



# Overview and Scrutiny

## Committee

Mon 7 Jul  
2025  
6.30 pm



Oakenshaw Community Centre,  
Castleditch Lane, Redditch, B98 7YB

**If you have any queries on this Agenda please contact  
Mat Sliwinski**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH  
Tel: (01527) 64252 (Ext. 3095)  
email: [mateusz.sliwinski@bromsgroveandredditch.gov.uk](mailto:mateusz.sliwinski@bromsgroveandredditch.gov.uk)**

## **GUIDANCE ON FACE-TO-FACE MEETINGS**

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**Please note that this is a public meeting.**

**You are able to access the agenda for this meeting from the Committee Pages of the Council's website.**

**If you have any questions regarding the agenda or attached papers, please do not hesitate to contact the officer named above.**

### **GUIDANCE FOR ELECTED MEMBERS AND THE PUBLIC ATTENDING MEETINGS IN PERSON**

Meeting attendees are encouraged not to attend a Committee if they have any of the following common symptoms of flu or covid on the day of the meeting; a high temperature, a new and continuous cough or a loss of smell and / or taste.

### **PUBLIC SPEAKING**

The usual process for public speaking at Committee meetings will continue to be followed subject to some adjustments which allow written statements to be read out on behalf of residents and the virtual participation of residents at meetings of Overview and Scrutiny.

### **Notes:**

**Although this is a public meeting, there are circumstances when Council might have to move into closed session to consider exempt or confidential information. For agenda items that are exempt, the public are excluded and for any such items that part of the meeting will not be recorded.**

# Overview and Scrutiny

Monday, 7th July, 2025

6.30 pm

Oakenshaw Community Centre

## Agenda

### Membership:

Cllrs:	Matthew Dormer (Chair) Craig Warhurst (Vice-Chair) William Boyd Claire Davies James Fardoe	Andrew Fry Sachin Mathur Rita Rogers Paul Wren
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### 1. Apologies and Named Substitutes

### 2. Declarations of Interest and of Party Whip

To invite Councillors to declare any Disclosable Pecuniary Interests and / or Other Disclosable Interests they may have in items on the agenda, and to confirm the nature of those interests, and any Party Whip.

### 3. Minutes (Pages 7 - 22)

The minutes of the Overview and Scrutiny Committee meeting of 9 June 2025 will be considered at this meeting.

### 4. Public Speaking

To invite members of the public who have registered in advance of the meeting to speak to the Committee.

### 5. Fly Tipping and Bulky Waste Task Group - Final Report (Pages 23 - 48)

The draft final report of Fly Tipping and Bulky Waste Task Group is presented for Overview and Scrutiny approval.

### 6. Executive Committee's Work Programme - Selecting Items for Scrutiny

The latest version of the Executive Committee Work Programme (Forward Plan) will be published in a supplementary pack on Tuesday 1 July 2025.

### 7. Overview and Scrutiny Work Programme (Pages 49 - 54)

### 8. Task Groups, Short Sharp Reviews and Working Groups - Update Reports

- a) Budget Scrutiny Working Group – Chair, Councillor Warhurst

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- b) Performance Scrutiny Working Group – Chair, Councillor Warhurst
- c) Fly Tipping and Bulky Waste Task Group – Chair, Councillor Dormer
- d) Post-16 Education Task Group – Chair, Councillor Warhurst

## 9. External Scrutiny Bodies - Update Reports

- a) West Midlands Combined Authority (WMCA) Overview and Scrutiny Committee – Council Representative, Councillor Boyd;
- b) West Midlands Combined Authority (WMCA) Transport Delivery Overview and Scrutiny Committee, Council Representative Councillor Fardoe; and
- c) Worcestershire Health Overview and Scrutiny Committee (HOSC) – Council Representative, Councillor Fry.

## 10. Exclusion of the Public and Press

Should it be necessary, in the opinion of the Chief Executive, 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”.

These paragraphs are as follows:

Subject to the “public interest” test, information relating to:

- Para 1 – any individual;
  - Para 2 – the identity of any individual;
  - Para 3 – financial or business affairs;
  - Para 4 – labour relations matters;
  - Para 5 – legal professional privilege;
  - Para 6 – a notice, order or direction;
  - Para 7 – the prevention, investigation or prosecution of crime;
- and may need to be considered as ‘exempt’.

## 11. Digital Manufacturing and Innovation Centre (DMIC) - Appointment of

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## **Contractor for Stage 4 Designs - Pre-Scrutiny**

The report will follow in a supplementary pack for this meeting after it has been published for the meeting of Executive Committee (due for publication on Monday 30 June).

This item includes confidential appendices and may need to be discussed in exempt session.

## **12. Acquisition of Properties - Pre-Scrutiny**

The report will follow in a supplementary pack for this meeting after it has been published for the meeting of Executive Committee (due for publication on Monday 30 June).

This item includes confidential appendices and may need to be discussed in exempt session.

## **13. Redditch Council Housing Growth Programme - Pre-Scrutiny**

The report will follow in a supplementary pack for this meeting after it has been published for the meeting of Executive Committee (due for publication on Monday 30 June).

This item includes confidential appendices and may need to be discussed in exempt session.

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# **Overview and Scrutiny Committee**

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**Monday, 9th June, 2025**

## **MINUTES**

### **Present:**

Councillor Matthew Dormer (Chair), Councillor Craig Warhurst (Vice-Chair) and Councillors William Boyd, Claire Davies, James Fardoe, Andrew Fry and Rita Rogers

### **Also Present:**

Councillor Sharon Harvey – Leader of Redditch Borough Council  
Councillor Monica Stringfellow – Portfolio Holder for Community Services and Safeguarding Responsibilities, Redditch Borough Council  
Councillor David Munro – Deputy Mayor of Redditch Borough Council  
Lisa McNally – Director of Public Health, Worcestershire County Council  
Matthew Fung – Public Health Consultant, Worcestershire County Council  
Caroline Kingston – Advanced Public Health Practitioner, Worcestershire County Council  
Chris Roberts – Chief Executive, Citizens Advice Bromsgrove and Redditch

### **Officers:**

Guy Revans, Judith Willis, Simon Parry, Matthew Bough and Della McCarthy

### **Democratic Services Officers:**

M Sliwinski

## **1. APOLOGIES AND NAMED SUBSTITUTES**

Apologies for absence were received from Councillors Mathur and Wren.

## **2. DECLARATIONS OF INTEREST AND OF PARTY WHIP**

Councillor Rita Rogers declared an other disclosable interest in Minute Item No. 5 – Health Inequalities in Redditch – Public Health

Chair

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Presentation – in her capacity as an employee of Worcestershire County Council. Councillor Rogers declared that she worked in different department to the County Council officers who delivered the presentation for Minute Item No. 5. She remained present throughout the debate in respect of this item.

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

## 3. MINUTES

### RESOLVED that

**the minutes of the meeting of Overview and Scrutiny Committee held on 12<sup>th</sup> May 2025 be approved as a true and correct record and signed by the Chair.**

## 4. PUBLIC SPEAKING

There were no public speakers who have registered to speak at this meeting.

## 5. HEALTH INEQUALITIES IN REDDITCH - PUBLIC HEALTH PRESENTATION

A presentation on Health Inequality and Priority Neighbourhoods in Redditch was provided by representatives from Worcestershire County Council (WCC) Public Health department, Citizens Advice Bromsgrove and Redditch and Redditch District Collaborative. In the presentation the following points were raised:

- WCC Public Health focused on small geographical area approach to health inequalities within Worcestershire. This was based on Lower layer Super Output Areas (LSOAs) which were geographical units of between 1,500 to 3,000 people, representing neighbourhood-sized units.
- The WCC Public Health Team focused their resources on priority neighbourhoods that were identified as having the highest level of unmet health need. Intensive community development work would take place in those neighbourhoods.
- Health outcomes for an area were a combination of level of need and the level of service provision.
- To identify LSOAs / neighbourhoods where there was highest unmet need three non-elective emergency admissions measures were used, which were all emergency admissions, emergency cardiovascular admissions, and



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emergency respiratory admissions. These measures were deemed to provide the best proxy for where there was highest unmet need.

- Statistical process control analysis was used to select priority neighbourhoods within Worcestershire and these were neighbourhoods / LSOAs with three standard deviations above the mean for the county in terms of non-elective emergency hospital admissions.
- Based on the analysis, 14 priority neighbourhoods were identified within Worcestershire. All districts within Worcestershire apart from Bromsgrove had at least one priority neighbourhood, and Redditch had the most priority neighbourhoods of all Worcestershire districts at eight.
- This approach was presented to and met with the approval of England's Chief Medical Officer. Since then, the priority neighbourhoods approach was piloted in the Westlands Housing Estate, Droitwich.
- The work piloted in Westlands, Droitwich focused on identifying where the health priority was and deciding what would be done about it. In that pilot, Public Health team collated in depth data and worked with resident groups, elected members, voluntary sector partners and health professionals (e.g. primary care) to build a picture of the issue and reasons behind elevated levels of hospital admissions.
- Significant budget was devolved by Public Health to a local committee in the case of Westlands which was composed of the Westlands Housing Estate Residents Association, the local headteacher, residents who worked in the community centre, and local professionals, the local Housing Trust and voluntary sector, consequently allowing the building of local trust in this project.
- The budget and public health grants was used by the local committee in Westlands to fund various programmes, including saving the local wellbeing hub, which had now become self-sustaining, a local parenting group, a nature trail project including benches for people with limited mobility, and a bicycle repair project.
- A review of the pilot work undertaken in Westlands saw a reduction in emergency admissions in the area of 7 per cent, in the same time as emergency admissions went up across Worcestershire as a whole by 5 per cent.
- Children's social care referrals decreased by 14 per cent in the Westlands area and by 24 per cent in the specific LSOA targeted by this pilot.

