Council

Mon 11 Aug
2008
7.00 pm

Council Chamber
Town Hall
Redditch

REDDITCH BOROUGH COUNCIL

making a difference

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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 <u>Executive Committee</u> 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
Steve Skinner
Committee Support Services**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH
Tel: Fax: (01527) 65216
e.mail: committee@redditchbc.gov.uk   Minicom: 595528**

آپ انگریزی میں مدد چاہتے ہیں۔ نسلیاتی رسائی [Ethnic Access] سے رابط کریں ٹیلیفون: 01905 25121

ইংরেজি ভাষার বিষয়ে সাহায্য চান – এথনিক্ অ্যাকসেস্ [Ethnic Access] এর সঙ্গে যোগাযোগ করুন, টেলিফোনঃ 01905 25121

'Potrzebujesz pomocy z Angielskim – skontaktuj się z Ethnic Access Tel: 01905 25121'

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).

COUNCIL

Monday, 11th August, 2008

7.00 pm

Council Chamber Town Hall

Agenda

Membership:

Cllrs:

J Field (Mayor)	C Gandy
M Hall (Deputy Mayor)	W Hartnett
	N Hicks
P Anderson	D Hunt
K Banks	R King
K Boyd-Carpenter	W King
M Braley	C MacMillan
J Brunner	P Mould
M Chalk	W Norton
A Clayton	J Pearce
B Clayton	B Quinney
J Cookson	M Shurmer
D Enderby	D Smith
R J Farooqui	D Taylor
A Fry	D Thomas

1.	**Mayor's Welcome**	The Mayor will open the meeting and welcome all present.
		The Mayor's Chaplain, the Reverend Mike Herbert, will lead the Council in prayer.
2.	**Apologies**	To receive any apologies for absence on behalf of Council members.
3.	**Declarations of Interest**	To invite Councillors to declare any interests they may have in items on the agenda.
4.	**Minutes** Acting Borough Director	To confirm as a correct record the minutes of the meeting of the Council held on the 30th of June 2008. **(Minutes circulated in Minute Book 2 - 2008/09 – To Follow)**

COUNCIL

5.	**Communications and Mayor's Announcements**	To receive a report from the Mayor on civic matters which have arisen since the last meeting or events which may be occurring in the near future. To give notice of any variation to the items listed in the Forward Plan and/or items accepted as "Urgent Business". (No separate report / oral update)
6.	**Foundation Trust Status Consultation - Worcestershire Acute Hospitals NHS Trust**	To provide an opportunity for formal Council response to the consultation presentation given prior to the meeting by representatives of the Worcestershire Acute Hospitals NHS Trust. (No separate report) **All Wards**
7.	**Questions under Standing Order 8 - Matchborough Matters - Youth Art Event** (Pages 1 - 2)	To consider a Question to the Leader which has been submitted by Councillor Juliet Brunner. (Copy question attached) **(Matchborough / All Wards)**
8.	**Executive Committee** (Pages 3 - 34) Acting Borough Director	A. To formally receive the minutes from the meetings of the Executive Committee held on the 11th of June 2008 and 30th June 2008: (All decisions here have previously been fully resolved. There are no outstanding recommendations or referrals which require the Council's consideration.) B. To receive the minutes and consider the recommendations and/or referrals from the following meeting of the Executive Committee: 2nd July 2008 Matters requiring the Council's consideration are: • Worcestershire Countywide Strategy for Telecare 2007-2011;

- Tolerated Trespass Policy – Update; and

- Church Hill District Centre – Redevelopment Update

(Minutes circulated in Minute Book 2 – 2008/09 – To Follow)

C. To receive the Decision Notice and consider the recommendations and/or referrals from the following meeting of the Executive Committee:

(Matters arising on the 23rd of July 2008 Decision Notice are detailed in a separate report, which is attached to the agenda)

<u>23rd July 2008</u>

Matters requiring the Council's consideration are:

- Transformational Government Strategy Action Plan;

- Landscape Capital Project – Update:

- One Stop Shop Advisory Panel;

- Rent Payments – Introduction of an Additional Payment Method; and

- Upper Norgrove House – Initial Options Appraisal

(Decisions Notice previously circulated)

Any matters arising, not covered elsewhere in the agenda, will be considered under this heading).

Confidential matters may be taken after the Exclusion of the Public, <u>subject to notification at this point in the meeting</u>.

9.	**Regulatory Committees** Acting Borough Director	To formally receive the minutes of the following meetings of the Council's Regulatory Committees:

Audit Committee   -   10th June 2008

Planning Committee   -   17th   June 2008

COUNCIL

	Standards Committee - 10th July 2008	
	(All decisions here have been fully resolved. There are no recommendations or referrals which require the Council's determination.)	
	(Minutes circulated in Minute Book 2 – 2008/09 – To Follow)	
10.	**Returning Officer's Report - Batchley By-Election** (Pages 35 - 36)	To consider the outcome of the Batchley Ward By-Election and any subsequent re-allocation of Committee places this may trigger. (Report attached) **Batchley Ward**
11.	**'West Lothian Motion' - Fuel Duty and VAT Revenues** (Pages 37 - 38)	To consider the Council's position in relation to a Motion sent by the West Lothian Council, regarding Fuel Duty and VAT Revenues. (Report attached) **(No Specific Ward Relevance)**
12.	**Constitution - Annual Review**	To consider the Annual Review of the Council's Constitution and Associated documents. (Report under separate cover – To Follow) **(No Specific Ward Relevance)**
13.	**Urgent Business - Record of Decisions** Acting Borough Director, Acting Borough Director	To note any decisions taken in accordance with SO36 and/or the Overview and Scrutiny Procedure Rules (Constitution), as specified: (None to date)

14.	Urgent Business - general (if any)	To consider any additional items exceptionally agreed by the Mayor as Urgent Business in accordance with the powers vested in him by virtue of Section 100(B)(4)(b) of the Local Government Act 1972. (This power should be exercised only I cases where there are genuinely special circumstances which require consideration of an item which has not previously been published on the Order of Business for the meeting and/or on the Leader's Forward Plan.)
15.	Exclusion of the Public	It may be necessary, in the opinion of the Acting Borough Director, to consider excluding the public from the meeting in relation to the following items of business on the grounds that exempt information is likely to be divulged. It may be necessary, therefore, to move the following resolution: **"that, under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matter(s) on the rounds 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, as amended."**
16.	Confidential Minutes / Referrals (if any)	To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).
		(Note: Anyone requiring copies of any previously circulated reports, or supplementary papers, should please contact Committee Services Officers in advance of the meeting.)

