



# Executive Committee

Tue 2 Sep  
2025  
6.30 pm

Oakenshaw Community Centre,  
Castleditch Lane, B98 7YB

If you have any queries on this Agenda please contact  
Jess Bayley-Hill

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

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Please note that this is a public meeting.

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

### **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.

# Executive

Tuesday, 2nd September, 2025

6.30 pm

Oakenshaw Community Centre

## Agenda

### Membership:

Cllrs:

Sharon Harvey  
(Chair)  
Jane Spilsbury  
(Vice-Chair)  
Juliet Barker Smith  
Juma Begum

Bill Hartnett  
Jen Snape  
Monica Stringfellow  
Ian Woodall

### 1. Apologies

### 2. Declarations of Interest

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.

### 3. Leader's Announcements

### 4. Minutes (Pages 5 - 16)

### 5. Fly Tipping & Bulky Waste Task Group - Final Report (Pages 17 - 46)

### 6. Voluntary Sector Grants Scheme 2026/27 to 2029/30 (Pages 47 - 88)

### 7. Adoption of Fixed Penalty Charge for breach of Community Protection Notice (Pages 89 - 94)

### 8. Housing Ombudsman Findings Report 1 Ref 202417927 (Pages 95 - 118)

### 9. Housing Ombudsman Findings Report 2 Ref 202331009 (Pages 119 - 134)

### 10. Quarter 1 Housing Consumer Standards Report (Pages 135 - 142)

### 11. Regulator of Social Housing Inspection Report (Pages 143 - 174)

### 12. Quarter 1 2025/26 Finance and Performance Monitoring Report (Pages 175 - 214)

### 13. Medium Term Financial Plan Scene Setting Report 2026/2027 (Pages 215 - 222)

## **14. Overview and Scrutiny Committee (Pages 223 - 236)**

## **15. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels etc.**

To receive and consider any outstanding minutes or referrals from the Overview and Scrutiny Committee, Executive Panels etc. since the last meeting of the Executive Committee, other than as detailed in the items above.

## **16. To consider any urgent business, details of which have been notified to the Assistant Director of Legal, Democratic and Procurement Services prior to the commencement of the meeting and which the Chair, by reason of special circumstances, considers to be of so urgent a nature that it cannot wait until the next meeting**

## **17. Exclusion of the press and public**

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;

and may need to be considered as ‘exempt’.

## **18. Disposal of Housing Revenue Account Assets - 53 Parsons Road, Southcrest, Redditch. 53 Crabbs Cross Lane, Crabbs Cross Redditch (Pages 237 - 250)**

## **19. Disposal of Housing Revenue Account Assets - Four garages at Ashorne Close, Matchborough, Redditch (Pages 251 - 264)**



## **Executive Committee**

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**Tuesday, 8th July, 2025**

### **MINUTES**

#### **Present:**

Councillor Sharon Harvey (Chair), Councillor Jane Spilsbury (Vice-Chair) and Councillors Juliet Barker Smith, Juma Begum, Bill Hartnett, Jen Snape, Monica Stringfellow and Ian Woodall

#### **Officers:**

Neil Batt, Matthew Bough, Rachel Egan, Rebecca Green, John Leach, Bob Watson and Judith Willis

#### **Principal Democratic Services Officer:**

Jess Bayley-Hill

#### **14. APOLOGIES**

There were no apologies for absence.

#### **15. DECLARATIONS OF INTEREST**

There were no declarations of interest.

#### **16. LEADER'S ANNOUNCEMENTS**

The Leader advised that at a meeting of the Overview and Scrutiny Committee held on 7<sup>th</sup> July 2025 Members had pre-scrutinised the following items due to be debated at the Executive Committee meeting that evening:

- Digital Manufacturing and Innovation Centre (DMIC) – Appointment of Contractor for Stage 4 Designs
- Housing Growth Programme
- Acquisition of Properties report

The Committee had endorsed the proposals detailed in the report but had not agreed any additional recommendations for the Executive Committee's consideration.

Members were also advised that at a meeting of the Budget Scrutiny Working Group held on 3<sup>rd</sup> July 2025, the following items on the Executive Committee's agenda had also been pre-scrutinised:

Chair

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- Financial Outturn and Quarter 4 Performance Monitoring Report 2024/25
- Treasury Management Outturn Report 2024/25

The Budget Scrutiny Working Group had not proposed any recommendations in respect of either report for the Executive Committee's consideration.

On behalf of the Executive Committee, the Leader thanked Members of the Overview and Scrutiny Committee and the Budget Scrutiny Working Group for their hard work in reviewing these reports.

## **17. DIGITAL MANUFACTURING AND INNOVATION CENTRE (DMIC) – APPOINTMENT OF CONTRACTOR FOR STAGE 4 DESIGNS**

The Regeneration Project Delivery Manager presented the Digital Manufacturing and Innovation Centre (DMIC) – Appointment of Contractor for Stage 4 Designs report for the Executive Committee's consideration.

Members were advised that the project was nearing completion in respect of stage 3 designs and there was a need to move to stage 4 of the process through the appointment of a contractor. A budget of up to £400,000 had been requested for this stage of the process but Members were informed that it was anticipated that the cost would be lower.

Following the presentation of the report, Members commented that the site of the DMIC had not yet started to be developed although demolition works had been completed. In this context, the suggestion was made that it would be helpful to issue communications to the public about proposals for the future development of the site and the timescales for this work. Officers explained that work was in the process of being undertaken in respect of developing draft communications to display on hoardings at the site. As part of these communications, Members commented that it was important to clarify the purpose of the DMIC and the positive impact that this could have on the local economy in the future.

### **RESOLVED that**

- 1) Officers procure a Design and Build Contractor (for Stage 4 Design Work Only for the Innovation Centre) in line with the Council's procurement process up to the value of £400,000;**

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- 2) authority be delegated to the Deputy Chief Executive (Section 151 Officer) and the Assistant Director for Regeneration and Property to complete the procurement process at resolution 1; and

**RECOMMEND that**

- 3) The contract to be awarded through the procurement exercise detailed at resolution 1 above be funded through the Town Deal Programme.

## 18. HOUSING GROWTH PROGRAMME

The Strategic Housing Services Manager presented a report on the subject of the Housing Growth Programme.

The Executive Committee was reminded that the Council already had a Housing Growth Programme. The Council received funding in this programme through a process of one-for-one receipts when Council houses were sold. Under current rules, the Council had the right of refusal in the first ten years after a resident purchased a former Council house. In recent months, the Government had announced that changes would be made to the rules in respect of Right to Buy. Whilst the legislation which would contain the detail had not yet been issued, the Government had advised that these changes would include giving Councils a right of refusal over sales of Council houses indefinitely. Eligibility amongst Council tenants to apply to purchase a Council property under Right to Buy was also due to be extended from tenants who had lived in a property for three years to those who had lived in a property for five years or more. In addition, the Government was proposing that any new Council houses built by a local authority should not be eligible to sell for 35 years after development.

The Council would not necessarily want to purchase all properties available under the right of refusal process. There was a particular need for more properties that would be suitable to accommodate families. Sometimes, there were challenges that arose in terms of the Council determining whether to purchase properties under the right of refusal process as often estate agents and solicitors did not highlight that a property subject to these rules was due to be sold until a potential purchaser had been identified and the parties were due to complete the sale.

Under the current terms of the Council Housing Growth Programme, there was a capital budget of £3 million per year to spend on developing or purchasing new Council houses. Once this figure was spent, additional funding could not be accessed without agreement from the Executive Committee. Officers were asking for

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greater flexibility in the Council Housing Growth Programme to enable expenditure over this level where needed and this would help the Council to respond to opportunities on the open market as they arose in a timely manner.

When developing new properties, Officers were aiming to install materials and to use design methods that would ensure that those properties achieved an Energy Performance Certificate (EPC) A rating. This would have both a positive impact on climate emissions and help to reduce the energy costs that needed to be met by tenants living in those properties.

Once the report had been presented, Members discussed the following points in detail:

- The need for the Council to issue communications to owner occupiers living in former Council properties about the authority's first right of refusal on the sale of their properties.
- The target number of properties that the Council was aiming to build by 2030 under the Council Housing Growth Programme.
- The potential for the Council to work with other organisations, such as Homes England, to develop further Council house properties in addition to that target figure.
- The social housing units developed by other Registered Providers in the Borough.
- The extent to which the £15 million Council Housing Growth Programme included properties that had already been developed under the scheme. Officers confirmed that this funding was available to support properties that were due to be added to the Council's housing portfolio in the future.
- The reasons why the Council tended to find out that former Council houses were being sold late in the process when the Council had the first right of refusal. Officers explained that there appeared to be a lack of awareness and therefore the Council was liaising with local estate agents to try to raise awareness.
- The impact that the Council Housing Growth Programme had had on the housing waiting list in the Borough. Officers explained that there had been 2,692 households on the housing waiting list in May 2025 and the relatively low numbers of houses that were being built could only provide accommodation to a small number of these people. Members were also asked to note that households were added to the housing waiting list all the time, so the levels of demand were constantly changing.
- The extent to which the Council retained records of former Council houses that had been sold to residents over the years. The Committee was informed that Right to Buy had been introduced in the 1980s and old records were recorded on

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microfiche. Later records had been recorded electronically and the Council could refer to this when considering the applicability of right of refusal to a particular property.

- The important role of Right to Buy in terms of enabling tenants to get onto the property ladder.
- The likelihood that indefinite right of refusal would only apply to new properties developed or purchased by Councils and would not apply retrospectively.
- The potential for the Council to change a decision in respect of whether to purchase a former Council property under the right of refusal. Officers clarified that it was understood that once a Council had turned down the opportunity to purchase a property that was up for sale then the right to refusal would end.

## **RESOLVED that**

- 1) The following options for the Council Housing Growth Programme be approved:**
  - a) commissioning the construction of new Housing Revenue Account housing stock;**
  - b) purchasing existing housing properties on the open market;**
  - c) bidding to purchase housing properties provided by developers through the Section 106 process;**
  - d) purchasing properties 'off plan' from new housing developments;**
  - e) purchasing housing stock from other Registered Providers of social housing;**
  - f) regeneration of existing housing stock where additional units are achieved; and**
  - g) buying back former Council house properties under the Council's 'First Right of Refusal';**
- 2) authority be delegated to Deputy Chief Executive and Chief Finance Officer and the Assistant Director of Communities and Housing, following consultation with the Portfolio Holder for Housing and the Portfolio Holder for Finance, to approve the financial and development appraisal of each site in Appendix 1 and future development sites; and**
- 3) the Buy Backs and Acquisitions Policy be approved.**

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**The Executive Committee RECOMMEND that:-**

- 4) the budget of no more than £15 million previously approved from the HRA Capital budget for the Housing Growth programme to 2030 be applied to the current capital programme to be used flexibly within the capital expenditure limit;
- 5) properties delivered through the Council Housing Growth Programme are let at social rent levels, where permitted and subject to viability;
- 6) in cases where resolution 2 is unviable, to approve rent levels at:
  - a) 65% of the market rent; or
  - b) in cases where resolution 6(a) is unviable, at affordable rent levels of 80% of the open market rent level; and
- 7) that the Council's rent setting policy be updated as per recommendations 5 and 6 above.

**19. FINANCIAL OUTTURN REPORT AND QUARTER 4  
PERFORMANCE MONITORING REPORT 2024/25**

The Deputy Chief Executive presented the Financial Outturn and Quarter 4 Performance Monitoring Report 2024/25 for the Executive Committee's consideration.

Members were advised that the report contained historic data. The Council had been reporting a £150,000 overspend in quarter 3 but a balanced position had been reached by the end of quarter 4, although there were some variances within departmental budgets. The capital programme had not been spent according to plan, although work on the DMIC was on track. Delays to the Town Hall refurbishment project had had some impact on capital expenditure, but it was anticipated that this would now be progressed.

By quarter 4 of the 2024/25 financial year the Council had just under £8 million in reserves. This was a healthy financial position for a small Borough Council. However, the Council could not be complacent and there remained work to do, particularly with respect to budget management.

The layout of the performance data that was presented in the report had been reviewed and updated for Members' consideration. The aim of the new format was to present performance data in an easy to read, user-friendly manner.

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Following the presentation of the report, Members discussed a number of points in detail:

- The work that had recently been undertaken to submit the Council's 2024/25 accounts according to deadline.
- The recent changes to rules for procurement in the public sector and the impact that this had had in local government. Members commented that concerns on this subject had been raised by delegates who had attended the recent Local Government Associations (LGA) Conference.
- The concerns that had been raised at the LGA conference that some contractors added a premium cost when bidding for contracts from Councils.
- The work of the Council's Procurement Team to update the Contract Procedure Rules at the Council.
- The need to achieve value for money (VFM) through procurement. Members were asked to note that this did not necessarily mean accepting the cheapest quote as sometimes lower quotes might not be realistic and could place projects at risk.
- The need for appropriate contract management arrangements to be in place alongside officers following the Council's procurement rules.
- The need for suppliers that were awarded Council contracts to have appropriate insurance and to operate in an ethical manner.
- The hard work of the Financial Services team. Members thanked the Financial Services team for their hard work and also asked for their thanks to the Portfolio Holder for Finance to be recorded in the minutes.
- The additional transparency arising from the new approach to reporting performance data that had been adopted at the Council. Members thanked the Policy team for their hard work on introducing the new approach to performance monitoring.
- The fact that performance data had been presented in a way that was grouped around the Council's priorities.
- The benefits arising from the new approach to presenting performance data for Portfolio Holders, who would find it easier to monitor the performance of services within their remit.
- The Council Tax collection data reported in the performance monitoring information and the reasons why the reported 96 per cent collection rate differed from recent reports in the local press. Officers clarified that the Council was aiming to collect 97 per cent of Council Tax as a minimum by the end of the financial year. The figures reported at quarter 3 might have been lower but this did not mean that the Council would not be on track to meet the 97 per cent target by the end of the

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financial year. Furthermore, the Committee was informed that Council Tax collection rates were often lower in parts of the country with higher levels of deprivation. In this context, Redditch Borough Council was performing very well in respect of collecting Council Tax.

- The levels of sickness absence that had been reported in the performance data and the extent to which this represented a worrying trend. The Committee was informed that the Council had recently changed the way sickness absence data was recorded and therefore the data could not necessarily be viewed as representing a recent increase in sickness absence. However, sickness absence data was being specifically reviewed and a report would be available to view using Power BI in due course.

## **RESOLVED that**

- 1) **the 2024/25 outturn position in relation to revenue budgets be noted as a revenue underspend of £4k and that this excluded the Balance Sheet Monitoring for the Treasury Monitoring Report as this would be taken as a separate report;**
- 2) **the proposed carry-forward of Homelessness Prevention Grant funding to fund the Neighbourhood Tenancy Restructure be noted;**
- 3) **the 2024/25 outturn position in relation to Capital expenditure was £7.951m against a total approved programme of £20.508m and that this be noted;**
- 4) **the outturn position in respect of the General Fund Reserves which was at £7.822m on the 31 March 2025 be noted;**
- 5) **the outturn position in respect of Earmarked Reserves be noted;**
- 6) **HRA net revenue expenditure was break even after a lower than planned use of balances at year end and that Capital Expenditure was £3.062m more than budget;**
- 7) **there was an updated procurements position with any new items over £200k to be included on the forward plan; and**
- 8) **the Quarter 4 Performance data for the period January to March 2025 be noted.**



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## 20. TREASURY MANAGEMENT OUTTURN REPORT 2024/2025

The Deputy Chief Executive presented the Treasury Management Outturn Report 2024/25.

The Committee was informed that a Treasury Management Outturn report had to be submitted each year in accordance with Government and CIPFA accountancy rules. The Council did have long-term debts in the Housing Revenue Account (HRA), which was funded through internal borrowing. The authority had not breached any prudential indicators during the year.

It was important to ensure that the Council remained debt free moving forward. This was necessary to make sure that debts were not passed on to the new Unitary Authority/ies. In other parts of the country that were going through Local Government Reorganisation, the level of debts that would be passed on by existing Councils to the new unitary authorities could potentially leave those new Councils in a position where they would need to be declaring debt burdens from the first date of their existence.

When the Council did undertake borrowing, this involved borrowing from the Public Works Loan Board (PWLb). Where the Council borrowed from the general fund to support the HRA, the authority could not borrow to invest.

Following the presentation of the report, Members noted that the Council's financial position was influenced by the macro-economic context in which the authority operated. A reduction in interest rates had had a positive impact on the Council's finances. However, there were no plans to change the Council's approach to investments, which remained cautious and was concentrated on investing in AAA rated assets.

### **RECOMMENDED that**

- 9) the Council's Treasury performance for the financial year 2024/25 be noted; and**
- 10) the position in relation to the Council's Prudential indicators be noted.**

## 21. OVERVIEW AND SCRUTINY COMMITTEE

The minutes of the meeting of the Overview and Scrutiny Committee held on 9<sup>th</sup> June 2025 were considered. Members noted that there were no outstanding recommendations arising from this meeting that required consideration. However, the minutes had not included reference to Councillor Bill Hartnett, who had been in

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attendance, amongst the Portfolio Holders attending the meeting and it was suggested that this typographical error should be addressed in the minutes.

**RESOLVED that**

**subject to the amendment detailed in the preamble above, the minutes of the meeting of the Overview and Scrutiny Committee held on 9<sup>th</sup> June 2025 be noted.**

**22. MINUTES / REFERRALS - OVERVIEW AND SCRUTINY COMMITTEE, EXECUTIVE PANELS ETC.**

There were no referrals from either the Overview and Scrutiny Committee or any of the Executive Advisory Panels on this occasion.

**23. TO CONSIDER ANY URGENT BUSINESS, DETAILS OF WHICH HAVE BEEN NOTIFIED TO THE HEAD OF LEGAL, DEMOCRATIC AND PROCUREMENT SERVICES PRIOR TO THE COMMENCEMENT OF THE MEETING AND WHICH THE CHAIR, BY REASON OF SPECIAL CIRCUMSTANCES, CONSIDERS TO BE OF SO URGENT A NATURE THAT IT CANNOT WAIT UNTIL THE NEXT MEETING**

There was no urgent business on this occasion.

**24. MINUTES**

**RESOLVED that**

**the minutes of the meeting of the Executive Committee held on 10<sup>th</sup> June 2025 be approved as a true and correct record and signed by the Chair.**

**25. ACQUISITION OF PROPERTIES**

The Strategic Housing Services Manager presented a report on the subject of the acquisition of properties and in doing so explained that the Council had been approached by a developer regarding 12 shared ownership properties that the developer had been unable to sell. Originally, the developer had invited the Council to purchase the properties at a rate of 20 per cent of market value but the authority had concluded that these properties could be offered as social housing. The Council had had the properties valued and would take this information on board in the process. There was a need for the sale to be completed by October 2025, so the timescales for completion were tight. The properties did correspond

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with the type of homes that were in demand on the Council's housing waiting list.

Members discussed the report and in doing so commented that whilst the Council had not originally planned to purchase these properties, this situation demonstrated how opportunities could arise over time that would benefit the Housing Growth Programme and therefore local residents. It was noted that the developer would need to apply for planning permission to convert the properties from shared ownership. The developer would also be responsible for any initial snagging issues as well as during the first 12 months for any defects. Thereafter, a 10-year insurance-backed warranty would apply.

During consideration of this item, Members question whether the difficulties that the developer had experienced when trying to sell these properties as shared ownership units had been specific to that development or were part of a wider issue. Officers explained that this was part of a national issue for smaller developments. Some Registered Providers would only offer to purchase properties in particular locations and this could also have an impact. However, the Council was keen to ensure that there continued to be a balanced housing market in the Borough and this proposed investment would help to support this ambition.

## **RESOLVED that**

- 1) the option to acquire a package of twelve affordable housing units from a developer to increase Council housing stock to support the Council Housing Growth Programme be approved;**
- 2) authority be delegated to the Deputy Chief Executive and S151 Officer and the Assistant Director of Communities and Housing, following consultation with the Portfolio Holder for Housing and the Portfolio Holder for Finance, to agree expenditure within the approved budget in the Housing Capital Growth Programme; and**
- 3) the properties be acquired to be let at a social rent commensurate with the Council's Housing Capital Growth Programme.**

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## Executive Committee

2<sup>nd</sup> September 2025

### Fly Tipping and Bulky Waste Task Group – Final Report

Relevant Portfolio Holder	Councillor Harvey, Leader & Portfolio Holder for Regeneration and Environmental Services
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry, Assistant Director Environmental and Housing Property Services
Report Author: Mat Sliwinski	Job Title: Democratic Services Officer Contact email: mateusz.sliwinski@bromsgroveandredditch.gov.uk Contact Tel: 01527 64252 Ext 3095
Wards Affected	All
Ward Councillor(s) consulted	N/A
Relevant Strategic Purpose(s)	Green, Clean & Safe
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

#### 1. **RECOMMENDATIONS**

**The Executive Committee is asked to RESOLVE that:-**

- 1) The Fly Tipping and Bulky Waste Task Group final report and the response of the Overview and Scrutiny Committee to this report be noted.**

#### 2. **BACKGROUND**

- 2.1 The Fly Tipping and Bulky Waste Task Group has now concluded its investigation. The Task Group made a single recommendation within its final report, as detailed below:

*“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.”*

- 2.2 For context, at a meeting of Council held on 14th November 2022, the Council agreed to ask 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.”*

**Executive Committee**

**2<sup>nd</sup> September 2025**

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- 2.3 The Task Group was subsequently commissioned by the Overview and Scrutiny Committee, with the agreed terms of reference to look at fly tipping and bulky waste collection. This included reviewing levels of fly tipping and bulky waste collection rates in the Borough, assessing how the Council's bulky collection service compared to other local authorities, assessing the Council's approach to public communications on fly tipping and promotion of the bulky waste collection service, and identifying actions that could be taken to reduce fly tipping and improve bulky waste collection rates in the Borough.
- 2.4 The Task Group held seven meetings in total, spanning two municipal years, 2023/24 and 2024/25. The membership of the Task Group changed following elections in May 2024. The final report was commissioned by the 2024/25 membership, although it includes details of the activities carried out by the Task Group across both municipal years.
- 2.5 From 1st June 2024 the responsibility for fly tipping enforcement passed from the Council's in-house Environmental Services team to Worcestershire Regulatory Services (WRS). The Task Group was of the view that this change in arrangements should be monitored by the Overview and Scrutiny Committee. As such, a recommendation was made by the Task Group that WRS officers be invited to Overview and Scrutiny Committee meetings twice a year to provide updates on fly tipping enforcement, including performance, and information on fly tipping trends within the Borough. This proposal was endorsed at the meeting of the Overview and Scrutiny Committee held on 7<sup>th</sup> July 2025.
- 2.6 In addition to the above recommendation, the Task Group Members have also drawn general conclusions from this investigation. It was concluded that the Council provided a competitive and reasonably priced bulky waste collection service, and that further promotion of the service should be undertaken to raise awareness of the Council's offer within the community.
- 2.7 The Task Group agreed that education and promotion of information relating to responsible disposal of waste remained important and the Council should continue 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 highlighted as important to focus on in order to reduce fly tipping within residential areas.

**Executive Committee**2<sup>nd</sup> September 2025

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**3. FINANCIAL IMPLICATIONS**

- 3.1 There are no direct financial implications arising from the Fly Tipping and Bulky Waste Task Group recommendation or report. However, there will be officer time implications in terms of WRS officers attending meetings of, and providing updates to, the Overview and Scrutiny Committee on a twice per year basis.

**4. LEGAL IMPLICATIONS**

- 4.1 The Overview and Scrutiny Committee has the power to determine items for inclusion on the Committee's Work Programme and this cannot be changed by the Executive Committee. However, whilst there are no direct recommendations for the consideration of the Executive Committee on this subject, it was recognised that the outcomes of the review would be of interest to the Executive Committee and therefore should be reported for the Committee's consideration.

**5. OTHER IMPLICATIONS**Local Government Reorganisation Implications

- 5.1 No implications have been identified for Local Government Reorganisation at this stage.

Relevant Council Priority

- 5.2 Green, Clean and Safe – This Task Group investigation considered issues relating to driving reductions in fly tipping and considering options for bulky waste disposal.

Climate Change Implications

- 5.3 There will be environmental benefits from reductions in fly tipping, however, there are no direct climate change implications resulting from this report.

Equalities and Diversity Implications

- 5.4 There are no direct equality or diversity implications arising as a result of this report

**6. RISK MANAGEMENT**

- 6.1 The report highlighted a suggestion from the group that the Overview and Scrutiny Committee should be updated twice a year on fly tipping enforcement work. As such, there is no risk entailed in the action proposed in the recommendation. The Task Group had considered risks in the options considered throughout the investigation.

## Executive Committee

2<sup>nd</sup> September 2025

### 7. APPENDICES and BACKGROUND PAPERS

Appendix 1 – Fly Tipping and Bulky Waste Task Group – Final Report

Background papers

[Minutes of Overview and Scrutiny Committee meeting of 7 July 2025 – Minute No. 22 – Fly Tipping and Bulky Waste Task Group – Final Report](#) – Discussion and endorsement of the final report and recommendation by the Overview and Scrutiny Committee.

### 8. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Cllr Sharon Harvey	29/07/2025
Lead Director / Assistant Director	Simon Parry, Assistant Director Environmental and Housing Property Services	29/07/2025
Financial Services	Debra Goodall, Assistant Director Finance and Customer Services	21/07/2025
Legal Services	Nicola Cummings, Principal Solicitor – Governance	25/07/2025
Policy Team (if equalities implications apply)	N/A	
Climate Change Team (if climate change implications apply)	N/A	



**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.

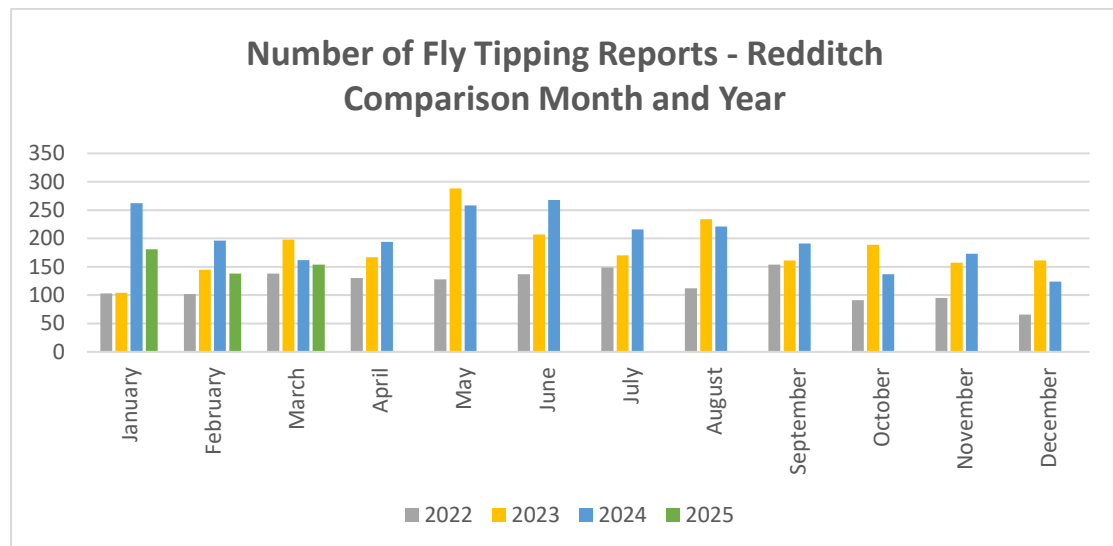
As of 1<sup>st</sup> June 2024, WRS took over the responsibility for Fly-Tipping enforcement in Redditch Borough. With WRS now responsible for fly tipping enforcement, the Task Group felt it important that WRS could provide regular updates to the Overview and Scrutiny Committee on fly tipping data and 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

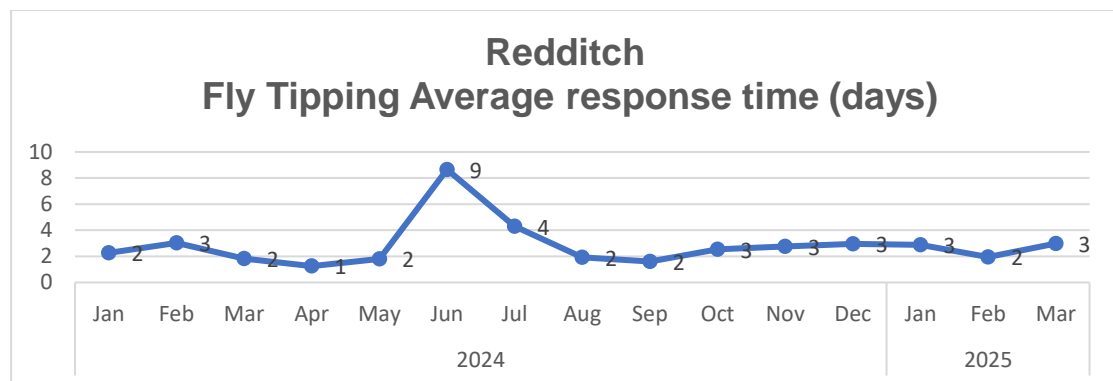
The below section provides data on fly tipping in Redditch over the past few years. Updates on fly tipping have been provided regularly to Members of the Task Group and this section gives the up-to-date, latest set of data.



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>

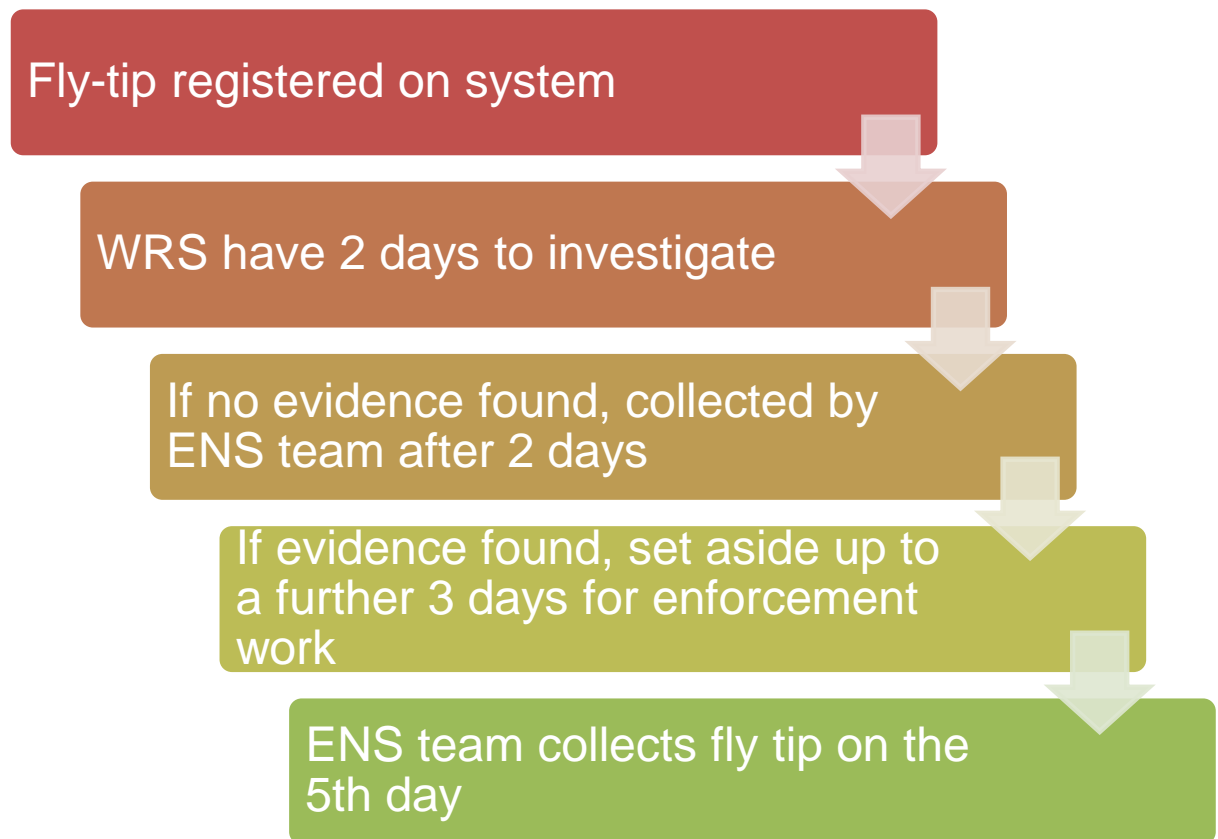
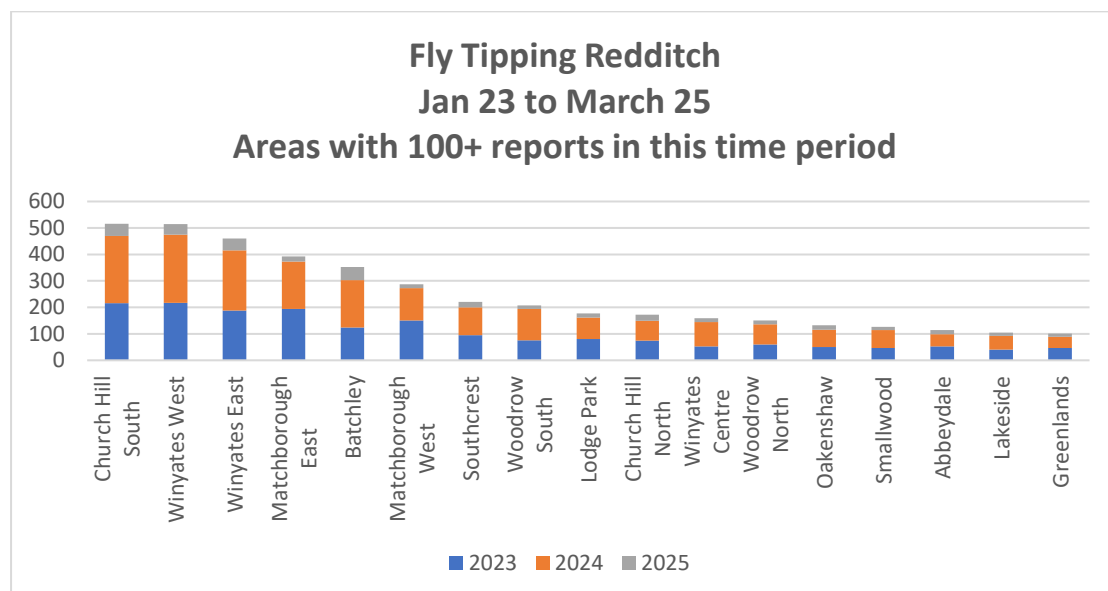


Figure 4 shows the areas of the Borough that have received the most fly tipping reports between January 2023 and March 2025.



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<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.

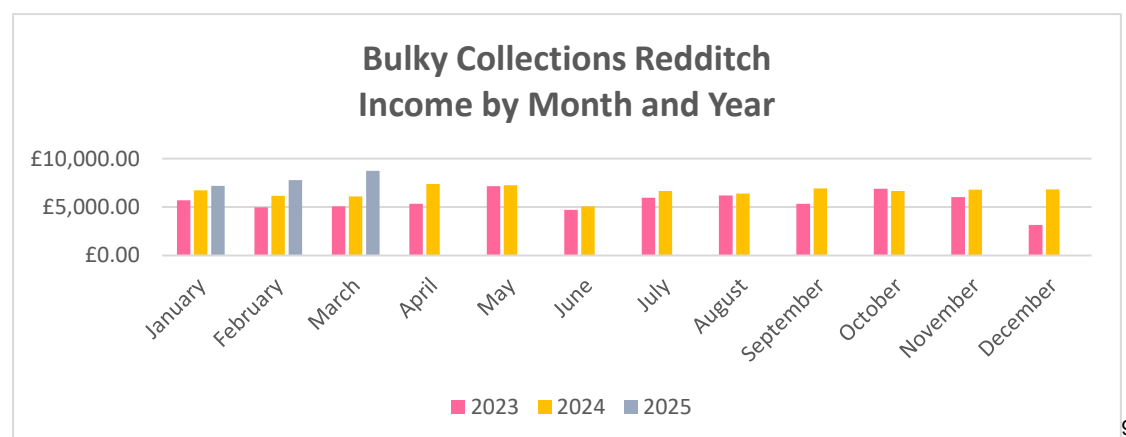
As covered in the previous section, data on fly tipping waste type collected across Redditch highlights that the majority of the fly tips collected consists of general household waste, typically black bags. However, white goods, electrical appliances and green garden waste also makes up a high proportion 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:

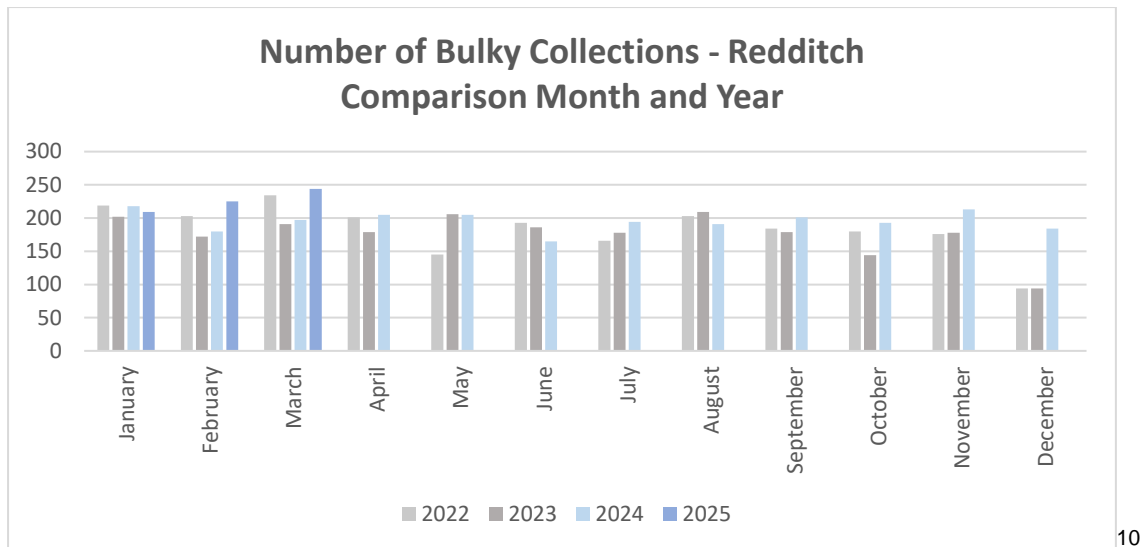


It was noted that as of end of 2024 each of the Council's three place teams had availability to undertake ten bulky waste collections per day. There is thus an overall capacity to undertake up to thirty bulky collections per day.

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

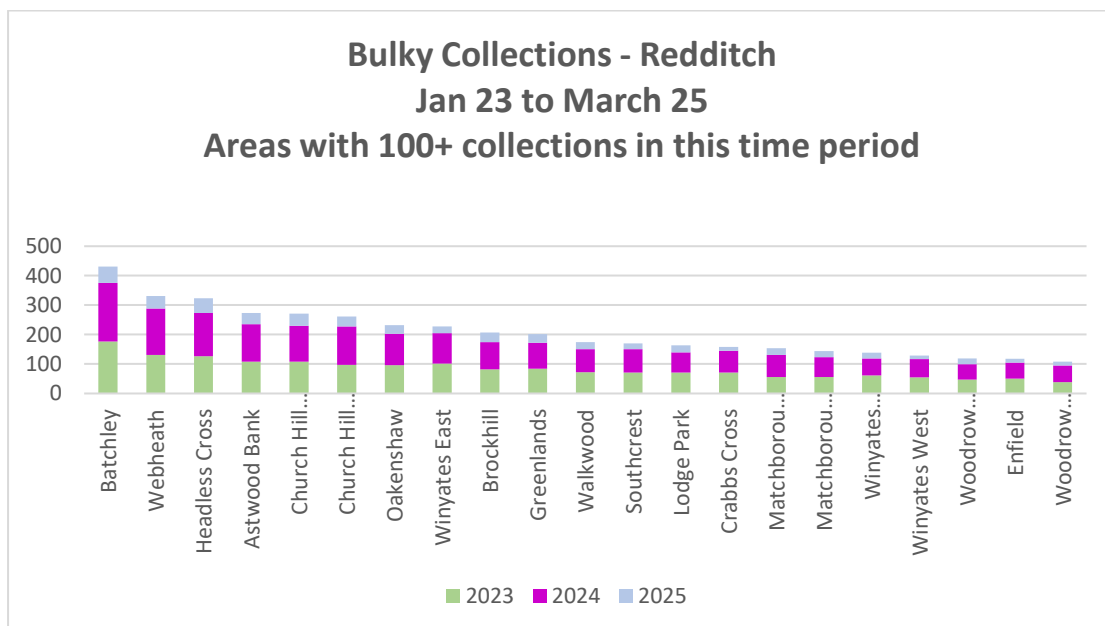




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In the first 3 months of 2025 there has been an increase in collections which is an important statistic as the Council attempts to combat the fly-tipping of bulky items. An immediate next step is to further promote the service via the website and social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



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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)

REDDITCH BOROUGH COUNCIL**Executive  
2025****2nd September****Voluntary and Community Grants Scheme 2026/27 – 2028/29**

Relevant Portfolio Holder	Councillor Begum
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Judith Willis – Assistant Director of Community & Housing Services
Report Author	Tara Day Job Title: Community Services Manager Contact: <a href="mailto:tara.day@bromsgroveandredditch.gov.uk">tara.day@bromsgroveandredditch.gov.uk</a>
Wards Affected	All
Ward Councillor(s) consulted	No
Relevant Council Priority	Economy, Regeneration & Prosperity Green, Clean & Safe Community & Housing
Key Decision / Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**1. RECOMMENDATIONS****The Executive Committee RECOMMEND that**

- 1) The funding for the Voluntary and Community Sector (VCS) Grants Scheme be agreed for a further three-year period with a total grant pot of £175k per annum**

**The Executive Committee is asked to RESOLVE that**

- 2) subject to approval of recommendation 1 above, the VCS Grants Scheme be delivered in accordance with Option 2 which entails:**
  - a) Including up to £75k in the total grant funding to be available for a Financial Advice Grant**
  - b) A Grants Panel, comprising elected Members, to be established to consider and make recommendations to the Executive Committee in relation to higher grants (valued at £2k up to £10k)**
  - c) delegated authority being granted to the Assistant Director of Community and Housing Services, following consultation with the Officer Grants panel, to consider and agree decisions on lower grants (valued at £500 up to £2k);**

**Executive  
2025**

2nd September

- 3) subject to agreement of proposal 2 above, five Members be appointed to serve on the Grants Panel, with appointments to be made in accordance with nominations received from the political group leaders;
- 4) the Voluntary and Community Sector Grants Policy be approved;
- 5) subject to approval of proposal 2b above, agreement of the proposed terms of reference for the Grants Panel be approved;
- 6) distributions are passported to bereavement charities following an application process and are funded by receipts from the Recycling of Metal Recovered from Cremation Scheme; these are managed separately from the Voluntary and Community Grants Scheme; and
- 7) authority be delegated to the Assistant Director of Community and Housing Services, following consultation with the Portfolio Holder for Community Spaces and the Voluntary Sector, to passport the distribution of receipts from the Recycling of Metal Recovered from Cremation Scheme.

**2. BACKGROUND**

- 2.1 The current VCS Grants Policy and funding allocation was set up following consideration of a report at the Executive Committee and Council meetings in October 2022, when several options were put forward. The three-year Scheme provided an annual grants budget of £150k. Of this total £100K was available for the Main Grants Pot and applicants could apply for grants between £500 to £10,000. £10,000 of this is set aside for Grants under £2,000, which are all paid in one instalment. Grants over £2,000 are paid in two instalments once satisfactory monitoring information has been received. Grants are currently awarded by an officer panel, who assess the applications against a specific criterion that supports the Council's priorities.
- 2.2 The remaining £50k was agreed to continue to fund the Financial Advice and Problem-Solving Grant which had been granted to Bromsgrove and Redditch Citizens Advice (B&RCA). This grant was awarded for 3 years from 2023-2026. Performance data covering 2023/24 and 2024/25 are detailed in Appendix 1.

