

Overview and Scrutiny Committee

Wed 16 Jan
2008
7.45 pm

Committee Room Three
Town Hall
Redditch



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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
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

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

If you require any further information, please contact the Committee Support Officer (see foot of page opposite).

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, 16 January 2008

7.45 pm

Committee Room 3 Town Hall

Agenda

Membership:

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

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 Direct 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 Direct 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 19th December as a correct record. (Minutes attached) (No Direct 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). (No Direct Ward Relevance)
5. Task & Finish Reviews - Draft Scoping Documents	To consider any scoping documents provided for possible Overview and Scrutiny review. (No reports attached) (No Direct Ward Relevance)

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<p>6. Task and Finish Groups - Progress Reports (Pages 9 - 10)</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. <p>(Oral reports and / or reports attached)</p> <p>(No Direct Ward Relevance)</p>
<p>7. Joint Scrutiny Exercise on Flooding (Pages 11 - 16)</p>	<p>To consider further developments in the joint scrutiny exercise on flooding.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance)</p>
<p>8. Housing Priority performance data – summary report (Pages 17 - 26)</p>	<p>To consider an explanation of the performance data for Housing discussed at the previous meeting of the Committee.</p> <p>(Report to follow)</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> <p>(No Direct Ward Relevance)</p>
10. Work Programme (Pages 27 - 30)	<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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MINUTES

Present:

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

Also Present:

Councillor M Chalk

Officers:

A Heighway and J Cooper

Committee Services Officer:

J Bayley and H Saunders

90. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Cookson, Hill, Passingham and Taylor.

91. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

92. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on the 28th of November 2007 be confirmed as a correct record and signed by the Chair.

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Chair

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93. CALL-IN AND PRE-SCRUTINY

Members received the Decision Notice from the meeting of the Executive Committee held on Wednesday, the 12th of December 2007, with a view to considering the need for any Call-ins.

Members commented on the format of the Decision Notice which was sent to Members by email.

Members informed Officers that when Members printed the decision notice it was difficult to identify confidential information. The Chair suggested that “confidential” should be recorded as a background text on the confidential pages when emailed to Members.

RESOLVED that

- 1) **no action be taken to initiate call-in procedures on any of the Key Decisions contained in the Executive Committee Decision Notice; and**
- 2) **Officers consider recording “confidential” as a background text on pages of the Decision Notice containing confidential information.**

94. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping reports for consideration.

95. 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 were considering final recommendations. The Chair explained that the Group would be ready to present the initial findings from Stage One of the exercise back to Members at the following meeting.

Members agreed that the following meeting of the Overview and Scrutiny Committee would start at 6.00pm to allow extra

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time for the Communications Task and Finish group presentation.

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 would be meeting on the 20th December. Members were informed that the Group was working towards making recommendations and aimed to complete the exercise by March 2008.

The Chair asked that where Members identify significant recommendations they should bring these forward, via the Overview and Scrutiny Committee, for consideration by the Executive Committee at the first opportunity.

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

The Chair explained that the exercise was proceeding slowly due to difficulties arranging meetings. The Chair suggested that to prevent this problem from recurring, the Group should agree multiple meeting dates in advance.

The Chair reported to the Committee that the Head of Leisure and the Arts had been invited to the next meeting of the Group to discuss fees and charges in that service area.

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

The Chair reminded the Committee that the Task and Finish Group had been postponed, pending a report regarding the initial findings of the visioning event to the Executive Committee.

The Chair of the Overview and Scrutiny Committee explained that he had intended that the Task and Finish Group would review how the Service Plans, performance and budget monitoring reports should be considered by the Overview and Scrutiny Committee.

Members discussed the Chair's comments and concluded that this issue should be considered by the Committee. Members agreed that the Chair should submit a scoping document focusing on how to consider these strategic

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documents. The Chair agreed to liaise with relevant Officers as part of this process.

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

The Chair of the Overview and Scrutiny Committee reminded Members that the start date for meetings of this Group had been postponed until 2008.