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Agenda Item 7

REDDITCH BOROUGH COUNCIL

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Council

11th August 2008

LEADER'S QUESTIONS

The following questions for the Leader have been received in accordance with Standing Order 8A:-

1. '"Matchborough Matters" Youth Art Event'
    (Councillor J Brunner)

    'Would the Leader of the Council agree with me that the recent Youth Arts event "Matchborough Matters" involving young people in art project in their community was a success?

    Would she further agree that in involving young people in this type of work we significantly reduce the risk of anti social behaviour such as graffiti becoming a blight in our communities?

    Finally would she agree to task Officers to further investigate working with Partners to look into rolling out the possibility of these type of projects in other areas of Redditch? '

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Agenda Item 8

REDDITCH BOROUGH COUNCIL

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Batchley, Greenlands and Winyates Wards

Council

11th June 2008

MATTERS ARISING –
EXECUTIVE COMMITTEE 23RD JULY 2008 –
ONE STOP SHOP ADVISORY PANEL

(Report of the Acting Borough Director)

1.   **Purpose of Report**

To remind Members of the content of the appendices to the Item regarding the future of the One Stop Shops as considered by the Executive Committee on the 11th of June 2008.

2.   **Report / Key Issues**

At the meeting of the Executive Committee on 23rd of July 2008, Members considered a report arising from meetings of the One Stop Shop Advisory Panel. It was agreed that, in order to assist Members in their consideration of the matter, the appendices to the earlier report to the Executive Committee be circulated once again to Members.

3.   **Conclusion**

Members are requested to note the appendices.

4.   **Background Papers**

Executive Committee:
- Agenda and Minutes – 11th June 2008; and
- Agenda and Decision Notice - 23rd July 2008

7.   **Author of Report**

The author of this report is Ivor Westmore (Member and Committee Support Services Manager) who can be contacted on extension 3269 (e.mail: ivor.westmore@redditchbc.gov.uk) for more information.

8.   **Appendix**

Appendix 1   Analysis of the findings during the transitional period.

Appendix 2   Action Plan.

Appendix 3   Additional methods of payment.

Appendix 4   Consultation Feedback.

Council

Appendix 1

ANALYSIS OF THE FINDINGS DURING THE TRANSITIONAL PERIOD

TOWN HALL ONE STOP SHOP (DATA FOR DECEMBER 2007 - MAY 2008)
(IMPORTANT NOTE: No information for the Town Hall One Stop Shop was received for January and February 2008

Town Hall One Stop Shop
Access Method

535 completed forms. Figures based on completed forms only.

Auto Tele Payments 19%
Telephone 27%
SMS 22%
Web On-Line 16%
E-Mail 16%

- Telephone
- E-Mail
- Web On-Line
- SMS
- Auto Tele Payments

Town Hall One Stop Shop
Travel to Offices

535 completed forms. Figures based on completed forms only.

Other 3%
Bus 29%
Walk 36%
Car 32%

- Walk
- Car
- Bus
- Other

Town Hall One Stop Shop
Advice Given

535 completed forms. Figures based on completed forms only.

Visit TH 22%
Auto Tele Payments 1%
Post 18%
Web/On-Line 11%
E-Mail 8%
Telephone 40%

- Telephone
- E-Mail
- Web/On-Line
- Post
- Auto Tele Payments
- Visit TH

Council

Appendix 1

11th August 2008

**Town Hall One Stop Shop
Age Range**

Figures for age range - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

Under 18
2%

19 - 30
27%

Over 50
35%

31 - 50
36%

Legend:
- Under 18
- 19 - 30
- 31 - 50
- Over 50

**Town Hall One Stop Shop
Ethnicity**

Figures for ethnicity - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

Other Mix ed 2%

Indian 1%

Pakistani 2%

White and Black African 1%

other 6%

Don't know 5%

Black Other 1%

Black Caribbean 2%

Other White 2%

Irish 2%

British 78%

Legend:
- British
- Irish
- Other White
- Black Caribbean
- Black Other
- White and Black African
- Other Mix ed
- Indian
- Pakistani
- other
- Don't know

**Town Hall One Stop Shop
Marital Status**

Figures for marital status - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

single
17%

Widowed
30%

Married
12%

Separated
6%

Divorced
35%

Legend:
- single
- Married
- Separated
- Divorced
- Widowed

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Council　　　　Appendix 1

11th August 2008

**Town Hall One Stop Shop
Gender**

Figures for gender - data w as
only collected f rom March
onw ards, therefore percentages
based on completed f orms w here
this information w as provided

Male
48%

Female
52%

- Male
- Female

Council   Appendix 1

11th August 2008

BATCHLEY ONE STOP SHOP (DATA FOR DECEMBER 2007 - MAY 2008)

**Batchley One Stop Shop
Access Method**

180 completed forms. Figures based on completed forms only.

Auto Tele Payments, 21%

Telephone, 32%

SMS, 22%

Web On-Line, 11%

E-Mail, 14%

- Telephone
- E-Mail
- Web On-Line
- SMS
- Auto Tele Payments

**Batchley One Stop Shop
Travel to Offices**

180 completed forms. Figures based on completed forms only.

Bus, 4%   Other, 2%

Car, 34%

Walk, 60%

- Walk
- Car
- Bus
- Other

**Batchley One Stop Shop
Advice given**

180 completed forms. Figures based on completed forms only.

Visit TH, 32%

Telephone, 29%

Auto Tele Payments, 5%

Post, 16%

Web/On-Line, 8%

E-Mail, 10%

- Telephone
- E-Mail
- Web/On-Line
- Post
- Auto Tele Payments
- Visit TH

Council   Appendix 1

11th August 2008

**Batchley One Stop Shop
Age Range**

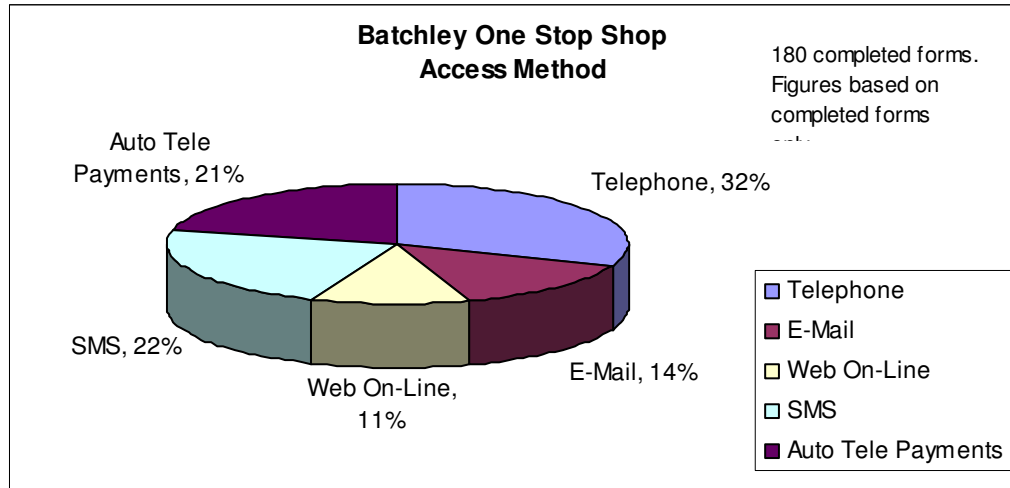Figures for age range - data was only collected from March onwards, therefore percentages based on completed forms where this information was provided