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- 2.3 Appendix 2 shows the grants that have been paid out during the 3 years this policy has been in place. For 2025/26 a total of 46 applications were received with grants being paid to 17 organisations - a summary of these grants and projects are included.

**3. OPERATIONAL ISSUES**

- 3.1 The current policy has worked well; there were more applications this year from new organisations as well as the more familiar established ones. Having a smaller grants pot works well and the Council had 16 applications for grants for £2,000 or less. Advertising is communicated through a press release, the website and social media. Any previous applicants are notified via email that there is funding available.
- 3.2 Following consultation on 14<sup>th</sup> April 2025 with Bromsgrove and Redditch Network (BARN) on behalf of the VCS community, it is suggested that the terms of the policy continue to support both specific projects and the overall core costs for organisations. Feedback was also given that Terms of Reference would ensure the Members of the panel were clear on their roles and responsibilities and to declare any conflicts of interest. Maintaining a scoring matrix to enable decisions to be as fair as possible with a clear understanding final decisions are made by the Executive Committee. Panel Members should attend an information and training session with the Grant's Officer prior to serving on a meeting of the Panel.
- 3.3 Further support provided by the Council to the VCS is provided in terms of helping to identify which VCS groups receive funding through Recycling of Metal Recovered from the Crematorium Scheme. In previous years this has been arranged through the Institute of Cemetery and Crematorium Management (ICCM) with Local Authorities able to send (with permission of the families) metal parts recovered after cremation for recycling for money which is then gifted back to the Local Authority to be redistributed to the local VCS. A decision was made in 2024 by the then manager to recycle direct, which has generated additional funding. Bereavement charities are invited to make applications for funding and an officer panel considers these and make the awards. This year the Council was able to help three local charities receiving £12k each.
- 3.4 Options
- Option 1 – Continue with the current scheme for a 3-year period with a total grant pot of £175k, which would include £75k being available for the Financial Advice and Problem-Solving Grant – with an Officer panel making the decisions on the grant applications and the Bereavement

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Charity funding via the Recycling of Metal Recovered from Cremation Scheme.

Option 2 – As detailed above but with a Member panel to award the higher grants and continue with an Officer panel for the lower grant application decisions and the Bereavement Charity funding via the Recycling of Metal Recovered from Cremation Scheme.

Option 3 – As detailed above but with a Member panel for both the higher and lower grant applications.

Option 4 – As this is not a statutory service, it is determined that the Council no longer funds and operates a scheme.

- 3.5 If Options 2 and 3 are approved, terms of reference for the Grants Panel will need to be approved. The Council has previously operated a Member Grants Panel, and it is proposed that as previously it would comprise five Members and be Chaired by a Councillor who is not a member of the political group in administration a. The Panel would have no decision-making powers but rather will make recommendations about the allocation of the grants for a final decision by Executive Committee.

4. **FINANCIAL IMPLICATIONS**

- 4.1 Should Members wish to continue to provide a VCS scheme it is proposed that the current grants scheme continue, with £90K being made available for the higher and £10k for the lower grants and £75k for the Financial Advice and Problem-Solving Grant. This total funding is an increase of £25,000 compared to the last financial year and can be funded from existing budget.

- 4.2 Other sources of funding are available as follows:

- a) the Redditch Councillor Grant Facility to enable ward councillors to help their local communities;
- b) the Redditch Borough Council Lottery - each pound spent on the lottery is split in the following way – 50% goes to Good Causes, 10% goes to the central fund (this is RBC and will cover lottery costs with the rest reallocated to the VCS through the grants programme), 20% goes towards prizes, 17% goes to the External Lottery Manager (ELM) with 3% VAT (which RBC can claim back);
- c) the Recycling of Metal Recovered from the Crematorium Scheme – the amount available for bereavement organisations will vary year on year dependent on how much metal is recycled – no additional budget is required. The Scheme is managed separately

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from the Voluntary and Community Grants Scheme as it is a separate funding stream.

**5. LEGAL IMPLICATIONS**

- 5.1 The council needs to continue to ensure that it has a transparent and fair grants scheme and ensure that we comply with the 2015 Local Government Transparency Code.
- 5.2 Whilst grant funding and concessions to the VCS are not a statutory function, under Section 137 of the Local Government Act 1972, the Council has the power to incur expenditure which in its opinion is in the interest of and will bring direct benefit to its area or any part of it or all or some of its inhabitants. The direct benefit accruing must also be commensurate with the expenditure incurred.
- 5.3 There is further power to make grants to voluntary organisations providing recreational facilities under Section 19 of the Local Government (Miscellaneous Provisions) Act 1976. Depending on the option within this report that is approved, a new VCS grants policy will be required.
- 5.4 Local Authorities must comply with the 2015 Local Government Transparency Code and Best Value Duties.
- 5.5 The rules in respect of appointing Members to Committees in accordance with the political balance apply to formal Committees that meet in public (except for the Executive Committee). These rules would not apply to the Grants Panel, which would operate as an Executive Advisory Panel, like the Member Support Steering Group, and which has no decision-making powers. However, it is considered good practice to ensure that all political groups are represented on Executive Advisory Panels.
- 5.6 In addition, in the previous incarnation of the Grants Panel the group was chaired by a Councillor who was not a member of the controlling political group. This arrangement helps to demonstrate the independence and neutrality of the panel when making recommendations in respect of grant funding applications.

**6. OTHER - IMPLICATIONS****Local Government Reorganisation**

- 6.1 It is anticipated the Scheme will operate until 2028/29 at which point Local Government Reorganisation may have taken place in

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Worcestershire and the Scheme would operate under a new authority, however it cannot be guaranteed the new authority will continue with the Scheme. Any new authority would need to determine any current and future funding for a Grants Scheme within the Borough. No other District Council in the County operates a Grants Scheme to this level. Bromsgrove District Council operates a smaller Equalities Grants Scheme worth £10k per annum. The other Districts have Grant Schemes that are available such as rural communities funding, but this is external.

- 6.2 Worcestershire County Council Public Health fund a variety of Voluntary Sector and Community Schemes.
- 6.3 There is a Strengthening Worcestershire fund that is match funded by Worcestershire County Council. This is delivered by the Community Foundation on their behalf, as they must generate match funding to give out alongside the County Council's contribution to grow their investment pot.

**Relevant Council Priority**

- 6.4 The Grants to Voluntary Bodies Scheme supports work across the third sector that support the Council's vision "A Council which delivers quality services for our communities, residents and businesses" and the Council priorities:
- Economy, Regeneration & Prosperity
  - Green, Clean & Safe
  - Community & Housing

**Climate Change Implications**

- 6.5 The green thread runs through the Council Plan. It is proposed that, should the scheme continue for 2026/27 and 2028/29, there will continue to be a question on the application form, although not included in the scoring, which would ensure applicants were giving consideration to the impact of climate change.

**Equalities and Diversity Implications**

- 6.6 The VCS support many members of the community and add social value. Alongside this, the sector support community relations and cohesion. In submitting funding applications organisations are asked 'who is your target audience and how do you ensure that your proposed project/service will reach them and will be open and accessible to all?' The panel will be required to score this element of the application.



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Organisations are also asked, where appropriate, to confirm they have an Equal Opportunity and Diversity Policy in place.

**7. RISK MANAGEMENT**

- 7.1 Given the number of organisations applying for this funding, the Council are unable to fund the breadth and diversity of projects versus the number of organisations that apply. However, organisations such as BARN offer support to more inexperienced groups in finding and applying for other sources of funding. There will also be some funding available via the UK Shared Prosperity Fund (UKSPF) for 2025/26 to support the Voluntary Sector and Community Groups with training.

**8. APPENDICES and BACKGROUND PAPERS**

Executive Committee Voluntary & Community Sector Grants Scheme – October 2022.

Appendix 1 – Citizens Advice Performance Data

Appendix 2 – VCS Grants allocations 2023- 2025

Appendix 3 – Grants Policy and Terms of Reference

**9. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillor Begum	1st August 2025
Lead Director / Assistant Director	Judith Willis Assistant Director Community and Housing Services	8 <sup>th</sup> August 2025
Financial Services	Deb Goodall Assistant Director Finance and Customer Service	11 <sup>th</sup> August 2025
Legal Services	Nicola Cummings Principal Solicitor	23 <sup>rd</sup> July 2025

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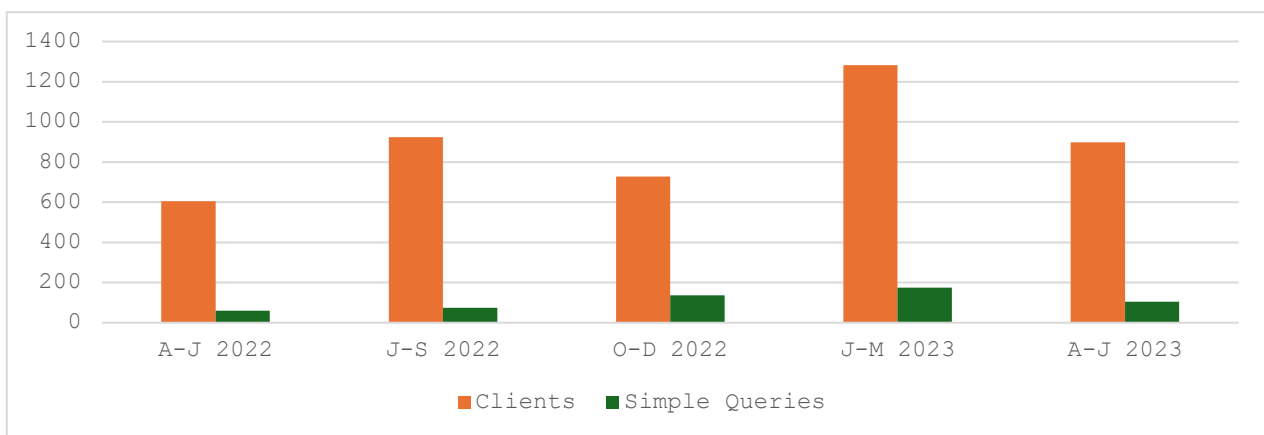
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	Legal, Equalities and Governance	
Policy Team (if equalities implications apply)	Rebecca Green Policy Manager	11 <sup>th</sup> August 2025

## Appendix 1 Bromsgrove &amp; Redditch Citizens Advice Data 2023/24 and 2024/25

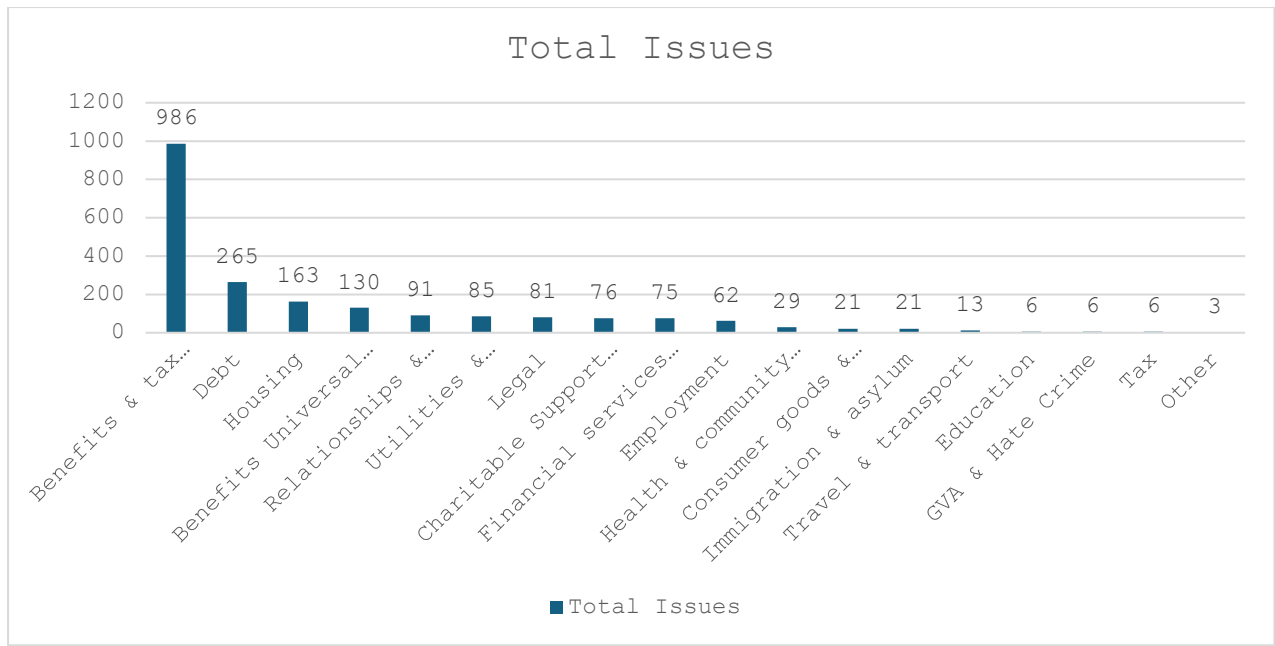
**Redditch Q1 2023-2024 Report****Key Statistics****Number of unique clients using the service**

	Clients	Simple Queries	Total
<b>A-J 2022</b>	605	60	<b>665</b>
<b>J-S 2022</b>	924	74	<b>998</b>
<b>O-D 2022</b>	727	137	<b>864</b>
<b>J-M 2023</b>	1283	175	<b>1458</b>
<b>A-J 2023</b>	899	105	<b>1004</b>

**Outcomes**

<b>Income gained</b>	£53,363
<b>Re-imbursements, services, loans</b>	£1,413
<b>Debts managed</b>	£253,101
<b>Priority debts</b>	£114,437
<b>Non priority debt</b>	£138,664
<b>Average debt per client</b>	£6,328
<b>Foodbank Vouchers</b>	156
<b>Charitable Support Applications</b>	123

**Advice Types and Issue Totals**

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

Total issues dealt with: 2119

### **Client Satisfaction Survey Results**

\*figures are how many clients responding to the question

#### **How easy it was to contact our service?**

Very easy	16
Easy	12
Difficult	0
Very Difficult	0

#### **Do you feel more confident about finding information / advice in the future?**

I am more confident I would know what to do on my own	16
I am more confident I would know where to get help	12
Not confident, I would only have some idea what to do	0
Not confident at all	0

#### **Do you feel more confident about accessing information and advice online?**

Already confident	5
More confident	17
no internet	2
not confident	4

#### **Has our advice made a difference to your wellbeing or peace of mind?**

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

A lot	13
Some	10
No difference	4
N/A	1

**How happy were you with our service?**

Very happy	22
Fairly happy	6
Unhappy	0
Very Unhappy	0

**Would you recommend our service?**

Yes	28
No	0

**Feedback**

*“A very kind and understanding contact. First class service. Thank you so much Kind regard.”*

*“It is very nice to have help about situations that you never have been before and have someone direct you.”*

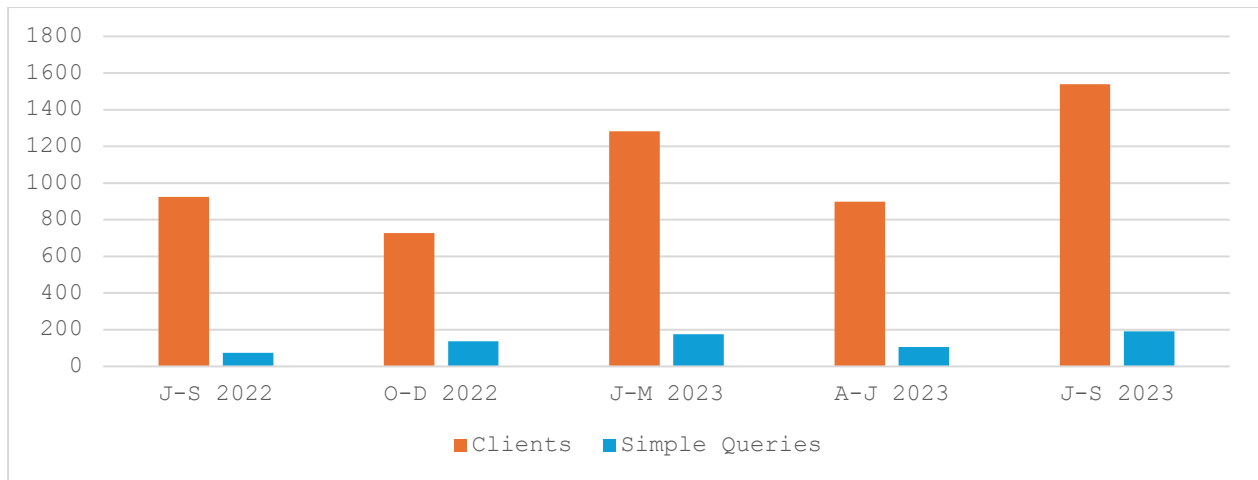
*“I think it's very good how you are helping with our bills.”*

*“Service excellent, [CAB representative] was very efficient, polite and knowledgeable. Prefer to come to C/Advice for help one to one. Please don't ever close this office, a great comfort to people ...”*

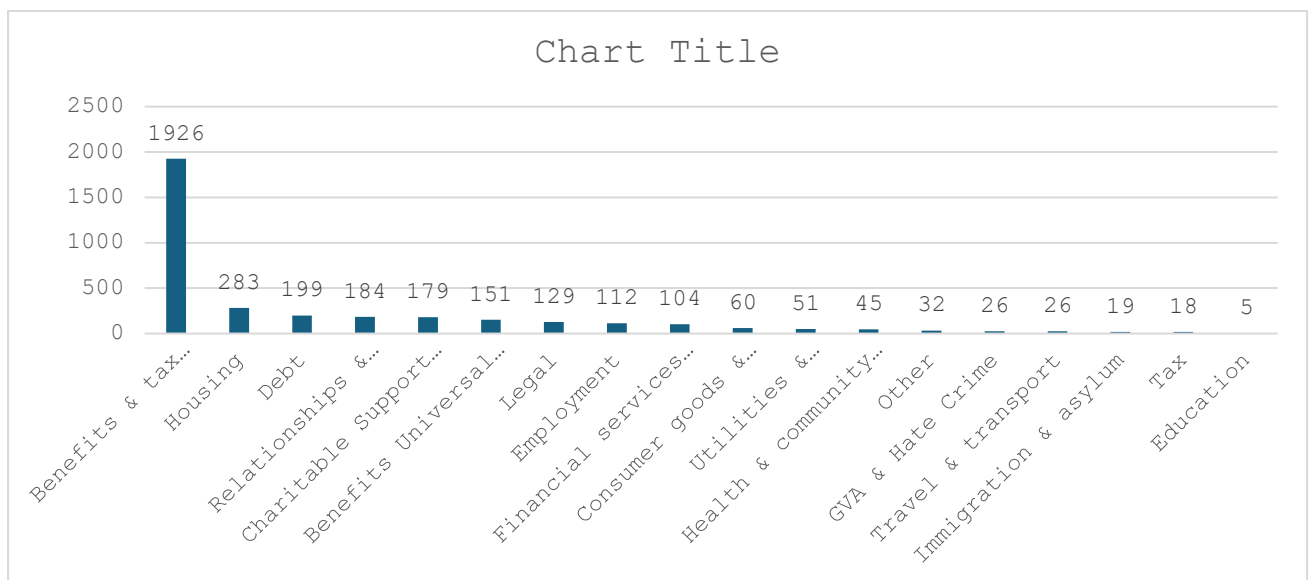
**Redditch Q2 2023-2024 Report****Key Statistics****Number of unique clients using the service**

	Clients	Simple Queries	Total
<b>J-S 2022</b>	924	74	<b>998</b>
<b>O-D 2022</b>	727	137	<b>864</b>
<b>J-M 2023</b>	1283	175	<b>1458</b>
<b>A-J 2023</b>	899	105	<b>1004</b>
<b>J-S 2023</b>	1539	191	<b>1730</b>

## Appendix 1 Bromsgrove &amp; Redditch Citizens Advice Data 2023/24 and 2024/25

**Outcomes**

Income gained	£211,018
Re-imbursements, services, loans	£1,640
Debts managed	£354,692
Priority debts	£85,862
Non priority debt	£268,829
Foodbank Vouchers	78
Charitable Support Applications	99

**Advice Types and Issue Totals**

Total issues dealt with: 3549

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25****Client Satisfaction Survey Results**

\*figures are how many clients responding to the question

**How easy it was to contact our service?**

Very easy	11
Easy	6
Difficult	2
Very Difficult	3

**Do you feel more confident about finding information / advice in the future?**

I am more confident I would know what to do on my own	1
I am more confident I would know where to get help	18
Not confident, I would only have some idea what to do	1
Not confident at all	1

**Do you feel more confident about accessing information and advice online?**

Already confident	2
More confident	7
no internet	1
not confident	8

**Has our advice made a difference to your wellbeing or peace of mind?**

A lot	10
Some	11
No difference	0
N/A	1

**How happy were you with our service?**

Very happy	14
Fairly happy	7
Unhappy	0
Very Unhappy	1

**Would you recommend our service?**

Yes	21
No	1

**Feedback**

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

*“Very helpful & friendly people and advisors. It's been good & reassuring having your advisors to talk to.”*

*“The advice I received was very helpful. Thank you so much.”*

*“Thank you for the help received.”*

*“Very nice person and very nice guy to work with, please continue to help and support families.”*

*“I'm really very happy with all the helpful information that I have been given.”*

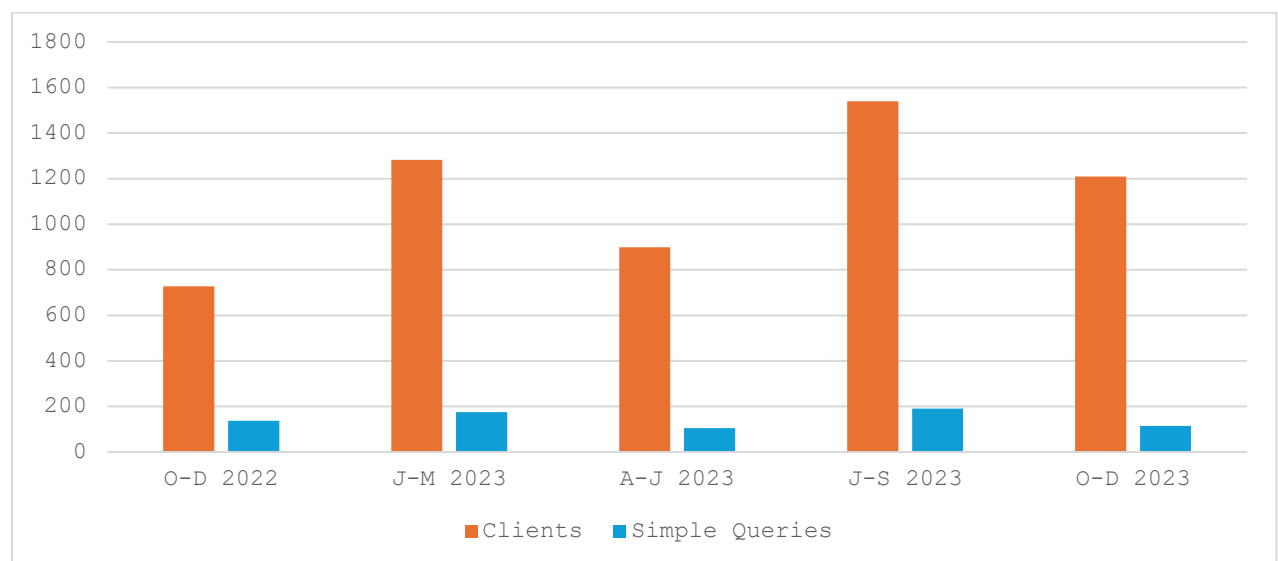
*“Lovely [CAB representative] helped me understand what DWP have done. Lovely service from [CAB representative]. Going forward I shall be in touch. Thank you.”*

## **Redditch Q3 2023-2024 Report**

### **Key Statistics**

#### **Number of unique clients using the service**

	<b>Clients</b>	<b>Simple Queries</b>	<b>Total</b>
<b>J-S 2022</b>	924	74	<b>998</b>
<b>O-D 2022</b>	727	137	<b>864</b>
<b>J-M 2023</b>	1283	175	<b>1458</b>
<b>A-J 2023</b>	899	105	<b>1004</b>
<b>J-S 2023</b>	1539	191	<b>1730</b>
<b>O-D 2023</b>	1209	114	<b>1323</b>

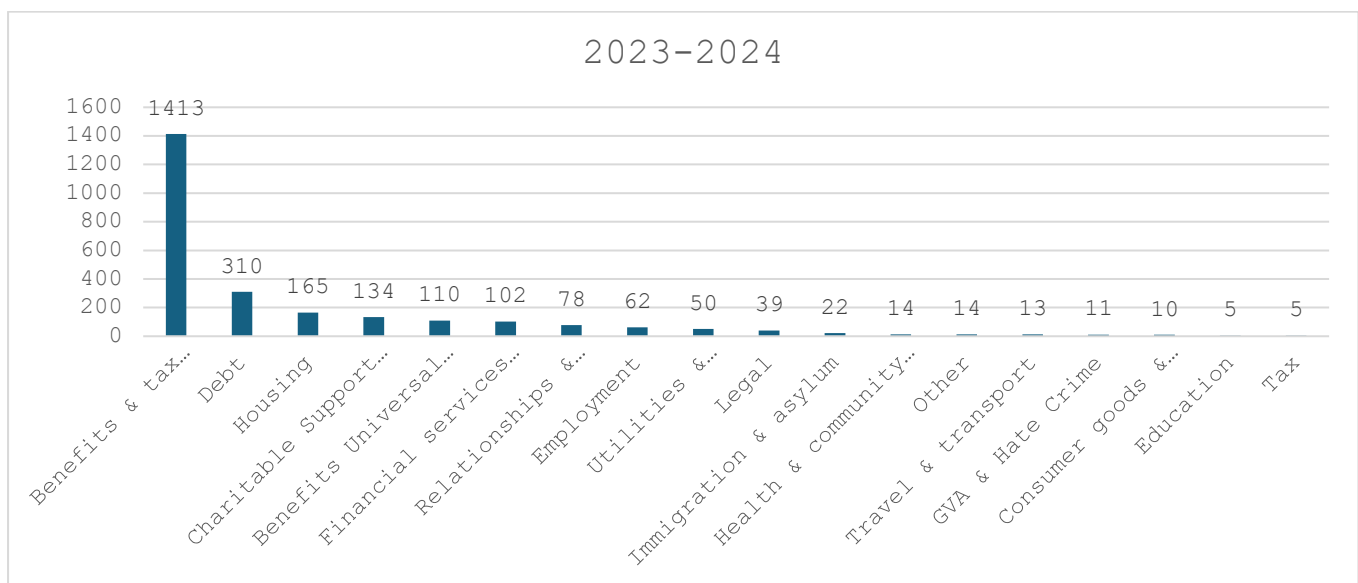


### **Outcomes**



## Appendix 1 Bromsgrove &amp; Redditch Citizens Advice Data 2023/24 and 2024/25

<b>Income gained</b>	£256,946
<b>Re-imbursements, services, loans</b>	£3,838
<b>Debts managed</b>	£213,897
<b>Priority debts</b>	£121,660
<b>Non priority debt</b>	£92,236
<b>Foodbank Vouchers</b>	78
<b>Charitable Support Applications</b>	99

**Advice Types and Issue Totals**

Total issues dealt with: **2557**

**Client Satisfaction Survey Results**

\*figures are how many clients responding to the question

**How easy it was to contact our service?**

Very easy	7
Easy	11
Difficult	6
Very Difficult	2

**Do you feel more confident about finding information / advice in the future?**

I am more confident I would know what to do on my own	4
I am more confident I would know where to get help	13
Not confident, I would only have some idea what to do	0

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

Not confident at all	7
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**Do you feel more confident about accessing information and advice online?**

Already confident	6
More confident	7
no internet	3
not confident	7

**Has our advice made a difference to your wellbeing or peace of mind?**

A lot	9
Some	8
No difference	6
N/A	3

**How happy were you with our service?**

Very happy	17
Fairly happy	5
Unhappy	3
Very Unhappy	1

**Would you recommend our service?**

Yes	23
No	3

**Feedback**

*"I feel a lot more confident in dealing with my financial situation"*

*"Very grateful for the help and support given"*

*"I have so far had two appointments, with more to come, and have been very pleased with the person's kindness, caring and understanding.... Thank You !!"*

*"Cannot thank you enough for all the support we have had from the service"*

*"Adviser was extremely helpful and knowledgeable, he gave me information and contact details which enabled me to resolve my issue"*

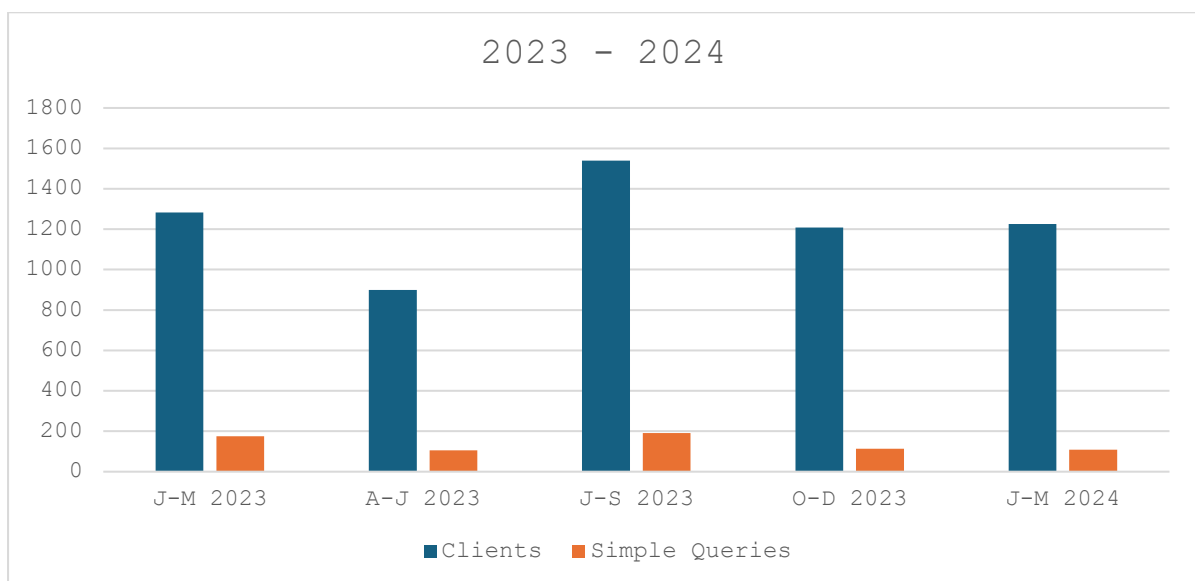
*"Thank you for being so patient and pleasant. That's exactly what you need from a service"*

**Redditch Q4 2023-2024 Report****Key Statistics**

## Appendix 1 Bromsgrove &amp; Redditch Citizens Advice Data 2023/24 and 2024/25

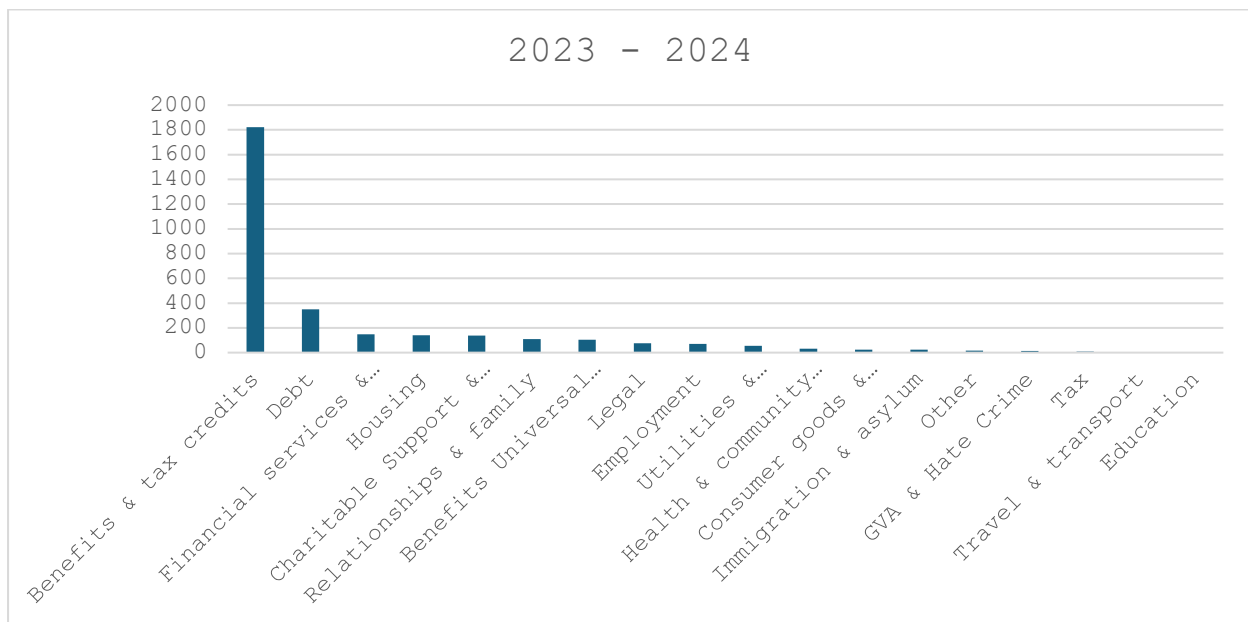
**Number of unique clients using the service**

	Clients	Simple Queries	Total
J-M 2023	1283	175	1458
A-J 2023	899	105	1004
J-S 2023	1539	191	1730
O-D 2023	1209	114	1323
J-M 2024	1,226	109	1,335

**Outcomes**

Income gained	£166,827
Re-imbursements, services, loans	£22,239
Debts managed	£175,872
Priority debts	£104,701
Non priority debt	£71,171
Foodbank Vouchers	72
Charitable Support Applications	52

**Advice Types and Issue Totals**

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

Total issues dealt with: **3138**

### **Client Satisfaction Survey Results**

\*figures are how many clients responding to the question  
(151 sent to clients from CABR received 37)

#### **How easy it was to contact our service?**

Very easy	13
Easy	16
Difficult	7
Very Difficult	1

#### **Do you feel more confident about finding information / advice in the future?**

I am more confident I would know what to do on my own	7
I am more confident I would know where to get help	19
Not confident, I would only have some idea what to do	0
Not confident at all	9

#### **Do you feel more confident about accessing information and advice online?**

Already confident	8
More confident	14
no internet	1
not confident	13

#### **Has our advice made a difference to your wellbeing or peace of mind?**

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

A lot	11
Some	14
No difference	9
N/A	3

**How happy were you with our service?**

Very happy	23
Fairly happy	11
Unhappy	2
Very Unhappy	1

**Would you recommend our service?**

Yes	34
No	3

**Feedback**

*"I feel a lot more confident in dealing with my financial situation"*

*"Very grateful for the help and support given"*

*"Cannot thank you enough for all the support we have had from the service"*

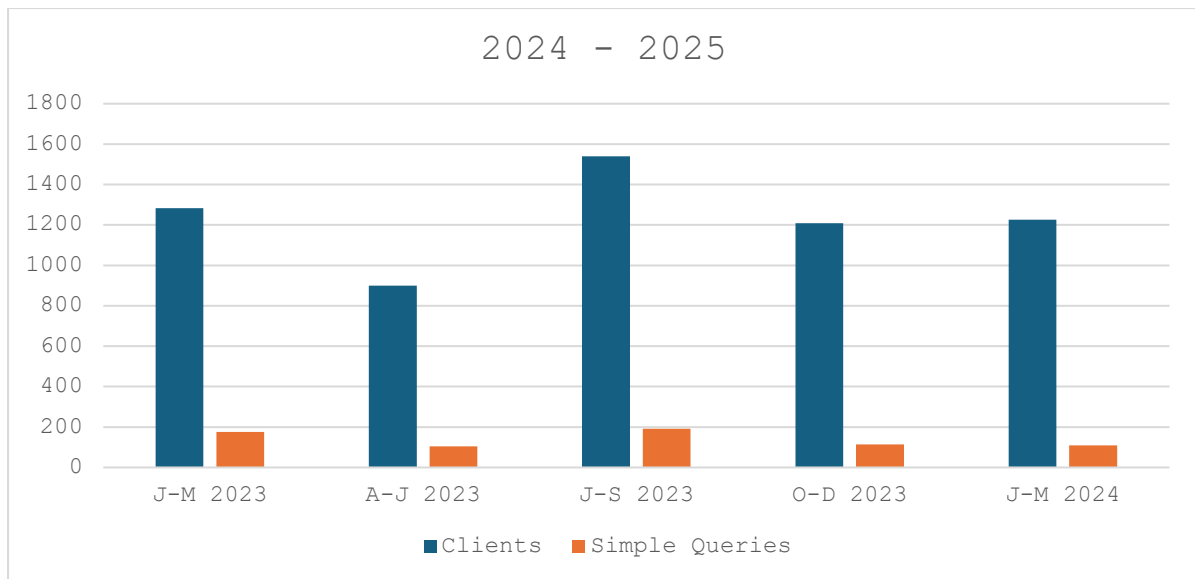
*"Adviser was extremely helpful and knowledgeable, he gave me information and contact details which enabled me to resolve my issue"*

*"Very helpful, thanks"*

*"Absolutely amazing, were really really helpful"*

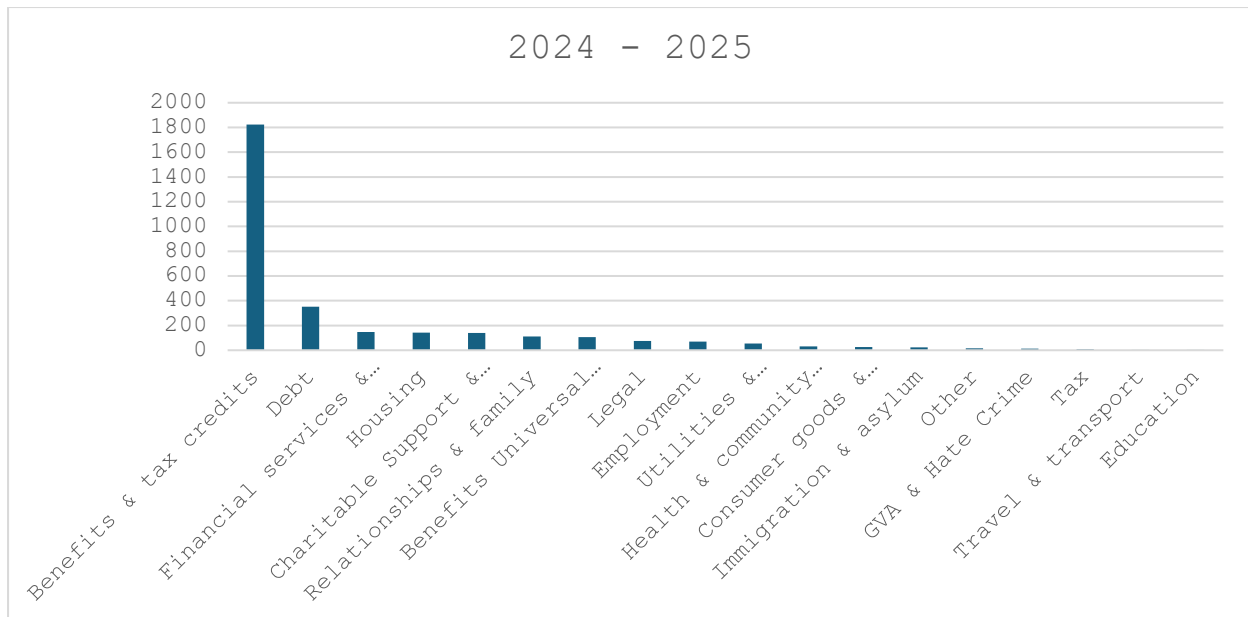
**Redditch Q1 2024-2025 Report****Key Statistics****Number of unique clients using the service**

	<b>Clients</b>	<b>Simple Queries</b>	<b>Total</b>
<b>A-J 2023</b>	899	105	<b>1,004</b>
<b>J-S 2023</b>	1,539	191	<b>1,730</b>
<b>O-D 2023</b>	1,209	114	<b>1,323</b>
<b>J-M 2024</b>	1,226	109	<b>1,335</b>
<b>A-J 2024</b>	959	205	<b>1,164</b>

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25****Outcomes**

<b>Income gained</b>	£166,827
<b>Re-imbursements, services, loans</b>	£22,239
<b>Debts managed</b>	£175,872
<b>Priority debts</b>	£104,701
<b>Non priority debt</b>	£71,171
<b>Foodbank Vouchers</b>	72
<b>Charitable Support Applications</b>	52

**Advice Types and Issue Totals**

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

Total issues dealt with: **3138**

### **Client Satisfaction Survey Results**

\*figures are how many clients responding to the question  
(151 sent to clients from CABR received 37)

#### **How easy it was to contact our service?**

Very easy	13
Easy	16
Difficult	7
Very Difficult	1

#### **Do you feel more confident about finding information / advice in the future?**

I am more confident I would know what to do on my own	7
I am more confident I would know where to get help	19
Not confident, I would only have some idea what to do	0
Not confident at all	9

#### **Do you feel more confident about accessing information and advice online?**

Already confident	8
More confident	14
no internet	1
not confident	13

#### **Has our advice made a difference to your wellbeing or peace of mind?**

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

A lot	11
Some	14
No difference	9
N/A	3

**How happy were you with our service?**

Very happy	23
Fairly happy	11
Unhappy	2
Very Unhappy	1

**Would you recommend our service?**

Yes	34
No	3

**Feedback**

*"I left a voicemail and completed an online request and someone called me. She was so extremely helpful. I cannot fault her at all."*

*"It helps a lot. Adviser explained everything to me in detail"*

*"thanks for the helpful information in regard to accessing employment assistance and help with my financial situation."*

*"The adviser was very helpful on the phone and pointed me in the right direction to sort out my problem. I am waiting for my complaint to be processed"*

*"You really were amazing. I drove from Redditch to find you are not open for drop-in but you allowed me in and I was seen by an adviser quickly. I was really upset and you calmed me down. Thank you for caring and the support you gave me."*

*"I applied for the household money and the adviser I spoke to helped me send in my documents for checking. I got my voucher for the fund for a new washing machine"*

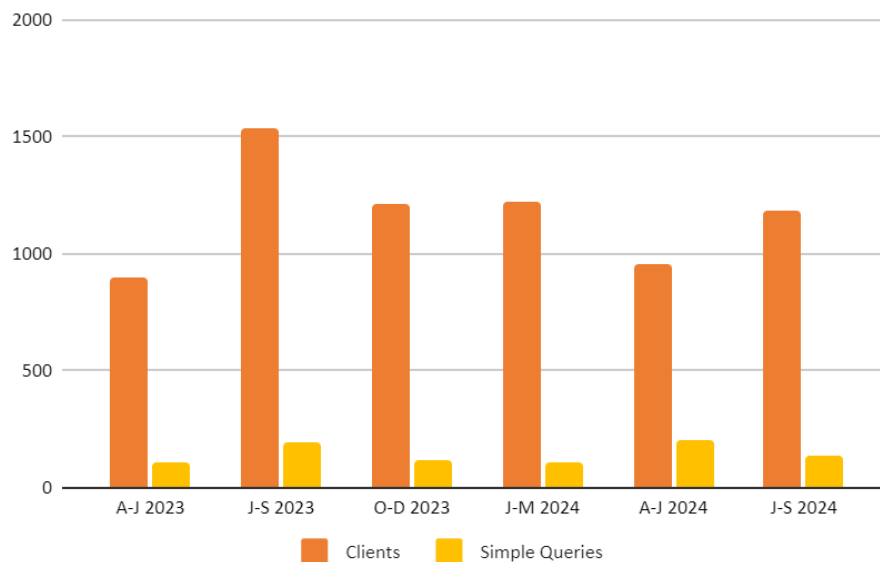
*"I applied for the household support fund through your website. I was called by a very nice man who talked me through what was needed. I received a voucher for £450! The whole process was very good and easy. I can now buy clothing for my children."*