The Chair suggested that reference to the Housing Priority Task and Finish Group and the Gypsies and Travellers Task and Finish Group be removed from Item six on the agenda.

Members agreed that because these items had been postponed over a period of meetings they would only be re-introduced to the Agenda and Work Programme following a specific request from either Members or Officers.

Members discussed the progress of the Task and Finish Groups. Members agreed that the majority of Groups were scrutinising strategic issues that required long-term work. Members agreed that in following years the Committee should establish a mix of both long-term strategically focused groups and short sharp review projects. Members agreed that in following years the Committee should limit the number of Task and Finish Groups to approximately three at any one time.

RESOLVED that

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

96. JOINT SCRUTINY EXERCISE ON FLOODING

Officers explained to Members that the purpose of this item was to consider the outcome of the first meeting of the Joint Scrutiny Group and to discuss arrangements for this exercise.

Councillor Chalk provided the Committee with a report about the first meeting of the Joint Scrutiny exercise on Flooding held on Monday the 26th of November. Members agreed that Councillor Chalk should be the primary Redditch Borough Council representative on the Group and that Councillor Fry would act as his substitute. Members also confirmed the Overview and Scrutiny Support Officers as the Officers from Redditch Borough Council

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who would liaise with Worcestershire County Council during the exercise. The Committee requested that the Borough Director be kept informed of developments in this review.

Members discussed the most effective mechanism for reporting developments in the joint scrutiny exercise to the Overview and Scrutiny Committee. Members agreed that Councillor Chalk should produce a one page report after each joint scrutiny meeting and that these should be presented to the Overview and Scrutiny Committee. Members also agreed that the joint scrutiny exercise should be added as a permanent item on the agenda for the Committee.

Members queried what impact the floods had had on Worcestershire fire and emergency services.

Councillor Fry explained that he was involved in a Worcestershire Fire Authority exercise scrutinising the way in which different public bodies had worked together in response to the floods in July 2007.

Councillor Chalk requested that information gathered through this scrutiny exercise should be shared with the joint scrutiny group and suggested that the Fire Authority should be kept informed of the group's progress.

RESOLVED that

- 1) Councillor Chalk be approved as the Redditch Borough Council representative and that Councillor Fry be approved as the substitute representative;**
- 2) the Overview and Scrutiny Support Officers be approved as Redditch Borough Council Officers to liaise with Worcestershire County Council for this exercise;**
- 3) the Borough Director be informed of developments on this joint exercise;**
- 4) Councillor Chalk to provide one page reports regularly updating Members about developments in this exercise; and**
- 5) the 'Joint Scrutiny Exercise on Flooding' be added as a permanent item on the agenda for the Committee**

all as detailed in the preamble above.

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97. QUARTERLY PERFORMANCE REPORT – JULY-SEPTEMBER 2007

The Committee received the half year quarterly performance report for consideration.

Members discussed performance indicators relating to Community Safety, and were particularly interested in data relating to violent crime. Members asked Officers to explain which crimes constituted 'violent crime'. Members also questioned Officers about the differences between the Council's figures and the data reported in the British Crime Survey. Members agreed that Officers should provide a briefing session where Members could be provided with more detailed information about the Community Safety figures. Members requested that Officers should provide simple definitions of relevant terminology as part of this presentation.

Members discussed performance indicator ET09 relating to the dial-a-ride scheme and questioned the 2007/08 target. Members commented that the target figure appeared to be lower than for the previous year and asked Officers to provide an explanation about why this had occurred. Members also asked Officers to explain whether the Council was likely to achieve the new target and whether the Council monitored concessionary use of the Dial-a-Ride scheme. Officers explained that the relevant Officer would need to provide Members with this explanation. Members requested that a written explanation should be provided by the relevant Officer for the consideration of Members of the Overview and Scrutiny Committee.

Members considered the performance data for priority three, Housing, and expressed concern that the Council appeared not to have performed according to target. The Chair requested that the relevant senior Officer provide a brief, written explanation of the figures for priority three for the next meeting.

