

Overview and Scrutiny Committee

Wed 19 Mar
2008
7.00 pm

Committee Room Two
Town Hall
Redditch



www.redditchbc.gov.uk

Access to Information - Your Rights

The Local Government (Access to Information) Act 1985 widened the rights of press and public to attend Local Authority meetings and to see certain documents. Recently the Freedom of Information Act 2000, has further broadened these rights, and limited exemptions under the 1985 Act.

Your main rights are set out below:-

- Automatic right to attend all Council and Committee meetings unless the business would disclose confidential or “exempt” information.
- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
- Automatic right to inspect minutes of the Council and its Committees (or summaries of business undertaken in private) for up to six years following a meeting.
- Automatic right to inspect lists of background papers used in the preparation of public reports.
- Access, upon request, to the background papers on which reports are based for a period of up to four years from the date of the meeting.
- Access to a public register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc.
- A reasonable number of copies of agenda and reports relating to items to be considered in public must be made available to the public attending meetings of the Council and its Committees etc.
- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:
www.redditchbc.gov.uk

**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**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH
Tel: 01527 64252 (Ext. 3268 / 3267) Fax: (01527) 65216
e.mail: jess.bayley@redditchbc.gov.uk / helen.saunders@redditchbc.gov.uk
Minicom: 595528**

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, 19 March 2008

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. All Wards
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. All Wards
3. Minutes (Pages 1 - 10)	To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record. (Minutes attached) (Minutes attached) All Wards
4. Actions List (Pages 11 - 14)	To note the contents of the Overview and Scrutiny Actions List. (Report attached) All Wards
5. 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. (No separate report). All Wards

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<p>6. 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>All Wards</p>
<p>7. Task and Finish Groups - Progress Reports (Pages 15 - 22)</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 to follow)</p> <p>All Wards</p>
<p>8. Joint Scrutiny Exercise on Flooding (Pages 23 - 24)</p>	<p>To consider further developments in the joint scrutiny exercise on flooding.</p> <p>(Report attached)</p> <p>All Wards</p>
<p>9. Portfolio Holder Annual Report – Community Leadership and Partnership (Cllr Phil Mould) (Pages 25 - 28)</p>	<p>To receive a presentation from the Portfolio Holder for Community Leadership and Partnership providing a brief overview of the Portfolio followed by a wider question and answer session.</p> <p>(Oral report)</p> <p>All Wards</p>

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<p>10. Overview and Scrutiny Planning Day (Pages 29 - 30)</p>	<p>To consider and approve arrangements for the May 2008 Overview and Scrutiny Planning Day.</p> <p>(Report attached and oral report to follow)</p> <p>All Wards</p>
<p>11. Quarterly Performance Report – April -December 2007 (Pages 31 - 40)</p>	<p>To consider the Council's performance report data for the third quarter of the year.</p> <p>(Report attached)</p> <p>All Wards</p>
<p>12. 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>All Wards</p>
<p>13. Work Programme (Pages 41 - 44)</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> <p>All Wards</p>

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14. 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”.

All Wards



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Wednesday, 27 February
2008

MINUTES

Present:

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

Non-Member:

Councillor G Chance
(Portfolio Holder for Environment, Planning and Transport).

Also Present:

Mr M Chawner (Borough Tenants' Panel Representative).

Officers:

S Hanley and T Kristunas

Committee Services Officers:

J Bayley and H Saunders

122. APOLOGIES AND NAMED SUBSTITUTES

There were no apologies for absence.

123. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

124. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on the 7th of February 2008 be confirmed as a correct record and signed by the Chair.

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Chair

Overview and Scrutiny Committee

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125. ACTIONS LIST

The Committee considered the Actions List and examined the items identified as "WILL BE DONE SOON". The Chair requested that at following meetings, the Actions List would be presented with additional information highlighting the lead Officer responsible for undertaking the action and an expected date for completion.

Officers explained that they had received a response from Officers regarding Member access to the performance monitoring tool, the TEN system. Officers had requested that two Members volunteer to undertake a trial usage of the system. The Committee agreed that Councillor Taylor would participate and that the E-Government champion, Councillor Robin King should also be asked to take part in this exercise.

Officers explained that they had received a response regarding the performance indicator WM05 that had been questioned when Members considered the performance monitoring data. Officers informed Members that this indicator illustrated the percentage of calls answered within 20 seconds by a person in the contact centre and did not show the percentage of calls answered within 20 seconds using an automated response, as previously thought by Members.

Officers informed the Committee that they had received a response in relation to the performance indicator BVPI179B(i). Officers informed Members that the indicator description had been amended to read "the amount of Housing Benefit overpayments recovered as a percentage of all Housing Benefit overpayments."

Officers informed Members that their request for a further explanation of the traffic light system used when presenting the performance indicators would be made available as part of the performance framework after April.

RESOLVED that

- 1) **the Action List be amended to present additional information detailing the named Officer(s) undertaking the action and an expected date for completion;**
- 2) **the E-Government champion, Councillor R King, be asked whether he would be interested in undertaking training on the TEN system; and**

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- 3) the contents and responses to the Actions List be noted.

126. CALL-IN

Members received the Decision Notice from the meeting of the Executive Committee held on Wednesday, the 20th of February 2008.