**Redditch Q2 2024-2025 Report****Key Statistics****Number of unique clients using the service**



## Appendix 1 Bromsgrove &amp; Redditch Citizens Advice Data 2023/24 and 2024/25

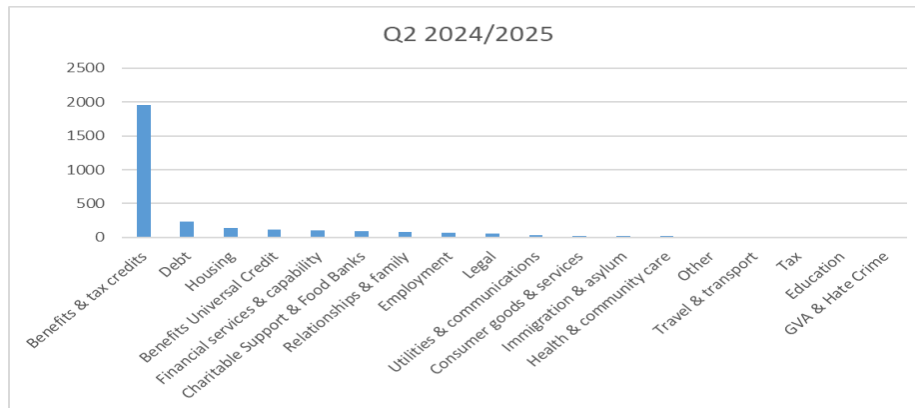
	Clients	Simple Queries	Total
A-J 2023	899	105	1,004
J-S 2023	1,539	191	1,730
O-D 2023	1,209	114	1,323
J-M 2024	1,226	109	1,335
A-J 2024	959	205	1,164
J-S 2024	1,180	142	1,322

**Outcomes**

Income gained	£148,180
Re-imbursements, services, loans	£3,778
Debts managed	£94,471
Priority debts	£53,094
Non priority debt	£41,377
Foodbank Vouchers	87

## Appendix 1 Bromsgrove &amp; Redditch Citizens Advice Data 2023/24 and 2024/25

Charitable Support Applications	38
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**Advice Types and Issue Totals**

Total issues dealt with: **2,998**

**Client Satisfaction Survey Results**

\*figures are how many clients responding to the question  
(230 sent to clients from CABR, received 22)

**How easy it was to contact our service?**

Very easy	8
Easy	12
Difficult	1
Very Difficult	1

**Do you feel more confident about finding information / advice in the future?**

I am more confident I would know what to do on my own	4
I am more confident I would know where to get help	15
Not confident, I would only have some idea what to do	0
Not confident at all	3

**Do you feel more confident about accessing information and advice online?**

Already confident	3
More confident	13
no internet	4
not confident	2

**Has our advice made a difference to your wellbeing or peace of mind?**

A lot	8
Some	10

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

No difference	3
N/A	1

**How happy were you with our service?**

Very happy	17
Fairly happy	3
Unhappy	1
Very Unhappy	1

**Would you recommend our service?**

Yes	20
No	2

**Feedback**

*“Thank you for all your help, where there was darkness you were a beacon of light”*

*“Many thanks to Citizens Advice! You have helped me so many times in the past! In fact, you help me more than many times more like 1 million times! I certainly wouldn't be where I am today without you! And a big thank you to [CAB representative] who is based at Bromsgrove the help and support she has given me is unbelievable thank you again.”*

*“I received the household support fund from you which I was very grateful for. Everything went really well many many thanks.”*

*“Excellent service, clear and concise reply”*

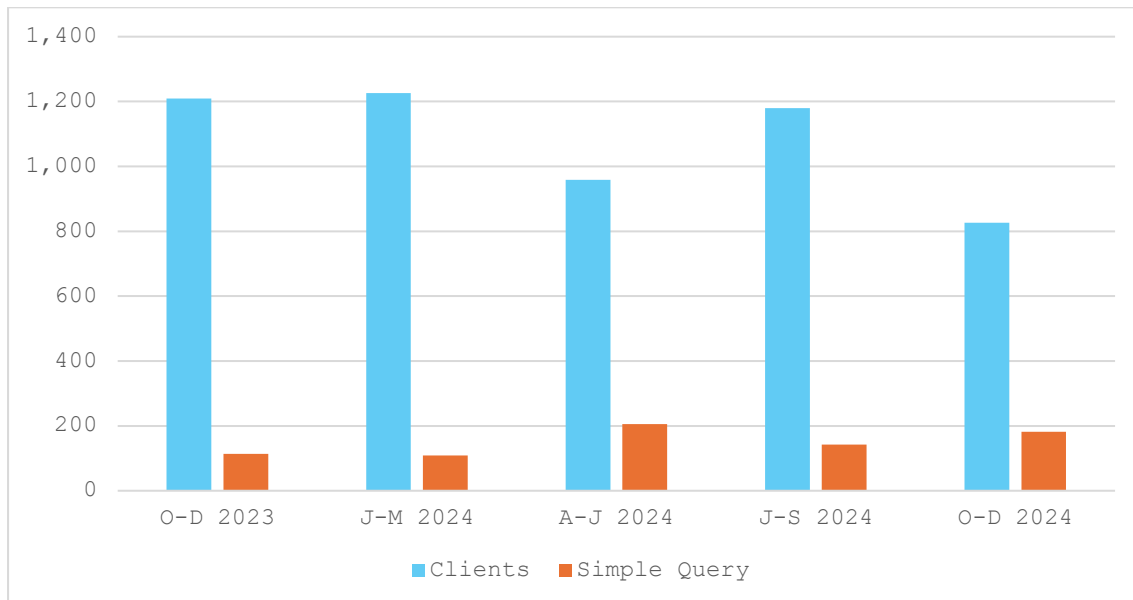
*“Many thanks to [CAB representative] he was very good thank you”*

**Redditch Q3 2024-2025 Report****Key Statistics****Number of unique clients using the service**

	Clients	Simple Queries	Total
O-D 2023	1,209	114	1,323
J-M 2024	1,226	109	1,335

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

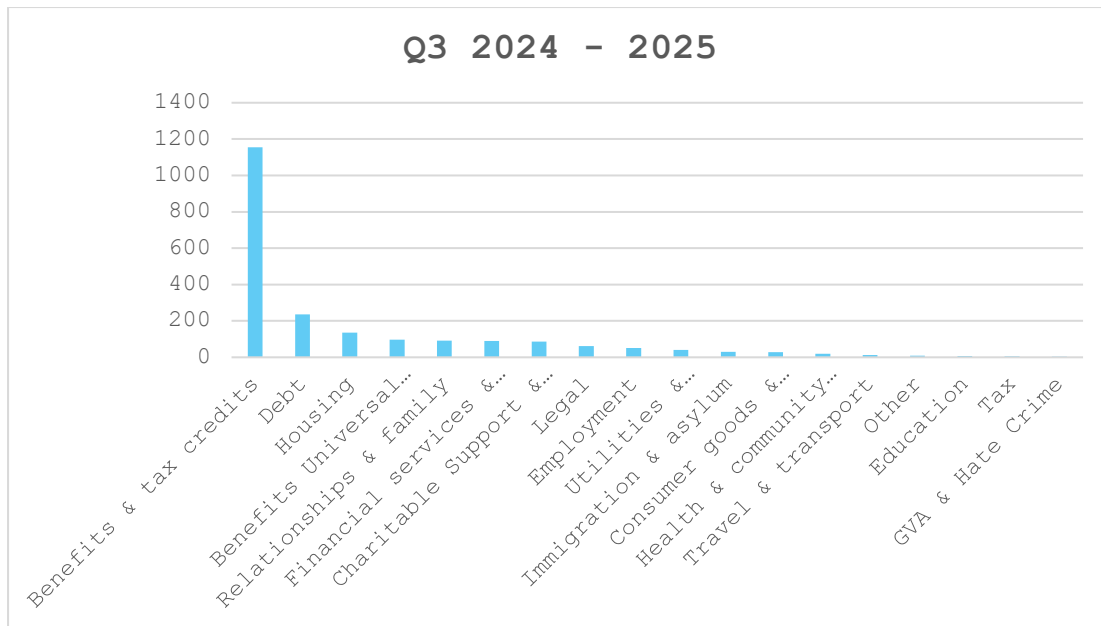
<b>A-J 2024</b>	959	205	<b>1,164</b>
<b>J-S 2024</b>	1,180	142	<b>1,322</b>
<b>O-D 2024</b>	826	182	<b>1,008</b>

**Outcomes**

<b>Income gained</b>	£104,029
<b>Re-imbursements, services, loans</b>	£2,706
<b>Debts managed</b>	£104,029
<b>Priority debts</b>	£63,748
<b>Non priority debt</b>	£88,724
<b>Foodbank Vouchers</b>	77
<b>Charitable Support Applications</b>	47

**Advice Types and Issue Totals**

## Appendix 1 Bromsgrove &amp; Redditch Citizens Advice Data 2023/24 and 2024/25



Total issues dealt with: **2,364**

### **Client Satisfaction Survey Results**

\*figures are how many clients responding to the question  
(165 sent to clients from CABR, received 19)

#### **How easy it was to contact our service?**

Very easy	8
Easy	11
Difficult	0
Very Difficult	0

#### **Do you feel more confident about finding information / advice in the future?**

I am more confident I would know what to do on my own	4
I am more confident I would know where to get help	13
Not confident, I would only have some idea what to do	2
Not confident at all	0

#### **Do you feel more confident about accessing information and advice**

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## Appendix 1 Bromsgrove &amp; Redditch Citizens Advice Data 2023/24 and 2024/25

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online?

Already confident	3
More confident	8
no internet	2
not confident	6

**Has our advice made a difference to your wellbeing or peace of mind?**

A lot	9
Some	8
No difference	1
N/A	1

**How happy were you with our service?**

Very happy	17
Fairly happy	1
Unhappy	1
Very Unhappy	0

**Would you recommend our service?**

Yes	19
No	0

### **Feedback**

*“The adviser was amazing, caring, understanding but above all very knowledgeable, this lady goes above and beyond with added empathy.”*

*“Received exceptional service and help. Staff very empathetic. Highly recommend CABR.”*

*“Felt listened to and supported with the correct information thank you”*

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

*“I was impressed as after leaving a message saying it might be 5 days before you replied, I had a call within 2 hours as I did have a deadline I had to meet. I got the help I needed and the result I wanted. Thank you.”*

*“The adviser at Bromsgrove Citizens Advice was extremely helpful - took time to listen and was friendly and interested in helping me find more information. Thank you for your help.”*

*“Very helpful and very, very patient with me, also very understanding and professional thank you.”*

**Redditch Q4 2024-2025 Report****Key Statistics****Number of unique clients using the service**

	Clients	Simple Queries	Total
J-M 2024	1,226	109	1,335
A-J 2024	959	205	1,164
J-S 2024	1,180	142	1,322
O-D 2024	826	182	1,008
J-M 2025	1,309	244	1,553

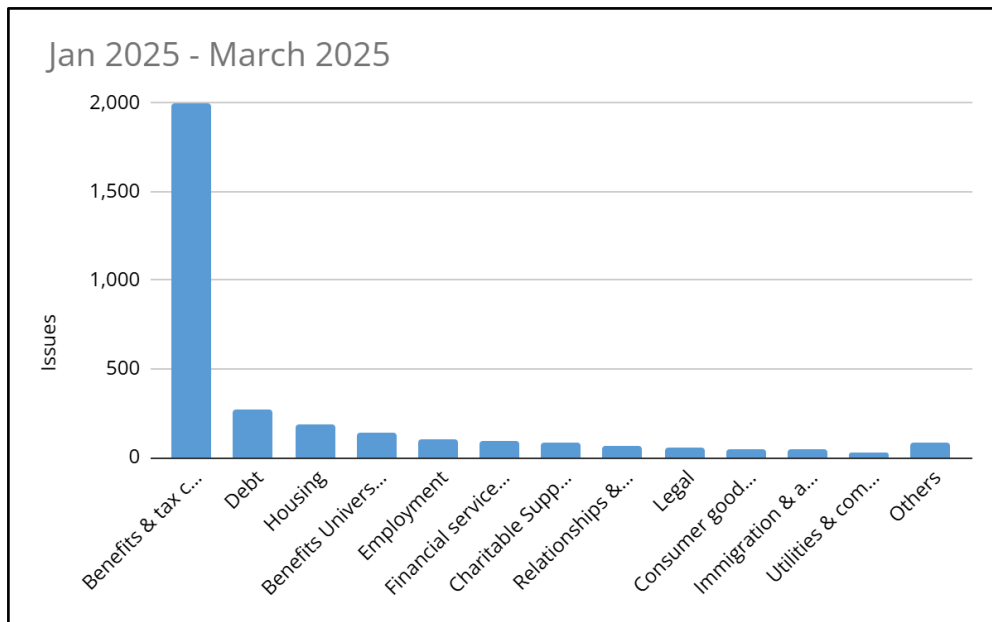
**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25****Outcomes**

Income gained	£220,960
Re-imbursements, services, loans	£2,934
Debts managed	£166,803
Priority debts	£68,938
Non priority debt	£97,865
Foodbank Vouchers	124
Charitable Support Applications	38

**Advice Types and Issue Totals**



## Appendix 1 Bromsgrove &amp; Redditch Citizens Advice Data 2023/24 and 2024/25



Total issues dealt with: **3,220**

### Client Satisfaction Survey Results

\*figures are how many clients responding to the question  
(133 sent to clients from CABR, received 18)

How easy it was to contact our service?

Very easy	8
Easy	7
Difficult	2
Very Difficult	1

Do you feel more confident about finding information / advice in the future?

I am more confident I would know what to do on my own	2
I am more confident I would know where to get help	13
Not confident, I would only have some idea what to do	1
Not confident at all	2

Do you feel more confident about accessing information and advice online?

Already confident	5
More confident	11

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

no internet	1
not confident	1

Has our advice made a difference to your wellbeing or peace of mind?

A lot	8
Some	7
No difference	1
N/A	2

How happy were you with our service?

Very happy	13
Fairly happy	3
Unhappy	0
Very Unhappy	2

Would you recommend our service?

Yes	15
No	3

### Feedback

*"I left there with a different mindset and a different feeling. You both helped me so much. Words cannot explain what a difference you made"*

*"The CAB are very helpful and are always there if you need them"*

*"Thanks for helping me access HSF funding"*

*"The adviser at Citizens Advice was extremely helpful - took time to listen and was friendly and interested in helping me find more information. Thank you for your help"*

*"Very helpful and very very patient with me also very understanding and professional thank you"*

*"Very good"*

*"Thank you for providing your service. I appreciate it"*

**Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25**

*“After feeling very anxious on arrival I feel speaking and talking has helped me & pointed me in the right direction. Thank you”*

*“You are lovely, you are. Thank you”*

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## **Appendix 2**

### **Redditch Borough Council's Voluntary & Community Sector Grant Funding Programme for 2023/24**

#### **Grants Awarded**

VCS groups can bid for funding from £500 up to £10,000 to help with their core costs or to support them to deliver great community projects and activities. This year the Council ringfenced £10,000 of this funding to create a separate pot for Lower grant applications, from £500 to £2,000. The remainder of the Main Grants Pot (approximately £90k) was for Higher applications – grants over £2,000 and up to £10,000.

#### **Higher Grants Awarded**

<b>Group / Organisation</b>	<b>Project</b>	<b>Grant Award</b>
NewStarts	Furniture Project	£10,000
Carers Careline	Running Costs	£10,000
BARN -VCS	VCS Kick Start Project 2023	£6,485
BluWave	Running costs	£9,825
Homestart	Creating Social Networks	£10,000
Oasis Christian Centre	Christians against poverty debt centre	£5,000
CAB	Housing Advice	£9,816

## **Appendix 2**

Batchley Support Group	Community Pantry	£7,415
The Old Needleworks	Moving On Project	£7,980
Age UK	Information and advice home visits in Redditch	£4,620
REACH	Running Costs	£10,000

### **Lower Grants Awarded**

<b>Group / Organisation</b>	<b>Project</b>	<b>Grant Award</b>
ARCH	Cricket Club	£1,850
AGE UK	Outreach Development	£1,996
Moons Moat Conservation Group	Orientation	£2,000
Brockhill Wildlife Project	Planting	£1,500
Redditch First Responders	Vehicle Running Costs	£2,000

## Appendix 2

### Redditch Borough Council's Voluntary & Community Sector Grant Funding Programme for 2024/25

#### Higher Grants Awarded

Group / Organisation	Project	Grant Award
NewStarts	Running costs	£10,000
Carers Careline	Running Costs	£10,000
BARN -VCS	Onwards and Upwards Project	£7,018
REACH	Running costs	£10,000
The Lord Taverners	Redditch Wicketz	£7,788
Age UK	Information and advice home visits in Redditch	£4,620
The Old Needleworks	Wellbeing groups project	£8,566
Oasis Christiam Centre	Christians against poverty debt centre	£5,000
Acorns Childrens Hospice	Specialist palliative care for children from Redditch	£7,000
Relate	Redditch relationship support	£6,000

## **Appendix 2**

Sight Concern Worcestershire	Redditch IAG & wellbeing support	£5,000
ARCH (Active Redditch community Hub)	Football and more for all	£3,400
Homestart- North East Worcestershire.	Combating loneliness & isolation project	£10,000

### **Lower Grants Awarded**

<b>Group / Organisation</b>	<b>Project</b>	<b>Grant Award</b>
First Redditch Scouts	Purchase of outdoor cooking equipment	£1,926
Redditch and Bromsgrove Talking Newspapers	Running costs	£1,750
Redditch Local History Museum	Purchase of various pieces of equipment	£2,000
Redditch Community Shed	Expansion of support	£2,000
Friends of Isaacs Food Bank	Additional storage costs	£2,000



## **Appendix 2**

### **Redditch Borough Council's Voluntary & Community Sector Grant Funding Programme for 2025/26**

#### **Higher Grants Awarded**

<b>Group / Organisation</b>	<b>Project</b>	<b>Grant Award</b>
YMCA	Mentoring Project	£9,184
Your Ideas	Woodrow Thrive	£10,000
BARN	Strengthening Voluntary and Community Sector	£9,101
Age UK	Information and advice home visits in Redditch	£5,642
Citizens Advice B&R	Volunteer Capacity Project	£10,000
Reanella Trust	Resilience Recovery Relief Project	£9,600
Astwood Bank Community	Community Project Running Costs	£10,000
Carers Careline	Running Costs	£10,000
Kingfisher Rotary	Creative Carousel Project	£9,924

## **Appendix 2**

Acorns – Specialist Palliative Care for Children in Redditch	Running Costs	£3,400
Ahead of Well-Being	Some Men Not All Men – Freedom Programme	£9,982

### **Lower Grants Awarded**

<b>Group / Organisation</b>	<b>Project</b>	<b>Grant Award</b>
West Midlands Search & Rescue	Help Save a Life Training Project	£1,500
Where Next Association	Funding for seeds, plants and compost	£2,000
Redditch Scouts	Scouts Ditch Jam running costs	£1,810
Redditch Stars	Couch to 5k costs for volunteers and training	£1,200
FRHENS – support group for vulnerable women	Running costs	£2,000



## **APPENDIX 3**

### **VOLUNTARY SECTOR MEMBERS GRANTS PANEL TERMS OF REFERENCE**

#### **Date:**

#### **Date of Review:**

**Chair:** The Panel will be chaired by a Councillor who is not a member of the controlling group.

**Meeting Frequency:** The Panel shall meet a minimum of two times per year to review and score grant applications. The dates of the meetings will be identified and included in the annual calendar of meetings.

**Quorum:** The Panel shall consist of five members and the quorum will be three.

#### **Overall functions and responsibilities:**

The Grants Panel shall be an Executive Advisory Panel. Its recommendations will require ratification by the Executive Committee. When participating in meetings of the Grants Panel, Members will be required to abide by the Council's Member Code of Conduct.

The purpose of the Grants Panel will be to consider grant applications from various Voluntary and Community Sector organisations on behalf of Redditch Borough Council in accordance with the agreed eligibility guidelines.

#### **Membership:**

Members of the Panel will be nominated by political group leaders – Members of the Panel cannot be members of the Executive Committee.

The VCS Grants Officer will attend the meetings to provide the paperwork and answer any queries.

Members of the Panel will only be permitted to participate in meetings of the Panel once they have attended appropriate training.

#### **Accountability and reporting arrangements:**

The Grants Panel will report recommendations to the Executive Committee.

Each Member is responsible for:

- Attending an information and training session on the grant application process.
- Attending the Panel Meetings to score the higher grant applications using the scoring matrix.
- Ensuring that the grants budget for the relevant financial year is not exceeded.
- Monitoring the effectiveness of Redditch Borough Council's grant allocation process.
- Not being a signatory on any grant cheque.
- Declaring any interests that they, or their spouse, may have in applications received through the grants process. Members are advised to withdraw from taking part in the debate and vote on any applications with which they are so involved.
- Not sharing any information contained in the application forms outside of the Grants Panel Meetings.
- The results of any recommendations concerning grants applications will be referred to the Executive Committee for consideration and approval.

**Agenda Packs and Papers:**

The Grants Officer will support the administration of the Panel and will be responsible for consulting with the Chair and Members ensuring that the papers are sent out in a timely fashion.

Agenda packs and papers will be available to the members of the group five working days before the meeting.

**Executive  
2025**2<sup>nd</sup> September**Adoption of Fixed Penalty Charge for breach of Community Protection Notice**

Relevant Portfolio Holder		Councillor Jane Spilsbury Councillor Sharon Harvey
Portfolio Holder Consulted		Yes
Relevant Assistant Director		Simon Wilkes, Head of Worcestershire Regulatory Services
Report Author	Job Title: Toni Ainscough, Principal Officer (Environmental Enforcement) Contact email: <a href="mailto:toni.ainscough@worcestershire.gov.uk">toni.ainscough@worcestershire.gov.uk</a> Contact Tel: 01562 738035	
Wards Affected		ALL
Ward Councillor(s) consulted		N/A
Relevant Council Priority		Clean, Green and Safe & Community and Housing
Non-Key Decision		
If you have any questions about this report, please contact the report author in advance of the meeting.		

**1. RECOMMENDATIONS****Executive Committee RECOMMEND that:-**

- 1) That the Council adopt a Fixed Penalty Notice Charge of £100 for failure to comply with a Community Protection Notice.**

**2. BACKGROUND**

- 2.1 In June 2024 responsibility for enforcement of Planning Enforcement, Fly-tipping, littering, duty of care of waste offences and dog fouling was passed to Worcestershire Regulatory Services. One of the tools for dealing with some of these issues is service of a Community Protection Notice (CPN) under Part 4 of the Anti-social Behaviour, Crime and Policing Act 2014 which came into effect in England and Wales on 20 October 2014.
- 2.2 Whilst WRS have a remit to undertake enforcement of Planning Enforcement related matters, Fly-tipping, littering, duty of care of waste offences and dog fouling, CPNs can be used for a wider range of anti-social behaviours by the Police or other Council departments.
- 2.3 CPNs are intended to stop a person or business continuing with conduct which unacceptably affects victims and the community. They

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can only be served where there are reasonable grounds to believe the offender's conduct is having a detrimental effect on the quality of life of those in the locality, and it is unreasonable and the behaviour is of a persistent or continuing nature. Before one can be served, the offender must be given a writing warning (Community Protection Warning) stating that a CPN will be issued unless their conduct ceases to have the detrimental effect.

**3. OPERATIONAL ISSUES**

- 3.1 Failure to comply with a CPN is a summary offence under Section 48. The offence is punishable on conviction in the case of an individual by a fine not exceeding level 4 on the standard scale (currently £2,500) or in the case of a body/business an unlimited fine.
- 3.2 However, in accordance with the Council's enforcement policy, there are alternatives to prosecution which should also be considered for use where appropriate. Simple Cautions for example could also be considered and may be appropriate in the case of a first or a merely technical breach of a CPN. Section 52 of the act provides that an authorised person may issue a Fixed Penalty Notice (FPN) as an alternative to prosecution for breach of a CPN. Payment of the FPN within 14 days from the date of issue has the effect of discharging any liability to convict for the offence but allows for action to be taken for subsequent offences.
- 3.3 A fixed penalty cannot be for more than £100.
- 3.4 There is currently no charge adopted by the Council for any FPN served in the event of failure to comply with a CPN.
- 3.5 Adoption of a charge would allow FPNs to be considered as an alternative method of discharging any liability alongside simple Cautions and prosecution.
- 3.6 Any charge level adopted would apply to all FPNs served following a breach of a CPN served by the Council regardless of the department undertaking the enforcement action. Any charge would be reviewed in line with the usual fees and charges setting process the Council undertakes annually.
- 3.7 This report is being brought forward at this point as Community Protection Warnings and Notices have been served or are currently being prepared for service by WRS on behalf of the Council and there is the strong likelihood that we will benefit from the ability to offer fixed

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penalty notices prior to the annual fees and charges paper in February 2026.

- 3.8 There is no recommended change to the reporting mechanisms for reporting on activity associated with CPNs or FPNs through this report. For all Council areas CPN and FPN numbers are reported through the North Worcestershire Community Safety Partnership Scrutiny reports. Any served for waste related issues are also reported to Defra and for subject areas for which such may be served by WRS matters are reported to the WRS Joint Board in accordance with the shared service governance arrangements.

**4. FINANCIAL IMPLICATIONS**

- 4.1 None. Any penalties are payable to the Council and would be collected in line with those from other forms of FPN served by Worcestershire Regulatory Services (WRS).
- 4.2 Any FPN charges should be approved and published by the local authority.

**5. LEGAL IMPLICATIONS**

- 5.1 The addition of an FPN option for offences under the Anti-social Behaviour, Crime and Policing Act 2014 is in line with the Council's and WRS' enforcement policy. WRS have robust procedures in place to ensure CPNs and FPNs are only used where appropriate and the evidential test has been met.

**6. OTHER - IMPLICATIONS**

**Local Government Reorganisation**

- 6.1 None.

**Relevant Council Priority**

- 6.2 CPNs are used to enforce action against a variety of anti-social behaviours which would otherwise have an impact on the community, including the ability of residents to feel safe in their homes. CPNs can be used for waste related matters which are a priority for the Council and their ability to maintain a clean environment. This helps meet the specific commitment of the Council to "address litter and dog mess, the impact of fly-tipping and anti-social behaviour".

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**Climate Change Implications**

6.3 None.

**Equalities and Diversity Implications**

6.4 None.

**7. RISK MANAGEMENT**

7.1 None.



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<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Jane Spilsbury PFH WRS Sharon Harvey PFH Env Serv	Consulted 11/08/25
Lead Director / Assistant Director	Simon Wilkes	Consulted 01/08/25
Financial Services	Debra Goodall	Consulted 01/08/25
Legal Services	Nicola Cummings, Principal Solicitor - Governance	06/08/25
Policy Team (if equalities implications apply)	Rebecca Green	Consulted 01/08/25
	Bev Houghton, Community Safety Manager	12/08/25
Policy Team (if equalities implications apply)	Rebecca Green	Consulted 01/08/25
Climate Change Team (if climate change implications apply)	Matt Eccles	Consulted 01/08/25

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**Housing Ombudsman findings – Report 1 ref 202417927**

Relevant Portfolio Holder	Councillor Jane Spilsbury and Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Head of Service	Claire Felton
Report Author  Claire Felton	Job Title: Assistant Director for Legal, Democratic and Procurement Services Email: c.felton@bromsgroveandredditch.gov.uk Contact Tel: 01527 64254
Wards Affected	N/A
Ward Councillor(s) consulted	N/A
Relevant Strategic Purpose(s)	All
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**1. RECOMMENDATIONS**

**The Executive Committee is asked to RESOLVE that: -**

**1) The findings, orders and recommendation from the Housing Ombudsman be noted.**

**2) Compliance with those matters by the Council and the wider learning points be noted.**

**2. BACKGROUND**

2.1 The complaint considered by the Housing Ombudsman concerned the Council's handling of the following: -

- a. The resident's reports of damp and mould in the property.
- b. The installation and maintenance of aids and adaptations.
- c. The resident's reports of structural problems with the balcony wall.
- d. The resident's reports of a leak to the communal entrance.

2.2 The Housing Ombudsman found there was maladministration in the Council's handling of all 4 matters listed at a. to d. above.

2.3 The matter was determined by the Housing Ombudsman on 30<sup>th</sup> June 2025 (ref 202417927), although a copy of the final report was not issued until 18<sup>th</sup> July. The time for compliance was extended until 8th August to reflect the late delivery of the report.

REDDITCH BOROUGH COUNCIL

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- 2.4 A copy of the anonymised report is attached at Appendix 1. The Housing Ombudsman ordered that the Council must take the following actions by 8th August: -
- a. Send a written apology to the resident for the failings identified in this Investigation.
  - b. Arrange for an independent damp specialist to carry out a full damp survey on the property.
  - c. Review the resident's current accessibility in and out of their property. Following this it must assess any necessary adjustments or further adaptations and whether a further Occupational Health (OH) assessment is required. It must communicate the outcome to the resident within 4 weeks of this report.
  - d. Provide confirmation that the Council has completed the roof replacement work that should have started on 9th June 2025.
  - e. Provide a specification and timeframe for carrying out all necessary remedial work, following the leaks in the communal entrance.
  - f. Assist the resident with a claim against its insurers for damage to their belongings from the damp and mould.
  - g. Pay the resident £2,200 compensation, which includes £50 previously offered on a voluntary basis. The total of £2,200 is broken down as follows:
    - i. £750 for the distress and inconvenience caused by the Council's failure to appropriately address the damp and mould.
    - ii. £700 for the distress and inconvenience caused by the Council's failure to address the structural damage to the balcony and wall.
    - iii. £450 for the resident's time and trouble caused by the failings identified in the landlord's handling of the communal leak.
    - iv. £300 for the distress and inconvenience caused by the delay in installing and repairing the resident's adaptations.
  - h. Provide documentary evidence of compliance with the above orders.
- 2.5 In terms of improving complaint responses, the Council was also ordered by the Housing Ombudsman to "review its complaint procedure in respect of timescales for requesting escalation to ensure it is compliant

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with the Ombudsman's Complaint Handling Code. The landlord must complete this review within 8 weeks of the date of this determination. If its policy has already changed – it must confirm this to us."

- 2.6 In addition to the "Orders" listed above, the Ombudsman's report also includes a "Recommendation" as follows: -

"The landlord reviews its record keeping processes. In doing so it may want to consider self-assessing against the recommendations made in our spotlight report on knowledge and information management."

- 2.7 Members are referred to the full narrative of the Housing Ombudsman's report which is set out at Appendix 1. The report notes that the resident concerned would have been classed as vulnerable. These matters were known to the Council.

- 2.8 The key findings in relation to the 4 areas investigated can be summarised as follows: -

- **Damp and mould in the property**

- 2.8.1 The Council's handling of this aspect was judged by the Housing Ombudsman to be poor.

- 2.8.2 *"Its [the Council's] attempt to put matters right consisted of replacing the windows within the year and completing a damp inspection to identify the underlying cause. It could not evidence that it progressed either. Despite the mitigating factor of the cancellations and no access by the resident, an offer of £50 redress was not proportionate. It demonstrated no regard for the household vulnerabilities. It continued to repeat ineffective treatment, causing inconvenience and prolonged detriment to the resident. Its complaint process did not recognise its failings, which meant it did not apologise, put things right or offer appropriate redress. We have therefore made orders for redress regarding its handling of this matter."*

- **Aids and adaptations**

- 2.8.3 There were delays by the Council in responding to an Occupational Therapist (OT) referral for adaptations to be made to the property. The original request made in October 2022 had not been complied with by February 2023. By February 2024, one matter had been dealt with, but two others remained outstanding. The investigation found poor record keeping by the Council which undermined the ability of the Housing Officer (HO) to establish a timeline of events or review communication by the Council with the resident / compliance with policy. The report

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concluded that although both outstanding repairs had been completed, unfortunately one of them had since failed.

- **Structural problems with the balcony and wall**

2.8.4 There were delays by the Council in actioning the resident's report of problems with the balcony and external wall. The bricks were crumbling and fencing panels coming away from the wall. The Council failed to progress any repair works following an inspection in March 2023. The Council apologised for this and re-inspected in March 2024 but by August 2024 again no action had been taken. Although the Council did subsequently complete an updated specification of works, that exercise in itself appeared to indicate that there was a significant problem with moisture in the fabric of the building. The Council did not make it clear that this may well be linked to the overall issues of damp and mould in the property.

2.8.5 *"The landlord's handling of the problems with the resident's external walls and balcony were poor and indicate significant failings. It has failed to meet its obligations under section 11 of the Landlord and Tenant Act. Its inspections and record keeping were inadequate. It failed to act to resolve the problems for an unacceptable amount of time. If there is a correlation between the damaged exterior and the internal damp and mould, the 2-year delay to address it has been of serious detriment to the resident who is vulnerable. We have therefore made orders for redress regarding its handling of this matter."*

- **Leak to the communal entrance**

2.8.6 There were delays by the Council in carrying out roof repairs which would have prevented rain leaking into the communal hallway. The Council failed to prioritise these works even after the resident had complained in February 2024 including reporting that she had slipped on the wet floor. The report notes significant issues with extensive surface water, peeling debris from the ceiling and the floor lifting.

2.8.7 Roofers booked in to carry out works failed to attend in April 2024 and works were later carried out in July 2024. In January 2025 the Council decided that the whole of the roof would need to be replaced and this was scheduled for June 2025.

2.8.8 Whilst the Housing Ombudsman acknowledged that there was increased demand for roofing repairs in the relevant period due to factors outside the Council's control, consideration should have been given to implementing mitigating measures such as additional cleaning and removal of water after rain.

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- 2.8.9 *“Overall, there were considerable failings by landlord as it did not demonstrate that it fully adhered to its repairs policy in its handling of the leaks to the communal hallway. While its struggle to keep up with demand for its roofing service was unavoidable, it did not consider the impact on, or the risk to, its residents. Its failure to keep the resident informed has led to anger and frustration, which, if allowed to continue, has the potential to damage the landlord tenant relationship.”*
- 2.9 With regard to the “orders” set out in paragraph 2.4 officers can confirm that a. (apology) and g. (payment of compensation) have been actioned together with the remedial works to the communal entrance roof and the internal decorations to the communal hallway. From the damp and mould survey two areas were identified that are to be treated on 11<sup>th</sup> August 2025. There is an outstanding item where the Occupational Therapist is seeking to reassess the customer’s needs. This has been delayed due to personal circumstances however contact is ongoing to provide a timely assessment.
- 2.10 The review of the complaint procedure regarding timescales for escalating complaints was completed on 14<sup>th</sup> April 2025 and is included in the current Housing Complaints Standard approved by Executive on 10<sup>th</sup> June 2025.
- 2.11 All orders listed within the determination were completed and evidenced within the timescale set by the Housing Ombudsman.
- 2.12 With regard to the recommendation that the Council review its record keeping processes, officers can update Members that Housing Property Services are now utilising the Housing Civica CX system to store notes.

**3. OPERATIONAL ISSUES**

- 3.1 In accordance with paragraph 12.3 of the Articles of the Constitution, the Monitoring Officer is required to report to the Executive Committee (or Council for non-executive functions) if any decision or omission has given rise to maladministration. This report concerns actions that the Housing Ombudsman has determined were maladministration / service failings.
- 3.2 This report also helps to ensure that the Council is reporting in an open and transparent manner on findings arising from an investigation conducted by the Housing Ombudsman and on the action that has been taken in response.

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**4. FINANCIAL IMPLICATIONS**

- 4.1 There are no direct financial implications arising out of the report, other than the recommendation for the payment to the resident of compensation of £2,200. The compensation was paid from the Housing Revenue Account.

**5. LEGAL IMPLICATIONS**

- 5.1 This report is required under Section 5A of the Local Government and Housing Act 1989 in view of the decision by the Housing Ombudsman.

**6. OTHER - IMPLICATIONS**

**Local Government Reorganisation Implications**

- 6.1 There are no direct implications for Local Government Reorganisation.

**Relevant Council Priority**

- 6.2 The requirement for the Monitoring Officer to report findings of maladministration is relevant to all of the Council's priorities.

**Climate Change Implications**

- 6.3 There are no specific climate change implications.

**Equalities and Diversity Implications**

- 6.4 Working with the Council's tenants it is imperative the Council identifies issues that may require services to be adjusted to meet the individual needs identified. Work is ongoing as part of the Housing Improvement Plan to ensure that relevant training is developed and delivered across the Housing Service.

**7. RISK MANAGEMENT**

- 7.1 The main risks identified in relation to this report are the risk of the Council being found to have caused maladministration in the future, and the negative impact on residents of delays in carrying out repairs and works and failings in the complaint handling system when such delays are reported.



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- 7.2 The risks are being managed by compliance with the recommendations set out in the Housing Ombudsman's report and form an integral part of the Housing Improvement Plan to ensure the Council can meet the Consumer Standards set by the Regulator for Social Housing.

**8. APPENDICES and BACKGROUND PAPERS**

Appendix 1 Housing Ombudsman Report reference 202417927

**9. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillors Jane Spilsbury and Bill Hartnett	
Lead Director / Head of Service	Claire Felton Assistant Director for Legal Democratic and Procurement Services  Simon Parry – Assistant Director of Environmental and Housing Property Services	
Financial Services	Bob Watson – Section 151 Officer and Director of Finance	
Legal Services	Nicola Cummings – Principal Solicitor	

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# Housing

## Ombudsman Service

# REPORT

*COMPLAINT 202417927*

*Redditch Borough Council*

*30 June 2025*

## Our approach

The Housing Ombudsman's approach to investigating and determining complaints is to decide what is fair in all the circumstances of the case. This is set out in the Housing Act 1996 and the Housing Ombudsman Scheme (the Scheme). The Ombudsman considers the evidence and looks to see if there has been any 'maladministration', for example whether the landlord has failed to keep to the law, followed proper procedure, followed good practice or behaved in a reasonable and competent manner.

Both the resident and the landlord have submitted information to the Ombudsman and this has been carefully considered. Their accounts of what has happened are summarised below. This report is not an exhaustive description of all the events that have occurred in relation to this case, but an outline of the key issues as a background to the investigation's findings.

## The complaint

1. The complaint is about the landlord's handling of:
  - a. The resident's reports of damp and mould in the property.
  - b. The installation and maintenance of aids and adaptations.
  - c. The resident's reports of structural problems with the balcony wall.
  - d. The resident's reports of a leak to the communal entrance.

## Background

2. The resident is a secure tenant of the landlord which is a council. The resident has vulnerabilities [REDACTED] and this is known to the landlord.  
[REDACTED]  
[REDACTED]  
[REDACTED]
3. There have been historical problems of re-occurring damp and mould in the resident's property and re-occurring leaks in the block's hallway.
4. The resident raised a formal complaint on 8 February 2024. She complained a number of repairs were outstanding that were reported a year before. A leak in the communal hallway, that often caused flooding had not been repaired. It was now causing the flooring to lift. She [REDACTED] had already slipped on it. She had damp and mould that had been treated several times but has kept coming back. She wanted compensation for the numerous belongings damaged by mould. Her occupational therapist had made recommendations for adaptations that were still outstanding. Inspections had identified a problem

with her balcony wall crumbling and the need to replace all her windows, but nothing had progressed.

5. The landlord issued its stage 1 response on 11 March 2024. It said the resident had refused access to an inspection on 16 February 2024, as she had a compensation claim in progress. A new appointment had been agreed to assess any underlying cause of damp and mould on 14 March 2024. At the same time the inspector would revisit the issue of the crumbling wall, damaged fence and water ingress to the block. It apologised this had not progressed from its visit in March 2023. All window replacement had been put on hold due to budget constraints. Her windows would be completed in the next financial year. It understood her bath had been replaced but a [REDACTED] had been overlooked, it planned to install it the same week. It had installed a [REDACTED] but was not aware it had failed, it would send someone out to repair it. Her front door was on the fire upgrade list to be replaced in due course. If a [REDACTED] could be fitted it would do so at this time.
6. On 15 April 2024 the resident advised the landlord's complaints team that none of the work agreed had progressed and asked who she should contact. It said it would speak to the relevant managers who would contact her. On our on 13 August 2024, she asked it to escalate her complaint to stage 2. It emailed her on 15 August 2024 and declined her request as she was out of time.
7. On 12 February 2025 the landlord formally reiterated its rejection of her request to escalate to stage 2 because it was out of time. It commented that there had "been unacceptable delays in completing the works" so made a goodwill gesture offer of £50.
8. The landlord issued a full stage 2 response on 26 February 2025. It said it was satisfied it had acted on the resident's reports of damp and mould. It cited a number of no access attendances and times the resident delayed or re-arranged the appointments.
9. The landlord also said it addressed 3 reports of a leak to the communal area between 11 December 2023 and 9 June 2024. It completed repairs in December 2023 and has agreed to a full roof replacement, starting in June 2025. It said a backlog of roofing works had caused a delay. It said no access could be gained for an appointment [REDACTED] on 9 September 2024. It had no notes from its inspection of the balcony on 14 March 2024 and no jobs were raised. It intended to arrange another inspection.
10. The resident was not satisfied with the landlord's response. She said its goodwill gesture was not reflective of the problems experienced and it had not resolved the repair issues, particularly the damp and mould.

## Assessment and findings

### *Scope of investigation*

11. The resident raised concerns that the landlord's inability to resolve the damp and mould was impacting on her and her son's health [REDACTED]. The courts are the most effective place for disputes about personal injury and illness. This is largely because independent medical experts are appointed to give evidence. They have a duty to the court to provide unbiased insights into the diagnosis, prognosis, and cause of any illness or injury. When disputes arise over the cause of an injury, oral testimony can be examined in court. Therefore, the complaint about the impact of the damp and mould on her and her son's health is better dealt with via the court

### *Damp and mould*

12. Landlords must ensure that properties they rent out are fit for human habitation. The main source of this duty is section 9A of the Landlord and Tenant Act 1985. A property can be deemed unfit because of the presence of damp and mould.
13. Despite previous treatments the year before, the landlord logged reports of damp and mould 3 times at the resident's property between February and December 2023. The repair records were not clear on outcomes and actions, but it mentioned a mould treatment on 21 February 2023 and again on 4 December 2023.
14. The landlord raised a further damp inspection just a month later on 20 January 2024, as the resident had reported the mould had returned.
15. In her complaint on 8 February 2024, the resident said the landlord had failed to address the damp and mould in her property. It had cleaned and painted over it several times, but it just kept coming back. She raised her health concerns about the mould, [REDACTED]  
[REDACTED]
16. The Government has guidance for housing providers on the health impacts of damp and mould. It states that damp and mould pose a risk to anyone's health and should always be acted on quickly. However, it is particularly important that it is addressed with urgency for the groups more vulnerable to significant health impacts. [REDACTED]  
[REDACTED]
17. As this was a re-occurring issue and household members were at [REDACTED] risk of the impacts of damp and mould, we would expect to see the landlord respond

with a level of urgency. It made an appointment for the surveyor to attend on 16 February 2024, which was appropriate.

18. The landlord's complaint response of 11 March 2024 said the resident did not give access on the day. This was because she had a compensation claim outstanding. She disputed this, stating that she had forgotten about the appointment as she had been up all night [REDACTED]. She said the same surveyor had attended the previous year. She told him it was the exact same problem, and she thought he could address it as he had seen it before.
19. The landlord said it had arranged a further appointment for the surveyor and senior trades person to attend on 14 March 2024. This was to determine the underlying cause.
20. This was appropriate action for the landlord to take, as government guidance stresses simply removing surface mould will not prevent the damp and mould from reappearing. It is important to identify and tackle the underlying causes of it, including building deficiencies, inadequate ventilation, and condensation. However, there were no records of the outcomes from the visit or evidence of any follow up work.
21. The resident contacted the landlord on 15 April 2024. She raised concerns that the repair actions agreed in its stage 1 response were not progressing and asked who she should contact. It said it would refer her concerns to the relevant manager who would be in touch with her directly.
22. The landlord did not take any further action until the resident contacted this Service in August 2024. For a reoccurring issue, with a household at [REDACTED] risk of the impacts of damp and mould, its lack of action did not demonstrate the level of urgency guidance requires.
23. On this Service's advice, the resident escalated her complaint. The landlord refused the request. It said she was out of time. It advised her its policy requires that escalation requests are made within 10 days of the stage 1 response. This Service did not consider 10 working days to be a reasonable amount of time in which to escalate her complaint. Particularly in respect of a complaint about repairs, where its routine response time is 20 working days. She raised her concerns about the complaint outcome within a month, in April 2024. It was apparent by this date it had not resolved her repairs within its response times. That it did not respond to her concerns, was a failing.
24. The landlord raised an order on 15 August 2024 for an operative to attend to inspect again and "treat if time allowed". As it had not diagnosed an underlying cause, the treatment could only have been another mould wash. This was not

appropriate. It had taken this action several times without success and its complaint response had committed to determine any underlying cause.

