homelessness report. Officers explained that previously Council housing had been allocated in accordance with the applicant's position on the housing list. However, Officers explained that this approach had been inefficient. By contrast, the choice-based letting system provided a list of available housing stock.

Under this system applicants would secure housing by bidding to become tenants of a specific property.

Members sought clarification about the impact of Discretionary Housing Payments (DHPs) on applications for housing. Officers explained that people could apply for DHPs, or additional housing payments from the Council to subsidise a tenant's rent payments, in exceptional circumstances. Members were informed that the Council had spent more money as part of this scheme than had been available. However, Members were informed that Officers were seeking to secure a grant to recover those costs.

Members discussed mediation and support for vulnerable applicants in the housing prevention process. Officers informed Members that the Council used mediation services provided by the County Council. In addition, Officers explained that vulnerable young tenants were referred to the charity Nightstop for mediation. Members were informed that, unlike the County service, Nightstop provided respite care and that this was considered to be a particularly useful resource for vulnerable young people.

Members discussed the rent deposit scheme and requested clarification about its purpose. Officers explained that the rent deposit scheme was organised as an arrangement between the tenant and the landlord. However, as part of the scheme Officers provided additional support and advice to tenants who were experiencing tenancy difficulties. Officers explained that this additional service was provided as part of the Council's proactive approach to preventing homelessness.

Members were informed that the Housing Service would be subjected to peer assessment in 2008. This peer assessment would be undertaken by a local authority that was a regional

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champion for Council housing. Officers explained that the peer assessment would review actions undertaken by the Council in response to the recommendations contained in the Social Overview and Scrutiny Committee's report.

Members discussed measures to increase public awareness of the Council housing system. The co-opted members signified that awareness was limited within their communities. Officers were asked to note this situation.

Members congratulated Officers for the progress that had been made and on their performance. Councillor Hill reported that she had been contacted by a constituent who had praised the work of a particular Housing Officer and the excellent customer service that she had provided.

RESOLVED that

- 1) Officers note the level of public awareness of Council housing application arrangements; and**
- 2) the report be noted.**

87. PORTFOLIO HOLDER ANNUAL REPORTS – COUNCILLOR SHURMER PORTFOLIO HOLDER FOR HOUSING AND HEALTH

The Portfolio Holder for Housing and Health, Councillor Shurmer, attended the meeting to provide the third Annual Portfolio Holder Report to the Overview and Scrutiny Committee. Councillor Shurmer provided a brief presentation in accordance with the requirements of the Committee.

a) Roles and Responsibilities

Councillor Shurmer began his presentation by explaining to Members his role and responsibilities as a Portfolio Holder. He explained that his role as a Portfolio Holder did not provide him with specific decision-making powers as these resided with the Executive Committee and full Council. Councillor Shurmer informed Members that instead the Portfolio Holder role required him to meet relevant Officers; to maintain awareness of relevant changes; to review day-to-day performance of relevant Council services; and to act as a spokesperson for housing and health related issues. Councillor Shurmer also explained that as a Portfolio Holder he was directly answerable to the Council for relevant issues through the Overview and Scrutiny process.

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b) Key Issues for the Portfolio Holder

Councillor Shurmer explained that three main areas were covered within the remit of his Portfolio: Housing Service, Housing Strategy and Health.

Councillor Shurmer explained that choice-based lettings had been a topical Housing Services issue during his tenure as a Portfolio Holder. Councillor Shurmer explained that the Council applied criteria in the operation of the choice-based lettings system. These criteria reviewed the needs of the applicant and the length of time that the applicant had been waiting for housing.

Members were informed that the Council was planning to spend £27 million housing capital monies over the following five years.

Councillor Shurmer explained that capital expenditure required a considered approach. Members were informed that the Council would apply capital spending work on a descending scale in accordance with the age of the property.

Councillor Shurmer explained that, within the Health remit of his Portfolio, the Council had no direct involvement with the local hospital. However, Members were informed that the Portfolio Holder liaised with the Primary Care Trust, Mental Health Partnership Trust and health practitioners. Councillor Shurmer explained that the Health Trainers initiative was another initiative which he had some involvement in as the relevant Portfolio Holder. Members were informed that the intention of the Health Trainers initiative was to employ people from local communities to work with people from within those communities to address health issues.

c) Improvements to the Portfolio Holder Role

Members questioned whether there was any possibility of expanding the role of Portfolio Holder in the future. Councillor Shurmer explained that while Portfolio Holders currently possessed no powers he envisaged in the future that the Council would review this situation and grant Portfolio Holders greater delegated powers.

Councillor Shurmer felt that the role of Portfolio Holder for his particular portfolio area might be enhanced by using the role to heighten the profile of the portfolio area with the general public. Members commented that this would be an effective way of educating and raising awareness within the Borough. Councillor Shurmer explained that one way this could be achieved by the

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Portfolio Holder was by visiting tenants' and residents' organisations to provide information about the Council's housing services.