No call-ins were required.

127. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents for consideration.

128. TASK & 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 Two)
– Chair Councillor J. Brunner.

The Chair of the Communications Task and Finish Group explained that the Group had encountered some problems convening meetings due to Member illness. The Chair also explained that the Group would be undertaking further interviews with Officers and external expert witnesses.

The Chair requested that the Group be permitted to present their final recommendations on Wednesday the 9th of April instead of Wednesday the 19th of March, as originally agreed. The Committee agreed to this new timescale.

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

Members determined that it would be necessary to refer to information contained in the confidential report in order to fully discuss the issues involved.

It was therefore agreed to defer consideration of this item until later in the meeting, after the Exclusion of the Public.

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(Confidential Minute 137 below refers).

129. JOINT SCRUTINY EXERCISE ON FLOODING

Officers explained that future meetings had been arranged for Members involved in the Worcestershire exercise on flooding. Officers informed Members that these meeting dates would include Monday the 31st of March, Monday the 7th of April and Monday the 28th of April.

RESOLVED that

the Committee note the dates for the next three meetings of the joint scrutiny exercise on flooding.

130. COMMUNITY SAFETY PERFORMANCE DATA – PREFERRED PRESENTATION STYLE

Officers explained that this item had been instigated by Officers in response to the Community Safety performance indicators presentation which took place on Monday the 11th of February.

Officers had requested that further guidance be sought from Members on the most effective methods of presenting community safety data and the frequency with which it should be presented to the Committee by Officers. Members were informed that some of the data was made available for meetings of the Crime and Disorder Reduction Partnership (CDRP) in a graphical format and that these graphs could be made available for the Committee. Members expressed an interest in receiving data in this format and for it to be presented comparatively to data from previous years.

Members agreed that they found the style of the information presented to them useful and requested that in future Officers present the Community Safety performance figures using both template examples provided. Members also agreed that they would like to receive this information alongside the performance reports that the Committee receives on a quarterly basis.

RESOLVED that

- 1) **relevant Officers be requested to present community safety data using both suggested styles of presentation; and**
- 2) **Officers present the information on a quarterly basis**

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at the same time as the quarterly performance reports.

131. OVERVIEW AND SCRUTINY – DRAFT INTERIM AUDIT REPORT

The Chair informed Members that, in consultation with himself and the Vice Chair, Officers had produced a mini audit report about the Overview and Scrutiny process.

The Chair explained that one of the points raised in the report related to Task and Finish Groups. The Chair had noted that the Council's capacity to support Task and Finish Groups appeared to be much lower than he had expected.

The Chair suggested that the Overview and Scrutiny Committee should itself undertake more topic reviews. He added that this would enable that Committee to become more productive as recommendations could be worked up by the Overview and Scrutiny Committee and forwarded directly to the Executive Committee in the form of short sharp reviews.

Members agreed that Task and Finish Groups would continue to be established for large scale pieces of review work. However, the Overview & Scrutiny Parent Committee would have discussions about proposed Task and Finish Reviews, before a scoping document was produced and the Committee would then be able to decide what issues should be the focus of a review or whether it should be dealt with another way.

Members discussed and approved the suggestion that Directors should present annual reports to the Committee. Officers explained that Members would need to be specific and to provide guidance about what the Directors should concentrate upon presenting to the Committee.

Members agreed that, as indicated in the report, there was a need to develop further relations between the Overview and Scrutiny and the Executive Committee. Officers were informed that some Members had attended training on this topic and could provide further information for the consideration of other Members. Members agreed that they would discuss this item further at a following meeting.

Members discussed the proposed planning day for the Overview and Scrutiny Work Programme. Members agreed that the planning day should occur in May and what action needed to be taken to organise the event.

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Members also queried how the Committee monitored the progress of recommendations made to the Executive Committee by the Overview and Scrutiny Committee. The Chair admitted that the Committee was not as effective at doing this as it might be. The Chair requested that this to be added as an item to the audit for the Committee's further consideration.

RESOLVED that

- 1) **the Committee discuss at a following meeting ways in which the Overview and Scrutiny Committee can further develop their relationship with the Executive Committee;**
- 2) **Officers be requested to add an item to the Overview and Scrutiny audit addressing how the Committee monitors the response of the Executive;**
- 3) **Members discuss dates and locations for the proposed Overview and Scrutiny Work Programme planning day at a following meeting; and**
- 4) **the Committee note the report and agree the proposed action, all as detailed in the preamble above.**

132. PORTFOLIO HOLDER ANNUAL REPORT - LOCAL ENVIRONMENT, PLANNING AND TRANSPORT (CLLR GREG CHANCE)

Councillor Chance gave his Portfolio Holder report to the Committee, illustrated by a PowerPoint presentation.

Councillor Chance began by explaining his roles and responsibilities as a Portfolio Holder. He informed Members that his main responsibilities included monitoring Council performance and the development of policy, and acting as a spokesperson on behalf of the Council. He explained the activities he undertook in order to fulfil these responsibilities which included chairing relevant meetings; disseminating information about his portfolio to the community; and developing working relationships both internally and with external bodies.

Members were informed that the portfolio area was very large and covered a range of regulatory, statutory, and discretionary services including many "front line" services. Councillor Chance went on to highlight the key issues covered by his portfolio area.