25. Unfortunately, in September 2024 the resident had to cancel 2 appointments to either inspect or treat the damp and mould because of ill health. [REDACTED]  
[REDACTED]  
[REDACTED] The landlord cannot be held responsible for delays caused by access as this is outside of its control.
26. The repair records indicate neither party revisited the damp and mould until 8 January 2025 when a mould inspection was arranged. This was a shortcoming by the landlord, it was on notice of damp and mould in the property and the vulnerabilities of the household. However, it would have been helpful for the resident to have chased it up during this time.
27. The resident had to re-schedule this appointment twice until 26 February 2025. This again was due to her and her family's ill health, which was unfortunate, but was a delay also outside of the landlord's control.
28. An email on 25 February 2025 details the landlord's inspection of the property. It was not clear what date it completed the inspection. It reported no extractor fan in the kitchen. It highlighted the poor condition of its early second-generation double-glazed windows. Glazed panels had blown, and the trickle vents were seized shut. It is highly likely that the lack of ventilation, and poor functioning double glazing would have contributed to the damp and mould in the property.
29. The resident's need for new windows had previously been identified. The landlord said in March 2024 that it had exhausted its budget for window replacements. It had put them on hold until the new budget in April 2024. It explained there would be a backlog, but her window replacement would be within the new financial year. Better functioning double glazing should contribute to reducing moisture in the property and help ease the damp and mould.
30. The landlord identified the need for new windows again in February 2025. It was coming to the end of the financial year in which the resident's windows were due to be replaced. At this stage she should have had at least a date for fitting, to meet its stage 1 commitment to replace them in this financial year. The re-occurring damp and mould and the household vulnerabilities should have made the resident a priority on its replacement programme. Not progressing with the agreed window replacement for a further year was a failing as it had also not clarified whether any interim repairs were required and completed.



31. The landlord's inspection recommended a mould treatment in 2 bedrooms followed by applying a barrier paint and a coat of 360 anti-mould paint. Without work to improve the ventilation in the property prior to treatment, mould removal would be an ineffective solution as it had been in the past.
32. Following intervention from this Service, the landlord provided a stage 2 response on 12 February 2025. It was our view that the resident had tried to escalate her complaint in April 2024. It should have logged a new complaint for her at that point as its process meant that she was out of time for an escalation. In providing such a delayed response, it focused considerably on matters from the time of our intervention in August 2024. From this date, the resident, known to be vulnerable, experienced particularly poor health. This impacted on her ability to provide access and inevitably caused delays outside of its control.
33. The landlord's response lacked focus on the period just prior to this, which the resident was complaining about. It did not adequately assess that had it followed through with the repair actions agreed in its response of 11 March 2024, matters should not have still been outstanding in September 2024 [REDACTED] Nor did it acknowledge that the matter had only progressed because of her continued complaint and our intervention.
34. The landlord's final response was that it found no service failure in acting on her reports of damp and mould, as it had attempted to attend. The resident's complaint, however, was that it had not addressed the damp and mould appropriately. She complained they attended but continued to wash and paint over it, which was not resolving the issue. She escalated her complaint because it committed to determine the root cause at stage 1 but did not implement the actions agreed.
35. The landlord's response gave little regard to the fact that the inspection on 14 March 2024, the action from its stage 1 response, produced no outcome. Its stage 2 response a year later acknowledged that there were no records available, and it progressed no actions from this inspection. Further inspections were only raised in response to her ongoing complaints. As a result, it did not apologise or offer any redress. It was clear from its inspection in February 2025 that at a minimum there was an issue with ventilation in the property, which would affect damp and mould. Its damp and mould inspections in 2023 and 2024 did not identify this, which questions the quality of its damp inspections.
36. The landlord's original stage 2 response acknowledged that there were "unacceptable delays" in completing works and offered the resident £50 as a goodwill gesture.
37. Remedies should be commensurate to the distress and inconvenience caused to the resident. Since early 2023, the landlord had failed to identify the root

cause of the damp problem, and despite committing to do this in 2024, it continued to offer the same treatment, which was having no effect. The detriment to the resident in not resolving this for this length of time was significant. The household was vulnerable and at a [REDACTED] risk of the health impacts of damp and mould. The offer was not proportionate to the service failing and the inconvenience experienced. It was also below the range the Ombudsman would order for a failing that had a significant and prolonged impact on a resident.

38. The landlord was silent on the resident's request for compensation for the damage caused by the damp and mould to her furniture and belongings. It should have provided her with the details of its insurers to make a claim for her losses.
39. Overall, the landlord's handling of the resident's damp and mould was poor. Its attempt to put matters right consisted of replacing the windows within the year and completing a damp inspection to identify the underlying cause. It could not evidence that it progressed either. Despite the mitigating factor of the cancellations and no access by the resident, an offer of £50 redress was not proportionate. It demonstrated no regard for the household vulnerabilities. It continued to repeat ineffective treatment, causing inconvenience and prolonged detriment to the resident. Its complaint process did not recognise its failings, which meant it did not apologise, put things right or offer appropriate redress. We have therefore made orders for redress regarding its handling of this matter.

#### *Aids and adaptations*

40. The landlord's aids and adaptations policy recognise that the timely provision of minor adaptations can often sustain the independence of its residents and postpone the need for substantial major adaptations. It therefore sees the provision of minor adaptations as an important preventative service.
41. The policy explains minor adaptations as those usually costing under £1,500. Major adaptations include extensive structural alterations such as extensions to properties, improvements, or additions to the fabric of the property that will normally cost between £1,500 and £30,000.
42. The landlord has a partnership referral process in place with its local NHS trust. Community occupational therapists (OT) assess the resident's needs and make recommendations to the landlord for equipment and adaptations.
43. On 21 October 2022 the community OT sent a request for 3 adaptations to assist the resident in her home. These were to:

- a.
- b.
- c.

44. There is no indication that the landlord responded to this request. It is not clear whether this was because it ignored the request or was a record keeping failure.

Any delay in addressing this does not align with its policy commitment to sustain resident independence.

45. On 23 February 2023, the community OT sent the landlord a further request

It referenced a site meeting with the landlord.

46. This suggests that the landlord had not actioned the October 2022 request for an adaptation. This does not support its policy commitment to provide timely adaptations. With no records on the issue, it has failed to demonstrate how it responded to the resident's request for this adaptation. As such, we cannot assess that it responded appropriately or adhered to its policy.

47. Clear record keeping is a core function of a repairs service. This is not only so that landlords can provide evidence of events and actions taken when requested for an investigation. It is because this also assists the landlord in its understanding of the condition of a property, monitoring outstanding works and providing accurate information to residents. Records also serve as evidence in any external processes which the resident and landlord may engage in.

48. The resident's complaint in February 2024 stated that the bath was replaced. This confirmed that it actioned this but again failed to log details appropriately in its records.

49. The resident complained that some adaptations from the OT's original request were still outstanding. The landlord acknowledged an oversight. It apologised and arranged an urgent appointment which was appropriate.

50. The complaint investigation determined that it had fitted a but this had since failed. Again, there was no evidence of this in its records. It told the resident the OT had not notified it of this, as the resident had thought. The landlord is only required to act on repairs once they are reported or identified.

Any delay in completing a repair that has not been reported cannot be considered a service failure.

51. To resolve the issue, the landlord offered to look at the [REDACTED] to see if it could be repaired. It advised her front door was on the fire upgrade list and would be replaced "in due course". If it could, it would install [REDACTED] then. This was only reasonable if it could address the issue with the [REDACTED]. [REDACTED]

52. The landlord attended to inspect the [REDACTED] on 22 August 2024. This was 5 months after its response. This was not a timely approach to an adaptation or conducive to sustaining a resident's independence.

53. Where a landlord receives notice of a vulnerability, it would be required in line with the Equality Act 2010 to consider whether the resident has a disability as defined by law. Where on notice, it must consider whether its decision making, or actions, could place a person at a particular disadvantage because of their vulnerabilities. The Act also states that landlords have a duty to make reasonable adjustments for residents who are at a substantial disadvantage compared to people who do not have a disability.

54. [REDACTED]

55. The landlord has not adequately demonstrated that it adhered to its policies and processes in dealing with the resident's requests for adaptations. We conclude that there was a significant failing in its handling of this matter.

*Structural problems with the balcony and wall*

56. On 26 April 2024, the landlord attended to inspect a report from the resident of problems with the balcony and external wall. Its records showed no details of the outcome or any follow-up works.
57. In her complaint of 8 February 2024, the resident said that nothing had progressed from the inspection a year ago. She said at the time the landlord noted structural problems with the balcony wall, the bricks were crumbling, and fencing panels were broken and had come away from the wall.
58. In the landlord's response of 11 March 2024, it apologised that the work had not progressed from the inspection raised in March 2023. It advised a further inspection was arranged for 14 March 2024. Following this, it would raise all the

work and the inspector would ensure that it provided her with a list of dates the work was to be carried out.

59. In her escalation request in August 2024, the resident complained that following the second inspection of the balcony in March 2024, she had heard nothing further.
60. In response, the landlord said that “unfortunately, there were no notes or jobs raised following attendance on 14th March 2024”. It said it would arrange an inspection for this as soon as possible and she would be notified accordingly.
61. The landlord has an obligation to repair and maintain the structure and exterior of the building. Any repairs identified should be completed within a reasonable time. Its repairs policy commits to responding to routine repairs within 20 working days. It had been on notice of the fault since 21 April 2023 and had exceeded its policy response time by almost 2 years. Its action to put matters right was to arrange a third technical inspection.
62. The landlord’s response was not reasonable. To repeat the same failing showed it had taken no learning from the resident’s complaint or made any service improvements to ensure it did not happen again. Its complaint response did not acknowledge its failure to act on the inspection for a second year was a further failing. As a result, it did not apologise to her or consider offering her any redress.
63. The landlord has since provided an undated specification of work with photographs of widespread damage to the balcony. This includes crumbling brick (often a result of water damage) and rotting woodwork, which appeared damp. The external walls show significant efflorescence, which indicates moisture problems in the walls.
64. This evidence suggests there is a significant problem with moisture in the fabric of the building. It did not make clear if this was a contributory factor to the internal damp and mould. As this was recurrent on the outside walls, it was difficult to see how it could not be.
65. The landlord’s handling of the problems with the resident’s external walls and balcony was poor and indicate significant failings. It has failed to meet its obligations under section 11 of the Landlord and Tenant Act. Its inspections and record keeping were inadequate. It failed to act to resolve the problems for an unacceptable amount of time. If there is a correlation between the damaged exterior and the internal damp and mould, the 2-year delay to address it has been of serious detriment to the resident who is vulnerable. We have therefore made orders for redress regarding its handling of this matter.

*Leak to the communal entrance*

66. The landlord's repairing obligations under the Landlord and Tenant Act 1985 require it to repair and maintain the structure of the property, which includes any shared parts of the building which the home is a part of.
67. The landlord's repair records for the block show that a leak above the communal entrance into the hallway has been a reoccurring issue since early 2022.
68. The resident's complaint of 8 February 2024 said that the communal hallway floods every time it rains. She said she had reported the leaks many times, and sent in photographs and videos, but the landlord had still not resolved the problem. She told it she [REDACTED] had already slipped on the wet floor.
69. In the landlord's response, it apologised that this was one of the issues that had not been resolved following the inspection in March 2023. It confirmed it had booked a job to address the leak on 11 April 2024.
70. The landlord, however, was silent on her report of falling on the wet floor. This should have been a trigger for it to consider any health and safety implications. It should have contacted her about her fall and written up an incident report. It would also have been appropriate to provide her with details of its insurers should she wish to make a personal injury claim.
71. Pictures from the resident show the surface water on the internal floor was quite extensive. They also showed the communal hall was filthy, creating a slimy surface. There was significant peeling debris hanging from the ceiling. With the flooring reportedly lifting, the area presented several hazards, which were a health and safety issue.
72. The resident tried to escalate her complaint in April 2024 when the contractors failed to attend to address the leak on 11 April 2024, as agreed at stage 1. The landlord did not respond to her report of a no-show by the roofers. She contacted the repairs team herself and was told no roofer would be available until June 2024.
73. In its stage 2 response on 12 February 2025, the landlord said it had responded to all reports of the roof leaking since May 2022. It inspected the same day following a report on 11 December 2023. It raised works on 21 December 2023 to remove a small tree causing the problem. It said it had completed the work but did not specify when. It also did not explain why it took 10 days to raise the works following the inspection.
74. The landlord said following a report of a further leak on 20 Jan 2024, it inspected again on 1 February 2024 and completed follow-on works on 11 July 2024. It received another report on 17 January 2025 and agreed to the work to replace the whole roof beginning on 9 June 2025. It omitted to explain why the

roofers did not attend the pre-arranged appointment on 11 April 2024 as set out in its stage 1 response.

75. There were extensive delays of 6 months in the landlord's repair response to the last 2 reports of a leak. This significantly exceeded its target response time of 20 working days for routine repairs.
76. The landlord said the delays were because of a backlog of roofing works, which had been exacerbated by two storms in the last year. It said it had to prioritise works that were urgent, which resulted in the delays in attending.
77. Events will occasionally occur that place unprecedented demand for services. The increased demand for the landlord's roofing service was an event outside of its control and it was appropriate for it to prioritise more urgent works over others. However, when works are delayed, it needs to keep residents informed, provide regular updates and the reasons for the delay. There was no evidence that it did until its stage 2 complaint response, which was not appropriate.
78. The landlord should also have considered the risk involved in a delay to the work and whether it could do anything in the interim to mitigate against it. It should have had an action plan in place to increase the cleaning and regularly check and remove the ceiling debris. It should have removed the internal surface water following any rain and put up warning signs for the hazard of a slippery surface. The evidence suggests it did nothing to mitigate against the risk of an accident in the interim, which was a service failing.
79. Overall, there were considerable failings by landlord as it did not demonstrate that it fully adhered to its repairs policy in its handling of the leaks to the communal hallway. While its struggle to keep up with demand for its roofing service was unavoidable, it did not consider the impact on, or the risk to, its residents. Its failure to keep the resident informed has led to anger and frustration, which, if allowed to continue, has the potential to damage the landlord tenant relationship.

### **Determination**

80. In accordance with paragraph 52 of the Scheme there was maladministration in the landlord's handling of:
  - a. The resident's reports of damp and mould in the property.
  - b. The installation and maintenance of the resident's aids and adaptations.
  - c. The resident's reports of structural problems with the balcony and wall.
  - d. The resident's reports of a leak to the communal entrance.

### **Orders**

81. The landlord must take the following actions within 4 weeks of the date of this report:
- a. Send a written apology to the resident for the failings identified in this investigation.
  - b. Arrange for an independent damp specialist to carry out a full damp survey on the property.
  - c. Review the resident's current accessibility in and out of her property. Following this it must assess any necessary adjustments or further adaptations and whether a further OH assessment is required. It must communicate the outcome to the resident within 4 weeks of this report.
  - d. Provide confirmation that it has completed the roof replacement work that should have started on 9 June 2025.
  - e. Provide a specification and timeframe for carrying out all necessary remedial work, following the leaks in the communal entrance.
  - f. Assist the resident with a claim against its insurers for damage to her belongings from the damp and mould
  - g. Pay the resident £2,200 compensation, which includes the £50 previously offered. Broken down as follows:
    - i. £750 for the distress and inconvenience caused by its failure to appropriately address the damp and mould.
    - ii. £700 for the distress and inconvenience caused by its failure to address the structural damage to the balcony and wall.
    - iii. £450 for the resident's time and trouble caused by the failings identified in the landlord's handling of the communal leak.
    - iv. £300 for the distress and inconvenience caused by the delay in installing and repairing the resident's adaptations.
  - h. Provide documentary evidence of compliance with the above orders.
82. The landlord must review its complaint procedure in respect of timescales for requesting escalation to ensure it is compliant with the Ombudsman's Complaint Handling Code. The landlord must complete this review within 8 weeks of the date of this determination. If its policy has already changed – it must confirm this to us.

### **Recommendations**

83. The Ombudsman recommends that:



- a. The landlord reviews its record keeping processes. In doing so it may want to consider self-assessing against the recommendations made in our spotlight report on knowledge and information management.

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**REDDITCH BOROUGH COUNCIL**

**Executive Committee named on**  
**September 2025**

**2nd**

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**Housing Ombudsman findings – Report 2 ref 202331009**

Relevant Portfolio Holder	Councillor Jane Spilsbury and Bill Hartnett
Portfolio Holder Consulted	
Relevant Head of Service	Claire Felton
Report Author  Claire Felton	Job Title: Assistant Director for Legal, Democratic and Procurement Services Email: c.felton@bromsgroveandredditch.gov.uk Contact Tel: 01527 64254
Wards Affected	N/A
Ward Councillor(s) consulted	N/A
Relevant Strategic Purpose(s)	All
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**1. RECOMMENDATIONS**

**The Executive Committee is asked to RESOLVE that:-**

**1) The findings, orders and recommendation from the Housing Ombudsman be noted.**

**2) Compliance with those matters by the Council and the wider learning points be noted.**

**2. BACKGROUND**

- 2.1 The complaint considered by the Housing Ombudsman concerned the Council response to the resident's concerns of damp and mould, and the Council's complaint handling.
- 2.2 The Housing Ombudsman found there was maladministration in the Council's response to the resident's reports of damp and mould.
- 2.3 The Housing Ombudsman found there was maladministration in the Council's complaint handling.

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- 2.4 The matter was determined by the Housing Ombudsman on 17<sup>th</sup> June 2025 (ref 202331009), and a copy of the anonymised report is attached at Appendix 1. The Housing Ombudsman ordered that the Council:-
- (a) Arrange for a senior manager to apologise to the resident in writing for the failings.
  - (b) Pay the resident £800 compensation comprised of:-
    - (i) £600 for the distress, inconvenience, time and trouble caused by the Council's handling of their reports of damp and mould.
    - (ii) £200 for the distress, inconvenience, time and trouble caused by the Council's handling of their complaint.
  - (c) Within 4 weeks of the date of the determination the Council is ordered to inspect the guttering at the property to ensure that it has addressed the issues identified by the Council's surveyor. In the event that the guttering still needs repair, the Council must complete the repairs within a further 4 weeks.
  - (d) The Council must provide the Ombudsman with evidence of compliance with the orders within the deadlines above.
- 2.5 In addition to the "Orders" listed above, the Ombudsman's report also includes a "Recommendation". This is linked to an earlier finding of maladministration in a similar complaint that was determined by the Ombudsman in May 2024. In that case, which was reported to Members in January 2025, there were findings against the Council in relation to the authority's handling of damp and mould complaints, requests for non-damp and mould repairs and investigations into reports of a ticking notice.
- 2.6 In the May 2024 matter (ref 202216635), the orders included the following learning points:-
- That a senior management review of the case be carried out to identify what went wrong and what the Council would do differently.
  - That the Council consider developing a policy and procedure on compensation and noise complaints.
  - That relevant staff be trained in relation to dealing with queries from vulnerable customers.
  - That relevant staff complete the learning modules on the Ombudsman Landlord's Learning Hub for noise complaints, knowledge information management and attitudes, respect and rights.

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- 2.7 In this latest case when referring to case reference 202216635 the Ombudsman's report stated as follows:-

*"The Ombudsman previously ordered the landlord to undertake a case review which included an assessment against our Spotlight report on damp and mould. Some of the issues identified in this case are similar. The landlord has demonstrated compliance with the previous wider order made on case 202216635. Therefore, we have not made any orders on this case, which would duplicate those already made. It should, however, consider whether there are any additional issues arising from this later case that require further review or action."*

- 2.8 The orders including the compensation payment and other actions listed at paragraph 24 (a) to (d) were all completed and evidenced to the Housing Ombudsman within the 4-week timescale set.
- 2.9 Members may want to consider whether any further follow up action is required by officers given the similarities between the issues raised in the latest case and that of case reference 202216635. Officers can advise Members that the assessment against the spotlight report on Damp and Mould has led to the creation of additional capacity and the expansion of the Housing Property Services team to create a dedicated Damp and Mould Team that was approved by Executive.

**3. OPERATIONAL ISSUES**

- 3.1 In accordance with paragraph 12.3 of the Articles of the Constitution, the Monitoring Officer is required to report to Executive (or Council for non-executive functions) if any decision or omission has given rise to maladministration. This report concerns actions that the Housing Ombudsman has determined were maladministration/ service failings.
- 3.2 This report also helps to ensure that the Council is reporting in an open and transparent manner on findings arising from an investigation conducted by the Housing Ombudsman and on the action that has been taken in response.

**4. FINANCIAL IMPLICATIONS**

- 4.1 There are no direct financial implications arising out of the report, other than the order from the Housing Ombudsman for the Council to make a payment to the resident in compensation of £800. The compensation was paid in accordance with the Housing Ombudsman's order, from the Housing Revenue Account.

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**5. LEGAL IMPLICATIONS**

- 5.1 This report is required under Section 5A of the Local Government and Housing Act 1989 in view of the decision by the Housing Ombudsman.

**6. OTHER - IMPLICATIONS**

**Local Government Reorganisation Implications**

- 6.1 There are no direct implications for Local Government Reorganisation.

**Relevant Council Priorities**

- 6.2 The requirement for the Monitoring Officer to report findings of maladministration is relevant to all of the Council's priorities.

**Climate Change Implications**

- 6.3 There are no specific climate change implications.

**Equalities and Diversity Implications**

- 6.4 There are no implications for Equalities and Diversities arising out of the report.

**7. RISK MANAGEMENT**

- 7.1 The main risks identified in relation to this report are the risk of the Council being found to have caused maladministration in the future, and the negative impact on residents of failings in the complaint handling system when the Council is responding to reports of damp and mould and general housing disrepair.

- 7.2 The risks are being managed by compliance with the recommendations and on-going training. In addition to this, since the events in the complaint took place, the Council has updated the authority's processes around responding to complaints of damp and mould and committed additional resources to tackling this problem through the implementation of the Damp and Mould business case.

**8. APPENDICES and BACKGROUND PAPERS**

Appendix 1 Housing Ombudsman Report reference 202331009.

**Background Papers**

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Report on Housing Ombudsman Findings Dated 14<sup>th</sup> January 2025.

**9. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillors Jane Spilsbury and Bill Hartnett	
Lead Director / Head of Service	Claire Felton Assistant Director for Legal Democratic and Procurement Services  Simon Parry – Assistant Director of Environmental and Housing Property Services	
Financial Services	Bob Watson – Section 151 Officer and Director of Finance	
Legal Services	Nicola Cummings – Principal Solicitor	

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# Housing

## Ombudsman Service

# REPORT

*COMPLAINT 202331009*

*Redditch Borough Council*

*17 June 2025*

**Our approach**

The Housing Ombudsman's approach to investigating and determining complaints is to decide what is fair in all the circumstances of the case. This is set out in the Housing Act 1996 and the Housing Ombudsman Scheme (the Scheme). The Ombudsman considers the evidence and looks to see if there has been any 'maladministration', for example whether the landlord has failed to keep to the law, followed proper procedure, followed good practice or behaved in a reasonable and competent manner.

Both the resident and the landlord have submitted information to the Ombudsman and this has been carefully considered. Their accounts of what has happened are summarised below. This report is not an exhaustive description of all the events that have occurred in relation to this case, but an outline of the key issues as a background to the investigation's findings.

**The complaint**

1. The complaint is about the landlord's handling of the resident's reports of damp and mould.
2. The Ombudsman has also investigated the landlord's complaint handling.

**Background**

3. The resident has been a secure tenant at the property since 10 November 2022. The property is a 2-bedroom ground floor flat.
4. On 11 July 2023 the landlord raised a repair job to assess mould throughout the property. An operative attended on 18 July 2023 but noted that they had found no visible signs of mould and asked the resident to call back if she had any further concerns.
5. On 22 August 2023 the resident reported that mould was an issue again. She cancelled an appointment for the landlord to attend on 30 August 2023 which it rearranged for 5 September 2023. It then raised 2 further jobs to treat mould in the living room and install 2 air bricks in the living room and bedroom.
6. The resident complained on 2 October 2023. She said that:
  - a. Her furniture had been damaged due to the mould.
  - b. The property did not have enough ventilation.
  - c. A representative from the landlord's insurance company had attended the property that day and said her claim for damaged items would not be successful.

- d. The operative that sprayed the wall to treat the mould had got paint all over the new laminate flooring and sofa.
7. The landlord acknowledged the complaint on 2 October 2023. The insurance company emailed the resident on 4 October 2023. It said that it was making further enquiries with the landlord about the repair history at the property.
8. On 12 October 2023 a building surveyor completed a survey of the property and provided a schedule for reinstatement works. The surveyor used a moisture meter to take readings during the inspection. The survey report said that:
  - a. The living room showed no visible sign of damp. However, the moisture meter showed that it was at risk of damp. Therefore, it recommended remedial external repairs to reduce the ground level to 150mm below the damp proof course and cut back overgrown vegetation.
  - b. The kitchen showed no visible sign of damp or mould. However, the moisture meter again showed that it was at risk. Therefore, it recommended remedial repairs to supply and install a mechanical extractor.
  - c. The bathroom had a small patch of mould staining. The existing extractor was not adequate. Therefore, it recommended that the landlord fitted a new extractor and applied a mould treatment to the area of staining.
  - d. There was minimal evidence of mould staining on the walls in bedroom 1 but the moisture meter showed that the walls were wet. It recommended that the landlord reduced the external ground level to 150mm below the damp proof course and constructed a soakaway.
  - e. There were minimal signs that bedroom 2 was excessively cold. The surveyor could not access the outside wall to take a moisture reading but it recommended that the landlord carried out the same work as in bedroom 1.
  - f. There was also evidence of a leaking rainwater gutter causing long term staining on the external brickwork with excess water being dumped onto the already soaked ground.
9. On 19 October 2023 the landlord emailed the resident to request a further 10 days to respond to the complaint. It provided a stage 1 complaint response on 27 October 2023. It said that:
  - a. It would replace the kitchen and bathroom extractor fans that week.
  - b. A surveyor had taken moisture readings and the additional ventilation would “help with this”.
  - c. It had offered to clean the paint off the floor but the resident had declined this and said she was just happy to get the ventilation resolved.

- d. Compensation was “outside the remit” of the repairs and maintenance team. However, if she wanted to request compensation, she could contact the relevant service or claim via a page on its website (link provided).
10. The resident asked the landlord to escalate the complaint to stage 2 of the complaints process on 2 November 2023. She said that:
- a. She had first noticed mould in May that year. It was growing on items in the bedrooms and started under the beds. She had cleaned everything but it returned on the underside of the bed and mattresses, the drawers, wardrobes, clothes, shoes, and pictures.
  - b. She had had 3 chest infections and an ear infection since moving in but had not suffered with these before.
  - c. She had lived in 4 previous flats and never had damp and mould before. The landlord tried to play down her issues on a visit saying that others probably lived in much worse situations and it had made her feel ‘stupid’.
  - d. The surveyor that came out gave her some useful tips without being patronising.
  - e. The landlord had now installed the fans which did a good job of removing condensation after a shower and the overgrown shrubs by outside walls of the property had also now been removed.
  - f. She had also asked her own surveyor to look at the property and they had said that the guttering should be repaired because water was leaking down the block onto the mud outside her property and that the damp proof course was covered.
  - g. The landlord had not told her the outcome of the survey and what work would be completed at the property.
  - h. She had claimed on the landlord’s insurance, as advised. At first, they did not offer a payment because they said the mould issue was her fault. However, she had now told them about the overgrown shrubs and the new extractor fans.
  - i. The whole issue had made her question if she was “being silly” or “overreacting”.
11. The landlord acknowledged receipt of the stage 2 complaint on 2 November 2023 and responded on 13 November 2023. It said that:
- a. It had dug out the stone adjacent to the damp proof course and installed a drain in early November. It apologised that it did not explain this previously.
  - b. When it had visited the property there was no evidence of mould.

- c. Its insurance company would decide the outcome of the claim for her belongings.
12. On 27 November 2023 the insurance company wrote to the resident and offered her £500 to contribute towards cleaning her furniture.

### **Assessment and findings**

#### *Scope of investigation*

13. The Ombudsman may not consider complaints which concern matters where it is quicker, fairer, more reasonable or more effective to seek a remedy through the courts, other tribunal or procedure. This Service does not determine liability for damages or award damages in the way that a court might and therefore we are unable to determine liability for the damage to the resident's belongings or order compensation for these issues.
14. We will, however, consider the landlord's handling of the resident's request for reimbursement due to damaged belongings and whether it handled this reasonably and in line with its own policy and procedures.

#### *Damp and mould*

15. Section 11 of the Landlord and Tenant Act 1985 places an obligation on the landlord to keep the structure of the property in good repair.
16. The landlord told us that its damp and mould policy was under review at the time of the complaint and that it had not assessed itself against our Spotlight report on damp and mould dated October 2021.
17. When the resident reported the damp and mould the landlord attended within a reasonable timeframe. It then raised repair jobs to complete a mould wash and fit air bricks. However, we have seen no evidence that it fitted the air bricks within a reasonable timeframe and the damp issue was not resolved. This oversight cost the resident time and trouble because she had to make a complaint.
18. Our Spotlight report on damp and mould recommended that landlords should ensure that their staff can identify damp and mould. It also recommended that landlords should identify and resolve any skills gaps they might have to ensure that staff and contractors have the appropriate expertise to properly diagnose and respond to reports of damp and mould.
19. The resident told the landlord that another member of staff then visited the property and told the resident that air bricks would not resolve the damp. This contradiction meant that the resident lost faith in the landlord's ability to resolve

the issue. There is also no evidence that the landlord ordered any other work after this visit. Its failure to do so meant that the resident was living with damp conditions for longer which caused her distress.

20. The landlord arranged a survey of the property within 10 days of the resident's complaint. This was an appropriate action to take and it identified that repairs were required to resolve the damp issue. However, the landlord conducted the survey 3 months after the resident first reported the problem. Had it followed the recommendations made in our Spotlight report and ensured that appropriately trained staff attended after the initial report, it might have identified the cause of damp earlier and prevented service failure. This delay cost the resident further time and trouble because she had to contact the landlord again.
21. Following the survey the landlord raised repair jobs to complete some of the recommended work. However, it did not communicate the outcome of the survey and what work it had ordered to the resident. This communications error cost her further time and trouble because she had to contact it for updates. It also meant that she was unaware when operatives would arrive which caused her inconvenience.
22. We have also seen no evidence that the landlord followed the surveyor's recommendation to repair the leaking gutter. The resident also reported the faulty guttering in her stage 2 escalation request but the landlord did not address this in its response. This may mean that the landlord did not address 1 of the causes of damp identified by the surveyor. It also showed a lack of communication with the resident about the issue.
23. When the resident told the landlord that mould growth had caused damage to her belongings it promptly signposted her to its insurance company which was an appropriate action to take. However, it did not then promptly provide a copy of the survey report to the insurance company so the assessor was not aware that there were any issues with the structure of the property. Therefore, the resident had to take further time and trouble communicating with the insurance company although she also did not have a copy of the survey report.
24. In summary, the landlord failed to identify the causes for damp and mould in the property on its initial visits which caused a delay in rectifying the issue. It also failed to communicate with the resident about the outcome of the survey and what repairs it had ordered. It did not acknowledge its failings and made no attempt to put things right. Therefore, there was maladministration in its handling of the residents reports of damp and mould in the property. We have ordered it to pay £600 compensation to the resident for the time, trouble, distress, and inconvenience this caused. This is in line with the Housing Ombudsman's remedies guidance.

*Complaint handling*

25. The Housing Ombudsman's complaint handling code in place at the time of the complaint (the Code) said that a complaint investigation must consider all information and evidence carefully.
26. All the information in the stage 1 complaint response was not up to date because the landlord had already replaced the extractor fans at that time. It also did not mention the other work that it would be completing following the survey. This failure meant that the resident was not aware of the issues at the property and what work the landlord intended to do to address them. This caused her inconvenience because she then asked her own surveyor to inspect the property.
27. The Code also said that complaint handlers should have access to staff at all levels to facilitate quick resolution of complaints and have the authority and autonomy to act to resolve disputes quickly and fairly. Had this been the case the landlord may have avoided the adverse impact in the form of time, trouble, and inconvenience experienced by the resident.
28. The stage 1 complaint response said that it was "beyond the remit" of the complaint handler to award compensation. The complaint handler should have had the authority to look at the whole complaint, decide if there had been any service failures, and make appropriate remedies including consideration of compensation. Instead, it told her that she should approach the relevant department or submit an insurance claim. However, the resident had mentioned in her complaint that she had already submitted an insurance claim. These failures to fully investigate and use the complaint process to put things right cost the resident further time and trouble because she had to escalate the complaint.
29. The Code also said that to optimise complaint handling, complaint handlers should be able to act sensitively and fairly and be trained to deal with distressed and upset residents.
30. Our Spotlight report on damp and mould also said that landlords should review their initial response to reports of damp and mould to ensure that they avoid apportioning blame or use language that leaves residents feeling blamed,
31. In the stage 2 complaint escalation request the resident told the landlord how she had felt following a particular visit by 2 staff members. She said she felt that her situation had been "downplayed" and that she felt that she might be "stupid", "silly", and "overreacting". She also told it that she had had chest infections since moving into the property and this was not usual for her.

However, the landlord did not address these parts of her escalation request at all in its response. It therefore missed further opportunities to put things right including ensuring that its staff were aware of how their language regarding issues around damp and mould might affect residents. This failure caused the resident further distress and cost her time and trouble escalating the complaint to this Service. A recommendation regarding this is therefore made below.

32. In summary, the landlord's failure to follow the Code meant that it did not use the complaint handling process to address all issues and it did not use any remedies to put things right. Therefore, there was maladministration in its handling of the resident's complaint. We have ordered it to pay £200 compensation to her to reflect the time, trouble, distress, and inconvenience this caused.

### **Determination (decision)**

33. In accordance with paragraph 52 of the Scheme there was maladministration in the landlord's:
  - a. Handling of the resident's reports of damp and mould.
  - b. Complaint handling.

### **Orders**

34. Within 4 weeks of the date of this report a senior manager must apologise to the resident in writing for the failures identified.
35. Within 4 weeks of the date of this report the landlord must pay the resident directly £800 compensation comprising:
  - a. £600 for the distress, inconvenience, time, and trouble caused by its handling of her reports of damp and mould.
  - b. £200 for the distress, inconvenience, time, and trouble caused by its handling of her complaint.
36. Within 4 weeks of the date of this report the landlord must inspect the guttering at the property to ensure that it has addressed the issues identified by its surveyor. If the guttering still needs repair, it must complete the necessary repairs within a further 4 weeks.
37. The landlord must provide the Ombudsman with evidence of compliance with these orders by the above deadlines.

### **Recommendation**



38. The Ombudsman previously ordered the landlord to undertake a case review which included an assessment against our Spotlight report on damp and mould. Some of the issues identified in this case are similar. The landlord has demonstrated compliance with the previous wider order made on case 202216635. Therefore, we have not made any orders on this case, which would duplicate those already made. It should, however, consider whether there are any additional issues arising from this later case that require further review and/or action.

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**Housing Ombudsman findings – Report 1 ref 202417927**

Relevant Portfolio Holder	Councillor Jane Spilsbury and Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Head of Service	Claire Felton
Report Author  Claire Felton	Job Title: Assistant Director for Legal, Democratic and Procurement Services Email: c.felton@bromsgroveandredditch.gov.uk Contact Tel: 01527 64254
Wards Affected	N/A
Ward Councillor(s) consulted	N/A
Relevant Strategic Purpose(s)	All
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**1. RECOMMENDATIONS**

**The Executive Committee is asked to RESOLVE that: -**

**1) The findings, orders and recommendation from the Housing Ombudsman be noted.**

**2) Compliance with those matters by the Council and the wider learning points be noted.**

**2. BACKGROUND**

2.1 The complaint considered by the Housing Ombudsman concerned the Council's handling of the following: -

- a. The resident's reports of damp and mould in the property.
- b. The installation and maintenance of aids and adaptations.
- c. The resident's reports of structural problems with the balcony wall.
- d. The resident's reports of a leak to the communal entrance.

2.2 The Housing Ombudsman found there was maladministration in the Council's handling of all 4 matters listed at a. to d. above.

2.3 The matter was determined by the Housing Ombudsman on 30<sup>th</sup> June 2025 (ref 202417927), although a copy of the final report was not issued until 18<sup>th</sup> July. The time for compliance was extended until 8th August to reflect the late delivery of the report.

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- 2.4 A copy of the anonymised report is attached at Appendix 1. The Housing Ombudsman ordered that the Council must take the following actions by 8th August: -
- a. Send a written apology to the resident for the failings identified in this Investigation.
  - b. Arrange for an independent damp specialist to carry out a full damp survey on the property.
  - c. Review the resident's current accessibility in and out of their property. Following this it must assess any necessary adjustments or further adaptations and whether a further Occupational Health (OH) assessment is required. It must communicate the outcome to the resident within 4 weeks of this report.
  - d. Provide confirmation that the Council has completed the roof replacement work that should have started on 9th June 2025.
  - e. Provide a specification and timeframe for carrying out all necessary remedial work, following the leaks in the communal entrance.
  - f. Assist the resident with a claim against its insurers for damage to their belongings from the damp and mould.
  - g. Pay the resident £2,200 compensation, which includes £50 previously offered on a voluntary basis. The total of £2,200 is broken down as follows:
    - i. £750 for the distress and inconvenience caused by the Council's failure to appropriately address the damp and mould.
    - ii. £700 for the distress and inconvenience caused by the Council's failure to address the structural damage to the balcony and wall.
    - iii. £450 for the resident's time and trouble caused by the failings identified in the landlord's handling of the communal leak.
    - iv. £300 for the distress and inconvenience caused by the delay in installing and repairing the resident's adaptations.
  - h. Provide documentary evidence of compliance with the above orders.
- 2.5 In terms of improving complaint responses, the Council was also ordered by the Housing Ombudsman to "review its complaint procedure in respect of timescales for requesting escalation to ensure it is compliant

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with the Ombudsman's Complaint Handling Code. The landlord must complete this review within 8 weeks of the date of this determination. If its policy has already changed – it must confirm this to us.”

- 2.6 In addition to the “Orders” listed above, the Ombudsman's report also includes a “Recommendation” as follows: -

“The landlord reviews its record keeping processes. In doing so it may want to consider self-assessing against the recommendations made in our spotlight report on knowledge and information management.”

- 2.7 Members are referred to the full narrative of the Housing Ombudsman's report which is set out at Appendix 1. The report notes that the resident concerned would have been classed as vulnerable. These matters were known to the Council.

- 2.8 The key findings in relation to the 4 areas investigated can be summarised as follows: -

- **Damp and mould in the property**

- 2.8.1 The Council's handling of this aspect was judged by the Housing Ombudsman to be poor.

- 2.8.2 *“Its [the Council's] attempt to put matters right consisted of replacing the windows within the year and completing a damp inspection to identify the underlying cause. It could not evidence that it progressed either. Despite the mitigating factor of the cancellations and no access by the resident, an offer of £50 redress was not proportionate. It demonstrated no regard for the household vulnerabilities. It continued to repeat ineffective treatment, causing inconvenience and prolonged detriment to the resident. Its complaint process did not recognise its failings, which meant it did not apologise, put things right or offer appropriate redress. We have therefore made orders for redress regarding its handling of this matter.”*

- **Aids and adaptations**

- 2.8.3 There were delays by the Council in responding to an Occupational Therapist (OT) referral for adaptations to be made to the property. The original request made in October 2022 had not been complied with by February 2023. By February 2024, one matter had been dealt with, but two others remained outstanding. The investigation found poor record keeping by the Council which undermined the ability of the Housing Officer (HO) to establish a timeline of events or review communication by the Council with the resident / compliance with policy. The report

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concluded that although both outstanding repairs had been completed, unfortunately one of them had since failed.

- **Structural problems with the balcony and wall**

2.8.4 There were delays by the Council in actioning the resident's report of problems with the balcony and external wall. The bricks were crumbling and fencing panels coming away from the wall. The Council failed to progress any repair works following an inspection in March 2023. The Council apologised for this and re-inspected in March 2024 but by August 2024 again no action had been taken. Although the Council did subsequently complete an updated specification of works, that exercise in itself appeared to indicate that there was a significant problem with moisture in the fabric of the building. The Council did not make it clear that this may well be linked to the overall issues of damp and mould in the property.

2.8.5 *"The landlord's handling of the problems with the resident's external walls and balcony were poor and indicate significant failings. It has failed to meet its obligations under section 11 of the Landlord and Tenant Act. Its inspections and record keeping were inadequate. It failed to act to resolve the problems for an unacceptable amount of time. If there is a correlation between the damaged exterior and the internal damp and mould, the 2-year delay to address it has been of serious detriment to the resident who is vulnerable. We have therefore made orders for redress regarding its handling of this matter."*

- **Leak to the communal entrance**

2.8.6 There were delays by the Council in carrying out roof repairs which would have prevented rain leaking into the communal hallway. The Council failed to prioritise these works even after the resident had complained in February 2024 including reporting that she had slipped on the wet floor. The report notes significant issues with extensive surface water, peeling debris from the ceiling and the floor lifting.

2.8.7 Roofers booked in to carry out works failed to attend in April 2024 and works were later carried out in July 2024. In January 2025 the Council decided that the whole of the roof would need to be replaced and this was scheduled for June 2025.

2.8.8 Whilst the Housing Ombudsman acknowledged that there was increased demand for roofing repairs in the relevant period due to factors outside the Council's control, consideration should have been given to implementing mitigating measures such as additional cleaning and removal of water after rain.

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- 2.8.9 *“Overall, there were considerable failings by landlord as it did not demonstrate that it fully adhered to its repairs policy in its handling of the leaks to the communal hallway. While its struggle to keep up with demand for its roofing service was unavoidable, it did not consider the impact on, or the risk to, its residents. Its failure to keep the resident informed has led to anger and frustration, which, if allowed to continue, has the potential to damage the landlord tenant relationship.”*
- 2.9 With regard to the “orders” set out in paragraph 2.4 officers can confirm that a. (apology) and g. (payment of compensation) have been actioned together with the remedial works to the communal entrance roof and the internal decorations to the communal hallway. From the damp and mould survey two areas were identified that are to be treated on 11<sup>th</sup> August 2025. There is an outstanding item where the Occupational Therapist is seeking to reassess the customer’s needs. This has been delayed due to personal circumstances however contact is ongoing to provide a timely assessment.
- 2.10 The review of the complaint procedure regarding timescales for escalating complaints was completed on 14<sup>th</sup> April 2025 and is included in the current Housing Complaints Standard approved by Executive on 10<sup>th</sup> June 2025.
- 2.11 All orders listed within the determination were completed and evidenced within the timescale set by the Housing Ombudsman.
- 2.12 With regard to the recommendation that the Council review its record keeping processes, officers can update Members that Housing Property Services are now utilising the Housing Civica CX system to store notes.

**3. OPERATIONAL ISSUES**

- 3.1 In accordance with paragraph 12.3 of the Articles of the Constitution, the Monitoring Officer is required to report to the Executive Committee (or Council for non-executive functions) if any decision or omission has given rise to maladministration. This report concerns actions that the Housing Ombudsman has determined were maladministration / service failings.
- 3.2 This report also helps to ensure that the Council is reporting in an open and transparent manner on findings arising from an investigation conducted by the Housing Ombudsman and on the action that has been taken in response.