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- Asset Based Community Development was used which focused on what is already strong in the area and what strengths can be built upon. This focused on the ideas emanating from within the community guided by evidence.
- Based on this work, other agencies across the county, including the NHS had changed the way they work within priority neighbourhoods, striving to work collaboratively with community groups.
- Grants represented a major tool used by the WCC Public Health to encourage community-based development and there was an interactive map on the WCC website showing all the grants provided by Public Health across the county. These grants enabled funding to be directed exactly where it was needed, to develop projects which then became self-sustaining.
- The examples of public health initiatives that were already being supported in Redditch were covered, which included:
  - Healthy Worcestershire Programme had four initiatives within Redditch.
  - Inspire Community training – including working with Karen to build capacity in the Winyates Hub that includes baby bank, mental health etcetera which included provision of flexible grants to build up capacity, skill up volunteers and extend café offer at Winyates.
  - Batchley Support Group through smaller targeted funds.
  - Work with Redditch Self-Defence within Woodrow to extend self-defence offer to women's groups.
  - Working with Citizens Advice to support community advisors who were doing targeted community work in Redditch.
  - To extend support offer at Sandycroft including support to Imaan Youth Club at Sandycroft, a volunteer-led group to support young people from the Muslim faith to access youth provision and activities.

Following the presentation, the Portfolio Holder for Community Services and Safeguarding Responsibilities was invited to speak and in doing so explained that the presentation document, which would be circulated to Members, provided great detail on the methodology and how the data was categorised by small area units to see local level issues. The Portfolio Holder explained that the data was worrying as it showed a lot of work remained to be undertaken, however, it was hoped that this Member presentation would provide an impetus for elected members in Redditch to

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continue and increase their involvement with community-based health initiatives.

The Deputy Mayor and last year's representative on the WCC Health Overview and Scrutiny Committee (HOSC) was invited to speak and in doing so commented that he was pleased to see the recent development going on in addressing health inequalities at a local level in Redditch. The Deputy Mayor noted that addressing high health inequality in Redditch required dealing with a complex set of problems that could best be addressed by involving people and communities affected directly in developing the solutions.

Members subsequently discussed the presentation in detail and in doing so commented on the following areas:

- How smaller community groups could access public health grants and support and what it could be used for – It was commented that the Redditch community groups quoted within the presentation were all relatively well-established groups which were well versed in how to access grants. It was asked how provision of grants and support was facilitated to smaller community groups or even individuals who might not have time or struggle to fill out applications.
- It was responded that support was facilitated through the Community Development approach taken by Public Health, whereby grants and budgets were devolved directly at local neighbourhood to smaller community and voluntary groups. WCC Public Health had community development experts who were able to assess local ideas and were able to support local community groups in co-designing and developing their ideas before grant funding was approved. This was a different approach to that of traditional formal grants application route which was a competitive application assessment process, where the grant provider would provide little support and would make less distinction between size of voluntary organisations.
- It was highlighted that community leaders such as elected members were vital in identifying where there was the need locally and voluntary groups which could provide the solutions in local areas. Elected members also had the 'know-how' to ensure grant funding received was sustainable. Ward Councillors were encouraged to contact WCC Public Health if they were aware of a community group / groups within their ward that was doing community work that had a link to wider health and wellbeing, including physical, mental health or social care.

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- Implementing Asset Based Community Development (ABCD) as a system-wide approach – It was asked why the grassroots approach was not used more widely within the wider health and public sector system. In response it was hypothesised that this might be due to organisations providing programmes and giving grants being apprehensive about the potential loss of control over the direction of the initiative / project. Often communities could not solve their problems and needed other agencies to support them, but it was commented that the ABCD philosophy was that it was the communities themselves who needed to lead initiatives in their own communities.
- Citizens Advice Community Workers and their approach to community development – An example of Citizens Advice in Redditch was provided in terms of how their community workers identified specific communities and individuals who were struggling and joined those people / communities to already existing community initiatives or provided the individuals with micro-grant or other small-scale support to help resolve a local problem. This could take the form of providing small level grants of £100-£200 to kick start a project, for example through providing the necessary starting funding for equipment etcetera.
- How was Public Health Grant funded and how long funding would be in place for in Worcestershire – It was explained that the Asset Based Community Development (ABCD) public health initiatives were funded from the Public Health Grant through a person-centred approach. As the future of the Grant funding was uncertain, the initiatives which were funded needed to show or work with community development officers to develop plans to become self-sufficient in terms of funding. Alternatively, these community initiatives would need to show that they were able to grow to apply for other funding sources.
- It was highlighted that Redditch Borough Council also operated a Voluntary Sector Grant Scheme based on the principles of ABCD in terms of how it distributed grants.
- Asset Based Community Development (ABCD) training – Members were asked to note that the Council provided training on ABCD to staff and elected members.
- Community Interest Company (CIC) and accessibility of small-scale grants to businesses – The Chair commented that local businesses were often in a position to provide a key piece of infrastructure for community activities (e.g. equipment, event/gym space) but that the voluntary sector grants were restricted to voluntary groups and charities

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which were CIC. It was explained that Public Health would be open to extending the grant to businesses where applicable, however, there were issues from governance and legal point of view which would need to be resolved if this was to be extended.

- Progress in Redditch with regard to community development schemes – The WCC Director of Public Health commented that from her perspective Redditch was not new to Asset Based Community Development (ABCD) work with many great community initiatives being supported by voluntary organisations and through the Council. The Director of Public Health stated that perhaps what was still missing was a systematic approach and full commitment from budget holders, such as Public Health, to work in this community development way as opposed to commissioning services in a prescriptive way.
- The importance of wider factors in improving health outcomes within Redditch LSOAs where health inequality was high was highlighted including education, opportunities for progression to better-paid employment, and building aspirations within communities.
- Challenges around small volunteer groups setting up CIC – The Vice-Chair highlighted that for many small volunteer groups setting up CIC bank account and details was a particularly arduous task with their limited resources. It was asked what grants and resources individuals undertaking community projects could access without needing CIC status.
- It was responded that the WCC Public Health provided some very small grants which included:
  - Stay Connected Programme which required a CIC but where applicants were provided with support from Public Health to set it up during the application process.
  - Micro Grant Scheme – This scheme enabled any Worcestershire resident to apply for up to £250 and requests came in directly to the Public Health team and this micro grant would be paid directly into someone's bank account.
  - In both of these schemes, applicants were encouraged to think about sustainability and applicants were linked up with partners such as community hubs for example.
  - The Public Health team tried to link up more established voluntary sector groups with smaller

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community groups or individuals doing projects within their communities in Redditch.

- Working with elected members in Redditch – The importance of Public Health working in partnership with Redditch Borough Council elected members as well as County Council councillors was highlighted.
- Worcestershire Lower-layer Super Output Areas (LSOAs) – It was noted that there were circa 350 to 400 LSOAs in Worcestershire, with 14 priority neighbourhoods, in terms of being three standard deviations above the mean for the county average in terms of non-elective emergency hospital admissions, with Redditch having 8 of those 14 LSOAs.
- It was highlighted that Redditch areas as a whole were outliers across Worcestershire in statistical analysis identifying incidence of non-elective emergency hospital admissions. This pointed to issues with wider determinants of health in Redditch. It was underlined that data on non-elective hospital admissions was taken over four continuous years, which meant that the LSOAs identified maintained consistently high (close or above 3 SD above the mean) level of non-elective hospital admissions over that period.
- Bromsgrove and Redditch Network (BARN) – The Redditch Partnership Manager explained that BARN supported voluntary sector organisations locally within Redditch, making sure that voluntary sector was aware of the funding opportunities available and training opportunities on areas such as writing funding bids.

The Committee asked that Public Health provide an update Health on Health Inequality reduction work within Priority Neighbourhoods in Redditch in 6 to 12 months. The presentation was noted by the Committee.

## 6. SHAREHOLDERS' COMMITTEE ANNUAL REPORT - PRE-SCRUTINY

The Shareholders Committee Annual Report 2024-25 was presented to the Committee. It was noted that arrangements for the operation of the Shareholders Committee changed in May 2024 with the Shareholders Committee being required to produce an annual update to Council on the performance of Rubicon Leisure Limited. This was the first time that an annual report was produced on behalf on behalf of the Shareholders Committee.

Members were reminded that the role of the Shareholders Committee was distinct from that of the Rubicon Board. The

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Rubicon Board, comprising Executive and Non-Executive Directors, was responsible for running the business and the proper delivery of services. There were officers at the Council responsible for managing the client side of the business, and who monitored the service contract. The Shareholders Committee had no role over operational matters but was responsible for holding the Board to account for a number of reserved matters, detailed in the articles of the company.

The Leader of the Council was invited to comment on the Annual Report in her capacity as the Chair of Shareholders Committee in 2023-24. In doing so she highlighted areas of success in the last year including increased food and beverage income and the Palace Theatre. She also highlighted ongoing work including with regard to the Concession Policy.

The Leader suggested that the Overview and Scrutiny Committee might wish to consider inviting the Managing Director of Rubicon Leisure to a meeting of Overview and Scrutiny.

The Vice-Chair expressed disappointment with the change to the status of Shareholders Committee since 2024-25, in that Shareholders Committee had now become a sub-committee of the Executive Committee with non-Executive Councillors not involved as voting members in its meetings. The Vice-Chair recalled that prior to 2024-25, the Shareholders Committee was bipartisan and had cross Council representation.

The Vice-Chair commented that as the chairman of the Shareholders Committee in 2023-24 he found the meetings to be professional and constructive with cross-party input. The Vice-Chair expressed significant concern that the restriction of Shareholders Committee to a sub-committee of Executive represented a retrograde step which restricted input from the cross section of elected members, in particular backbenchers.