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These included the Regional Spatial Strategy; operational and service standards; the waste agenda; making improvements to the current recycling service; the cleaner, greener, safer agenda; town centre improvements; monitoring sustainability issues; economic development; the Landscape Capital programme; and issues surrounding public transport in the town.

Members questioned Councillor Chance about the physical state of the Town's Railway Station and the low frequency of train services. Councillor Chance explained that a consultation exercise was due to take place on the railway service in the region and that Redditch would have an opportunity to make its views known through this process.

Members also raised concerns about the buses in Redditch, explaining that newer buses appeared to be being taken out of circulation and replaced with older vehicles. Councillor Chance explained that he would pass on these concerns to the bus company. He added that residents could express their views about the bus services in Redditch by participating in a consultation exercise taking place on Church Green on Friday the 29th of February.

Members discussed recycling and the waste agenda and expressed concern about the issues facing the Council of assisting hard to reach groups with their recycling. Officers explained that much had been done to promote the assisted collection service but that more publicity and promotion was needed. Officers explained that the Council intended to carry out more face to face assessments with residents but that there was not one clear solution to this problem.

Members queried the date when the Council would incorporate other materials, including category 5 and 6 plastics, into the recycling collections service. Councillor Chance explained that this facility would be available shortly. Officers offered to provide Members with an update on what types of materials would be recycled in the future and information on the timescales for implementation.

Members questioned Councillor Chance about the Abbey Cemetery. Members requested further information regarding; timescales for use of the current cemetery; whether new land had been identified for a new cemetery; and information regarding the current level of mercury emissions. Officers reported that land had been identified to site a new cemetery but asked to postpone discussion of this issue to allow Officers time to prepare answers to these questions.

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The Chair thanked Councillor Chance for his presentation.

RESOLVED that

- 1) Officers be requested to provide an update to Members at a following meeting on the types of new materials eligible for recycling and the timescales for implementation;**
- 2) Officers be requested to provide an update at a future meeting about the land that has been identified for a new cemetery and whether planning permission has been secured; and**
- 3) the Committee note the report and agree the proposed action, all as detailed in the preamble above.**

133. QUARTERLY BUDGET REPORT – OCTOBER – DECEMBER 2007

The Committee considered a quarterly budget monitoring report for the third quarter.

Members discussed the figures for Economic Development and commented on the vacant Officer position within this Service. Officers explained that the Council was considering what approach to take in the long term to economic development at the Council and would be considering the future of this post in light of developments in the Worcestershire Economic Strategy.

Members commented that the recent scrutiny work on jobs and the economy could be referred to as this report recommended that an additional economic development post be established at the Council. Members expressed concern at the lack of Officer support in this area, especially given that the Business Link service had been centralised and moved from Redditch to Worcester.

Members agreed that they would like to discuss issues surrounding economic development at the following meeting. Members requested that a representative from Worcestershire County Council and from Business Link attend the next meeting to discuss these issues further. Members also requested that the lead Officer with responsibility for the Worcestershire

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Economic Strategy attend the meeting.

RESOLVED that

- 1) **economic development be discussed at the following meeting of the Committee; and**
- 2) **the Committee note the report and agree the proposed action, all as detailed in the preamble above.**

134. REFERRALS

There were no referrals.

135. WORK PROGRAMME

Officers explained that at the previous meeting, Members had agreed to defer a discussion on the proposed Gypsies and Travellers and Third Sector Reviews.

Members suggested that there were capacity issues that would prevent Members from undertaking these reviews at the present time. In addition, the Chair of the Third Sector Task and Finish group added that she would not be able to commence this exercise at the current time. Members therefore agreed to defer this Review until after the election.

The Chair explained that the Chair of the Gypsies and Travellers Task and Finish Group was unavailable to begin the exercise. The Chair suggested to Members that the O&S Committee itself should discuss the issues concerning Gypsies and Travellers in the Borough to enable the Committee to decide how to progress with Member analysis of this topic.

Officers explained that there were two issues that could be discussed that would require input from two different sets of Officers. Issues of enforcement and unauthorised encampments would require input from Officers in Environmental Health. Issues surrounding site provision in the Borough would require attendance from Planning Officers. Officers reminded Members that the original scope of the Review was to examine issues pertaining to unauthorised encampments. Based on this information, Members decided that the relevant Officers from Environmental Health should be invited to the next meeting of the Committee and a representative from Worcestershire County Council's Gypsy and Traveller Team should also be invited to discuss relevant issues.