Over 50
15%

Under 18
0%

19 - 30
54%

31 - 50
31%

- 19 - 30
- 31 - 50
- Over 50

**Batchley One Stop Shop
Ethnicity**

White and Black Caribbean
6%

Figures for ethnicity - data was only collected from March onwards, therefore percentages based on completed forms where this information was provided

British
94%

- British
- White and Black Caribbean

**Batchley One Stop Shop
Marital Status**

Figures for marital status - data was only collected from March onwards, therefore percentages based on completed forms where this information was provided

Divorced
30%

single
17%

Married
22%

Separated
31%

- single
- Married
- Separated
- Divorced

Council   Appendix 1

11th August 2008

Batchley One Stop Shop Gender

Male
21%

Female
79%

Figures for gender - data was only collected from March onwards, therefore percentages based on completed forms where this information was provided

- Male
- Female

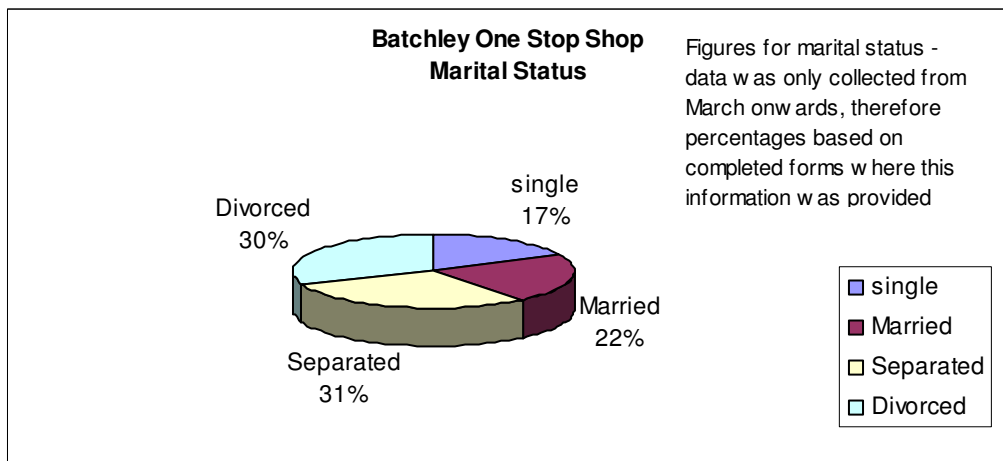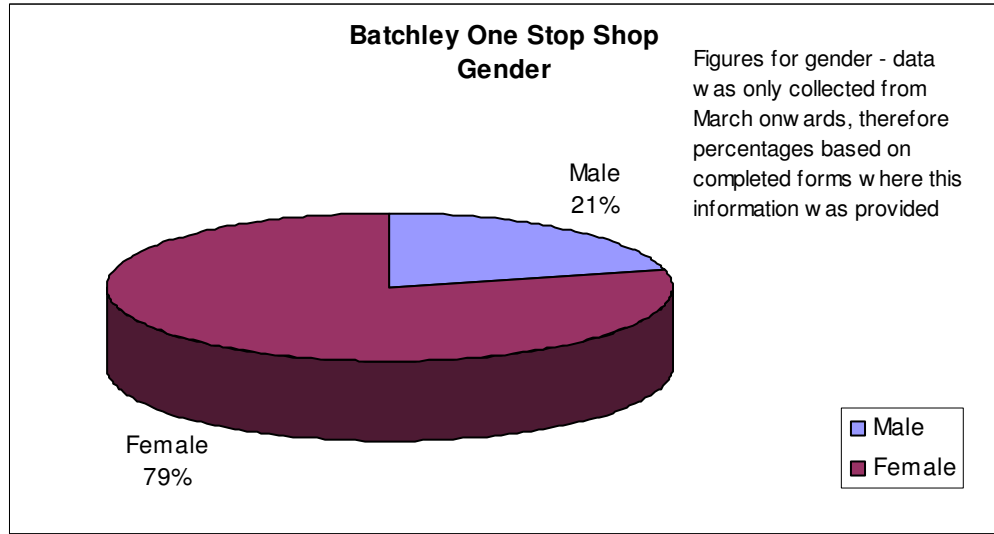**G:\executive\080611\one stop shop closure.doc\Js\lj\nab\2.6.2008**

Council

Appendix 1

11th August 2008

WINYATES ONE STOP SHOP (DATA FOR DECEMBER 2007 - MAY 2008)

**Winyates One Stop Shop
Access Method**

307 completed forms.
Figures based on
completed forms only.

Auto Tele
Payments
20%

Telephone
29%

SMS
22%

Web On-Line
14%

E-Mail
15%

- Telephone
- E-Mail
- Web On-Line
- SMS
- Auto Tele Payments

**Winyates One Stop Shop
Travel to Offices**

307 completed forms.
Figures based on
completed forms only.

Bus
8%

Other
4%

Car
24%

Walk
64%

- Walk
- Car
- Bus
- Other

**Winyates One Stop Shop
Advice Given**

307 completed forms.
Figures based on
completed forms only.

Visit TH
21%

Telephone
41%

Auto Tele
Payments
11%

Post
10%

Web/On-Line
10%

E-Mail
7%

- Telephone
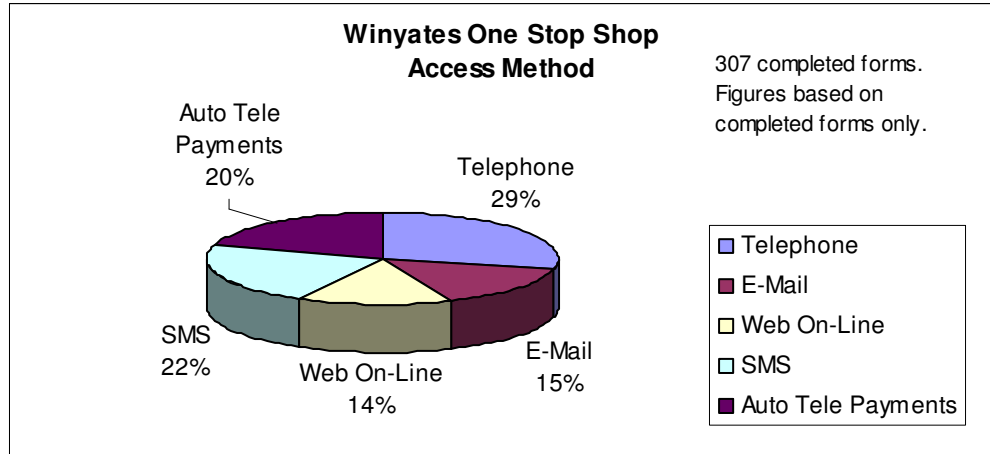- E-Mail
- Web/On-Line
- Post
- Auto Tele Payments
- Visit TH