The Chair commented that the meetings of Shareholders Committee to which he was invited in his capacity as Group Leader clashed with other meeting commitments and consequently he was unable to attend the Shareholders Committee meetings in 2024-25.

The recommendation as set out in the report, that the Shareholders' Committee Annual Report be noted, was endorsed by the Overview and Scrutiny Committee.

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## 7. HOUSING REGULATOR TENANT SATISFACTION MEASURES - PRE-SCRUTINY

The Assistant Director of Environmental and Housing Property Services presented a report on the subject of the Housing Regulator Tenant Satisfaction Measures.

The Committee was informed that the Housing Regulator had introduced 22 tenant satisfaction measures in 2023. These measures were designed to help regulate the performance of housing providers, including Redditch Borough Council. The Council had monitored the authority's performance in accordance with these measures in 2023/24 and 2024/25 and the data for both years had been included in the report. It was noted that when compared to the results from 2023/24 there had generally been an increase in tenant satisfaction levels although the Council still performed below the median level across other Social Housing Providers.

In considering the Tenant Perception Survey results for the two years, it was noted that there were year on year improvements in most areas but in some areas satisfaction remained at a low and stagnating level, for example in relation to satisfaction with the Council's complaint handling. It was noted that major improvements could be seen in repairs and maintenance which might be attributed to the Repairs and Maintenance team having recruited a number of new team members and having invested in modernising technical equipment during this period.

For non-emergency and emergency repairs, the Council's latest performance data for the current year, as reported at the meeting, was 80 to 85 per cent of repairs completed within the landlord's (social housing provider) timescales. This was an improvement over the Council's performance for 2024/25 year where the figures were 65.7 and 77.9 per cent respectively for non-emergency and emergency repairs.

Officers were in the process of developing an improvement plan and this was at an interim stage by the date of the meeting. A response from the Housing Regulator to the latest inspection of the Council was due to be announced publicly in July 2025 and a report would subsequently be produced on the outcomes of this process to be available in September 2025.

Members subsequently discussed the report in detail and in doing so commented on the following areas:



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- Tenant characteristics data – Officers stated that the Housing Service did not hold a full set of tenant profile information. The Council's Housing Service currently had profile information on 20-25 per cent of the customer base. Work was ongoing within the Service to capture this information within the housing management system utilising a 'make every contact count' philosophy covering telephone calls to services across housing as well as through tenancy sign-ups and the tenancy audits being undertaken.
- Complaints response process – It was clarified that as per the Housing Ombudsman's Complaint Code of Practice, the Council was required to record and acknowledge receipt of every complaint within five days of receiving a complaint. Following the receipt of a complaint, the Senior Complaints Officer at the Council would contact the complainant to fully understand the nature of the complaint and following this the Council would write to the complainant acknowledging the complaint, setting out the Council's understanding of what the complaint is and confirming that a response would be provided within the target response date (10 days). It was highlighted in relation to complaints handling process that significant work continued to learn from peers, the Council recently having had a meeting with Berneslai Homes, a social housing provider that received C1 grading from the Social Housing Regulator, the highest consumer grade level.
- Damp and mould performance data – It was noted that recently the Council had created a dedicated damp and mould team which was currently being recruited to. Going forward, there would also be quarterly monitoring reports concerning damp and mould performance. Officers reported that improvements had been made in this area and undertook to provide Members with detailed data on damp and mould performance.
- Fire remedial actions (FRAs) – A question was raised about addressing the overdue remedial actions with regard to fire safety as reported at table 3, paragraph 3.35. It was stated that the focus was on addressing the serious remedial actions required in the first instance. Officers highlighted that initially the list of remedial actions totalled 6,189 this had now been halved, although it was acknowledged that much work remained. Works were in progress across a range of issues to address especially the serious items and a programme was in place from 2025/26 projected forward until 2029/30 to ensure all fire doors are replaced/upgraded and associated fire stopping is completed. In the interim Housing Property

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Services was developing a programme of fire door inspections which was anticipated to be in place in July 2025.

- Meeting the Decent Homes Standard – Officers clarified that the 4.19 per cent of homes that did not meet the Decent Homes Standard referred to Council stock only. It was further noted that a home might be classed as not meeting the standard because of issues such as lack of modern insulation, old boilers, or lack of modern facilities (e.g. kitchen or bathroom). For each of these areas, the Council had a programme in place, as part of its Capital Investment Programme, to address these issues. Examples of programmes to address specific issues included the Warm Homes Fund and General Boiler Replacement Programme.

The recommendations contained in the report were endorsed by the Committee.

## **RECOMMENDED that**

- 1) The Council's 2024/25 Tenant Satisfaction Measures and the Housing Interim Improvement Plan be approved; and**
- 2) A quarterly update on the Tenant Satisfaction Measures (Landlord) and progress against the Housing Improvement Plan be reported in future to the Executive Committee.**

## **8. HOUSING REGULATOR SELF-ASSESSMENT COMPLAINT HANDLING CODE - PRE-SCRUTINY**

The Strategic Housing and Business Support Manager presented the Housing Ombudsman Self-Assessment Complaint Handling Code for Members' consideration. It was clarified that this report was incorrectly titled on the agenda as 'Housing Regulator Complaint Handling Code' with the correct title being the 'Housing Ombudsman Complaint Handling Code'.

Members were informed that there was a requirement for the Council, as a social housing provider, to adopt the Housing Ombudsman's Complaints Handling Code. There was a further requirement for the Council to undertake a self-assessment in line with the code. Following the latest self-assessment, Officers had identified that there was a need to provide greater clarity with regard to Stage 2 complaints, particularly with regard to the types of complaints which would not be accepted as complaints at this

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stage. The report provided an opportunity to update the Code and Members were being invited to consider this change.

Officers reported that in 2024-25 the Council received 124 complaints which was a rate of 22.37 complaints per 1,000 social housing properties. This compared to the median rate across social housing properties of 42.5. Officers needed to fully understand and audit the reasons behind the Council's relatively low complaints rate, whether it was because of improvements to the service, because tenants were unsure how they could make a complain, or due to a combination of these factors.

It was noted that in the first quarter of 2024-25 the Council's performance in regard to complaint response times had deteriorated. The performance in this area had been improving since then and to drive improvement in the complaints handling performance a dedicated complaints investigator had been introduced within Housing Property Services.

Question was raised by a Member about what the Council did to foster a sense of trust with those tenants whose complaints were upheld by the Ombudsman. In particular, reference was made to a long-standing complaint with events dating back to 2015, where maladministration was found in the Council's handling of the case. The Officer responded with reference to upheld complaints that the Council worked to immediately acknowledge all cases where mistakes were made, and discuss learning outcomes with staff and contractors to address issues. In referring to the particular case dating back to 2015, the Officer commented that this was an extremely complex case where the Council had found itself out of time to appeal and therefore had to accept the Ombudsman's determinations. As a result of this case a number of significant improvements to the Council's complaint handling were made including a new Housing Allocations System, digitalisation of historic paper files for improved record keeping, and enhanced training opportunities through the Housing Quality Network for key members of staff

The Vice-Chair addressed the Committee and commended Officers and the Housing Portfolio Holder for the continuing progress made in this service area. He noted that in 2018 the Housing Service was in turmoil and there were no statistics recorded at that time but since then significant efforts had been made to get to the point where data including complaints and tenant satisfaction data was fully recorded.

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The recommendations contained in the report were endorsed by the Committee.

## **RECOMMENDED that**

- 1) The Housing Complaint Self-Assessment (Appendix 1) is approved.
- 2) Annual Complaints Performance and Service Improvement Report 2024-25 (Appendix 2) is approved.
- 3) The Housing Complaints Standard (Appendix 3) is approved.
- 4) Note that the reports referred to at resolutions 1 to 3 above will be published to the Council's website.

## **9. EXECUTIVE COMMITTEE'S WORK PROGRAMME - SELECTING ITEMS FOR SCRUTINY**

The Executive Committee's Work Programme was presented for Members' consideration.

### **RESOLVED that**

**the Executive Committee's Work Programme be noted.**

## **10. OVERVIEW AND SCRUTINY WORK PROGRAMME**

The Overview and Scrutiny Work Programme was presented for Members' consideration.

### **RESOLVED that**

**the Overview and Scrutiny Work Programme be noted.**

## **11. TASK GROUPS, SHORT SHARP REVIEWS AND WORKING GROUPS - UPDATE REPORTS**

As there were no meetings of the task groups and working groups since the last meeting of the Committee, no updates were provided at this meeting.

## **12. EXTERNAL SCRUTINY BODIES - UPDATE REPORTS**

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Update on the meetings of External Scrutiny Bodies were provided by the representatives as follows:

- a) West Midlands Combined Authority (WMCA) Overview and Scrutiny Committee – Council Representative, Councillor Boyd

Councillor Boyd provided an update on behalf of last year's Representative on this body, Councillor Kane, who attended the last meeting in May. It was reported that items discussed at that meeting included the West Midlands Place Pilots Programme, the Impact of the Commonwealth Games Legacy Enhancement Fund, the Job Rotation Model, and the Regional Energy Strategy.

In relation to the Job Rotation Model, it was reported that this was a pilot initiative funded by the Department for Work and Pensions (DWP) that was delivered in 2024-25. It was noted that the Job Rotation Pilot aimed to offer 12-week work placements to 80 unemployed Universal Credit claimants in Coventry. Running from April 2024 to March 2025, with a short extension to June. Despite initial challenges such as setup delays and job-role mismatches, the pilot delivered strong outcomes: with all placements offered employment to and participants reported improved job prospects, confidence, and reduced reliance on Universal Credit.