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RESOLVED that

- 1) **the start of the Third Sector Task and Finish Group be deferred until after the May elections;**
- 2) **unauthorised encampments of Gypsies and Travellers be added as an agenda item for the following meeting;**
- 3) **representatives from the Borough Council's Environmental Health Enforcement Team and a representative from Worcestershire County Council's Gypsy and Traveller Team be invited to attend the next meeting; and**
- 4) **subject to the above adjustments, the Committee's Work Programme be noted.**

The Meeting commenced at 7.00 pm
and closed at 9.30 pm

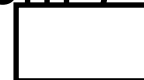
Actions requested by the Overview and Scrutiny Committee

Date Action Requested	Action to be Taken	Response
07/11/07	When discussing the biannual budget report Members asked for further information about the vacant posts that were referred to. Members specified that they would like information about the number of days lost, the financial savings involved and the capacity implications of these vacant posts. Members did not specify a date by which this information should be made available.	Relevant Officers have been working to produce a document containing the requested information. Reassurances have been given that this will be made available for Member consideration soon. (WILL BE DONE SOON). Head of Financial, Revenues and Benefits Services, date to be confirmed.
19/12/07	Members discussed the proposed new form for presenting performance information to the Overview and Scrutiny Committee. Officers were asked to provide an explanation of the traffic light system. Members did not specify a date by which this information should be made available.	The Overview and Scrutiny Support Officers have informed the relevant Officers of this request. (WILL BE DONE). Lead Officer, Head of Strategy and Partnerships, Estimated introduction date 28th May 2008.
07/02/08	The Members of the District Centres Task and Finish Group to complete a scoping document for their exercise. The Chair of the Group to report the scope of the exercise back to the Overview and Scrutiny Committee on the 27th February 2008.	The Chair of the District Centres Task and Finish Group presented an interim report to the Overview and Scrutiny Committee containing information about the scope of the exercise on Wednesday the 27th February. (DONE 27/02/08).
07/02/08	Officers to organise an away-day event for Members to plan the Overview and Scrutiny Committee Work Programme. The away-day to take place at the end of May 2008.	Members to discuss and confirm arrangements at this meeting of the Overview and Scrutiny Committee. (WILL BE DONE SOON). Officers dealing, Overview and Scrutiny Support Officers, estimated completion date Wednesday the 19th March 2008.

07/02/08	Members of the Overview and Scrutiny Committee to consult within their political groups to identify potential items for scrutiny.	Members to act on this request and to inform the Overview and Scrutiny Support Officers when this action has been completed. (TO BE DONE).
07/02/08	The Overview and Scrutiny Support Officers to consult with other Officers within the Council to identify potential items for scrutiny.	The Overview and Scrutiny Support Officers to liaise with other Officers over this request. (TO BE DONE).
27/02/08	The Action List to record the Lead Officer and an estimated completion date for items marked "WILL BE DONE SOON".	The Overview and Scrutiny Support Officers have introduced this information to this copy of the Action List. (DONE).
27/02/08	Officers to enquire as to whether Councillor R. King would be willing to volunteer to undertake Member training to access the Ten Performance Management system.	Councillor R. King confirmed that he would be volunteering for this role on Thursday the 28th February 2008. (DONE).
27/02/08	The Overview and Scrutiny Committee agreed that the Communications Task and Finish Group could report final recommendations to the Committee on Wednesday the 9th April 2008.	The Communications Task and Finish Group is scheduled to present final recommendations on the 9th April. (WILL BE DONE SOON). Lead Member Councillor J. Brunner, estimated completion date Wednesday the 9th April 2008.
27/02/08	The Overview and Scrutiny Committee agreed that the District Centres Task and Finish Group could report final recommendations to the Committee on Wednesday the 9th April 2008.	The District Centres Task and Finish Group is due to present final recommendations to the Overview and Scrutiny Committee on Wednesday the 9th April. (WILL BE DONE SOON) Lead Member Councillor A. Fry, estimated completion date Wednesday the 9th April 2008.

27/02/08	Officers were asked to present community safety performance data to Members using both of the templates that had been provided for the consideration of Members. Officers were asked to present this information to the Overview and Scrutiny Committee alongside the quarterly performance reports.	The Overview and Scrutiny Support Officers have informed the relevant lead Officer of this request. (TO BE DONE).
27/02/08	The Overview and Scrutiny Committee to discuss ways to develop relations between the Committee and the Executive Committee.	Members are due to consider this issue further during the Overview and Scrutiny Committee Planning Day in May 2008. (WILL BE DONE SOON). Responsible Officers - Overview and Scrutiny Support Officers, estimated completion date (May 2008).
27/02/08	Officers to incorporate information about monitoring scrutiny recommendations in to the Overview and Scrutiny Annual Report.	The Annual Report is due to be presented for Member consideration on Wednesday the 9th April 2008. (WILL BE DONE SOON). Responsible Officers – Overview and Scrutiny Support Officers and estimated completion date – Wednesday the 9th April 2008.
27/02/08	Members to discuss proposed locations and dates for the Overview and Scrutiny Work Programme Planning Day.	Members will be discussing this subject at this meeting of the Committee. (WILL BE DONE SOON). Lead Member - Councillor C MacMillan, estimated completion date – Wednesday the 19th March.
27/02/08	Members requested that Officers provide further information about the new items that will be incorporated into recycling collections and that they provide an estimated date by which this will be introduced.	The relevant lead Officer has been made aware of this request. (TO BE DONE).