Council   Appendix 1

11th August 2008

Winyates One Stop Shop
Age Range

Figures for age range - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

Under 18
2%

19 - 30
32%

Over 50
38%

31 - 50
28%

- Under 18
- 19 - 30
- 31 - 50
- Over 50

Winyates One Stop Shop
Ethnicity

Figures for ethnicity - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

Irish
2%

Other White 2%

British
96%

- British
- Irish
- Other White

Winyates One Stop Shop
Marital Status

Figures for marital status - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

Divorced
13%

Widowed
8%

Separated
8%

single
37%

Married
34%

- single
- Married
- Separated
- Divorced
- Widowed

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Council   Appendix 1

11th August 2008

Winyates One Stop Shop Gender

Figures for gender - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

Male
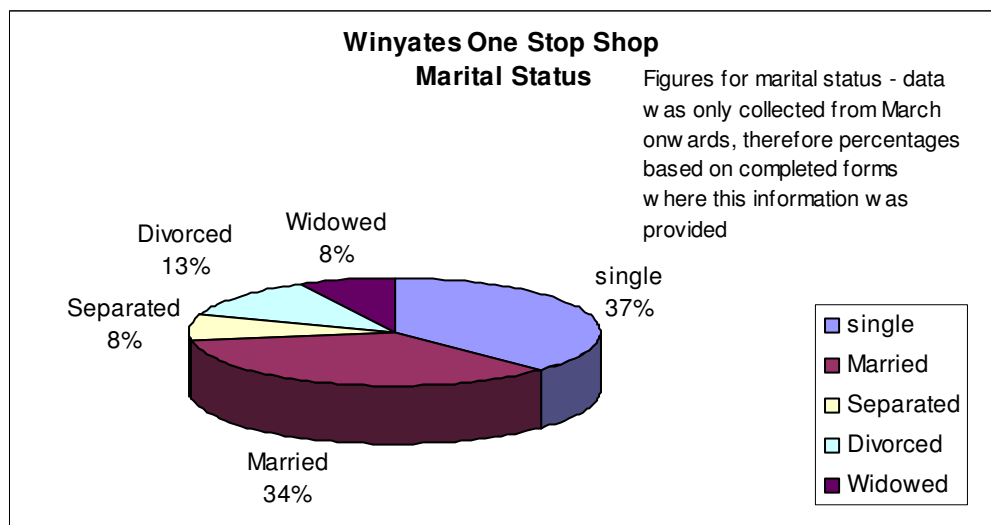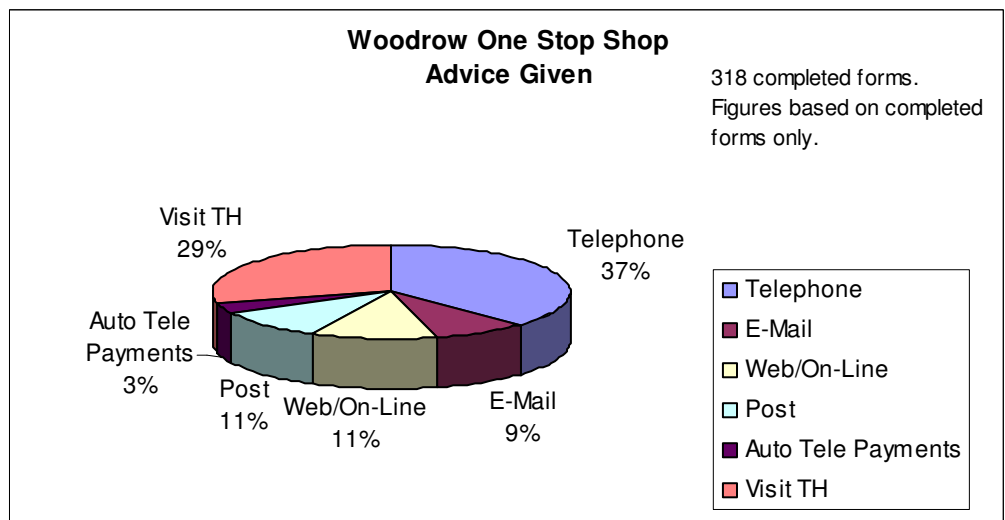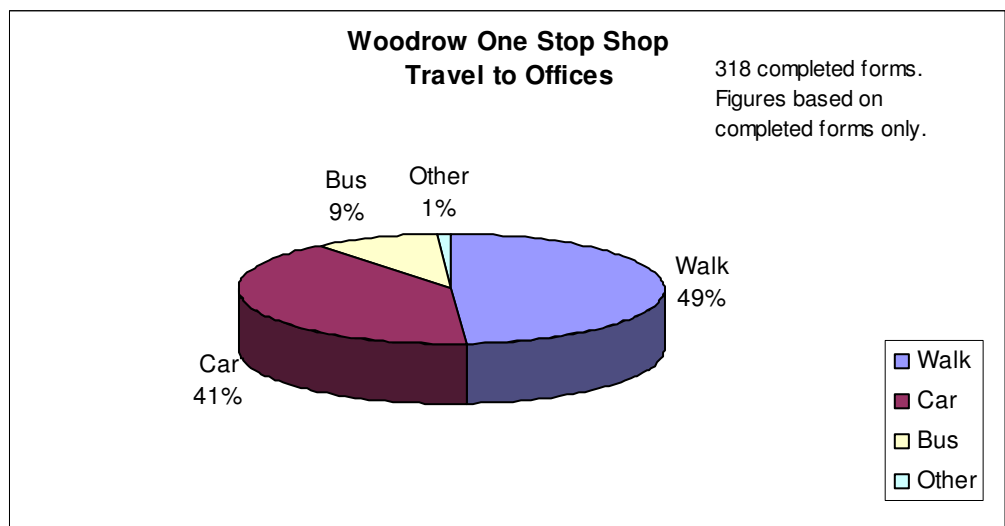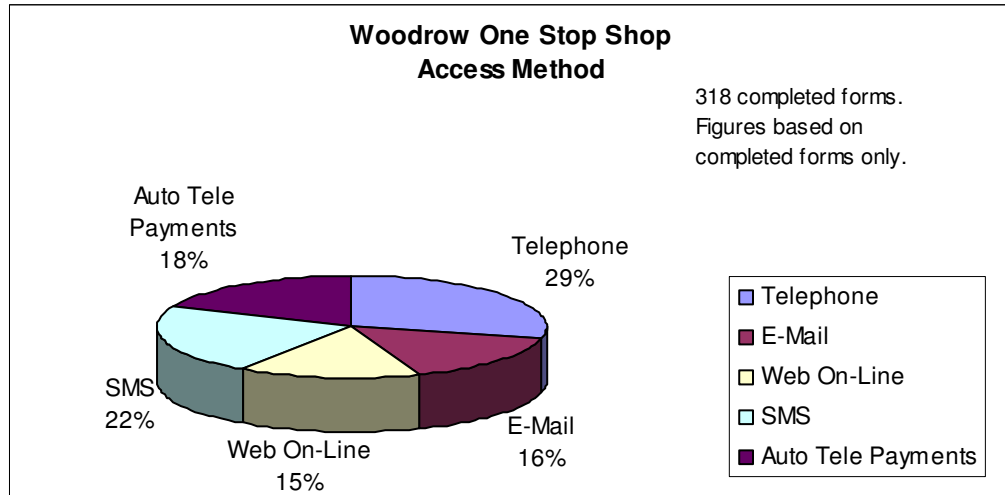42%