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**4. FINANCIAL IMPLICATIONS**

- 4.1 There are no direct financial implications arising out of the report, other than the recommendation for the payment to the resident of compensation of £2,200. The compensation was paid from the Housing Revenue Account.

**5. LEGAL IMPLICATIONS**

- 5.1 This report is required under Section 5A of the Local Government and Housing Act 1989 in view of the decision by the Housing Ombudsman.

**6. OTHER - IMPLICATIONS**

**Local Government Reorganisation Implications**

- 6.1 There are no direct implications for Local Government Reorganisation.

**Relevant Council Priority**

- 6.2 The requirement for the Monitoring Officer to report findings of maladministration is relevant to all of the Council's priorities.

**Climate Change Implications**

- 6.3 There are no specific climate change implications.

**Equalities and Diversity Implications**

- 6.4 Working with the Council's tenants it is imperative the Council identifies issues that may require services to be adjusted to meet the individual needs identified. Work is ongoing as part of the Housing Improvement Plan to ensure that relevant training is developed and delivered across the Housing Service.

**7. RISK MANAGEMENT**

- 7.1 The main risks identified in relation to this report are the risk of the Council being found to have caused maladministration in the future, and the negative impact on residents of delays in carrying out repairs and works and failings in the complaint handling system when such delays are reported.



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- 7.2 The risks are being managed by compliance with the recommendations set out in the Housing Ombudsman's report and form an integral part of the Housing Improvement Plan to ensure the Council can meet the Consumer Standards set by the Regulator for Social Housing.

**8. APPENDICES and BACKGROUND PAPERS**

Appendix 1 Housing Ombudsman Report reference 202417927

**9. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillors Jane Spilsbury and Bill Hartnett	
Lead Director / Head of Service	Claire Felton Assistant Director for Legal Democratic and Procurement Services  Simon Parry – Assistant Director of Environmental and Housing Property Services	
Financial Services	Bob Watson – Section 151 Officer and Director of Finance	
Legal Services	Nicola Cummings – Principal Solicitor	

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**REDDITCH BOROUGH COUNCIL**

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2<sup>nd</sup> September 2025**Regulator of Social Housing - Inspection Report and Housing Improvement Plan**

Relevant Portfolio Holder	Councillor Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Directors	Simon Parry & Judith Willis
Report Author	Job Title: Assistant Director of Environmental and Housing Property Services, Assistant Director of Community and Housing Services Contact email: Simon.parry@bromsgroveandredditch.gov.uk Judith.willis@bromsgroveandredditch.gov.uk Contact Tel: 3201
Wards Affected	All
Ward Councillor(s) consulted	N/A
Relevant Council Priority	Community & Housing
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**1. RECOMMENDATIONS****The Executive RESOLVE that: -**

- 1) The Regulatory Judgement published by the Regulator for Social Housing on 30th July 2025 is noted, following an inspection of Redditch Borough Council's Housing Service.**
- 2) The Housing Improvement Plan, which includes actions to address areas for improvement, confirmed as part of the inspection process, is approved.**
- 3) Delegation be given to the Assistant Director Environment & Housing Property and Assistant Director Community & Housing, following consultation with the Housing Portfolio Holder, to revise the Housing Improvement Plan following consultation with the Regulator for Social Housing as part of their Provider Improvement Process or in response to legislative changes.**
- 4) The proposed structure for governance of the Housing Improvement Plan be approved.**

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The Executive RECOMMEND that: -

- 5) A supplementary estimate of £60,000 is added to the Housing Revenue Account budget for 2025/26 funded from the Housing Revenue Account Balance Reserves to:
  - a) appoint a Senior Tenant Engagement & Participation Officer (£25,000 – part year effect) and:
  - b) establish, train and manage the development of participation opportunities for Council Housing tenants and leaseholders to influence changes in the delivery of Housing services (£35,000)
- 6) £75,000 ongoing expenditure budget is added to the Housing Revenue Account base budget in 2026/27, funded from the Housing Revenue Account to:
  - a) continue to employ a Senior Tenant Engagement & Participation Officer (£50,000 – full year effect) and:
  - b) continue to train and manage the development of participation opportunities for Council Housing tenants and leaseholders to influence changes in the delivery of Housing services going forward (£25,000).

## 2. BACKGROUND

### Executive Summary

- 2.1 In July 2025, Redditch Borough Council underwent a comprehensive inspection by the Regulator of Social Housing (RSH), following the enactment of the Social Housing (Regulation) Act 2023. This inspection assessed the Council's compliance with the newly introduced Consumer Standards, which focus on safety, transparency, community engagement, and tenancy management.
- 2.2 The Council received a **C3 Regulatory Judgement**, indicating serious failings in delivering housing services, particularly in repairs and maintenance, fire safety, tenant engagement, and data management. Key issues included approximately 3,000 overdue repairs, 3,000 outstanding fire safety actions, limited stock condition surveys, and insufficient tenant involvement mechanisms.

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- 2.3 Despite these challenges, the RSH acknowledged the Council's commitment to improvement, highlighting positive practices in electrical safety, anti-social behaviour management, and the establishment of a Damp and Mould team. The inspection also praised the passion and dedication of staff and Members.
- 2.4 In response, the Council has developed a robust **Housing Improvement Plan**, which the Executive Committee is asked to approve, which outlines targeted actions across all Consumer Standards. Key initiatives include:
- Appointment of a **Senior Tenant Engagement & Participation Officer**.
  - Establishment of tenant forums and training programmes.
  - Implementation of new systems for repairs and safety compliance.
  - Development of a five-year rolling programme for stock condition surveys.
  - Enhanced governance through a multi-tiered oversight structure.
- 2.5 A supplementary budget of **£60,000 for 2025/26** and **£75,000 ongoing from 2026/27** has been proposed, from the Housing Revenue Account, to support these improvements.
- 2.6 The Council is committed to transparency and accountability, with quarterly reporting to the Executive Committee and ongoing engagement with tenants. The Housing Improvement Plan will be monitored through a structured governance framework, including strategic oversight and operational delivery groups.
- 2.7 This report marks a pivotal moment in Redditch Borough Council's journey to transform its housing services, ensuring safe, quality homes and meaningful tenant involvement.

**Regulator of Social Housing**

- 2.8 The Social Housing (Regulation) Act received royal assent in July 2023 and amended the original delivery of regulation under Section 193 of the Housing and Regeneration Act 2008. The Social Housing (Regulation) Act amended the original Consumer Standards, with the Regulator of Social Housing (RSH) consulting on the revised standards between July and October 2023. The new Consumer Standards were published in February 2024 together with its first Consumer Standards Code of Practice.

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- 2.9 In April 2024, the RSH was given new powers, following the introduction of the Social Housing (Regulation) Act 2023, to proactively inspect all social housing landlords (with over 1,000 homes) as part of a continuing effort to drive up standards within the social housing sector. This in effect sees the return of regulation for local authority social housing landlords for the first time in several years of deregulation.
- 2.10 The Regulator of Social Housing introduced four new Consumer Standards in April 2024 to ensure social landlords provide safe, quality homes and services. These standards apply to all registered providers, including local authorities, and are enforced through regular inspections and tenant feedback. The following is a brief summary:
1. **Safety and Quality Homes Standard** – Landlords must understand the condition of their homes and ensure they are safe, well-maintained, and meet health and safety requirements.
  2. **Transparency, Influence and Accountability Standard** – Tenants should be able to access information about their landlord's performance and have meaningful opportunities to influence decisions.
  3. **Neighbourhood and Community Standard** – Landlords must work to maintain safe, clean, and well-managed neighbourhoods, collaborating with other agencies where needed. It includes addressing anti-social behaviour, including domestic abuse.
  4. **Tenancy Standard** – This covers fair and transparent tenancy management, including allocations, enabling mutual exchanges and support for tenants to sustain their tenancies.
- 2.11 Under the new Consumer Standards framework, the RSH introduced a new grading system in April 2024. Under this system, social landlords are assessed and assigned a "C" grade, which reflects how well they meet the required consumer standards. The scale runs from C1 to C4, where:
- C1** indicates the landlord is meeting the consumer standards effectively.
- C2** suggests some weaknesses, but not serious enough to cause significant concern.
- C3** points to serious failings in delivering the standards, with current arrangements not strong enough to put things right - this often impacts tenants' experiences and accountability.

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**C4** would represent the most severe level of non-compliance, though as of now, no landlords have been publicly graded at this level.

- 2.12 These gradings are based on evidence gathered through inspections, self-referrals, and regulatory engagement. As at July 2025, 53 Councils with social housing had been inspected and the gradings given were:

<b>C1</b> - 4 Councils	(8%)
<b>C2</b> - 17 Councils	(32%)
<b>C3</b> - 30 Councils	(56%)
<b>C4</b> - 2 Councils	(4%)

**3. OPERATIONAL ISSUES**

**The Inspection**

- 3.1 An inspection of Redditch Council's landlord services was first notified on 22<sup>nd</sup> January 2025 with the final submission of information on 17<sup>th</sup> May 2025. RSH shared the scope of our inspection, and all four consumer standards were in scope.
- 3.2 The inspection consisted of contextual documentation (Appendix 1), a scoping document (Appendix 2), a two-day site visit including observations of a meeting with the portfolio holder, corporate leadership team meeting and executive meetings, together with interviews with key senior management, Members, officers and tenants.
- 3.3 In excess of 400 items of evidence were provided across the inspection covering the contextual document and a supporting presentation together with supplementary requests made through the whole process.

**Redditch Borough Council – Regulatory Judgement**

- 3.4 The Council were verbally informed of the Regulatory Judgement on Monday 30<sup>th</sup> June 2025 however this was under embargo until being published on the RSH website on 30<sup>th</sup> July 2025. The Regulatory Judgement was a C3 grade (Appendix 3).
- 3.5 According to the Regulator of Social Housing's updated guidance, local authorities are expected to take primary responsibility for identifying and addressing any weaknesses in how they meet the Consumer Standards. If a local authority receives a **C2, C3, or C4 grading**, it must develop an improvement plan to address the issues identified during inspection.

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- 3.6 From the RSH guidance “A C3 grade means that there are serious failings in the landlord delivering the outcomes of the consumer standards, which the landlord’s current arrangements are not strong enough to put right. This will be significantly impacting on service outcomes for tenants and/or accountability to tenants. We expect the landlord to develop a plan that will drive significant change and to share that with tenants. Our engagement with the landlord will be intensive and we will seek evidence that gives us the assurance that sufficient change and progress is being made.”
- 3.7 The guidance also emphasises that improvement plans are not automatically approved by the RSH. This means local authorities must demonstrate that their plans are robust and capable of delivering real change, even if the regulator doesn’t formally sign off on them.
- 3.8 The Regulatory Judgement recognised that Redditch Borough Council needed significant improvement within Repairs and Maintenance with particular reference to the large number of overdue repairs (circa 3,000), lack of root cause analysis and strategic oversight, inconsistent data, lack of visibility and promotion of the repairs policy on the Council’s website. Fire Safety was another area where significant improvement was required with nearly 3,000 overdue remedial actions from Fire Risk Assessments. The lack of opportunities for tenants to influence and scrutinise housing services and having no tenant engagement strategy nor formal tenant groups.
- 3.9 Other notable weaknesses identified were only 20% of housing stock had a condition survey undertaken in the last five years with 25% having no recorded condition survey. Whilst all risk assessments are complete for Water Safety at the time of the inspection there were over 150 overdue actions. Complaint handling was generally slow in achieving response times, as set out by the Housing Ombudsman, although it was acknowledged there had been early improvements in achieving better performance. Performance Information publicised to customers was not easily accessible or well communicated to tenants.
- 3.10 The Regulatory Judgement identified areas with positive practices including Electrical Safety, where quick action was taken when missing certificates were identified, and the development of a robust no-access policy. It was acknowledged that with the establishment of a new Damp and Mould team there was better triaging and leadership awareness of this aspect of the service. The strength of partnership working was acknowledged especially around Anti-Social Behaviour and there is an accessible allocations policy and support for vulnerable tenants.



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- 3.11 In providing feedback the Regulator also emphasised that they “*were really blown away by all of the efforts of the team that they met on site and that Officers and Members showed their passion for tenants and were clear about improvements to be put in place.*” The Regulator further reported that Redditch Borough Council had been engaging constructively with them and had plans in place to address most of its failings, including completion of health and safety remedial actions, developing an effective and timely repairs service, and ensuring that tenants have meaningful opportunities to influence and scrutinise services. Redditch Borough Council had demonstrated that it understood the issues it needed to address and was already taking action towards rectifying the failures identified. This included developing plans to deliver the required improvements, introducing improved oversight of landlord services, procuring new systems and validation processes for health and safety information, and developing its strategy for tenant engagement. Whilst early in the delivery of these plans, there was positive evidence of progress being made in some areas and the regulator had assurance that there was strong organisational commitment to ensuring improved outcomes for tenants.
- 3.12 The Council’s Housing Service must ensure that it retains an awareness and focus on all aspects of the Consumer Standards, and to actively address action required to support the continuous improvement plan.

**Communicating the Judgement**

- 3.13 The Regulatory Judgement has been communicated to all tenants, leaseholders, Councillors and staff, through the Housing Annual Report covering 2024/25 that has been mailed to each household that the Council manages and through dedicated sessions with staff and Members. The Council’s website also includes news of the Judgement, links to the report from RSH and associated Frequently Asked Questions.
- 3.14 Future communication, consultation, scrutiny and involvement opportunities for tenants and leaseholders will be developed, including a Housing specific Engagement Strategy that will be subject to a future report.

**Improvement Journey**

- 3.15 The Housing Service has gone through significant changes in order to modernise over the last 5 years, this has included large scale changes in personnel, at all levels, the introduction of new systems and technologies, new strategies, policies and procedures as well as developing a more customer focussed delivery of services. During this

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period the need to ensure performance information and management was undertaken has enabled a greater understanding of our current position, when compared to our peers, and to drive improvements. Whilst significant improvements have been made it is acknowledged that further improvements are required.

- 3.16 To ensure the Council was seeking continuous improvement, prior to the Regulatory Judgement being made, an interim Housing Improvement Plan was developed and is being actioned and monitored. This plan was shared with the Executive Committee at a meeting held on 10th June 2025 and was approved with a three-monthly reporting cycle to feedback on progress. Subsequently, following the Regulatory Judgement, the Improvement Plan has been reviewed and updated (Appendix 4).
- 3.17 The Housing Improvement Plan is built on the areas within the Consumer Standards where the Council has not met the desired outcomes. The actions cover Safety & Quality, Transparency, Influence and Accountability and Neighbourhood and Community. Work is ongoing to deliver the actions and improvement identified and progress is included at Appendix 4.

**Governance Arrangements**

- 3.18 To ensure that the Housing Improvement Plan is managed and monitored effectively it is proposed to create the following governance arrangements as described at section 3.19 of this report. An update on progress and performance of the Housing Service is included in the work programme for the Executive Committee with reports produced on a quarterly basis.
- 3.19 To support the formal reporting of progress, and ensure actions are delivered, it is proposed to establish a structure that has a Housing Improvement Board, which will provide strategic oversight, a Housing Improvement Delivery Team, for day-to-day management and co-ordination, and separate workstreams/subgroups to deliver specific areas of the plan. This structure is set out together with initial Terms of Reference at Appendix 5.
- 3.20 Following the Regulatory Judgement, as part of the RSH powers under the Social Housing (Regulation) Act 2023, there will be a Provider Improvement Process which is a formal mechanism by which the RSH can issue a Performance Improvement Plan (PIP) Notice where the RSH has identified concerns through the inspection process and or through data. Regular monthly meetings will be held with

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representatives of RSH from August 2025 to provide assurance that the concerns raised are being actioned in a timely manner.

**4. FINANCIAL IMPLICATIONS**

- 4.1 The Housing Revenue Account will fund the additional costs in line with the requirements of the Social Housing Regulation Act 2023 and the outcomes of the Regulatory Judgement.
- 4.2 The current proposed additional cost implications are as follows:
- In 2025/26, £25,000 to establish the post of Senior Tenant Engagement & Participation Officer and £25,000 to train and manage the development of participation opportunities for Council Housing tenants and leaseholders so that they can influence changes in the delivery of Housing services. In addition, a further £10,000 to set up the tenant involvement opportunities, covering any additional events or outreach to attract willing parties, associated IT set up including laptops and legal fees.
  - For 2026/27 onwards, £50,000 is required for the new post, £25,000 to provide initial and ongoing training for participants, additional consultancy support in setting up and managing these new forums, meeting expenses, associated staff time and communications.
- 4.3 These additional costs will be funded from Housing Revenue Account balance reserve. Any future additional costs to deliver against the Action Plan will be brought to future Executive Committee meetings.

**5. LEGAL IMPLICATIONS**

- 5.1 The report sets out the requirements of legislation which the Council is required by law to adhere to. Compliance with section 193 of the Housing and Regeneration Act 2008 as amended by the Social Housing (Regulation) Act 2023.
- 5.2 Inspections are carried out under section 201 to section 203A of the Housing and Regeneration Act 2008.

**6. OTHER - IMPLICATIONS****Local Government Reorganisation**

- 6.1 There are no direct implications for Local Government Reorganisation.

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2<sup>nd</sup> September 2025**Relevant Council Priority**

## 6.2 Community &amp; Housing

- Build more council homes.
- Ensure our housing stock is clean & safe to live in
- Reduce the housing waiting list.
- Reduce the number of families in temporary accommodation.
- Improve time taken for repairs to be completed.

**Climate Change Implications**

- 6.3 The responsive, cyclical and planned maintenance of our properties seeks to ensure our Council Housing properties are well maintained, warm and safe. Included within our programme of works are projects to increase the thermal efficiency of properties. In particular, within the HRA Capital Programme there are budgets established to improve the energy efficiency rating of properties with an Energy Performance Certificate of D or below.

**Equalities and Diversity Implications**

- 6.4 The contents of this report impact on all our customers.

**7. RISK MANAGEMENT**

- 7.1 The following represent the key risks identified.

Risk	Description	Risk Mitigation
Failure to address improvements identified in the Regulatory Judgement	The Council cannot demonstrate the assurance required by the Regulator to make the improvements identified in the Regulatory Judgement	Housing Improvement Plan with regular review through Housing DMT, Portfolio for Housing and quarterly reporting of progress to the Executive Committee.
Failure to meet the Consumer Standards	The Council fails to meet the Consumer Standards which could lead to a self-referral and subsequent actions	Housing Improvement Plan progress monitoring and annual self-assessment.
Reputational Damage	Confidence in the Council's Housing Service declines affecting stakeholder relationships	Acknowledge the judgement publicly and promptly. Demonstrate a clear commitment to improve and provide transparency on progress against the improvement plan through proactive media and social media management

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**8. APPENDICES and BACKGROUND PAPERS**

**Appendices**

Appendix 1: RSH - Redditch Borough Council context form (included below)

Appendix 2: RSH - Redditch Borough Council Inspection Scoping Document (included below)

Appendix 3: RSH - Redditch Borough Council Regulatory Judgement (attached)

Appendix 4: Housing Improvement Plan (included below)

Appendix 5: Housing Improvement Plan Governance Proposals (included below)

**Background Papers**

Redditch Borough Council Housing Annual Report - [Housing Annual Report](#)

Housing Regulator Consumer Standards - [Regulatory standards for landlords - GOV.UK](#)

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**Appendix 1: RSH - Redditch Borough Council context form**

**Redditch Borough Council context form**

<b>We are seeking information about...</b>	<b>...to help us understand</b>	<b>Information could include (but is not limited to):</b>
The Council's provision of housing	The size of the housing stock, the type of housing provision and stock profile.	<ul style="list-style-type: none"><li>• A summary of the housing provision</li><li>• Any reviews (internal or external) which detail the Council's provision.</li><li>• Any demographic or context information relevant to the LA area</li></ul>
The operational management structure of the Council	Where the housing function sits within the Council structure and who is responsible for delivery of the housing function	<ul style="list-style-type: none"><li>• Organograms of the Council and the housing function.</li><li>• A flow chart showing the hierarchy of decision-making.</li><li>• Names of key officers</li><li>• Details of any delegated management functions.</li><li>• Details of whether Repair &amp; Maintenance and other frontline services are delivered in-house or via other arrangements, such as joint ventures</li></ul>
The Council's governance structure	Where oversight of the housing function sits, how the Council gains assurance of performance, and the role of members in this oversight.	<ul style="list-style-type: none"><li>• A diagram or explanation showing the governance arrangements at officer and member level.</li><li>• Names of relevant members – including portfolio holders and lead members.</li><li>• Details of any relevant boards/committees, how information from these is escalated to cabinet and the frequency of meetings.</li></ul>

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**REDDITCH BOROUGH COUNCIL****Executive****2<sup>nd</sup> September 2025****Appendix 2: RSH - Redditch Borough Council Inspection Scoping Document****REGULATORY INSPECTION OF REDDITCH BOROUGH COUNCIL****SCOPE AND DOCUMENT REQUEST**

Component	Element	Assessment focus	Suggested documents (latest versions)
<b>1. Service Outcomes</b>	1.1 Stock quality, decency, repairs & maintenance, and adaptations	<ul style="list-style-type: none"> <li>• Redditch's accurate, up to date and evidenced understanding of the condition of its homes and how this informs the provision of good quality, well-maintained and safe homes.</li> <li>• Compliance with the Decent Homes Standard</li> <li>• The effectiveness, efficiency and timeliness of Redditch's repairs, maintenance and planned improvements service</li> <li>• Redditch's approach to assisting tenants seeking housing adaptations to access appropriate services. (no documents requested at this stage)</li> </ul>	<ul style="list-style-type: none"> <li>• Report to councillors/senior officers setting out Redditch's approach and range of activities for assessing and recording the condition of individual homes and for keeping this information up to date, including the extent and scope of physical surveys</li> <li>• Reporting to councillors/senior officers on the progress and current performance against this approach and activities to understand the condition of homes.</li> <li>• Examples of how information on the condition of homes has informed Redditch's approach to its planning and prioritisation of works.</li> <li>• Report to councillors/senior officers on compliance with the Decent Homes Standard and robustness of underlying evidence.</li> <li>• Report to councillors/senior officers setting out Redditch's assurance on the robustness of the data and processes underpinning its reported repairs and maintenance performance.</li> <li>• Evidence of internal audit and any external assurance/data validation of repairs and maintenance data and processes, and reporting to councillors and senior officers.</li> </ul>

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Component	Element	Assessment focus	Suggested documents (latest versions)
	1.2 Health and safety	<ul style="list-style-type: none"> <li>• Redditch's approach to ensure the health and safety of tenants in their homes and associated communal areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Reports to councillors/senior officers on delivery of work associated with health and safety of tenants in their homes including compliance with statutory health and safety requirements and progress on remedial actions</li> <li>• Reports to councillors/senior officers on the identification and management of damp and mould in tenants' homes</li> <li>• Reports to councillors/senior officers regarding the robustness of the data and processes underpinning reported performance on health and safety compliance</li> <li>• Evidence of internal audit and any external assurance/data validation of data and processes relating to health and safety compliance and reporting to councillors and senior officers.</li> <li>• Reports to councillors/senior officers on environmental health judgements, official disrepair claims, Housing Ombudsman and Building Safety Regulator findings where relevant</li> </ul>

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Component	Element	Assessment focus	Suggested documents (latest versions)
	1.3 Maintenance of shared spaces	<ul style="list-style-type: none"> <li>How Redditch works with tenants, other landlords and relevant organisation to take all reasonable steps to ensure the safety of shared spaces.</li> </ul>	<ul style="list-style-type: none"> <li>We are not requesting documents in this area at this stage.</li> </ul>
	1.4 Local co-operation and anti-social behaviour (ASB)	<ul style="list-style-type: none"> <li>The effectiveness of Redditch's approach to dealing with ASB and hate incidents including through partnership working.</li> <li>Redditch's co-operation with partners to promote the environmental, social and economic well-being of the areas in which it operates. (no documents requested at this stage)</li> </ul>	<ul style="list-style-type: none"> <li>Reports to councillors/senior officers on performance on ASB and hate incidents.</li> <li>Reports to councillors/senior officers on lessons learnt and improvements in the approach taken</li> <li>Feedback to customers in relation to ASB and hate incidents performance</li> </ul>
	1.5 Management of domestic abuse	<ul style="list-style-type: none"> <li>Redditch's co-operative working with other agencies tackling domestic abuse and enabling tenants to access appropriate support and advice.</li> </ul>	<ul style="list-style-type: none"> <li>We are not requesting documents in this area at this stage.</li> </ul>
	1.6 Tenancy	<ul style="list-style-type: none"> <li>How Redditch ensures that tenancies and terms of occupation granted are appropriate, meeting all relevant requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Report to councillors/senior officers on how tenants', including prospective tenants', needs are taken into account through the approach to allocation and lettings.</li> <li>Reports to councillors/senior officers on how tenancies and terms of occupation offered appropriately reflect accommodation purpose, the needs of individual households, community sustainability and efficient use of</li> </ul>

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Component	Element	Assessment focus	Suggested documents (latest versions)
		<ul style="list-style-type: none"> <li>Redditch's support for tenants to maintain their tenancy.</li> <li>Redditch's support to relevant tenants in eligible housing to access mutually exchange their homes</li> </ul>	<p>their homes, and assurance that statutory and legal requirements are being met</p> <ul style="list-style-type: none"> <li>Reports to councillors/senior officers on the approach to tenancy management, including tenancy sustainment and prevention of evictions, and tackling tenancy fraud</li> <li>We are not requesting documents in this area at this stage.</li> <li>We are not requesting documents in this area at this stage.</li> <li></li> </ul>
<b>2. Transparency &amp; Accountability</b>	2.1 Fairness and respect	<ul style="list-style-type: none"> <li>Extent to which Redditch treats tenants and prospective tenants with fairness and respect.</li> </ul>	<ul style="list-style-type: none"> <li>Reports to councillors/senior officers that contain relevant consideration and evidence of the extent to which there is equitable access to and delivery of service.</li> </ul>
	2.2 Diverse needs	<ul style="list-style-type: none"> <li>Extent to which Redditch takes action to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants.</li> </ul>	<ul style="list-style-type: none"> <li>Performance and other relevant reports to councillors/senior officers showing monitoring by service users' protected characteristics.</li> <li>Information / reports on the use of profile data for customers and how this impacts service delivery</li> </ul>

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Component	Element	Assessment focus	Suggested documents (latest versions)
	2.3 Engagement with tenants	<ul style="list-style-type: none"> <li>• Redditch's approach to giving its tenants a wide range of meaningful opportunities to influence and scrutinise strategies, policies and services.</li> <li>• Extent to which Redditch ensures that it takes tenants' views into account in its decision-making about how landlord services are delivered and communicates how tenants' views have been considered.</li> </ul>	<ul style="list-style-type: none"> <li>• Reports to councillors/senior officers on tenant engagement activities, the extent to which these are successful in facilitating tenant influence and scrutiny and whether there is sufficient accessible support that meets the diverse needs of tenants.</li> <li>• Reports to councillors/senior officers and other communication that sets out the impact of tenant views on service delivery.</li> <li>• A list of tenant scrutiny activities undertaken in the previous two years and the forward programme.</li> <li>• Papers for the tenant scrutiny panel (or equivalent) meeting being observed, to be discussed at scoping meeting on 25<sup>th</sup> February 2025</li> </ul>
	2.4 Service and performance information	<ul style="list-style-type: none"> <li>• Extent to which Redditch communicates with tenants and provides information so that they can use its services, understand what to expect from Redditch and hold it to account.</li> <li>• How Redditch collects and provides information to support effective scrutiny by tenants of its performance in delivering landlord services.</li> <li>• Whether Redditch meets the requirements in relation to the tenant satisfaction measures (TSMs).</li> </ul>	<ul style="list-style-type: none"> <li>• Report to councillors/senior officers providing assurance that the information given to tenants is available in a form that ensures they can access services and essential information about their homes.</li> <li>• Publicly available performance information that supports effective scrutiny by tenants</li> <li>• Report to councillors/senior officers setting out assurance on the accuracy and robustness of the methodology underpinning its survey data and that the information is an accurate,</li> </ul>

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Component	Element	Assessment focus	Suggested documents (latest versions)
			<p>reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.</p> <ul style="list-style-type: none"> <li>• Reports to councillors/senior officers on the outcomes of Tenant Satisfaction Measures and any subsequent related activities including how information has been used to inform lessons learned and decision making.</li> </ul>
	2.5 Complaints handling	<ul style="list-style-type: none"> <li>• Extent to which complaints are addressed fairly, effectively and promptly.</li> <li>• Redditch's approach to ensuring that there is sufficient information so that tenants can make complaints, understand Redditch's policy and process including what they can do if dissatisfied with the outcome of how the complaint was handled and what lessons are being learnt from complaints overall to continuously improve.</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting to councillors/senior officers on complaints handling performance and its self-assessment against the Housing Ombudsman complaints handling code.</li> <li>• Report to councillors/senior officers on themes and learning from complaints, improvements and changes made as a result.</li> <li>• Internal and external reviews on complaints handling.</li> <li>• Responses to Housing Ombudsman determinations in the last 12 months</li> </ul>

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## Appendix 3 – Regulatory Judgement: 30<sup>th</sup> July 2025

### Our Judgement

	Grade/Judgement	Change	Date of assessment
Consumer	C3 Our judgement is that there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed.	First grading	July 2025

### Reason for publication

We are publishing a regulatory judgement for Redditch Borough Council (Redditch BC) following an inspection completed in July 2025.

The regulatory judgement confirms a consumer grading of C3. This is the first time we have issued a consumer grade in relation to this landlord.

### Summary of the decision

From the evidence and assurance gained during the inspection, it is our judgement that there are serious failings in Redditch BC delivering the outcomes of the consumer standards and significant improvement is needed, specifically in relation to some outcomes in our Safety and Quality Standard and Transparency, Influence and Accountability Standard. Based on this assessment, we have concluded a C3 grade for Redditch BC.

### How we reached our judgement

We carried out an inspection of Redditch BC to assess how well it is delivering the outcomes of the consumer standards as part of our planned regulatory inspection programme. During the inspection we considered all four of the consumer standards: Neighbourhood and Community Standard, Safety and Quality Standard, Tenancy Standard, and the Transparency, Influence and Accountability Standard.

During the inspection we observed a meeting of the council's executive, a resident engagement meeting, a corporate leadership team strategic meeting and a Housing Portfolio Holder meeting. We met with tenants, officers, the leader of the council, and the councillor who is the portfolio holder for housing. We also reviewed a wide range of documents provided by Redditch BC.

Our regulatory judgement is based on a review of all of the information reviewed during the inspection as well as analysis of data received through our routine regulatory returns and other regulatory engagement activity.

## **Summary of findings**

### **Consumer – C3 – July 2025**

We found serious failings in how Redditch BC is delivering some outcomes of the Safety and Quality Standard and the Transparency, Influence and Accountability Standard and that significant improvement is needed.

The Safety and Quality Standard requires landlords to have an accurate record, at an individual property level, of the condition of their homes based on a physical assessment of all homes and ensure that homes meet the requirements of the Decent Homes Standard. We have some assurance that Redditch BC has an accurate, up to date and evidenced understanding of the condition and decency of its homes. Redditch BC has information for around 20% of its homes that are less than 5 years old and for around 75% of homes less than 6 years old. It has plans in place to prioritise those with no survey on record and undertake surveys on an ongoing basis thereafter. Redditch BC is reporting less than 10% of homes are not decent. However, there are some weaknesses to address, as we found limited evidence of effective oversight and monitoring of the stock condition survey process and there are no plans currently in place to resolve the decency issues.

The Safety and Quality Standard also requires landlords to identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas, and to ensure that all necessary actions arising from legally required health and safety assessments are carried out within appropriate timescales. At the time of the inspection, the outcomes across several health and safety compliance areas were broadly being met. However, our assessment is that there are serious failings in respect of completing fire safety remedial actions and weaknesses in addressing water safety in a timely manner.

At the time of the inspection, there were around 2,900 overdue fire remedial actions including around 800 high risk actions that had been overdue for more than 12 months. Redditch BC has undertaken some work to programme and prioritise these remedial actions. It has also completed the actions for any buildings over two storeys high and has put in place interim mitigations where needed. However, we will continue to seek evidence to give us assurance that sufficient improvement is being made on progressing these actions. In addition to this, there were around 150 outstanding water remedial actions, the majority of which were high risk and overdue by over 12 months. Redditch BC was in the process of completing all water remedial actions at the time of the inspection. Redditch BC provided assurance during the inspection that it understands its failings and weaknesses and is developing plans to address these. We will continue to monitor these issues through our ongoing work with Redditch BC.

Our inspection identified that there are also serious failings in the provision of an effective, efficient and timely repairs service. At the time of the inspection, internal performance targets for emergency, urgent and routine repairs were not being met, and there were almost 3,000 overdue repairs. Whilst Redditch BC has been developing plans to address these issues, including improved reporting and data systems, these issues were first identified in 2019 following an external audit and since then, there has been little progress in improving outcomes for tenants. We will continue to engage intensively with Redditch BC and seek assurance that progress is made so that outcomes for tenants are improved.

In relation to the Neighbourhood and Community Standard, Redditch BC has provided assurance that it is working in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where it provides social housing. However, there are some weaknesses in how Redditch gains transactional feedback from tenants, communicates with them about response times and reports performance information. Redditch BC is reviewing the service and planning improvements to address these issues.

In relation to the Tenancy Standard, we found evidence that tenancies being offered meet all applicable statutory and legal requirements and are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of its housing stock. We saw evidence that Redditch BC has an allocations policy and tenancy management policy that sets out its approach to ensuring all properties are let in a fair and transparent way and considers the needs of tenants and prospective tenants.

The Transparency, Influence and Accountability Standard sets out the outcomes landlords must deliver about being open with tenants and treating them with fairness and respect so that tenants can access services, raise complaints, influence decision making and hold their landlord to account. We found serious failings in how Redditch BC is delivering the outcomes of the Transparency, Influence and Accountability Standard across several areas. Redditch BC has acknowledged these failings, and we were provided with evidence of a draft improvement plan.

During the inspection we observed a respectful approach to tenants. In terms of the information it holds about its tenants' diverse needs, Redditch BC has not been able to fully evidence that it understands the varied needs of its tenants and we identified weaknesses in its approach. Whilst Redditch BC collects information about its tenants at tenancy sign up, this information was limited and not being consistently updated. Redditch BC has considered the accessibility of its services and reasonable adjustments are made for tenants, but this is currently limited to individual service requests. We saw limited evidence of how Redditch BC uses tenant information strategically to ensure fair and equitable outcomes for tenants and to inform service design and delivery. Redditch BC has acknowledged this as an area for improvement.

The Transparency, Influence and Accountability Standard also requires landlords to take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered. We found

serious failings in Redditch BC's provision of meaningful opportunities for tenants to effectively scrutinise its performance, with it acknowledging that this provision had not been in place for several years. Redditch BC was unable to demonstrate how tenants' views have been considered, and we saw limited evidence of tenant engagement and consultation shaping policies. Redditch BC is committed to improving engagement and scrutiny opportunities with tenants, it acknowledged that the effectiveness of its current tenant engagement arrangements is inadequate and has commenced a review of its approach to deliver improvements.

Landlords must also provide information so that tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account. Through the inspection, we saw that Redditch BC provides some information to tenants but there are weaknesses in its approach. In respect of performance information, landlords must collect and provide information to support effective scrutiny by tenants of their landlord's performance. Redditch BC provides some performance information to tenants on its website; however, it has not been able to evidence how it communicates this information to tenants beyond publication on the website, thereby limiting tenants' ability to effectively scrutinise performance and hold Redditch BC to account.

The Transparency, Influence and Accountability Standard also requires landlords to ensure complaints are addressed fairly, effectively, and promptly. We have assurance that overall, complaints are handled fairly and effectively and there are a wide range of methods for making a complaint, with evidence of Redditch BC actively learning from the complaints it receives. However, at present complaints are not addressed promptly and improvement is required. Redditch BC is sighted on this issue and has plans in place for improvements to be implemented.

Redditch BC has been engaging constructively with us and has plans in place to address most of its failings, including completion of health and safety remedial actions, developing an effective and timely repairs service, and ensuring that tenants have meaningful opportunities to influence and scrutinise services. Redditch BC has demonstrated that it understands the issues it needs to address and is already taking action towards rectifying the failures identified. This includes developing plans to deliver the required improvements, introducing improved oversight of landlord services, procuring new systems and validation processes for health and safety information, and developing its strategy for tenant engagement. Whilst early in the delivery of these plans, there is positive evidence of progress being made in some areas and we have assurance that there is a strong organisational commitment to ensuring improved outcomes for tenants.

We will continue to engage with Redditch BC as it seeks to address the issues that have led to this judgement. Our engagement will be intensive, we will seek evidence that gives us the assurance that sufficient change and progress is being made, and our priority will be that risks to tenants are adequately managed and mitigated. We are not proposing to use our enforcement powers at this stage but will keep this under review as Redditch BC seeks to resolve these issues.

## **Background to the judgement**

## About the landlord

Redditch BC is a district council with borough status in Worcestershire. Redditch BC owns and manages 5,562 social and affordable rent homes, the majority of these are general needs, with 54 supported housing properties.

## Our role and regulatory approach

We regulate for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.

We regulate at the landlord level to drive improvement in how landlords operate. By landlord we mean a registered provider of social housing. These can either be local authorities, or private registered providers (other organisations registered with us such as non-profit housing associations, co-operatives, or profit-making organisations).

We set standards which state outcomes that landlords must deliver. The outcomes of our standards include both the required outcomes and specific expectations we set. Where we find there are significant failures in landlords which we consider to be material to the landlord's delivery of those outcomes, we hold them to account. Ultimately this provides protection for tenants' homes and services and achieves better outcomes for current and future tenants. It also contributes to a sustainable sector which can attract strong investment.

We have a different role for regulating local authorities than for other landlords. This is because we have a narrower role for local authorities and the Governance and Financial Viability Standard, and Value for Money Standard do not apply. Further detail on which standards apply to different landlords can be found on our [standards page](#).

We assess the performance of landlords through inspections and by reviewing data that landlords are required to submit to us. In Depth Assessments (IDAs) were one of our previous assessment processes, which are now replaced by our new inspections programme from 1 April 2024. We also respond where there is an issue or a potential issue that may be material to a landlord's delivery of the outcomes of our standards. We publish regulatory judgements that describe our view of landlords' performance with our standards. We also publish grades for landlords with more than 1,000 social housing homes.

The Housing Ombudsman deals with individual complaints. When individual complaints are referred to us, we investigate if we consider that the issue may be material to a landlord's delivery of the outcomes of our standards.

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### Appendix 4: Housing Improvement Plan

<b><u>Consumer Standard</u></b>	<b><u>Consumer Standard outcome</u></b>	<b>Action</b>	<b>Lead Officer</b>	<b>Target Date</b>	<b>Comments</b>
<i>Neighbourhood and Community</i>	ASB and Hate Incidents 1.3	Provide ASB performance data via the Quarterly Performance Reports to Executive Committee and to tenants via the website and annual report,	Judith Willis	Jul-25	Included in report to Executive 2nd September and thereafter quarterly. Included in Annual Report. A corporate ASB webpage is to be developed. This would include a specific housing section and could include quarterly performance data
<i>Neighbourhood and Community</i>	ASB and Hate Incidents 1.3	Review data recording of Hate Incidents	Judith Willis	Sep-25	Work is in progress to improve Hate Crime report. Corporately it is reported through a North Worcestershire Community Safety Partnership reporting tool. Guidance is being developed for Officers to pull off these cases appropriately on the Housing system.
<i>Neighbourhood and Community</i>	ASB and Hate Incidents 1,3	Establish a procedure to keep tenants informed of the progress of their ASB cases	Judith Willis	Sep-25	Work is in progress to provide further training to NTO's regarding effective communication and positive case closure. Further, to implement the case closure survey at the point of closing the case.

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<i>Safety &amp; Quality</i>	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Communicate to customers the priority codes and Repairs Policy together with performance against these	Simon Parry	Jul-25	Priority Codes included in the Annual Report posted out July 30th and a separate page on the website has been developed
<i>Safety &amp; Quality</i>	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Mobilise the Caretaker Service to undertake regular cleaning, testing and inspection of Communal Areas	Simon Parry	Aug-25	Works commenced in early July to deep clean communal areas
<i>Safety &amp; Quality</i>	<i>Health and Safety 1.3</i>	Finalise a plan for the completion for all outstanding remedial actions for Fire, EICR, and Legionella in appropriate timescales	Simon Parry	Sep-25	A plan is being developed that identifies financial implications.
<i>Safety &amp; Quality</i>	<i>Health and Safety 1.3</i>	Mobilise a fire door inspection programme	Simon Parry	Sep-25	Discussions with a service provider are being finalised in order to mobilise and complete these inspections by December 2025.
<i>Safety &amp; Quality</i>	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Implement Total Mobile for Repairs and Maintenance	Simon Parry	Sep-25	Final User Acceptance Testing is being undertaken.
<i>Safety &amp; Quality</i>	<i>Stock Quality 1.1</i>	Develop a 5-year rolling programme to ensure Stock Condition Surveys are undertaken to all Housing Stock	Simon Parry	Sep-25	The stock condition surveys for 25/6 are due to commence in September and thereafter the rolling programme will ensure we record accurate data on an annual basis.
<i>Safety &amp; Quality</i>	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Review all outstanding/overdue repairs and put in place necessary capacity to complete in a timely manner	Simon Parry	Oct-25	There is an ongoing review of outstanding/overdue repairs which has highlighted operational process issues which are now resolved, this

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					will allow a better understanding of capacity issues/demands on the service
Safety & Quality	Repairs, Maintenance and Planned Improvements 1.4	Use Repairs Performance Data to identify trends and root causes for improvements to be made and regularly monitor and manage performance	Simon Parry	Nov-25	With the Power Bi reports we are now able to better understand our data and identify trends or issues, work is ongoing with the Business Improvement Team.
Safety & Quality	Health and Safety 1.3	Undertake an independent review of the mitigation in place and the delivery programme for fire safety	Simon Parry	Dec-25	Identification of the scope and therefore providers for this is in progress.
Safety & Quality	Repairs, Maintenance and Planned Improvements 1.4	Review the Repairs Policy in conjunction with Tenants	Simon Parry	Dec-25	An initial draft is being undertaken and will form an important part of the new opportunities for tenants to influence policy and strategies.
Safety & Quality	Repairs, Maintenance and Planned Improvements 1.4	Develop a working group with tenants to seek further feedback on improvements required to deliver a more effective Repairs service	Simon Parry	Dec-25	Following expressions of interest as part of the Annual Report which every household will receive, we will develop this further.
Safety & Quality	Decency 1.2	Ensure the Housing Capital Programme reflects the volume and scope of works to meet the Decent Homes standard across all Housing stock	Simon Parry	Jan-26	Work is ongoing reviewing our decent homes data to ensure programmes include the affected properties
Safety & Quality	Decency 1.2	Undertake a review of the Housing Asset Management Strategy and the Housing Capital Programme developed for 2023-	Simon Parry	Jan-26	Linked to the information above the data will influence the Asset Management Strategy revisions which in

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		2027 in line with stock condition information			turn will form part of the opportunities for tenants to influence policy and strategies
<i>Safety &amp; Quality</i>	<i>Health and Safety</i> 1.3	Utilise the feedback from the TSM Tenant Perception Survey to improve on the results from the 24/5 survey on 'Feeling Safe'	Simon Parry	Jun-26	Analysis of feedback is ongoing and will be used to understand, together with the new opportunities for tenants to influence policy and strategies, what can be done to provide greater reassurance to our tenants.
<i>Transparency, Influence and accountability</i>	Fairness and Respect 1.1	Ensure that tenant profile data is collected more widely across all customers so that services can be more reflective of tenants needs, including establishing an 'Every Contact Counts' philosophy.	Judith Willis/Simon Parry	Jul-25	Script developed for entry of data at point of contact. Wider review to be undertaken when no contact is received from customers
<i>Transparency, Influence and accountability</i>	Information about landlord service 1.4	Develop and publish the Annual Housing Report for 24/5	Judith Willis/Simon Parry	Jul-25	Annual Report circulated on 30th July 2025
<i>Transparency, Influence and accountability</i>	Information about landlord services 1.4	Implement a Tenants Portal within Cx	Judith Willis/Simon Parry	April 26	In progress
<i>Transparency, Influence and accountability</i>	Engagement with tenants 1.3	Review the range of opportunities available for tenants to influence and scrutinise strategies, policies and services and implement improvements identified in accordance with best practice	Judith Willis/Simon Parry	Sep-25	Recommendations from external report from TPAS to be agreed and actioned.  Budget approval being sought for a Tenant Engagement & Participation Officer and

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					resources budget as part of this committee report.
<i>Transparency, Influence and accountability</i>	Complaints 1.6	Recruit to two new posts of Complaints and Quality Officer	Judith Willis	Nov-25	One complaints Officer to be recruited and the second post to be refocussed as a Tenant Engagement and Participation post.to work alongside a Senior Post.
<i>Transparency, Influence and accountability</i>	Performance Information 1.5	Housing Performance Dashboard completed, and performance reports provided to Executive and tenants.	Judith Willis/Simon Parry	Jan-26	Quarterly performance reported to Executive Committee – this commenced in June 2025.  Performance reporting contained within the Tenants Annual Report – published on 30 July 2025.
<i>Transparency, Influence and accountability</i>	Performance Information 1.5	Establish a communications strategy to regularly update tenants on services and performance	Judith Willis	Jan-26	In progress
<i>Transparency, Influence and accountability</i>	Complaints 1.6	Undertake further engagement with tenants and learn from our peers how they have sought to improve complaint handling satisfaction	Judith Willis	Jan-26	In progress
<i>Transparency, Influence and accountability</i>	Complaints 1.6	Improve how promptly complaints are addressed	Judith Willis	Dec - 25	Quarter 1 data shows the following improvements:  Complaints responded to within Complaint Handling

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					Code timescales (Stage 1) 93% in Q1, compared to 62% for 2024/25.  Complaints responded to within Complaint Handling Code timescales (Stage 2) 100% in Q1, compared to 80% in 2024/25
<i>Transparency, Influence and accountability</i>	Fairness and Respect 1,1	Ensure a programme of training is delivered to ensure tenants are treated with fairness and respect	Judith Willis/Simon Parry	Mar-26	In progress and is included as part of CIH qualification that Officers hold or are scheduled to enrol.
<i>Transparency, Influence and accountability</i>	Fairness and Respect 1.1	Develop a programme for embedding the Council's corporate culture work programme within Housing Services	Judith Willis/Simon Parry	Mar-26	In progress
<i>Transparency, Influence and accountability</i>	Engagement with tenants 1.3	Continue work with TPAS to develop a robust tenant engagement offer with future reporting to Executive Committee setting out key actions and required resources.	Judith Willis/Simon Parry	Nov-26	One complaints Officer to be recruited and the second post to be refocussed as a Tenant Engagement and Participation post.to work alongside a Senior Post.
<i>Transparency, Influence and accountability</i>	Diverse Needs 1.2	Implement the Customer Profile Action Plan, with milestones established	Judith Willis/Simon Parry	Jan-27	In progress

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**Appendix 5: Housing Improvement Plan Governance Proposals**

**1. Housing Strategic Oversight Board**

**Purpose:**

Provide strategic direction, ensure alignment with broader housing policy, make recommendations to the Executive Committee and monitor overall progress and reporting of the Housing Improvement Plan

**Membership:**

- Chair: Portfolio Holder for Housing
- Deputy Leader/Portfolio Holder for Performance and Governance
- Senior representatives
  - Chief Executive
  - Executive Director - Environment and Communities
  - Assistant Director – Community and Housing Services
  - Assistant Director – Environmental and Housing Property Services
  - Finance (as required)
  - Legal Services (as required)
  - Tenant/Leaseholder Representatives (4)

**Key Objectives:**

- Recommend the Housing Improvement Plan and major revisions.
- Ensure alignment with local and national housing strategies.
- Monitor strategic risks and mitigation plans.
- Recommend funding allocations and major procurement decisions.
- Champion resident engagement and equity

**Meeting Frequency:**

Every 3<sup>rd</sup> month to replace the meeting of the Housing Improvement Board, with additional meetings as required.