27/02/08	<p>Members requested that Officers provide further information about the land that has been identified as the site for a new cemetery. Officers were also asked to explain whether planning permission had been secured for use of the site as a cemetery.</p>	<p>The relevant lead Officer has been made aware of this request. (TO BE DONE).</p>
27/02/08	<p>Members agreed that the subject of economic development should be discussed further at the following meeting. Officers were asked to invite appropriate Officers to attend the meeting.</p>	<p>The Chair has subsequently requested that an additional meeting of the Overview and Scrutiny Committee be held to enable Members to devote an appropriate amount of time to discussing this item. (WILL BE DONE SOON). Lead Member - Councillor C MacMillan, estimated completion date – the additional meeting is due to take place on Thursday the 27th March 2008.</p>
27/02/08	<p>Members agreed that the Committee should discuss in further detail the gypsies and travellers scrutiny exercise on the Worcestershire joint policy on unauthorised encampments. Members agreed that this discussion should take place at the following meeting of the Committee. Officers were asked to invite representatives from the Council's Environmental Health team and the Worcestershire County Council Traveller's Team to attend the meeting.</p>	<p>The Chair has subsequently requested that an additional meeting of the Overview and Scrutiny Committee be held to enable Members to devote an appropriate amount of time to discussing this item. (WILL BE DONE SOON). Lead Member - Councillor C MacMillan, estimated completion date – the additional meeting is due to take place on Thursday the 27th March 2008.</p>



Executive Committee

No Direct Ward Relevance

2nd April 2008

INTRODUCTION OF ADDITIONAL FEES AND CHARGES FOR EXISTING PLANNING SERVICES FUNCTIONS

(Report of Director of Environment and Planning)

1. **Purpose of Report**

To put forward the Overview and Scrutiny Committee's recommendation to the Executive Committee that additional fees and charges be introduced to cover the costs of providing existing planning services functions.

2. **Recommendation**

The Committee is asked to RESOLVE that the proposed fees and charges be implemented.

3. **Financial, Legal, Policy and Risk Implications**

Financial

- 3.1 The fees and charges proposed in this report cover existing services that are provided to customers free of charge, and would generate additional income within Planning Services. There may be a small loss to internal charging for the processing of payments, but this would be minimal.

Legal

- 3.2 The authority cannot make profit from charging for services. However it is able to cover the administrative and overhead costs of service provision providing this is made clear at the point of charging. Therefore, the proposed fees would not be charging for the advice provided.

Policy

- 3.3 It has been the policy of Planning Services to provide these services because they are perceived to be of benefit to customers, the wider community, Officers and the overall quality of the built environment of Redditch Borough. However, this good practice of service provision, being at a level above that required through the statutory planning function, comes at a cost to the authority.



Risk

- 3.4 In adopting the proposed fees and charges, there may be a small risk that some people would not seek advice prior to implementing developments, and that this could lead to additional enforcement caseload. However this risk is considered to be minimal, and could be covered by existing arrangements.

Report4. Background

- 4.1 At the instigation of the Fees and Charges Task and Finish Group the Planning Services team have been reviewing their existing service provision and the associated scale of fees and charges. The Planning Services team have also researched the rates and types of charges levied by other local planning authorities, to inform these proposals.
- 4.2 Planning Services currently provide a range of high quality customer services associated with but not required as part of its statutory function. For a small number of these services, a charge is already levied, for example for copies of legal documents such as Planning Decision Notices, and for information relating to Local Land Charge Searches. A small fee is also charged for copies made at the request of the public. These existing charges are reviewed and updated annually, and have recently been reviewed for the next financial year.
- 4.3 However, it would be possible to extend the scope of the fees and charges currently imposed, in order to provide additional revenue to offset the cost of the provision of the current 'free' services provided.

5. Key Issues

- 5.1 The Planning Service has identified three additional areas where charges could be made and a further area where consideration could be given in the future. These are set out below, and followed by recommendations on their implementation.

Permitted Development Enquiries

- 5.2 These are enquiries frequently received from residents of the Borough who wish to carry out minor developments, mostly to their domestic properties, where advice is sought on whether the submission of a planning application is required prior to carrying out their proposed development, and if so, the extent and content of the required supporting information. If an application is not required, then the proposal is considered to be 'Permitted Development' (PD). Similar enquiries are often received from shops seeking to alter



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shopfronts and signage, and from commercial premises in relation to matters such as car parking provision and alterations to fenestration. This opportunity to provide advice can lead to an improved standard of applications when submitted.

- 5.3 This is a simple yet well-used service to customers, which is provided consistently, and therefore it would be possible to make a charge for it. It is suggested, however, that such a charge should be set relatively low, in order that enquirers are not discouraged from seeking this advice. This would prevent enforcement staff from having to deal with the additional workload that might arise if developments were carried out without advice and/or with incorrect consent. In such cases, the development might be more likely to be later found to be unauthorised which would require enforcement action.
- 5.4 This approach has been adopted by other local planning authorities with success.

Pre-application Advice

- 5.5 This is an area of the planning service that takes up much Officer time and resources, and is an important element of the service provided. It is an informal process where Officers discuss the proposed development with applicants and/or their agents, and negotiate in order to arrive at a situation where the applicants are aware of the requirements that would make their proposals acceptable. Such advice is, of course, made on a without prejudice basis, and this is made clear throughout the process. Whilst it does not always result in applications being submitted on which Officers are able to recommend approval, as this can be dependent on developers taking note of the advice of Officers, it provides clarity to the process and aids the passage of proposals through the application stage.
- 5.6 Pre-application advice can vary from a short letter in response to correspondence received, to a series of meetings with Development Control and other Officers (in services such as Environmental Health, County Highways and Landscaping) which need to be hosted and recorded, and can continue over a period up to several months. These discussions can also involve Legal Officers where proposals are likely to require planning obligations.
- 5.7 Other authorities have set up scales of charges for the provision of such advice. None of the other Worcestershire authorities currently charge for this service, although some are considering the introduction of such charges.