Councillor Shurmer was thanked for attending the meeting.

RESOLVED that

the Portfolio Holder for Housing and Health's presentation be noted.

88. REFERRALS

There were no referrals.

89. 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 7.00 pm
and closed at 8.30 pm

**Worcestershire County Council and District Councils
Joint Scrutiny on Flooding
Report of meeting at County Hall Monday 26th Nov.**

Presentation of where, when and (in some cases) why flooding took place in the county in June and July 2007 - Cars under water on M50

Structure of the various response organisations:

Redditch BC is a Category 1 – responsible for local flooding

Gold - Strategic decisions, can call an emergency in West Mercia Police area
“Felt to be too large an area.”

Silver – if emergency called reacts – organises response
May react to major incident without emergency being called.

Bronze – the people on the ground who do the work.

Anticipated outcomes:

- Joint submission for Local Area agreements.
- Inclusion of Housing Associations in managing flooding of properties.
(appeared quicker to respond)
- Stronger voice with Severn Trent / Environment Agency / Land Owner / Insurance Companies.
(reduce repetition and/or contradictions)
- Joint response to RSS
There may well be other outcomes, as yet not decided

Next Steps:

Officers from Worcestershire County Council - to collate information from all participating authorities – next meeting January 2008

Find a champion to lead Scrutiny.

This report was produced by Cllr Mike Chalk - Redditch Borough Council

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No Direct Ward Relevance

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8. QUARTERLY PERFORMANCE MONITORING – JULY- SEPTEMBER 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 July – September 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.

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Member Role

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

Quarter	Period	Member Group	Purpose of reporting.
1	Oct – Dec	February Overview and Scrutiny Committee and/or Portfolio holder	<i>Receive RAG (Red, Amber and Green) Report Analyse Corporate Basket</i>
2	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 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

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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 – July – September 2007

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April – Sept .	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	10.68	22.00							22.71	23.18	
The number of racial incidents recorded per 100,000 population	BV174	26.43	NA					0	0	3.78	18.91	
Number of reported incidents of criminal damage	LPSA2	724	1753					2,232	1,911	1,738	1,678	
Number of reported incidents of domestic burglary	LPSA2	179	396						427	332	278	
Number of reported incidents of theft of vehicles	LPSA2	112	407					443	415	235	187	
Number of reported incidents of interference or tampering of vehicles	LPSA2	59	221					215	241	129	108	
Number of British Crime Survey Comparator crimes reported	CS2	2010	4350					6069	5199	4,350	4,110	
Priority 2 - Environment and Transport												
Percentage of household waste recycled	BV082a	31.5%	25%	18.0%	21.0%	6%	8.10%	11.44%	15.88%	16.86%	20.23%	
Kilogrammes of household waste collected per head	BV084a	188	370	396.7	410	411	425	405	416.7	415	409	6
Percentage of population served by a kerbside recyclable collection	BV091a	94.25%	100%	100%	100%			44%	65.55%	82.80%	93.73%	7
Percentage of major planning applications determined within 13 weeks	BV109a	42.86%	60%	69%	73%		15.40%	18%	61%	63.64%	77.27%	2
Percentage of minor planning applications determined within 8 weeks	BV109b	80.39%	65%	75%	83%		32%	36%	65%	81.31%	75.69%	

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April – Sept .	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	89.07%	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	Annual	8%	11%	7%			13.60%	9.22%	8.11%	8.3%	
Number of public reports of fly tipping	ET05	664	966					1620	1487	1,017	943	8
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	19,400	33,500			21,559	19,874	19,942	26,254	31,471	37,707	
Number of concessionary journeys	ET15	666,214	1,300,000						823,351	1,241,132	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	12 weeks	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	40.43	40			37.37	45.7	53.19	60.01	66.14	29.94	4
Rent arrears as a percentage of rent roll	LIB 231	3.90%	3%			2.58%	2.54%	2.88%	2.67%	2.56%	3.49	5
Percentage of urgent repairs completed within Government time limits (Categories A,B and C)	HIP	76.28%	95%			97%					77%	9

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April – Sept .	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	30.6 days	25			22	21	21			20	10
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	24.79 days	18							18.69	20.64	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	19.14 weeks	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	87.00%	70%							57.14%	54%	
Percentage of repair appointments made that were kept by RBC	HH 18	98.00%	97%							98.81%	98%	
Priority 4 - Leisure												
The number of visits to/usages to museums per 1000 population	BVPI 170a	261.5	212	934	1100	220	235	230	235	221	218.8	
Total concessionary use	LT 1	31,030	23568							31,531	61,909	
Sport and Leisure overall satisfaction rate	LT 2	77.04%	74%							73.08%	77%	
Average number of visits to facilities per head of population	LT 3	4.97	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 – Sept .	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										2.5%	
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	90.8%	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	57.22%	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	60.64%	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	8.73	9.77	8.4	8.5	12.2	11.6	13	12.94	11.53	10.62	1
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	31.57	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	13.47	9	7.4	7	7.48	5.64	9.25	7.4	9.13	12.9	
Percentage of cases for which the calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	98%	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(i)	62.87%	87%	50%	46%					86%		