In relation to the Regional Energy Strategy / Net Zero Five Year Plan, Councillor Boyd reported that this was a review of West Midlands Regional Energy Strategy adopted in February 2025 which set out a vision for the West Midlands to transition to a smarter energy system by 2041.

- b) West Midlands Combined Authority (WMCA) Transport Delivery Overview and Scrutiny – Council Representative, Councillor Fardoe

Councillor Fardoe reported that the last meeting of the WMCA Transport Delivery Overview and Scrutiny took place earlier today (9 June) for which Councillor Fardoe submitted apologies.

- c) Worcestershire Health Overview and Scrutiny Committee (HOSC) – Council Representative, Councillor Fry

Councillor Fry reported that the next meeting of this outside body was due to take place on 9 July 2025.

**RESOLVED that**

# Overview and Scrutiny Committee

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Monday, 9th June, 2025

the External Scrutiny Bodies updates be noted.

**13. EXCLUSION OF THE PUBLIC AND PRESS**

The exclusion of the public and press was not required as Minute Item No. 14 – Disposal of Housing Revenue Account Assets – 53 Parsons Road, Southcrest, Redditch. 53 Crabbs Cross Lane, Redditch – Pre-Scrutiny – had been deferred and was not considered at this meeting.

**14. DISPOSAL OF HOUSING REVENUE ACCOUNT ASSETS - 53 PARSONS ROAD, SOUTHCREST, REDDITCH. 53 CRABBS CROSS LANE, CRABBS CROSS, REDDITCH - PRE-SCRUTINY**

This item was deferred.

The Meeting commenced at 6.30 pm  
and closed at 8.24 pm

**OVERVIEW & SCRUTINY  
COMMITTEE**

**FLY TIPPING AND BULKY WASTE  
TASK GROUP**

**FINAL REPORT**

**JUNE 2025**

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## MEMBERSHIP OF THE TASK GROUP

**Note:** This Task Group Investigation spanned two municipal years, 2023/24 and finishing in 2024/25. The first meeting of the Task Group was held on 24<sup>th</sup> October 2023, the last on 5<sup>th</sup> February 2025. Consequently, the Membership of The Task Group changed in May 2024 as new Members were elected to the Task Group. This Final Report was commissioned by the 2024/25 Membership.

### MEMBERSHIP 2024/2025



**Councillor Matt Dormer**  
**Chair of the Task Group**  
**2024/25 (current)**



**Councillor Brandon Clayton**



**Councillor Gary Slim**



**Councillor William Boyd**

**MEMBERSHIP 2023/2024**



**Councillor Sid Khan**  
**Chair of the Task Group**  
**2023/24**



**Councillor Monica Stringfellow**



**Councillor Karen Ashley**  
**(former Councillor)**



**Councillor Kerrie Miles**  
**(former Councillor)**



**Councillor Anthony Lovell**  
**(former Councillor)**

## **FOREWORD FROM THE CHAIRMAN**

It is with great pride and a deep sense of responsibility that I present this publication on behalf of our Task Group, the Board and the wider leadership team. As Chairman, I have the privilege of witnessing firsthand the dedication, resilience, and innovation that drive our mission forward. This foreword offers not just an introduction, but a moment of reflection—on what we have achieved, the challenges we have faced, and the vision that continues to guide us.

The past year has demanded agility, clarity of purpose, and unwavering collaboration. We have not only adapted to shifting landscapes but also embraced opportunities to grow stronger, think smarter, and act more boldly. The contents of this document reflect the collective effort of a passionate team committed to excellence and impact.

Looking ahead, our direction remains clear: to build on our foundation, stay true to our values, and lead with integrity. I am confident that with the continued support of our stakeholders, partners, and community, we are well-positioned to deliver meaningful progress in this area.

Thank you for your continued belief in our work.

**Councillor Matt Dormer**  
**Chair of the Fly Tipping and Bulky Waste Task Group (2024/25)**

## SUMMARY OF RECOMMENDATIONS

After consideration of the evidence, the Task Group have proposed the recommendation below (supporting evidence to this recommendation can be found on the next page and under the relevant chapters within the main body of this report).

### 1. Recommendations

<b>Recommendation 1</b>
That Worcestershire Regulatory Services (WRS) provide a bi-annual update report to the Overview and Scrutiny Committee, which reviews fly tipping data and enforcement work undertaken in the Borough.
<b>Financial Implications for recommendations:</b>  There are no direct financial implications in relation to this recommendation.
<b>Legal Implications for recommendations:</b>  There are no direct legal implications in relation to this recommendation.
<b>Resource Implications:</b>  WRS Officers' time in preparing the report and attending the meeting of Overview and Scrutiny on a bi-annual basis.

## EVIDENCE IN SUPPORT OF RECOMMENDATION

On 29<sup>th</sup> January 2024, at the full Council meeting of Redditch Borough Council it was agreed that a business case be pursued with the intention to bring together the enforcement functions within Environmental Services and Planning and associated current budget for this within the Shared Regulatory Service provided by Worcestershire Regulatory Services (WRS).

It was felt that WRS would be able to provide a greater level of resource and expertise to the enforcement function generally, including fly tipping, than would be possible through in-house provision by council officers.

Subsequent to the full Council approval on 29<sup>th</sup> January, at the meeting of Worcestershire Regulatory Services Board held on 29<sup>th</sup> February 2024 ([Minute 37/23, WRS Board, Bromsgrove District Council committee website refers](#)) the proposal was agreed to progress the Strategic Outline Business Case by bringing enviro-crime and planning enforcement functions for both Redditch Borough and Bromsgrove District Councils within WRS remit.

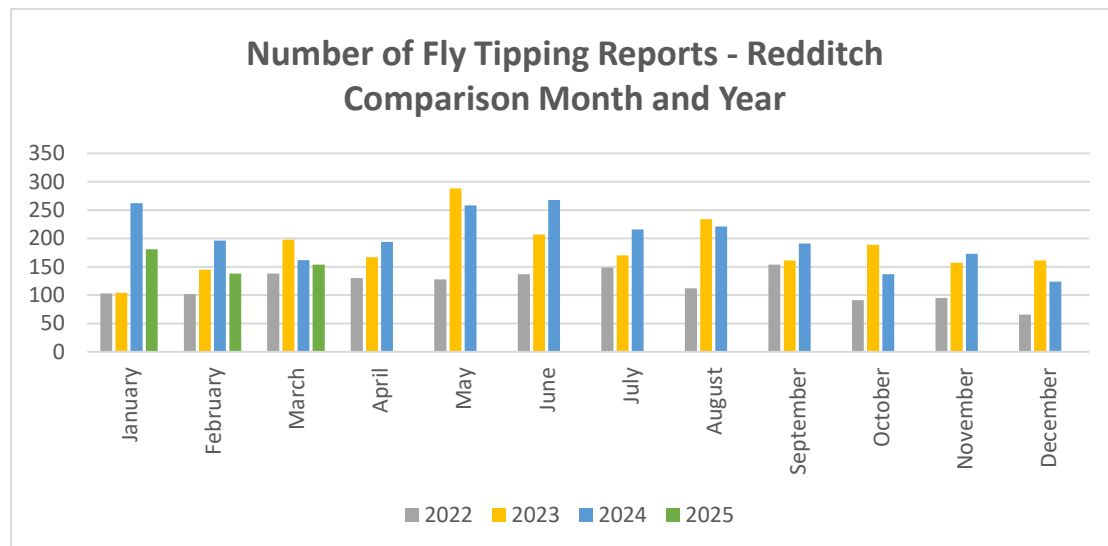
As part of this decision, it was agreed there would be an increase in resource allocated to 'enviro-crimes' such as Fly-Tipping, which was an area of concern expressed by Councillors and a key subject of this Task Group.

As of 1<sup>st</sup> June 2024, WRS took over the responsibility for Fly-Tipping enforcement in Redditch Borough. With WRS now responsible for fly tipping enforcement, the Task Group felt it important that WRS could provide regular updates to the Overview and Scrutiny Committee on fly tipping data and enforcement activity. It was felt that two updates per municipal year would be sufficient to keep Members informed about progress in this area.

## MAIN THEMES

### Fly Tipping Data

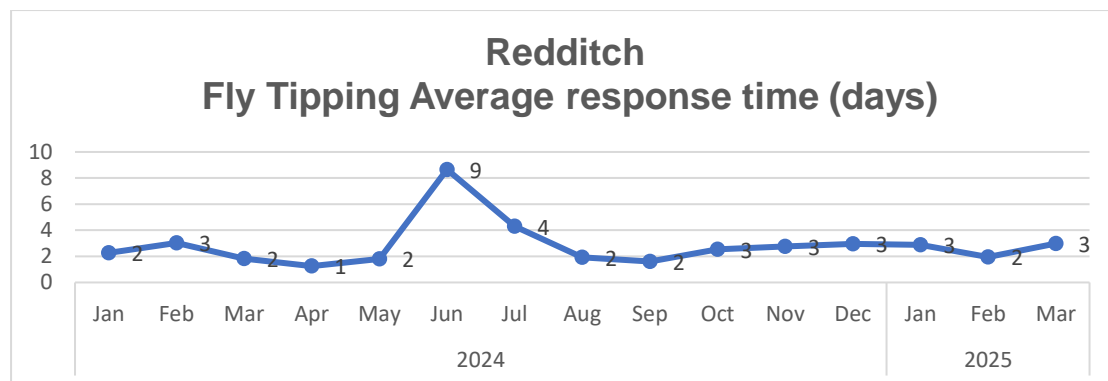
The below section provides data on fly tipping in Redditch over the past few years. Updates on fly tipping have been provided regularly to Members of the Task Group and this section gives the up-to-date, latest set of data.



1

These figures include:

- All reports of fly tipping, there will be duplicates and reports that are not on Council land etc.
- Reports logged by operatives where they have proactively found fly tips and removed them.