Post-decision amendments

- 5.8 In situations where planning permission has been granted, but then the applicants have sought to implement a slightly different scheme, a post-decision amendment to a planning application is proposed. These are provided on plans with an accompanying letter, and Officers consider whether they are sufficiently minor to be considered as a variation to the existing consent, or whether a fresh application should be made, having regard to the relevant legislation. Advice is then provided in writing, with reasons, to the enquirer. This process therefore involves retrieving files from the system, and considering the proposals against internally set criteria, as well as the relevant legislation and case law. Therefore professional Officer time and office resources are taken up in order to provide a service to customers. This is another area where other authorities have already begun to charge. (These amendments must be very minor in nature to be acceptable, due to the lack of legislative provisions in this regard.)
- 5.9 A simple paragraph of explanation would be sufficient to operate a system such as this, published on the website with a note detailing the fee payable.

Discharge of planning conditions

- 5.10 Recent Government documents relating to changes to the planning system have indicated that when setting revised fees for planning and associated applications, a fee will be set, nationally, for the discharge of planning conditions. This is another significant area of work for the Development Control team, and does form part of its statutory function. There are currently no charges made for this service, and it would be one that Officers proposed for introducing a charging regime locally. It is an existing, established process, which takes up Officer resources without bringing in any financial reward.
- 5.11 Since these initial considerations, the government has clarified the new items to be included in the revised fees which will be set in April 2008. Therefore, there will be a national charge set for confirming whether conditions have been dealt with on applications.
- 5.12 This leaves the remaining area of charging for dealing with the submission of details in relation to requests to discharge conditions. This can now be reconsidered, and advice taken from colleagues in legal, prior to being progressed.



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Other areas

- 5.13 There are other areas where Planning Services are unable to charge for services, such as applications for consent to do work to preserved trees. These cannot be explored further at this stage, although this may change when revised statutes are introduced in the future.
6. Other Implications
- | | | |
|------------------|---|---|
| Community Safety | - | This is a key issue in the planning process, and its early identification and consideration should assist in improved outcomes |
| Human Resources | - | none known |
| Social Exclusion | - | This is a key issue in the planning process, and its early identification and consideration should assist in improved outcomes |
| Sustainability | - | This is a key issue in the planning process, and its early identification and consideration should assist in improved outcomes |
| Joint working | - | Discussions between Managers of planning teams across the County have been ongoing regarding these issues and there is potential to introduce an agreed scheme across the whole County in preference to a diversity of charging regimes. Therefore, in Appendix 1 a rough guide containing the proposed scope of fees can be found, as these details have yet to be agreed. |

7. Conclusion

- 7.1 The proposals would result in clarity of process for the public and Officers dealing with the process, and allow for service users to be sure about the service being provided and the timescales in which they can expect contact.



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-
- 7.2 Formal internal procedures for Officers to follow should aid ongoing monitoring and recording of information within the planning team and make the monitoring of the service and its users easier for performance management purposes.
- 7.3 The proposals would assist in providing additional income to the planning service.
8. **Background Papers**
- Report to the Fees and Charges Task and Finish Group on the 17th of January 2008.
9. **Consultation**
- There has been no consultation other than with relevant Borough Council Officers and the Members of the Fees and Charges Task and Finish Group.
10. **Author of Report**
- The author of this report is Ailith Rutt (Development Control Manager), who can be contacted on extension 3374 (email: ailith.rutt@redditchbc.gov.uk) for more information.
11. **Appendices**
- Appendix 1 - Draft guidance on potential scale of fees.



DRAFT POTENTIAL SCALE OF FEES FOR GUIDANCE

The fees shown in the table below give a rough estimate of the area within which the proposed fees are considered likely to be set, although as noted above (in paragraph 6), the exact details of fees are yet to be agreed jointly with authorities across the County.

Service	Threshold	Fee band
PD Enquiry	Householder	£10-25
	Other	£25-75
Pre-application discussions	Householder	£25-50
	Minor/other	£25-100
	Major	£250+
Post-decision amendments	Householder	£10-15
	Minor/other	£15-25
	Major	£50

Joint Scrutiny Exercise into Flooding: Update report 19th March 2008

The Members of the Joint Scrutiny Exercise into Flooding are due to interview representatives from relevant organisations at forthcoming meetings on Monday the 31st March; Monday the 7th April; and Monday the 28th April. A list of these organisations and the day when they are due to be interviewed is detailed below.

Officers coordinating the exercise at Worcestershire County Council have asked to be notified of suggested questions for the attendees prior to the meetings. Members of the Redditch Borough Council Overview and Scrutiny Committee have an opportunity at this meeting to raise any questions which they think would be pertinent to the exercise. Both Officers at Worcestershire County Council and the Redditch Borough Council representative for the exercise, Councillor Chalk, shall be informed of any questions raised by Members of the Committee.

Monday the 31st March 2008 (starting at 2.30pm)

- the National Flood Forum;
- media representatives (Newsquest & BBC H&W);
- a local Worcester resident;
- Highways Agency; and
- Parish Councillors.