Members discussed the wording for the Indicator Description for BVPI79b(i) relating to Housing Benefit. Members felt that this wording was not clear and requested that Officers reword the indicator description for the next time that the Committee considers the performance information.

The Committee considered the figures for indicator WM05 relating to the performance of the switch board and contact centre. Members suggested that the target appeared unusually high for this indicator. Officers explained that WM05 was a local indicator but

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that more detailed figures could be provided to explain the length of time it takes for a phone caller to be transferred from the Switchboard or Contact Centre to speak to a person.

As part of the item, Officers presented information about the computerised performance management system used by the Council. Members and Officers discussed methods that could be used for presenting performance management data to Members at following meetings of the committee. Officers provided Members with an example of how the performance data could be presented at following meetings. Members discussed the example and agreed that the new presentation format would be useful. However, Members requested that the year's performance figures should be placed before data for preceding years (detailed from left to right on the page). Members also requested that Officers refer to 'average' rather than 'median' under the benchmarking column. Members agreed that it would be useful for the information to contain a glossary.

Members welcomed the practice of assigning indicators in accordance with a traffic light system. However, Members requested clarification about how Officers would interpret indicator figures as being 'red', 'amber' or 'green'. Officers agreed to provide an explanation of what constituted 'red', 'amber' or 'green' performance. Members asked Officers to gradually introduce this style of presenting the performance figures for Member consideration. Members also agreed that when Officers had developed the proposed style for presenting performance data to a further stage they should report back to the Overview and Scrutiny Committee for consideration.

Officers provided Members with a demonstration of the performance management software system. Members agreed that Member access to the Ten system would be useful and questioned whether access would be possible using their own IT equipment. Officers agreed to provide more information about how Members might access the Ten system using their own equipment at a future meeting.

RESOLVED that

- 1) a Member Briefing session be organised to explain Community Safety figures and terminology in greater detail; and**
- 2) Officers be requested to**

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- a) provide an explanation of the 2007/08 target for the Dial-a-Ride scheme and how the Council monitors concessionary use of the scheme;
 - b) provide a brief explanation of the Priority Three Housing figures for the next meeting;
 - c) rephrase the indicator description for BVPI79b(i);
 - d) provide more detailed figures about the length of time it takes from somebody to be transferred from the Switchboard or Contact Centre to a person;
 - e) make minor changes to the presentation of the performance indicators as detailed in the preamble above;
 - f) provide an explanation of the traffic light system used in the proposed new presentation of performance indicators; and
 - g) provide further information about how Members might access the Ten system using their own equipment;
- all as detailed in the preamble above.

98. REFERRALS

There were no referrals.

99. WORK PROGRAMME

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

Officers informed Members that the following meeting of the Committee would take place in Committee Room Three.

RESOLVED that

the Committee Work Programme be noted.

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16th January 2008

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Committee Room 3, Town Hall

6. Fees and Charges Task and Finish Group: Progress Report

Members:

Councillor MacMillan (Chair), Councillor Fry (Vice-Chair), and Councillors Chalk, Clayton, Cookson, Hicks, Hill, and Passingham.

Overview and Scrutiny Support Officer:

Jess Bayley

Interim Recommendations:

1. We recommend that no changes should be made to Officer's proposals regarding Land Charges;
2. We recommend that, apart from the one area mentioned below, no changes should be made to Officer's proposals regarding the charges levied by the Planning Service; and
3. We recommend that no changes should be made to Officer's proposals regarding the fees and charges levied by the Council's fitness suites.

Summary:

The Fees and Charges Task and Finish Group continues to investigate the fees and charges levied by Redditch Borough Council. In line with the contents of the original scoping document, we are assessing the contribution that charging can make to funding efficiency; changes which could contribute to the Council's strategic effectiveness; and the impact that any changes might have on use of Council services. We are aware that local authority powers to charge are affected by a requirement that a fee or charge for a service should not exceed the costs involved in delivering that service.