2

WRS took over enforcement of fly tipping from June 24. The Place Teams aim to clear fly tipping within 2-5 days. The process works as follows:

<sup>1</sup> Figure 1- Number of Fly Tipping Reports – Redditch Comparison Month and Year

<sup>2</sup> Figure 2- Redditch Fly Tipping Average response time (days)

Figure 3 – Procedure for clearing up fly tipping<sup>3</sup>

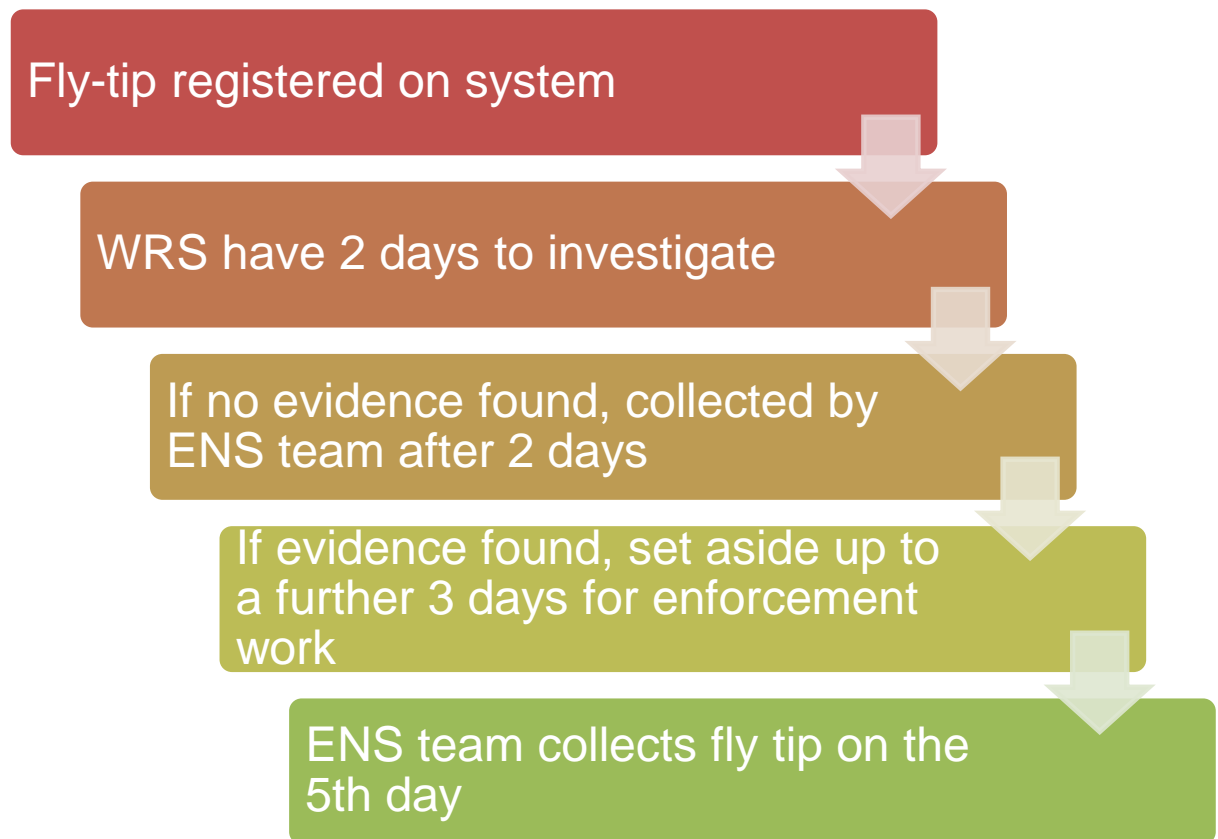
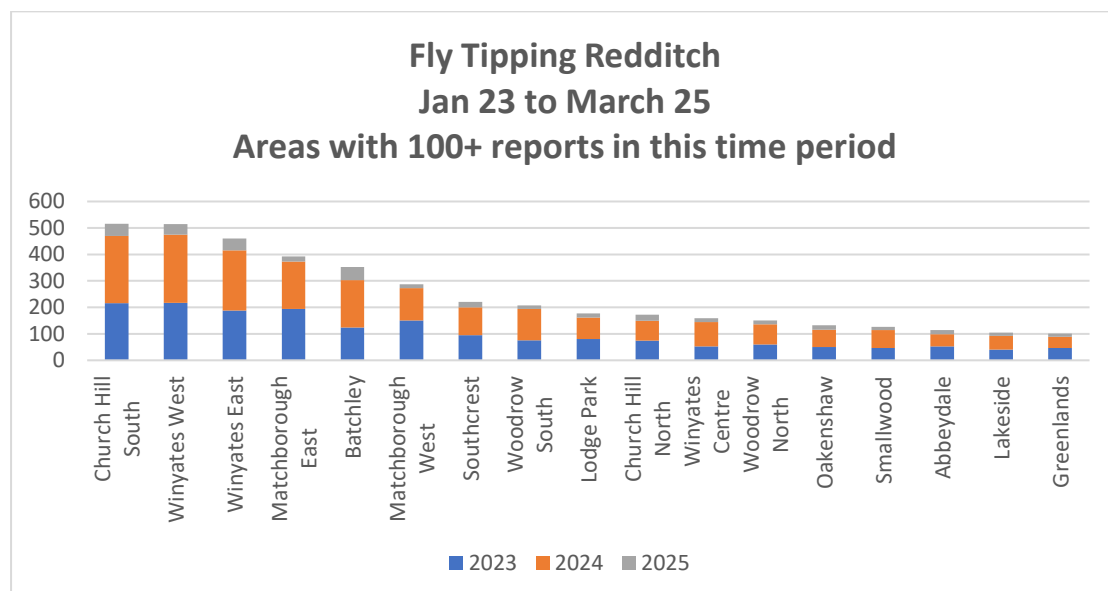


Figure 4 shows the areas of the Borough that have received the most fly tipping reports between January 2023 and March 2025.



4

<sup>3</sup> Figure 3 -Procedure for clearing up fly tips under arrangements with WRS (from 1<sup>st</sup> June 2024). ENS – denotes Environmental Services

<sup>4</sup> Figure 4 -Fly Tipping Redditch – Areas with 100+ reported fly tips between Jan 23 to Mar 25



The following table shows the most common types of waste fly tipped between January 2023 and March 2025 (with 100+ reports within this timeframe)<sup>5</sup>:

Type of fly tipped waste	2023	2024	2025	Grand Total
Other Household	1461	1703	108	3272
Construction/Demolition/Excavation	120	107	6	233
Other Unidentified	88	107	12	207
Other Commercial	75	90	8	173
White Goods	87	83	2	172
Other Electrical	62	94	7	163
Green	74	74	2	150
Black bags – Household	68	75	4	147

**Other household** which makes up the majority of the fly tips collected consists of general household waste, typically black bags.

The below images show examples of the types of fly-tips common in Redditch:



<sup>5</sup> Table 1- Types of waste most commonly fly tipped in Redditch – January 2023 to March 2025

Costs of Fly Tipping

The estimated cost of fly tipping to the Council/WRS for municipal years 2023/24 and 2024/25 is provided in the table below<sup>6</sup>:

**Estimated costs for Fly-tipping for the last 2 years**

	<b>2023/24</b>	<b>2024/25</b>
WRS Costs		£ 72,624
Fly-Tipping Removal Cost	£ 52,644	£ 56,269
Hazardous Waste Removal Costs	£ 2,000	£ 2,000
Enforcement & Back Office	£ 58,829	
	<b>£ 113,473</b>	<b>£ 130,893</b>

**Fly Tipping Enforcement and working arrangements with Worcestershire Regulatory Services (WRS)**

Worcestershire Regulatory Services (WRS) took over Fly-Tipping enforcement within Redditch as of 1<sup>st</sup> June 2024. The Council's Environmental Services teams (Place Teams) still remove all fly-tipped waste, which now may have to be left for up to 48 hours to enable WRS to investigate the fly-tip for any incriminating evidence.

In the coming weeks (as of end of May 2025), the Council will have worked in partnership with WRS for a year. This partnership has taken a few months to embed as borne out by the low returns on enforcement in the first two quarters of the year, as shown in the key performance indicator table below<sup>7</sup>:

<b>Period</b>	<b>July-Sept 2024</b>	<b>Oct-Dec 2024</b>	<b>Jan-Mar 2025</b>
<b>Investigations</b>	<b>104</b>	<b>94</b>	<b>87</b>
<b>Warning letters</b>			<b>2</b>
<b>Statutory notice</b>		<b>1</b>	

<sup>6</sup> Table 2- Estimated cost of fly tipping to the Council/WRS for municipal years 2023/24 and 2024/25

<sup>7</sup> Table 3- WRS Key Performance Indicators data on fly tipping enforcement in Redditch, July 2024 – March 2025

<b>Period</b>	<b>July-Sept 2024</b>	<b>Oct-Dec 2024</b>	<b>Jan-Mar 2025</b>
<b>Fixed penalty notices issued specifically for Fly-Tipping (s33Za of the Environmental Protection Act 1990)</b>			<b>1</b>
<b>Fixed penalty notices issued for Household Duty of Care</b>			<b>2</b>
<b>Littering fixed penalty notices issued in conjunction with Fly-Tipping (s88of the Environmental Protection Act 1990)</b>			<b>1</b>
<b>All other fixed penalty notices</b>			<b>2</b>

It is key that the Council receives regular data on successful enforcement cases for two key reasons:

- To enable the council communication team to highlight successful cases as a means of warning others of the potential outcomes of Fly-Tipping
- A massive morale booster for the council teams who spend an inordinate amount of time clearing fly-tips.