Monday the 7th April 2008 (starting at 2pm)

- Fire and Rescue;
- Police;
- Local Resilience Forum;
- Severn Trent Water;
- the Environment Agency; and
- the Land Drainage Partnership.

Monday 28 April 2008 (starting at 2)

- National Farmers Union;
- Country Landowners Association;
- the Worcestershire Partnership
- Worcestershire County Council Officers and District Councils' Officers; and
- the Chamber of Commerce.



Overview & Scrutiny

No Direct Ward Relevance

Committee

19th March 2008

PORTFOLIO HOLDER ANNUAL REPORTS: QUESTIONS AND SUBJECTS FOR DISCUSSION WITH COUNCILLOR MOULD, PORTFOLIO HOLDER FOR COMMUNITY LEADERSHIP AND PARTNERSHIPS

The following themes have been suggested by Members of the Overview and Scrutiny Committee. Questions relating to these themes will be posed to Councillor Mould, Portfolio Holder for Community Leadership and Partnerships at the Overview and Scrutiny Committee meeting on Wednesday the 19th of March 2008.

Responsibilities of the Portfolio Holder

Key Issues of Portfolio

Budget and Resource Allocation

Any other specific issues relating to the Community Leadership and Partnership

Overview & Scrutiny Committee

No Direct Ward Relevance

19th March 2008

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	

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		Council, but not exclusively (other Members may also 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.	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. (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 	

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		<ul style="list-style-type: none"> Regulatory Committees, via normal report / agenda preparation processes Overview and Scrutiny Committee <p>in accordance with current approved constitutional requirements.</p>	

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

Overview and Scrutiny Planning Day

Options for Venues

There is an array of possible options for the venue for the day which range in price from the expensive to the relatively cheap. The possible options include:

- the Civic Suite in the Town Hall – the only cost involved with this would be the cost of lunch – the full suite is only available for this purpose on Friday the 23rd May and Tuesday the 27th May 2008;
- the Countryside Centre;
- Greenlands Business Centre - £16 an hour for room hire. Lunch would be provided by external caterers. This venue only has capacity for 12 people;
- Holiday Inn Express – there is a charge of £120 for room hire;
- Southcrest Hotel – there is a charge of £30 a delegate and includes all room hire, refreshments and a two course lunch; and
- Abbey Hotel – this will be expensive but if Members want to pursue this option we can investigate the costs further.

(and this list is not exhaustive, Members may have other suggestions)

Suggested Invitees for the Day

There are three options regarding Member attendance at this Planning day.

These include:

- inviting the eight Overview and Scrutiny Committee Members only along with the four Directors, two Overview and Scrutiny Support Officers, the Member and Committee Support Services Manager, and the Democratic Services Manager;
- inviting the eight Overview and Scrutiny Committee Members, plus the three Group Leaders and Deputy Leaders plus the four Directors, two Overview and Scrutiny Support Officers, the Member and Committee Support Services Manager, and the Democratic Services Manager; or
- inviting all Members plus the four Directors, two Overview and Scrutiny Support Officers, the Member and Committee Support Services Manager, and the Democratic Services Manager.

Suggested Programme

10.30 Registration and Refreshments

10.45 Welcome and Introductory remarks from the Chair

11.0 Group Session 1: Subjects for Scrutiny

To discuss future subjects for scrutiny, potential resources and timescales of any reviews

12.0 Report back

12.30 Lunch

13.15 Group Session 2: Regular Items

To discuss the appropriate content and preferred presentation style for:

- Portfolio Holder Annual Reports;
- Performance Indicator reports;
- Budget monitoring reports; and
- Service Plans.

14.15 Report Back

14.45 Group Session 3: Overview and Scrutiny Relationships with other bodies.

To discuss relationships with:

- the Executive Committee;
- local media representatives;
- Key partners; and
- other experts.

15.45 Report back

16.15 Plenary Session and concluding remarks

17.00 Refreshments and depart

Overview & Scrutiny Committee

No Direct Ward Relevance

19th March 2008

11. QUARTERLY PERFORMANCE MONITORING – APRIL – DECEMBER 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 - December 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	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

6. Conclusion

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

Overview & Scrutiny

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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 – December 2007

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April – December	Target 2007/8	2005/6	2006/7	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	15.37	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	1,100	1753					2,232	1,911	1,738	1,678	
Number of reported incidents of domestic burglary	LPSA2	278	396						427	332	278	
Number of reported incidents of theft of vehicles	LPSA2	165	407					443	415	235	187	
Number of reported incidents of interference or tampering of vehicles	LPSA2	80	221					215	241	129	108	
Number of British Crime Survey Comparator crimes reported	CS2	2,997	4350					6069	5199	4,350	4,110	
Priority 2 - Environment and Transport												
Percentage of household waste recycled	BV082a	31.85%	25%	18.0%	21.0%	6%	8.10%	11.44%	15.88%	16.86%	20.23%	
Kilogrammes of household waste collected per head	BV084a	281	370	396.7	410	411	425	405	416.7	415	409	
Percentage of population served by a kerbside recyclable collection	BV091a	96.16%	100%	100%	100%			44%	65.55%	82.80%	93.73%	
Percentage of major planning applications determined within 13 weeks	BV109a	50%	60%	69%	73%		15.40%	18%	61%	63.64%	77.27%	1
Percentage of minor planning applications determined within 8 weeks	BV109b	83.10%	65%	75%	83%		32%	36%	65%	81.31%	75.69%	2