**2. Housing Improvement Board**

**Purpose:**

As with the Housing Strategic Oversight Board, strategic oversight.

**Membership:**

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- Chair: Portfolio Holder for Housing
- Senior representatives
  - Executive Director - Environment and Communities
  - Assistant Director – Community and Housing Services
  - Assistant Director – Environmental and Housing Property Services
  - Finance (as required)
  - Legal Services (as required)
  - Tenant/Leaseholder Representatives (4)

**Key Objectives:**

- Ensure and monitor high-level progress and risks.
- Ensure alignment with corporate priorities.
- Escalate issues to the Housing Strategic Oversight Board and/or Executive Committee as required.

**Meeting Frequency:**

Every month with the 3<sup>rd</sup> meeting being the Housing Strategic Oversight Board, with additional meetings as required.

**3. Housing Delivery Group****Purpose:**

Oversee the implementation of the HIP, manage programme-level risks, and ensure delivery against milestones.

**Membership:**

- Chair: Executive Director
- Representatives
  - Assistant Director – Community and Housing Services
  - Assistant Director – Environmental and Housing Property Services
  - Housing Property Services Manager
  - Housing Services Manager
  - Communications
  - Senior Tenant Engagement & Participation Officer
  - Business Improvement Team

**Key Objectives:**

- Track progress against programme milestones.
- Manage interdependencies between projects.



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- Escalate risks/issues to the Housing Improvement Board/Strategic Oversight Board
- Ensure budget adherence and value for money.
- Coordinate stakeholder communications and engagement.

**Meeting Frequency:**

Monthly

**4. Operational Working Groups****Purpose:**

Deliver specific components of the Housing Improvement Plan e.g., repairs, compliance, engagement/participation, and report progress to the Housing Delivery Group.

**Membership (varies by group):**

- Group Lead (e.g., Repairs Manager, Capital Manager, M&E Manager)
- Technical Officers
- Senior Engagement & Participation Officer
- Contractors/Delivery Partners
- Data Analyst (as needed)

**Key Objectives:**

- Implement operational tasks and projects.
- Monitor day-to-day delivery and resolve issues.
- Engage residents and gather feedback.
- Report progress and KPIs to HDG
- Ensure compliance with safety and quality standards.

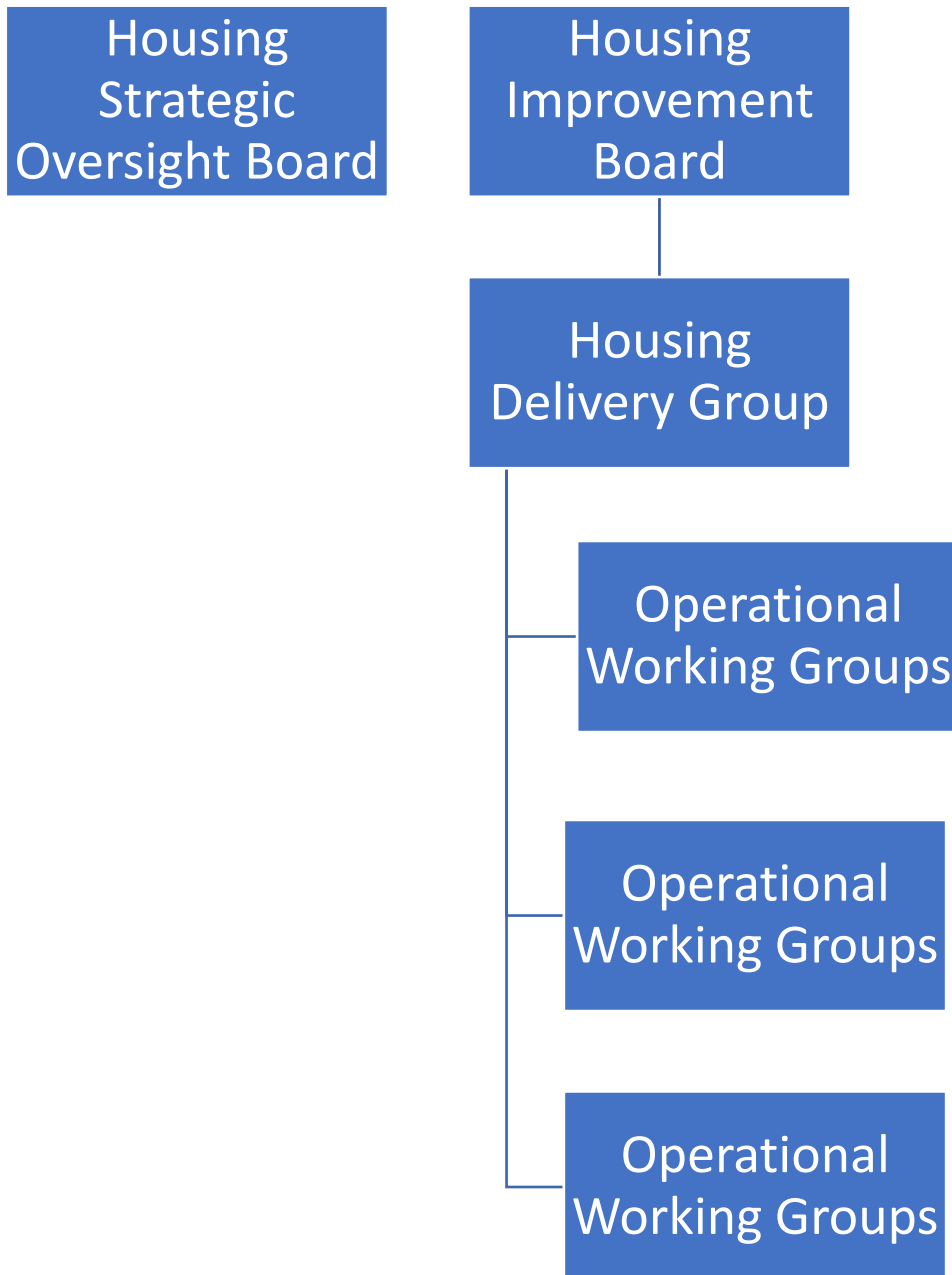
**Meeting Frequency:**

Bi-weekly

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**Quarter 1 2025/26 Finance and Performance Monitoring Report**

Relevant Portfolio Holder	Councillor Jane Spilsbury – Portfolio Holder for Performance Councillor Ian Woodall – Portfolio Holder for Finance
Portfolio Holder Consulted	Yes
Relevant Head of Service	Debra Goodall
Report Authors	Debra Goodall Assistant Director Finance and Customer Services <a href="mailto:Debra.goodall@bromsgroveandredditch.gov.uk">Debra.goodall@bromsgroveandredditch.gov.uk</a> Becky Green Policy and Performance Manager <a href="mailto:r.green@bromsgroveandredditch.gov.uk">r.green@bromsgroveandredditch.gov.uk</a>
Wards Affected	All Wards
Ward Councillor(s) consulted	No
Relevant Strategic Purpose(s)	All
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**SUMMARY**

Regular budget monitoring and reporting forms the basis of good governance and best practice in budget management. Councillors and committees should be able to rely on the information provided to assist in sound decision making around budgets and spending plans for the Council.

**1. RECOMMENDATIONS**

The Executive is asked to RESOLVE that the following are noted:

- 1) The current Revenue position of **£0.020 million** unfavourable variance.
- 2) The current Capital spending of **£3.429 million** against a budget of £8.082 million as outlined in Appendix A
- 3) The current savings delivery is **£0.545 million** against an annual target of £2.342 million for 2025/26.
- 4) Earmarked Reserves are £27.117 million as outlined in Appendix B.
- 5) The Ward Budget allocation position to date is 13 approved allocations at £15,800, leaving a balance of £38,200 to be allocated before year end as included in Appendix C.
- 6) There is an updated procurements position set out in Appendix D, with any new items over £200,000 to be included on the forward plan.
- 7) The position on Council Tax and Business Rates.
- 8) The position on benefits processing.

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- 9) The Performance data for the period April to June 2025 (Quarter 1) shown at Appendix F.

The Executive is asked to **RECOMMEND** that:

- 10) That the Balance Sheet Monitoring Position for Q1 is noted – which is the Treasury Monitoring Report and required to be reported to Council (Appendix E)

**2 EXECUTIVE SUMMARY**

- 2.1 This Quarter 1 Financial Monitoring Report for Redditch Borough Council (April–June 2025) provides a comprehensive overview of the Council's financial performance, budget delivery, and strategic project progress. The report supports informed decision-making and ensures transparency in financial governance.
- 2.2 Key highlights include:
- **Revenue Position:** A minor overspend of £0.020 million is forecasted for the year, driven by pressures in Corporate Services and Community & Housing, partially offset by underspends in Finance, Environmental, and Legal Services.
  - **Capital Programme:** £3.429 million has been spent against an annual budget of £8.082 million. Significant projects include the Innovation Centre and Public Realm improvements funded through the Town Deal and UK Shared Prosperity Fund.
  - **Savings Delivery:** £0.545 million of the £2.342 million annual savings target has been achieved, primarily through vacancy management and efficiency measures.
  - **Reserves:** The Council holds £27.117 million in earmarked reserves, following a thorough review during the Medium-Term Financial Plan (MTFP) process.
  - **Ward Budgets:** £15,800 has been allocated across 13 councillors, with £38,200 remaining to be distributed before year-end.
  - **Treasury and Balance Sheet Monitoring:** No new borrowing has occurred; £5.5 million is held in short-term investments. The Council remains compliant with all prudential indicators and investment limits.
  - **Collection Fund Performance:** Council Tax and Business Rates collection are slightly below target, with 27.99% and 25.29% collected respectively in Q1.
  - **Benefits Processing:** Average processing times are 18 days for new claims and 8 days for changes, within acceptable thresholds.

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- **Procurement Pipeline:** 25 contracts exceeding £200,000 are scheduled for procurement within the next 12 months, ensuring strategic resource planning.

2.3 The report also outlines risks and operational implications, with financial pressures and contract management flagged as key areas.

**3 BACKGROUND**

3.1 The purpose of this report is to set out the Council's draft Revenue and Capital Outturn position for the first quarter of the financial year (April – June 2025) and associated performance data. This report presents:

- The Council's forecast yearly outturn revenue monitoring position for 2025/26 based on data to the end of Quarter 1 including delivery of the savings targets as set out in the MTFP.
- The position in respect of balance sheet monitoring as requested by the Audit, Governance and Standards Committee including the Treasury Management report for Quarter 1.
- The spending as of Q1 of Ward Budget Funds.
- The updated procurement pipeline of Council projects to be delivered over the next 12 months in order to properly resource plan for the delivery of these projects.
- The Council's performance against the strategic priorities outlined in the Council Plan Addendum, including operational measures to demonstrate how the council is delivering its services to customers is the subject of separate report elsewhere on the agenda.

**4. DETAILED PERFORMANCE****Financial Performance**

- 4.1 As part of the monitoring process a detailed review has been undertaken to ensure that issues are considered, and significant savings and cost pressures are addressed. This report sets out, based on the position at the end of Quarter 1, the projected revenue outturn position for the 2025/26 financial year and explains key variances against budget.
- 4.2 The £13.475m full year revenue budget included in the table below is the budget that was approved by Council in February 2025.

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Service Description	2025-26 Approved Budget	2025-26 Revised Budget	2025-26 Revised Q1 Budget	Q1 Adjusted Spend	Full Year Projected Forecast	Full Year Projected Variance
Business Transformation and Organisational Development	2,127,379	2,057,275	461,741	479,125	2,093,631	36,356
Community and Housing GF Services	2,978,979	2,814,941	386,967	-550,265	2,910,010	95,068
Corporate Services	-4,390,100	-3,880,992	-765,279	-712,805	-3,486,096	394,896
Environmental Services	3,327,695	3,327,695	891,691	819,171	3,266,783	-60,912
Financial and Customer Services	3,151,803	3,091,523	813,218	972,317	2,698,180	-393,343
Legal and Democratic Services	1,213,796	1,090,214	254,617	189,466	1,017,824	-72,390
Planning and Leisure Services	1,272,841	1,225,728	271,098	87,576	1,180,012	-45,716
Regeneration & Property	2,213,443	2,169,452	426,654	437,482	2,218,178	48,726
Regulatory Client	711,638	711,638	177,910	178,640	727,307	15,668
Rubicon Client	867,481	867,481	216,870	258,826	915,600	48,119
Starting Well	0	0	0	-9,840	-14,524	-14,524
<b>Grand Total</b>	<b>13,474,955</b>	<b>13,474,955</b>	<b>3,135,487</b>	<b>2,149,693</b>	<b>13,526,905</b>	<b>51,948</b>
Service Description	2025-26 Approved Budget	2025-26 Revised Budget	2025-26 Revised Q1 Budget	Q1 Adjusted Spend	Full Year Projected Forecast	Full Year Projected Variance
Corporate Financing	-13,474,955	-13,474,955	-3,368,739	-4,142,308	-13,507,005	-32,048
<b>Grand Total</b>	<b>-13,474,955</b>	<b>-13,474,955</b>	<b>-3,368,739</b>	<b>-4,142,308</b>	<b>-13,507,005</b>	<b>-32,048</b>
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>-233,252</b>	<b>-1,992,615</b>	<b>19,900</b>	<b>19,900</b>

*Budget Variances*

- 4.3 The draft position is set out in the above table.
- 4.4 Overall, the Council is currently forecasting a full year revenue overspend of £0.020m at Quarter 1. The underspend is mainly due to the additional grants received. This position will continue to be reviewed particularly given the impact of the increasing costs linked to inflation and further updates will be provided to Councillors throughout 2025/26. This includes service projections as follows:

**Business Transformation & Organisational Development £0.036m overspend**

Business Transformation is forecasting a £0.036m overspend of £0.017m due to increased planned training requirements across the Council and £0.019m on ICT Training Costs. These will be monitored throughout the year.

**Community and Housing GF Services £0.095m overspend**

Community & Housing Services is forecasting a £0.095m overspend due to additional CCTV Telephone Costs of £0.036m and underachieved income of £0.029m. Community Transport is overspending by £0.178m due to the Council decision to reduce fares income by 50%, hence, less income expected. Also, Shopmobility moved to a new location and will be spending more on electricity, service charge and advertisement. . This is alongside a reduced income with pre covid customer numbers not returning,

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which is a national trend; only 42% of the income is expected. These overspends are offset by £0.118m additional Homelessness Prevention income and £0.030m Community Safety grants.

**Corporate Services £0.395m overspend**

Corporate Services is forecasting a £0.395m overspend due to additional Postage Charges of £0.021m, Lump Sum Pension Deficit payment of £0.027m and forecasted underachieved Efficiency Savings of £0.347m as outlined later in the report .

**Environmental Services £0.060m underspend**

Environmental Services is forecasting a £0.060m underspend within Place Teams of £0.123m due to higher than planned income offset by £0.017m on Fleet Maintenance, underachieved SLA income of £0.025m, Agency Costs within Hedge cutting of £0.013m and APSE Licence Purchase of £0.008m.

**Financial and Customer Services £0.393m underspend**

Finance & Customer Services is forecasting a £0.393m underspend due to Agency Costs of £0.718m due to cover of staff vacancies offset by savings on Salaries of £0.486m, additional Insurance costs of £0.092m all offset by additional Housing Subsidy income of £0.647m and £0.070m of various other savings.

**Legal and Democratic Services £0.072m underspend**

Legal and Democratic Services is forecasting a £0.072m underspend due to savings generated within Democratic Services as a result of a post being identified as fully Bromsgrove District Council related.

**Planning and Leisure Services £0.045m underspend**

Planning & Leisure Services is forecasting a £0.045m underspend due to additional Development Control income above expected levels at this point in the year compared to previous years.

**Regeneration and Property Services £0.049m overspend**

Regeneration & Property Services is forecasting a £0.049m overspend due costs to Wychavon District Council of £0.062m for Parking and £0.027m DMIC application fee. The application fee is currently being investigated to see if it should be charged to capital. The overspend has been offset by the use £0.040m UKSPF Grant to cover Admin which has offset staffing posts.

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**Regulatory Client overspend £0.016m**

Regulatory Client is forecasting a £0.016m overspend due to underachieved Efficiency Savings of £0.011m and Pest Control Fees of £0.005m recharge from WRS above budget.

**Rubicon Client overspend £0.048m**

Rubicon Client is forecasting a £0.048m overspend due to additional Management Fees of £0.008m and increased Maintenance and Insurance costs of £0.040m due to Rubicon client not having an insurance budget for buildings.

**Starting Well underspend £0.014m**

Starting Well is forecasting a £0.014m underspend due to an excess of grant income. This will be reviewed as part of the Quarter 2 position to bring the forecast back in line with a nil variation.

**Corporate Financing**

Corporate Financing is forecasting £0.032m additional income due to extra Investment Interest amounting to £0.380m and Grant Income of £0.186m offset by additional Interest Payable of £0.362m and underachieved Fees & Charges Income of £0.172m.

**Savings Targets**

The Council had £2.342m of savings targets in 2025/26. The Council has delivered £0.545m of these savings in Q1. These are shown in the table below:

	<b>2025/26 £m</b>	<b>Adjusted 2025/26 £m</b>	<b>Total 2025/26 £m</b>	<b>Savings YTD</b>	
Service Reviews	(0.405)	0.405	0		Consolidated corporately
Finance Vacancies	(0.100)	0.100	0		Consolidated corporately
Environmental Service Partnerships	(0.050)	0.050	0		Consolidated corporately
Move to all out elections	(0.170)		(0.170)	0	Unlikely to be met
Town Hall	(0.400)		(0.400)	0	Work ongoing
<b>2023/24 Items</b>	<b>(1.125)</b>	<b>0.555</b>	<b>(0.570)</b>	<b>0</b>	
In year corporate target		(1.522)	(1.522)	(0.545)	£0.407m from vacancy management and £0.138m efficiencies



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Directorate savings		(0.250)	(0.250)	In progress	
<b>2025/26 Items</b>	<b>0</b>	<b>(1.722)</b>	<b>(1.772)</b>	<b>(0.545)</b>	
<b>Total Savings</b>	<b>(1.125)</b>	<b>(1.217)</b>	<b>(2.342)</b>	<b>(0.545)</b>	

**4.5 Cash Management**

**Borrowing**

- As of the 30<sup>th</sup> June 2025, there were no short-term borrowings. The Council has long-term borrowings of £103.9m.

**Investments**

- On 30<sup>th</sup> June 2025 there were £5.5m short-term investments held.

**Capital Monitoring**

- 4.6 A capital programme of £8.082m was approved in the Budget for 2025/26 in February 2025. This has been fully reviewed as part of the MTFP using actual data as at the end of December 2024. The table below and detail in **Appendix A** set out the Capital Programme schemes that are approved for the MTFP time horizon.
- 4.7 Many of these schemes are already in partial delivery in the 2025/26 financial year. By approving this list, the Council also agreed sums not spent in 2024/25 (and 2023/24 by default if schemes originated earlier than 2024/25 as sums have been carried forward through to the 2024/25 MTFS Report) to be carried forward into 2025/26. The table also splits amounts by funding source, Council or third party.

Year	Total Programme		Council Funded	Grant Funded
2024/5	<b>20,114,366</b>	<b>32,428,717</b>	4,792,886	15,036,480
Carry Fwd	<b>12,314,351</b>			
2025/6	<b>8,082,320</b>		3,176,213	4,906,107
2026/7	<b>3,923,362</b>		3,217,498	705,864
2027/8	<b>2,559,172</b>		1,853,308	705,864
2028/9	<b>2,064,490</b>		1,364,490	700,000
2029/30	<b>2,496,248</b>		1,790,384	705,864

- 4.8 Included in this funding the Council also have the following Grant Funded Schemes which are being delivered in 2025/26:

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- The Town Deal schemes – the Innovation Centre and Public Realm improvements which are funded via £15.6m of Government Funding.
  - For the Innovation Centre
    - Stage 3 designs are now complete and we are in the process of appointing a design and build contractor, to work alongside the design team during Stage 4. This will enable greater cost and design certainty prior to the onset of the construction phase.
    - The revised planning application has now been submitted, which was timed with a press which also went out at the start of August.
    - The project remains on track to deliver in line with the revised programme, which will see design and procurement progressing to the end of 2025 calendar year, prior to an anticipated 62-week construction period, commencing in January 2026.
    - The final business case for GBS LEP funding (£2.425m) was submitted to Birmingham City Council (BCC) on 23rd July, following initial draft submission in May 2025. The project is scheduled to go to
    - the EZ Partnership Board in October 2025, prior to final sign off by BCC Cabinet in December 2025.
  - For the Public Realm Scheme
    - All works to Unicorn Hill and Church Green West have been completed. The new traffic regulation order (TRO) came into place on the 14<sup>th</sup> August. Public comms around the new TROs have been circulated on social media and local papers.
    - The next phase of public realm work has been paused so that we can understand the full cost of building the innovation centre before entering into any further expenditure of Town Deal Funds.
  - UK Shared Prosperity Schemes (USKPF) totalling £818,536 of which £152,000 is capital need to be completely spend by the end of the 2025/26 financial year. These funds are being spent in line with the approved UKSPF Investment Plan.
- 4.9 The outturn spend is £3.429m against a capital budget totalling £8.082m and is detailed in **Appendix A**. It should be noted that as per the budget decision carry forwards of £11.839m will be rolled forward from 2024/25 into 2025/26 to take account of slippage from 2024/25.

**Housing Revenue Account**

- 4.10 The table below details the financial position for the Housing Revenue Account (HRA) for the period April - June 2025. The major variances are due to the following:
- Repairs & Maintenance - vacancies pending restructure of service areas.

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- Supervision & Management - the variance is predominantly due to vacant posts as a consequence of a service review within Housing Services. A new structure will be implemented and posts recruited in Quarter 3.

	2025/26 Original Budget £'000	2025/26 Working Budget £'000	2025/26 Budget Apr - Jun £'000	2025/26 Actual Apr - Jun £'000	2025/26 Variance Apr - Jun £'000	2025/26 Projected Outturn £'000	2025/26 Projected Variance £'000
<b>INCOME</b>							
Dwelling Rents	-28,169	-28,169	-7,629	-7,249	380	-28,169	0
Non-Dwelling Rents	-534	-534	-145	-415	-270	-534	0
Tenants' Charges for Services & Facilities	-724	-795	-215	-284	-69	-811	-16
Contributions towards Expenditure	-127	-155	-42	-2	40	-155	0
							0
<b>Total Income</b>	<b>-29,553</b>	<b>-29,653</b>	<b>-8,031</b>	<b>-7,950</b>	<b>81</b>	<b>-29,669</b>	<b>-16</b>
<b>EXPENDITURE</b>							
Repairs & Maintenance	7,844	8,011	2,003	1,754	-249	7,990	-22
Supervision & Management	9,249	9,387	2,347	966	-1,381	9,087	-299
Rent, Rates, Taxes & Other Charges	576	576	144	211	67	576	0
Provision for Bad Debts	517	519	130	0	-130	519	0
Depreciation & Impairment of Fixed Assets	7,296	7,296	1,824	0	-1,824	7,296	0
Interest Payable & Debt Management Costs	4,179	4,179	1,045	-134	-1,179	4,179	0
<b>Total Expenditure</b>	<b>29,662</b>	<b>29,968</b>	<b>7,492</b>	<b>2,797</b>	<b>-4,696</b>	<b>29,647</b>	<b>-321</b>
<b>Net cost of Services</b>	<b>108</b>	<b>315</b>	<b>-539</b>	<b>-5,154</b>	<b>-4,615</b>	<b>-22</b>	<b>-130</b>
<b>Net Operating Expenditure</b>	<b>108</b>	<b>315</b>	<b>-539</b>	<b>-5,154</b>	<b>-4,615</b>	<b>-22</b>	<b>-130</b>
Interest Receivable	-211	-211	-53	0	53	-211	0
Revenue Contribution to Capital Outlay	0	0	0	0	0	0	0
Planned use of Balances	103	-104	592	0	-592	233	130
Transfer to Earmarked Reserves	0		0	0	0	0	0

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In HRA Capital:

		2025/26 Full Year Budget £	2025/26 Budget to Date Apr - Jun £	2025/26 Actuals & Comm Apr - Jun £	2025/26 Variance Apr - Jun £	2025/26 Forecast Outturn £	2025/26 Projected Variance £	
Project	Project Description							
100050	Housing 1-4-1 Purchases/Build	3,000,000	750,000	312,445	-	437,555	3,500,000	500,000
100053	Asbestos General	125,000	31,250	233,614		202,364	125,000	
100054	Structural Repairs	15,000	3,750	42,344		38,594	15,000	0
100055	Electrical Upgrade	200,000	50,000	213,600		163,600	200,000	0
100056	Boiler Replacement	720,000	180,000	156,355	-	23,645	720,000	0
100058	Window Replacement	500,000		129,343			500,000	
100059	Disabled Adaptations	500,000	125,000	204,736		79,736	500,000	0
100060	Environmental Enhancement	100,000	25,000	-	-	25,000	100,000	0
100061	FRA Works	-	-	-	-	-	-	0
100062	Stock Condition Survey	150,000	37,500	93,628		56,128	150,000	0
100063	Housing Management System		-	52,120		52,120	60,000	60,000
100066	Capitalised Salaries	750,000	187,500	-	-	187,500	750,000	0
100067	Door Entry/CCTV	350,000	87,500	174,307		86,807	350,000	0
100068	HRA Hard Wire S	200,000	50,000	90,000		40,000	200,000	0
100074	Balcony Replacement	300,000	75,000	301,483		226,483	300,000	0
100081	HRA Fire Safety	-		-			-	
100083	HRA Compartmentation	1,500,000	375,000	711,053		336,053	1,500,000	0
100084	Major Voids Works	1,000,000	250,000	946,743		696,743	1,000,000	0
100098	HRA-Energy Efficiency	1,000,000	250,000	722,194		472,194	1,000,000	
100115	HRA Stock Remodelling	275,000	68,750	120,397		51,647	275,000	0
100116	HRA Estates Garages	300,000	75,000	-	-	75,000	300,000	0
110001	Internal Refurbishment	3,000,000	750,000	2,525,873		1,775,873	3,000,000	
110003	High Trees Project	800,000	200,000	792,664		592,664	800,000	0
110004	Disrepair Cases	100,000	25,000	318,117		293,117	320,000	220,000
110005	External Refurbishment	500,000	125,000	74,299	-	50,701	500,000	0
110006	Community Safety	-	-	-		-	-	0
110042	Lift Replacement	150,000	37,500	106,859		69,359	150,000	0
110045	Vehicle Replacement	900,000	225,000	-			900,000	
		16,435,000	3,983,750	8,322,173		4,434,080	17,215,000	780,000

4.11 Across the HRA Capital Investment Programme issues have arisen that require variances to the budget lines for the following reasons.

**Housing 1-4-1 Purchases** – These occur on a reactive basis and as such budget estimating can be difficult, in the current year we have identified £2.4m of Persimmon properties together with buybacks.

**Housing Management System** – Residual costs as end of project is imminent.

**Disrepair Cases** – We have experienced increased levels of Disrepair Cases over the last two financial years which has now resulted on a pressure to carry out corrective works to affected properties.

### **Earmarked Reserves**

4.12 The updated position, taking account of the now submitted draft accounts for 2024/25, are set out in **Appendix B**. As part of the MTFP all reserves were thoroughly reviewed

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for their requirement and additional reserves set up as per that report. At the 30 June 2025, based on the present MTFP that was approved by Council on the 19<sup>th</sup> February, the Council holds £27.117 million of General Fund Reserves.

**Ward Budgets**

- 4.13 This report is the quarterly report to show what has been spent to date on Ward budgets. Each Ward Member has £2,000 to spend on Ward Initiatives subject to the rules of the Scheme which were approved by Council. As of the 30<sup>th</sup> June there have been applications from 13 Members approved totalling £15,800. There are still 14 Members who have not allocated any funding and overall £38,200 is still to be allocated. This year's funding allocations must be spent by the 31<sup>st</sup> March. Full detail is set out in **Appendix C**.

**Balance Sheet Monitoring Position**

- 4.14 There has been the request from Audit Committee that the Council include Balance Sheet Monitoring as part of this report.
- 4.15 This initial balance sheet reporting is set out as the Q1 Treasury Report which is attached as **Appendix D**. This report sets out the Council's debt and borrowing position for Q1 2025/26. Included in this is how the Council is using its working capital as well as measurement of the Council's Prudential Indicators, this appendix will need to be noted and approved that Council note the position

**Procurement Pipeline**

- 4.16 The Procurement pipeline is shown in **Appendix E**. The Council's Procurement Pipeline includes details of contracts expected to be reprocured and new procurement projects expected to be undertaken in the future. Those happening in the next 12 months and over £200k will need to be put on the Forward Plan. The pipeline is refreshed quarterly.
- There are 25 contracts that are over the key decision threshold of £200k
  - There are 3 contracts procured by Redditch Borough Council on behalf of Bromsgrove District Council.

**Collection Fund**

- 4.17 The Council acts as collecting authority for itself, other major preceptors and the parishes for Council Tax. The Council also collects business rates on behalf of central government, the County Council and for itself. The Council's own precept accounts for about 12% of monies collected from Council tax and about 40% of business rates collected after paying government levies, additional tariff to central government and 10% across to Worcestershire County Council.

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- 4.18 The Council aims to collect 98.5% of Council receipts (national average is 95.8%) which equates to a total sum of £60.766 million. Performance against this target for this financial year is shown in the table below:

	Target %age (cumulative)	Actual %age (cumulative)	Amount collected (cumulative) £ millions
Quarter 1	28.5	27.99	22.963
Quarter 2			
Quarter 3			
Quarter 4	98.5		

- 4.19 Due to the use of ten monthly collections the percentage for each quarter is not a simple 25%. Government reforms are proposing enforcing a move to monthly collections (in twelfths).
- 4.20 The Council aims to collect 98.0% of business rate receipts (national average is 95.8%) which equates to a total sum of £39.562 million. Performance against this target for this financial year is shown in the table below:

	Target %age (cumulative)	Actual %age (cumulative)	Amount collected (cumulative) £ millions
Quarter 1	25.57	25.29	10.310
Quarter 2			
Quarter 3			
Quarter 4	98.0		

**Benefits**

- 4.21 Benefit claim statistics are summarised in the table below:

<b>New claims</b>			
Average processing time	18 days	Number processed this quarter	105
<b>Changes to claims</b>			
Average processing time	8 days	Number processed this quarter	1380

- 4.22 Recent changes to benefits has meant that many of the simpler claims have been transferred to DWP, leaving the more complex cases with local authorities – this has impacted on average processing time. DWP expect new claims to be processed within a 30-day timeframe.

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**Performance**

- 4.23 The format of the performance report continues in a summary format, in preparation for all data to be held within the Power BI platform by the end of 2025/26. This data is presented at **Appendix F**.
- 4.24 This summary document is still under development; further targets or national averages have been added for this quarter to help with interpretation.
- 4.25 A number of new or refined measures will also be included in future reports; these are currently under development and will be aligned with the service business planning process.
- 4.26 MHCLG is consulting on a Local Government Outcomes Framework (LGOF) which once agreed will set a number of performance measures for all Councils. Once confirmed, the Council will adjust its own performance indicators (PIs) to incorporate any central ones as well as maintaining locally agreement indicators.

**5. Financial Implications**

- 5.1 These are contained in the main body of the report.

**6. Legal Implications**

- 6.1 No Legal implications have been identified.

**7. Strategic Purpose Implications**

**Relevant Strategic Purpose**

- 7.1 The Strategic purposes are included in the Council's corporate plan and guides the Council's approach to budget making ensuring we focus on the issues and what are most important for the borough and our communities. Our Financial monitoring and strategies are integrated within all of our Strategic Purposes.

**8 Climate Change Implications**

- 8.1 The green thread runs through the Council plan. The Financial monitoring report has implications on climate change, and these will be addressed and reviewed when relevant by climate change officers to ensure the correct procedures have been followed to ensure any impacts on climate change are fully understood.

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**9. Other Implications**

**Customer / Equalities and Diversity Implications**

9.1 None as a direct result of this report.

**Operational Implications**

9.2 Managers meet with finance officers to consider the current financial position and to ensure actions are in place to mitigate any overspends.

**10. RISK MANAGEMENT**

10.1 Items identified in the Finance and Performance monitoring is included in a number of the Corporate Risks. These are listed below. The mitigations to these risks are set out in the Risk Report, of which the Quarter 1 Report is reported to Audit, Governance and Standards Committee in July:

- COR 10 - Decisions made to address financial pressures and implement new projects.
- COR16 – Management of Contracts.
- COR17 – Resolution of the Approved Budget Position.
- COR19 – Adequate Workforce Planning.
- COR20 – Financial Position Rectification.
- COR22 - Delivery of Levelling Up and UK SPF Initiatives
- COR23 – Cost of Living Crisis
- COR25 – The new Environment Bill

**11. APPENDICES**

Appendix A – Capital Outturn  
Appendix B – Reserves Position  
Appendix C – Ward Budget Position  
Appendix D – Treasury Management Position  
Appendix E – Procurement Pipeline  
Appendix F – Performance Reporting

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**REDDITCH BOROUGH COUNCIL****Executive****2<sup>nd</sup> September 2025****Appendix A - Capital Outturn**

Capital Project	Description	2025/26 Total (Original) £	2025/26 Total (Incl C/F's) £	25/26 Spend £
	<b>Large Schemes</b>			
	<b>Towns Fund</b>	0	0	
200053	- Innovation Centre	1,000,000	7,091,046	
200053	- Innovation Centre	1,948,000	1,948,000	
100133	- Digital Manufacturing & Innovation Centre Digital Manufacturi	0	-159,306	178,788
		0	0	
200054	- Library	0	2,320,634	-22,764
		0	0	
200055	- Public Realm	0	3,777,926	
200055	- Public Realm	0	439,000	
		0	0	
100102				
100108	Town Hall Redevelopment	0	5,123,121	393,391
100111				
		0	0	
	UK Shared Prosperity Fund	0	0	
100100	- Capital Element	0	0	
	- Revenue Element	0	0	
100100	- Remainder (to be allocated)	0	0	
		0	0	
		0	0	
	<b>Schemes Agreed to Continue in Tranche 1</b>	0	0	50,459
100004	Car Park Maintenance	150,000	212,672	
110036	Footpaths	75,000	47,264	184,997
100007	Disabled Facilities Grant	1,185,745	1,332,340	
100008	Energy & Efficiency Installs.	0	209,345	
100009	GF Asbestos	0	75,467	
100014	Improved Parking Scheme ( includes locality funding)	0	400,000	
100005	Camera Replacement programme	0	0	
100016	Improvement to Morton Stanley Open Space	0	0	
100021	Improvements at Business Centres	0	0	
100023	Localilty Capital Projects - Woodrow Footpath Work	0	0	
100026	Morton Stanley Play, Sport and Open Space Improvements (Gene	0	1,500	
100032	Public Building	250,000	139,324	52,837
100035	Fleet Replacement new line	0	1,960,669	12,225
100037	Removal of 5 weirs through Arrow Valley Park	0	414,000	
100040	Sports Contributions to support improvements to Outdoor facilit	0	3,000	
100043	Wheelie Bin purchase	100,000	210,635	
100044	New Digital Service	0	-119,732	14,977
100047	Environmental Services Computer System	0	-38,857	
100064	Green Lane Studley	0	-52,905	
100088	Improvement Holly trees childrens centre	0	6,000	
100092	Passing bay at main access AVCP	0	0	
100089	Greener Homes	0	-8,925	
100095	Bomford Hill Pathway	0	0	
100010	Grassland Mitigation measures- recreating and monitoring grassl	5,864	11,727	
100011	Hedgerow Mitigation measurres by restoration and hedge laying	0	21,500	
100012	HMO Grants	25,000	86,500	
100013	Home Repairs Assistance	40,000	160,000	
100018	Improvement to original Pump Track at AVCP	0	56,364	
100045	Replacing 3 fuel pumps and upgrading tank monitoring equipmen	0	25,000	
100046	Fleet Management Computer System	0	0	
110018	Cisco Network Update	47,339	53,273	67,038
110019	Server Replacement Est(Exact known Q2 2022)	18,500	196,000	3,701
110020	Laptop Refresh	5,000	37,775	

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Capital Project	Description	2025/26 Total (Original) £	2025/26 Total (Incl C/F's) £	25/26 Spend £
100140	Cyber Security Update	25,000	50,000	
100141	Morgan Stanley Footpaths	0	16,500	
110021	New Cemetary Provision-Ipsley road	195,000	635,963	
100127	Provide the Crossgate Depot site with a new and Compliant Deis	0	56,000	
100097	Widen access road to Arrow Valley Country park	0	-9,074	
100136	Lifeline Improvements	0	120,000	
100144	PRS Housing ICT System	0	30,000	
100119	Play Areas - Surface Replacement	10,000	-79,994	
100147	AVCP - Parking Bays near Visitor Centre	0	12,000	
100121	AVCP - Car Park Extension 25 Spaces	0	-15,745	
100148	Increased Building Mainenance Costs	150,000	300,000	
100134	Arrow Valley Car Park	0	63,840	
100135	Arrow Valley park Visitor Centre Improvements	0	193,251	79,328
100143	Fleet Costs	26,000	611,000	
100137	Final Play Area Changes	191,477	435,576	
100139	Movement of ICT Cyber Capital Works Forward	0	-50,000	
100142	Hedge and Shrub Removal	40,000	80,000	
110007	Forge Mill and Bordelsey Open Space Improvements	0	5,859	
110008	Arrow Valley Entrance Improvements 18/10149 Aldi/Lidle	0	0	
110009	MUGA at Greenlands Sports Pitches. 2018/169/FUL Land off Gre	0	43,078	
110012	Play Area improvements at Birchfield Road,/Headless Cross Rec	0	7,575	
110013	Play area (£34,583.39), Open space (£12,001.36) and Sport (£8,51	0	1,172	
100001	Arrow Valley Country Park - Play, Open Space and Sports Improv	0	-4,500	-4,500
100146	Play Area Changes - Pre Audit	0	382,000	
100146	Play Audit funding	191,447	454,833	
100020	Improvement to Sports Pitches infrastructure in Morton Stanley	0	23,002	
100022	Investment into Health and Fitness Facilities	0	0	
100042	Upgrade hardwired lifeline schemes	0	0	
100091	Digital Screens	0	0	
100112	Fire compartmentation works in Corporate buildings	250,000	240,157	
110044	New Food Waste Collection - DEFRA Funding	766,498	785,955	
	Abavus Software Integration	30,000	30,000	
	Abavus Licensing	10,200	10,200	
	Update Town Hall Fire Wall	16,250	16,250	
	Replacement Track - Abbey Stadium	300,000	300,000	
	Energy Performance Certificate Requirements	100,000	100,000	
	Abbey Stadium Roof Replacement	250,000	250,000	
	Abbey Stadium - refurbish indoor Chaging Rooms and Toitets	300,000	300,000	
	Forge Mill - New outdoor Kiosk and Toilet Replacement	90,000	90,000	
	PitcherOak, refurbish Male Changing and bebuild 2nd Green	90,000	90,000	
	Salary Capitallisation	200,000	200,000	
100087	Localilty Capital Projects - Garage Condition Survey (Housing)	0	0	
100050	Housing 1-4-1 purchases	0		1,069,148
100053	Asbestos General	0		34,945
100054	Structural Repairs	0		6,845
100055	Electrical Upgrade	0		76,652
100056	Boiler Replacement	0		121,664
100058	Window Replacements	0		46,180
100059	Disabled Adaptations	0		60,172
100061	FRA Works	0		481
100063	Housing Management IT System	0		37,663
100067	Door Entry/CCTV	0		-397
100074	Balcony Replacements	0		12,846
100084	Major Voids works	0		559,598
100128	Cycle Route 5 Improvements Cycle Route 5 Improvements	0		1,405
100132	Town Centre Business Grant Town Centre Business Grant	0		-11,654
100150	Redditch Market	0		36,515
110001	INTERNAL REFURBISHMENT	0		77,596
110003	HIGH TREES PROJECT	0		128,666
110004	DISREPAIR CASES	0		129,036
110005	EXTERNAL IMPROVEMENTS	0		20,570
110006	COMMUNITY SAFETY	0		92,435
110024	Community Energy Efficiency Programme - UKSPF	0		-30,000
110028	Support to Local Business - UKSPF	0		-74,367
110030	Public realm improvements to Market Place/Church Green 20/00	0		0
110041	Resurfacing and pathway improvement on St Stephen Church 20	0		22,764

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**Appendix B - Earmarked Reserves**

	Balance	Transfers In	Transfers Out	Balance	Transfers In	Transfers Out	Balance
	01-Apr-23	2023/24	2023/24	31-Mar-24	2024/25	2024/25	31-Mar-25
	£000	£000	£000	£000	£000	£000	£000
<b>General Fund:</b>							
Business Rates Retention Scheme	4,560	0	0	4,560	0	0	4,560
Community Development	74	0	0	74	0	0	74
Community Safety	211	0	0	211	0	0	211
Corporate Services	4,652	0	(2,058)	2,594	0	0	2,594
Customer Services	183	0	0	183	0	0	183
Economic Growth	718	0	0	718	123	0	841
Electoral Services	63	0	0	63	0	0	63
Environmental Vehicles	29	0	0	29	0	0	29
Equipment replacement	25	0	0	25	0	0	25
Financial Services	149	0	0	149	442	(131)	460
General Risk reserve	45	0	0	45	0	0	45
Housing Benefit Implementation	270	0	0	270	0	0	270
Housing Support	1,535	0	0	1,535	0	(116)	1,419
Land Charges	9	0	0	9	0	0	9
Land Drainage	129	0	0	129	0	0	129
Parks & Open spaces	8	0	0	8	0	0	8
Planning Services	692	0	0	692	0	0	692
Sports Development	(18)	0	0	(18)	0	0	(18)
Town Centre	7	0	0	7	0	0	7
Warmer Homes	16	0	0	16	0	0	16
Transformational Growth	123	0	0	123	0	0	123
Pensions	201	0	0	201	0	0	201
Regeneration Income	602	0	0	602	0	0	602
Restart Grants	2,900	0	0	2,900	24	0	2,924
Covid-19 (General)	580	1,426	0	2,006	429	0	2,435
Covid-19 (Collection Fund)	55	0	0	55	0	0	55
<b>TOTALS</b>	<b>17,818</b>	<b>1,426</b>	<b>(2,058)</b>	<b>17,186</b>	<b>1,018</b>	<b>(247)</b>	<b>17,957</b>
<b>HRA</b>							
Housing Capital	11,771	0	(870)	10,901	0	(1,741)	9,160
<b>Total HRA</b>	<b>11,771</b>	<b>0</b>	<b>(870)</b>	<b>10,901</b>	<b>0</b>	<b>(1,741)</b>	<b>9,160</b>
<b>Total Earmarked Reserves</b>	<b>29,589</b>	<b>1,426</b>	<b>(2,928)</b>	<b>28,087</b>	<b>1,018</b>	<b>(1,988)</b>	<b>27,117</b>

**REDDITCH BOROUGH COUNCIL****Executive****2<sup>nd</sup> September 2025****Appendix C - Ward Budget Spending Q1 - Funds Allocated to 31 July****Councillor Ward Fund Balances – 25/26**

<b>Activity</b>	<b>Spend</b>	<b>Balance £2,000</b>
Cllr Joe Baker	2,000.00	0
Cllr Juliet Barker-Smith	300.00	1,700.00
Cllr Juma Begum	1,200.00	800.00
Cllr William Boyd	0	2,000.00
Cllr Brandon Clayton	0	2,000.00
Cllr Claire Davies	100.00	1,900.00
Cllr Matthew Dormer	0	2,000.00
Cllr James Fardoe	0	2,000.00
Cllr Andy Fry	650.00	1,350.00
Cllr Bill Hartnett	1,550.00	450.00
Cllr Sharon Harvey	1,200.00	800.00
Cllr Chris Holtz	0	2,000.00
Cllr Joanna Kane	1,000.00	1,000.00
Cllr Sid Khan	0	2,000.00

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<b>Activity</b>	<b>Spend</b>	<b>Balance</b> <b>£2,000</b>
Cllr Wanda King	2,000.00	0
Cllr Alan Mason	0	2,000.00
Cllr Sachin Mathur	0	2,000.00
Cllr Gemma Monaco	0	2,000.00
Cllr David Munroe	1,000.00	1,000.00
Cllr Rita Rogers	0	2,000.00
Cllr Gary Slim	0	2,000.00
Cllr Jen Snape	1,750.00	250.00
Cllr Jane Spilsbury	1,050.00	950.00
Cllr Monica Stringfellow	2,000.00	0
Cllr Craig Warhurst	0	2,000.00
Cllr Ian Woodall	0	2,000.00
Cllr Paul Wren	0	2,000.00
<b>Total</b>	<b>15,800</b>	<b>38,200</b>

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**Appendix D - Treasury Management Position**

**1.    SUMMARY**

The purpose of this report is to set out a quarterly update on the Council's Capital and Treasury Management Strategies, including all prudential indicators.