We recognise that this is a long-term, strategic exercise which is likely to continue into the next municipal year. To ensure that the opportunities we identify can be considered at moments that are opportune for the Council, rather than at the end of the long term exercise, we will produce interim recommendations on an ongoing basis.

At the start of the review we agreed to scrutinise the Council's fees and charges on a service by service basis. To date, we have reviewed the fees and charges levied by the Planning Service, Land Charges and the Council's fitness suites (within Leisure Services).

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We have identified that the pre-application service provided by Officers within Planning Services, which is currently provided free of charge to customers, may be suitable for review. We will be considering whether to recommend that a charge is introduced for the provision of this service at a meeting on the 17th January 2008. However, we have concluded that no further recommendations can be made in relation to the Planning Service and Land Charges. This was agreed on the basis that the majority of fees and charges within those service areas are set at a statutory level which leaves us no flexibility to recommend change.

We reviewed the fees and charges levied by the fitness suites at a recent meeting. The fitness suites provide a discretionary service which means that the Council has the flexibility to alter related fees and charges. However, the data we considered in relation to the fitness suites demonstrated that the Council was operating these services in accordance with an effective pricing strategy. We, therefore, recommend that no changes be made to the fees and charges levied by the fitness suite.

We have, however, requested further information on usage patterns and may bring forward some proposals later in the year

Conclusion:

We ask that the members of the Overview and Scrutiny Committee consider and approve our recommendations.

D R A F T

Joint Scrutiny Proposal

BACKGROUND

Topic: Worcestershire Floods Summer 2007			
Background to the issue	<p>Floods badly affected many parts of Worcestershire over the weekend of 20/21/22 July 2007 and in mid June. Recovery work is continuing and many agencies are involved in assessing what happened and how to better prepare for next time. Worcestershire Partnership is co-ordinating the flooding recovery process. The Worcestershire Land Drainage Partnership has been established to address issues such as how the organisations can improve the county's network of watercourses, ditches, drains and culverts.</p> <p>During the summer District Councils discussed the flooding and Wychavon and Malvern Hills have established scrutinies to investigate the issue within their District.</p> <p>On 31 August the County Council's Cabinet agreed a scrutiny would be useful. Worcestershire partnership has suggested a joint countywide scrutiny would be useful and this was supported by County and District Leaders and Chief Executives.</p> <p>At a meeting of District and County scrutiny members on 26 November 2007, members agreed a joint scrutiny would be useful and could see the benefits of working together to achieve a stronger final scrutiny report with "one voice".</p>		
Draft terms of reference of scrutiny (description of what will be scrutinised)	<p>To review the immediate response to the floods by local/public agencies and the recovery since.</p> <p>To examine whether and how the environment can be better managed to mitigate the potential for flash flooding and limit the extent of the consequent fluvial flooding eg drainage, farm management, infrastructure etc.</p> <p>To make recommendations to County Council, District and Borough Councils, and others as appropriate.</p>		
Scrutiny Officer & Scrutiny Liaison Officer support	Suzanne O'Leary/Jo Weston at County Council		
Suitability for scrutiny. Which of the following criteria does it meet?			
<i>Is the issue a priority area for the Council?</i>		<i>Does it examine a poorly performing service?</i>	
<i>Is it a key issue for local people?</i>	yes	<i>Has it been prompted by new Government guidance or legislation?</i>	No – but see national review recommendations