Female
58%

- □ Male
- ■ Female

Council

Appendix 1

11th August 2008

WOODROW ONE STOP SHOP (DATA FOR DECEMBER 2007 - MAY 2008)

Woodrow One Stop Shop
Access Method

318 completed forms.
Figures based on
completed forms only.

Auto Tele
Payments
18%

Telephone
29%

SMS
22%

Web On-Line
15%

E-Mail
16%

- Telephone
- E-Mail
- Web On-Line
- SMS
- Auto Tele Payments

Woodrow One Stop Shop
Travel to Offices

318 completed forms.
Figures based on
completed forms only.

Bus
9%

Other
1%

Walk
49%

Car
41%

- Walk
- Car
- Bus
- Other

Woodrow One Stop Shop
Advice Given

318 completed forms.
Figures based on completed
forms only.

Visit TH
29%

Telephone
37%

Auto Tele
Payments
3%

Post
11%

Web/On-Line
11%

E-Mail
9%

- Telephone
- E-Mail
- Web/On-Line
- Post
- Auto Tele Payments
- Visit TH

Council   Appendix 1

11th August 2008

**Woodrow One Stop Shop
Age Range**

Figures for age range - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

19 - 30
25%

Over 50
42%

31 - 50
33%

Legend:
- 19 - 30
- 31 - 50
- Over 50

**Woodrow One Stop Shop
Ethnicity**

Figures for ethnicity - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

Irish
4%

Other White
1%

British
95%

Legend:
- British
- Irish
- Other White

**Woodrow One Stop Shop
Marital Status**

Figures for marital status - data w as only collected from March onw ards, therefore percentages based on completed forms w here this information w as provided

Divorced
21%

Separated
10%

Married
24%

single
45%

Legend:
- single
- Married
- Separated
- Divorced

Council   Appendix 1

11th August 2008

Woodrow One Stop Shop Gender

Figures for gender - data was only collected from March onwards, therefore percentages based on completed forms where this information was provided

Male
38%

Female
62%

- Male
- Female

Action Plan – Closure of local OSS

Action	Measures of success	Start date	Finish date/ milestones	Resource	Lead	Update Dec 2007	Update Feb 2008	Update May 2008
1. Each customer currently using the local office will be given alternative options for accessing services.	Questionnaire and action plan for every customer who visits the outer offices. Identify customers who cannot access services in another way.	December 2007.	June 2008.	CSA's to complete questionnaire Office services to input information.	Customer Services Manager.	Started using questionnaire in the outer offices from the beginning of Dec 07 These will be monitored weekly. Numbers of face to face enquiries reduced in all offices in November when compared with January to March figures. Woodrow reduced by 36% Winyates reduced by 46% Batchley reduced by 22% There has been a 2% increase in the numbers of face to face enquiries at the Town Hall One Stop Shop over the same period. There has been no significant change in numbers of calls to the Council, either through the Contact Centre or on the switchboard.	From end of February Age added to the Questionaire. To identify any issues with specific age groups in accessibility. Customers are being advised and shown how to access services in different ways. Report on progress to CMT beginning of March 2008. Further press releases and notices planned through March to June 2008. Discussing alternative access points via kiosks (already in place) in sure start centres.	Action plans continued to the end of May. 1340 customers have agreed to use alternative methods . Number of face to face enquiries continues to reduce in each office compared March to May Woodrow 21% Winyates 16% Batchley 15% Increase to Town Hall OSS is 5% in May 08 due to changes to concessionary fares. Woodrow had 1099 enquiries in February 08 50% of these enquiries were from customers who visit regularly. 30% of these are linked

| | | | | | | | | | | Discussing options for other Officers such as Wardens to assist customers in accessing services.

Focus group of random sample of residents to assess needs and preferences. Report attached. | enquiries.i.e. for the same customer. This demonstrates that in Woodrow 183 customers were unique customers.

Surestart staff awareness to offer services using kiosks already in place by Receptionists end June 08 Officers by end July 08

Work with Wardens to enable them to assist customers accessing services.
By end September 08

Additional Focus group arranged for beginning of June
To discuss access to services. |

2. Identify repeat contacts and service failures	Percentage of service failures against total number of enquiries established and identified in key services (top 3 services).	September 2007.	December 2007.	Staff time, Business Development Manager (BDM) 50% and Customer Services Manager (CSM) 10%.	BDM.	Highest level of repeat calls identified : ▪ **Benefits** data captured face to face ▪ **Repairs** data captured. ▪ **Environmental Services** reports to be compiled from M3.	Completed. See next action point.	
3. Improve processes to reduce the need for repeat contacts	Percentage of repeat contact reduced by 15% (12month target).	December 2007.	First phase : 3 % of repeat contact reduced by April 2008 (top 2 services). 2nd stage 3% of repeat contact reduced by June 2008.	Staff time (BDM 50% and Service teams 5% of 1fte).	BDM.	▪ Benefits workshops with CSA's ongoing. ▪ Business Process Re- engineering for repairs now analysing data. ▪ Adding service standards for Environmental Services on M3.	Nature of repeat calls identified Highest : 60% new claims 27% evidence requests. Length of FTF enquiries established: 14minutes average 50 mins highest new claims average 20mins Lean Thinking process will continue to work on this project. Since October 2007 repeat calls reduced by 21%.	Alexander (lean thinking) project training complete. Benefits workshops to start in June. Alexander completed review. Omfax upgrade on schedule. R & M utilising Solihull expertise to update scripting. Review of scripts planned Waste - June Abandoned Vehicles – mid July Landscape - mid August Cleansing - mid September