**2.    RECOMMENDATIONS**

**Cabinet are asked to:**

- **Note the Council's Treasury performance for Q1 of the financial year 25/26.**
- **Note the position in relation to the Council's Prudential indicators.**

**3.    BACKGROUND**

**Introduction**

- 3.1    The Authority has adopted the Chartered Institute of Public Finance and Accountancy's *Treasury Management in the Public Services: Code of Practice* (the CIPFA Code) which requires the Authority to approve, as a minimum, treasury management semi-annual and annual outturn reports.
- 3.2    This quarterly report provides an additional update and includes the requirement in the 2021 Code of quarterly reporting of the treasury management prudential indicators. The non-treasury prudential indicators are incorporated in the Authority's normal quarterly revenue report.

**External Context**

- 3.3    **Economic background:** The quarter started to significant financial market volatility as US President Donald Trump announced a wide range of 'reciprocal' trade tariffs in early April, causing equity markets to decline sharply which was subsequently followed by bond markets as investors were increasingly concerned about US fiscal policy. As the UK was included in these increased tariffs, equity and bond markets here were similarly affected by the uncertainty and investor concerns.
- 3.4    President Trump subsequently implemented a 90-day pause on most of the tariffs previously announced, which has been generally positive for both equity and bond markets since, but heightened uncertainty and volatility remained a feature over the period.
- 3.5    UK headline consumer price inflation (CPI) increased over the quarter, rising from an annual rate of 2.6% in March to 3.4% in May, well above the Bank of England's 2% target. The core measure of inflation also increased, from 3.4% to 3.5% over the same period. May's inflation figures were generally lower than in the previous month, however, when

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CPI was 3.5% and core CPI 3.8%. Services inflation was 4.7% in May, a decline from 5.4% in the previous month.

- 3.6 Data released during the period showed the UK economy expanded by 0.7% in the first quarter of the calendar year, following three previous quarters of weaker growth. However, monthly GDP data showed a contraction of 0.3% in April, suggesting growth in the second quarter of the calendar year is unlikely to be as strong as the first.
- 3.7 Labour market data appeared to show a softening in employment conditions as weaker earnings growth was reported for the period February to April 2025, in what would no doubt be welcome news to Bank of England (BoE) policymakers. Regular earnings (excluding bonuses) was 5.2% 3mth/yoy while total earnings was 5.3%. Both the employment and unemployment rates increased, while the economic inactivity rate and number of vacancies fell.
- 3.8 Having started the financial year at 4.5%, the Bank of England's Monetary Policy Committee (MPC) cut Bank Rate to 4.25% in May. The 5-4 vote was split with the majority wanting a 25bps cut, two members voting to hold rates at 4.5% and two voting for a 50bps reduction. At the June MPC meeting, the committee voted by a majority of 6-3 to keep rates on hold. The three dissenters wanted an immediate reduction to 4%. This dovish tilt by the Committee is expected to continue and financial market expectations are that the next cut will be in August, in line with the publication of the next quarterly Monetary Policy Report (MPR).
- 3.9 The May version of the MPR highlighted the BoE's view that disinflation in domestic inflation and wage pressures were generally continuing and that a small margin of excess supply had opened in the UK economy, which would help inflation to fall to the Bank's 2% over the medium term. While near-term GDP growth was predicted to be higher than previously forecast in the second quarter of calendar 2025, growth in the same period the following year was trimmed back, partly due to ongoing global trade developments.
- 3.10 Arlingclose, the authority's treasury adviser, maintained its central view that Bank Rate would continue to fall, and that the BoE would focus more on weak GDP growth rather than stickier and above-target inflation. Two more cuts to Bank Rate are expected during 2025, taking the main policy rate to 3.75%, however the balance of risks is deemed to be to the downside as weak consumer sentiment and business confidence and investment impact economic growth.
- 3.11 Despite the uncertainty around US trade policy and repeated calls for action from the US President, the US Federal Reserve held interest rates steady the period, maintaining the Fed Funds Rate at 4.25%-4.50%. The decision in June was the fourth consecutive month where no changes were made to the main interest rate and came despite forecasts from

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Fed policymakers that compared to a few months ago they now expected lower growth, higher unemployment and higher inflation.

- 3.12 The European Central Bank cut rates in June, reducing its main refinancing rate from 2.25% to 2.0%, and representing the eighth cut in just over a year. ECB noted heightened uncertainty in the near-term from trade and that stronger economic growth in the first quarter of the calendar may weaken. Inflation in the region rose to 2.0% in June, up from an eight-month low of 1.9% in the previous month but in line with the ECB's target. Inflation is expected to stay broadly around the 2% target over the next year or so.
- 3.13 **Financial markets:** After the sharp declines seen early in the quarter, sentiment in financial markets showed signs of improvement during the period, but bond and equity markets remained volatile. Early in the period bond yields fell, but then uncertainty from the impact of US trade policy caused bonds to sell-off but from the middle of May onwards, yields have steadily declined, but volatility continues. Equity markets sold off sharply in April but have seen gained back most of the previous declines, with investors seemingly remaining bullish in the face of ongoing uncertainty.
- 3.14 Over the quarter, the 10-year UK benchmark gilt yield started at 4.65% and ended at 4.49% having hit 4.82% early in April and falling to 4.45% by the end of the same month. While the 20-year gilt started at 5.18%, fell to 5.02% a few days later before jumping to 5.31% within a week, and then ending the period at 5.16%. The Sterling Overnight Rate (SONIA) averaged 4.31% over the quarter to 30<sup>th</sup> June.
- 3.15 **Credit review:** Arlingclose maintained its advised recommended maximum unsecured duration limit on the majority of the banks on its counterparty list at 6 months. The other banks remain on 100 days.
- 3.16 During the quarter, Fitch upgraded NatWest Group and related entities to AA- from A+ due to the generally stronger business profile. Fitch also placed Clydesdale Bank's long-term A- rating on Rating Watch Positive
- 3.17 Moody's downgraded the long-term rating on the United States sovereign to Aa1 in May and also affirmed OP Corporate's rating at Aa3.
- 3.18 Credit default swap prices on UK banks spiked in early April following the US trade tariff announcements but have since generally trended downwards and ended the quarter at levels broadly in line with those in the first quarter of the calendar year and throughout most of 2024.
- 3.19 European banks' CDS prices followed a fairly similar pattern, albeit some German banks are modestly higher compared to the previous quarter. Trade tensions between Canada and the US caused Canadian bank CDS prices to rise over the quarter and remain elevated



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compared to earlier in 2025 and in 2024, while Singaporean and Australian lenders CDS rose initially in April but have since trended downwards, albeit are modestly higher than in previous recent periods.

- 3.20 Overall, at the end of the period CDS prices for all banks on Arlingclose's counterparty list remained within limits deemed satisfactory for maintaining credit advice at current durations.
- 3.21 Financial market volatility is expected to remain a feature, at least in the near term and, credit default swap levels will be monitored for signs of ongoing credit stress. As ever, the institutions and durations on the Authority's counterparty list recommended by Arlingclose remain under constant review.

**Local Context**

- 3.22 On 31<sup>st</sup> March 2025, the Authority had £25.11m net borrowing arising from its revenue and capital income and expenditure. The underlying need to borrow for capital purposes is measured by the Capital Financing Requirement (CFR), while balance sheet resources are the underlying resources available for investment. These factors are summarised in Table 1 below.

Table 1: Balance Sheet Summary

	<b>31.3.25</b>	<b>30.6.25</b>
	<b>Actual</b>	<b>Actual</b>
	<b>£m</b>	<b>£m</b>
General Fund & Regeneration CFR	25.24	28.82
HRA CFR	126.80	127.60
<b>Total CFR</b>	<b>152.04</b>	<b>156.42</b>
External borrowing**	103.93	103.93
<b>Internal borrowing</b>	<b>48.11</b>	<b>52.49</b>
Less: Usable reserves	-18.10	-18.10
Less: Working capital	-4.90	-4.90
<b>Net borrowing</b>	<b>25.11</b>	<b>29.49</b>

\* Finance leases, PFI liabilities and transferred debt that form part of the Authority's total debt

\*\* shows only loans to which the Authority is committed and excludes optional refinancing

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- 3.23 The treasury management position at 30<sup>th</sup> June and the change over the quarter is shown in Table 2 below.

Table 2: Treasury Management Summary

	31.3.25 Balance £m	Movement £m	30.6.25 Balance £m	30.6.25 Rate %
Long-term borrowing				
- PWLB	98.93	0	98.93	3.35%
- LOBOs				
- Other	5.00	0	5.00	4.71%
Short-term borrowing				
<b>Total borrowing</b>	103.93	0	103.93	4.03%
Long-term investments				
Short-term investments	6.50	-1.00	5.50	4.92%
Cash and cash equivalents				
<b>Total investments</b>				
<b>Net borrowing</b>	<b>97.43</b>	<b>-1.00</b>	<b>98.43</b>	

**Borrowing Strategy and Activity**

- 3.24 As outlined in the treasury strategy, the Authority's chief objective when borrowing has been to strike an appropriately risk balance between securing lower interest costs and achieving cost certainty over the period for which funds are required, with flexibility to renegotiate loans should the Authority's long-term plans change being a secondary objective. The Authority's borrowing strategy continues to address the key issue of affordability without compromising the longer-term stability of the debt portfolio. At the present time short term interest rates are higher than long term interest rates.
- 3.25 Policy interest rates have risen substantially since 2021 although they have largely plateaued over the last year. Over the last quarter gilt yields have risen slightly overall, having had a number of peaks and troughs. There has been downward pressure from lower inflation figures, but also upward pressure from unexpectantly positive economic data. Data from the US continues to impact global markets including UK gilt yields.
- 3.26 The PWLB certainty rate for 10-year maturity loans was 5.38% at the beginning of the period and 5.27% at the end. The lowest available 10-year maturity rate was 5.17% and the highest was 5.56%. Rates for 20-year maturity loans ranged from 5.71% to 6.16% during the period, and 50-year maturity loans from 5.46% to 5.97%. The cost of short-term

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borrowing from other local authorities has been similar to Base Rate during the period at 4.0% to 4.5%.

- 3.27 CIPFA's 2021 Prudential Code is clear that local authorities must not borrow to invest primarily for financial return and that it is not prudent for local authorities to make any investment or spending decision that will increase the capital financing requirement and so may lead to new borrowing, unless directly and primarily related to the functions of the Authority. PWLB loans are no longer available to local authorities planning to buy investment assets primarily for yield unless these loans are for refinancing purposes. The Authority has no new plans to borrow to invest primarily for financial return.
- 3.28 **Loans Portfolio:** On 30th June, the Authority held £103.93m of loans, as part of its strategy for funding previous and current years' capital programmes. Outstanding loans on 30<sup>th</sup> June 2025 are summarised in Table 3 below.

Table 3: Borrowing Position

	31.3.25 Balance £m	Net Movement £m	30.6.25 Balance £m	30.6.25 Weighted Average Rate %	30.6.25 Weighted Average Maturity (years)
Public Works Loan Board	98,93		98,93	3.35%	23
Banks (LOBO)					
Banks (fixed term)	5.00		5.00	4.71%	25
Local authorities (long-term)					
Local authorities (short-term)					
<b>Total borrowing</b>	<b>103.93</b>		<b>103.93</b>		

**Treasury Investment Activity**

- 3.29 The CIPFA Treasury Management in the Public Services Code of Practice and Cross-Sectoral Guidance Notes (revised in 2021) defines treasury management investments as investments that arise from the organisation's cash flows or treasury risk management activity that ultimately represents balances that need to be invested until the cash is required for use in the course of business.

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- 3.30 The Authority does not hold any invested funds, representing income received in advance of expenditure plus balances and reserves held. During the period, the Authority's investment balances ranged between £1.0 and £14.8 million due to timing differences between income and expenditure. The investment position is shown in table 4 below.

Table 4: Treasury Investment Position

	31.3.25 Balance £m	Net Movement £m	31.6.25 Balance £m	31.6.25 Income Return %	31.6.25 Weighted Average Maturity days
Banks & building societies (unsecured)					
Banks & building societies (secured deposits)					
Covered bonds (secured)					
Government	0.0	0.0	0.0	0.0	0.0
Local authorities and other govt entities					
Corporate bonds and loans					
Money Market Funds	6.5	-1.0	5.5	3.2%	29
<b>Total investments</b>	<b>6.5</b>	<b>-1.0</b>	<b>5.5</b>	<b>0.0</b>	<b>0.0</b>

- 3.31 Both the CIPFA Code and government guidance require the Authority to invest its funds prudently, and to have regard to the security and liquidity of its treasury investments before seeking the optimum rate of return, or yield. The Authority's objective when investing money is to strike an appropriate balance between risk and return, minimising the risk of incurring losses from defaults and the risk of receiving unsuitably low investment income.
- 3.32 As demonstrated by the liability benchmark in this report, the Authority expects to be a long-term investor and treasury investments therefore include both short-term low risk instruments to manage day-to-day cash flows and longer-term instruments where limited additional risk is accepted in return for higher investment income to support local public

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services.

- 3.33 Bank Rate remained at 4.25% through the quarter with short term interest rates largely being around this level. The rates on DMADF deposits have been constant at 4.21%.

**Non-Treasury Investments**

- 3.34 The definition of investments in the Treasury Management Code now covers all the financial assets of the Authority as well as other non-financial assets which the Authority holds primarily for financial return. Investments that do not meet the definition of treasury management investments (i.e. management of surplus cash) are categorised as either for service purposes (made explicitly to further service objectives) and or for commercial purposes (made primarily for financial return).
- 3.35 Investment Guidance issued by the Department for Levelling Up Housing and Communities (DLUHC) and Welsh Government also includes within the definition of investments all such assets held partially or wholly for financial return.

**Treasury Performance**

- 3.36 The Authority measures the financial performance of its treasury management activities both in terms of its impact on the revenue budget and its relationship to benchmark interest rates, as shown in table 5 below.

Table 5: Performance

	Actual £m	Budget £m	Over/ under
<i>PWLB Maturity Loan 1</i>	15.00		
<i>PWLB Maturity Loan 2</i>	25.00		
<i>PWLB Maturity Loan 3</i>	40.00		
<i>PWLB Maturity Loan 4</i>	18.93		
<i>Barclays Loan</i>	5.00		
<b>Total borrowing</b>	<b>103.93</b>	<b>175.00</b>	<b>-71.07</b>
<i>Short-term Investments</i>	5.50	10.00	-4.50
<b>Total treasury investments</b>	<b>5.50</b>	<b>10.00</b>	<b>-4.50</b>

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**MRP Regulations**

- 3.37 On 10<sup>th</sup> April 2024 amended legislation and revised statutory guidance were published on Minimum Revenue Provision (MRP). The majority of the changes take effect from the 2025/26 financial year, although there is a requirement that for capital loans given on or after 7<sup>th</sup> May 2024 sufficient MRP must be charged so that the outstanding Capital Financing Requirement (CFR) in respect of the loan is no higher than the principal outstanding less the Expected Credit Loss (ECL) charge for that loan.
- 3.38 The regulations also require that local authorities cannot exclude any amount of their CFR from their MRP calculation unless by an exception set out in law. Capital receipts cannot be used to directly replace, in whole or part, the prudent charge to revenue for MRP (there are specific exceptions for capital loans and leased assets).

**Compliance**

- 3.39 The Director of Resources and Section 151 officer reports that all treasury management activities undertaken during the quarter complied fully with the principles in the Treasury Management Code and the Authority's approved Treasury Management Strategy. Compliance with specific investment limits is demonstrated in table 6 below.

Table 6: Investment Limits

	2025/26 Maximum	30.6.25 Actual	2025/26 Limit	Complied? Yes/No
Any single organisation, except the UK Government	£4m each			
UK Central Government	Unlimited			
Unsecured investments with banks and building societies	£2.5m in total			
Loans to unrated corporates	£1m in total			
Money Market Funds	£20m in total	5.5m		Yes
Foreign countries	£5m per country			
Real Estate Investment Trusts	£2.5m in total			

- 3.40 Compliance with the Authorised Limit and Operational Boundary for external debt is demonstrated in table 7 below.

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Table 7: Debt and the Authorised Limit and Operational Boundary

	2025/26 Maximum	30.6.25 Actual	2025/26 Operational Boundary	2025/26 Authorised Limit	Complied? Yes/No
Borrowing	175.00	103.93	170.00	180.00	Yes
PFI and Finance Leases	1.50	0	1.50	1.50	Yes
<b>Total debt</b>	<b>176.50</b>	<b>103.93</b>	<b>171.50</b>	<b>181.50</b>	

- 3.41 Since the operational boundary is a management tool for in-year monitoring it is not significant if the operational boundary is breached on occasions due to variations in cash flow, and this is not counted as a compliance failure

**Treasury Management Prudential Indicators**

- 3.42 As required by the 2021 CIPFA Treasury Management Code, the Authority monitors and measures the following treasury management prudential indicators.

Liability Benchmark

- 3.43 This indicator compares the Authority's actual existing borrowing against a liability benchmark that has been calculated to show the lowest risk level of borrowing. The liability benchmark is an important tool to help establish whether the Council is likely to be a long-term borrower or long-term investor in the future, and so shape its strategic focus and decision making. It represents an estimate of the cumulative amount of external borrowing the Council must hold to fund its current capital and revenue plans while keeping treasury investments at the minimum level of £2m required to manage day-to-day cash flow

	31.3.25 Actual	31.3.26 Forecast	31.3.27 Forecast	31.3.28 Forecast
Loans CFR	149.26	153.79	158.21	159.98
Less: Balance sheet resources	-21.80	-22.10	-23.20	-22.90
<b>Net loans requirement</b>	<b>127.46</b>	<b>130.69</b>	<b>135.01</b>	<b>137.08</b>
Plus: Liquidity allowance	0.20	0.20	0.20	0.20
<b>Liability benchmark</b>	<b>127.66</b>	<b>130.89</b>	<b>135.21</b>	<b>137.28</b>
<b>Existing borrowing</b>	<b>103.93</b>	<b>113.22</b>	<b>116.87</b>	<b>117.54</b>

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- 3.44 Following on from the medium-term forecast above, the long-term liability benchmark assumes capital expenditure funded by borrowing of £118m, minimum revenue provision on new capital expenditure based on a 40-year asset life and income, expenditure and reserves all increasing by inflation of 2.0% p.a. This is shown in the chart below together with the maturity profile of the Authority's existing borrowing. Presently borrowing has been delivered through the use of internal resources and the Council has no long-term borrowing.

Maturity Structure of Borrowing

- 3.45 This indicator is set to control the Authority's exposure to refinancing risk. The upper and lower limits on the maturity structure of all borrowing were:

	Upper Limit	Lower Limit	30.6.25 Actual	Complied?
Under 12 months	50%	0%	0%	Yes
12 months and within 24 months	50%	0%	0%	Yes
24 months and within 5 years	50%	0%	0%	Yes
5 years and within 10 years	50%	0%	0%	Yes
10 years and above	100%	0%	0%	Yes

- 3.46 Time periods start on the first day of each financial year. The maturity date of borrowing is the earliest date on which the lender can demand repayment.

Long-term Treasury Management Investments

- 3.47 The purpose of this indicator is to control the Authority's exposure to the risk of incurring losses by seeking early repayment of its investments. The prudential limits on the long-term treasury management limits are:

	2025/26	2026/27	2027/28	No fixed date
Limit on principal invested beyond year end	£0.5m	£0.5m	£0.5m	£0.5m
Actual principal invested beyond year end	Nil	Nil	Nil	Nil
Complied?	Yes	Yes	Yes	Yes



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- 3.48 Long-term investments with no fixed maturity date include strategic pooled funds, real estate investment trusts and directly held equity but exclude money market funds and bank accounts with no fixed maturity date as these are considered short-term.

**Additional indicators**

**Security:**

- 3.49 The Authority has adopted a voluntary measure of its exposure to credit risk by monitoring the value-weighted average credit rating of its investment portfolio. This is calculated by applying a score to each investment (AAA=1, AA+=2, etc.) and taking the arithmetic average, weighted by the size of each investment. Unrated investments are assigned a score based on their perceived risk.

	<b>2025/26 Target</b>	<b>30.6.25 Actual</b>	<b>Complied?</b>
Portfolio average credit rating	A	UK Govt	Yes

**Liquidity:**

- 3.50 The Authority has adopted a voluntary measure of its exposure to liquidity risk by monitoring the amount of cash available to meet unexpected payments within a rolling three-month period, without additional borrowing.

	<b>30.6.25 Actual</b>	<b>2025/26 Target</b>	<b>Complied?</b>
Total cash available within 3 months	Nil	Nil	Yes
Total sum borrowed in past 3 months without prior notice	Nil	Nil	Yes

**Interest Rate Exposures:**

- 3.51 This indicator is set to control the Authority's exposure to interest rate risk.

<b>Interest rate risk indicator</b>	<b>2025/26 Target</b>	<b>30.6.25 Actual</b>	<b>Complied?</b>
Upper limit on one-year revenue impact of a 1% <u>rise</u> in interest rates	500,000	0	Yes
Upper limit on one-year revenue impact of a 1% <u>fall</u> in interest rates	500,000	0	Yes

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3.52 For context, the changes in interest rates during the quarter were:

	<u>01/04/25</u>	<u>30/06/25</u>
Bank Rate	4.50%	4.25%
1-year PWLB certainty rate, maturity loans	4.82%	4.50%
5-year PWLB certainty rate, maturity loans	4.94%	4.70%
10-year PWLB certainty rate, maturity loans	5.38%	5.27%
20-year PWLB certainty rate, maturity loans	5.88%	5.88%
50-year PWLB certainty rate, maturity loans	5.63%	5.71%

3.53 The impact of a change in interest rates is calculated on the assumption that maturing loans and investment will be replaced at new market rates.

**4. IMPLICATIONS**

**Legal Implications**

4.1 A number of statutes governing the provision of services covered by this report contain express powers or duties to charge for services. Where an express power to charge does not exist, the Council has the power under Section 111 of the Local Government Act 1972 to charge where the activity is incidental or conducive to or calculated to facilitate the Councils statutory function.

**Service / Operational Implications**

4.2 Monitoring is undertaken to ensure that income targets are achieved, with Treasury Management activities taking place on a daily basis.

**Customer / Equalities and Diversity Implications**

4.3 The only impact of treasury transactions is in respect of ethical investment linked to the Councils investment counterparties. Presently the Council has a limited counterparty list based on financial risk to the Authority.

**5. RISK MANAGEMENT**

5.1 There is always significant risk in relation to treasury transactions, this is why Councils appoint Treasury advisors, which in the case of Redditch is Arlingclose. In addition, there is the requirement in this area to provide an Annual Strategy report containing indicators/limits that must be met, a quarterly update and closure report all of which must be reported to full Council.

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**6. APPENDICES**

None

**7. BACKGROUND PAPERS**

MTFP 2025/26 – February 2025 which contains this year's Capital Strategy, Treasury Management Strategy and MRP Policy.

**AUTHOR OF REPORT**

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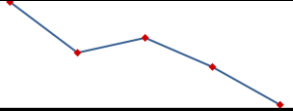

### Appendix E - Procurement Pipeline

Title	Council	Department	Contract Value
DMIC Build	Redditch	Regeneration	£10,000,000.00
Retrofit WAVE3 Contractor	Redditch	Housing Property Services	£6,000,000.00
Fleet Replacement	Redditch	Environmental Services	£5,895,000.00
Fire Safety Works Contract - CLC Renewal	Redditch	Housing Capital	£4,500,000.00
Fleet replacement	Redditch	Housing Property Services	£1,950,000.00
Remodel - Auxerre House	Redditch	Housing Property Services	£1,500,000.00
Civil Engineering Works	Redditch	Housing Property Services	£1,500,000.00
Loxley Close - Development	Redditch	Housing Strategy	£1,300,000.00
Retrofit WAVE3 Retrofit Assessor and Designer	Redditch	Housing Property Services	£1,000,000.00
Retrofit WAVE3 Co-ordinator	Redditch	Housing Property Services	£1,000,000.00
Void Contract	Redditch	Housing Property Services	£1,000,000.00
Communal Boiler Replacement	Redditch	Housing Property Services	£700,000.00
External Staircase	Redditch	Housing Property Services	£500,000.00
Refurbishment of The Anchorage	Redditch	Housing Property services	£500,000.00
Roofing Repairs and Replacement	Redditch	Housing Property Services	£500,000.00
Microsoft Licenses	Redditch	ICT	£483,000.00
Fire Alarm and Emergency Lighting Servicing, Installation, Repairs and Maintenance	Redditch	Housing Property Services	£430,000.00
Commercial Heating Systems Servicing, Maintenance, Repairs and Installations	Redditch	Housing Property Services	£350,000.00
Lift Installation and Refurbishment	Redditch	Housing Property Services	£300,000.00
Data Sms	Redditch	Housing Property Services	£300,000.00
Door entry, access control planned, responsive maintenance	Redditch	Housing Property Services	£300,000.00
Supply of HVO fuel	Redditch	Supplies	£300,000.00
Refuse and Recycling products	Redditch	Supplies	£250,000.00
Fencing and ground works	Redditch	Housing Property Services	£250,000.00
Vehicle Hire	Redditch	Environmental - Fleet	£200,000.00
Domestic Food Waste Collection Contract	Joint	Environmental Services	£23,000,000.00
Hybrid Mail Solution - sending letters	Joint	PA/ Directorate Support	£2,500,000.00
Corporate Building Electrical contract	Joint	Property Services	£2,500,000.00
Food Caddy Purchase & Delivery	Joint	Environmental Services	£1,300,000.00
Public Space CCTV Maintenance	Joint	CCTV and Lifeline	£400,000.00
Fire alarm, Extinguisher contract service contract	Joint	Property Services	£380,000.00
Lifeline Call handling	Joint	CCTV and Lifeline	£200,000.00

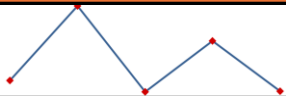
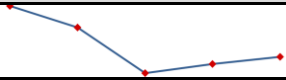
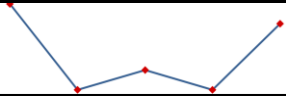
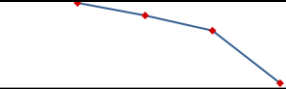

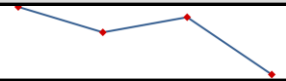



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Economy, Regeneration & Prosperity

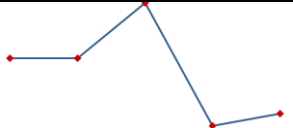
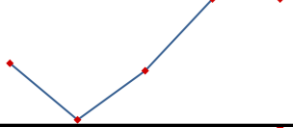
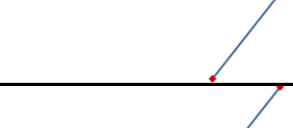
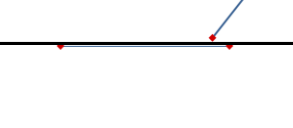
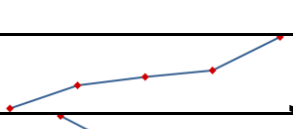
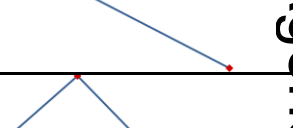
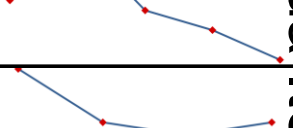


Measure name	Type	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Target	Average	Aim	Trend
Business grant funding being taken up- start up	£	£13,412.00	£6,806.67	£8,723.72	£4,955.56	£2,742.99			⬆️	
Business grant funding being taken up- growth	£	£16,646.70	£21,690.00	£17,962.76	£43,123.68	£0			⬆️	
No claims were received during the Q1 period, due to the funding starting afresh from April 2025; there have been grants awarded this financial year but they will feature in the Q2 figures.										

Green, Clean & Safe

Measure name	Type	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Target	Average	Aim	Trend
% household waste recycled or composted	%	30.82	35.29	30.14	33.19	30.18		44%	↕	
Whilst the drier April has resulted in lower garden waste tonnages, we saw a significant drop in weight of residual waste in May that offset that, meaning our performance in Q1 is comparable with 2024/25, although below the national average of 44%. To further increase performance, an engagement strategy is currently being drawn up to support analysis of our waste collection data in partnership with WCC as the Disposal Authority in order to support targeted engagement with residents regarding existing services to improve the quality of recycling we collect.										
# flytips	#	720	628	434	473	503			↕	
The number of fly tips has increased slightly from the previous quarter but is significantly down on Q1 in 2024/25										
Average time taken to remove fly-tipping reported	# days	4	2.7	3	2.7	3.7	5		↕	
No. of households supported by energy advice service (AoE)	#		384	368	349	282			↕	
% of green flags awarded	%			25	25	50	75		↕	
Overdale has been awarded the Green Flag (alongside Morton Stanley). Unfortunately Batchley & Brockhill Park was not successful in 2025 but aspirations are to achieve the green flag for 2026.										
# crimes recorded (excluding ASB)	#	1674	1623	1653	1538	Not available			↕	
ASB	#	329	345	245	268	Not available			↕	



Community & Housing

Measure name	Type	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Target	Average	Aim	Trend
% of major planning applications determined within 13 weeks (or agreed extension)	%	95	95	100	88.9	90	60%		↕	
% of minor planning applications determined within 8 weeks (or agreed extension)	%	88.1	86.6	87.9	89.8	89.8	70%		↕	
No. of planning enforcement actions taken- cases opened	#				7	19				
No. of planning enforcement actions taken- cases closed	#				7	16				
% of Building Control applications determined within 5 weeks (or 8 weeks on agreement)	%				100	100		85	↕	
Number threatened with homelessness preventions	#	5	16	20	23	39				
No. of households in temporary accommodation- snapshot	#				54	47			↕	
% of households in temporary accommodation- exceeded 6 weeks	%	10%	16%	9%	7%	4%	0		↕	
Void turnaround time	# days	28.7	21.7	20	21.7	24.7	22		↕	

The annual average target includes time taken for repairs, maintenance and the new tenancy start date. Our goal is to reduce this time and rehouse people as fast as we can. When compared to Q1 last year, we remain in a strong position and are continuing to perform well, having addressed historic challenges. We are currently revising our processes to make more efficiencies to reduce void days; however, the increase in days over the summer is a seasonal norm due to leave.

<b>Void rent loss</b>	£	53125.58	80839.22	48569.1	61921.34	<b>75674.94</b>			⬇️	
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This is the potential loss of income for all void properties. As the void turnaround time reduces this will be mirrored in void rental income losses reducing, with the caveat that for voids requiring major repair works rent losses will be higher.

## Organisational Priorities

Measure name	Type	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Target	Average	Aim	Trend
responded to within agreed timescales	#				100	<b>100</b>	<b>100</b>		⬆️	
<b>Council Tax Collection Rate</b>	%	28.11%	55.39%	82.60%	96.46%	<b>27.99%</b>	28.25%		⬆️	
<b>Business Rates Collection Rate</b>	%	24.66%	52.74%	79.41%	96.38%	<b>25.29%</b>	25.57%		⬆️	
<b>HB: Speed of processing new claims</b>	# days	26.3	20.7	17.3	13.7	<b>15.3</b>		20	⬇️	
<b>HB: Speed of processing change of circumstances</b>	# days	8	9.7	7.3	4	<b>7.7</b>		8	⬇️	
<b>HB: Local Authority error rate</b>	%	0.09	0.11	0.09	0.09	<b>0.04</b>		0.48%	⬇️	
<b>% complaints answered within agreed timescales</b>	%	75	83.3	72.7	68.8	<b>75</b>	100%		⬆️	
<b>Staff turnover rates</b>	%	8.90%	9.40%	8.50%	9.80%	<b>10.10%</b>		13.40%	⬇️	
<b>Sickness absence</b>	# days per FTE	1.65	3.24	5.03	6.4	<b>2.88</b>		7.8	⬇️	

**REDDITCH BOROUGH COUNCIL****Executive 2 September 2025****Budget Setting proposal**

Relevant Portfolio Holder	Councillor Ian Woodall Portfolio Holder for Finance
Portfolio Holder Consulted	Yes
Relevant Head of Service	Debra Goodall
Report Author	Job Title: Bob Watson. Deputy Chief Executive and Chief Finance Officer <a href="mailto:bob.watson@bromsgroveandredditch.gov.uk">bob.watson@bromsgroveandredditch.gov.uk</a> Contact telephone: 07990 840078
Wards Affected	N/A
Ward Councillor(s) consulted	N/A
Relevant Strategic Purpose(s)	All
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**1. SUMMARY**

The purpose of this report is to set out the processes the Council will follow to set the annual budget for 2026/27 and for the Medium Term Financial Plan (MTFP) up to financial year 2028/29.

**Note that if the proposed vesting day for Local Government Reorganisation (LGR) is 1 April 2028, then the profile for the last year will change; there will undoubtedly be legacy work, but this will be covered by any new authority. Therefore the forecast budget for 2028/29 should be considered as a 'continuity and contingency budget' in the case of any delay to the LGR programme.**

**2. RECOMMENDATIONS**

**The Executive Committee are asked to RESOLVE that:**

- That the budget process outlined in this report is followed for the 2026/27 annual budget and for the Medium Term Financial Plan up to 2028/29.

**3. KEY ISSUES****Financial Position**

- 3.1 The next Budget to be set will be the 2026/7 to 2028/9 Medium Term Financial Plan (MTFP). In contrast to previous years, where the budget was presented to Council once before the financial settlement and then confirmed at full budget Council in February, it is proposed that whereas all committees and the Executive Committee are involved in the

**Executive 2 September 2025**

process with opportunity for scrutiny, review and challenge, the budget will only be presented to Council in February at the formal budget Council meeting. This is designed to reduce the workload on both Councillors and the officer finance team without compromising governance; it is a reflection of the number of additional Council meetings that have been introduced this year regarding Local Government Reorganisation (LGR).

3.2 This report will set out, in revenue terms

- The budget setting timetable for this Council.
- Budget assumptions for the 2026-27 annual budget.
- Present risks, issues and concerns that will need to be addressed in the budget.
- The provisional impact of the Fairer Funding Review.

**Proposed Budget Timetable**

3.3 The following is the proposed budget timetable for 2026/27:

**2025**

11 Aug	Budget Setting proposal to Senior Leadership Team (SLT)
19 Aug	Budget Setting proposal considered at the Executive Briefing
28 Aug	Budget Setting proposal presented to Budget Scrutiny Working Group
2 Sep	Budget Setting proposal approved at Executive Committee
Late Oct	Chancellor's budget statement (date not yet announced)
27 Oct	Budget update including provisional budget and fees and charges to SLT
11 Nov	Budget update including provisional budget and fees and charges approved at Executive Briefing
20/24 Nov	Budget Scrutiny Working Group/Overview and Scrutiny Committee review provisional budget and fees and charges
25 Nov	Provisional Budget and Fees & Charges approved for consultation by Executive
8 Dec	Provisional Budget and Fees & Charges Consultation Responses/Updates to SLT
9 Dec	Provisional Budget and Fees & Charges Consultation Responses/Updates reviewed by Executive Briefing

**REDDITCH BOROUGH COUNCIL****Executive 2 September 2025**

w/c 15 Dec Multi-year provisional Local Government Settlement expected

**2026**

5 Jan Budget approved by SLT

22 Jan Budget considered by Executive Briefing

3 Feb Budget review by Budget Scrutiny Working Group

w/c 2 Feb Local Government Finance Settlement confirmed (may be w/c 9 Feb)

5 Feb Budget review by Overview and Scrutiny

9 Feb Budget approved by Executive Committee

23 Feb Budget and Council Tax Resolution approved by Council

**Budget assumptions for the 2026-27 annual budget**

3.4 The base assumptions to be used in developing the budget are:

3.4.1 Pay Award for next year will be budgeted at 2% in line with the HMT inflationary targets.

3.4.2 There will also be an additional 1% cost of living increment built in as contingency in the case of a higher than budgeted pay settlement.

3.4.3 Controllable Fees and Charges income will be uplifted by 2% - services will need to review and set their fees and Charges accordingly.

3.4.4 Council Tax – it is assumed that Council tax will be increased in line with Government assumptions on Core Spending Power (CSP) which will mean increases just below the referendum limit over all years of the MTFP. It is expected that the referendum limit for district councils will be at the greater of £5 cash terms or less than 3%.

3.4.5 Core Spending Power assessment by the government assumes no councils will be worse off in real terms, but previously the assumption of a maximum allowable increase in Council Tax was offset by reductions in formula grant, meaning that the spending power of the Council remained flat, even though there was an increase in Council Tax. It is assumed that this will be the situation going forward due to Fairer Funding reform and Local Government Reorganisation.

**REDDITCH BOROUGH COUNCIL****Executive 2 September 2025**

- 3.4.6 CSP will assume a 1% increase in tax base – this is what will be used for the budget setting until exact figures are known (normally before the provisional settlement).
- 3.4.7 Due to an impending business rates reset, it is prudent to assume no growth in the base funding for business rates.
- 3.4.8 The impact of the fairer funding (FF2.0) review (see para 3.7 below) is estimated at this stage to be an increase in support grant and retained business rates of **£0.9 million**.
- 3.4.9 Unavoidable growth from legal contracts and new burden pressures will be included in the first iteration of the budget.
- 3.4.10 Where supplementary estimates during the current financial year (2025/26) have been agreed by Council, and where these have an impact on future base budgets, these will be captured and listed as unavoidable growth previously agreed and included in the base budgets.
- 3.4.11 Government Grants and New Homes Bonus – it is anticipated that these will either be abolished under FF2.0 or rolled into the funding-formula revenue support grant (RSG) and it is assumed that unless notified differently, these grants will not be separate items from next year onwards.

**Present risks, issues and concerns that will need to be addressed in the budget.**

- 3.5 The following are risks that will need to be considered in the formulation of this year's budget:
- 3.5.1 The actual 2025/26 pay award was 3.2% which was 0.2% above the assumption built in at budget setting. This pressure will be contained within year but will be an additional budget uplift when setting the base for 2026/27.
- 3.5.2 It is likely that any nationally agreed pay award for 2026/27 may be above the budget estimate of 2%. A contingency sum is included (see 3.4.2).
- 3.5.3 Is the taxbase growth assumed as part of the CSP assessment correct? This will be clearer once the tax base calculation has been worked out.
- 3.5.4 Have previous years' base budget efficiencies and savings been delivered? If not this is an immediate pressure on the budget.

**REDDITCH BOROUGH COUNCIL****Executive 2 September 2025**

- 3.5.5 It is considered that there are some legacy budget issues that are becoming apparent during the current financial year that will need to be addressed as part of this budget setting process.
- 3.6 The following are opportunities that should be considered in the formulation of this year's budget:
- 3.6.1 Can Fees and Charges move up by more than 2%?
- 3.6.2 Is there any opportunity around reducing secondary pension costs – dependent on the actuarial valuation?
- 3.6.3 Will increases in planning numbers increase Council Tax Base numbers in the MTFP time period?