<i>Will the scrutiny have a clear impact on services?</i>	yes	<i>Will it result in improvements to the way the Council operates?</i>	yes
<i>Are improvements for local people likely as a result?</i>	yes		
<p>Scope of scrutiny (what issues will it cover and what won't it cover)</p>	<p>Some issues which could be covered are below (in no particular order).</p> <ol style="list-style-type: none"> 1. How the West Mercia Local Resilience Forum, of which Worcestershire CC is a 'Category One' responder, functioned to meet the needs of Worcestershire during the July event. 2. Whether the existing shared approach to flooding events across the Districts and County Council is operating effectively; 3. Closure of the M5 southbound within Glos. by the South West Highways Agency. How are cross regional operational issues managed? 4. How can the environment be better managed to mitigate the potential for flash flooding and limit the extent of the consequent fluvial flooding eg drainage, farm management, infrastructure etc. This would involve DEFRA etc. 5. Land drainage issues: Drain capacity Is there consistent approach to the maintenance of water courses and ditch courses across district council boundaries Responsibility to maintain ditches (including roadside ones where road improvements have been undertaken) How fields are ploughed 6. Support provided to the community to limit the impact of flooding, include business community e.g. Business Continuity Planning - have we told residents how to prepare? 7. Whether there was an effective communication channel with the public before, during and after the emergency; 8. The management of the recovery phase 9. The extent to which the occurrence of flash flooding can be modelled and therefore predicted. 10. Whether utility companies' response to Gloucestershire postcodes led to a lack of attention to Worcestershire issues; 11. Whether problems are caused by insurance companies not having consistent standards when dealing with situations like flooding; 		

	<p>12. Budgeting issues, including requesting funding support and compiling robust Belwin data;</p> <p>13. Collecting information from a wide range of countywide sources and collating it on behalf of all partners;</p> <p>14. Impact on the agricultural and farming community; and</p> <p>15. Emergency planning issues, including Rest Centre staff training, setting up a GIS system to map vulnerable people and provision of catering to emergency staff (something the County Council may provide).</p> <p>16. Role of Parish Councils</p> <p>17. Designation of flood plain areas for development and the RSS acreage impact</p> <p>18. Do flood defences need more investment by the government?</p> <p>19. Should there be a single organisation in charge of drainage issues?</p>
<p>Advantages to conducting scrutiny & Indicators of success (ie how will you know a good scrutiny has been done?)</p>	
<p>Has anyone else examined the issue? Views of External Bodies on doing this scrutiny?</p>	<p>Other Local Authorities scrutinies: Gloucestershire County Council, Oxfordshire County Council and West Berkshire Council. Tewkesbury Borough Council also discussed the matter.</p> <p>Nationally, the Government are conducting a review into the flooding. Chaired by Sir Michael Pitt, the review will look at what happened, its impacts and what this means for the future.</p> <p>University of Worcester are assessing the impact of the floods through their department of psychology and health sciences, specifically looking at the distress that was caused to individuals.</p>
<p>Any disadvantages or pitfalls to conducting this scrutiny?</p>	

INFORMATION NEEDS

<p>Key Documents, Reports & Data required</p>	<p>Agenda and Notes of 26 November 2007 joint scrutiny meeting</p> <p>Floods facts and figures</p> <p>Cabinet Office Review “Flooding Lessons Learned Review” Terms of Reference and Scope</p>
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	<p>Worcester City Scrutiny Committee Report – Note of Flash Flooding Review, 11 April 2007</p> <p>Worcestershire County Council Cabinet Report and Appendices – Flooding within the County Summer 2007, 31 August 2007</p> <p>Worcestershire Mental Health Partnership NHS Trust Board Report, 3 October 2007</p> <p>Worcestershire Land Drainage Partnership Meeting Notes, 19 October 2007</p> <p>Oxfordshire County Council's Flooding Scrutiny Scoping Template, November 2007</p> <p>Gloucestershire County Council's Final Inquiry Report – Executive Summary and Recommendations, 21 November 2007</p>
Possible interviewees (who to question)	<p>Parish Councils</p> <p>Highways Agency</p> <p>Environment Agency</p> <p>Worcestershire partnership</p> <p>Severn Trent water</p>
Site Visits (where to visit)	
Types of meeting/ consultation needed? (eg workshops/ focus groups/ public meetings/ questionnaires etc)	
Media & publicity needs? (eg. Press releases, newspaper ads/leaflets/web features)	

OUTLINE TIMETABLE

Proposal to County & District scrutiny committees	January 2008
Scrutiny Task Group meetings	Jan/Feb March April
Scrutiny Report to County and District scrutiny committees	May 2008?
Scrutiny Report to Cabinets and other relevant bodies	June 2008?