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							Upgrade of Omfax in June will reduce abortive visits and improve accuracy of prioritising (separate action plan) Since October 2007 repeat calls reduced by 3%	
4. Increase the availability of on-line services (information and transaction)	Number of on-line services increased.	October 2007.	April 2008 10 % increase of services available on line.	Staff time IT Services Manager (ITSM) Possible System development costs (if identified in services plans).	ITSM.	Transport Portal with Virtual Streetscene. Extension of e-forms availability.	Launch of RSS News feeds, Emergency Alert Mechanism, and LHA Rates Finder. Also Licencing Application Database online.	Modern.Gov system installed for Committee administration.
5. Increase the number of customers using on line services, including on line payments	Increased number of customers using on line services.	December 2007.	June 2008 10% increase in the number of website hits/ transactions	As above.	ITSM.	5% increase in web page views Oct- Dec 2007 6% increase in Web payments Oct – Dec 2007.	7.8 % increase in web payments Dec – Jan 2008. (Web payments in February reduced due to non collection of Council Tax).	42.2 % increase in web page views Jan – Apr 2008 44.6% increase in web payments Jan – Apr 2008 (118% in web payments Apr 2007 - Apr 2008).

6. Encourage the use of other payment methods e.g. direct debit,telephone payments, automated telephone payments	Increased number of payments made by these methods.	October 2007.	April 2008 10% increase (in total) in the number of payments made via these methods.	CSA promotion Cashiers promotion Local publicity.	CSM.	CSA's are promoting other methods of payments.	A phased publicity project plan now in place to advertise alternatives in both OSS, CC and cashiers.	Posters displayed in OSS and cashiers advertising the alternatives available for access A-Z leaflets available in all council outlets CSA's continue to promote alternatives Telephone payments May 07 - 1337 March 08 - 1088 Direct Debit April 07- 21428 April 08 - 23036 Automated telephone payments will be available from end June 08.
7. Introduce alternative methods of payment e.g. swipe cards	Housing rents set up with payment outlets.	September 2007.	May 2008.	Costs associated with introduction (Liz Tompkin to supply).	HSM.	Report on introduction of new payment scheme to go to January Executive Committee.		Report as Appendix 3.

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8. Increase the number of staff with access to mobile technology	Increase in numbers of appropriate officers e.g. visiting officers able to handle multiple customer enquires outside of council premises (in customer's homes and other locations).	December 2007.	May 2008 10% increase in the number of staff with access to mobile technology.	It services team 10%, Possible System development costs.	ITSM.		34 users have access to email remotely. 13 users have access to run applications remotely. 4 users have access to mobile technology. The customer access strategy and T government strategy will include further actions for mobile.	42 users have access to email remotely. 17 users have access to run applications remotely. 4 users have access to mobile technology.

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Council   Appendix 3

11th August 2008

ADDITIONAL METHODS OF PAYMENT

Swipe Cards

What are swipe cards?

A durable plastic card (similar to a credit or debit card) encoded and embossed uniquely to identify the individual payer. They are designed for bill payments that are weekly/frequently paid.

How are swipe cards used?

Tenants issued with a swipe card could pay their rent by cash, a cheque or debit card in the following ways:-

A)   At <u>any</u> Post Office (in Redditch, there are 10);

B)   Dependant on who Redditch negotiated the service with access could be via

- At <u>any</u> convenience store or outlet that displays a" Paypoint" sign (in Redditch there are 12 of these) **OR** at any "Payzone" (in Redditch there are 24 across the Borough).

Why provide swipe cards for rent payments?

- They reduce the risk of data entry errors.
- Increases convenience and maximises opportunities for payment by giving more flexible opening times for and access to multiple networks.
- Best value reviews on access to services has led many social landlords to switch to swipe cards to reduce admin and collection costs.
- Cards are wallet/purse sized and are therefore convenient to carry.
- Many of Redditch Borough Council's tenants use these access channels for other bill payments.
- Tenants are given a printed receipt to show payment.
- The payment transaction shows on the rent account the next working day.

Council   Appendix 3

11th August 2008

SWIPE CARDS SUMMARY OF COSTS:

TRANSACTION COSTS FOR RENT PAYMENTS ONLY:

	INITIAL SET UP COSTS	ESTIMATED RUNNING COSTS per Month*	ESTIMATED RUNNING COSTS per Annum*
ALLIANCE AND LEICESTER	£ 2,723.00	£ 2,405.00	£28,860.00
ALL PAY	£ 4,943.05	£ 2,795.00	£33,540.00

based on Warwick DC 6500 transactions

SWIPE CARDS ALLIANCE AND LEICESTER - RENTS

Set up costs			
Item	Description	Quantity	Costs
Saffron Interface		n/a	£ -
Plastic Cards	1 colour	6000	£ 1,059.00
Card Carriers	2 colours	6000	£470
Envelopes	price per 1000, £28 A+L	3000	£ 84.00
Main bulk card personalisation	per 1000 (A + L =£130)	3000	£ 390.00
Training	On Webconnect at RBC	n/a	n/a
Sub total			£ 2,003.00
Postage	2nd class post	3000	£ 720.00
Total including postage			**£ 2,723.00**

Running Costs			
Item	Description	Quantity	Costs
Replacement cards	For lost card	1	£ 0.85
File transfer	Monthly		£ 35.00
Transaction charges Post Office	Per		£ 0.43
Transaction charges Payzone	Per		£ **0.37**
Debit card fee			£ 0.29
Maximum transaction value			£ 999.99
Anticipated transaction cost per month	Volume of rent transactions for TH and OSS's	*4828	£ 1,786.36
Possible transaction cost per month	Based on Warwick DC costs who have just under 6000	6500 @ 37p per trans	£ **2,405.00**

Based on rent transactions for last 12 months, TH 31016, Woo 9455, Win 9453, Ba 8007 = 57931 / 12

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11th August 2008

SWIPE CARDS - ALL PAY - RENTS

Set up costs	Description	Quantity	Costs
Item	Description	Quantity	Costs
Saffron Interface			£ 700.00
Plastic Cards	1 colour	6000	£ 1,537.20
Card Carriers	2 colours	6000	£ 470.85
Envelopes	price per 1000, £55 allpay,	3000	£ 165.00
Main bulk card personalisation	per 1000 (allpay £250)	3000	£ 750.00
Training	On Webconnect at RBC,	n/a	£ 600.00
Sub total			£ 4,223.05
Postage	2nd class post	3000	£ 720.00
Total including postage			**£ 4,943.05**

Running Costs			
Item	Description	Quantity	Costs
Replacement cards	For lost card	1	£ 0.75
Software Webconnect allpay only	Monthly		£ 20.00
File transfer A+L only	Monthly		
Transaction charge Post Office			£ 0.43
Transaction charges Paypoint			£ 0.43
Debit card fee			£ 0.45
Maximum transaction value			£ 150.00
Anticipated transaction cost per month	Volume of rent transactions for TH and OSS's	*4828	£ 2,093.90
Possible transaction cost per month	Based on Warwick DC costs who have just under 6000	6500 @ 43p per trans	**£ 2,795.00**

*_Based on rent transactions for last 12 months, TH 31016, Woo 9455, Win 9453, Ba 8007 = 57931 / 12_

Council   Appendix 3

Bar Codes

What are bar codes?