The Council has monthly operational Microsoft Teams calls set up to have a continuous point of contact to iron out any issues and as part of that an agenda has been collated that repeatedly asks for case work updates.

Successful enforcement of cases by WRS will lead to more effective communications with residents as the results of work can be highlighted. This will enable the Council to highlight wins to create a social media deterrent to fly tipping.

Alongside deterrent based communications a back-to-basics educational piece remains the next step and officers are due to work with the communication team in the coming weeks to start this, like the classic Keep Britain Tidy campaign. The Council will be targeting schools with this campaign and get the right attitudes to not littering into the minds of the next generations.

The Council is now in the process of producing a first draft of a Fly Tipping Strategy, which is aimed time to provide a steer on the future plans of the Council and clarifies the Council's approach to targeting fly tipping including: enforcement and arrangements with WRS, operational cleansing (Environmental Services), education and communications.

#### Use of CCTV to Monitor and Publicise Instances of Fly Tipping

As covered in the previous section, displaying effective enforcement of fly tipping can create a deterrent as more people will be aware that the Council/WRS are proactive in tackling the issue. During discussions at Task Group meetings, Members investigated the potential to use both non-covert and covert CCTV cameras to monitor and publicise instances of fly tipping. This particularly referred to areas such as country lanes, former industrial and derelict sites, and semi-rural areas that are often targeted for fly tipping by larger, commercial-type operations.

At the meeting on 5<sup>th</sup> February 2025, the Task Group received information in relation to the use of enforcement cameras (covert and non-covert) to monitor fly tipping. Information was provided on the legal procedure that needs to be followed in order to use of enforcement cameras. It was stressed by officers that before any cameras could be installed there was a stringent process which had to be followed.

Installation of overt enforcement cameras requires signage notifying the public that cameras may be in use in the area being filmed by the camera. The use of fully covert cameras by public authorities requires permission via RIPA (Regulatory Investigatory Powers Act 2000). The service requesting the use of covert cameras must make a formal submission to the Council's relevant authorising officer to obtain permission and needs to evidence the need for using covert surveillance. The service requesting the use of covert CCTV also need to evidence how all other measures to address the issue at the location had been exhausted before covert CCTV could be installed.

The 2000 RIPA Act stipulates that the person granting an authorisation or issuing a warrant for covert surveillance must believe that the activities to be authorised are necessary on one or more statutory grounds.<sup>8</sup>

Members enquired into what happens when footage of fly tipping is captured on covert cameras. It was noted that this footage would be kept confidential as part

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<sup>8</sup> These statutory grounds are laid out in sections 28(3) of the 2000 Act for directed surveillance: section 32(3) of the 2000 Act for intrusive surveillance. Information on the definitions of the terms is available under the relevant Home Office Code of Practice for use of Covert Surveillance.

of any investigation. There was a possibility of publicising the footage (following the image being cleared for public release by appropriate authority), with the purpose of asking the public for information. This approach was subject to compliance with the regulations.

It was noted that as WRS had assumed responsibilities for fly tipping as of 1st June 2024, it would be WRS who would need to submit any application for use of non-covert and covert cameras for fly tip monitoring.

As of May 2025, WRS have purchased new camera equipment to supplement the existing kit transferred over in June 2024.

As highlighted in other sections, any fly tip identified had to be left in place for up to 48 hours to allow WRS to conduct its investigation. After this period, it is released for collection by the Council's Place Teams unless it becomes a more complex case.

#### Cost/Benefit Analysis of Redditch Council's Bulky Waste Collection Service

The question of the benefits and costs of the Council's Bulky Collection Service was considered throughout the period of this Task Group.

At the meeting on 5<sup>th</sup> February 2025, a detailed explanation was provided by the Council's Environmental Services Manager into the current arrangements for the bulky waste collection service.

It was noted that Redditch Borough Council's policy is to only collect bulky items that are left outside properties. Officers will not enter private gardens unless this is specifically agreed. Collection from inside the property could be agreed, for example in a case where an elderly person is unable to get the bulky item outside and has nobody who can assist.

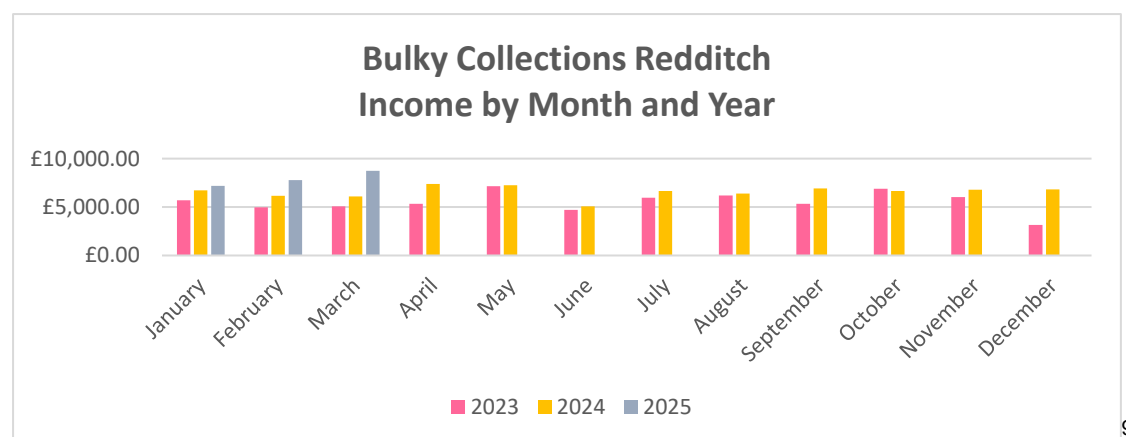
As covered in the previous section, data on fly tipping waste type collected across Redditch highlights that the majority of the fly tips collected consists of general household waste, typically black bags. However, white goods, electrical appliances and green garden waste also makes up a high proportion of fly tips. In light of this, the importance of bulky collection service was highlighted as many of the deposited bulky item's waste outside houses/flats could be addressed through a bulky item collection.

Members learned that the Council's Bulky Waste Service pricing is set at a "per unit cost" modelled on a unit being equivalent to an undercounter fridge size. This allows the costs to be scaled to reflect the multitude of objects the place team might collect. There had been an effort to keep service price affordable.

From 1<sup>st</sup> April 2025, prices for bulky collection start from £12.00 per unit (subsidised cost). There is a guide on pricing for typical items such as electrical items, furniture, white goods, garden items etcetera provided on the Council's website – [Bulky Collection Prices from April 2025](#).

Regarding the costs to income analysis for the bulky waste collection service, it was reported that in theory the service has been charged on a full cost recovery model as of 2022. However, because place teams collect bulky waste alongside other duties, cost versus income assessment of the bulky collection service is extremely difficult to undertake. As an illustration, the 'usual' bulky collection work would require a van and two staff per year, but in practice the place team collects bulky waste alongside their other duties and may utilise more resources on a given collection.

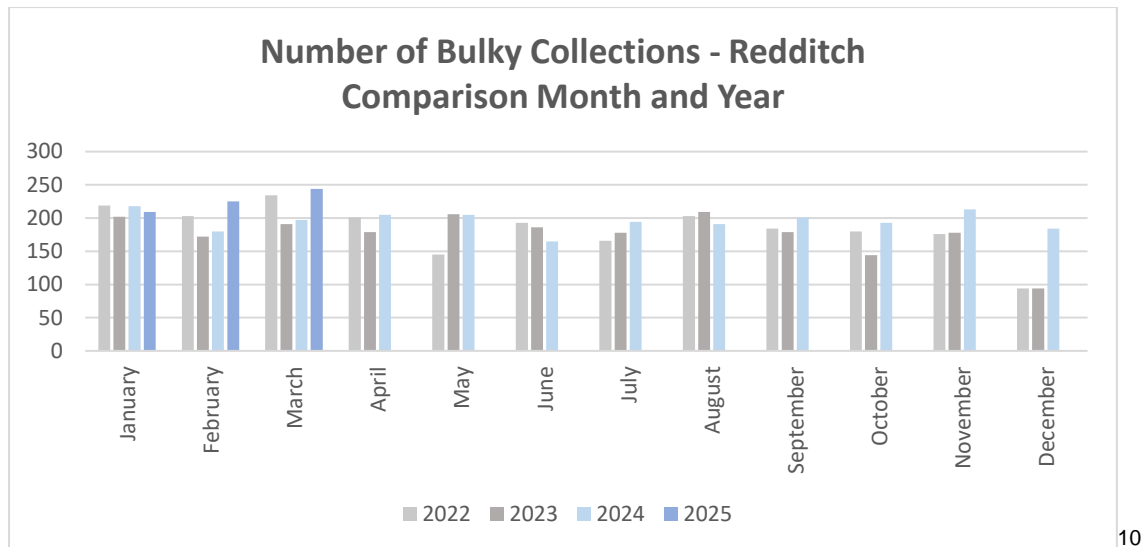
The following table shows income by month and year from January 2023 to March 2025 inclusive:



It was noted that as of end of 2024 each of the Council's three place teams had availability to undertake ten bulky waste collections per day. There is thus an overall capacity to undertake up to thirty bulky collections per day.