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
BV183b	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.	2003/04	2004/05	2005/06	2006/2007	Quarter 2 07/08
		7.8	8.7	11.07	6.87	12 weeks
		Target				
		2003/04	2004/05	2005/06	2006/07	
		6	10	9	10.5	
	2007/08 Target	6.85 weeks				
Service		Officer				
PI Definition	<p>Include dependent children or a pregnant woman for whom a local housing authority duty under s.193 of the Housing Act 1996 has come to an end at some point during the financial year.</p> <p>'Length of stay' is the cumulative amount of time spent by the household in hostel accommodation as a discharge of homelessness duties arising from one homelessness application. This includes any periods that may have been separated by stays in other forms of temporary accommodation.</p>					
PI Calculation	<p>This indicator is calculated based on the accumulative time spent by each household in hostel accommodation, based on the first date in the hostel to the last date.</p> <p>To establish the average length of stay, this is calculated by the mean length of stay by adding together the quantities and dividing by their number.</p>					
Comment						
<p>Whilst the average number of weeks has gone up the number of families requiring this type of accommodation has in fact gone down. The average appears greater but this represents a fewer number of families who have stayed for a long time. Previously we have had people who have required temporary accommodation but have then left the accommodation which has brought the overall average down.</p> <p>Early intervention work from the new housing options service is resulting in less families requiring temporary accommodation while investigations are being undertaken into the case. Decisions are often taken prior to temporary accommodation being required and the use of private rented accommodation means that families have not needed hostel accommodation between tenancies.</p> <p>In addition Officers have made a significant effort to use the hostel accommodation more efficiently and minimise the use of B & B accommodation. You will note that we are over performing in relation to B and B accommodation BVPI indicator.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
BV212/LIB 240	Average relet times for dwellings in the financial year	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		53.19 days	60.01 days	66.14 days	29.94 days	40.43 days
		Target				
		2003/04	2004/05	2005/06	2006/07	
		35 days.	50 days	45 days	45 days	
		2007/08 Target		40 days		
Service		Officer				
PI Definition	This indicator is calculated from data on the total number of lettings made during the year (excluding those let after major repairs) and the total number of days these dwellings were vacant. The total number of lettings covers all lettings (excluding mutual exchanges) made during the financial year where there was no major repair work financed from the Authority's capital programme carried out in the period that the dwelling is vacated (the information should match that reported in the Housing Investment Programme Operational Information return). Days a dwelling is vacant = calendar days between the date the dwelling is available for letting, or when it is established that the dwelling is vacant and when a new tenant moves in.					
PI Calculation	$N = (a/b) \times 100$ Where: A= sum total of all void time (subject to definition above) B= total number of void properties over the year					
Comment						
<p>Delays in void turn around time have occurred due to several reasons:</p> <p>There is still a problem with letting sheltered accommodation not only in the schemes but also the one bedroom bungalows. There are no applicants on the waiting list asking for sheltered accommodation and when advertised no one is showing any interest in the accommodation.</p> <p>Introduction of CBL (choice based lettings) initially impacted and adjusting to a new way of allocating voids.</p> <p>Evictions have taken place and more properties are being left in very poor state of repair, proportionally the number of voids has increased from 2006.</p> <p>The Capital works team have taken the opportunity when in the area to commence their programme of work in the void property to help the incoming tenant, however this has a knock on affect as it has increased the length of time to turn the properties around.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
LIB 231	Rent arrears as a percentage of rent roll	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		2.88%	2.67%	2.5%	3.49%	3.90%
		Target				
		2003/04	2004/05	2005/06	2006/07	
		2.20%	2.50%	2.50%	2.50%	
	2007/08 Target	3%				
Service		Officer				
PI Definition	Arrears as a proportion of rent roll is calculated from the total amount of current tenants HRA rent outstanding at the end of the financial year and the total HRA rent roll. Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the Authority, whether occupied or not.					
PI Calculation	This is calculated on a weekly basis from the rent arrears report. The total weekly rent arrears is worked out as a % of the gross annual debit					
Comment						
<p>There have been 2 major issues that have affected the rent arrears over 2007-08. The loss of data through the Housing Management computer system and the implications of the court ruling on Tolerated Trespassers.</p> <p>The loss of data and the work required to get the rent accounts back to the original position increased the rent arrears and therefore at the year end of 2006/07 the target was not met. The start of 2007/08 was therefore a very difficult year, Officers worked extremely hard to get the arrears under control and were achieving this. However at the beginning of 2007 the courts made a ruling that all those tenants that had received a suspended possession order from the courts since 2001 were now a Tolerated Trespasser and no longer a secure tenant. This meant that the Council could not taken action against a tenant in the normal way through the courts as they were no longer a secure tenant.</p> <p>This in turn has caused an increase in the rent arrears as Officers have not been able to take further action against the tenants if they refuse to pay their rent.</p> <p>A policy was produced in April for Executive Committee which was due to be presented to Full Council, however, a further consultation paper was sent out from Government, therefore as a Council we have responded to this and sought advice from other local authorities and bodies who are also in the same position.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HIP	% of urgent repairs completed within Government time limits (Categories A,B and C)	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		N/A	N/A	68.90%	77%	76.28%