**The provisional impact of the Fairer Funding Review.**

- 3.7 The Government has announced the long-anticipated fairer funding review. The consultation deadline for Consultation responses was 15 February and this Council submitted a detailed response. It is expected that the outcome of the consultation and that the eventual Fairer Funding 2.0 (FF2.0) will be in time for the provisional financial settlement in December, but it is likely to inform in some way the MHCLG response to the Autumn budget this year.
- 3.8 In light of the government proposals being consulted on the Council has commissioned a review by LGFutures on the anticipated impact of the FF2.0. This estimates the impact for this Council to be about some **£0.9 million** increase in government funding, primarily determined by the assessment of deprivation within the Borough. There are emerging pressures within the Council based on demand for services, which is why the Council's Chief Finance Officer strongly recommends taking the maximum allowable increase in the Council Tax precept without triggering a referendum.
- 3.9 The government has hinted at a three-year phasing of the reduction, but this is neither confirmed as happening nor the format of any phasing.

**Council tax reform and business rates reset**

- 3.10 Also whilst considering the Fairer Funding the Government has indicated that it is considering reviewing how council tax is assessed and determined. There is potential that the government will overhaul the current system of Council tax bands with consideration of the valuation of dwellings.

**REDDITCH BOROUGH COUNCIL****Executive 2 September 2025**

- 3.11 The government has also indicated that the business rate baseline will be reset; essentially removing the benefit of any growth in business rates to the Council that has accrued since the previous reset. Therefore no business rate growth has been assumed in the next year's budget.
- 3.12 There has been no indication at this point in time of any transitional reliefs for any of the topics discussed above.

**4. Legal Implications**

- 4.1 The Council is required to set a balanced budget each year. Prudent use of reserves to smooth the impact on the local tax-payer is permitted.

**5. Strategic Purpose Implications****Relevant Strategic Purpose**

- 5.1 The Strategic purposes are included in the Council's corporate plan and guides the Council's approach to budget making ensuring we focus on the issues and what are most important for the borough and our communities. Our Financial monitoring and strategies are integrated within all of our Strategic Purposes.

**Climate Change Implications**

- 5.2 The green thread runs through the Council plan. Every report has potential financial implications and these in turn can have implications on climate change. These will be addressed and reviewed through individual reports when relevant by climate change officers will ensure the correct procedures have been followed to ensure any impacts on climate change are fully understood.

**6. Other Implications****Customer / Equalities and Diversity Implications**

- 6.1 Any reductions in services to residents as a result of the budget will have to be subject to their own equalities impact assessments.

**Operational Implications**

- 6.2 Managers meet with finance officers to consider the current financial position and to ensure actions are in place to mitigate any overspends are resolved in the following years budget. Services are responsible for the delivery of any savings and efficiencies mandated by the approved budget.



**REDDITCH BOROUGH COUNCIL****Executive 2 September 2025****7. RISK MANAGEMENT**

7.1 The financial monitoring is included in the corporate risk register for the authority

**8. APPENDICES**

None

**AUTHOR OF REPORT**

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# Overview and Scrutiny Committee

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Monday, 7th July, 2025

## MINUTES

### Present:

Councillor Matthew Dormer (Chair), and Councillors William Boyd, Claire Davies, James Fardoe, Andrew Fry and Sachin Mathur

### Also Present:

Councillor Bill Hartnett – Portfolio Holder for Housing

### Officers:

Bob Watson, Rachel Egan, Judith Willis, Neil Batt, Matthew Bough, Amanda Delahunty, Lee Collymore and Sabila Mehmood

### Democratic Services Officers:

M Sliwinski

Before the agenda was considered, the Chair announced that he proposed to change the order of the agenda. It was proposed that items 11, 12, and 13 on the printed agenda be considered as items 5, 7, and 6 respectively. The Committee agreed to this change of the agenda order.

The Chair advised Members that the Acquisition of Properties – Pre-Scrutiny report contained exempt information in the appendix. Members were advised that the Chair was keen to remain in public session throughout the discussions in respect of this item but Members were asked to notify him in advance if they wished to discuss the exempt information. In the end, the meeting remained in public session for the duration.

### 15. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received from Councillor Warhurst.

### 16. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest nor of party whip.

Chair

# Overview and Scrutiny Committee

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## 17. MINUTES

The minutes of the Overview and Scrutiny meeting of 9<sup>th</sup> June 2025 were submitted for Members' consideration.

A typographical error was noted in the minutes record in that attendance by the Principal Democratic Services Officer was not recorded in the minutes. This omission would be corrected.

### **RESOLVED that**

**subject to the above correction, the minutes of the meeting of Overview and Scrutiny Committee held on 9<sup>th</sup> June 2025 be approved as a true and correct record and signed by the Chair.**

## 18. PUBLIC SPEAKING

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

## 19. **DIGITAL MANUFACTURING AND INNOVATION CENTRE (DMIC) - APPOINTMENT OF CONTRACTOR FOR STAGE 4 DESIGNS - PRE-SCRUTINY**

A report on the appointment of contractor for stage 4 designs of the Digital Manufacturing and Innovation Centre (DMIC) was presented to Overview and Scrutiny.

Members were informed that the DMIC project was nearing the completion of stage 3 designs and this report concerned stage 4 design only, which was the final stage before the construction phase of the project. This report sought approval to procure a design and build contractor that could work with the project team to complete Stage 4 designs and more accurately determine the likely costs of construction. It was stated that this approach would ensure there was input from the construction contractor prior to the actual construction starting.

It was reported that the project remained on track for the construction to start in January 2026. The stage 4 design work was due to be contracted via a JCT Pre-Construction Services Agreement and following input from costs consultants it had been estimated that the costs of bringing a contractor on board for Stage 4 designs would cost between £250,000 and £300,000. However, as the exact costs remained unknown prior to sourcing updated

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quotations this report requested delegated authority to agree a contract value of up to £400,000, to provide sufficient headroom and contingency.

A Member asked for clarification in respect of whether the paragraph 5.3 implied that the appointed lead designers of the AHR Architects were selected to design the DMIC project because of their climate change expertise. It was responded that the lead architects possessed background in designing to environmental standards, and the DMIC project specifically would be designed to accredited environmental standards, including local and national climate change policies, the implementation of environmentally friendly features would be scrutinised by the Project Board throughout the design. Some of the features to make the DMIC building environmentally friendly included opportunities for rainwater harvesting, air source heat pumps to provide low-temperature heating, and designs allowing space for a photovoltaic (PV) array on the roof of the building.

The Chair commented that the costs of DMIC had increased from £8 million in the original Town Investment Plan to almost £12 million in the revised Town Deal budget. It was asked whether this added cost was reflected in providing a DMIC building that was at least 50 per cent larger than the original designs. It was responded that allocation of extra funding to the DMIC had been signed off by the Ministry for Housing, Communities and Local Government (MHCLG). It was assessed by officers that the DMIC would provide significant added value for end users with the additional investment, including an increase in lettable space at DMIC from 7,000 square feet to 17,000 square feet.

A question was asked in respect of the target rental rate per square foot of space at DMIC. The Regeneration Project Delivery Manager undertook to obtain and provide this information to Members of Overview and Scrutiny. It was reported by officers that when the business model for DMIC was tested, there was an estimated operating surplus of £60,000 to £70,000 per annum after costs. This estimate was based on 90 per cent occupancy rate.

Following consideration of the report, the recommendations contained in the report were endorsed by Overview and Scrutiny Committee.

**RECOMMENDED that**

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- 1) Officers procure a Design and Build Contractor (for Stage 4 Design Work Only for the Innovation Centre) in line with the Council's procurement process up to the value of £400,000.
- 2) Authority be delegated to the Deputy Chief Executive (Section 151 Officer) and the Assistant Director for Regeneration and Property; and
- 3) The contract to be awarded through the procurement exercise detailed at resolution 1 above be funded through the Town Deal Programme.

## 20. REDDITCH COUNCIL HOUSING GROWTH PROGRAMME - PRE-SCRUTINY

The Committee considered a report on the Redditch Council Housing Growth Programme. It was recapped that the Executive Committee agreed the Council Housing Growth Programme in January 2017. The Council received funding in this programme through a process of one-for-one receipts when Council houses were sold. This had a requirement that the receipts be spent within five years or else the funds had to be returned to Central Government with interest.

It was stated that a further report in 2018 identified specific sites to be utilised as part of this Programme. The present report identified a number of options, set out as part of the proposed recommendation, to increase the Council's housing stock to meet the housing growth target of achieving 230 additional units by 2030. These options were explained by the officers present. It was highlighted that the mortgage rescue policy had been removed from the Buy Backs and Acquisitions Policy as it was found that lenders now offered various mortgage relief schemes.

The Council Housing Growth Programme had already delivered 107 units, with a plan in place for delivery of further 56 units. This meant the Council needed to secure an additional 67 units to achieve the target by 2030.

Appendix 1 set out the two packages of sites which were approved for development within the Council Housing Growth Programme, with officers currently working on schemes for the submission of planning applications.

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Under the current terms of the Council Housing Growth Programme, there was a capital budget of £3 million per year to spend on developing or purchasing new Council houses. Once this figure was spent, additional funding could not be accessed without agreement from the Executive Committee. Officers were asking for greater flexibility in the Council Housing Growth Programme to enable expenditure over this level where needed and this would help the Council to respond to opportunities on the open market as they arose in a timely manner.

It was being proposed that all properties delivered through the Council Housing Growth Programme be let at social rent levels, subject to viability in respect of the repayment of any capital funding on the given property being repaid within a set period of 30, 40 or 50 years. If this proved not to be viable, then the rent level of 65 per cent of market rent would be applied, and if that was also unviable, then affordable rent level of 80 per cent of market rent would be applied.

When developing new properties, Officers were aiming to install materials and to use design methods that would ensure that those properties achieved an Energy Performance Certificate (EPC) A rating. This would have both a positive impact on climate emissions and help to reduce the energy costs that needed to be met by tenants living in those properties.

Once the report had been presented, Members discussed the following points in detail:

- The risk that the £15 million Council Housing Growth Programme would be spent before the whole programme could be delivered if a £3 million per year spend limit be removed – Officers explained that the Council was working with Homes England to deliver the programme and would also be applying for additional funding to supplement the costs of housing delivery. There would be a continual effort to manage the existing budget and the flexibility would allow spending to be concentrated as and when opportunities to purchase housing became available.
- Viability of house building at present time for keeping rent costs down – It was explained that officers anticipated that housing and construction costs would continue to increase. This was in addition to Government targets for house building. Current viability assessments undertaken by the

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Council showed that the pay back period for council housing, under the programme, at social rent was circa 25 years. This was below the 30 years mark and would enable the Council to provide these social housing at social rent levels if building was undertaken at present time. It was also highlighted that with this Council Housing Growth Programme the costs could be kept down as the Council was building on its own land.

- The risk of repair costs due to housing wear and tear and damage by tenants – It was commented that the potential high costs that could arise if properties were damaged and needed structural repair and through wear and tear. Some Members expressed the opinion that it was preferable to set rents at affordable rather than social rent level in order for the Council to have the contingency to cover these possible costs.

It was noted by officers that the Council was applying for further funding from Homes England. That funding, if awarded, had the condition that rent levels would need to be set at social rent level.

Following consideration of the report, the recommendations contained in the report were endorsed by Overview and Scrutiny Committee.

## **RECOMMENDED that**

- 1) **The following options for the Council Housing Growth Programme are approved:**
  - a) **Commissioning the construction of new Housing Revenue Account housing stock;**
  - b) **Purchasing existing housing properties on the open market;**
  - c) **Bidding to purchase housing properties provided by developers through the Section 106 process;**
  - d) **Purchasing properties 'off plan' from new housing developments;**
  - e) **Purchasing housing stock from other Registered Providers of social housing;**
  - f) **Regeneration of existing housing stock where additional units are achieved;**
  - g) **Buying back former Council house properties under the Council's 'First Right of Refusal.**



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- 2) Authority be delegated to Deputy Chief Executive and Chief Finance Officer and the Assistant Director of Communities and Housing, following consultation with the Portfolio Holder for Finance, to approve the financial and development appraisal of each site in Appendix 1 and future development sites.
- 3) The Buy Backs and Acquisitions Policy, Appendix 2, be approved.
- 4) That the budget of no more than £15 million previously approved from the HRA Capital budget for the Housing Growth programme to 2030 be applied to the current capital programme to be used flexibly within the capital expenditure limit.
- 5) Properties delivered through the Council Housing Growth Programme are let at social rent levels, where permitted and subject to viability.
- 6) In cases where resolution 5 is unviable, to approve rent levels at:
  - a) 65% of the market rent; or
  - b) in cases where resolution 6(a) is unviable, at affordable rent levels of 80% of the open market rent level.
- 7) that the Council's rent setting policy be updated as per recommendations 5 and 6 above.

## **21. ACQUISITION OF PROPERTIES - PRE-SCRUTINY**

The report on the subject of the acquisition of properties was presented and it was explained that the Council had been approached by a developer regarding 12 shared ownership properties that the developer had been unable to sell. The authority had concluded that these properties could be offered as social housing and the cost of this acquisition could be funded through one for one capital receipts. The Council had had the properties valued and would take this information on board in the process. There was a need for the sale to be completed by October 2025, so the timescales for completion were tight.

It was highlighted that the properties did correspond with the type of homes that were in demand on the Council's housing waiting list, in

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particular there were over 900 families on the register with a 2-bed need and around 800 families with a 3-bed need. With this mind, the proposal to purchase the 12 properties had been fully supported by the Council's Allocations Manager.

The properties were currently under construction and were being built to Energy Performance Certificate (EPC) B rating. It was highlighted that the estimated cost of upgrading these properties to EPC A rating was £200 per property and opportunities to upgrade the energy efficiency of the properties would be explored by the Council's Housing Development Team.

It was noted that Part 2 of the Housing Act 1985 permits local authorities to build/acquire new housing. The properties under consideration fall under a section 106 agreement for the provision of affordable housing and currently comprise the shared ownership element.

It was noted that the developer would need to apply for a deed of variation to the Section 106 to be completed for the Council to purchase properties for social rented accommodation. The variation application would need to be reported to the Planning Committee. The developer would also be responsible for any initial snagging issues as well as during the first 12 months for any defects. Thereafter, a 10-year insurance-backed warranty would apply.

Members questioned why the developer had experienced difficulties with selling these properties as shared ownership units and why other Registered Providers operating locally had not expressed interest. Officers explained that this was part of a national issue for smaller developments. This development had a low number of units which was not considered attractive for many larger developers. Some Registered Providers would also only consider the purchase of properties in particular locations. However, the Council was keen to ensure that there continued to be a balanced housing market in the Borough and this proposed investment was deemed appropriate in helping to support this ambition.

Members queried whether this purchase would set a precedent in terms of council purchasing properties directly from developers. It was responded that similar purchases had been undertaken by the Council in the past also with similar aim to support social housing.

It was noted that providing the twelve properties at social rent would give an annual rental income of £81,681. The local housing allowance rent would give an annual rental income of £98,130.34.

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An affordable rent at 80% market rent would provide an annual rental income of £144,000. It was stated that viability assessments indicated that the pay back period would be approximately 23 years if properties were rented at social rent levels.

During discussion, concerns were raised by some Members about the value for money in purchasing this site given the high building costs on the site.

Following consideration of the report, the recommendations contained in the report were endorsed by Overview and Scrutiny Committee.

## **RECOMMENDED that**

- 1) The option to acquire a package of twelve affordable housing units from a developer to increase Council housing stock to support the Council Housing Growth Programme be approved;**
- 2) authority be delegated to the Deputy Chief Executive and S151 Officer and the Assistant Director of Communities and Housing, following consultation with the Portfolio Holder for Housing and the Portfolio Holder for Finance, to agree expenditure within the approved budget in the Housing Capital Growth Programme; and**
- 3) the properties be acquired to be let at a social rent commensurate with the Council's Housing Capital Growth Programme.**

## **22. FLY TIPPING AND BULKY WASTE TASK GROUP - FINAL REPORT**

The final report of the Fly Tipping and Bulky Waste Task Group was presented to the Overview and Scrutiny Committee.

The Chair of the Task Group introduced the report and commented in terms of the overall findings that the Council's bulky collection service was important given that a high proportion of fly tips in Redditch consisted of household waste such as black bags or other household items such as white goods, electrical appliances and green garden waste. It was noted that most of these fly tipping occurred within residential areas. The Task Group felt that the Council provided a competitive and reasonably priced bulky

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collection service, with further promotion of the service necessary to increase awareness of this offer among Redditch residents.

The Chair of the Task Group stated that the Task Group felt the main action that should be taken to tackle neighbourhood fly tipping remained education and promotion of information relating to responsible disposal of waste.

It was explained that the Task Group's report detailed a change to arrangements in fly tipping enforcement across the Borough. This responsibility was transferred from the Council to Worcestershire Regulatory Services (WRS) as of 1 June 2024. It was felt that monitoring the effect of this change was important and to this end, the Task Group's recommendation was for officers from WRS to provide a twice-yearly update to Overview and Scrutiny on fly tipping enforcement work.

During the discussion of the Task Group's report the following points were raised:

- Resident survey on fly tipping - A Member expressed disappointment that a resident survey on fly tipping, as detailed within the report, was not progressed by the Task Group in 2024-25. It was clarified that this was a proposal made under the previous (2023-24) Membership of the Task Group and that this survey was not released in that municipal year. Following the elections in May 2024, the membership of the Task Group changed and the 2024-25 (current) Membership of the Task Group, which commissioned this final report, decided not to progress with the survey as it did not consider this the best way forward.
- Merits and disadvantages of a fly tipping survey – During discussion of the fly tipping survey a Member explained that there seemed to be socio-economic link between people's ability to afford the bulky collection service and neighbourhood fly tipping. In areas of higher deprivation, there seemed more fly tipping of bulky items such as white goods. With this in mind it was commented that there seemed merit in providing a survey to ascertain residents' views on the affordability of the bulky collection service and consider residents' views.
- Responding to this comment, the Task Group Chair explained that whilst he agreed there appeared a connection between the people's financial situation and levels of

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neighbourhood fly tipping, the Task Group established that the Council offered a competitively priced bulky collection service that was significantly cheaper than that offered by many other authorities and that significant effort was made to set prices at affordable level for residents. The Task Group Chair also commented that he felt carrying out a survey would not address the engrained attitudes that were prevalent in those areas where neighbourhood fly tipping was high. Instead, the Task Group Chair felt there was a need for communities to build pride in their neighbourhoods as this would mean more residents took responsibility for keeping their neighbourhoods clean.

- Consideration of mobile household recycling scheme – It was noted that the 2023-24 Task Group membership considered the mobile household recycling scheme that operated in Birmingham. A Member expressed disappointment that this case study was not given further consideration by the 2024-25 Task Group membership as the Member felt, having seen this scheme in use, that this could provide significant benefits to Redditch, such as Woodrow ward. The Chair of the Task Group responded that when Task Group Members discussed this with officers, numerous issues, legal and practical, were identified where identified based on the implementation of such schemes at other district level authorities. Some of these issues were detailed in the final report. The Chair of the Task Group also felt that such scheme would put unnecessary financial strain on the Council and a more effective strategy would be to promote the Council's current offer in counteracting fly tipping, particularly its bulky collection service.
- Promotion of the bulky collection service - Whilst the report noted that there was fairly high demand for bulky waste collection service, the service was under-utilised in some parts of Redditch, particularly in those areas which saw high level of neighbourhood-type fly tipping. Members concurred in the view that the Council needed to do more to advertise its services generally, and the bulky collection service specifically, as this could be one of the main ways through which fly tipping in Redditch could be reduced.

Following discussion, the recommendation of the Task Group's final report was approved, the final report would be considered by the Executive Committee.

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**RESOLVED that**

**the 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.**

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

It was requested that the following items from the Executive Work Programme be added to the Overview and Scrutiny Work Programme as pre-scrutiny items:

- Construction of Redditch Digital Manufacturing and Innovation Centre (DMIC) (currently due for 13 October 2025 Overview and Scrutiny meeting)
- Leisure Concession Policy Review (currently due for 13 October 2025 Overview and Scrutiny meeting)
- Auxerre House Refurbishment and Regeneration (date not yet specified but not before November 2025)
- Quarter 2 Housing Consumer Standards Report (currently due for 24 November 2025 Overview and Scrutiny meeting)
- Quarter 3 Housing Consumer Standards Report (currently due for 5 February 2026 Overview and Scrutiny meeting)

**RESOLVED that**

**the items detailed above be added to the Overview and Scrutiny Work Programme.**

**24. OVERVIEW AND SCRUTINY WORK PROGRAMME**

It was confirmed that the Overview and Scrutiny work programme would be updated with items selected for pre-scrutiny under the previous agenda item – the Executive Committee's Work Programme.

**RESOLVED that**

**the Overview and Scrutiny Work Programme be updated as per the items selected under the previous agenda item above.**

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

# Overview and Scrutiny Committee

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Monday, 7th July, 2025

Updates were provided on the meetings of Task Groups and Working Groups as follows:

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

On behalf of Councillor Warhurst who had submitted apologies, the Chair of Overview and Scrutiny confirmed that a meeting of Budget Scrutiny meeting took place on Thursday 3 July. There were no recommendations made at that meeting concerning any of the finance reports considered.

- b) Performance Scrutiny Working Group – Chair, Councillor Warhurst

It was confirmed that the only meeting of this group to had been arranged to date for this municipal year was scheduled to take place on 2 October 2025.

- c) Fly Tipping and Bulky Waste Task Group – Chair, Councillor Dormer

The final report of this Task Group was considered and approved at an earlier agenda item.

- d) Post-16 Education Task Group – Chair, Councillor Warhurst

It was noted that further meetings of this Task Group were being arranged.

## **RESOLVED that**

**the Task Groups, Short Sharp Reviews and Working Groups Update Reports be noted.**

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

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 reported that the Committee held a 'meet and greet' meeting and that its first formal meeting took place on the morning of 7 July 2025.

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

Councillor Fardoe confirmed he had no matters of relevance to Redditch to report.

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

Councillor Fry reported that the meeting which was due to take place on 10 July 2025 had been cancelled.

**RESOLVED that**

**the External Scrutiny Bodies updates be noted.**

## **27. EXCLUSION OF THE PUBLIC AND PRESS**

The meeting remained in the public session throughout and it was not deemed necessary by the Committee to exclude the public and press at any point in the meeting.

The Meeting commenced at 6.30 pm  
and closed at 7.40 pm



**REDDITCH BOROUGH COUNCIL****Executive  
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**Disposal of Housing Revenue Account Assets.  
53 Parsons Road, Southcrest, Redditch.  
53 Crabbs Cross Lane, Crabbs Cross Redditch.**

Relevant Portfolio Holder	Councillor Sharon Harvey and Bill Hartnett
Portfolio Holder Consulted	<b>YES</b>
Relevant Assistant Director	Simon Parry
Report Author	Job Title: Housing Property Services Manager Contact email: andrew.rainbow@bromsgroveandredditch.gov.uk Contact Tel: 01527 534074 Ext 1678
Wards Affected	Central, Astwood Bank and Feckenham wards
Ward Councillor(s) consulted	No
Relevant Council Priorities	Community and Housing
Key Decision - Yes	
If you have any questions about this report, please contact the report author in advance of the meeting.	
This report contains exempt information as defined in Paragraph(s) 1, 2 and 3 of Part I of Schedule 12A to the Local Government Act 1972, as amended	

**1. RECOMMENDATIONS**

**The Executive Committee is asked to RESOLVE that:-**

- 1) 53 Parsons Road, Southcrest, Redditch be declared surplus to Council requirements.**
- 2) Authority be delegated to the Deputy Chief Executive and Chief Finance Officer and to the Assistant Director of Legal, Democratic and Procurement Services to dispose of the site at market value.**
- 3) Any HRA capital receipt received from the sale of No. 53 Parsons Road, Southcrest be allocated to the HRA Capital Programmes.**
- 4) 53 Crabbs Cross Lane, Crabbs Cross, be declared surplus to Council requirements.**
- 5) Authority be delegated to the Deputy Chief Executive and Chief Finance Officer and to the Assistant Director of Legal, Democratic and Procurement Services to dispose of the site at market value.**

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- 6) Any HRA capital receipt received from the sale of 53 Crabbs Cross Lane, Crabbs Cross be allocated to the HRA Capital Programmes.**

**2. BACKGROUND**

- 2.1 **53 Parsons Road, Southcrest, Redditch** is owned by Redditch Borough Council (RBC) and is an HRA asset. The property is currently void and has been since 2019. Given its current condition and location, Officers do not consider that it is suitable to remain as part of the HRA stock.
- 2.2 The property is a two-bedroom, traditionally constructed detached house, located adjacent to the now disused Redditch railway line. In late 2022 the property was vandalised and stripped of all metals and copper pipework. In doing this the vandals caused significant flooding which was only reported weeks later. The damages caused to the property from vandalism and flooding was significant. To improve the property and bring it to a point where it would be fit for habitation would cost circa £105,000.00. The figure is inclusive of energy efficiency measures and external works to gardens.
- 2.3 The property is a two-bedroom, traditionally constructed detached house with no cavity, and a floor area of approx. 36m<sup>2</sup>, as such considered to be very small in line with modern day standards.
- 2.4 Officers do not consider that the refurbishment of the property would represent value for money especially given access to the property is very limited currently. There is no vehicle access to the property.
- 2.5 Officers have considered options for the property, including redesigning and extending and or undertaking works to enable a driveway to be constructed, but these options would not provide a cost-effective way forward to re-use the property.
- 2.6 **53 Crabbs Cross Lane, Crabbs Cross, Redditch**, is owned by Redditch Borough Council (RBC) and is an HRA asset. The property is currently void and has been since 2022. Given its current condition and location, Officers do not consider that it is suitable to remain as part of the HRA stock.
- 2.7 The property is a two-bedroom traditionally constructed semi-detached house, with a floor area of approx. 46m<sup>2</sup>, considered very small in line with modern day standards. One must enter the first bedroom to

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access the second bedroom. To improve the property and bring it to a point where it would be fit for habitation would cost circa £125,000.00. inclusive of energy efficiency measures and external works to gardens.

- 2.8 Officers do not consider that the refurbishment of the property would represent value for money.
- 2.9 Officers are therefore seeking a decision from Members that the two properties be declared as surplus with the intention that they are then sold on the open market following consultation with the Portfolio Holder for Housing. On balance officers are of the view that selling and re-investing the proceeds into the HRA account to be used towards future investment in the housing stock is going to bring a greater economic benefit than using HRA funds to refurbish. Whilst this might not normally be the case, in this instance the very dilapidated state of both properties means that they are not economical to bring back into service.

**3. FINANCIAL IMPLICATIONS**

- 3.1 The rules under which the HRA operates mean that the income generated from the sale of the properties must be re-invested back into the HRA Capital Account. Officers intend to use the monies towards investment in adding to the existing housing stock.

**4. LEGAL IMPLICATIONS**

- 4.1 Under section 123 of the Local Government Act 1972 the Council is under a duty to achieve best value when it disposes of property.
- 4.2 The legal power to enable a Council to dispose of HRA property is section 32 of the Housing Act 1985. That section also stipulates that such a disposal shall not be made without the consent of the Secretary of State which can be obtained by making an application if it is not already covered by a general consent (General Housing Consents 2013).

**5. STRATEGIC PURPOSES - IMPLICATIONS****Relevant Council Priorities**

- 5.1 The two council priorities of relevance to this report are: -

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Communities and Housing.

**Climate Change Implications**

- 5.2 There are no expected climate change implications for the disposal of either property.

**6. OTHER IMPLICATIONS**

**Local Government Reorganisation Implications**

- 6.1 There are no implications for Local Government Reorganisation.

**Equalities and Diversity Implications**

- 6.2 There are no equalities implications arising directly from this report; however, the effective utilisation of the HRA benefits the residents of Redditch through the provision of appropriate housing which meets the needs of our tenants.

**Operational Implications**

- 6.3 In writing this report officers have noted that there is not currently an overall policy in place covering the disposal of HRA assets. Such a policy could be beneficial in streamlining the process and enabling officers to act more swiftly in certain cases. As such officers intend to bring a further report to Members later in the year to look at establishing an HRA disposal policy.

**7. RISK MANAGEMENT**

- 7.1 There will be a risk of further dilapidation and vandalism if the properties are not sold, particularly in relation to 53 Parsons Road.

**8. APPENDICES and BACKGROUND PAPERS**

Appendix 1 - Site plan 53 Parsons Road  
Appendix 2 - Site plan 53 Crabbs Cross Lane  
Appendix 3 - Exempt Information  
Appendix 4 - Exempt Plan

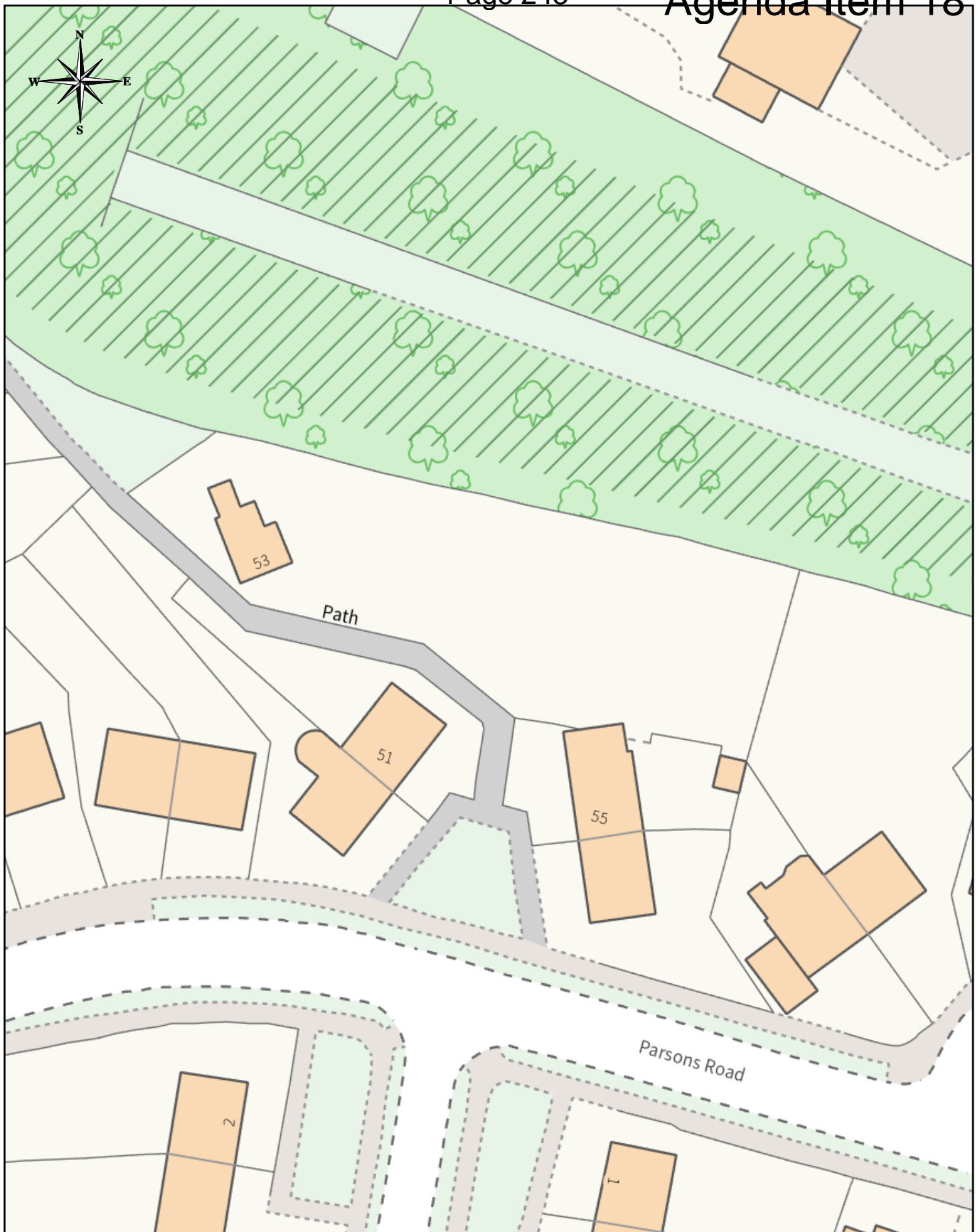
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**9. REPORT SIGN OFF**

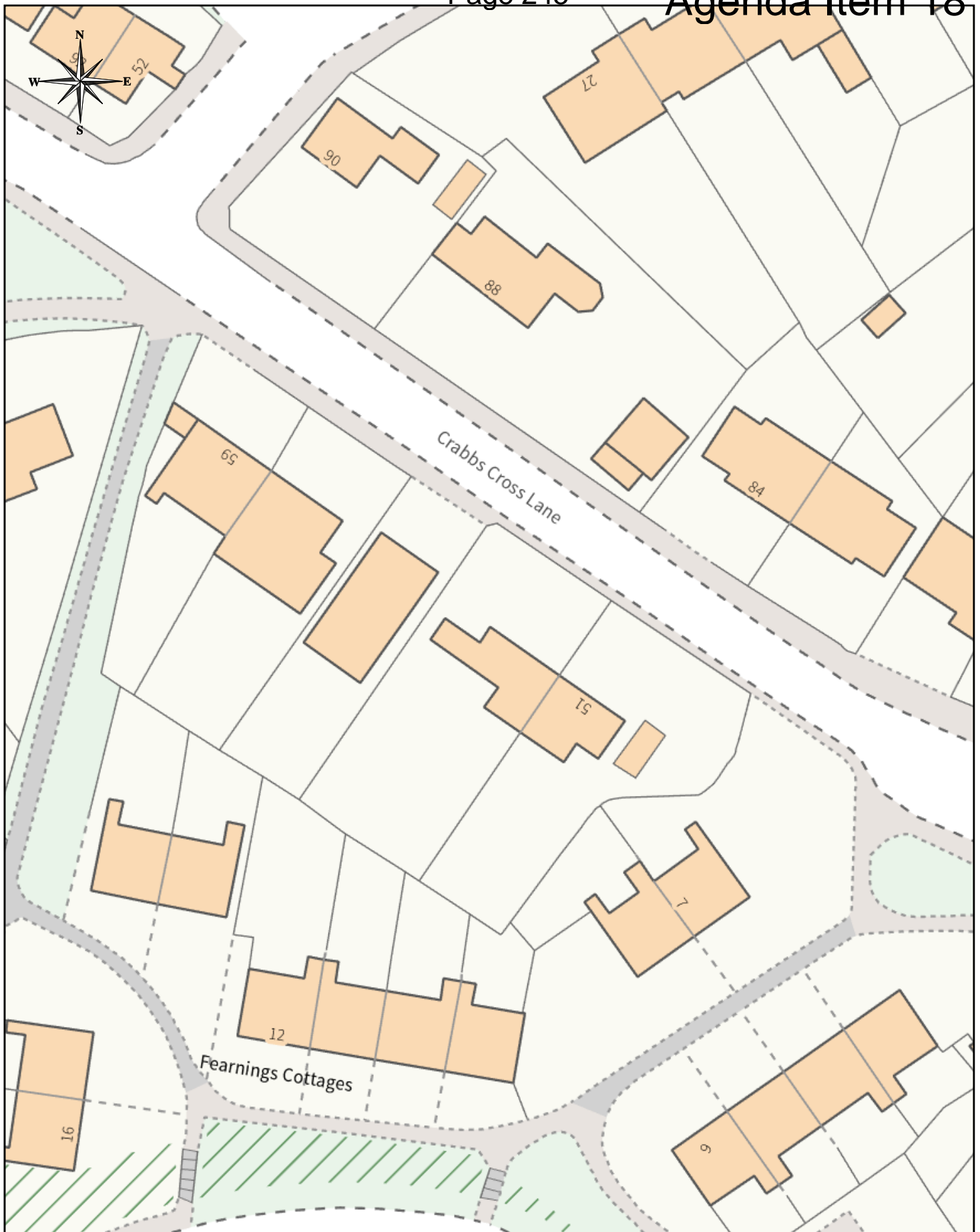
<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Bill Hartnett	08/05/2025
Assistant Director	Simon Parry	08/05/2025
Lead Officer	Andrew Rainbow	10/04/2025
Financial Services	Deb Goodall	15/04/2025
Legal Services	Nicola Cummings	20/05/2025
Policy Team (if equalities implications apply)	Rebecca Green	14/04/2025
Climate Change Officer (if climate change implications apply)	Matt Eccles	15/04/2025

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of the Local Government Act 1972.

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**REDDITCH BOROUGH COUNCIL****Executive  
2025****2<sup>nd</sup> September****DISPOSAL OF HRA ASSETS – DEMOLITION OF DERELICT GARAGES TO  
CREATE CAR PARKING SPACES.**

Relevant Portfolio Holder	Councillors Harvey and Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry
Report Author	Job Title: Housing Property Services Manager Contact email: andrew.rainbow@bromsgroveandredditch.gov.uk Contact Tel: 01527 534074 Ext 1678
Wards Affected	Matchborough and Woodrow wards
Ward Councillor(s) consulted	No
Relevant Strategic Purpose(s)	
Key Decision - No	
If you have any questions about this report, please contact the report author in advance of the meeting.	
This report contains exempt information as defined in Paragraph(s) 1 of Part I of Schedule 12A to the Local Government Act 1972, as amended	

**1. RECOMMENDATIONS****The Executive Committee RESOLVE that:-**

- 1) The 8 garages located at Ashorne Close, Matchborough (as shown on the plan at Appendix 1) be declared surplus to requirements and demolished on the grounds of structural safety.**
- 2) Subject to planning permission the garages be replaced with 10 parking spaces as shown on the plan at Appendix 2**

**2. BACKGROUND**

- 2.1 As the housing stock ages many of the garages built in the seventies are nearing the end of their lives and becoming uneconomic to repair. This report seeks permission from Members for the demolition of 8 dilapidated HRA garages located on Ashorne Close in Matchborough and for the creation of 10 parking spaces.
- 2.2 Officers intend to bring a further report later in the year to look at the adoption of a strategy for managing dilapidated HRA garages going forward. In the meantime, these garages are being reported to Members on the basis that they are unviable, and action is required to address this.

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2025**2<sup>nd</sup> September

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- 2.3 The 4 garages at the rear of 23 and 24 Ashorne Close are in a dilapidated state of repair. Repairs to concrete garages cannot be undertaken due to parts not being available.
- 2.4 The proposal is to demolish these 4 garages. The gardens of numbers 23 and 24 Ashorne Close will be affected through the demolition process, and going forward these will have new fencing installed, be re-turfed and offered to occupiers of numbers 23 and 24 Ashorne Close as additional space or alternatively retained as open space.
- 2.5 On the area outside the curtilage of the properties 4 new tarmac parking bays for the public will be created
- 2.6 A similar process will be followed for the garages located outside numbers 62 to 64 Ashorne Close. These garages are also in a dilapidated state and do not appear to be being used. By demolishing the garages and increasing the size of the footprint they cover it will be possible to replace them with 6 tarmac parking bays for use by the public.
- 2.7 By taking these actions the Council will be supporting the effective management of the HRA assets by eliminating the dilapidated garage structures, reducing the potential for anti-social social behaviour, improving the street scene for residents and providing additional parking places. Currently there is a lack of parking spaces in the vicinity of Ashorne Close.
- 2.8 Officers have made preliminary enquiries to assess any impact on the owners/occupiers of the 5 properties directly affected and will carry out further consultation to follow this up, assuming that Members approve the recommendations in the report.
- 2.7 A planning application will be required prior to demolition, as the garages are owned by the council, this would need to be considered by the Planning Committee.

**3. FINANCIAL IMPLICATIONS**

- 3.1 The amount charged by the council to rent a garage at this location is £12.32 per week, currently only 2 out of the 8 garages are let. So, the actual income is £22.64 per week. Whilst on paper demolishing the garages will result in a loss of potential income for 8 garages of £98.56, this has to be balanced against the fact that the garages are in a



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dilapidated state and are beyond economical repair as set out in paragraph 2.3

- 3.2 There is sufficient funds in existing budgets to cover the costs of the proposed works.

**4. LEGAL IMPLICATIONS**

- 4.1 The demolition works proposed falls under Class B2(b) of Part 11 of the General Permitted Development Order 2015. As such the Council will have to submit an application for prior approval before commencing the works.
- 4.2 Two of the garages are subject to licence agreements. The individuals affected have been notified of the proposal to demolish. Formal notice will have to be given to terminate those licences in due course. The occupants of 23 and 24 Ashorne Close have also been notified of the proposed demolition works.

**5. STRATEGIC PURPOSES - IMPLICATIONS**

**Relevant Strategic Purpose**

- 5.1 The relevant council priority would be Communities and housing.

**6. Climate Change Implications**

- 5.2 There are no expected climate change implications for the disposal of these garages and the repurposing of the land into additional tenant garden space and public parking provision.

**7. OTHER IMPLICATIONS**

**Local Government Reorganisation Implications**

- 7.1 No implications have been identified for Local Government Reorganisation.

**Executive  
2025**

**2<sup>nd</sup> September**

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**8. Equalities and Diversity Implications**

- 8.1 There are no equalities implications arising directly from this report; however, the effective utilisation of HRA assets will benefit the residents of Redditch through the provision of appropriate housing and a more pleasant street scene.

**9. Operational Implications**

- 9.1 We have a budget in place ready to use, this is a small budget. There will be some disruption to property frontages whilst work is underway. Prior to any work there will be a round of public consultation.

**10. RISK MANAGEMENT**

- 10.1 If no action is taken the unviable condition of the garages will continue to have a negative impact on the surrounding area and the structures may be subject to further dilapidation.

Immediate risks are demolition of concrete garages and construction of new parking bays.

**11. APPENDICES and BACKGROUND PAPERS**

Appendix 1 - Plan showing demolition of garages.  
Appendix 2 - Plan showing Car parking improvements.  
Appendix 3 – Site location plan.  
Appendix 4 – Exempt information.

**Executive  
2025****2<sup>nd</sup> September****9. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillors Sharon Harvey and Bill Hartnett	April 2025
Lead Director / Assistant Director	Simon Parry	May 2025
Financial Services	Debra Goodall	May 2025
Legal Services	Nicola Cummings  Claire Green – Principal Solicitor – Contracts, Commercial and Procurement	21st May 2025
Policy Team (if equalities implications apply)	Rebecca Green	
Climate Change Officer (if climate change implications apply)	Matt Eccles	April 2025

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**Key**

- Remove the slabs and resurface to full construction
- New 1m wide link footway
- Soft landscaped areas
- Exisiting footways
- Resurfacing of the car parking area
- 1.2m buffer strip
- New kerb edging
- New retaining wall to separate the car park and path with a hoop top finish

Date	Rev	Details

Project:

**Ashorne Close  
Car Parking Improvements**

Drawing:

**Proposed Layout**

Drawn:	JH	Scale:	1/500 @ A3
Surveyed:	OS	Date:	Mar 2025

Drawing No: **P2101/69/5**

**Engineering and Design Services**  
Town Hall  
Walter Stranz Square  
Redditch  
Worcs B98 8AH



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Garages and steps to be removed to allow for tanbem car parking

New 1m link footpath

Remove turning point. New 1.5m link footpath and drop kerb to be installed. Grass the remaining area.

- Key**
- Garages to be demolished Total 8
  - Remove the slabs and resurface to full construction
  - Soft landscaped areas
  - Existing footways
  - Resurfacing of the car parking area
  - 1.2m buffer strip
  - New retaining wall to separate the car park and path with a hoop top finish
  - New car parking spaces
  - New kerb edging
  - New boundary fence to property No. 23 and 24
  - New link footpath
  - Reduce the footway in length to the same length as the car parking space. Resurface as blacktop.

19/05/2025	A	Multiply amendments following a site visit
Date	Rev	Details

Project:

**Ashorne Close  
Car Parking Improvements**

Drawing:

**General Layout**

Drawn:	JH	Scale:	1/500 @ A3
Surveyed:	OS	Date:	Mar 2025

Drawing No: **P2101/69/3A**

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**Key**

 Garages to be demolished. Total No.8

Date	Rev	Details

Project:

**Ashorne Close  
Demolition of garages**

Drawing:

**Site Location Plan**

Drawn:	JH	Scale:	1/500 @ A3
Surveyed:	OS	Date:	May 2025

Drawing No: **P2101/69/4**

**Engineering and Design Services**

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