It was highlighted that the service experiences periods of fairly high demand when most of the available booking slots are reserved, in particular in the January to March period. The below bar graph shows the number of bulky collections per month from January 2022 to March 2025:

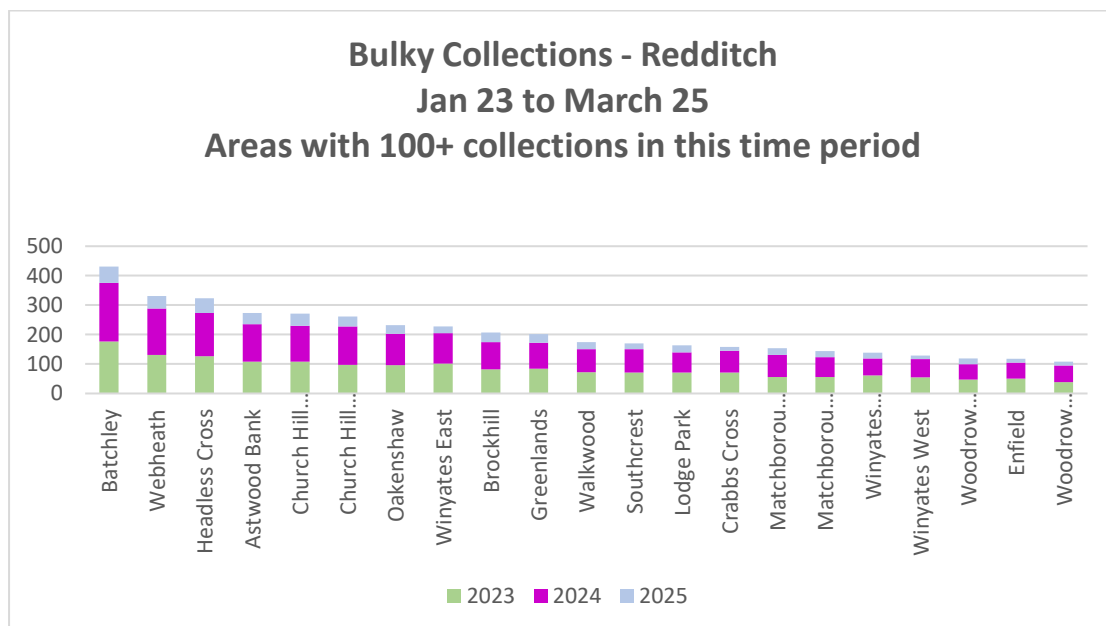
<sup>9</sup> Figure 5- Redditch Council's Bulky Collection income by month, Jan 2023 to Mar 2025



10

In the first 3 months of 2025 there has been an increase in collections which is an important statistic as the Council attempts to combat the fly-tipping of bulky items. An immediate next step is to further promote the service via the website and social media to maintain this level of service request.

The next graph displays the areas that have booked the highest number of bulky collections between January 2023 and March 2025:



11

Based on the pricing data, Members (2024/25 cohort) were of the view that the bulky collection service was an excellent resource to Redditch residents with the

<sup>10</sup> Figure 6- Number of Bulky Collections – Redditch Comparison Month and Year, Jan 2022 to Mar 2025.

<sup>11</sup> Figure 7- Bulky collections by area (100+ collections between January 2023 to March 2025

level of pricing set at a very reasonable and affordable level. It was highlighted that the Council should continue its efforts to promote this service to residents.

#### Consideration of Mobile Household Recycling sites

As part of the Task Group's activities, a visit to a mobile (pop-up) household recycling site at Morrisons car park, Stirchley, Birmingham was undertaken by several Members of the 2023/24 Task Group cohort. The visit was undertaken in December 2023.

The Members attending the visit reported that they were impressed with how people could access the pop-up recycling site by walking rather than driving. It was reported that there were many people on the day who carried waste items on foot, including a group of people carrying a mattress and people using supermarket trolleys to carry waste to the disposal site. Some further reported conveniences of the mobile recycling centres were that no form of identification was required in order to dispose items at the site, and that the pop-up sites were set up within each ward in Birmingham once per month.

It was reported that on the day of the mobile (pop-up) recycling event at the Stirchley site there was one specialised multi-stream collections recycling lorry (which was noted as unaffordable for the Borough Council), and one 'regular' waste vehicle in place to collect bulky items such as mattresses. It was reported that at some of the mobile (pop-up) sites, cars were only allowed to visit by appointment. Members reported that it was anticipated that only four or five different receptacles would be required at a mobile recycling site which could be relatively easy to manage logistically.

During discussion at the Task Group meeting in January 2024, it was noted that some aspects of the Birmingham mobile recycling scheme would not be suitable to replicate in Redditch including the use of banners to promote the site as this would be prohibitively expensive to the council. A further disadvantage of pop-up sites in Birmingham was that white goods such as washing machines were not allowed to be disposed at these sites.

At the Task Group meeting in March 2024, officers reported their conclusions on mobile recycling schemes, based on the evidence and case studies of other lower-tier councils that had adopted the scheme. It was noted that in almost all cases, the mobile recycling schemes had to be withdrawn soon after their implementation.

Based on the case studies, there were a number of concerns identified in relation to mobile recycling schemes, including:



- Significant risk of residents/businesses disposing waste on the proposed mobile recycling site days in advance of the mobile recycling event taking place, resulting in health and safety and cost issues in clearing the site in preparation for the event.
- Significant risk of residents bringing excessive amount of waste to the site, beyond the capacity of the service to cope with at a temporary site.
- The issue of legality in that technically the mobile recycling service is in breach of legislation with regard to transfer of waste. This is because disposal to a recycling site is not done directly by the resident but passed on. Mobile recycling sites have been able to operate only through a temporary arrangement, known as Regulatory Position Statement.
- The costs of vehicles and staff cover for the mobile recycling sites are high and there is a lost opportunity cost in that vehicles could not be used for attending to kerbside household waste removal on the day of the event.

Officers also highlighted it that the vast majority of Redditch residents lived within four to five miles of a nearest Household Recycling Centre.

## OTHER TASK GROUP ACTIVITIES

### Survey on fly tipping and bulky waste collection service

In February 2024, the Task Group (2023/24 cohort) considered undertaking a resident survey on fly tipping and the bulky waste service. To this effect, Members designed a questionnaire in collaboration with officers. Due to the pre-election period, the survey could not be released in March to April 2024 (2023/24 municipal year). This survey was not progressed by the Task Group in the 2024/25 municipal year.

### Understanding other councils' approach to fly tipping and bulky waste collection

In February 2024, the Portfolio Holder for Environment at Birmingham City Council attended a meeting of the Task Group to discuss Birmingham's approach and initiatives to reduce fly tipping and littering, the mobile household recycling (pop-up recycling sites) and the bulky collection service.

Throughout the investigation, the Task Group also considered data and reports from other local authorities, particularly lower-tier authorities, both local and statistical neighbours. The comparisons were made in relation to fly tipping rates, bulky collection service offer, and case studies of implementation of mobile household recycling (pop-up) sites.

### Meeting dates

The Task Group held formal meetings on seven occasions through the 2023/24 and 2024/25 municipal years.

Meetings in 2023/24 took place on 23<sup>rd</sup> October 2023, 12<sup>th</sup> December 2023, 10<sup>th</sup> January 2024, 8<sup>th</sup> February 2024, 19<sup>th</sup> March 2024. Meetings in 2024/25 took place on 6<sup>th</sup> November 2024 and 5<sup>th</sup> February 2025. Communication between members and officers took place in between those meetings in the form of providing background data, reports, and case studies to inform the investigation.

## CONCLUSION

At a meeting of the Task Group on 5<sup>th</sup> February 2025, Members arrived at conclusions that could be drawn after considering evidence gathered from data sources and witnesses.

Members agreed that the Council provided a competitive and very reasonably priced bulky collection service. Members thought that the Council should undertake further promotion of this service to ensure more residents were aware of this service.

Members were of strong opinion that the problem of fly tipping, although on the rise, is being actively addressed by officers and it was hoped that the new arrangements, with WRS taking over responsibility for fly tipping enforcement, would over time result in a reduction in larger fly tips as well as a clear procedure and performance on fly tipping removal. It was also hoped that costs to the Council and ultimately the taxpayer from fly tipping could be reduced as a result of the new working arrangements with WRS.

As an example of area-based approach to addressing fly tipping, it was noted that officers had identified 26 fly tipping 'hotspot' locations across the Borough.

It was opined that the main action the Council should be taking to tackle fly tipping remained education and promotion of information relating to responsible disposal of waste. There was a need to provide residents with detailed information, through various media, on what can be recycled and clear information on how to dispose of items, such as white goods and bulky items.

The importance of building community pride in local areas was also identified as driving reductions in neighbourhood fly tipping. It was noted that areas where residents had a sense of pride of their area, where there was a large citizen engagement in community initiatives, there tended to be significant reduction in fly tipping and other waste-related problems such as waste left in communal areas.

It was agreed that in light of the new arrangements, with Worcestershire Regulatory Services (WRS) assuming responsibility for fly tipping enforcement from 1<sup>st</sup> June 2024, it was important for Councillors to be provided with regular updates on enforcement actions being undertaken and to observe trends in fly tipping across the Borough. To that end, it is being recommended that WRS officers should be invited to the Overview and Scrutiny Committee twice a year to provide updates on these areas.

## AREAS TO NOTE

Members highlighted the following area to note going forward:

### The transition of fly tipping enforcement to Worcestershire Regulatory Services

With the transition of responsibilities for fly tipping enforcement from the Council's in-house team to Worcestershire Regulatory Services (WRS), Members considered it important that regular updates should be provided to Overview and Scrutiny to monitor the effectiveness of the partnership between the Council's Environmental Services and the WRS, to monitor fly tipping enforcement performance and to receive updates on the trends with regard to fly tipping rates within the Borough.

It was therefore agreed as a recommendation from this Task Group that WRS officers be invited to attend meetings of Redditch Borough Council's Overview and Scrutiny Committee on a six-monthly basis (twice per municipal year).