		Target				
		2003/04	2004/05	2005/06	2006/07	
		N/A	N/A	95%	95%	
		2007/08 Target		95%		
Service		Officer				
PI Definition	The total number of urgent repairs (as defined in the Right to Repair Regulations) completed within the prescribed time limit during the quarter expressed as a percentage of all urgent repairs requested during quarter.					
PI Calculation	N/A					
Comment						
<p>The calculation for the last quarter has seen an improvement in performance from 74.4% to 79%.</p> <p>A review was completed of the Repairs Service and a number of changes made to how the services are delivered. Work is still in progress particularly looking at categorisation of repairs and ensuring only urgent repairs are diagnosed and dealt with as urgent.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
	The average time taken to complete non-urgent responsive repairs (categories D&E)	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		N/A	N/A	37.7 days	20 days	30.6 days
		Target				
		2003/04	2004/05	2005/06	2006/07	
		N/A	N/A	25 days	25 days	
		2007/08 Target		25 days		
Service		Officer				
PI Definition	For non-urgent responsive repairs completed during the quarter, the average number of (calendar) days between the non-urgent responsive repair being requested and its satisfactory completion.					
PI Calculation	N/A					
Comment						
<p>Performance on priority D's has dropped from 31 to 35 days average. One of the issues with the Priority D's is that there used to be a Priority E category of 65 days which meant the non urgent workload could be spread over a longer period however a decision was taken to cancel that priority as it seemed 65 days was too long a time to quote for a repair.</p> <p>However, based on the volume of work, this needs to be reviewed for the next financial year. There are a number of initiatives being introduced from January including the operative phoning on the day to advise of his visit and text messaging for appointments.</p> <p>Projections show that the target will be achieved.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HH 10	Average Relet time for Dwellings in the financial year (total void time) exc NWL,LTV,DTL & MAJOR REPAIRS	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		30.63 days	29.77 days	18.69 days	20.64 days	24.79 days
		Target				
		2003/04	2004/05	2005/06	2006/07	
		14 days	21 days	21 days	19 days	
	2007/08 Target	18 days				
Service		Officer				
PI Definition	This indicator is calculated from data on the total number of lettings made during the year excluding No waiting List (NWL), Long Term Voids (LTV) and Difficult to Let Properties (DTL and also excluding those let after major repairs and the total number of days these dwellings were vacant. The total number of lettings covers all lettings (excluding mutual exchanges) made during the financial year where there was no major repair work financed from the Authority's capital programme carried out in the period that the dwelling is vacated (the information should match that reported in the Housing Investment Programme Operational Information return). Days a dwelling is vacant = calendar days between the date the dwelling is available for letting, or when it is established that the dwelling is vacant and when a new tenant moves in.					
PI Calculation	As per BV212/LIB240 excluding No Waiting List, Long Term Voids, Difficult to Let properties and Major Repairs.					
Comment						
<p>This indicator was set up purely for management to monitor the performance of those void properties which we do not have any problems in letting and where we know the turn around time will not be delayed due to large amount of works required and meets the definition of major works.</p> <p>The target of 20 days was set as this is a top quartile performance which we will be working towards achieving.</p> <p>The indicator is split into 15 days for Repairs & Maintenance to carry out the repairs and 5 days for the Housing Management to make the allocation and sign the tenant up.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HH13	Care and Repair – average length of time from first contact to completion (weeks)	2003/04	2004/05	2005/06	2006/2007	Quarter 2 07/08
		40.1	41.84	29.21	23.69	19.14 weeks
		Target				
		2003/04	2004/05	2005/06	2006/07	
				39	35	
	2007/08 Target	32 weeks				
Service		Officer				
PI Definition	The average time taken in weeks the client has waited from initial date of enquiry to completion of all jobs in that quarter. It is based on jobs completed in that quarter as not all enquiries received lead to a job being completed – substantial advice may have been given or referral to other organisations.					
PI Calculation	N/A					
Comment						
Above target.						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HH17	Percentage of repairs requiring access to a property for which an appointment has been made.	2003/04	2004/05	2005/06	2006/2007	Quarter 2 07/08
				57.14%	54%	87.00%
		Target				
		2003/04	2004/05	2005/06	2006/07	
					60%	
		2007/08 Target		70%		
Service		Officer				
PI Definition	Percentage of responsive repairs carried out where an appointment was made by the Council with the customer.					
PI Calculation	N/A					
Comment						
Above target.						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HH18	Percentage of repair appointments made that were kept by RBC	2003/04	2004/05	2005/06	2006/2007	Quarter 2 07/08
				98.81%	98%	98.00%
		Target				
		2003/04	2004/05	2005/06	2006/07	
				95%	95%	
		2007/08 Target		97%		
Service		Officer				
PI Definition	Percentage of responsive repairs carried out where an appointment was made by the Council with the customer and was kept by the Council.					
PI Calculation	N/A					
Comment						
Above target.						