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April – December	Target 2007/8	2005/6	2006/7	2001/02	2002/03	2003/04	2004/5	2005/6	2006/7	
Percentage of other planning applications determined within 8 weeks	BV109c	88.72%	80%	88%	91%		75.40%	55%	77%	88.86%	92.46%	2
Percentage of land and highways that is assessed as having litter and detritus that fall below an acceptable level	BV199a	5.4%	8%	11%	7%			13.60%	9.22%	8.11%	8.3%	
Number of public reports of fly tipping	ET05	935	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	29,780	33,500			21,559	19,874	19,942	26,254	31,471	37,707	
Number of concessionary journeys	ET15	960,529	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	11.38	6.85	0	0		6.7	7.8	8.7	11.07	6.87	4
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	36.1	40			37.37	45.7	53.19	60.01	66.14	29.94	
Rent arrears as a percentage of rent roll	LIB 231	3.69%	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	77%	95%			97%					77%	6

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April – December	Target 2007/8	2005/6	2006/7	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	32 days	25			22	21	21			20	7
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	23.03	18							18.69	20.64	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	20.12	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	91%	70%							57.14%	54%	
Percentage of repair appointments made that were kept by RBC	HH 18	99%	97%							98.81%	98%	
Priority 4 - Leisure												
The number of visits to/usages to museums per 1000 population	BVPI 170a	297.2	212	934	1100	220	235	230	235	221	218.8	
Total concessionary use	LT 1	43,528	23568							31,531	61,909	
Sport and Leisure overall satisfaction rate	LT 2	79.68%	74%							73.08%	77%	
Average number of visits to facilities per head of population	LT 3	7.13	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 – December	Target 2007/8	2005/6	2006/7	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	85%	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	86.17%	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	87.45%	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	6.57	9.77	8.4	8.5	12.2	11.6	13	12.94	11.53	10.62	3
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	30.73	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	12.39	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	98.13%	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)	Awaiting data	87%	50%	46%					86%		

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April – December	Target 2007/8	2005/6	2006/7	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	80.89%	80%							61.73%	66.81	
One Stop Shop: Customer satisfaction	WMO 3	94.75%	95%							92.23%	95.46%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	81.80%	80%							77.49%	77.84%	

1. Lack of application numbers makes this difficult to meet
2. Consistently being met.
3. Please note that previous quarter was reported as full year equivalent figure – cumulative figure to end of quarter 2 was 4.34
4. 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. Improved performance from 2nd quarter.
5. Arrears have been impacted by the Tolerated Trespasser Court ruling. An action plan is in place to improve the service. Improved performance from 2nd quarter.
6. 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.
7. Currently, this is part of a review that is taking place into the diagnostics and categorisation of repairs and we will not be able to adjust this until April.

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No Direct Ward Relevance

Committee

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13. 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 Consideration of the Forward Plan Consideration of Executive Committee key decisions Call-ins (if any) Consideration of Overview and Scrutiny Actions List Referrals from Council or Executive Committee, etc. (if any) Task & Finish Groups - feedback Committee Work Programme	Borough Director Borough Director Borough Director Borough Director Borough Director Borough Director Relevant Lead Director Borough Director
	REGULAR ITEMS Quarterly Performance Report Quarterly Budget Monitoring Report Review of Service Plans 2007/10	Borough Director Borough Director Relevant Lead Director

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	<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>Relevant Lead Directors</p> <p>Relevant Lead Directors</p> <p>Relevant Lead Directors</p> <p>Relevant Lead Directors</p>
19th March 2008	<p>REGULAR ITEMS</p> <p>Portfolio Holder for Community Leadership and Partnership (Cllr Phil Mould).</p>	<p>Relevant Lead Director</p>
9th April 2008	<p>REGULAR ITEMS</p> <p>Annual Overview and Scrutiny Report 2007/08</p>	<p>Borough Director</p>

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OTHER ITEMS - DATE FIXED		
19th March 2008	Fees and Charges Task and Finish Group – Interim Recommendations – Planning Charges.	Relevant Lead Director
19th March	Overview and Scrutiny Work Programme Planning Day – Finalising Arrangements	Relevant Lead Director
27th March 2008	Economic Development – Member Discussion	Relevant Lead Director
27th March 2008	Joint Policy on Unauthorised Gypsy and Traveller Encampments – Member Discussion	Relevant Lead Director
9th April 2008	Communications (Stage Two) Task and Finish Group	Relevant Lead Director
9th April 2008	District Centres Task and Finish Group - Recommendations	Relevant Lead Director
OTHER ITEMS – DATE NOT FIXED		
	Community Calls for Action – Discussion	Relevant Lead Director
	Fees and Charges Task and Finish Group – Final Recommendations	Relevant Lead Director

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	Third Sector Task and Finish Group – Start of Group Activity	Relevant Lead Director
	Proposed Council Priorities Scrutiny Exercise – Member discussion	Relevant Lead Director
	Proposed Business Centres Scrutiny Exercise – Member Discussion	Relevant Lead Director