## NOTICE OF MOTION

### **MOTION – Submitted to Council Meeting on 14<sup>th</sup> November 2022**

#### **NOTICE OF MOTION**

The following Notice of Motion has been submitted in accordance with Procedure Rule 10 by Councillor Sid Khan

“Council is concerned about the cost-of-living crisis having a new impact on fly tipping, with the cost of bulky waste collection becoming a disincentive for many residents. Council calls upon the Head of Environmental Services to bring a report to the Executive, to consider the costs, consequences and benefits of a pre-booked, free household bulky waste collection service for those Redditch residents who are low paid, elderly, disabled or in receipt of benefits, which will enable Members to consider options and determine what action, if any, to take.”

In the course of discussion at the Council meeting, the full Council agreed to the amendment of the above motion as follows:

*“Council is concerned about the cost-of-living crisis having a new impact on fly tipping, with the cost of bulky waste collection becoming a disincentive for many residents. Council asks the Overview and Scrutiny Committee to set up a Task and Finish review, to consider the costs, consequences and benefits of a pre-booked, free household bulky waste collection service for those Redditch residents who are low paid, elderly, disabled or in receipt of benefits, which will enable Members to consider options and determine what action, if any, to take.”*

Following agreement of this motion by full Council, Overview and Scrutiny Committee considered the motion at its meeting on 1<sup>st</sup> December 2022 (Minute No. 75, 2022-23). It was agreed at this meeting that a detailed presentation from officers on fly tipping and bulky waste collections should be provided before the task group begins its investigation. The presentation was provided to Overview and Scrutiny Committee on 2<sup>nd</sup> February 2023 (Minute No. 90, 2022-23).

The scoping document / terms of reference document for the review (included at Appendix 2 below) was submitted and agreed by Overview and Scrutiny on 20<sup>th</sup> July 2023 (Minute No. 15, 2023-24)

## Appendix 2

**TASK GROUP TERMS OF REFERENCE****Fly Tipping and Bulky Waste Task Group - Terms of Reference  
as submitted in July 2023**

Proposed Topic Title: Fly Tipping and Bulky Waste Task Group

Link to local priorities including the strategic purposes:

- Communities which are safe, well maintained, and green
- Reduce crime of fly tipping and target the causes of anti-social behaviour across the Borough.

Background to the issue:

Fly Tipping is common across Redditch. It is believed that some residents cannot afford to have items collected due to costs.

Key Objectives:

1. To review current levels of fly tipping and bulky waste collection rates in the Borough.
2. To assess how these collection rates compare to other local authority areas and to identify how those Councils manage fly tipping and bulky waste collection services.
3. To assess the current approach adopted by the Council to communicating to the public how the Council responds to fly tipping and to promoting the bulky waste collection service.
4. To identify any actions that could be taken to reduce fly tipping and improve bulky waste collection rates in the Borough. This would need to consider the financial and legal implications of any proposed actions.

## Appendix 3

**WITNESSES**

The Task Group considered evidence from the following sources during the course of its investigation:

**Internal Witnesses (Council Officers):**

Guy Revans

Simon Parry

Doug Henderson

Carl Walker

**External Witnesses:**

Councillor Majid Mahmood – Cabinet Member for Environment, Birmingham City Council [at the time of meeting in February 2024, now Cabinet Member for Environment and Transport]

Richard Woodward – Waste Services Manager, Worcestershire County Council

## Appendix 4

**BACKGROUND RESOURCES****Guidance for the public in reporting fly-tips**

Guidance on information that the Council requires to process and enforce Fly-tipping is given at the start of Fly-tipping reporting process, the information link is provided below. In addition, the Council's recent activity on social media on fly tipping awareness is also detailed below:

[Fly tipping \(redditchbc.gov.uk\)](http://redditchbc.gov.uk)

[A Thursday Morning \(fly tipping promo\)](#)

[Nobody can just leave their unwanted... - Redditch Borough Council | Facebook](#)

[Here is a lovely sight our team... - Redditch Borough Council | Facebook.](#)

**Legal, Democratic and Property Services**

Redditch Borough Council, Town Hall,  
Walter Stranz Square, Redditch, B98 8AH  
Email: [scrutiny@redditch.gov.uk](mailto:scrutiny@redditch.gov.uk)



**Overview & Scrutiny**

Committee

7<sup>th</sup> July 2025**WORK PROGRAMME 2025-26**

<b>Date of Meeting</b>	<b>Subject Matter</b>	<b>Officer(s) / Member(s) Responsible for report</b>
<b>ALL MEETINGS</b>	<b>REGULAR ITEMS</b>	<b>(CHIEF EXECUTIVE)</b>
	Minutes of previous meeting	Chief Executive
	Consideration of the Executive Committee Work Programme	Chief Executive
	Call-ins (if any)	Chief Executive
	Pre-scrutiny (if any)	Chief Executive
	Task Groups / Short, Sharp Review Groups – feedback	Chair of Task Group / Short, Sharp Review
	Working Groups - feedback	Chair of Working Group
	Committee Work Programme	Chief Executive

**Overview & Scrutiny**

Committee

7<sup>th</sup> July 2025

MEETING DATE	ITEM TO BE CONSIDERED	RELEVANT LEAD
7 <sup>th</sup> July 2025	Fly Tipping and Bulky Waste Task Group Final Report	Chair of the Task Group
7 <sup>th</sup> July 2025	Acquisition of Properties – Pre-Scrutiny	Acting Housing Strategy and Enabling Manager
7 <sup>th</sup> July 2025	Redditch Council Housing Growth Programme – Pre-Scrutiny	Acting Housing Strategy and Enabling Manager
7 <sup>th</sup> July 2025	Digital Manufacturing and Innovation Centre (DMIC) – Appointment of Contractor for Stage 4 Designs – Pre-Scrutiny	Regeneration Project Delivery Manager
1 <sup>st</sup> September 2025	Disposal of Housing Revenue Account Assets – Four garages at Ashorne Close, Matchborough, Redditch (Pre-Scrutiny)	Housing Property Services Manager
1 <sup>st</sup> September 2025	Disposal of Housing Revenue Account Assets – 53 Parsons Road, Southcrest, Redditch. 53 Crabbs Cross Lane, Crabbs Cross, Redditch (Pre-Scrutiny)	Housing Property Services Manager
1 <sup>st</sup> September 2025	Voluntary Sector Grants Scheme 2026/27 to 2029/30 – Pre-Scrutiny	Assistant Director Community and Housing Services
1 <sup>st</sup> September 2025	Redevelopment of The Anchorage, Smallwood – Pre-Scrutiny	Acting Housing Strategy and Enabling Manager
1 <sup>st</sup> September 2025	Regulator of Social Housing Inspection Report and Housing Improvement Plan – Pre-Scrutiny	Assistant Director Environmental and Housing Property Services

# Overview & Scrutiny

Committee

7<sup>th</sup> July 2025

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**ITEMS IDENTIFIED BY OVERVIEW AND SCRUTINY COMMITTEE WHERE MEETING DATE IS STILL TO BE SCHEDULED OR A WRITTEN UPDATE HAS BEEN REQUESTED**

MEETING DATE	ITEM TO BE CONSIDERED	RELEVANT LEAD
TBC	Parking Enforcement – Management of Contract (Executive report to be scrutinised when it becomes available)	Assistant Director Environmental and Housing Property Services
Written update when available	Decarbonisation of the Council's Capital Programme – a written update to be circulated to Members	Assistant Director Environmental and Housing Property Services

**Overview & Scrutiny**

Committee

7<sup>th</sup> July 2025**Working Groups:**

- Budget Scrutiny Working Group**

<b>MEETING DATE</b>	<b>ITEM TO BE CONSIDERED</b>
<b>03/07/2025</b>	<b>Q4 Financial Outturn and Performance Report (including Treasury Management)</b>
<b>28/08/2025</b>	<b>Finance Stabilisation Programme</b>  <b>Q1 Finance and Performance Report (including Treasury Management)</b>  <b>Medium Term Financial Plan budget 2026/27 – Scene Setting</b>
<b>20/11/2025</b>	<b>First version of the 2026/27 Medium Term Financial Plan Budget</b>  <b>Q2 Finance and Performance (including Treasury Management)</b>
<b>08/01/2026</b>	<b>Medium Term Financial Plan – Tranche 1 Budget 2026/27 – following consultation</b>  <b>Council Tax Support Scheme 2026/27</b>  <b>NNDR Discretionary Rates Relief 26/27</b>
<b>16/02/2026</b>	<b>Medium Term Financial Plan – Tranche 2 Budget</b>
<b>27/03/2026</b>	<b>Q3 Finance and Performance (including Treasury Management)</b>  <b>Finance Stabilisation Report</b>

- Performance Scrutiny Working Group**

<b>MEETING DATE</b>	<b>ITEM TO BE CONSIDERED</b>
<b>02/10/2025</b>	<b>Tree Maintenance</b>
Further meeting dates to be confirmed.	

# Overview & Scrutiny

## Committee

7<sup>th</sup> July 2025

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### Task Groups

- **Fly Tipping and Bulky Waste Task Group**

This Task Group has now concluded its investigation, and the final report is being reviewed. It will be presented to the Overview and Scrutiny meeting on 7<sup>th</sup> July.

- **Post-16 Education Task Group**

The last meeting of this task group took place on 27<sup>th</sup> February 2025. The next set of meetings is being arranged following the start of the new municipal year.

- **Parking Enforcement Task Group**

At the Overview and Scrutiny meeting on 3<sup>rd</sup> February 2025, it has been proposed that this task group be set up following the conclusion of the Fly Tipping and Bulky Waste Task Group.

Members are asked to note that the Committee had previously looked at the issue of parking in the 2021-22 municipal year, when considering the terms of reference / scope of this review.

Members are also asked to note that the scoping document / terms of reference for this review will need to be submitted and agreed at an Overview and Scrutiny Committee meeting prior to the investigation being able to start.

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