Overview & Scrutiny

Committee

16th January 2008

<p>6th February 2008</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 Joint Scrutiny Exercise into Flooding <p>REGULAR ITEMS</p> <p>Portfolio Holder Annual Report - Leisure and Tourism (Cllr Malcolm Hall)</p>	<p>Relevant Lead Directors</p> <p>Relevant Lead Directors</p> <p>Relevant Lead Directors</p> <p>Relevant Lead Directors</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>19th March 2008</p>	<p>REGULAR ITEMS</p> <p>Portfolio Holder for Community Leadership and Partnership (Cllr Phil Mould)</p>	<p>Relevant Lead Director</p>

Overview & Scrutiny

Committee

16th January 2008

<p>9th April 2008</p>	<p>REGULAR ITEMS</p> <p>Annual Overview and Scrutiny Report 2007/08</p>	<p>Borough Director</p>
<p>OTHER ITEMS - DATE FIXED</p> <p>16th January 2008</p> <p>6th February 2008</p> <p>19th March 2008</p> <p>OTHER ITEMS - DATE NOT FIXED</p>	<p>Report on the Council's performance in relation to Housing</p> <p>Setting the Work Programme - Discussion</p> <p>District Centres Task and Finish Group - Recommendations</p> <p>Community Calls for Action - Discussion</p>	<p>Director of Housing and Asset Management</p> <p>Relevant Lead Director</p> <p>Relevant Lead Director</p> <p>Relevant Lead Director</p>