They are a number which is converted into a series of special characters which represent the number as a 'graphic' and comprises of a series of vertical lines varying in thickness. The Council already uses bar codes on bills and invoices. The use of this facility is designed for quarterly or one off payment as this is not as durable as a plastic card.

How are bar codes used?

Customers can use the bar code number to pay by cash, a cheque or debit card in the following ways:-

A)   At <u>any</u> Post Office (in Redditch, there are 10);

B)   Dependant on Redditch negotiated the service with access could be via

- At <u>any</u> convenience store or outlet that displays a" Paypoint" sign (in Redditch there are 12 of these) **OR** at any "Payzone" (in Redditch there are 24 across the Borough).

Why provide card codes for council tax and other debt payments?

- Increases convenience and maximises opportunities for payment by giving more flexible opening times for and access to multiple networks.

- Many of Redditch Borough Council's customers use these access channels for other bill payments.

- Customers are given a printed receipt to show payment.

- The payment transaction shows on the account the next working day.

- Bar codes are already established and provided to customers.

BAR CODING SUMMARY OF COSTS:

TRANSACTION COSTS FOR RENT PAYMENTS ONLY:

	INITIAL SET UP COSTS	ESTIMATED RUNNING COSTS per Month**	ESTIMATED RUNNING COSTS per Annum**

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ALLIANCE AND LEICESTER	**£ 1,400.00**	**£ 1,931.20**	**£23,174.40**
ALL PAY	**£ 1,460.00**	**£ 2,076.04**	**£24,912.48**

The figures produced are only estimated on rent transactions of 4828 per month.

BAR CODING

	Allpay	Alliance & Leicester
Set up costs		
Set up (bar code testing at PO)	£ 460.00	£ 400.00
Issuer Identification Number (one off fee)*	£ 1,000.00	£ 1,000.00
	£ 1,460.00	**£ 1,400.00**
Running Costs		
Post Office transaction fee	£ 0.43	£ 0.40
Payzone/Paypoint transaction fee	£ 0.43	£ 0.35
**Estimated transaction cost per month at 43p (AP) and 40p (AL) *(4828 Rent transactions RBC)*	£ 2,076.00	£ 1,931.20
**Estimated transaction cost per annum *(4828 Rent transactions RBC)*	**£24,912.48**	**£23,174.40**
Bar code software prices start at about £100		

*A + L recommend that RBC purchase our own Issuer Identification number

** The figures produced are only estimated on transactions of 4828 per month which is the current usage for **rent** payments at RBC.

Redditch have approximately 35,000 dwellings and 15,000 sundry debt accounts

-

KIOSK SUMMARY OF COSTS:

	OPTION 1 – PURCHASE	OPTION 1 - MAINTENANCE COSTS per annum	OPTION 2 – LEASE Per annum to include maintenance costs
ALL PAY	£ 28,000.00	£ 4,400.00	£ 11,652.00
R P KIOSK	£ 21,415.00	£ 2,174.00	£ 13,717.00
SCAN COIN	£ 25,575.00	£ 1,723.00	n/a

KIOSKS

ALL BILL PAYMENTS

Council   Appendix 3

11th August 2008

	Allpay	RP Kiosk	Scan Coin
OPTION 1 – PURCHASE			
Initial Purchase	£ 28,000	£ 14,490	£ 16,638
Cash receipting system connection		n/a	£ 525
Uninterrupted power supply		included	£ 431
Bar Code Scanner		included	£ 1,943
Chip and Pin Card Reader		£ 1,675	£ 2,888
Bank note dispenser	n/a	n/a	£ 3,150
Training	included	£ 750	
Set up costs		£ 4500	
Total	**£ 28,000.00**	**£ 21,415.00**	**£ 25,575.00**
Annual software charge	£ 2,200.00		
Annual Maintenance Charge*	£ 2,200.00	£ 2,174.00	£ 1,723.00
Total	**£ 4,400.00**	**£ 2,174.00**	**£ 1,723.00**
OPTION 2 – LEASE			
Annual Rental Charge	£ 9,900.00	£ 5,772.00	N/A
Annual Maintenance Charge*	£ 1,752.00	£ 2,173.00	N/A
	£ 11,652.00	**£ 13,717.00**	N/A

A resource will be required to maintain cash within the Kiosk this is not part of the maintenance charges

Council   Appendix 4

11th August 2008

CUSTOMER ACCESS CONSULTATION

Methods

1. **Focus groups**

    2 for residents.
    1 for staff who are residents.

    - Independent facilitator.
    - Used a random list of residents supplied by Worcestershire County Council.
    - Advertised in the local press and in One Stop Shops.
    - Various age group groups and backgrounds.
    - Residency in Redditch ranged from 7 months to 72 years.
    - Higher expectation from those who have lived in Redditch the longest.

2. **Questionnaires**

    Developed by the Council's Communication team and independent facilitator.

    Sent to:-

    - Access group.
    - Sent with homelessness questionnaire.
    - Sure start users.
    - RICA.
    - Shopmobility users.
    - Dial-a-ride users.
    - One Stop Shops.
    - Website.
    - Businesses through EDU.
    - Leisure venues.

    Both methods were advertised through local press, in One Stop Shops and the website.

Council

Appendix 4

Focus Group Exercise

Which Council services do you use most frequently?

- Refuse.
- Highways (confusion regarding Borough Council / County Council responsibility).
- Council Tax (payment).
- Leisure.
- Warden Control Services.
- Housing Repairs.
- Planning.

If you need help or information about Redditch Borough Council services what methods do you use to make contact with the Council?

- Use Contact Centre as it is place of work.
- Bulky collection booked through One Stop Shop (concern raised about parking for Town Hall).
- Local issues carried out Face to Face.
- Telephone.
- Telephone for Council Tax enquiries.
- Telephone for complaints although email gives a physical record.
- Switchboard is easier if unsure of who you need to speak to.
- Email.
- Email can be instantaneous Normal post for complaints.
- Internet, the website is good and has good information.
- Web as first point of contact, depends on service and complexity.

What has been your experience when using this method / these methods?