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April – Sept .	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	78.54%	80%							61.73%	66.81	
One Stop Shop: Customer satisfaction	WMO 3	95.03%	95%							92.23%	95.46%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	81.02%	80%							77.49%	77.84%	

- Notes:
1. Lower than previous quarter due to fewer long-term absences.
 2. 1 application determined within 13 weeks and 2 outside. These 2 related to major housing projects (Phases 1 & 2) at former gas works site, Windsor Road. Phase 1 was particularly difficult and involved significant negotiations and amendments and was also deferred by Planning Committee. For virtually the whole of the quarter Development Control Team operated without a Manager and Planning Assistant.
 3. Early intervention work from the new Housing Options Team is resulting in less families requiring temporary accommodation. However, these families who are being placed in the Hostel are staying there longer partly due to the 2 offers they are entitled to under the Housing Allocations Policy. Reducing this to 1 offer will be considered in the next review of the Allocations Policy.
 4. Delay in lettings has been caused by refusal of properties, in some cases up to 9 offers. This includes 3 x 1 bed bungalows and a 1 x 3 bed house.
 5. Arrears have been impacted by the Tolerated Trespasser Court ruling. An action plan is in place to improve the service.
 6. Waste tonnages have traditionally seen a 10% reduction during the 2nd six months of the year.
 7. Need to revised this target to 96% for 2007/08 and 100% for 2008/09
 8. Officers consider that the information that has been sent to residents regarding AWC has encouraged the increase in reporting. Fly capture data which includes all of fly tipping collected by the cleansing crews shows a reduction in numbers.
 9. We achieved 99% of priority B repairs in target but failed to meet some of the priority C targets. One of the things we intend to do is interrogate Jobfax to identify which jobs are being put as Priority C as on checking, some should be Priority D (non urgent). Also some Priority C jobs are given an appointment but this may be for a date after the target date.
 10. There have been a large amount of priority D jobs received. We have also had a staff shortage, however, we have now recruited to posts and new Operatives and Maintenance Supervisors will commence with the authority in the New Year.

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Committee

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	REGULAR ITEMS	
	Oral updates on the progress of:	
	1. the District Centres Task and Finish Group;	Relevant Lead Directors
	2. the Communications Task and Finish Group;	Relevant Lead Directors
	3. the Fees and Charges Task and Finish Group; and	Relevant Lead Directors
	4. the Housing Priority Task and Finish Group.	Relevant Lead Directors
	5. the Gypsies and Travellers Task and Finish Group	Relevant Lead Directors
6. the Joint Scrutiny Exercise into Flooding	Relevant Lead Directors	
	REGULAR ITEMS	
19th December 2007	Quarterly Performance Report July-September 2007	Relevant Lead Director

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<p>16th January 2008</p>	<p>REGULAR ITEMS</p> <p>Quarterly Budget Monitoring Report REGULAR ITEMS</p>	<p>Relevant Lead Directors</p>
<p>16th January 2008</p>	<p>Portfolio Holder Annual Report - Leisure and Tourism (Cllr Malcolm Hall)</p> <p>REGULAR ITEMS</p>	<p>Relevant Lead Director</p>
<p>6th February 2008</p>	<p>Quarterly Performance Report</p> <p>Quarterly Budget Monitoring Report</p> <p>REGULAR ITEMS</p>	<p>Relevant Lead Director</p> <p>Relevant Lead Director</p>
<p>27th February 2008</p>	<p>Portfolio Holder Annual Report - Local Environment, Planning and Transport (Cllr Greg Chance)</p> <p>REGULAR ITEMS</p>	<p>Relevant Lead Director</p>
<p>19th March 2008</p>	<p>Portfolio Holder for Community Leadership and Partnership (Cllr Phil Mould).</p> <p>REGULAR ITEMS</p>	<p>Relevant Lead Director</p>
<p>9th April 2008</p>	<p>Annual Overview and Scrutiny Report 2007/08</p> <p>REGULAR ITEMS</p>	<p>Borough Director</p>
<p>OTHER ITEMS - DATE FIXED</p>		
<p>19th December 2007</p>	<p>Joint Scrutiny Exercise on Flooding - Discussion</p>	<p>Relevant Lead Director</p>

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16th January 2008	Communications Task and Finish Group Stage One: Recommendations	Relevant Lead Director
6th February 2008	Fees and Charges Task and Finish Group - Recommendations	Relevant Lead Director
6th February 2008	Setting the Work Programme - Discussion	Relevant Lead Director
19th March 2008	District Centres Task and Finish Group - Recommendations	Relevant Lead Director
OTHER ITEMS - DATE NOT FIXED		
	Community Calls for Action - Discussion	Relevant Lead Director
	Member Support – Proposed Baseline IT/Equipment Task and Finish Group	Relevant Lead Director