- Waiting times in Town Hall One Stop Shop (OSS) can be variable but good service.
- Face to Face contact is very good when getting information.
- Separate planning reception is good (general agreement).
- Not used OSS, ring Contact Centre for County Council issue, very helpful.
- Website is good although difficult to keep up with the information.
- Use website a lot which is adequate.
- Website is informative.
- Telephone payments is useful.
- Telephone contact is very good.
- Only a selection of phone numbers are on the website.
- Internal address book does not have all numbers.

Council

Appendix 4

- Switchboard is better with direct dialling if extension number known.
- Intranet is useful for telephone numbers and other information.
- Quicker response to email.
- Experience of people being unsure who was responsible for providing a service, Borough Council or County Council and should that matter ?

When you last contacted the Council, to what extent did you feel the response was sufficiently answered?

- Minimal contacts, always had appropriate responses.
- Bulky waste is a good service.
- Got answers immediately, never unacceptable delay.
- Internal communication sometimes a problem.
- Generally good.

To what extent do you expect all of your enquiries to be dealt with by one call or visit?

- Depends on enquiry (some people disagreed) for example benefits, as to the complexity.
- Depends on the nature of the call.
- Wouldn't expect the person to know everything, but they can find out.
- Expect the majority of calls to be dealt with in one call, shouldn't be expected to make multiple calls.
- Should deal with everything, I shouldn't be expected to chase it up (general agreement).
- Realisation that sometimes the customer has to provide the necessary information and this can cause delays.
- Problem of overlapping services such as Landscape services and Planning for trees.
- Turnaround of staff and changes in structure / organisation cause problems, and training needs to be updated.
- Better arrangements now that call centre is in place.
- Experience of fly tipping was handled well and followed up to me swiftly.
- Direct Debit problem was well handled with undertaking to reimburse me if necessary.

Council

Appendix 4

What methods - i.e. new or improved - would you like to be available to enable you to contact the Council?

- Don't like text messaging.
- Text messaging is good to engage younger people.
- Text messaging to email is acceptable.
- Email is good, provided from letterheads and website.
- Information about what the services do.
- OSS/Contact Centre should deal with majority of services.
- Interactive Voice Recognition (press 1 for …), mixed response to this some liked it if utilised properly e.g. only 2 or 3 options.
- Person who deals with request for service should stay constant so that they have the history and knowledge of the request.

What would help you to be able to contact the Council more easily?

- Encourage charities to help older people with computer skills.
- Training for Council Officers to understand technology.
- Gap for 16-18 year olds in accessing service.
- Warden/Independent living schemes have good information available.
- Local papers for some information, regular space in local free newspapers.
- People need to be reminded a number of times.
- More noticeable advertising, for example for Neighbourhood Groups.

Are there any other issues about contacting the Council you would like to express?

- Haphazard in advertising.
- Good services, good quality, although some services have limited hours when open to the public.
- Can come in or book appointments.
- Restricted hours can be a problem.
- Website needs advertising.
- Need service standards, need to communicate with customers what these standards are.
- Set up automated response to all emails some have them.
- Good Council, customer expectations are too high.
- Confusion as to the role of the councillor and what influence they have.
- Should have published communication standards otherwise people don't know if standards are being achieved (agreed by all, for all forms of communications).

Council

Appendix 4

- Generally do a good job, realisation that everyone's requirements could be different.
- It is generally people who have been here 'all their lives" that criticise, whereas people coming into the area appreciate what a great service they have.
- A fantastic place to live with good services compared to other New Towns.
- Good landscaping but the cost to maintain could be a resource issue.
- Recycling was confusing as to what materials are taken.

Questionnaires

Some percentages do not add up to 100% because of multiple choices.

1. **Access channels - most preferred**

   Telephone 48%.
   Website 18%.
   Face to Face 18%.
   Printed information 9 %.
   Council notice boards 7%.

2. **Methods of Access**

   Always use the same method 33%.
   Vary the method according to the issue 51%.
   Vary the method according to the time of day 16%.

3. **Getting in touch (ease of)**

   Telephone 92%.
   Website 83%.
   Face to face 61%.
   Post 58%.

4. **More methods to contact the Council**

   More Telephone based help 43%.
   More website based services 42%.
   Longer opening hours 27%.
   Text messaging 9%.

Council

Appendix 4

5. **What would help customers to contact the Council**

More appointments 49%.
Information on Council notice boards 20%.
Training to use a computer 18%.
Access to a computer 13%.

6. **Preferred time of day to contact the Council**

9 am to 5 pm 58%.
5pm -10pm 24%.
Saturdays and Sundays 12%.
7am -9am 12%.

7. **Services used most frequently**

Housing Repairs, Council Tax and Highways were the highest.

8. **Enquiry dealt with immediately**

74% felt that their enquiry was dealt with immediately and
70% thought that all of their enquiries should be dealt with by one
call/visit.

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REDDITCH BOROUGH COUNCIL Agenda Item 10
BOROUGH COUNCIL ELECTION
Date : 17th July 2008

WARD	Candidates	Description	Votes Cast	
Batchley Electorate 5857 Seats 1 Ballot Papers 1616 % Poll 27.59	Greg Chance	The Labour Party	539	
	Maurice Trevor Field	British National Party	299	
	Orion Moon	Independent	25	
	Brenda Marjorie Quinney	The Conservative Party Candidate	630	Elected
	Russel Patrick Taylor	Liberal Democrat	121	

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Agenda Item 11

REDDITCH BOROUGH COUNCIL

making a difference

www.redditchbc.gov.uk

Council

11th August 2008

'WEST LOTHIAN MOTION' – FUEL DUTY AND VAT REVENUES

The Council has received a communication from West Lothian Council seeking its support for the following motion which was agreed by that authority on the 24th of June 2008. The Council is asked to consider its position in relation to the motion.

'"West Lothian Council expresses its extreme concerns at the rocketing petrol and diesel prices which are forcing individuals to pay sky high prices at the pumps and forcing public services and industry to finance escalating costs.

Council notes that without UK taxes petrol would be currently 41.2p a litre and diesel 48.8p a litre.

Council further notes that the Energy Trends and Prices statistics, produced by the Department for Business, Industry and Regulatory Reform revels that the UK's taxation of petrol is the third highest out of all EU Member states.

Council further notes that the UK treasury is netting substantially increasing Fuel Duty and VAT revenues as a direct result of the increasing fuel prices.

In light of all the above West Lothian Council calls on the current Labour Westminster Government to act decisively to protect the interests of families, public services and industry by immediately introducing a Fuel Duty Regulator which will use the increasing revenues from VAT to reduce Fuel Duty and so the price per litre of petrol and diesel.

Council resolves to circulate this motion to all UK local authorities, to all West Lothian's MPs and to all Lothian's MSPs seeking their support for the above action.

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